

BlackBerry Business Cloud Services

Migrating User Accounts from the Hosted
BlackBerry for Microsoft Exchange Online to
BlackBerry Business Cloud Services



Technical Note

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About migrating user accounts

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When you transition your organization's messaging services from the Microsoft Business Productivity Online Standard Suite to Microsoft Office 365, you need to migrate the user accounts that are associated with BlackBerry smartphones from a Microsoft hosted environment to an environment hosted by Research In Motion.

You complete the migration process by enabling BlackBerry Business Cloud Services and adding user accounts to BlackBerry Business Cloud Services. After you complete these steps, and after Microsoft transitions user accounts to Microsoft Office 365, BlackBerry Business Cloud Services automatically detects the Microsoft Office 365 mailboxes for the user accounts and begins to synchronize data with the smartphones. Users do not need to activate their smartphones or take any action.

About BlackBerry Business Cloud Services

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BlackBerry Business Cloud Services is designed to be a secure link between your organization's cloud messaging services and BlackBerry devices. BlackBerry Business Cloud Services can provide mobile access to the email accounts and organizer data that are part of your organization's resources.

BlackBerry Business Cloud Services supports AES encryption to help protect wireless data that is transmitted between BlackBerry Business Cloud Services and devices.

Planning for migration

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To prepare to migrate user accounts from the Hosted BlackBerry for Microsoft Exchange Online to BlackBerry Business Cloud Services, complete the following tasks:

- Read the welcome guide that was sent to the email address of the Tenant Primary Contact. The welcome guide contains contact information for support and the portal login information for the BlackBerry Expert Support Center.
- Review information about calendar synchronization issues that might occur when user accounts are transitioned to Microsoft Office 365. For more information, visit support.microsoft.com to read article 2167170 and www.blackberry.com/btsc to read KB29575.
- Review the system requirements for BlackBerry Business Cloud Services. For more information, see [System requirements: Browser for BlackBerry Business Cloud Services](#).
- Using the Microsoft Online Services Migration Tools, export the email addresses for user accounts from the Microsoft Business Productivity Online Standard Suite to a .csv file and add the required group information to prepare the file for importing into BlackBerry Business Cloud Services. For more information, see [Exporting user account information from the Microsoft Business Productivity Online Standard Suite](#) and [Preparing a .csv file for importing user accounts to BlackBerry Business Cloud Services](#).

System requirements: Browser for BlackBerry Business Cloud Services

Item	Requirement
Browser	<ul style="list-style-type: none">• Windows Internet Explorer 8.0• Mozilla Firefox 3.6• Safari 4 for Mac• Google Chrome 4
Browser settings for Windows Internet Explorer	To support browser access, configure the following settings: <ul style="list-style-type: none">• Language preferences configured to display encoded web pages

Item	Requirement
	<ul style="list-style-type: none"> • Microsoft hotfix 955839 installed on the users' computers to make sure the correct time zones are displayed • The following settings turned on to support Microsoft ActiveX: <ul style="list-style-type: none"> • Automatic prompting for Microsoft ActiveX controls • Download signed Microsoft ActiveX controls • Run Microsoft ActiveX controls and plug-ins • Script Microsoft ActiveX controls marked safe for scripting • Support for JavaScript • Cookies turned on • Support for TLS or SSL • The SSL certificate installed to permit trusted connections to the BlackBerry Administration Service • If using Windows Vista, the BlackBerry Administration Service web address added as a trusted website and Enable protected mode cleared
Browser settings for Firefox, Safari, and Google Chrome	To support browser access, configure the following settings: <ul style="list-style-type: none"> • Support for JavaScript • Cookies turned on • Support for TLS or SSL • To permit trusted connections to the BlackBerry Administration Service, the SSL certificate installed

Exporting user account information from the Microsoft Business Productivity Online Standard Suite

To prepare to add user accounts to BlackBerry Business Cloud Services, you can export the email addresses for user accounts from the Microsoft Business Productivity Online Standard Suite into a .csv file. You can edit the .csv file to remove

user accounts that you do not want to import into BlackBerry Business Cloud Services, and add the required group information for the user accounts.

Install the Microsoft Online Services Migration Tools

Before you begin:

- Verify that you have administrator permissions on the computer that you install the Microsoft Online Services Migration Tools on
 - Install Windows PowerShell
 - Install Microsoft Management Console 3
 - Verify that Windows Vista, Windows Server 2003, or Windows XP with Service Pack 2 is installed on the computer
 - If Windows Server is installed, the computer can be configured as a Microsoft Active Directory domain controller
 - Microsoft .NET Framework 2.0 or later
1. Log in to Microsoft Online Services Administration Center at <https://admin.microsoftonline.com>.
 2. Click the Migration tab.
 3. In the Mailbox Content Migration window, click Configure.
 4. Select the **I have read the planning document** check box.
 5. Download and install the Microsoft Online Services Migration Tools by clicking on either the 32 bit or 64 bit version.

Export user account information from the Microsoft Business Productivity Online Standard Suite

Before you begin: Install the Microsoft Online Services Migration Tools

1. Open the Migration Command shell. Click **Start > Microsoft Online Services > Migration** and double-click **Migration Command Shell**.
2. Type the following command to capture your Administrative credentials: **\$cred=get-credential**.
3. In the username and password fields, type your Microsoft login information.
4. Type the following command to export a full user list from your tenant: **Get-MSONlineUser –enabled –Credential \$cred | Select Identity | export-csv c:\export.csv**.
5. Update the .csv file if necessary. See [Preparing a .csv file for importing user accounts to BlackBerry Business Cloud Services](#).

Preparing a .csv file for importing user accounts to BlackBerry Business Cloud Services

To prepare a .csv file so that you can import multiple user accounts into BlackBerry Business Cloud Services at one time, you can complete the following actions:

- Export email addresses from the Microsoft Business Productivity Online Standard Suite to a .csv file.
- Update the .csv file if necessary, to remove the user accounts that you do not want to import, and add the group name for each user account.

The .csv file must meet the following requirements:

- Email address field is required.
- Group name field is required. This field specifies the name of the group that you want to add the user account to. The group names must already exist in BlackBerry Business Cloud Services. The group name determines the IT policy that is assigned to the user account if you use one of the standard group names:
 - The **No password required** group assigns the **Default** IT Policy to the user.
 - The **Basic password security** group assigns the **Basic Password Security** IT Policy to the user.
 - The **Default** group assigns the **Default** IT Policy to the user.

If you do not want to assign a user to a group, insert a hyphen (-) in place of the group name.

- Values in the email address and group name fields are case sensitive and cannot contain the following special characters: double quotes ("), backslash (\), or semi-colon (;).
- The maximum number of user accounts in the .csv file is 100. If you have more than 100 user accounts that you want to import, create multiple .csv files.
- The filename must not exceed 194 characters.
- The file must be saved in UTF-8 character set.

Example: A .csv file for importing user accounts to BlackBerry Business Cloud Services

```
"Email Address", "Group Names"  
"wbarichak@example.com", "Default"  
"jbuac@example.com", "Basic Password Security"  
"jlambier@example.com", "-"
```

The migration process

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To complete the process of migrating user accounts from the Hosted BlackBerry for Microsoft Exchange Online to BlackBerry Business Cloud Services, complete the following tasks:

1. In Microsoft Office 365, enable BlackBerry Business Cloud Services.
2. In the BlackBerry Administration Service, add user accounts to BlackBerry Business Cloud Services. You can add the user accounts manually, or import a .csv file to add multiple user accounts.

You can complete these tasks before Microsoft transitions user accounts to Microsoft Office 365 or after the transition takes place.

After you complete these tasks, if Microsoft has already transitioned user accounts to Microsoft Office 365, BlackBerry Business Cloud Services automatically detects the Microsoft Office 365 mailboxes and begins to synchronize data with the smartphones. Users do not need to activate their smartphones or take any action. If you complete these tasks before Microsoft transitions user accounts to Microsoft Office 365, BlackBerry Business Cloud Services does not detect the mailboxes and begin to synchronize data until after the transition of user accounts takes place.

Enable BlackBerry Business Cloud Services and register your organization as a tenant

You must be a Microsoft Office 365 global administrator to complete this task. You only need to complete this task one time for your organization.

1. Log in to Microsoft Office 365.
2. On the **Resources** menu, click **Setting up email on mobile phones**.
3. Click **Enable BlackBerry Business Cloud Services**.
4. Read the associated services information.
5. Authorize access by selecting the **Yes, I have read and understand the associated services information** check box and click **OK**.
6. After approximately 15 minutes, in the **Authorized Services** section, click **Manage**. Microsoft Office 365 redirects you to the BlackBerry Business Cloud Services console.
7. In the BlackBerry Business Cloud Services console, click **Sign up now**.
8. Select a language.

9. Read the license agreement and select the **I Agree** check box.
10. Click **Continue**.
11. Read the additional terms and select the **I Agree** check box.
12. Click **Login to BlackBerry Administration Service**. BlackBerry Business Cloud Services redirects you to the BlackBerry Administration Service console.

Creating user accounts by importing a .csv file

You can use the BlackBerry Administration Service to add multiple user accounts to BlackBerry Business Cloud Services by importing a .csv file that contains the user account information.

When you import the .csv file, the BlackBerry Administration Service validates the file and reports if there are any errors and where the errors are located. If there are no errors, the BlackBerry Administration Service processes the user accounts in the order that they are listed in the .csv file. If an error is encountered during the import process, the BlackBerry Administration Service continues to process the remaining user accounts that are listed in the .csv file and displays an error message for the user accounts that the BlackBerry Administration Service could not process.

Create user accounts

Before you begin:

- Prepare a .csv file of user accounts that you want to import into BlackBerry Business Cloud Services. If you want to import more than 100 user accounts, create multiple .csv files of less than 100 user accounts in each file.
- Verify that you are a Microsoft Office 365 global administrator.

1. In the BlackBerry Administration Service, click **Create a user**.
2. Click **Import new users**.
3. Browse to the .csv file that contains user account information, and click **Continue**. The BlackBerry Administration Service displays the list of user accounts that it created.

After you finish:

You need to wait approximately 20 minutes after the user accounts are successfully added to BlackBerry Business Cloud Services before users can activate their smartphones.

About onboarding

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Onboarding is the process of activating BlackBerry smartphones when BlackBerry services are migrated from the Hosted BlackBerry for Microsoft Exchange Online to BlackBerry Business Cloud Services. The onboarding process verifies that the smartphones retain data and settings after the migration process completes. When the onboarding process is complete, users can access their work email accounts, calendars, and applications.

After you enable BlackBerry Business Cloud Services and add user accounts to it, and after Microsoft transitions user accounts to Microsoft Office 365, the onboarding process happens automatically. When BlackBerry Business Cloud Services detects the Microsoft Office 365 mailboxes, BlackBerry Business Cloud Services begins to synchronize data with the smartphones. Users do not need to activate their smartphones or take any action.

Users should be able to access their work email accounts, calendars, and applications within a few hours of when BlackBerry Business Cloud Services detects the Microsoft Office 365 mailboxes and begins to synchronize data. The time necessary for the automatic onboarding process to complete depends on the size of the individual mailboxes, the number of user accounts that are being onboarded at the same time, and other variables.

If the onboarding process does not take place automatically, users can use one of the following methods to onboard their smartphones:

- If the smartphones are running BlackBerry Device Software 5.0 or later, users can use the onboarding wizard.
- If the smartphones are running a version of BlackBerry Device Software that is earlier than 5.0, users can manually onboard the smartphones.

These onboarding methods require both you and the user to perform tasks as described in the remainder of this document. These tasks are necessary only if the onboarding process does not take place automatically. To onboard smartphones, users must use a Windows Internet Explorer browser when they log in to the BlackBerry Web Desktop Manager.

Note: Users should not start the onboarding wizard while the automatic onboarding process is underway or the automatic onboarding process and onboarding actions using the wizard might not complete.

Instructing users to activate smartphones

After you create user accounts in BlackBerry Business Cloud Services, you can instruct users to activate their BlackBerry smartphones using the BlackBerry Web Desktop Manager. You need to wait approximately 20 minutes after adding user accounts to BlackBerry Business Cloud Services before users can activate their smartphones.

You can provide the following instructions to users:

- On your smartphone, turn off encryption on the built-in media storage and media card before onboarding your smartphone.

- If you have a smartphone that is running BlackBerry Device Software 5.0 or later, use the onboarding wizard to activate your smartphone.
- If you have a smartphone that is running a BlackBerry Device Software version that is earlier than 5.0, use the manual onboarding process to activate your smartphone.
- Use BlackBerry Desktop Software to back up the data on your smartphone before you use the onboarding wizard. (the backup file that is created automatically by the onboarding wizard is deleted during the onboarding process)
- In Windows Internet Explorer, you need to add the web address of the BlackBerry Web Desktop Manager to the list of trusted websites and restart Windows Internet Explorer.
- Do not connect your smartphone to the computer before opening the BlackBerry Web Desktop Manager or you will not be able to use the onboarding wizard.
- You need to use the BlackBerry Web Desktop Manager to activate your smartphone. For more information, see [Open the BlackBerry Web Desktop Manager](#).
- For more information about the BlackBerry Web Desktop Manager, read the online Help.
- If you had personal BlackBerry Internet Service email accounts on your smartphone, you need to set up the accounts again after the onboarding process completes.

Open the BlackBerry Web Desktop Manager

Before you begin:

- In Windows Internet Explorer, add the BlackBerry Web Desktop Manager web address to the list of trusted websites.
 - Disconnect your smartphone from your computer.
1. On the Microsoft Office 365 home page, click **Search** and type BlackBerry Web Desktop in the search field.
 2. Click the help article named **Use email on your mobile phone**.
 3. In the **Hosted BlackBerry Services** section, click **BlackBerry Web Desktop Manager**. Microsoft Office 365 redirects you to the BlackBerry Web Desktop Manager home page.

After you finish: The first time that you open the BlackBerry Web Desktop Manager, you might be prompted to install the files that you need to use the BlackBerry Web Desktop Manager. To install these files, you must have local administrator permissions for your computer.

Onboarding wizard

The onboarding wizard is a tool in the BlackBerry Web Desktop Manager that allows BlackBerry smartphone users to activate BlackBerry smartphones with BlackBerry Business Cloud Services. The onboarding wizard automatically performs the following steps:

- Backs up users' data and settings
- Deletes all smartphone data and resets the smartphone to the factory default settings
- Activates the smartphone
- Restores the data and settings to the smartphones

When the onboarding process completes, users can disconnect their smartphones from their computers. BlackBerry Business Cloud Services synchronizes the work data in Microsoft Office 365 cloud messaging services with users' smartphones over the wireless network.

Prerequisites: Using the onboarding wizard to activate a smartphone

- Instruct users to back up the data on their smartphones using BlackBerry Desktop Software. The backup file that is created automatically by the onboarding wizard is deleted during the onboarding process.
- Verify that users use a Windows Internet Explorer browser when they log in to the BlackBerry Web Desktop Manager.
- Verify that users do not connect their smartphones to computers before the users open the BlackBerry Web Desktop Manager. If a user connects their smartphone to the computer and then opens the BlackBerry Web Desktop Manager, a wireline activation begins automatically, and the user cannot access the onboarding wizard.
- Verify that the smartphones are running BlackBerry Device Software 5.0 or later. If the smartphones are running a version of BlackBerry Device Software that is earlier than 5.0, the users can use the manual onboarding process.
- Verify that users have administrator permissions to their computers.
- Verify that users turn off encryption on the built-in media storage and media card. If users do not turn off encryption on the media card, they cannot access the data on the media card after the onboarding process completes and they might not be able to use the media card.
- Instruct users to allow plenty of time to complete the onboarding process. Depending on the amount of data that is stored on the device, the onboarding process can take up to an hour to complete.
- After the onboarding process completes, verify that the user sets up their personal BlackBerry Internet Service email accounts on their smartphone. The onboarding process removes personal email accounts from the smartphone.

Use the onboarding wizard to activate your smartphone

The onboarding wizard automatically backs up the data on your BlackBerry smartphone, completes the steps necessary to activate your smartphone, and restores the data to your smartphone after the activation process completes. The onboarding process removes personal email accounts from your smartphone. After the onboarding process completes, you need to set up your personal email accounts on your smartphone.

Before you begin: Disconnect your smartphone from your computer. Do not connect your smartphone to your computer until you are performing step 4.

1. Open the BlackBerry Web Desktop Manager.
2. Click **Run the onboarding wizard**.
3. Read the conditions and notes and click **Continue onboarding**.
4. When you see the **Connect the device to your computer** instruction in the Status screen, connect your smartphone to your computer. The onboarding wizard begins automatically, do not disconnect your smartphone from the computer until the onboarding process completes.
5. When the onboarding process completes, disconnect your smartphone from your computer. After you disconnect your smartphone, BlackBerry Business Cloud Services synchronizes your work data over the wireless network. This process takes several minutes.

After you finish: If required, set up your personal email accounts on your smartphone. For information about setting up email accounts, see the user guide for your smartphone.

Troubleshooting: Users cannot activate their smartphones using the onboarding wizard

Possible cause	Possible solution
The user connected their smartphone to the computer before they opened the BlackBerry Web Desktop Manager.	The user needs to complete the following actions:
The activation process is automatically triggered and the activation fails because smartphones that are migrated must be wiped before they are activated. If the smartphone is not wiped, it has the previous IT Policy installed and when the smartphone is activated, the Service books are duplicated on the smartphone, making it unusable.	<ol style="list-style-type: none"> 1. Wipe the device. 2. Activate the device using the BlackBerry Web Desktop Manager wired activation, or create an activation password in the BlackBerry Web Desktop Manager and complete a wireless activation. 3. If the user created a backup file, the user can optionally restore the backup file to the device.
Possible error message in the BlackBerry Web Desktop Manager console: none	

Possible cause	Possible solution
<p>Possible error message on the device: Your device could not be activated. Delete your BlackBerry device data and try activating again.</p>	
<p>The user disconnected the smartphone from the computer during the backup phase of the onboarding process.</p> <p>Possible error messages in the BlackBerry Web Desktop Manager console:</p> <ul style="list-style-type: none"> • Error backing up databases to the device • Unknown error 	<p>The user can retry the onboarding wizard by following the steps in Use the onboarding wizard to activate your smartphone.</p>
<p>The user disconnected the device during the wipe phase of the onboarding process.</p> <p>Possible error message in the BlackBerry Web Desktop Manager console: The browser session has timed out.</p>	<p>The user needs to complete the following actions:</p> <ol style="list-style-type: none"> 1. The user can connect the smartphone and continue onboarding if the browser timeout has not expired. The default browser timeout is 75 minutes. Otherwise, the user needs to go to step 2. 2. Wipe the device. 3. Activate the device using the BlackBerry Web Desktop Manager wired activation, or create an activation password in the BlackBerry Web Desktop Manager and complete a wireless activation. 4. If the user created a backup file, the user can optionally restore the backup file to the device.
<p>The user disconnected the device during the following phase of the onboarding process:</p> <ul style="list-style-type: none"> • Database restore. Possible error message in the BlackBerry Web Desktop Manager console: Error restoring database(s) to the device. • Restoring onboard memory. Possible error message in the BlackBerry Web Desktop Manager console: Unknown error. 	<p>The user needs to complete the following actions:</p> <ol style="list-style-type: none"> 1. Wipe the device. 2. Activate the device using the BlackBerry Web Desktop Manager wired activation, or create an activation password in the BlackBerry Web Desktop Manager and complete a wireless activation. 3. Activate the device using the BlackBerry Web Desktop Manager wired activation, or create an activation password in the BlackBerry Web Desktop Manager and complete a wireless activation.
<p>The user clicked cancel during the backup phase of the onboarding process.</p>	<p>The user can retry the onboarding wizard by following the steps in Use the onboarding wizard to activate your smartphone.</p>

Possible cause	Possible solution
Possible error message in the BlackBerry Web Desktop Manager console: The operation was cancelled by the user.	

Manually onboarding smartphones

If a smartphone is running a version of BlackBerry Device Software that is earlier than 5.0, the device user can manually onboard the smartphone.

To manually onboard the smartphone, a user needs to perform the following actions:

- Create a backup of the smartphone data using the BlackBerry Desktop Software
- Delete all data using the security wipe feature on the smartphone
- Activate the smartphone by connecting it to a computer or over the wireless network
- Optionally, restore certain data to the smartphone from the backup file

Manually onboard your smartphone

You can manually onboard your BlackBerry smartphone to activate it with BlackBerry Business Cloud Services if your smartphone is running BlackBerry Device Software that is earlier than 5.0, or if you are unable to use the onboarding wizard. After you manually onboard your smartphone, you can set up your personal email accounts.

Before you begin: Back up the data on your smartphone using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

1. Delete all data using the security wipe feature on the smartphone. Do not select any of the check boxes displayed, for example, **Include third party applications**, **User Installed Applications**, or **Media Card**. This process takes several minutes to complete.
2. When the smartphone restarts, open the BlackBerry Web Desktop Manager and complete one of the following actions:
 - Connect your smartphone to the computer. The activation process starts automatically.
 - Create an activation password and activate your smartphone over the wireless network.

Do not disconnect your smartphone from the computer until the activation process completes.

After you finish:

- Set up personal email accounts on your smartphone. For information about setting up email accounts, see the user guide for your smartphone.

- Optionally, restore your smartphone data using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

Related resources

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To read the following guides, visit www.blackberry.com/go/serverdocs.

Resource	Description
<i>BlackBerry Business Cloud Services Feature and Technical Overview</i>	<ul style="list-style-type: none">• BlackBerry Business Cloud Services features• BlackBerry Business Cloud Services process flows
<i>BlackBerry Business Cloud Services Administration Guide</i>	<ul style="list-style-type: none">• Managing user accounts• Managing groups• Assigning BlackBerry smartphones
<i>BlackBerry Business Cloud Services Web Desktop Manager User Guide</i>	<ul style="list-style-type: none">• Using the onboarding wizard to activate your smartphone• Adding a signature to outgoing email messages• Helping protect a lost device
<i>BlackBerry Desktop Software User Guide</i>	<ul style="list-style-type: none">• Backing up smartphone data• Restoring smartphone data

Glossary

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IT policy	An IT policy consists of various IT policy rules that control the security features and behavior of BlackBerry smartphones, BlackBerry PlayBook tablets, the BlackBerry Desktop Software, and the BlackBerry Web Desktop Manager.
SSL	Secure Sockets Layer
TLS	Transport Layer Security
UTF-8	8-bit UCS/Unicode Transformation Format

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Published in Canada