

BlackBerry Enterprise Server Resource Kit

BlackBerry Enterprise Transporter

Version: 5.0 | Service Pack: 1

Release Notes

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Related resources

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Guide	Information
<i>BlackBerry Enterprise Transporter Installation and Administration Guide</i>	<ul style="list-style-type: none">• installation instructions• instructions for migrating user accounts
BlackBerry Enterprise Transporter online help	<ul style="list-style-type: none">• instructions for migrating user accounts
<i>BlackBerry Enterprise Server Installation and Configuration Guide</i>	<ul style="list-style-type: none">• system requirements• installation instructions
<i>BlackBerry Enterprise Server Upgrade Guide</i>	<ul style="list-style-type: none">• system requirements• upgrade instructions
<i>BlackBerry Enterprise Server Feature and Technical Overview</i>	<ul style="list-style-type: none">• BlackBerry® Enterprise Server features• system architecture• data and process flows
<i>BlackBerry Enterprise Server Administration Guide</i>	<ul style="list-style-type: none">• system setup and management• BlackBerry device implementation instructions

Product information

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You can use the BlackBerry® Enterprise Transporter with the BlackBerry® Enterprise Server to move user accounts from one BlackBerry Domain to a different BlackBerry Domain. For example, 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 a BlackBerry Enterprise Server from version 4.1 SP4 to version 5.0 SP1, you can create a separate BlackBerry Domain version 5.0 SP1 and use the BlackBerry Enterprise Transporter to move the user accounts to the new BlackBerry Configuration Database. You can also use the BlackBerry Enterprise Transporter to move user accounts from a test BlackBerry Domain to a production BlackBerry Domain.

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.

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. For example, if you want to move user accounts to or from the BlackBerry® Enterprise Server for Novell® GroupWise® 5.0 SP1, use BlackBerry Enterprise Transporter 5.0 SP2.

Fixed in this release

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BlackBerry Enterprise Transporter fixed issues

(DT 444845) In previous versions of the BlackBerry® Enterprise Transporter, the BlackBerry Enterprise Transporter cannot delete users from a BlackBerry Enterprise Server 5.0 if the BlackBerry Configuration Database is installed on Microsoft® SQL Server® 2000.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(DT 430372) In previous versions of the BlackBerry Enterprise Transporter, after you move user accounts to a destination BlackBerry® Enterprise Server for Novell® GroupWise®, duplicate contacts might appear on the BlackBerry devices.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(DT 424861) In previous versions of the BlackBerry Enterprise Transporter, the BlackBerry Enterprise Transporter logs an exception if the user account that you enter on the BlackBerry Administration Service configuration screen does not have permissions for the BlackBerry Administration Service.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(DT 395443) If your organization's environment uses the BlackBerry Enterprise Server for Novell GroupWise, when you move user accounts from BlackBerry Enterprise Server 5.0 SP1 to an earlier version of the BlackBerry Enterprise Server, the BlackBerry Enterprise Transporter subscribes the user account to their default address book.

(DT 361236) In previous versions of the BlackBerry Enterprise Transporter, if you abort a user migration and then you start the migration again, the user accounts that were moved previously are skipped, but the Skipped text box does not display the current total of user accounts that are skipped.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(SDR 314322) In previous versions of the BlackBerry Enterprise Transporter, in an IBM® Lotus® Domino® environment, you cannot move user accounts to a 4.1 SP6 MR5 environment.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(SDR 312961) In previous versions of the BlackBerry Enterprise Transporter, when you try to run the BlackBerry Enterprise Transporter in console mode the application stops with an error. The BlackBerry Enterprise Transporter processes might continue to run in the following circumstances:

- configuration file specifies the same source and destination BlackBerry Configuration Database

- number of users in the manifest file exceeds the maximum number of users specified in the `maxNumberOfUsers` field in the configuration file

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(SDR 302038) In an IBM Lotus Domino environment, in certain circumstances, an error message notified you that you could remove a mark for deletion but the BlackBerry Enterprise Transporter did not remove the mark for deletion. As a result, user accounts could be disabled during the BlackBerry® Enterprise Server cleanup actions.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(SDR 295512) In a Windows® 2008 environment, the BlackBerry Enterprise Transporter stores log files and manifest files in the following locations:

- `<drive>:\Users\<username>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Resource Kit\BlackBerry Enterprise Transporter\Logs`
- `<drive>:\Users\<username>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Resource Kit\BlackBerry Enterprise Transporter\Manifest`

In BlackBerry Enterprise Transporter version 5.0 SP1, these files are stored in the following locations:

- `<drive>:\Documents and Settings\<username>\Application Data\Research In Motion\BlackBerry Enterprise Transporter\Logs`
- `<drive>:\Documents and Settings\<username>\Application Data\Research In Motion\BlackBerry Enterprise Transporter\Manifest`

(SDR 295258) In previous versions of the BlackBerry Enterprise Transporter in an IBM Lotus Domino environment, if IBM® Lotus Notes® version 8.5 is configured to allow shared logins, when you attempt to preview a migration in the BlackBerry Enterprise Transporter, the preview is not successful.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(SDR 294232) In previous versions of the BlackBerry Enterprise Transporter, if you install the BlackBerry Enterprise Server User Administration Tool or the BlackBerry Enterprise Transporter on a computer that is running on a Windows 2008 operating system, you cannot create an SSL key store in a root folder at C:\.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(SDR 291183) In previous versions of the BlackBerry Enterprise Transporter, in an IBM Lotus Domino environment, if you change user ID or password information after a migration preview, you do not have to preview the migration again to verify the new information.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

(SDR 287403) In previous versions of the BlackBerry Enterprise Transporter, during a migration in bulk mode, you can assign user accounts to only one group in the destination BlackBerry Domain.

In BlackBerry Enterprise Transporter version 5.0 SP1, you can assign user accounts to different groups in the destination BlackBerry Domain.

(SDR 257054) In previous versions of the BlackBerry Enterprise Transporter, in certain circumstances, the destination settings for a user account in the manifest file change after you add a second user account.

In BlackBerry Enterprise Transporter version 5.0 SP1, this issue is resolved.

Known issues

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BlackBerry Enterprise Transporter known issues

(DT 438624) If you turn on bulk mode and select users to move to a destination BlackBerry Enterprise Server, when you apply a setting to the user accounts using the Apply to selected button, for example, you apply a default group setting to the user accounts, the destination BlackBerry Enterprise Server setting is cleared for the user accounts.

Workaround: Create the manifest file again.

(DT 430598) If you configured Windows® Internet Explorer® to use a proxy server by default, the BlackBerry Enterprise Transporter might not be able to connect to the BlackBerry Administration Service.

Workaround: In the EnterpriseTransporter.exe.config file, add the following section inside the <configuration> tags:

```
<system.net>
  <defaultProxy>
    <proxy usesystemdefault = "false" />
  </defaultProxy>
</system.net>
```

(DT 410776) If you do not specify credentials for the BlackBerry Administration Service and you run the BlackBerry Enterprise Transporter without specifying a default group or IT policy for user accounts, no warning messages are written to the log file indicating that the BlackBerry Enterprise Transporter skipped a test call to the BlackBerry Administration Service because no credentials were provided.

(DT 400529) In an IBM® Lotus® Domino® environment, if the SMTP addresses for user accounts contain a leading space, an invalid email address error might occur when you try to move the user accounts.

Workaround: Remove the leading space from the SMTP addresses.

(DT 361262) If you configure the source BlackBerry® Domain to use Windows NT Authentication (Specify User), then you save the settings and reopen the source BlackBerry® Domain configuration window, Windows NT Authentication (Current User) is selected instead. This does not affect the functionality of the BlackBerry Enterprise Transporter.

(SDR 338350) If a user turns off wireless synchronization on the BlackBerry device, duplicate contacts might appear on the BlackBerry device if you use the BlackBerry Enterprise Transporter to move the user account to a new BlackBerry® Enterprise Server.

Workaround: Turn off wireless synchronization again on the BlackBerry device.

(SDR 338275) If a user turns off wireless synchronization on the BlackBerry device, if you move the user account to a new BlackBerry Enterprise Server using the BlackBerry Enterprise Transporter, wireless synchronization might be turned on again on the BlackBerry device.

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