

BlackBerry Enterprise Server Resource Kit

BlackBerry Enterprise Transporter

Version: 5.0 | Service Pack: 1

Installation and Administration Guide

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BlackBerry Enterprise Transporter

1

You can use the BlackBerry® Enterprise Transporter to move one or more user accounts from one BlackBerry Domain to a different BlackBerry Domain.

You can use the BlackBerry Enterprise Transporter when your organization upgrades the BlackBerry® Enterprise Server and you want to create a new BlackBerry Domain, or if you need to move user accounts between BlackBerry Domain instances. For example, if you want to upgrade your organization's BlackBerry Enterprise Server from version 4.0 SP7 to version 5.0, you can create a separate BlackBerry Domain version 5.0 and use the BlackBerry Enterprise Transporter to move your organization's user accounts to the new BlackBerry Configuration Database. You can also use the BlackBerry Enterprise Transporter to move user accounts from a production BlackBerry Domain to a test BlackBerry Domain and back.

When you run the BlackBerry Enterprise Transporter, users do not need to delete BlackBerry device data or reactivate their BlackBerry devices, if the BlackBerry Enterprise Transporter supports the BlackBerry® Device Software version that they are using. The destination BlackBerry Enterprise Server resends service books, and the BlackBerry devices can start receiving new messages after the BlackBerry devices receive the service books. Synchronization of organizer data and calendar information over the wireless network might occur after the migration process completes.

BlackBerry Enterprise Transporter modes

Live mode

You can use live mode to move user accounts when the BlackBerry® Enterprise Server instances in both the destination BlackBerry Domain and the source BlackBerry Domain are running. If you choose this mode, the BlackBerry Enterprise Server instances in both BlackBerry Domain instances must use different SRP IDs.

In this mode, the BlackBerry Enterprise Server instances in the destination BlackBerry Domain must be running. This must occur so that the BlackBerry Enterprise Transporter can monitor the organizer data synchronization and calendar synchronization processes and IT administration commands (such as Resend IT Policy or Switch Service) that the destination BlackBerry Enterprise Server instances send to the BlackBerry devices to complete the migration process.

Bulk mode

You can use bulk mode to move all user accounts on a BlackBerry Enterprise Server. During the migration process, you must turn off the BlackBerry Enterprise Server instances in both the source BlackBerry Domain and the destination BlackBerry Domain. In the destination BlackBerry Domain, however, you must turn on the BlackBerry Administration Service. In an IBM® Lotus® Domino® environment, the IBM Lotus Domino services must be running.

In bulk mode, you select a BlackBerry Enterprise Server. Then, during the migration process, the BlackBerry Enterprise Transporter searches the source BlackBerry Configuration Database for all user accounts that are associated with the BlackBerry Enterprise Server, and moves them.

In a Microsoft® Exchange or Novell® GroupWise® messaging environment, you must configure the destination BlackBerry Enterprise Server instances to use the same BlackBerry Enterprise Server instance names (ServerConfig.ServiceName) and SRP IDs that the source BlackBerry Enterprise Server instances use. In an IBM Lotus Domino messaging environment, you must configure the destination BlackBerry Enterprise Server instances to use the same SRP IDs that the source BlackBerry Enterprise Server instances use.

The BlackBerry Enterprise Transporter does not monitor IT administration commands.

Options for moving user accounts with the BlackBerry Enterprise Transporter

Option	Description
one or more user accounts at a time	If your organization's environment includes more than one BlackBerry® Domain instance, you can use this option if users move to a different area in your organization and you need to move the user accounts to a different BlackBerry Domain. You can move these user accounts in live mode.
all user accounts on a BlackBerry® Enterprise Server	You can use this option to upgrade your organization's environment in phases to the latest version of the BlackBerry Enterprise Server. You can move these user accounts in bulk mode.

Data that the migration process does not move

Data	Description
administrative role assignment	If you move user accounts from a BlackBerry® Enterprise Server version 5.0 or later to a different BlackBerry Enterprise Server version 5.0 or later, the migration process does not move the administrative roles that are assigned to the user accounts. You can manually assign the administrative roles to the user accounts after the migration process completes, or you can create groups for user accounts and assign roles to the groups in the destination BlackBerry Enterprise Server.
group data	The migration process does not move group data. Instead, you can create a group in the destination BlackBerry Domain and specify it as the group that you want to assign user accounts to during the migration process.
software configuration data	The migration process does not move software configuration data, including BlackBerry® MDS Runtime application data.

Data	Description
	You can create a software configuration on the destination BlackBerry Domain and specify it as the software configuration that you want to assign to user accounts during the migration process.
IT policy data	<p>By default, the migration process moves all user accounts to the Default IT policy in the destination BlackBerry Domain.</p> <p>You can assign a user account to any IT policy that exists in the destination BlackBerry Domain.</p> <p>Alternatively, before a migration, you can assign an IT policy to a group and then move user accounts to the group.</p>
BlackBerry MDS Integration Service data	The migration process does not move BlackBerry MDS Integration Service data. For more information about the BlackBerry MDS Integration Service, visit www.blackberry.com/go/serverdocs to read the <i>BlackBerry Enterprise Server Feature and Technical Overview</i> for your organization's messaging environment.
BlackBerry® Browser configuration settings	The migration process does not move the BlackBerry Browser configuration settings on the BlackBerry device that is associated with a user account.
synchronized public contacts and databases and additional private contact folders	<p>The migration process does not move public contact folders and databases that you have not published globally on the destination BlackBerry Administration Service. The BlackBerry Enterprise Transporter does not publish public contact folders and databases.</p> <p>In a Microsoft® Exchange environment, synchronized public contacts and additional private contact folders can be moved only to a BlackBerry Enterprise Server that is version 5.0 SP1 or later.</p>

Validation that the BlackBerry Enterprise Transporter performs

Global validation

The BlackBerry® Enterprise Transporter performs the following actions before it begins the migration process:

- verifies that the BlackBerry Administration Service is installed in the destination BlackBerry Domain
- if the BlackBerry Administration Service is installed, verifies that the BlackBerry Enterprise Server User Administration Tool is installed on the computer that hosts the BlackBerry Enterprise Transporter

- sends a test BlackBerry Administration Service command to verify that the BlackBerry Administration Service is available and can respond

In an IBM® Lotus® Domino® environment, the BlackBerry Enterprise Transporter verifies whether skipDominoBBSDBReplication and skipDominoBBSDBValidation are set to True in the EnterpriseTransporter.exe.config file to determine how to validate. It then performs the following actions:

- verifies that IBM® Lotus Notes® is installed on the computer that hosts the BlackBerry Enterprise Transporter
- if skipDominoBBSDBReplication and skipDominoBBSDBValidation are not present or are set to False, verifies that the selected IBM Lotus Notes user.id can open the BlackBerry profiles databases in both the source BlackBerry Domain and the destination BlackBerry Domain

User validation

The BlackBerry® Enterprise Transporter performs the following validation before it migrates a user account:

- verifies that the user account is associated with a valid email address
- verifies that the user account exists in the source BlackBerry Domain
- verifies that the user account does not already exist in the destination BlackBerry Domain
- checks whether it can preserve the user ID that is associated with a BlackBerry device
- verifies that an IT policy can be applied to a BlackBerry device; however, this verification might not be possible in one of the following scenarios:
 - BlackBerry device is running an unspecified version of the BlackBerry® Device Software
 - BlackBerry device is operating on BlackBerry Device Software version 4.0.2, and the ITPolicyKeyMapping table does not exist
 - BlackBerry device is operating on BlackBerry Device Software version 4.3.0

In an IBM® Lotus® Domino® environment, the BlackBerry Enterprise Transporter performs the following additional actions:

- if SkipDominoBBSDBReplication is set to True in the EnterpriseTransporter.exe.config file, checks whether the user's BlackBerry state database already exists on the destination BlackBerry Enterprise Server
- verifies that the user's source BlackBerry state database can be opened on the source BlackBerry Enterprise Server
- checks whether the user's BlackBerry state database has been marked for deletion in the BlackBerry profiles database on the destination BlackBerry Enterprise Server
- checks whether a duplicate BlackBerry state database exists on the destination BlackBerry Enterprise Server

System requirements

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System requirements: BlackBerry Enterprise Transporter

Item	Requirement
BlackBerry® Enterprise Transporter version	Use the latest available version of the BlackBerry Enterprise Transporter, regardless of the version of the source BlackBerry Enterprise Server and destination BlackBerry Enterprise Server.
operating system	Any of the following operating systems: <ul style="list-style-type: none"> • Windows® 7 • Windows Server® 2008 • Windows Vista™ • Windows® XP Professional SP2 • Windows Server 2000 SP4 Server or Advanced Server • Windows Server 2003 SP1 or later
Microsoft® .NET Framework	Microsoft .NET Framework version 2.0
encryption algorithm	AES, Triple DES, or both AES and Triple DES
BlackBerry Enterprise Server	The source BlackBerry® Enterprise Server and the destination BlackBerry Enterprise Server must use the same encryption algorithm. Before you use the BlackBerry Enterprise Transporter for the first time, you must log in to the BlackBerry Administration Service and verify that you can create a user account, assign a BlackBerry device to the user account, and activate the BlackBerry device.
permissions for the BlackBerry Administration Service	In the BlackBerry Administration Service, you must create an administrator account that you can use to view BlackBerry Enterprise Server instances, and create and manage groups, user accounts, IT policies, and software configurations. These permissions are typically associated with a security administrator role or enterprise administrator role.
BlackBerry Enterprise Server User Administration Tool	BlackBerry Enterprise Transporter versions 5.0 SP1 and later use the BlackBerry® Administration API to assign configuration settings to user accounts when you move the user accounts to BlackBerry Enterprise Server version 5.0 SP1 or later. The BlackBerry Administration API is installed with the BlackBerry Administration Service. The BlackBerry Enterprise Server User Administration Tool is not required if the destination BlackBerry Enterprise Server is version 5.0 SP1 or later.

Item	Requirement
	<p>To move user accounts to BlackBerry Enterprise Server version 5.0, you must install a compatible version of the BlackBerry Enterprise Server User Administration Tool. The BlackBerry Enterprise Transporter uses the BlackBerry Enterprise Server User Administration Tool to assign default settings for groups, IT policies, and software configurations to the user accounts that you want to move to the destination BlackBerry Enterprise Server.</p> <p>The BlackBerry Enterprise Server User Administration Tool is not required if the destination BlackBerry Enterprise Server is version 4.0 or 4.1 (any service pack release).</p>
BlackBerry Domain	<p>If the destination BlackBerry Domain includes BlackBerry Enterprise Server version 5.0, all BlackBerry Enterprise Server instances in the BlackBerry Domain must be version 5.0 or later.</p>

Related topics

Premigration considerations, 17

Installation considerations

Supported environments

Item	Environment
BlackBerry® Enterprise Server for Microsoft® Exchange	<p>The BlackBerry Enterprise Transporter supports moving user accounts from the following environments to BlackBerry Enterprise Server for Microsoft Exchange version 4.0 SP7, or version 4.1 SP4 and later:</p> <ul style="list-style-type: none"> • BlackBerry Enterprise Server for Microsoft Exchange version 4.0 to 4.0 SP7 • BlackBerry Enterprise Server for Microsoft Exchange versions 4.1 and later • BlackBerry Enterprise Server for Microsoft Exchange versions 5.0 and later <p>Known issues might apply depending on the versions of the source BlackBerry® Enterprise Server and the destination BlackBerry Enterprise Server.</p>
BlackBerry® Enterprise Server for IBM® Lotus® Domino®	<p>The BlackBerry Enterprise Transporter supports moving user accounts from the following environments to BlackBerry Enterprise Server for IBM Lotus Domino version 4.0 SP7 or version 4.1 SP4 and later:</p> <ul style="list-style-type: none"> • BlackBerry Enterprise Server for IBM Lotus Domino version 4.0 to version 4.0 SP7

Item	Environment
	<ul style="list-style-type: none"> • BlackBerry Enterprise Server for IBM Lotus Domino versions 4.1 and later • BlackBerry Enterprise Server for IBM Lotus Domino versions 5.0 and later <p>Known issues might apply depending on the versions of the source BlackBerry Enterprise Server and the destination BlackBerry Enterprise Server.</p>
BlackBerry® Enterprise Server for Novell® GroupWise®	<p>The BlackBerry Enterprise Transporter supports moving user accounts from the following environments to BlackBerry Enterprise Server for Novell GroupWise version 5.0 SP1 or later:</p> <ul style="list-style-type: none"> • BlackBerry Enterprise Server for Novell GroupWise version 4.0 to version 4.0 SP7 • BlackBerry Enterprise Server for Novell GroupWise versions 4.1 and later • BlackBerry Enterprise Server for Novell GroupWise versions 5.0 SP1 and later <p>Known issues might apply depending on the versions of the source BlackBerry Enterprise Server and the destination BlackBerry Enterprise Server.</p>
database servers	<p>The BlackBerry Enterprise Transporter supports the following database servers:</p> <ul style="list-style-type: none"> • Microsoft® SQL Server® 2000 SP3 or SP4 • Microsoft SQL Server 2005 SP2 Enterprise, Professional, or Express
Microsoft® Exchange messaging server	<p>The BlackBerry Enterprise Transporter supports any version of Microsoft Exchange that the BlackBerry Enterprise Server supports.</p>
IBM® Lotus® Domino® messaging server	<p>The BlackBerry Enterprise Transporter supports any version of Lotus Domino that the BlackBerry Enterprise Server supports and that is version 6.5.4 or later.</p>
Novell GroupWise messaging server	<p>The BlackBerry Enterprise Transporter supports any version of Novell GroupWise that the BlackBerry Enterprise Server supports.</p>
email application for users	<p>The BlackBerry Enterprise Transporter supports the following versions of IBM® Lotus Notes®:</p> <ul style="list-style-type: none"> • Lotus Notes version 7.0 (to support encrypted message display when the user.id file is stored in BlackBerry® Desktop Manager version 4.1) • Lotus Notes version 8.0 • Lotus Notes version 8.5
BlackBerry® Device Software	<p>The BlackBerry Enterprise Transporter supports the following versions of the BlackBerry Device Software:</p> <ul style="list-style-type: none"> • BlackBerry Device Software versions 4.0.2 to 4.6 (except version 4.3.0)

Item	Environment
	<ul style="list-style-type: none"> BlackBerry Device Software versions that are later than version 4.0.0 but earlier than version 4.0.2

Related topics

Premigration considerations, 17

Unsupported features and environments

Item	Environment
messaging server environment	The BlackBerry® Enterprise Transporter does not support migration from one messaging server environment to a different environment (for example, migration from IBM® Lotus® Domino® to Microsoft® Exchange).
BlackBerry® Device Software	The BlackBerry Enterprise Transporter does not support BlackBerry Device Software versions that are earlier than version 4.0; version 4.3.0 is supported with conditions.
BlackBerry® Professional Software	The BlackBerry Enterprise Transporter does not support migration from BlackBerry Professional Software to a BlackBerry® Enterprise Server. The BlackBerry Enterprise Transporter does support migration from BlackBerry Professional Software 4.1 SP4 to a destination BlackBerry Enterprise Server Express.
IBM® DB2® UDB	The BlackBerry Enterprise Transporter does not support DB2 UDB.

Related topics

Troubleshooting preview errors, 43

Troubleshooting migration errors, 47

Premigration considerations, 17

Required permissions in an IBM Lotus Domino environment

To run the BlackBerry® Enterprise Transporter in an IBM® Lotus® Domino® environment, you require the same permissions in both the source BlackBerry Domain and the destination BlackBerry Domain that you require as an administrator of the BlackBerry® Enterprise Server for IBM® Lotus® Domino®.

For more information, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Server Installation Guide* and the *BlackBerry Enterprise Server Administration Guide*.

Permission	Description	Resource
notes.ini file	You must configure read and write permissions in the notes.ini file.	<i>BlackBerry Enterprise Server Installation Guide</i>

Permission	Description	Resource
		<ul style="list-style-type: none"> Section: System requirements: BlackBerry Enterprise Server
IBM® Lotus Notes® user.id file	<p>The BlackBerry Enterprise Transporter uses the IBM Lotus Notes user ID of the administrator to perform IBM Lotus Notes operations in the same way that the BlackBerry® Enterprise Server uses a server ID to perform IBM Lotus Notes operations.</p> <p>The BlackBerry Enterprise Transporter prompts for the user ID and password before it runs a migration preview.</p> <p>The IBM Lotus Notes user ID must be a member of the LocalDomainServers group.</p>	—

Replicating IBM Lotus Domino databases

Before you begin the migration process, you must verify the setting for skipDominoBBSDBReplication in the configuration file for the BlackBerry® Enterprise Transporter. The file name is EnterpriseTransporter.exe.config.

You must then perform one of the following actions:

- If skipDominoBBSDBReplication is not set to True, do not replicate the IBM® Lotus® Domino® databases before you run the BlackBerry Enterprise Transporter. The BlackBerry Enterprise Transporter performs a database replication before it migrates user accounts.
- If skipDominoBBSDBReplication is set to True, you must replicate the BlackBerry state database for each user account in the destination BlackBerry Domain before you begin the migration process. If you migrate a user account without replicating the user's BlackBerry state database in the destination BlackBerry Domain, all information for the user account is lost, and you must remove the user account from the BlackBerry® Enterprise Server, delete all data on the BlackBerry device that is associated with the user account, add the user account again to the BlackBerry Enterprise Server, and reactivate the BlackBerry device.

Installing the BlackBerry Enterprise Transporter

3

Install the BlackBerry Enterprise Transporter

Before you begin: Verify that the computer you want to use has access to the database servers that host the source BlackBerry® Configuration Database and the target BlackBerry Configuration Database.

1. Create a folder to store the BlackBerry Enterprise Transporter files.
2. In a browser, visit na.blackberry.com/eng/support/server_resourcekit.jsp.
3. Download the BlackBerry Enterprise Transporter installation package.
4. Extract the contents of the installation package to the folder that you created.
5. Double-click the **brk-bbenterprisetransporter.msi** file.
6. Complete the instructions on the screen.

Preparing the source BlackBerry Domain for the migration process

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To view documentation for administrators of the BlackBerry® Enterprise Server, visit www.blackberry.com/go/serverdocs.

Task	Resource
Back up the BlackBerry Configuration Database.	<i>BlackBerry Enterprise Server Upgrade Guide</i>
Create a list of the software configurations and applications that you want to duplicate in the destination BlackBerry Domain.	<i>BlackBerry Enterprise Server Administration Guide</i>
Create a list of the IT policies, policy rules, and default settings that you want to duplicate in the destination BlackBerry Domain.	<i>BlackBerry Enterprise Server Administration Guide</i>
Create a list of the SRP information and CAL keys that you want to duplicate in the destination BlackBerry Domain.	<i>BlackBerry Enterprise Server Administration Guide</i>
If you want the BlackBerry Enterprise Transporter to use the user import list file, export the email addresses for the user accounts that you want to migrate to a flat text file that is CR-delimited. Verify that the file uses the following format: <pre><emailaddress1> <emailaddress2> <emailaddress3></pre>	—
For BlackBerry Enterprise Server version 5.0 only, create a list of roles that you assigned to administrator accounts.	<i>BlackBerry Enterprise Server Administration Guide</i>
If you set up replication for the BlackBerry Configuration Database, stop the replication process.	—
Notify users that applications on the BlackBerry device that use a data connection through the BlackBerry MDS Connection Service might experience a service interruption until the user account is moved to and activated on the destination BlackBerry Enterprise Server.	—

Preparing the destination BlackBerry Domain for the migration process

5

To view documentation for administrators of the BlackBerry® Enterprise Server, visit www.blackberry.com/go/serverdocs.

Task	Resource
If you plan to move user mailboxes to the destination BlackBerry Domain, as a best practice, consider moving the user mailboxes before you migrate user accounts to the destination BlackBerry Domain.	—
Create a BlackBerry Configuration Database, and install the BlackBerry Enterprise Server instances. During the installation process, if the BlackBerry Enterprise Server instances use the same SRP information as the BlackBerry Enterprise Server instances in the source BlackBerry Domain, do not verify the SRP credentials and do not start any BlackBerry Enterprise Server services except for the BlackBerry Administration Service services.	<i>BlackBerry Enterprise Server Installation Guide</i>
In the BlackBerry Administration Service, create the groups, IT policies, roles, and software configurations that you want to duplicate from the source BlackBerry Domain.	<i>BlackBerry Enterprise Server Administration Guide</i>
Back up the BlackBerry Configuration Database.	<i>BlackBerry Enterprise Server Upgrade Guide</i>
In an IBM® Lotus® Domino® environment, you can copy the BlackBerry state databases and BlackBerry profiles databases from the source BlackBerry Enterprise Server instances to the destination BlackBerry Enterprise Server instances. You can perform this task if you do not want the BlackBerry Enterprise Transporter to replicate the databases during the migration process.	IBM Lotus Domino documentation
If you plan to use the BlackBerry Enterprise Transporter in bulk mode, in a Microsoft® Exchange or Novell® GroupWise® messaging environment, you must configure the destination BlackBerry Enterprise Server instances to use the same BlackBerry Enterprise Server instance names (ServerConfig.ServiceName) and SRP IDs that the source BlackBerry Enterprise Server instances use. In an IBM Lotus Domino messaging environment, you must configure the destination BlackBerry Enterprise Server instances to use the same SRP IDs that the source BlackBerry Enterprise Server instances use.	—

Task	Resource
Notify users that applications on the BlackBerry device that use a data connection through the BlackBerry MDS Connection Service might experience a service interruption until the user account is moved to and activated on the destination BlackBerry Enterprise Server.	—

Premigration considerations

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BlackBerry Enterprise Server compatibility

Moving user accounts to a destination BlackBerry Enterprise Server version 5.0 or later

If the version of the source BlackBerry® Enterprise Server for Microsoft® Exchange is earlier than version 5.0, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Enterprise Server for Microsoft Exchange.	In specific circumstances, if the version of the source BlackBerry Enterprise Server for Microsoft Exchange is earlier than version 4.1 SP6 MR5, the BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Domain. Before you try to move the user accounts, upgrade the source BlackBerry Enterprise Server for Microsoft Exchange to version 4.1 SP6 MR5 or later.

Moving user accounts to a destination BlackBerry Enterprise Server version 4.1 SP4 to 4.1 SP7

If you move user accounts to a destination BlackBerry® Enterprise Server that is version 4.1 SP4 to 4.1 SP7, consider the following information:

Consideration	Description
Issues might occur if the user ID of a user account already exists on the destination BlackBerry Enterprise Server.	If the user ID of a user account on the source BlackBerry Enterprise Server is the same as a user ID on the destination BlackBerry Enterprise Server, the user's BlackBerry device might not work as expected after you move the user account to the destination BlackBerry Enterprise Server. Before you move the user account, delete the user account from the source BlackBerry Enterprise Server, add it to the BlackBerry Enterprise Server again, and activate the BlackBerry device.

If the source BlackBerry® Enterprise Server is version 5.0 or later, consider the following information:

Consideration	Description
Duplicate contact list entries might appear on BlackBerry devices.	If organizer data synchronization is turned on for user accounts and you try to move the user accounts to a destination BlackBerry Enterprise Server for IBM Lotus Domino, duplicate contact list entries might appear on BlackBerry devices. Permanently delete the data on the BlackBerry devices and activate the BlackBerry devices again.

If the version of the source BlackBerry® Enterprise Server for Microsoft® Exchange is earlier than version 5.0, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Enterprise Server for Microsoft Exchange.	In specific circumstances, if the version of the source BlackBerry Enterprise Server for Microsoft Exchange is earlier than version 4.1 SP6 MR5, the BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Domain. Before you try to move the user accounts, upgrade the source BlackBerry Enterprise Server for Microsoft Exchange to version 4.1 SP6 MR5 or later.

If your organization's environment uses the BlackBerry® Enterprise Server for Novell® GroupWise®, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.

Moving user accounts to a destination BlackBerry Enterprise Server version 4.1 to 4.1 SP3

If you move user accounts to a destination BlackBerry® Enterprise Server that is version 4.1 to 4.1 SP3, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.

Consideration	Description
Issues might occur if the user ID of a user account already exists on the destination BlackBerry Enterprise Server.	If the user ID of a user account on the source BlackBerry Enterprise Server is the same as a user ID on the destination BlackBerry Enterprise Server, the user's BlackBerry device might not work as expected after you move the user account to the destination BlackBerry Enterprise Server. Before you move the user account, delete the user account from the source BlackBerry Enterprise Server, add it to the BlackBerry Enterprise Server again, and activate the BlackBerry device.

If the source BlackBerry® Enterprise Server is version 5.0 or later, consider the following information:

Consideration	Description
Duplicate contact list entries might appear on BlackBerry devices.	If organizer data synchronization is turned on for user accounts and you try to move the user accounts to a destination BlackBerry Enterprise Server for IBM Lotus Domino, duplicate contact list entries might appear on BlackBerry devices. Permanently delete the data on the BlackBerry devices and activate the BlackBerry devices again.
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.

If the version of the source BlackBerry® Enterprise Server for Microsoft® Exchange is earlier than version 5.0, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Enterprise Server for Microsoft Exchange.	In specific circumstances, if the version of the source BlackBerry Enterprise Server for Microsoft Exchange is earlier than version 4.1 SP6 MR5, the BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Domain. Before you try to move the user accounts, upgrade the source BlackBerry Enterprise Server for Microsoft Exchange to version 4.1 SP6 MR5 or later.

Moving user accounts to a destination BlackBerry Enterprise Server version 4.0 SP7

If you move user accounts to a destination BlackBerry® Enterprise Server that is version 4.0 SP7, consider the following information:

Consideration	Description
Issues might occur if the user ID of a user account already exists on the destination BlackBerry Enterprise Server.	If the user ID of a user account on the source BlackBerry Enterprise Server is the same as a user ID on the destination BlackBerry Enterprise Server, the user's BlackBerry device might not work as expected after you move the user account to the destination BlackBerry Enterprise Server. Before you move the user account, delete the user account from the source BlackBerry Enterprise Server, add it to the BlackBerry Enterprise Server again, and activate the BlackBerry device.

If the source BlackBerry® Enterprise Server is version 5.0 or later, consider the following information:

Consideration	Description
Duplicate contact list entries might appear on BlackBerry devices.	If organizer data synchronization is turned on for user accounts and you try to move the user accounts to a destination BlackBerry Enterprise Server for IBM Lotus Domino, duplicate contact list entries might appear on BlackBerry devices. Permanently delete the data on the BlackBerry devices and activate the BlackBerry devices again.

If the version of the source BlackBerry® Enterprise Server for Microsoft® Exchange is earlier than version 5.0, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Enterprise Server for Microsoft Exchange.	In specific circumstances, if the version of the source BlackBerry Enterprise Server for Microsoft Exchange is earlier than version 4.1 SP6 MR5, the BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Domain. Before

Consideration	Description
	you try to move the user accounts, upgrade the source BlackBerry Enterprise Server for Microsoft Exchange to version 4.1 SP6 MR5 or later.

If your organization's environment uses the BlackBerry® Enterprise Server for Novell® GroupWise®, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.

Moving user accounts to a destination BlackBerry Enterprise Server version 4.0 to 4.0 SP6

If you move user accounts to a destination BlackBerry® Enterprise Server that is version 4.0 to 4.0 SP6, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.
Issues might occur if the user ID of a user account already exists on the destination BlackBerry Enterprise Server.	If the user ID of a user account on the source BlackBerry Enterprise Server is the same as a user ID on the destination BlackBerry Enterprise Server, the user's BlackBerry device might not work as expected after you move the user account to the destination BlackBerry Enterprise Server. Before you move the user account, delete the user account from the source BlackBerry Enterprise Server, add it to the BlackBerry Enterprise Server again, and activate the BlackBerry device.

If the source BlackBerry® Enterprise Server is version 5.0 or later, consider the following information:

Consideration	Description
Duplicate contact list entries might appear on BlackBerry devices.	If organizer data synchronization is turned on for user accounts and you try to move the user accounts to a destination BlackBerry Enterprise Server for IBM Lotus

Consideration	Description
	Domino, duplicate contact list entries might appear on BlackBerry devices. Permanently delete the data on the BlackBerry devices and activate the BlackBerry devices again.

If the version of the source BlackBerry® Enterprise Server for Microsoft® Exchange is earlier than version 5.0, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Enterprise Server for Microsoft Exchange.	In specific circumstances, if the version of the source BlackBerry Enterprise Server for Microsoft Exchange is earlier than version 4.1 SP6 MR5, the BlackBerry Enterprise Transporter might require more time than expected to move user accounts to the destination BlackBerry Domain. Before you try to move the user accounts, upgrade the source BlackBerry Enterprise Server for Microsoft Exchange to version 4.1 SP6 MR5 or later.

BlackBerry Device Software compatibility

Moving user accounts to a destination BlackBerry Enterprise Server version 5.0 or later

If you move user accounts to a destination BlackBerry® Enterprise Server that is version 5.0 or later, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support a destination BlackBerry Domain that contains both BlackBerry Enterprise Server version 5.0 or later and a version of the BlackBerry Enterprise Server that is earlier than version 5.0.	Upgrade all BlackBerry Enterprise Server instances in the destination BlackBerry Domain to version 5.0 or later.

If BlackBerry devices use BlackBerry® Device Software version 4.3.0, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	After you move user accounts to the destination BlackBerry Enterprise Server, the IT policies on the destination BlackBerry Enterprise Server might not be applied to BlackBerry devices. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.5.0 or later. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination BlackBerry Enterprise Server if the IT policy is not applied to the BlackBerry devices. You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

If BlackBerry devices use BlackBerry Device Software version 4.0.2 to 4.2.2, and your organization's environment uses the BlackBerry® Enterprise Server for Novell® GroupWise®, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.

If BlackBerry devices use BlackBerry Device Software version 4.0.0 to 4.0.1, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	If the destination BlackBerry Configuration Database does not contain the optional ITPolicyKeyMapping table, the IT policies on the destination BlackBerry Enterprise Server are not applied to BlackBerry devices after you move the user accounts. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.0.2 or later, or add the ITPolicyKeyMapping table to the destination BlackBerry Configuration Database. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination BlackBerry Enterprise Server if the IT

Consideration	Description
	policy is not applied to the BlackBerry devices. You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

Moving user accounts to a destination BlackBerry Enterprise Server version 4.1 SP4 to 4.1 SP7

If you move user accounts to a destination BlackBerry® Enterprise Server that is version 4.1 SP4 to 4.1 SP7, consider the following information:

Consideration	Description
Issues might occur if the user ID of a user account already exists on the destination BlackBerry Enterprise Server.	If the user ID of a user account on the source BlackBerry Enterprise Server is the same as a user ID on the destination BlackBerry Enterprise Server, the user's BlackBerry device might not work as expected after you move the user account to the destination BlackBerry Enterprise Server. Before you move the user account, delete the user account from the source BlackBerry Enterprise Server, add it to the BlackBerry Enterprise Server again, and activate the BlackBerry device.

If BlackBerry devices use BlackBerry® Device Software version 4.5.0 or later or version 5.0 or later, and your organization's environment uses the BlackBerry® Enterprise Server for IBM® Lotus® Domino®, consider the following information:

Consideration	Description
Duplicate contact list entries might appear on BlackBerry devices.	If organizer data synchronization is turned on for user accounts and you try to move the user accounts to a destination BlackBerry Enterprise Server for IBM Lotus Domino, duplicate contact list entries might appear on BlackBerry devices. Permanently delete the data on the BlackBerry devices and activate the BlackBerry devices again.

If BlackBerry devices use BlackBerry Device Software version 4.3.0, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	After you move user accounts to the destination BlackBerry Enterprise Server, the IT policies on the destination BlackBerry Enterprise Server might not be applied to BlackBerry devices. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.5.0 or later. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination BlackBerry Enterprise Server if the IT policy is not applied to the BlackBerry devices. You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

If BlackBerry devices use BlackBerry Device Software version 4.0.0 to 4.0.1, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	If the destination BlackBerry Configuration Database does not contain the optional ITPolicyKeyMapping table, the IT policies on the destination BlackBerry Enterprise Server are not applied to BlackBerry devices after you move the user accounts. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.0.2 or later, or add the ITPolicyKeyMapping table to the destination BlackBerry Configuration Database. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination BlackBerry Enterprise Server if the IT policy is not applied to the BlackBerry devices. You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

If your organization's environment uses the BlackBerry® Enterprise Server for Novell® GroupWise®, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.

Moving user accounts to a destination BlackBerry Enterprise Server version 4.1 to 4.1 SP3

If you move user accounts to a destination BlackBerry® Enterprise Server that is version 4.1 to 4.1 SP3, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.
Issues might occur if the user ID of a user account already exists on the destination BlackBerry Enterprise Server.	If the user ID of a user account on the source BlackBerry Enterprise Server is the same as a user ID on the destination BlackBerry Enterprise Server, the user's BlackBerry device might not work as expected after you move the user account to the destination BlackBerry Enterprise Server. Before you move the user account, delete the user account from the source BlackBerry Enterprise Server, add it to the BlackBerry Enterprise Server again, and activate the BlackBerry device.

If BlackBerry devices use BlackBerry® Device Software version 4.5.0 or later or version 5.0 or later, and your organization's environment uses the BlackBerry® Enterprise Server for IBM® Lotus® Domino®, consider the following information:

Consideration	Description
Duplicate contact list entries might appear on BlackBerry devices.	If organizer data synchronization is turned on for user accounts and you try to move the user accounts to a destination BlackBerry Enterprise Server for IBM Lotus Domino, duplicate contact list entries might appear on BlackBerry devices. Permanently delete the data on the BlackBerry devices and activate the BlackBerry devices again.

If BlackBerry devices use BlackBerry Device Software version 4.3.0, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	After you move user accounts to the destination BlackBerry Enterprise Server, the IT policies on the destination BlackBerry Enterprise Server might not be applied to BlackBerry devices. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.5.0 or later. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination BlackBerry Enterprise Server if the IT policy is not applied to the BlackBerry devices. You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

If BlackBerry devices use BlackBerry Device Software version 4.0.0 to 4.0.1, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	If the destination BlackBerry Configuration Database does not contain the optional ITPolicyKeyMapping table, the IT policies on the destination BlackBerry Enterprise Server are not applied to BlackBerry devices after you move the user accounts. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.0.2 or later, or add the ITPolicyKeyMapping table to the destination BlackBerry Configuration Database. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination BlackBerry Enterprise Server if the IT policy is not applied to the BlackBerry devices. You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

Moving user accounts to a destination BlackBerry Enterprise Server version 4.0 SP7

If you move user accounts to a destination BlackBerry® Enterprise Server that is version 4.0 SP7, consider the following information:

Consideration	Description
Issues might occur if the user ID of a user account already exists on the destination BlackBerry Enterprise Server.	If the user ID of a user account on the source BlackBerry Enterprise Server is the same as a user ID on the destination BlackBerry Enterprise Server, the user's BlackBerry device might not work as expected after you move the user account to the destination BlackBerry Enterprise Server. Before you move the user account, delete the user account from the source BlackBerry Enterprise Server, add it to the BlackBerry Enterprise Server again, and activate the BlackBerry device.

If BlackBerry devices use BlackBerry® Device Software version 4.5.0 or later or version 5.0 or later, and your organization's environment uses the BlackBerry® Enterprise Server for IBM® Lotus® Domino®, consider the following information:

Consideration	Description
Duplicate contact list entries might appear on BlackBerry devices.	If organizer data synchronization is turned on for user accounts and you try to move the user accounts to a destination BlackBerry Enterprise Server for IBM Lotus Domino, duplicate contact list entries might appear on BlackBerry devices. Permanently delete the data on the BlackBerry devices and activate the BlackBerry devices again.

If BlackBerry devices use BlackBerry Device Software version 4.3.0, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	After you move user accounts to the destination BlackBerry Enterprise Server, the IT policies on the destination BlackBerry Enterprise Server might not be applied to BlackBerry devices. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.5.0 or later. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the

Consideration	Description
	user accounts again on the destination BlackBerry Enterprise Server if the IT policy is not applied to the BlackBerry devices. You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

If BlackBerry devices use BlackBerry Device Software version 4.0.0 to 4.0.1, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	If the destination BlackBerry Configuration Database does not contain the optional ITPolicyKeyMapping table, the IT policies on the destination BlackBerry Enterprise Server are not applied to BlackBerry devices after you move the user accounts. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.0.2 or later, or add the ITPolicyKeyMapping table to the destination BlackBerry Configuration Database. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination BlackBerry Enterprise Server if the IT policy is not applied to the BlackBerry devices. You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

If your organization's environment uses the BlackBerry® Enterprise Server for Novell® GroupWise®, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.

Moving user accounts to a destination BlackBerry Enterprise Server version 4.0 to 4.0 SP6

If you move user accounts to a destination BlackBerry® Enterprise Server that is version 4.0 to 4.0 SP6, consider the following information:

Consideration	Description
The BlackBerry Enterprise Transporter does not support the version of the destination BlackBerry Enterprise Server.	Upgrade the destination BlackBerry Enterprise Server to a version that the BlackBerry Enterprise Transporter supports.
Issues might occur if the user ID of a user account already exists on the destination BlackBerry Enterprise Server.	If the user ID of a user account on the source BlackBerry Enterprise Server is the same as a user ID on the destination BlackBerry Enterprise Server, the user's BlackBerry device might not work as expected after you move the user account to the destination BlackBerry Enterprise Server. Before you move the user account, delete the user account from the source BlackBerry Enterprise Server, add it to the BlackBerry Enterprise Server again, and activate the BlackBerry device.

If BlackBerry devices use BlackBerry® Device Software version 4.5.0 or later or version 5.0 or later, and your organization's environment uses the BlackBerry® Enterprise Server for IBM® Lotus® Domino®, consider the following information:

Consideration	Description
Duplicate contact list entries might appear on BlackBerry devices.	If organizer data synchronization is turned on for user accounts and you try to move the user accounts to a destination BlackBerry Enterprise Server for IBM Lotus Domino, duplicate contact list entries might appear on BlackBerry devices. Permanently delete the data on the BlackBerry devices and activate the BlackBerry devices again.

If BlackBerry devices use BlackBerry Device Software version 4.3.0, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	After you move user accounts to the destination BlackBerry Enterprise Server, the IT policies on the destination BlackBerry Enterprise Server might not be applied to BlackBerry devices. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.5.0 or later. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination BlackBerry Enterprise Server if the IT policy is not applied to the BlackBerry devices.

Consideration	Description
	You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

If BlackBerry devices use BlackBerry Device Software version 4.0.0 to 4.0.1, consider the following information:

Consideration	Description
IT policies might not be applied to BlackBerry devices.	If the destination BlackBerry Configuration Database does not contain the optional ITPolicyKeyMapping table, the IT policies on the destination BlackBerry Enterprise Server are not applied to BlackBerry devices after you move the user accounts. Before you move the user accounts, update the BlackBerry Device Software on BlackBerry devices to version 4.0.2 or later, or add the ITPolicyKeyMapping table to the destination BlackBerry Configuration Database. You can also run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination BlackBerry Enterprise Server if the IT policy is not applied to the BlackBerry devices. You are not required to permanently delete the data on the BlackBerry devices before you activate the user accounts again.

Preparing to move user accounts

7

Create the manifest file

The manifest file contains information about the BlackBerry® Domain instances, default settings, and email addresses that the BlackBerry Enterprise Transporter requires to run the migration process.

1. In the BlackBerry Enterprise Transporter, in the **Step 1: User Manifest** section, click **New**.
2. Type a file name.
3. Click **Save**.

After you finish: To use bulk mode, select the **Bulk Server Mode** check box.

Configure the source and destination instances of the BlackBerry Configuration Database

The BlackBerry® Enterprise Transporter requires the names of the database servers and the names of the BlackBerry Configuration Database instances. The BlackBerry Enterprise Transporter might also require database credentials so that it can access the source and destination BlackBerry Configuration Database instances during the migration process. To configure the BlackBerry Enterprise Transporter with the database information, you create a label for the source BlackBerry Configuration Database and a label for the destination BlackBerry Configuration Database.

Before you begin: Create or open a manifest file.

1. In the BlackBerry Enterprise Transporter, in the **Step 2: BlackBerry Databases** section, in the **Source Domain** section, click **Configure**.
2. In the **Label** drop-down list, perform one of the following actions:
 - To choose an existing source BlackBerry Configuration Database, click the name of the label that contains the database information.
 - To configure the source BlackBerry Configuration Database information for the first time, click **<new>**.
3. In the **Edit/New** section, in the **Label** field, type a label for the source BlackBerry Configuration Database.
4. In the **SQL Server** field, type the FQDN or IP address of the Microsoft® SQL Server® that hosts the source BlackBerry Configuration Database.
5. In the **Authentication** drop-down list, perform one of the following actions:
 - To use database authentication to access the source BlackBerry Configuration Database, click **SQL Server Authentication**. In the **User Name** and **Password** fields, type the login information for the database administrator account that you want the BlackBerry Enterprise Transporter to use to access the source BlackBerry Configuration Database.

- To use Windows® authentication to access the source BlackBerry Configuration Database using the login information of the current database administrator account, click **Windows NT Authentication (Current User)**.
- To use Windows authentication to access the source BlackBerry Configuration Database using the login information of a different database administrator account, click **Windows NT Authentication (Specify User)**. In the **User Name** and **Password** fields, type the login information for the database administrator account that you want the BlackBerry Enterprise Transporter to use to access the source BlackBerry Configuration Database. The domain of the specified administrator account must trust the current domain that the BlackBerry Enterprise Transporter is executed from.

If you click **Windows NT Authentication (Specify User)**, the **Authentication** drop-down list changes to **Windows NT Authentication (Current User)** when you open the Configure Database window again.

6. In the **Database** field, type the name of the source BlackBerry Configuration Database (for example, BESMgmt).
7. Click **Test Connection**.
8. Click **OK**.
9. In the **Step 2: BlackBerry Databases** section, in the **Destination Domain** section, click **Configure**.
10. To configure the destination BlackBerry Configuration Database, repeat steps 2 to 8.

Configure the default settings that apply to all user accounts

Before you select the user accounts that you want to move, you can configure the default settings for the destination BlackBerry® Enterprise Server, group, IT policy, and software configuration that you want to apply to all user accounts that you move to the destination BlackBerry Domain. Alternatively, you can select the user accounts that you want to move and then apply different default settings to specific user accounts.

Before you begin:

- In the destination BlackBerry Domain, create the group, IT policy, and software configuration that you want to apply to the user accounts that you want to move to the destination BlackBerry Domain.
 - Create or select labels for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.
1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
 2. In the **Default Destination Assignments** section, in the drop-down lists, click the BlackBerry Enterprise Server, group, IT policy, and software configuration that you want to apply to the user accounts.
 3. Select the **Use current defaults for all new entries** check box.
 4. Click **Done**.

To apply different default settings to specific user accounts that you want to move, clear the **Use current defaults for all new entries** check box and see the [Configure the default settings that are applied to specific user accounts](#) topic.

Using the BlackBerry Enterprise Transporter, you can apply software configurations and IT policies directly to user accounts. You can also assign user accounts to groups that are associated with existing software configurations and IT policies. The BlackBerry Administration Service uses preconfigured rules that give priority to user-assigned software configurations and IT policies over the software configurations and IT policies that you assign to groups. If you want the group-assigned software configurations and IT policies to take precedence, remove the user-assigned software configurations and IT policies from the user accounts. For more information about reconciliation rules, see the *BlackBerry Enterprise Server Administration Guide*.

Related topics

[Configure the default settings that apply to specific user accounts, 37](#)

Configure the BlackBerry Enterprise Transporter to send notification email messages to user accounts

You can configure the BlackBerry® Enterprise Transporter to send a notification message to user accounts after the BlackBerry Enterprise Transporter moves the user accounts to a destination BlackBerry® Enterprise Server. You cannot send a notification message to user accounts when you use the BlackBerry Enterprise Transporter in bulk mode.

1. On the **Config** menu, click **Email Configuration**.
2. In the **Email option** section, select the **Enable** check box.
3. In the **SMTP Server Configuration** section, type the information for the host SMTP server.
4. In the **Email** section, type the information for the notification message.
5. Click **OK**.

After you finish: To turn off notification messages, clear the **Enable** check box.

Selecting the user accounts to move to the destination BlackBerry Domain

8

You can select the user accounts that you want to move using one of the following methods:

- search for a list of user accounts in a BlackBerry® Domain, on a BlackBerry® Enterprise Server, or in a group
- type the email addresses of the user accounts one at a time in the BlackBerry Enterprise Transporter
- import a CR-delimited flat text file that contains a list of email addresses
- if the BlackBerry Enterprise Transporter is running in bulk mode, select a source BlackBerry Enterprise Server

Search for and select user accounts to move

You can search for user accounts that are associated with the source BlackBerry® Domain, or with a specific BlackBerry® Enterprise Server, group, or IT policy. You can add the user accounts to the list of user accounts that you want to move to a destination BlackBerry Domain.

Before you begin: Create or select the labels for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.

1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
2. Click **Find Users**.
3. Perform one of the following actions:
 - To search for user accounts at the global level, select the **BlackBerry Domain** option.
 - To search for user accounts that are associated with a specific BlackBerry Enterprise Server, select the **Server** option. In the drop-down list, click a BlackBerry Enterprise Server.
 - To search for user accounts that are associated with a specific group, select the **Group** option. In the drop-down list, click a group.
 - To search for user accounts that are associated with a specific IT policy, select the **IT Policy** option. In the drop-down list, click an IT policy.
4. Click **Find**.
5. Add the user accounts that you want to move.
6. Click **Done**.

After you finish: To remove a user account from the list, highlight the user account information and press **Delete**.

Import a file with email addresses

Before you begin:

- Create or specify labels for the source BlackBerry® Configuration Database and destination BlackBerry Configuration Database.
 - Create a CR-delimited flat text file that contains the email addresses of the user accounts that you want to move.
1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
 2. Click **Import Users**.
 3. Navigate to the file that contains the list of email addresses.
 4. Click **OK**.
 5. Click **Done**.

Select all user accounts that are associated with a source BlackBerry Enterprise Server

To move all user accounts that are associated with a source BlackBerry® Enterprise Server simultaneously, you can turn on bulk mode.

Before you begin: Create or specify labels for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.

1. In the BlackBerry Enterprise Transporter, in the **Step 1: User Manifest** section, select the **Bulk Server Mode** check box.
2. In the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
3. In the **Bulk Mode** section, in the **Source Server** drop-down list, click the BlackBerry Enterprise Server that the user accounts you want to move are associated with.
4. Click **Done**.

Add the information for a single user account

You can add the information for a single user account without searching the source BlackBerry® Configuration Database for the information.

Before you begin: Create or specify labels for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.

1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
2. In the **Email** column, type the email address for the user account.
3. In the **DestinationServer** column, type the name of the BlackBerry® Enterprise Server that you want to associate the user account with.

4. Click **Done**.

Configure the default settings that apply to specific user accounts

After you select the user accounts that you want to move to the destination BlackBerry® Domain, you can apply different settings for the destination BlackBerry® Enterprise Server, group, IT policy, and software configuration to specific user accounts that you want to move.

Before you begin:

- In the destination BlackBerry Domain, create the groups, IT policies, and software configurations that you want to apply to the user accounts.
 - Create or select labels for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.
 - Before you select the user accounts that you want to move to the destination BlackBerry Domain, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**. Clear the **Use current defaults for all new entries** check box.
 - Select the user accounts that you want to move to the destination BlackBerry Domain.
1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
 2. In the **Default Destination Assignments** section, click the BlackBerry Enterprise Server, group, IT policy, and software configuration that you want to apply to the user accounts.
 3. Perform one of the following actions:
 - To apply the selected default settings to specific user accounts, select the user accounts. Click **Apply to selected**.
 - To apply the selected default settings to all user accounts that do not have values for the default settings specified, click **Apply to blank cells**.
 - To specify the default settings for a specific user account, configure the values for the **Dest Server**, **Dest Group**, **Dest Policy**, and **Dest SW Config** drop-down lists for the user account.
 4. If necessary, repeat steps 2 and 3 to apply different default settings to specific user accounts.
 5. Click **Done**.

Using the BlackBerry Enterprise Transporter, you can apply software configurations and IT policies directly to user accounts. You can also assign user accounts to groups that are associated with existing software configurations and IT policies. The BlackBerry Administration Service uses preconfigured rules that give priority to user-assigned software configurations and IT policies over the software configurations and IT policies that you assign to groups. If you want the group-assigned software configurations and IT policies to take precedence, remove the user-assigned software configurations and IT policies from the user accounts. For more information about reconciliation rules, see the *BlackBerry Enterprise Server Administration Guide*.

Related topics

- [Configure the default settings that apply to all user accounts, 33](#)
- [Selecting the user accounts to move to the destination BlackBerry Domain, 35](#)

Moving user accounts

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Verify the user account information

Before you begin the migration process, you can verify the user account information to check that the migration process can move the user account. You can use this information to resolve any issues.

Before you begin: Select the user accounts that you want to move.

1. In the BlackBerry® Enterprise Transporter, in the **Step 4: Preview** section, click **Preview**.
2. In the **Report** window, check for warning messages.
3. If issues exist, resolve the issues.

After you finish: To stop the preview, in the **Step 4: Preview** section, click **Abort**.

Move user accounts

To stop the migration process at any time, in the Step 5: Migration section, click Abort. When you click Abort, the BlackBerry® Enterprise Transporter stops after it completes the migration process for the user accounts that it is currently moving.

Before you begin:

- Before you use the BlackBerry Enterprise Transporter for the first time, log in to the BlackBerry Administration Service and verify that you can create a user account, assign a BlackBerry device to the user account, and activate the BlackBerry device.
 - Validate the user account information to resolve any issues that might exist.
 - Verify that only one BlackBerry Enterprise Transporter instance is running against a BlackBerry Configuration Database at a time.
 - If you plan to move the mailboxes that are associated with user accounts, consider moving the mailboxes before you move the user accounts. You must not move the mailboxes at the same time as you use the BlackBerry Enterprise Transporter to move the user accounts.
 - Consider moving user accounts when the associated BlackBerry devices are in a wireless coverage area.
 - To move the WLAN data for user accounts, verify that both the source BlackBerry Domain and the destination BlackBerry Domain are version 4.1 SP2 or later. WLAN configurations must be the same on both the source BlackBerry Domain and destination BlackBerry Domain. If the WLAN configurations are not the same on both BlackBerry Domain instances, the user accounts are moved with the WLAN settings from the source BlackBerry Domain.
1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, perform any of the following actions:
 - If you want the destination BlackBerry® Enterprise Server to synchronize the organizer data for user accounts immediately after the migration process completes, select the **Trigger SlowSync** check box.

If you plan to migrate a large number of users, this action might have an unexpected performance impact on your organization's messaging server and BlackBerry Enterprise Server environment. It is a best practice to use this option when you move user accounts during low usage periods. If you do not select this option, the destination BlackBerry Enterprise Server synchronizes the organizer data for the user accounts at a regularly scheduled interval.

- To ignore validation warning messages, select the **Ignore Warnings** check box.
 - To move the WLAN data for user accounts, select the **Migrate WLAN** check box.
2. In the **Step 5: Migration** section, click **Migrate**.
 3. On the **Console** tab, view the success message and warning messages.
To copy all the success messages and warning messages to the Clipboard, on the **Edit** menu, click **Copy Console to Clipboard**.

After you finish: To verify that the migration process completed, search for the user accounts in the destination BlackBerry Administration Service. Verify that the user accounts are assigned to the correct BlackBerry Enterprise Server, group, IT policy, and software configuration.

Running the BlackBerry Enterprise Transporter from the command prompt

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Run the BlackBerry Enterprise Transporter from the command prompt

1. On the computer that hosts the BlackBerry® Enterprise Transporter, at the command prompt, navigate to `<drive>:/Program Files/Research in Motion/BlackBerry Resource Kit/BlackBerry Enterprise Transporter`.
2. Perform one of the following actions:
 - To preview the migration process, type **enterprisetransporter /console /preview** and the appropriate authentication options or path options.
 - To move user accounts, type **enterprisetransporter /console /migrate** and the appropriate authentication options or path options.

After you finish: In a Microsoft® Exchange messaging environment, to stop the preview migration process, press **Ctrl+Break**.

To verify that the migration process completed, search for the user accounts in the destination BlackBerry Administration Service. Verify that the user accounts are assigned to the correct BlackBerry® Enterprise Server instance, group, IT policy, and software configuration.

Parameters for the BlackBerry Enterprise Transporter

The parameters listed in brackets are optional.

Item	Description
[/basauthtype]	<p>This parameter specifies which of the following options that the BlackBerry Enterprise Transporter uses to authenticate with the BlackBerry Administration Service:</p> <ul style="list-style-type: none"> • <code>ad_auth</code>: use Microsoft® Active Directory® authentication • <code>bas_auth</code>: use BlackBerry Administration Service authentication; if you do not specify the an authentication type, by default, the tool uses this type • <code>mailbox_auth</code>: use mailbox authentication (IBM® Lotus® Domino® environment only) <p>This parameter is required only if you specify <code>/basusername</code> and <code>/baspassword</code>.</p>
[/baspassword]	<p>This parameter specifies the password that the tool uses to authenticate with the BlackBerry Administration Service when it uses BlackBerry Administration Service authentication.</p>

Item	Description
[/ <i>basdomain</i>]	<p>You use this parameter with the <code>/bas_auth</code> parameter.</p> <p>If you use this parameter, you must also specify a value for the <code>/basusername</code> parameter.</p> <p>This parameter specifies the Microsoft Active Directory domain for the BlackBerry Administration Service.</p>
[/ <i>basusername</i>]	<p>You use this parameter only with the <code>/ad_auth</code> parameter.</p> <p>This parameter specifies the user name that the tool requires to authenticate with the BlackBerry Administration Service using BlackBerry Administration Service authentication.</p>
/ <i>console</i>	<p>You use this parameter with the <code>/bas_auth</code> parameter.</p> <p>If you use this parameter, you must also specify a value for the <code>/baspassword</code> parameter.</p>
/ <i>preview</i>	<p>This parameter specifies that you run the tool from the command prompt.</p>
/ <i>execute</i>	<p>These parameters specify which of the following tasks that you want to use the tool to perform:</p> <ul style="list-style-type: none"> • <code>/preview</code>: preview a migration but do not complete a move • <code>/execute</code>: migrate user accounts
[/ <i>dominoid</i> < <i>drive</i> :> < <i>path</i> > < <i>filename</i> >]	<p>This parameter specifies the path to the user.id file.</p> <p>You use this parameter in a BlackBerry® Enterprise Server for IBM® Lotus® Domino® environment only.</p>
[/ <i>dominopassword</i> < <i>password</i> >]	<p>This parameter specifies the password that the BlackBerry Enterprise Transporter uses for the user.id file.</p> <p>This parameter is required in a BlackBerry Enterprise Server for IBM Lotus Domino environment.</p>
[/ <i>manifestPath</i> < <i>drive</i> :> < <i>path</i> > < <i>filename</i> >]	<p>This parameter specifies the path to the manifest file. If you do not specify a path, the tool uses the manifest.xml file that is in the folder that the tool is installed in.</p>

Return user accounts to the source BlackBerry Domain

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To return user accounts to the source BlackBerry Domain, you must run the migration process a second time. You must set the former destination BlackBerry Configuration Database as the source BlackBerry Configuration Database, and the former source BlackBerry Configuration Database as the destination BlackBerry Configuration Database.

Before you begin: Back up the source BlackBerry® Configuration Database and destination BlackBerry Configuration Database.

1. In the BlackBerry Enterprise Transporter, in the **Step 2: BlackBerry Databases** section, in the **Source Domain** section, click **Configure**.
2. In the **Label** drop-down list, click the label for the former destination BlackBerry Configuration Database.
3. Click **OK**.
4. In the **Step 2: BlackBerry Databases** section, in the **Destination Domain** section, click **Configure**.
5. In the **Label** drop-down list, click the label for the former source BlackBerry Configuration Database.
6. Click **OK**.
7. In the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
8. Change the list of user accounts to the user accounts that you want to return to the source BlackBerry Configuration Database.
9. Click **Done**.
10. Validate the user account data.
11. Move the user accounts.

Troubleshooting preview errors

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ERROR: Destination contains servers older than 5.0

Description

This message appears if BlackBerry® Enterprise Server version 5.0 and earlier versions are both present in the destination BlackBerry Domain.

Possible solution

Upgrade all BlackBerry Enterprise Server instances in the destination BlackBerry Domain to version 5.0 or later and then run the BlackBerry Enterprise Transporter.

Application error messages

Failed to initialize <source/destination> database connection

Description

This message appears when the BlackBerry® Enterprise Transporter cannot connect to the specified database, or the database is not a valid BlackBerry Configuration Database.

Possible solution

Try performing the following actions:

- Verify that the connection string is correct.
- Verify the database permissions.
- Verify that the server that hosts the BlackBerry Configuration Database is running and that the BlackBerry Configuration Database is online.

No users found in manifest, shutting down

Description

This message appears when the BlackBerry® Enterprise Transporter engine finds no user accounts to move.

Possible solution

Try performing one of the following actions:

- If you are running the BlackBerry Enterprise Transporter in live mode, check the manifest file to verify that one or more user accounts are defined in the Users section.

- If you are running the BlackBerry Enterprise Transporter in bulk mode, verify the names of the database servers that host the BlackBerry Configuration Database in the source BlackBerry Domain and the destination BlackBerry Domain, and verify that the names and server information are configured correctly in the manifest file.

Manifest Validation Error

Description

This message appears when the manifest file does not conform to the manifest.xsd schema.

Possible solution

Determine the line or element of the schema error, and correct it.

User validation error messages

No users have been activated on destination server - user may lose some device functionality

Description

This message appears when you try to move user accounts to a destination BlackBerry® Enterprise Server that has never had user accounts added to it and has never had BlackBerry devices activated.

Possible solution

In the BlackBerry Administration Service for the destination BlackBerry Enterprise Server, create and activate a test user account. Try moving user accounts to the destination BlackBerry Enterprise Server again.

User not found in source

Description

This message appears when the BlackBerry® Enterprise Transporter cannot find a user record in the source BlackBerry Domain with the email address that is specified in the manifest file.

Possible solution

Try performing the following actions:

- Verify that the source BlackBerry Domain is correct in the manifest file.
- Verify that the user account exists on one of the BlackBerry® Enterprise Server instances in the source BlackBerry Domain.
- Verify that the email address of the user account is typed correctly in the manifest file.

User already exists in destination

Description

This message appears when the BlackBerry® Enterprise Transporter finds that a user record already exists in the destination BlackBerry Domain with the email address of the user account that is specified in the manifest file.

Possible solution

Try performing the following actions:

- Verify that the destination BlackBerry Domain is correct in the manifest file.
- Verify that the email address of the user account is typed correctly in the manifest file.

The UserId cannot be preserved

Description

This message appears when the BlackBerry® Enterprise Transporter cannot preserve the user ID that the BlackBerry® Enterprise Server sends to the BlackBerry device because the user ID is already in use in the destination BlackBerry Domain. The user ID must be preserved so that the BlackBerry device can work correctly.

This message appears only if the BlackBerry Enterprise Server instances in the destination BlackBerry Domain are not version 5.0 and later.

Possible solution

Manually remove, re-add, and reactivate the user account on the source BlackBerry Enterprise Server to generate a new user ID. Then try to migrate the user account again.

User account status: Skipped

On the Report tab, this status message appears for user accounts that were previously moved to the destination BlackBerry® Enterprise Server.

User validation warning messages

Invalid PIN

Description

This message appears when the user account has an invalid, null, or 0 PIN, which indicates that the user account is not active. The BlackBerry® Enterprise Transporter can move the user account, but IT administration commands do not complete, and you must activate the user account after the migration to the destination BlackBerry® Enterprise Server instance.

Possible solution

Try performing one of the following actions:

- Activate the user account on the source BlackBerry Enterprise Server. Then retry the migration.
- Run the BlackBerry Enterprise Transporter migration process with **Ignore warnings** selected. Then activate the user account on the destination BlackBerry Enterprise Server instance after the migration process completes.

User status on the source BlackBerry Enterprise Server instance is not "Running"

Description

The status of the user account on the source BlackBerry® Enterprise Server instance indicates that the user account is not currently active.

Possible solution

Try performing one of the following actions:

- Activate the user account on the source BlackBerry Enterprise Server. Then retry the migration.
- Run the BlackBerry Enterprise Transporter migration process with **Ignore warnings** selected. Then activate the user account on the destination BlackBerry Enterprise Server instance after the migration process completes. You do not need to delete the data on the BlackBerry device that is associated with the user account.

Troubleshooting migration errors

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When you troubleshoot migration issues, you can review the migration job history in the BlackBerry® Enterprise Transporter log file.

User migration failed messages

VALIDATION / FAILED

Description

This message appears when the BlackBerry® Enterprise Transporter cannot validate the user account.

Possible solution

See "User validation error messages" and "User validation warning messages" for the BlackBerry Enterprise Transporter.

MIGRATION / FAILED

Description

This message appears when the BlackBerry® Enterprise Transporter cannot add the data for the user account to the destination BlackBerry Configuration Database.

Possible solution

Try performing the following actions:

- Check the log file for the BlackBerry Enterprise Transporter for the error details.
- Verify that the destination BlackBerry Configuration Database is online.
- Verify that you have the required permissions to insert records into the destination BlackBerry Configuration Database.

SWITCH_SERVICE / FAILED

Description

This message appears when the destination BlackBerry® Policy Service reports an error after it tries to send the Switch Service command to the BlackBerry device.

Possible solution

Check the log file for the BlackBerry Policy Service and the log files for the BlackBerry device to determine the cause of the error.

User migration completed with warning messages

SET_IT_POLICY / FAILED

Description

This message appears when the IT policy sent from the destination BlackBerry® Enterprise Server is not successfully applied to the BlackBerry device after the migration process completes.

Possible solution

Try performing the following actions:

- Manually resend the IT policy from the destination BlackBerry Enterprise Server.
- If you still cannot apply the IT policy, reactivate the BlackBerry device on the destination BlackBerry Enterprise Server. You do not need to delete the data from the BlackBerry device.
- If you still cannot apply the IT policy, delete the data from the BlackBerry device. Reactivate the BlackBerry device on the destination BlackBerry Enterprise Server.

Any other task / FAILED or NOT_STARTED

Description

This message appears if some other task failed but did not stop the migration process.

Possible solution

Check the BlackBerry® Enterprise Transporter log file for details.

User migration pending error messages

SWITCH_SERVICE or SET_IT_POLICY / PENDING

Description

These messages appear when the BlackBerry® Policy Service sends the Switch Service command or the Set IT Policy command to the BlackBerry device, but the command does not complete. The BlackBerry device might be turned off, outside a wireless coverage area, or inactive.

Possible solution

Manually verify that the IT administration commands are delivered to the BlackBerry device after it is turned on, back inside a wireless coverage area, or activated.

IT policy error messages

Last IT Policy Command Failed or Pending

Description

These messages appear when the last Set IT Policy command that the source BlackBerry® Enterprise Server sent to the BlackBerry device failed or is still in progress. If you migrate the user account in this state, an IT administration command that is sent from the destination BlackBerry Enterprise Server might fail.

Possible solution

Try performing one of the following actions:

- Wait for the source Set IT Policy command to complete, or resend the Set IT Policy command if the previous command failed.
- Run the BlackBerry Enterprise Transporter migration process with **Ignore warnings** selected, and activate the user account on the destination server after the migration process completes if the IT administration command fails. You do not need to delete the data on the BlackBerry device.

IT Policy might not be applied successfully to a BlackBerry device

Description

This message appears when the BlackBerry® Enterprise Transporter detects a condition where the destination BlackBerry® Enterprise Server might not be able to apply a new IT policy to the BlackBerry device that is associated with a user account.

This can happen if the BlackBerry® Device Software is earlier than version 4.0.2 and the destination BlackBerry Configuration Database does not contain the optional ITPolicyKeyMapping table.

Possible solution

Try performing the following actions:

- If possible, upgrade the BlackBerry Device Software to version 4.0.2.x or later.
- Add the ITPolicyKeyMapping table to the destination BlackBerry Configuration Database before you try to migrate a user account if the BlackBerry Device Software is earlier than version 4.0.2.
- If the Set IT Policy command fails, run the BlackBerry Enterprise Transporter with **Ignore warnings** selected. Then reactivate the user account on the destination BlackBerry Enterprise Server after the migration process completes. You do not need to delete the data on the BlackBerry device.

User account status: Skipped

On the Report tab, this status message appears for user accounts that were previously moved to the destination BlackBerry® Enterprise Server.

User account status: MigrationSkippedDueToValidationFailure

Description

On the Report tab, this status message appears for user accounts that were not moved to the destination BlackBerry® Enterprise Server because the BlackBerry Enterprise Transporter could not validate the user accounts.

Possible solution

Use the information that appears on the Report tab to resolve the issue.

Glossary

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AES

Advanced Encryption Standard

API

application programming interface

BlackBerry Domain

A BlackBerry Domain consists of the BlackBerry Configuration Database with its users and any BlackBerry® Enterprise Server instances that connect to it.

BlackBerry CAL

A BlackBerry® Client Access License (BlackBerry CAL) limits how many users you can add to a BlackBerry® Enterprise Server.

CR

carriage return

DES

Data Encryption Standard

FQDN

fully qualified domain name

IBM DB2 UDB

IBM® DB2® Universal Database

IP

Internet Protocol

IP address

An Internet Protocol (IP) address is an identification number that each computer or mobile device uses when it sends or receives information over a network, such as the Internet. This identification number identifies the specific computer or mobile device on the network.

SRP

Server Routing Protocol

Triple DES

Triple Data Encryption Standard

WLAN

wireless local area network

Provide feedback

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