

BlackBerry Enterprise Transporter for
Microsoft Office 365

Version: 1.0



Installation and Administration Guide

Contents

1	Overview: The BlackBerry Enterprise Transporter for Microsoft Office 365	5
	Data that the migration process does not move	6
	Validation that the BlackBerry Enterprise Transporter performs	7
	Global validation	7
	User validation	8
2	System requirements	9
	System requirements: BlackBerry Enterprise Transporter for Microsoft Office 365	9
	Supported environments	10
	Unsupported environments	12
3	Installing the BlackBerry Enterprise Transporter for Microsoft Office 365	13
	Install the BlackBerry Enterprise Transporter	13
4	Configuring the BlackBerry Enterprise Transporter	14
	Configure how long the BlackBerry Enterprise Transporter waits for the Microsoft SQL Server to process commands	14
	Encrypt the information about database connections in the BlackBerry Enterprise Transporter configuration file	15
	Configure the BlackBerry Enterprise Transporter to skip certificate validation	16
5	Preparing the source MDM domain for the migration process	17
6	Preparing the destination MDM domain for the migration process	19
	Enable onboarding for the destination MDM domain	20
7	Premigration considerations	21
8	Preparing to move user accounts	23
	Create the manifest file	23
	Configure the source domain and the destination domain	23
	Configure the default settings to apply to the user accounts that you migrate	24
	Configure the BlackBerry Enterprise Transporter to send notification email messages to user accounts	25
	Configure how long the BlackBerry Enterprise Transporter tries to open database connections	26
9	Selecting the user accounts to move to the destination MDM domain	28
	Search for and select user accounts to move	28
	Import a file with email addresses	29
	Add the information for a single user account	29
	Configure the default settings to apply to specific user accounts	30
10	Moving user accounts	32
	Preview the migration process	32
	Move user accounts to a different MDM domain	32
	View the latest BlackBerry Enterprise Transporter log file	33

11	Running the BlackBerry Enterprise Transporter from the command prompt	34
	Preview the migration process using the command prompt	34
	Move user accounts to a different MDM domain using the command prompt	36
12	Troubleshooting	38
	Configuration errors and warnings	38
	The BlackBerry Enterprise Transporter cannot connect to the BlackBerry Administration Service	38
	This version of the BlackBerry Enterprise Transporter can only be used to migrate...to BlackBerry Enterprise Server for Microsoft Office 365	39
	Configuration file error	39
	XML Manifest Failed to Load	39
	One or more user accounts do not have a Destination Server set	40
	Troubleshooting preview errors	40
	Application error messages	40
	User validation error messages	41
	User validation warning messages	45
	Troubleshooting migration errors	45
	Migration completes, but user data is not migrated and devices are not activated	46
	User migration failed messages	46
	User migration completed with warning messages	47
	User migration pending error messages	48
	IT policy error messages	48
	User account status: Skipped	49
	User account status: MigrationSkippedDueToValidationFailure	49
13	Port information for the BlackBerry Enterprise Transporter	50
14	Glossary	51
15	Legal notice	52

Overview: The BlackBerry Enterprise Transporter for Microsoft Office 365

1

If your organization has implemented a new MDM domain that uses the BlackBerry Enterprise Server for Microsoft Office 365, you can use the BlackBerry Enterprise Transporter for Microsoft Office 365 to move user accounts from an existing MDM domain to the new MDM domain. For example, you can move user accounts from a BlackBerry Enterprise Server 5.0 SP3 to a different MDM domain that uses the BlackBerry Enterprise Server for Microsoft Office 365 1.0.

You can use the BlackBerry Enterprise Transporter to support your organization's transition to the BlackBerry Enterprise Server for Microsoft Office 365. When you move user accounts from a supported source domain, users do not need to delete BlackBerry device data or reactivate their devices. After the migration process completes, the destination domain sends the service book to devices over the wireless network, and device activation and data synchronization start automatically.

The BlackBerry Enterprise Transporter monitors organizer data synchronization, calendar synchronization, and the delivery of IT administration commands (such as Resend IT Policy or Switch Service) to verify that the migration process completed successfully.

Note that the BlackBerry Enterprise Transporter does not transfer server settings from the source domain, such as groups, software configurations, and IT policies, to the destination domain. Before you use the BlackBerry Enterprise Transporter, in the destination domain, create the groups, software configurations, and IT policies that you want to assign to user accounts. You can then use the BlackBerry Enterprise Transporter to select the groups, software configurations, and IT policies that will be applied to user accounts in the destination domain.

For more information about the BlackBerry Enterprise Server for Microsoft Office 365 and the available configuration options, visit www.blackberry.com/go/serverdocs to read the product documentation.

Data that the migration process does not move

Data	Description
User accounts that are not BlackBerry-enabled	The BlackBerry Enterprise Transporter for Microsoft Office 365 does not move user accounts that are not BlackBerry-enabled (for example, administrator accounts that cannot be assigned a device).
Administrative roles	If an administrative role is assigned to a user account in the source domain, the tool does not transfer the administrative role assignment to the destination domain. You must assign an administrative role in the destination domain using the BlackBerry Administration Service. You can assign the administrative role to the user account directly, or you can assign the role to a group, and add the user to the group.
Group data	The tool does not transfer groups or any of the data associated with groups to the destination domain. Instead, you can create a group in the destination domain and specify it as the group that you want to assign user accounts to during the migration process.
Software configurations	The tool does not transfer software configurations, or any of the applications contained in a software configuration, to the destination domain. Instead, you can replicate a software configuration in the destination domain, and you can specify it as the software configuration that you want to assign to user accounts during the migration process.
IT policy data	<p>The tool does not transfer preconfigured or custom IT policies, or any IT policy rule settings, to the destination domain. Instead, you can configure the required IT policies on the destination domain, and you can specify the IT policies that you want to assign to user accounts during the migration process. You can also assign IT policies to groups, and assign the user accounts to those groups.</p> <p>If you do not specify the IT policy that you want to assign to user accounts during the migration process, the Default IT policy of the destination domain is assigned to user accounts.</p> <p>Note: During migration, there might be a delay before the destination domain applies the selected IT policies or group-assigned IT policies to user accounts. During this delay, the Default IT policy is applied.</p>

Data	Description
Wi-Fi profiles	The tool does not transfer Wi-Fi profiles for user accounts to the destination domain. You must configure Wi-Fi profiles for user accounts in the destination domain after the migration process completes.
BlackBerry MDS Integration Service data	<p>The tool does not migrate any data associated with the BlackBerry MDS Integration Service. 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>.</p> <p>Note that the BlackBerry MDS Integration Service has been deprecated as of BlackBerry Enterprise Server 5.0 SP3.</p>
BlackBerry Browser configuration settings	The tool does not migrate BlackBerry Browser configuration settings.
Synchronized public contacts and databases, and additional private contact folders	The tool does not migrate public contact folders and databases that you have not published globally on the destination BlackBerry Administration Service. The tool does not publish public contact folders and databases.

Validation that the BlackBerry Enterprise Transporter performs

Global validation

The BlackBerry Enterprise Transporter for Microsoft Office 365 performs the following actions before it begins the migration process:

- Verifies that the BlackBerry Administration Service is installed in the destination domain.
- Sends a test command to the destination BlackBerry Administration Service to verify that the BlackBerry Administration Service is available and can respond.
- Verifies that the required APIs and web services are installed on the computer that hosts the BlackBerry Administration Service.

User validation

The BlackBerry Enterprise Transporter for Microsoft Office 365 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 domain.
- Verifies that the user account does not already exist in the destination domain.
- Verifies whether it can preserve the user ID that is associated with the user's BlackBerry device.
- Verifies that an IT policy can be applied to the user's device.

System requirements

2

System requirements: BlackBerry Enterprise Transporter for Microsoft Office 365

You can use the BlackBerry Enterprise Transporter for Microsoft Office 365 to move user accounts from a supported source domain to the BlackBerry Enterprise Server for Microsoft Office 365, but the tool does not migrate server settings to the destination domain. Prior to using the tool, evaluate the available migration options. For more information about the available migration options, visit www.blackberry.com/go/serverdocs to read the documentation for the BlackBerry Enterprise Server for Microsoft Office 365.

Item	Requirement
BlackBerry Enterprise Transporter version	<p>Use the version of the BlackBerry Enterprise Transporter that is included with the installation media for the BlackBerry Enterprise Server for Microsoft Office 365.</p> <p>Previous versions of the tool have been released for use with other MDM domains and BlackBerry Enterprise Server products. Previous versions of the tool do not support the BlackBerry Enterprise Server for Microsoft Office 365.</p> <p>The version of the tool that is distributed with the installation media is installed separately from other versions of the tool, and cannot be used to upgrade other versions of the tool.</p>
Operating system	<p>Any of the following operating systems:</p> <ul style="list-style-type: none">• Windows 7• Windows Server 2008 R2• Windows Server 2008• Windows Vista• Windows Server 2003 SP1 or later• Windows XP Professional SP2

Item	Requirement
Microsoft .NET Framework	<ul style="list-style-type: none"> Microsoft .NET Framework 2.0 or later
Enable the onboarding feature in the destination MDM domain	<p>Onboarding is the process of activating users' BlackBerry devices after user accounts are moved to the BlackBerry Enterprise Server for Microsoft Office 365. By default, onboarding is disabled for the BlackBerry Enterprise Server for Microsoft Office 365.</p> <p>If you do not enable onboarding, user accounts are moved to the destination domain, but the required user data is not migrated, and devices are not activated. To enable onboarding, see Enable onboarding for the destination MDM domain.</p>
Encryption algorithm	<ul style="list-style-type: none"> Triple DES, AES, or both Triple DES and AES <p>Configure the source domain and the destination domain to use the same option for the encryption algorithm.</p> <p>For example, if you configure the source domain to use Triple DES and the destination domain to use Triple DES and AES, this configuration is not supported for user migration. You must configure both the source and the destination to use Triple DES and AES.</p>
Administrator permissions for the BlackBerry Administration Service	<p>In the source and destination domain, create an administrator account that you can use to view server instances, and to create and manage groups, user accounts, IT policies, and software configurations. These permissions are typically associated with the Security Administrator role or Enterprise Administrator role.</p> <p>Before you use the BlackBerry Enterprise Transporter for the first time, log in to the destination BlackBerry Administration Service and verify that you can create a user account, assign a device to the user account, and activate the device.</p>
Screen resolution	<ul style="list-style-type: none"> Minimum 1024 x 768

Supported environments

Item	Environment
Destination domain	<p>You can move user accounts from a supported source domain to the BlackBerry Enterprise Server for Microsoft Office 365 1.0 or later.</p> <p>As a result of the onboarding process, once you move user accounts to the destination domain, you cannot move the user accounts back to the source domain.</p>

Item	Environment
	<p>The BlackBerry Enterprise Server for Microsoft Office 365 is the only supported destination domain for this version of the tool. If you want to move user accounts to a different destination domain, visit www.blackberry.com/support/downloads to download the appropriate version of the tool. Visit www.blackberry.com/go/serverdocs for the corresponding version of the <i>BlackBerry Enterprise Transporter Installation and Configuration Guide</i>.</p>
Source domain	<p>You can move user accounts from any of the following source domains:</p> <ul style="list-style-type: none"> • BlackBerry Enterprise Server for Microsoft Exchange 5.0 to 5.0 SP4 • BlackBerry Enterprise Server for Microsoft Exchange 4.1 to 4.1 SP7 • BlackBerry Enterprise Server for Microsoft Exchange 4.0 to 4.0 SP7 • BlackBerry Enterprise Server Express for Microsoft Exchange 5.0.1 to 5.0 SP4 <p>Once you move user accounts to the destination domain, you cannot move the user accounts back to the source domain.</p>
Database server (source and destination)	<p>The BlackBerry Enterprise Transporter supports the following database servers (32-bit or 64-bit):</p> <ul style="list-style-type: none"> • Microsoft SQL Server 2008 R2 Express • Microsoft SQL Server 2008 Express SP1 • Microsoft SQL Server 2008 R2 • Microsoft SQL Server 2008 SP2 or SP1 • Microsoft SQL Server 2005 Express SP3 • Microsoft SQL Server 2005 SP3 or SP2 <p>The BlackBerry Enterprise Transporter might function correctly with versions of Microsoft SQL Server that are not listed, but the tool has not been tested with and does not officially support other versions.</p>
Microsoft Exchange messaging server	<p>Any version of Microsoft Exchange that the BlackBerry Enterprise Server for Microsoft Office 365 supports.</p>
BlackBerry Device Software	<p>For more information about BlackBerry Device Software compatibility, see Premigration considerations.</p>

Unsupported environments

For more information about BlackBerry Enterprise Transporter compatibility, see [Supported environments](#).

Item	Environment
Unsupported MDM domains	<p>The BlackBerry Enterprise Transporter for Microsoft Office 365 does not support any version of the following MDM domains:</p> <ul style="list-style-type: none">• BlackBerry Enterprise Server for IBM Lotus Domino• BlackBerry Enterprise Server for Novell GroupWise• BlackBerry Enterprise Server Express for IBM Lotus Domino• BlackBerry Device Service• Universal Device Service• BlackBerry Professional Software
BlackBerry Device Software	<p>The BlackBerry Enterprise Transporter does not support BlackBerry Device Software versions that are earlier than version 4.0.</p>

Installing the BlackBerry Enterprise Transporter for Microsoft Office 365

Install the BlackBerry Enterprise Transporter

Before you begin:

- Verify that the computer that you want to use has access to the database servers that host the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.
- In the installation media for the BlackBerry Enterprise Server for Microsoft Office 365, navigate to the installation files for the BlackBerry Enterprise Transporter. Copy the installation files to a temporary folder on your computer.

1. In the temporary folder that you created, double-click **brk-bbenterprisetransporter <version>.msi**.
2. Click **Next**.
3. In the drop-down list, click the country or region in which you are located.
4. Read the license agreement. Select **I accept the terms in the License Agreement**.
5. Click **Next**.
6. If necessary, click **Change** to specify the installation file path for the tool.
7. Click **Next**.
8. Click **Install**.
9. Click **Finish**.

Configuring the BlackBerry Enterprise Transporter

4

Configure how long the BlackBerry Enterprise Transporter waits for the Microsoft SQL Server to process commands

When you try to move user accounts to a destination domain, the BlackBerry Enterprise Transporter for Microsoft Office 365 sends commands to the Microsoft SQL Server to process. By default, the BlackBerry Enterprise Transporter waits for a timeout period of 30 seconds for the Microsoft SQL Server to process a command and return a response. If the timeout period expires and the BlackBerry Enterprise Transporter has not received a response, the tool stops waiting for a response and considers the command to be failed.

You can configure how long you want the BlackBerry Enterprise Transporter to wait for the Microsoft SQL Server to process a command and return a response. You can change the timeout period to any value between 30 and 300 seconds.

1. On the computer that hosts the BlackBerry Enterprise Transporter, navigate to `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Transporter for Microsoft Office 365`.
2. In a text editor, open the **EnterpriseTransporter.exe.config** file.
If your computer's operating system uses UAC and does not permit you to modify the configuration file at this location, open the virtualized copy of the `EnterpriseTransporter.exe.config` file in the application data folder for the current user (for example, `<drive>\Users\<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit`).
3. In the **<appSettings>** section, type the following information: **<add key="sqlCommandTimeout" value="<timeout_value>"/>**, where `<timeout_value>` is the number of seconds that you want the tool to wait for the Microsoft SQL Server to process commands and return responses.
4. Save and close the **EnterpriseTransporter.exe.config** file.

After you finish: Restart the BlackBerry Enterprise Transporter.

Encrypt the information about database connections in the BlackBerry Enterprise Transporter configuration file

When you configure the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database in the BlackBerry Enterprise Transporter for Microsoft Office 365, information about the database connections is stored in the BlackBerry Enterprise Transporter configuration file (`EnterpriseTransporter.exe.config`). If you select Microsoft SQL Server Authentication for a BlackBerry Configuration Database, the password information is stored in the configuration file in plain text (the password is not stored if you choose Windows authentication). You can modify the configuration file to encrypt the information that it contains about database connections.

Note: If you encrypt the information about database connections in the configuration file and you copy or move the configuration file to a different computer, you cannot decrypt the information about database connections on the new computer.

1. On the computer that hosts the BlackBerry Enterprise Transporter, navigate to `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Transporter for Microsoft Office 365`.
2. In a text editor, open the **EnterpriseTransporter.exe.config** file.
If your computer's operating system uses UAC and does not permit you to modify the configuration file at this location, open the virtualized copy of the `EnterpriseTransporter.exe.config` file in the application data folder for the current user (for example, `<drive>\Users\<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit`).
3. In the **<appSettings>** section, type the following: `<add key="encryptConnectionStrings" value="true"/>`.
4. Save and close the **EnterpriseTransporter.exe.config** file.

After you finish: Restart the BlackBerry Enterprise Transporter.

Configure the BlackBerry Enterprise Transporter to skip certificate validation

When the BlackBerry Enterprise Transporter for Microsoft Office 365 connects to the BlackBerry Administration Service, it verifies that the FQDN that it reads from the BlackBerry Configuration Database matches the SSL certificate of the BlackBerry Administration Service. You can configure the tool to skip this verification process for specific servers.

1. On the computer that hosts the BlackBerry Enterprise Transporter, navigate to `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Transporter for Microsoft Office 365`.
2. In a text editor, open the **EnterpriseTransporter.exe.config** file.
If your computer's operating system uses UAC and does not permit you to modify the configuration file at this location, open the virtualized copy of the EnterpriseTransporter.exe.config file in the application data folder for the current user (for example, `<drive>\Users\<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit`).
3. In the **<appSettings>** section, type the following: `<add key="certValidationExcludedHosts" value="<server>"/>`, where `<server>` is the FQDN or IP address of the computer that hosts the BlackBerry Administration Service. If you want to specify multiple computers, separate each FQDN or IP address using a comma (,) or semi-colon (;).
Example: `<add key="certValidationExcludedHosts" value="server1.testnet.company.net;192.0.2.124"/>`
4. Save and close the **EnterpriseTransporter.exe.config** file.

After you finish: Restart the BlackBerry Enterprise Transporter.

Preparing the source MDM domain for the migration process

5

For more information about managing the BlackBerry Enterprise Server and the BlackBerry Enterprise Server for Microsoft Office 365, visit www.blackberry.com/go/serverdocs to read the product documentation.

Task	Resource
Delete all unused user accounts.	<i>BlackBerry Enterprise Server Administration Guide</i>
Back up the BlackBerry Configuration Database.	<i>BlackBerry Enterprise Server Upgrade Guide</i>
Create a list of the groups that you want to duplicate in the destination domain.	<i>BlackBerry Enterprise Server Administration Guide</i>
Create a list of the software configurations and applications that you want to duplicate in the destination 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 domain.	<i>BlackBerry Enterprise Server Administration Guide</i>
Create a list of the SRP information and BlackBerry CAL keys that you want to duplicate in the destination domain.	<i>BlackBerry Enterprise Server Administration Guide</i>

If you want the BlackBerry Enterprise Transporter to import a list of the user accounts to migrate, collect the list of user email addresses in a flat, CR-delimited text file. Verify that the text file uses the following format:

```
user1@test.rim.net
user2@test.rim.net
user3@test.rim.net
```

Task	Resource
Create a list of the administrator roles that you want to duplicate and assign in the destination domain.	<i>BlackBerry Enterprise Server Administration Guide</i>
If you set up replication for the BlackBerry Configuration Database, stop the replication process.	—
Notify BlackBerry device users that applications that use a data connection through the BlackBerry MDS Connection Service might experience a service interruption until the user accounts are migrated and reactivated.	—

Preparing the destination MDM domain for the migration process

6

For more information about managing the BlackBerry Enterprise Server and the BlackBerry Enterprise Server for Microsoft Office 365, visit www.blackberry.com/go/serverdocs to read the product documentation.

Task	Resource
Enable the onboarding feature in the destination MDM domain.	Enable onboarding for the destination MDM domain
If you plan to move user mailboxes to the destination MDM domain, as a best practice, consider moving the user mailboxes before you migrate user accounts.	—
Install a new BlackBerry Configuration Database, and install the new instances of the BlackBerry Enterprise Server for Microsoft Office 365.	<i>BlackBerry Enterprise Server for Microsoft Office 365 Installation Guide</i>
In the destination BlackBerry Administration Service, create the groups, IT policies, administrative roles, and software configurations that you want to duplicate from the source domain.	<i>BlackBerry Enterprise Server for Microsoft Office 365 Administration Guide</i>
Back up the BlackBerry Configuration Database.	Use the Microsoft SQL Server backup and restore tools. For more information, see the documentation for Microsoft SQL Server.
Notify BlackBerry device users that applications that use a data connection through the BlackBerry MDS Connection Service might experience a service interruption until the user accounts are migrated and reactivated.	—

Enable onboarding for the destination MDM domain

Onboarding is the process of activating users' BlackBerry devices after user accounts are moved to the BlackBerry Enterprise Server for Microsoft Office 365. The onboarding process verifies that the devices retain data and settings after the migration process completes. By default, onboarding is disabled for the BlackBerry Enterprise Server for Microsoft Office 365.

If you do not enable onboarding, user accounts are moved to the destination domain, but the required user data is not migrated, and devices are not activated.

1. On the computer that hosts the BlackBerry Enterprise Server for Microsoft Office 365, on the taskbar, click **Start > Run**.
2. Type **regedit**.
3. Click **OK**.
4. Perform one of the following actions:
 - If you are running a 32-bit version of Windows, go to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents.
 - If you are running a 64-bit version of Windows, go to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Agents.
5. Double-click the DWORD value named **WOBEnabled**.
6. In the **Value data** field, type **1**.
7. Click **OK**.

After you finish:

- Restart the Microsoft Exchange Web Services or wait approximately 11 minutes for a registry refresh.
- After you complete the migration process, as a best practice for the performance of the MDM domain, change the value of the **WOBEnabled** registry value back to 0.

Premigration considerations

7

Before you start the migration process, review the following considerations.

Enable onboarding in the destination MDM domain

- Onboarding is the process of activating users' BlackBerry devices after user accounts are moved to the BlackBerry Enterprise Server for Microsoft Office 365. By default, onboarding is disabled for the BlackBerry Enterprise Server for Microsoft Office 365. To enable onboarding, see [Enable onboarding for the destination MDM domain](#).

State of the source domain and the destination domain

- The destination domain must use a different SRP ID than the source domain.
- Before you use the BlackBerry Enterprise Transporter for Microsoft Office 365 for the first time, log in to the BlackBerry Administration Service of the destination domain and verify that you can create a user account, assign a BlackBerry device to the user account, and activate the device.
- Verify that the destination BlackBerry Administration Service is running. If the destination BlackBerry Administration Service is not running while you are moving user accounts, the default assignments for groups, IT policies, and software configurations might not be applied.

Performance impact

- The first time you run the migration process with a new source domain, the destination domain must catalogue SRP IDs and authorize the source domain before the migration starts. This process can take up to 10 minutes. This delay does not occur when you run subsequent migrations with the same source domain.
- The amount of time required to complete the migration and device activation process varies based on a number of factors, including the number of user accounts that you want to migrate, the number of configuration assignments (groups, IT policies, and software configurations), the user activity in the destination domain, and overall network traffic. To minimize the impact on your organization's environment, it is a best practice to run the migration process during low-usage periods.
- If the source BlackBerry Enterprise Server is earlier than version 4.1.6 MR5, the tool might require more time than expected to move user accounts to the destination domain.

One-way migration

- As a result of the onboarding process, once you migrate a user account to the BlackBerry Enterprise Server for Microsoft Office 365, you cannot move that user account back to the source domain, or to a different MDM domain that does not use the BlackBerry Enterprise Server for Microsoft Office 365.

Initializing users on the destination domain

- During migration, there might be a delay before the destination domain applies the selected IT policies or group-assigned IT policies to user accounts. During this delay, the Default IT policy of the destination domain is applied.

BlackBerry Device Software

- If the user accounts in the source domain have BlackBerry devices that run BlackBerry Device Software 4.3.0 or earlier, IT policies might not be applied to the devices during the migration process. Before you move the user accounts, update the BlackBerry Device Software on devices to version 4.5.0 or later. Another option is to run the BlackBerry Enterprise Transporter with the Ignore Warnings check box selected, and activate the user accounts again on the destination domain. You do not have to permanently delete the data on the devices before you activate the user accounts again.

BlackBerry Enterprise Server Express as the source domain

- If a user account is associated with a device that was provisioned using the BlackBerry Internet Service, you cannot migrate the user account to the BlackBerry Enterprise Server for Microsoft Office 365. The BlackBerry Enterprise Server for Microsoft Office 365 does not support devices that are provisioned using the BlackBerry Internet Service.

Preparing to move user accounts

8

Create the manifest file

The manifest file stores information about the source domain, destination domain, default settings, and user accounts that the BlackBerry Enterprise Transporter for Microsoft Office 365 requires to run the migration process. The information that you configure in the tool is saved to the manifest file and used to complete the migration process.

1. On the computer that hosts the BlackBerry Enterprise Transporter, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Transporter for Microsoft Office 365 > BlackBerry Enterprise Transporter**.
2. In the **Step 1: User Manifest** section, click **New**.
3. Type a file name.
4. Click **Save**.

After you finish: Configure the source domain and destination domain.

Configure the source domain and the destination domain

To configure the tool for the migration process, you must specify information about the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.

Before you begin: Create a manifest file or open a saved 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 configure the information for the source BlackBerry Configuration Database for the first time, click **<new>**.

- To choose an existing source BlackBerry Configuration Database, click the appropriate label name.
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 tool to use.
 - 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. The domain of the specified administrator account must trust the current domain that hosts the BlackBerry Enterprise Transporter.

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. Repeat steps 2 to 8, specifying the information for the destination BlackBerry Configuration Database.

After you finish: Configure the default settings to apply to the user accounts that you migrate.

Configure the default settings to apply to the user accounts that you migrate

Before you select the user accounts that you want to migrate, you can configure the default settings that you want to apply to the user accounts during the migration process. These settings include the group, IT policy, and software configuration that you want to apply to the user accounts, and the destination BlackBerry Enterprise Server that you want to associate the users with.

Another option is to select the user accounts that you want to move and then apply different settings to specific user accounts. For more information, see [Configure the default settings to apply to specific user accounts](#).

Before you begin:

- In the destination domain, create the group, IT policy, and software configuration that you want to apply to the user accounts.
 - Configure the source domain and the destination 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, in the drop-down lists, click the default BlackBerry Enterprise Server, group, IT policy, and software configuration that you want to apply to the user accounts during the migration process.
 3. Select the **Use current defaults for all new entries** check box.
 4. Click **Done**.

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

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 for Microsoft Office 365 Administration Guide*.

After you finish: Select the user accounts that you want to move to the destination domain.

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

You can configure the BlackBerry Enterprise Transporter for Microsoft Office 365 to send a notification message to user accounts after the BlackBerry Enterprise Transporter moves the user accounts to a destination domain.

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.

Configure how long the BlackBerry Enterprise Transporter tries to open database connections

When you start the migration process, the BlackBerry Enterprise Transporter for Microsoft Office 365 tries to open a connection to the Microsoft SQL Server that is used by the source domain and the Microsoft SQL Server that is used by the destination domain. By default, the tool tries to open a connection to a Microsoft SQL Server for a timeout period of 15 seconds. If the timeout period expires and a connection is not established, the tool stops trying to connect to the Microsoft SQL Server.

You can configure how long you want the tool to try to open a connection to a Microsoft SQL Server.

Before you begin: Create the manifest file and configure the source domain and the destination domain.

1. On the computer that hosts the BlackBerry Enterprise Transporter, navigate to `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Transporter for Microsoft Office 365`.
2. In a text editor, open the **EnterpriseTransporter.exe.config** file.
If your computer's operating system uses UAC and does not permit you to modify the configuration file at this location, open the virtualized copy of the `EnterpriseTransporter.exe.config` file in the application data folder for the current user (for example, `<drive>\Users\<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit`).
3. In the **<connectionStrings>** section, locate the connection strings for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.
4. At the end of each connection string (connectionString), after **Password=<password>** for connections using SQL authentication, or after **Integrated Security=<value>** for connections using NT authentication, type the following information: **;Connection Timeout=<timeout_value>**, where `<timeout_value>` is a value in seconds.

For example:

```
<add name="Label 1"
      providerName="System.Data.SqlClient"
      connectionString="Data Source=Computer1;Initial Catalog=Database1;User
      Id=User1;Password=Password1;Connection Timeout=50" />
```

5. Save and close the **EnterpriseTransporter.exe.config** file.

After you finish: Restart the BlackBerry Enterprise Transporter.

Selecting the user accounts to move to the destination MDM domain

9

You can select the user accounts that you want to migrate from the source domain using any of the following methods:

- Search for and select the user accounts that are associated with a specific MDM domain, BlackBerry Enterprise Server, group, or IT policy.
- Specify the email address of each user account.
- Import a CR-delimited, flat text file that contains the email addresses of the user accounts.

Search for and select user accounts to move

You can search for and select user accounts that are associated with a specific MDM domain, BlackBerry Enterprise Server, group, or IT policy.

Before you begin: Configure the source domain and the destination domain.

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**. To filter the list of available users, type the user name.
 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 row of user account information and press **DELETE**.

Import a file with email addresses

Before you begin:

- Configure the source domain and the destination domain.
 - Create a CR-delimited flat text file that contains the email addresses of the user accounts that you want to move. For more information, see [Preparing the source MDM domain for the migration process](#). Verify that the user accounts are associated with the source domain.
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 **Open**.
 5. Click **OK**.
 6. 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: Configure the source domain and the destination domain.

1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
2. In the **Email** column, double-click the empty cell and type the email address for the user account.
3. In the **Dest Server** column, in the drop-down list, click the BlackBerry Enterprise Server that you want to associate the user account with.
4. Click **Done**.

Configure the default settings to apply to specific user accounts

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

Before you begin:

- In the destination MDM domain, create the groups, IT policies, and software configurations that you want to apply to the user accounts.
 - Configure the source domain and the destination domain.
 - Before you select the user accounts that you want to move to the destination MDM 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 MDM 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 for Microsoft Office 365 Administration Guide*.

Moving user accounts

10

Preview the migration process

Before you begin the migration process, you can preview the migration to help identify potential issues.

Before you begin:

- Enable the onboarding feature in the destination MDM domain. See [Enable onboarding for the destination MDM domain](#).
 - Select the user accounts that you want to move.
1. In the BlackBerry Enterprise Transporter, in the **Step 4: Preview** section, click **Preview**.
 2. On the **Report** tab, check for warning messages.
 3. Resolve any issues. For more information about potential issues, see [Troubleshooting preview errors](#) and [Troubleshooting migration errors](#).

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

Move user accounts to a different MDM domain

Before you begin:

- Enable the onboarding feature in the destination MDM domain. See [Enable onboarding for the destination MDM domain](#).
- Preview the migration process and resolve any issues that are identified.
- Verify that only one instance of the tool is running at a time.
- Move the user accounts when the associated devices are on, and are in a wireless coverage area.
- Verify that the destination BlackBerry Administration Service is running. If the destination BlackBerry Administration Service is not running while you are moving user accounts, the default assignments for groups, IT policies, and software configurations might not be applied.

1. In the BlackBerry Enterprise Transporter, in the **Step 5: Migration** section, if you want to ignore validation warning messages, select the **Ignore Warnings** check box.
2. In the **Step 5: Migration** section, click **Migrate**.
To stop the migration process, in the **Step 5: Migration** section, click **Abort**. When you click Abort, the BlackBerry Enterprise Transporter stops after it migrates the batch of user accounts that it is currently processing.
3. On the **Console** tab, view the success and warning messages.
To copy all of the success 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 successfully, 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.

View the latest BlackBerry Enterprise Transporter log file

You can view the latest BlackBerry Enterprise Transporter log file to verify that user accounts were migrated or to troubleshoot migration issues.

In the BlackBerry Enterprise Transporter, on the **Help** menu, click **View Log**.

By default, the log files are located at `<drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\BlackBerry Enterprise Transporter for Microsoft Office 365\Logs`.

Running the BlackBerry Enterprise Transporter from the command prompt

11

You can preview or run a user migration using the command prompt. It is a best practice to configure the manifest file that is required for migration using the BlackBerry Enterprise Transporter UI. You can then reference the manifest file when you type the commands to run the BlackBerry Enterprise Transporter from the command prompt.

Preview the migration process using the command prompt

Before you begin:

- Enable the onboarding feature in the destination MDM domain. See [Enable onboarding for the destination MDM domain](#).
 - Create and configure a manifest file. You can create and configure a manifest file using the sample manifest file that is included in the BlackBerry Enterprise Transporter installation files, or by using the BlackBerry Enterprise Transporter user interface. It is a best practice to create and configure the manifest file using the user interface.
1. On the computer that hosts the BlackBerry Enterprise Transporter, at the command prompt, navigate to *<drive>:/Program Files (x86)/Research In Motion/BlackBerry Enterprise Server Resource Kit/BlackBerry Enterprise Transporter for Microsoft Office 365*.
 2. Type **enterprisetransporter /console /preview** and any of the following parameters:

Item	Description
<code>/basauthtype <type></code>	<p>This parameter specifies which of the following options the tool uses to authenticate with the BlackBerry Administration Service:</p> <ul style="list-style-type: none">• <code>ad_auth</code>: use Microsoft Active Directory authentication. You must also specify the <code>/basdomain</code> parameter.

Item	Description
	<ul style="list-style-type: none"> bas_auth: use BlackBerry Administration Service authentication. You must also specify the /basusername and /baspassword parameters. <p>If you do not specify an authentication type, by default, the tool uses BlackBerry Administration Service authentication (bas_auth).</p>
/basdomain <domain>	<p>This parameter specifies the Microsoft Active Directory domain for the BlackBerry Administration Service.</p> <p>Use this parameter when you specify /basauthtype ad_auth.</p>
/basusername <user_name>	<p>This parameter specifies the user name of the administrator account that the tool uses to authenticate with the BlackBerry Administration Service.</p> <p>Use this parameter when you specify /basauthtype bas_auth.</p> <p>If you use this parameter, you must also specify /baspassword <password>.</p>
/baspassword <password>	<p>This parameter specifies the password of the administrator account that the tool uses to authenticate with the BlackBerry Administration Service.</p> <p>Use this parameter when you specify /basauthtype bas_auth.</p> <p>If you use this parameter, you must also specify a value for the /basusername parameter.</p>
/manifestPath <drive>:<file_path>	<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. If the file path contains spaces, enclose the file path in quotation marks (" ").</p>

Example: Preview the migration process using BlackBerry Administration Service authentication

```
enterprisetransporter /console /preview /basauthtype bas_auth /basusername admin /baspassword password /manifestPath "C:\Users\besadmin\Desktop\ET manifest files"
```

Example: Preview the migration process using Active Directory authentication

```
enterprisetransporter /console /preview /basauthtype ad_auth /basdomain domain1.testnet.net /manifestPath "C:\Users\besadmin\Desktop\ET manifest files"
```

After you finish: To stop the preview migration process, press **CTRL+BREAK**. To shut down the BlackBerry Enterprise Transporter, press **CTRL+C**.

Move user accounts to a different MDM domain using the command prompt

Before you begin:

- Enable the onboarding feature in the destination MDM domain. See [Enable onboarding for the destination MDM domain](#).
 - Create and configure a manifest file. You can create and configure a manifest file using the sample manifest file that is included in the BlackBerry Enterprise Transporter installation files, or by using the BlackBerry Enterprise Transporter user interface. It is a best practice to create and configure the manifest file using the user interface.
1. On the computer that hosts the BlackBerry Enterprise Transporter, at the command prompt, navigate to `<drive>:/Program Files (x86)/Research In Motion/BlackBerry Enterprise Server Resource Kit/BlackBerry Enterprise Transporter for Microsoft Office 365`.
 2. Type **enterprisetransporter /console /execute** and any of the following optional parameters:

Item	Description
<code>/basauthtype <type></code>	<p>This parameter specifies which of the following options the tool uses to authenticate with the BlackBerry Administration Service:</p> <ul style="list-style-type: none"> • <code>ad_auth</code>: use Microsoft Active Directory authentication. You must also specify the <code>/basdomain</code> parameter. • <code>bas_auth</code>: use BlackBerry Administration Service authentication. You must also specify the <code>/basusername</code> and <code>/baspassword</code> parameters. <p>If you do not specify an authentication type, by default, the tool uses BlackBerry Administration Service authentication (<code>bas_auth</code>).</p>
<code>/basdomain <domain></code>	<p>This parameter specifies the Microsoft Active Directory domain for the BlackBerry Administration Service.</p> <p>Use this parameter when you specify <code>/basauthtype ad_auth</code>.</p>
<code>/basusername <user_name></code>	<p>This parameter specifies the user name of the administrator account that the tool uses to authenticate with the BlackBerry Administration Service.</p> <p>Use this parameter when you specify <code>/basauthtype bas_auth</code>.</p> <p>If you use this parameter, you must also specify <code>/baspassword <password></code>.</p>
<code>/baspassword <password></code>	<p>This parameter specifies the password of the administrator account that the tool uses to authenticate with the BlackBerry Administration Service.</p>

Item	Description
/manifestPath <drive>:<file_path>	Use this parameter when you specify /basauthtype bas_auth. If you use this parameter, you must also specify a value for the /basusername parameter. 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. If the file path contains spaces, enclose the file path in quotation marks (" ").

Example: Preview the migration process using BlackBerry Administration Service authentication

```
enterprisetransporter /console /execute /basauthtype bas_auth /basusername admin /baspassword password /manifestPath "C:\Users\besadmin\Desktop\ET manifest files"
```

Example: Preview the migration process using Active Directory authentication

```
enterprisetransporter /console /execute /basauthtype ad_auth /basdomain domain1.testnet.net /manifestPath "C:\Users\besadmin\Desktop\ET manifest files"
```

After you finish: To stop the migration process, press **CTRL+BREAK**. To shut down the BlackBerry Enterprise Transporter, press **CTRL+C**.

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.

Troubleshooting

12

Configuration errors and warnings

The BlackBerry Enterprise Transporter cannot connect to the BlackBerry Administration Service

Possible cause

If you configured Windows Internet Explorer to use a proxy server by default, the BlackBerry Enterprise Transporter for Microsoft Office 365 might not be able to connect to the BlackBerry Administration Service.

Possible solution

To configure the BlackBerry Enterprise Transporter to override the proxy server that you configured, in the EnterpriseTransporter.exe.config file, add the following text inside the <configuration> tags:

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

By default, the configuration file is located at <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Transporter for Microsoft Office 365. If your computer's operating system uses UAC and does not permit you to modify the configuration file at this location, open the virtualized copy of the EnterpriseTransporter.exe.config file in the application data folder for the current user (for example, <drive>\Users \<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit).

This version of the BlackBerry Enterprise Transporter can only be used to migrate...to BlackBerry Enterprise Server for Microsoft Office 365

Possible cause

This error message appears because the BlackBerry Enterprise Transporter for Microsoft Office 365 can only move user accounts to a destination domain that uses the BlackBerry Enterprise Server for Microsoft Office 365. Other destination domains are not supported.

Possible solution

If you want to move user accounts to a different destination domain, visit <http://us.blackberry.com/support/apps-and-software/downloads.html> to download the required version of the tool. Visit www.blackberry.com/go/serverdocs to read the documentation for the required version of the tool.

Configuration file error

Description

This message appears when the BlackBerry Enterprise Transporter configuration file (EnterpriseTransporter.exe.config) contains invalid information.

Possible solution

Try performing the following actions:

- Read the additional information that is displayed with the error message to determine the problem.
- Use the sample configuration file located in the BlackBerry Enterprise Transporter installation files to try to identify the issue with the configuration file that you are using.

XML Manifest Failed to Load

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 cannot load the manifest file that you specified.

Possible solution

Try performing one of the following actions:

- Verify that the manifest file is in the location that you specified.
- Create and configure a new manifest file.

One or more user accounts do not have a Destination Server set

Description

This message appears if you did not select a destination BlackBerry Enterprise Server for one or more user accounts in the User Manifest Configuration window.

Possible solution

For more information about configuring the settings for user accounts that you want to move, see [Configure the default settings to apply to specific user accounts](#).

Troubleshooting preview errors

Application error messages

Failed to initialize <source/destination> database connection

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 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 server that hosts the BlackBerry Configuration Database is running and that the BlackBerry Configuration Database is running.
- Verify that the information that you specified for the BlackBerry Configuration Database is correct.

- Verify that the authentication credentials that you specified are correct, and that the account you configured the tool to use has the required database permissions.

No users found in manifest, shutting down

Description

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

Possible solution

Check the manifest file to verify that one or more user accounts are defined in the Users section. By default, the manifest file is located at `<drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\BlackBerry Enterprise Transporter for Microsoft Office 365\Manifests`.

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. You can compare the manifest file to the sample manifest file that is included in the BlackBerry Enterprise Transporter installation files. By default, the manifest file is located at `<drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\BlackBerry Enterprise Transporter for Microsoft Office 365\Manifests`.

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 for Microsoft Office 365 that has never had user accounts added to it, and has never had BlackBerry devices activated.

Possible solution

Perform one of the following actions:

- Use the BlackBerry Administration Service to activate the user accounts again.

- Use the BlackBerry Administration Service to remove the user accounts from the BlackBerry Enterprise Server, then create and activate a test user account. Try migrating user accounts to the destination domain again.

Destination server does not support the current encryption scheme

Description

This message appears when the destination domain does not support the encryption scheme that is used by the source domain. For example, the source BlackBerry Enterprise Server uses Triple DES and the destination BlackBerry Enterprise Server uses Triple DES and AES.

Possible solution

Configure the source domain and the destination domain to use the same encryption algorithm and try to move the user accounts again.

User not found in source

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 cannot find a user record in the source domain with the email address that is specified in the manifest file.

Possible solution

Try performing the following actions:

- Verify that the source domain and the email address of the user account are correct in the manifest file. By default, the manifest file is located at `<drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\BlackBerry Enterprise Transporter for Microsoft Office 365\Manifests`.
- Verify that the user account exists on one of the BlackBerry Enterprise Server instances in the source domain.

User already exists in destination

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 finds that a user account already exists in the destination domain with the email address of a user account that is specified in the manifest file.

Possible solution

Try performing the following actions:

- Verify that the destination domain is correct in the manifest file. By default, the manifest file is located at `<drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\BlackBerry Enterprise Transporter for Microsoft Office 365\Manifests`.
- Verify that the email address of the user account is typed correctly in the manifest file.

SrcRoutingInfo is null or empty

Description

This message appears when there is no routing information for the user account in the source BlackBerry Configuration Database. The user account might not be active. The user's BlackBerry device might not have been updated with the destination routing information during the migration process.

Possible solution

Try performing the following actions:

- Activate the user account on the source BlackBerry Enterprise Server again, then try to move the user account to the destination domain.
- Run the BlackBerry Enterprise Transporter with the **Ignore warnings** option selected and activate the user account on the destination domain after the migration process completes. You do not need to delete all of the data on the device before you try to activate the user account.

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 domain. The user ID must be preserved so that the device can work correctly.

Possible solution

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

<email_address> Unable to parse device version string: "Version found in database"

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 cannot process the version of the BlackBerry Device Software that is associated with a user account in the BlackBerry Configuration Database. The BlackBerry Device Software version might not exist in the BlackBerry Configuration Database.

Possible solution

Move the user account to the destination BlackBerry Enterprise Server with the **Ignore Warnings** option selected.

<email_address> Failed to load UserConfig row for user

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 cannot load the user account information from the UserConfig table in the source BlackBerry Configuration Database.

Possible solution

To determine the cause of the issue, check the BlackBerry Enterprise Transporter log file for Microsoft SQL Server errors. If possible, correct the problem and try to move the user account again.

<email_address> Failed to load PIM Sync data for user

Description

This message appears when the BlackBerry Enterprise Transporter Microsoft Office 365 cannot load the user account information from the organizer synchronization tables in the source BlackBerry Configuration Database.

Possible solution

Check the BlackBerry Enterprise Transporter log file for Microsoft SQL Server errors to identify which tables in the BlackBerry Configuration Database were affected. If possible, correct the problem and try to move the user account again.

<email_address> Incomplete SWITCH_SERVICE command data

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 cannot queue a switch service command for the user account.

Possible solution

Try performing the following actions:

- Review the BlackBerry Messaging Agent log file for the destination domain to determine why the BlackBerry Enterprise Server did not queue a switch service command automatically.
- Verify that the routing information for the user account on the source and destination server is not blank or null, and that the configuration ID for the user account on the destination server is greater than 0.

User account status: Skipped

On the Report tab, this status message appears for user accounts that were previously moved to the destination domain.

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 for Microsoft Office 365 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 domain.

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 migration process with **Ignore warnings** selected. Then activate the user account on the destination domain 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 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 migration process with **Ignore warnings** selected, then activate the user account on the destination domain after the migration process completes. You do not need to delete the data on the device that is associated with the user account.

Troubleshooting migration errors

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

Migration completes, but user data is not migrated and devices are not activated

Possible cause

The onboarding feature is not enabled in the destination MDM domain. By default, onboarding is disabled for the BlackBerry Enterprise Server for Microsoft Office 365.

Possible solution

Before you start the migration process, enable the onboarding feature in the destination MDM domain. See [Enable onboarding for the destination MDM domain](#).

If you have already moved the user accounts to the destination domain, delete all data from the users' BlackBerry devices and activate the devices again.

User migration failed messages

VALIDATION / FAILED

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 cannot validate the user account.

Possible solution

See [User validation error messages](#) and [User validation warning messages](#).

MIGRATION / FAILED

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 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 details about the error. By default, the log files are located at <drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\BlackBerry Enterprise Transporter for Microsoft Office 365\Logs.
- Verify that the destination BlackBerry Configuration Database is running.
- 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 to determine the cause of the error. By default, the log files for the BlackBerry Policy Service are located at <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server\Logs on the computer that hosts the BlackBerry Policy Service.

Check the device's event log to determine the cause of the error. For more information about accessing the event log, visit www.blackberry.com/go/kbhelp to read KB29215.

User migration completed with warning messages

SET_IT_POLICY / FAILED

Description

This message appears when an IT policy from the destination domain is not successfully applied to the BlackBerry device after the migration process completes.

Possible solution

Try performing the following actions:

- Use the BlackBerry Administration Service of the destination domain to assign the IT policy to the user account.
- If you still cannot apply the IT policy, reactivate the device on the destination domain. You do not need to delete the data from the device.
- If you still cannot apply the IT policy, delete the data from the device. Reactivate the device on the destination domain.

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. By default, the log files are located at <drive>:\Users \<user_name>\AppData\Roaming\Research In Motion\BlackBerry Enterprise Transporter for Microsoft Office 365\Logs.

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 device might be turned off, outside of a wireless coverage area, or inactive.

Possible solution

Verify that the device is turned on and in a wireless coverage area. Use the BlackBerry Administration Service to reactivate the device and send the IT administration commands again.

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 domain 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 domain 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 migration process with **Ignore warnings** selected. If the migration process completes and the the IT administration command fails, use the BlackBerry Administration Service to activate the user account. You do not need to delete the data on the device.

IT Policy might not be applied successfully to a BlackBerry device

Description

This message appears when the BlackBerry Enterprise Transporter for Microsoft Office 365 detects a condition where the destination domain 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.

Possible solution

Try performing the following actions:

- If possible, upgrade the BlackBerry Device Software to version 4.5.0 or later.
- If the Set IT Policy command fails, run the BlackBerry Enterprise Transporter with **Ignore warnings** selected. Then reactivate the user account on the destination domain after the migration process completes. You do not need to delete the data on the 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 domain because the BlackBerry Enterprise Transporter for Microsoft Office 365 could not validate the user accounts.

Possible solution

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

Port information for the BlackBerry Enterprise Transporter

13

Tool	Connection type	Default port number
Connection to the BlackBerry Configuration Database	TCP	1433
Connection to the BlackBerry Administration Service and BlackBerry Web Services	TCP	<ul style="list-style-type: none">• BlackBerry Enterprise Server: 443• BlackBerry Enterprise Server Express: 8443

Glossary

14

AES	Advanced Encryption Standard
API	application programming interface
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
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.
MDM domain	<p>An MDM domain consists of a BlackBerry database and any BlackBerry services or components that are associated with it. An MDM domain can refer to any of the following environments:</p> <ul style="list-style-type: none">• BlackBerry Enterprise Server domain: A BlackBerry Configuration Database and any BlackBerry Enterprise Server components that are associated with it• BlackBerry Enterprise Server Express domain: A BlackBerry Configuration Database and any BlackBerry Enterprise Server Express components that are associated with it• BlackBerry Device Service domain: A BlackBerry Configuration Database and any BlackBerry Device Service components that are associated with it• Universal Device Service domain: A Management Database and any Universal Device Service components that are associated with it
SRP	Server Routing Protocol
Triple DES	Triple Data Encryption Standard
WLAN	wireless local area network

Legal notice

15

©2013 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, 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.

Microsoft, Active Directory, SQL Server, Windows, and Windows Server 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 websites (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, MERCHANTABILITY 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
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada