

BlackBerry Enterprise Server Resource Kit

BlackBerry Enterprise Transporter

Version: 5.0 | Service Pack: 2

Release Notes

Contents

1	Fixed in this release.....	2
	BlackBerry Enterprise Transporter fixed issues.....	2
2	Known issues.....	5
	BlackBerry Enterprise Transporter known issues.....	5
3	Legal notice.....	7

Fixed in this release

1

BlackBerry Enterprise Transporter fixed issues

(DT 545973) If you try to upgrade the BlackBerry® Enterprise Transporter, the upgrade might not complete and the following error message displays: "Another version of this product is already installed. Installation of this version cannot continue. To configure or remove the existing version of this product, use Add/Remove Programs on the Control Panel."

In BlackBerry Enterprise Transporter 5.0 SP2, this issue is resolved.

(DT 502241) If you move user accounts from BlackBerry® Enterprise Server 4.1 SP6 to BlackBerry Enterprise Server 5.0 SP1 or later, you might not be able to manage the user accounts. This occurs because duplicate entries are created in the SyncDeviceManagement table in the BlackBerry Configuration Database.

In BlackBerry Enterprise Transporter 5.0 SP2, this issue is resolved.

(DT 501170) In previous versions of the BlackBerry Enterprise Transporter, if nested trigger support is turned off on the Microsoft® SQL Server® that hosts the BlackBerry Configuration Database, the BlackBerry Enterprise Transporter is not able to add user accounts to the destination BlackBerry Enterprise Server correctly. As a result, the user accounts might not function as expected on the destination BlackBerry Enterprise Server.

In BlackBerry Enterprise Transporter 5.0 SP2, the BlackBerry Enterprise Transporter detects when nested trigger support is turned off on the Microsoft SQL Server that hosts the BlackBerry Configuration Database and logs an error to the log file. You cannot move user accounts to the destination BlackBerry Enterprise Server until nested trigger support is turned on on the Microsoft SQL Server.

(DT 496553) In previous versions of the BlackBerry Enterprise Transporter, if you set the standards and formats to German in the Region and Language Options on the computer that hosts the BlackBerry Enterprise Transporter, you cannot load the manifest file, and the following error message displays: "Error: The 'jobDuration' element is invalid - The value '1,66' is invalid according to its datatype 'http://www.w3.org/2001/XMLSchema:double' - The string '1,66' is not a valid Double value."

In BlackBerry Enterprise Transporter 5.0 SP2, this issue is resolved.

(DT 471251) In previous versions of the BlackBerry Enterprise Transporter, if the FIPSAAlgorithmPolicy registry key is set to 1, the BlackBerry Enterprise Transporter displays an application error and does not complete the migration process.

In BlackBerry Enterprise Transporter 5.0 SP2, this issue is resolved.

(DT 466833) In previous versions of the BlackBerry Enterprise Transporter, if you move a BlackBerry enabled user to a BlackBerry Domain 5.0, and the user account already exists in that BlackBerry Domain as an administrator, the BlackBerry Enterprise Transporter does not recognize the user account in the destination BlackBerry Domain and creates a duplicate user account.

In BlackBerry Enterprise Transporter 5.0 SP2, when you preview a migration, a warning will display for user accounts with display names or email addresses that already exist in the destination BlackBerry Domain. When you migrate user accounts, if you do not select Ignore Warnings, these user accounts are not migrated. If you do select Ignore Warnings, user accounts that are recognized as administrators in the destination BlackBerry Domain are BlackBerry enabled during the migration process.

(DT 438624) In previous versions of the BlackBerry Enterprise Transporter, if you turn on bulk mode and select the server that you want to move all of the user account from to the 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.

In BlackBerry Enterprise Transporter 5.0 SP2, this issue is resolved.

(DT 430598) In previous versions of the BlackBerry Enterprise Transporter, 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.

In BlackBerry Enterprise Transporter 5.0 SP2, an error message has been added that describes the error.

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) In previous versions of the BlackBerry Enterprise Transporter, 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, the BlackBerry Enterprise Transporter might perform unnecessary test calls to the BlackBerry Administration Service.

In BlackBerry Enterprise Transporter 5.0 SP2, the BlackBerry Enterprise Transporter performs test calls to the BlackBerry Administration Service only if you assign groups or IT policies to user accounts.

(DT 400529) In previous versions of the BlackBerry Enterprise Transporter, 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.

In BlackBerry Enterprise Transporter 5.0 SP2, this issue is resolved.

(DT 361262) In previous versions of the BlackBerry Enterprise Transporter, 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.

In BlackBerry Enterprise Transporter 5.0 SP2, this issue is resolved.

(SDR 295512) In a Windows® 2008, Windows Vista™, or Windows® 7 environment, the BlackBerry® Enterprise Transporter now stores log files and manifest files in the following locations:

- <drive>:\Users\<username>\AppData\Roaming\Research In Motion\BlackBerry Enterprise Transporter\Logs
- <drive>:\Users\<username>\AppData\Roaming\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® is configured to allow shared logins (Multi-User Install), when you attempt to preview a migration in the BlackBerry Enterprise Transporter, the preview is not successful.

In BlackBerry Enterprise Transporter 5.0 SP2, this issue is resolved.

Known issues

2

BlackBerry Enterprise Transporter known issues

The BlackBerry® Enterprise Transporter does not support the use of bulk mode when moving user accounts from a source BlackBerry® Enterprise Server Express to a destination BlackBerry® Enterprise Server.

(DT 666612) If you use the BlackBerry Enterprise Transporter to move more than 300 user accounts from a BlackBerry Enterprise Server Express instance to a BlackBerry Enterprise Server instance while the source and destination servers are processing email messages and other tasks, the BlackBerry Enterprise Transporter might not be able to move all of the user accounts.

Workaround: Move 100 user accounts at a time from the source BlackBerry Enterprise Server Express to the destination BlackBerry Enterprise Server.

(DT 637501) If a user account is associated with a BlackBerry device that was provisioned using the BlackBerry Internet Service, you cannot move the user account from the source BlackBerry Enterprise Server Express to the destination BlackBerry Enterprise Server. The BlackBerry Enterprise Server does not support BlackBerry devices that are provisioned using the BlackBerry Internet Service.

(DT 637433) The BlackBerry Enterprise Transporter tries to connect to the BlackBerry Administration Service of the destination server using port 443, the default port for the BlackBerry Administration Service for the BlackBerry Enterprise Server. The BlackBerry Administration Service for the BlackBerry Enterprise Server Express uses port 3443 by default. As a result, the BlackBerry Enterprise Transporter can move user accounts, but you cannot assign IT policies or software configurations to the user accounts when they are moved, and you cannot assign the user accounts to groups when they are moved.

If you want to move user accounts to a destination BlackBerry Enterprise Server Express and assign IT policies, software configurations, and groups to the user accounts, you must add the following text to the appSettings section of the EnterpriseTransporter.exe.config file: `<add key="basUrl" value="<BlackBerry_Administration_Server_URL>:<BlackBerry_Administration_Service_port>"/>`

Do not specify http or https for the BlackBerry Administration Service web address.

For example, `<add key="basUrl" value="bas.test.org.net:3443"/>`.

(DT 524285) If email messages are sent to a user account while you are moving the user account to a new BlackBerry® Enterprise Server using the BlackBerry Enterprise Transporter, the user account might not receive the email messages.

(DT 489507) If you use the BlackBerry Enterprise Transporter to move user accounts from a source BlackBerry Enterprise Server that is version 4.x to a destination BlackBerry Enterprise Server that is version 5.x, and then add and activate new user accounts on the BlackBerry Enterprise Server version 5.x, if you try to move the new user accounts to the BlackBerry Enterprise Server 4.x, a SQL error might occur.

(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.

(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.

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

Legal notice

3

©2010 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.

IBM, Domino, Lotus, and Lotus Notes are trademarks of International Business Machines Corporation. Microsoft, Internet Explorer, Windows Vista, Windows NT and Windows are trademarks of Microsoft Corporation. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at www.blackberry.com/go/docs is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with RIM's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability whatsoever, in relation

thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

Certain features outlined in this documentation require a minimum version of BlackBerry® Enterprise Server, BlackBerry® Desktop Software, and/or BlackBerry® Device Software.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Certain features outlined in this documentation might require additional development or Third Party Products and Services for access to corporate applications.

Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
Centrum House
36 Station Road
Egham, Surrey TW20 9LF
United Kingdom

Published in Canada