

BlackBerry Enterprise Server  
Resource Kit

Version: 5.0  
Service Pack: 4



Installation and  
Configuration Guide



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# Overview

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The BlackBerry Enterprise Server Resource Kit is a suite of tools that you can use to help manage and monitor an MDM domain. You can download the BlackBerry Enterprise Server Resource Kit from [www.blackberry.com/support/downloads](http://www.blackberry.com/support/downloads).

The BlackBerry Enterprise Server Resource Kit consists of the following tools:

- BlackBerry Enterprise Server User Administration Tool: a command line tool that allows you to collect statistics and manage user accounts and devices.
- BlackBerry Enterprise Transporter: an application that you can use to migrate user accounts from an MDM domain to a different MDM domain.
- BlackBerry Analysis, Monitoring, and Troubleshooting Tools: various tools that you can use to collect and analyze user data and log files.

This guide provides the system requirements, installation instructions, and configuration instructions for the BlackBerry Enterprise Server User Administration Tool and the BlackBerry Analysis, Monitoring, and Troubleshooting Tools. For more information about the BlackBerry Enterprise Transporter, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to read the *BlackBerry Enterprise Transporter Installation and Administration Guide*.

## BlackBerry Enterprise Server User Administration Tool

The BlackBerry Enterprise Server User Administration Tool is a command-line tool that you can use to manage the BlackBerry Enterprise Server, user accounts, and BlackBerry devices. For example, you can add, find, and remove user accounts, configure various settings for devices, and assign software configurations or IT policies. You can also use the tool to collect information about devices and user accounts that you can use to monitor your organization's environment and troubleshoot issues.

The BlackBerry Enterprise Server User Administration Tool connects to the BlackBerry Administration Service to retrieve information from and store information in the BlackBerry Configuration Database.

The commands that are available in the tool are classified as server options or client options. Server options are commands that are dependent on the version of the BlackBerry Enterprise Server, not the version of the tool. If additional server options are introduced in a new version of the BlackBerry Enterprise Server, you are not required to update the tool to the same version as the BlackBerry Enterprise Server to use the server options.

Client options are commands that are dependent on the version of the tool. New client options are available only if you update to the latest version of the tool.

You can use the `-?` parameter to view the complete list of server options and client options.

### Related information

[Upgrading from a previous version of the BlackBerry Enterprise Server User Administration Tool](#), 27

# BlackBerry Analysis, Monitoring, and Troubleshooting Tools

You can use the BlackBerry Analysis, Monitoring, and Troubleshooting Tools to streamline management tasks, monitor events, collect statistics, and troubleshoot issues with the BlackBerry Enterprise Server components.

The following BlackBerry Analysis, Monitoring, and Troubleshooting Tools are available:

Tool	Description
BlackBerry Directory Sync Tool (DirectorySync.exe)	<p>You can use this application to synchronize the membership of security groups and distribution groups in Microsoft Active Directory with groups on a BlackBerry Enterprise Server.</p> <p>The tool can synchronize groups only if the user accounts in Microsoft Active Directory have matching user accounts on the BlackBerry Enterprise Server. If matching user accounts do not exist on the BlackBerry Enterprise Server, you can add the user accounts manually using the BlackBerry Administration Service, or you can enable the provisioning feature so that the tool can add user accounts during the synchronization process.</p>
BlackBerry Application Reporting Tool (HHAppReport.exe)	<p>You can use this command-line tool to list the applications that are installed on BlackBerry devices in an MDM domain. You can use this tool to audit the MDM domain and evaluate the applications that are installed on devices.</p>
BlackBerry IT Policy Import and Export Tool (ITPolicyImportExport.exe)	<p>You can use this command-line tool to export IT policy information from a BlackBerry Configuration Database to a backup file. You can use the backup file to import the information to a different BlackBerry Configuration Database, making the IT policies available to a different MDM domain.</p>
BlackBerry Message Receipt Confirmation Tool (MessageConfirmService.exe)	<p>You can use this application to verify that the BlackBerry Enterprise Server is successfully delivering messages to devices. At an interval that you specify, the tool sends a message to the specified user accounts, monitors the status of the message, and confirms that the devices received the message.</p>
BlackBerry System Log Monitoring and Reporting Tool (BESSysLog.exe)	<p>You can use this application to monitor the BlackBerry Enterprise Server log files for events generated by the BlackBerry Dispatcher and the BlackBerry</p>

Tool	Description
	Messaging Agent. You can specify which components to monitor, the events that you want to track, and the types of notifications and reports that you want the tool to send to administrators.
BlackBerry Enterprise Server Log Monitoring Tool (LogMonitor.exe)	You can use this command-line tool to monitor the information that is written to the log files for BlackBerry Enterprise Server components. You can specify actions that you want the tool to perform when it finds specific values, such as events or text strings. For example, you can configure the tool to run a custom batch file when it finds a specific event ID in the BlackBerry Dispatcher log file.
BlackBerry System Requirements Tool (BBCheckCmd.exe)	You can use this application to determine whether a computer can run a BlackBerry Enterprise Server component successfully.
BlackBerry Domain Administration History Reporting Tool (AdminHistory.exe)	You can use this command-line tool to read the ServerConfigHistory table in the BlackBerry Configuration Database. The tool displays configuration changes, such as newly added user accounts, in a .csv file. The tool records the date and time of each change and the name of the administrator who made the change.  The tool is designed for use only with BlackBerry Enterprise Server 4.1 SP7 and earlier.

## BlackBerry Enterprise Server Log Analysis Tool

The BlackBerry Enterprise Server Log Analysis Tool is an application that you can use to run various log analysis tools that check the BlackBerry Enterprise Server log files and collect data about user accounts, message flow, server performance, and historical statistics. You can configure and run the log analysis tools from the BlackBerry Enterprise Server Log Analysis Tool, or you can run the tools individually using the command prompt.

Tool	Description
BlackBerry Calendar Synchronization Reporting Tool (CalSync.exe)	Collects data from the BlackBerry Messaging Agent (MAGT) log file about the calendar synchronization process that you can enable using the BlackBerry Enterprise Trait Tool.
BlackBerry Delayed Notifications Monitoring Tool (DelayedNotifications.exe)	Analyzes the BlackBerry Messaging Agent (MAGT) log file and detects when the BlackBerry Enterprise Server is no longer receiving regular notifications for new email messages and calendar items.  Designed for use in a Microsoft Exchange environment only.
BlackBerry Historical Statistics Tool (HistoricalStats.exe)	Analyzes the BlackBerry Dispatcher (DISP) log file and the BlackBerry Messaging Agent (MAGT) log file to provide statistics about daily use patterns for each user account.

Tool	Description
BlackBerry MAPI and CDO Error Monitoring Tool (MapiCdoErrors.exe)	Analyzes the BlackBerry Messaging Agent (MAGT) log file to identify common MAPI and CDO errors and custom events.  Designed for use in a Microsoft Exchange environment only.
BlackBerry MDS Services Data Monitoring Tool (MDSPushvsPull.exe)	Analyzes the (MDAT) log file to determine whether the BlackBerry MDS Connection Service processes more data from push applications or from BlackBerry Browser requests.
BlackBerry Message Flow Reporting Tool (Messageflow.exe)	Analyzes the BlackBerry Dispatcher (DISP), BlackBerry Messaging Agent (MAGT), and BlackBerry Router (ROUT) log files to track the flow of messages through the BlackBerry Enterprise Server to devices.
BlackBerry Thread Analyzer Tool (NoResponseCheck.exe)	Analyzes all BlackBerry Enterprise Server log files (except for the MDAT and instant messaging log files) to identify threads that are nonresponsive, and to distinguish between true nonresponsive threads and slow threads.
BlackBerry Message Pending Delivery Tool (Pending.exe)	Analyzes the BlackBerry Messaging Agent (MAGT) log file to track user accounts that have a pending message count that is higher than a maximum count that you specify.
BlackBerry Usage Monitoring Tool (OutofCoverage.exe)	Analyzes the BlackBerry Dispatcher (DISP) log file to check for devices that do not send or receive data in a specified period of time.
BlackBerry User Activity Reporting Tool (AvailIndex.exe)	Analyzes the BlackBerry Messaging Agent (MAGT) log file to create a snapshot report of user account activity over a period of days.  Designed for use in a Microsoft Exchange environment only.

### Related information

[Upgrading from a previous version of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools, 27](#)

# Download the BlackBerry Enterprise Server Resource Kit

Visit [www.blackberry.com/support/downloads](http://www.blackberry.com/support/downloads) to download the installation package for the BlackBerry Enterprise Server Resource Kit. You can use the installation package to install any of the tools in the BlackBerry Enterprise Server Resource Kit.



Before you install the tools, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to review the system requirements in the *BlackBerry Enterprise Server Resource Kit Installation and Configuration Guide* and the *BlackBerry Enterprise Transporter Installation and Administration Guide*.

# System requirements

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## System requirements: BlackBerry Enterprise Server User Administration Tool

Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul> <p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 R2 SP1</li> <li>• Windows Server 2008 R2</li> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul>
BlackBerry Enterprise Server compatibility	<ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server 5.0.1 or later</li> <li>• BlackBerry Enterprise Server Express</li> </ul> <p>It is a best practice to install and use the version of the BlackBerry Enterprise Server User Administration Tool that matches the version of your organization's BlackBerry Enterprise Server or BlackBerry Enterprise Server Express. For example, if you want to use the tool with BlackBerry Enterprise Server 5.0.4, install version 5.0.4 of the tool.</p>
BlackBerry Administration Service	The tool must be able to connect to the BlackBerry Administration Service.
Memory	At least 2 GB of memory

Item	Requirement
Browser	Windows Internet Explorer 6.0 or later with language preferences configured to display encoded web pages.
Remote installation	Running the tool from a remote computer using the UNC path is not supported. If you did not run the setup application for the tool on the computer, the computer might not have the security requirements to run the tool.
User Account Control restrictions	<p>When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error message when you try to run commands.</p> <p>If you are using the tool on an operating system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator). Type <b>cd\</b> to reset the directory to "C:\", then type <b>cd "&lt;file_path&gt;"</b>, where <i>&lt;file_path&gt;</i> is the full path to the .exe file for the tool (for example, Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Server User Administration Tool Client ).</p>

## System requirements: BlackBerry Directory Sync Tool

Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"> <li>Windows Server 2008 SP2</li> <li>Windows Server 2003 R2 SP2</li> <li>Windows Server 2003 SP2</li> </ul> <p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"> <li>Windows Server 2008 R2 SP1</li> <li>Windows Server 2008 R2</li> <li>Windows Server 2008 SP2</li> <li>Windows Server 2003 R2 SP2</li> <li>Windows Server 2003 SP2</li> </ul>

Item	Requirement
BlackBerry Mobile Fusion compatibility	<ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server for Microsoft Exchange 5.0.3 MR5 or later</li> <li>• BlackBerry Enterprise Server for IBM Lotus Domino 5.0.3 MR5 or later</li> <li>• BlackBerry Enterprise Server for Novell GroupWise 5.0.4 MR1 or later</li> <li>• BlackBerry Enterprise Server Express 5.0.3 MR2 or later</li> <li>• Universal Device Service 6.0 or later</li> </ul> <p>If you want to use the tool with the Universal Device Service, visit <a href="http://www.blackberry.com/go/serverdocs">www.blackberry.com/go/serverdocs</a> to see the <i>BlackBerry Resource Kit for the Universal Device Service - BlackBerry Directory Sync Tool Installation and Administration Guide</i>.</p>
Remote installation	Install the tool on a computer that does not host BlackBerry Enterprise Server components.
Microsoft .NET Framework	Microsoft .NET Framework 3.5 (full package) must be installed on the computer that hosts the BlackBerry Directory Sync Tool.
Access to Microsoft Active Directory and MDM domains	The computer that hosts the tool must be able to access Microsoft Active Directory and the MDM domains that you want to connect to.
Administrator permissions	<p>The Windows account that you use to run the tool must have read permissions for Microsoft Active Directory.</p> <p>The BlackBerry Enterprise Server administrator account that you configure the tool to use must exist in every MDM domain that you want the tool to connect to.</p> <p>In a BlackBerry Enterprise Server or BlackBerry Enterprise Server Express environment, the administrator account must have a role with the following permissions:</p> <ul style="list-style-type: none"> <li>• View groups</li> <li>• Edit groups</li> <li>• Create user accounts</li> <li>• Delete user accounts</li> </ul> <p>For more information about administrator roles and permissions, visit <a href="http://www.blackberry.com/go/serverdocs">www.blackberry.com/go/serverdocs</a> to see the <i>BlackBerry Enterprise Server Administration Guide</i>.</p>
User accounts on the BlackBerry Enterprise Server	The tool can synchronize groups only if the user accounts in Microsoft Active Directory have matching user accounts on the BlackBerry Enterprise Server. Before you run the

Item	Requirement
	<p>tool, verify that the user accounts that you want to synchronize exist in both Microsoft Active Directory and in the appropriate MDM domain.</p> <p>If matching user accounts do not exist on the BlackBerry Enterprise Server, you can add the user accounts manually using the BlackBerry Administration Service, or you can enable the provisioning feature so that the tool can add user accounts during the synchronization process.</p> <p>For more information about adding user accounts using the BlackBerry Administration Service, visit <a href="http://www.blackberry.com/go/serverdocs">www.blackberry.com/go/serverdocs</a> to see the <i>BlackBerry Enterprise Server Administration Guide</i>.</p>
Group size limit	<p>By default, the tool cannot synchronize changes to BlackBerry Enterprise Server groups that have more than 2000 members. There is no size limit for Microsoft Active Directory groups.</p> <p>If you want to synchronize changes to BlackBerry Enterprise Server groups that have more than 2000 members, change the maximum group size limit in the configuration file (DirectorySync.exe.Config). For more information about changing the configuration file, see <a href="#">Change the performance and configuration settings for the BlackBerry Directory Synchronization Tool</a>.</p>
Property names in Microsoft Active Directory	<p>The tool retrieves information from Microsoft Active Directory by reading standard property names for group names, email addresses, and user display names. If your organization uses property names that are not standard, you must add the property names to the configuration file (DirectorySync.exe.Config) so that the tool can retrieve information from Microsoft Active Directory.</p> <p>For more information about changing the configuration file, see <a href="#">Change the performance and configuration settings for the BlackBerry Directory Synchronization Tool</a>.</p>
User Account Control restrictions	<p>When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error when you try to run the tool. If you are using the tool on an operating system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator).</p>
Unsupported environments	<p>Do not install more than one instance of the tool on the same computer. You cannot run multiple instances of the tool at the same time.</p> <p>This version of the tool is not compatible with the following BlackBerry products:</p> <ul style="list-style-type: none"><li>• BlackBerry Device Service</li><li>• BlackBerry Enterprise Server for Microsoft Exchange 5.0.3 MR4 or earlier</li></ul>

Item	Requirement
	<ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server for IBM Lotus Domino 5.0.3 MR4 or earlier</li> <li>• BlackBerry Enterprise Server for Novell GroupWise 5.0.1 or earlier</li> <li>• BlackBerry Enterprise Server Express 5.0.3 MR1 or earlier</li> </ul> <p>Running the tool in a Microsoft Exchange Resource Forest Topology is not supported.</p>

## System requirements: BlackBerry Application Reporting Tool

Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul> <p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 R2 SP1</li> <li>• Windows Server 2008 R2</li> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul>
BlackBerry Enterprise Server compatibility	<p>The tool is compatible with the following:</p> <ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server 5.0 or later</li> <li>• BlackBerry Enterprise Server Express 5.0.1 or later</li> </ul> <p>Install the version of the BlackBerry Application Reporting Tool that matches the version of the BlackBerry Enterprise Server or BlackBerry Enterprise Server Express. For example, if you want to use the tool with BlackBerry Enterprise Server 5.0.4, install version 5.0.4 of the tool.</p>

Item	Requirement
Local or remote installation	<p>You can install the BlackBerry Application Reporting Tool on the same computer that hosts a BlackBerry Enterprise Server component, or on a separate computer.</p> <p>If you install the tool on the same computer as a BlackBerry Enterprise Server component, it is a best practice to run the tool during low usage periods. Running the tool might affect the performance of the BlackBerry Enterprise Server.</p>
Database management system for the BlackBerry Configuration Database	<p>Any of the following 32-bit database management systems:</p> <ul style="list-style-type: none"> <li>• Microsoft SQL Server 2012</li> <li>• Microsoft SQL Server 2008 R2 Express SP2 or SP1</li> <li>• Microsoft SQL Server 2008 Express SP3</li> <li>• Microsoft SQL Server 2008 R2 SP2 or SP1</li> <li>• Microsoft SQL Server 2008 R2</li> <li>• Microsoft SQL Server 2008 SP3 or SP2</li> <li>• Microsoft SQL Server 2005 Express SP3</li> <li>• Microsoft SQL Server 2005 SP4 or SP3</li> </ul> <p>Any of the following 64-bit database management systems:</p> <ul style="list-style-type: none"> <li>• Microsoft SQL Server 2012</li> <li>• Microsoft SQL Server 2008 R2 Express SP2 or SP1</li> <li>• Microsoft SQL Server 2008 Express SP3</li> <li>• Microsoft SQL Server 2008 R2 SP2 or SP1</li> <li>• Microsoft SQL Server 2008 R2</li> <li>• Microsoft SQL Server 2008 SP3 or SP2</li> <li>• Microsoft SQL Server 2005 SP4 or SP3</li> </ul>
User Account Control restrictions	<p>When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error message when you try to run commands.</p> <p>If you are using the tool on an operating system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator). Type <b>cd\</b> to reset the directory to "C:\", then type <b>cd "&lt;file_path&gt;"</b>, where <i>&lt;file_path&gt;</i> is the full path to the .exe file for the tool (for example, Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools ).</p>

# System requirements: BlackBerry IT Policy Import and Export Tool

Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul> <p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 R2 SP1</li> <li>• Windows Server 2008 R2</li> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul>
BlackBerry Enterprise Server	<p>The tool is compatible with the following:</p> <ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server 5.0 or later</li> <li>• BlackBerry Enterprise Server Express 5.0.1 or later</li> </ul> <p>Install the version of the BlackBerry IT Policy Import and Export Tool that matches the version of the BlackBerry Enterprise Server or BlackBerry Enterprise Server Express. For example, if you want to use the tool with BlackBerry Enterprise Server 5.0.4, install version 5.0.4 of the tool.</p>
Local or remote install	<p>You can install the BlackBerry IT Policy Import and Export Tool on the same computer that hosts a BlackBerry Enterprise Server component, or on a separate computer.</p> <p>If you install the tool on the same computer as a BlackBerry Enterprise Server component, it is a best practice to run the tool during low usage periods. Running the tool might affect the performance of the BlackBerry Enterprise Server.</p>
Exporting and importing restrictions	<p>The tool supports exporting and importing IT policy information between any 5.0.x or later versions of the BlackBerry Enterprise Server. The tool does not support importing</p>



Item	Requirement
	<p>IT policy information to a version of the BlackBerry Enterprise Server that is earlier than the version you exported the IT policy information from. For example, you cannot export IT policy information from BlackBerry Enterprise Server 5.0.2 and import it into BlackBerry Enterprise Server 5.0.1.</p> <p>The tool does not support exporting and importing IT policy information between different platforms of the BlackBerry Enterprise Server. For example, you cannot export IT policy information from the BlackBerry Enterprise Server for Microsoft Exchange and import the IT policy information into the BlackBerry Enterprise Server for IBM Lotus Domino.</p> <p>The tool does not support exporting and importing IT policy information between different BlackBerry server products. For example, you cannot export IT policy information from the BlackBerry Enterprise Server and import the IT policy information into the BlackBerry Enterprise Server Express.</p>
User Account Control restrictions	<p>When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error message when you try to run commands.</p> <p>If you are using the tool on an operating system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator). Type <b>cd\</b> to reset the directory to "C:\", then type <b>cd "&lt;file_path&gt;"</b>, where <i>&lt;file_path&gt;</i> is the full path to the .exe file for the tool (for example, Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools ).</p>

## System requirements: BlackBerry Message Receipt Confirmation Tool

Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul>

Item	Requirement
	<p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 R2 SP1</li> <li>• Windows Server 2008 R2</li> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul>
BlackBerry Enterprise Server compatibility	<p>The tool is compatible with the following:</p> <ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server 5.0 or later</li> <li>• BlackBerry Enterprise Server Express 5.0.1 or later</li> </ul> <p>Install the version of the BlackBerry Message Receipt Confirmation Tool that matches the version of the BlackBerry Enterprise Server or BlackBerry Enterprise Server Express. For example, if you want to use the tool with BlackBerry Enterprise Server 5.0.4, install version 5.0.4 of the tool.</p>
Remote installation	<p>Install and run the BlackBerry Message Receipt Confirmation Tool on a computer that does not host BlackBerry Enterprise Server components.</p> <p>Run the BlackBerry Message Receipt Confirmation Tool service (messageconfirmservice.exe) and client (messageconfirmconfig.exe) on the same computer.</p>
Microsoft Exchange system tools	<p>Before you install and run the tool, perform the following tasks:</p> <ol style="list-style-type: none"> <li>1. On the computer that you want to host the tool, download and install Microsoft Exchange Server MAPI client and CDO 1.2.1. <p>For information about the versions of the Microsoft Exchange Server MAPI client and CDO 1.2.1 that are supported by the BlackBerry Enterprise Server, visit <a href="http://www.blackberry.com/go/compatibility">www.blackberry.com/go/compatibility</a> to see the BlackBerry Enterprise Server compatibility matrix.</p> </li> <li>2. On the computer that hosts the BlackBerry Enterprise Server, copy the BESProfile.exe file located at &lt;drive&gt;:\Program Files\Research In Motion\BlackBerry Enterprise Server to the computer that you want to host the tool.</li> <li>3. On the computer that you want to host the tool, open a command prompt window and type <b>cd &lt;drive&gt;:\&lt;file_path&gt;</b> to navigate to the folder that contains the BESProfile.exe file.</li> </ol>

Item	Requirement
	<ol style="list-style-type: none"> <li>4. In the command prompt window, type the following command: <b>besprofile.exe -s -p &lt;profile_name&gt;</b> .</li> <li>5. Follow the instructions on the screen to create a MAPI profile.</li> </ol>
Novell GroupWise email client	If your organization's environment uses the BlackBerry Enterprise Server for Novell GroupWise, you must install the BlackBerry Message Receipt Confirmation Tool on a computer that has the Novell GroupWise email client installed.
User Account Control restrictions	When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error when you try to run the tool. If you are using the tool on an operating system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator).

## System requirements: BlackBerry System Log Monitoring and Reporting Tool

Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul> <p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 R2 SP1</li> <li>• Windows Server 2008 R2</li> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul>
BlackBerry Enterprise Server compatibility	The tool is compatible with the following:

Item	Requirement
	<ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server 5.0 or later</li> <li>• BlackBerry Enterprise Server Express 5.0.1 or later</li> </ul> <p>Install the version of the BlackBerry System Log Monitoring and Reporting Tool that matches the version of the BlackBerry Enterprise Server or BlackBerry Enterprise Server Express. For example, if you want to use the tool with BlackBerry Enterprise Server 5.0.4, install version 5.0.4 of the tool.</p> <p>If your organization's environment supports more than one BlackBerry Enterprise Server platform, install a separate copy of the tool for each platform, and run only one instance of the tool on a computer.</p>
Remote installation	<p>Install and run the BlackBerry System Log Monitoring and Reporting Tool on a computer that does not host BlackBerry Enterprise Server components.</p> <p>BESSysLog.exe and BESSysLogConfig.exe must be the same version and must be installed in the same folder on the same computer.</p>
Windows service	Run the tool as a Windows service.
Windows Server 2008 (64-bit)	<p>If your organization uses Windows Server 2008 (64-bit), you must create a reverse DNS lookup record so that the tool can record the appropriate server names in the log files that it creates.</p> <p>Perform the following actions:</p> <ol style="list-style-type: none"> <li>1. In the advanced TCP/IP settings for the network connection that the tool uses, select <b>Use this connection's DNS suffix in DNS registration</b>.</li> <li>2. At the command prompt, using an account with administrator permissions, type <b>ipconfig /registerdns</b> and press ENTER.</li> </ol>
Logging level	Set the logging level for the BlackBerry Dispatcher (DISP) log files and the BlackBerry Messaging Agent (MAGT) log files to a minimum level of 3.
User Account Control restrictions	<p>When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error when you try to run the tool. If you are using the tool on an operating system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator).</p>

# System requirements: BlackBerry Enterprise Server Log Monitoring Tool

Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"><li>• Windows Server 2008 SP2</li><li>• Windows Server 2003 R2 SP2</li><li>• Windows Server 2003 SP2</li></ul> <p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"><li>• Windows Server 2008 R2 SP1</li><li>• Windows Server 2008 R2</li><li>• Windows Server 2008 SP2</li><li>• Windows Server 2003 R2 SP2</li><li>• Windows Server 2003 SP2</li></ul>
BlackBerry Enterprise Server compatibility	<p>The tool is compatible with the following:</p> <ul style="list-style-type: none"><li>• BlackBerry Enterprise Server 5.0 or later</li><li>• BlackBerry Enterprise Server Express 5.0.1 or later</li></ul> <p>Install the version of the BlackBerry Enterprise Server Log Monitoring Tool that matches the version of the BlackBerry Enterprise Server or BlackBerry Enterprise Server Express. For example, if you want to use the tool with BlackBerry Enterprise Server 5.0.4, install version 5.0.4 of the tool.</p>
Local installation	Install and run the BlackBerry Enterprise Server Log Monitoring Tool on the computer that hosts the BlackBerry Enterprise Server component that you want to monitor.
Log files	The tool can monitor only one log file at a time.
User Account Control restrictions	When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error message when you try to run commands.

Item	Requirement
	<p>If you are using the tool on an operating system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator). Type <b>cd\</b> to reset the directory to "C:\", then type <b>cd "&lt;file_path&gt;"</b>, where &lt;file_path&gt; is the full path to the .exe file for the tool (for example, Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools ).</p>

## System requirements: BlackBerry System Requirements Tool

Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul> <p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 R2 SP1</li> <li>• Windows Server 2008 R2</li> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul>
User Account Control restrictions	<p>When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error when you try to run the tool. If you are using the tool on an operating system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator).</p>

# System requirements: BlackBerry Domain Administration History Reporting Tool

Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"><li>• Windows Server 2008 SP2</li><li>• Windows Server 2003 R2 SP2</li><li>• Windows Server 2003 SP2</li></ul> <p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"><li>• Windows Server 2008 R2 SP1</li><li>• Windows Server 2008 R2</li><li>• Windows Server 2008 SP2</li><li>• Windows Server 2003 R2 SP2</li><li>• Windows Server 2003 SP2</li></ul>
BlackBerry Enterprise Server compatibility	<p>The tool is compatible with the following:</p> <ul style="list-style-type: none"><li>• BlackBerry Enterprise Server 4.1.7 or earlier</li></ul>
Remote installation	Install and run the BlackBerry Domain Administration History Reporting Tool on a computer that does not host BlackBerry Enterprise Server components.
Access to the BlackBerry Configuration Database	The tool must be able to connect to and access the BlackBerry Configuration Database.
Database management system for the BlackBerry Configuration Database	<p>Any of the following 32-bit database management systems:</p> <ul style="list-style-type: none"><li>• Microsoft SQL Server 2012</li><li>• Microsoft SQL Server 2008 R2 Express SP2 or SP1</li><li>• Microsoft SQL Server 2008 Express SP3</li><li>• Microsoft SQL Server 2008 R2 SP2 or SP1</li></ul>

Item	Requirement
	<ul style="list-style-type: none"> <li>• Microsoft SQL Server 2008 R2</li> <li>• Microsoft SQL Server 2008 SP3 or SP2</li> <li>• Microsoft SQL Server 2005 Express SP3</li> <li>• Microsoft SQL Server 2005 SP4 or SP3</li> </ul> <p>Any of the following 64-bit database management systems:</p> <ul style="list-style-type: none"> <li>• Microsoft SQL Server 2012</li> <li>• Microsoft SQL Server 2008 R2 Express SP2 or SP1</li> <li>• Microsoft SQL Server 2008 Express SP3</li> <li>• Microsoft SQL Server 2008 R2 SP2 or SP1</li> <li>• Microsoft SQL Server 2008 R2</li> <li>• Microsoft SQL Server 2008 SP3 or SP2</li> <li>• Microsoft SQL Server 2005 SP4 or SP3</li> </ul>
User Account Control restrictions	<p>When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error message when you try to run commands.</p> <p>If you are using the tool on an operating system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator). Type <b>cd\</b> to reset the directory to "C:\", then type <b>cd "&lt;file_path&gt;"</b>, where <i>&lt;file_path&gt;</i> is the full path to the .exe file for the tool (for example, Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools ).</p>

## System requirements: BlackBerry Enterprise Server Log Analysis Tool

The following system requirements apply to the BlackBerry Enterprise Server Log Analysis Tool and the various log analysis tools that it contains.



Item	Requirement
Operating system	<p>Any of the following 32-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul> <p>Any of the following 64-bit operating systems:</p> <ul style="list-style-type: none"> <li>• Windows Server 2008 R2 SP1</li> <li>• Windows Server 2008 R2</li> <li>• Windows Server 2008 SP2</li> <li>• Windows Server 2003 R2 SP2</li> <li>• Windows Server 2003 SP2</li> </ul>
BlackBerry Enterprise Server compatibility	<p>The tool is compatible with the following:</p> <ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server 5.0 or later</li> <li>• BlackBerry Enterprise Server Express 5.0.1 or later</li> </ul> <p>Install the version of the BlackBerry Enterprise Server Log Analysis Tool that matches the version of the BlackBerry Enterprise Server or BlackBerry Enterprise Server Express. For example, if you want to use the tool with BlackBerry Enterprise Server 5.0.4, install version 5.0.4 of the tool.</p>
Remote installation	<p>Install the BlackBerry Enterprise Server Log Analysis Tool (or the individual log analysis tools) on a computer that does not host BlackBerry Enterprise Server components.</p>
Memory	<p>Minimum 2 GB of memory</p>
Disk space	<p>The computer that hosts the BlackBerry Enterprise Server Log Analysis Tool must have a large volume of available disk space to accommodate the size of the log files for the BlackBerry Enterprise Server components and the log analysis output files.</p>
BlackBerry Enterprise Server log files	<p>Store or copy the log files for the BlackBerry Enterprise Server components that you want to analyze on the same computer as the BlackBerry Enterprise Server Log Analysis Tool.</p>
User Account Control restrictions	<p>When using the tool on an operating system that features User Account Control (UAC), such as Windows Server 2008, you might receive an error when you try to run the tool. If you are using the tool (or any of the log analysis tools it contains) on an operating</p>

Item	Requirement
	<p data-bbox="455 222 1305 279">system that uses UAC, run the tool as an administrator (right-click the application on the start menu, or the .exe file, and click Run as administrator).</p> <p data-bbox="455 302 1305 421">If you are running a log analysis tool from the command prompt, type <b>cd\</b> to reset the directory to "C:\", then type <b>cd "&lt;file_path&gt;"</b>, where &lt;file_path&gt; is the full path to the .exe file for the tool (for example, Program Files (x86)\Research In Motion \BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools ).</p>

# Upgrading from a previous version of a BlackBerry Enterprise Server Resource Kit tool

## Upgrading from a previous version of the BlackBerry Enterprise Server User Administration Tool

If the BlackBerry Enterprise Server User Administration Tool is already installed in your organization's environment, you do not have to uninstall it before you install a new version of the tool.

If you want to upgrade from version 5.0 to the latest version, the installation process does not overwrite the 5.0 version of the tool. You must install the latest version separately.

If you want to upgrade from version 5.0 SP1 or later to the latest version, the installation process upgrades the tool to the new version and preserves user information such as registry values and exe.config files.

## Upgrading from a previous version of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools

If any of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools are installed in your organization's environment, you do not have to remove the tools before you install new versions of the tools.

If you want to upgrade a tool from version 5.0 to the latest version, the installation process does not overwrite previous versions of the tool (except for the BlackBerry System Log Monitoring and Reporting Tool and the BlackBerry Message Receipt Confirmation Tool). You must install the latest version of the tool separately.

If you want to upgrade a tool from version 5.0 SP1 or later to the latest version, the installation process upgrades the tool and preserves user information such as registry values and exe.config files.

# Installing BlackBerry Enterprise Server Resource Kit tools

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## Installation files

To download the BlackBerry Enterprise Server Resource Kit, visit [www.blackberry.com/support/downloads](http://www.blackberry.com/support/downloads). You download and run a single installation package that allows you to extract and run the installation files for the tools that you want to install.

Tool	Installation file name	Environment
BlackBerry Enterprise Server User Administration Tool	brk-besuseradminclient<version>.msi	All
BlackBerry Enterprise Transporter	brk-bbenterprisetransporter<version>.msi	All
BlackBerry Directory Sync Tool	brk-amt<version>.msi	All
BlackBerry Application Reporting Tool	brk-amt<version>.msi	All
BlackBerry IT Policy Import and Export Tool	brk-amt<version>.msi	All
BlackBerry Message Receipt Confirmation Tool	brk-amt<version>.msi	All
BlackBerry System Log Monitoring and Reporting Tool	brk-amt<version>.msi	All
BlackBerry Enterprise Server Log Monitoring Tool	brk-amt<version>.msi	All
BlackBerry System Requirements Tool	brk-amt<version>.msi	All
BlackBerry Domain Administration History Reporting Tool	brk-amt<version>.msi	All
Log analysis tools		
BlackBerry Calendar Synchronization Reporting Tool	brk-amt<version>.msi	<ul style="list-style-type: none"> <li>Microsoft Exchange</li> </ul>

Tool	Installation file name	Environment
		<ul style="list-style-type: none"> <li>IBM Lotus Domino</li> </ul>
BlackBerry Delayed Notifications Monitoring Tool	brk-amt<version>.msi	Microsoft Exchange only
BlackBerry Historical Statistics Tool	brk-amt<version>.msi	All
BlackBerry MAPI and CDO Error Monitoring Tool	brk-amt<version>.msi	Microsoft Exchange only
BlackBerry MDS Services Data Monitoring Tool	brk-amt<version>.msi	All
BlackBerry Message Flow Reporting Tool	brk-amt<version>.msi	All
BlackBerry Thread Analyzer Tool	brk-amt<version>.msi	All
BlackBerry Message Pending Delivery Tool	brk-amt<version>.msi	All
BlackBerry Usage Monitoring Tool	brk-amt<version>.msi	All
BlackBerry User Activity Reporting Tool	brk-amt<version>.msi	Microsoft Exchange only

## Configuring the BlackBerry Enterprise Server User Administration Tool and the BlackBerry Analysis, Monitoring, and Troubleshooting Tools to use UAC-compliant file paths

If you install the BlackBerry Enterprise Server User Administration Tool or any of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools that use a command-line interface, when you run the setup application you can specify whether you want the tool to use a UAC-compliant file path for configuration files, input files, output files, and log files. The setup application creates a subfolder for the files in the application data folder for the current user. For example:

- Configuration files: <drive>:\Users\<user\_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion \BlackBerry Enterprise Server Resource Kit

- Log files, reports, input files and output files: `<drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\AMT` \ or `<drive>:\Documents and Settings\<user_name>\Application Data\Research In Motion\AMT`

When you use the BlackBerry Enterprise Server User Administration Tool or any of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools that use a command-line interface, you can use the `-uac` or `-no_uac` subparameters when you run a command to override the setting that you configured when you installed the tool. For example, if you configured the BlackBerry Application Reporting Tool to use a UAC-compliant file path, you can use the `-no_uac` subparameter to write output files and log files to a file path that is relative to the current working directory (for example, `<drive>:\Program Files \Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools`).

# Install the BlackBerry Enterprise Server User Administration Tool

## Before you begin:

- On the computer where you plan to install the BlackBerry Enterprise Server User Administration Tool, create a folder to store the installation files.
  - In a browser, visit [www.blackberry.com/support/downloads](http://www.blackberry.com/support/downloads), and navigate to the **Downloads** area for the BlackBerry Enterprise Server Resource Kit to download the latest installation package for the tools (**brk<version>.exe**).
  - Double-click **brk<version>.exe**. Extract the contents of the installation package to the folder you created.
1. In the installation folder that you created, double-click **brk-besuseradminclient <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. Type the FQDN of the computer that hosts the BlackBerry Administration Service. Click **Verify DNS Name**.
  7. Click **Next**.
  8. If necessary, click **Change** to specify the installation file path for the tool.
  9. Click **Next**.
  10. If you do not want the tool to use UAC complaint paths for input files, output files, and log files, clear the **Use Windows UAC compliant paths** check box. For more information, see [Configuring the BlackBerry Enterprise Server User Administration Tool and the BlackBerry Analysis, Monitoring, and Troubleshooting Tools to use UAC-compliant file paths](#).
  11. Click **Next**.
  12. Click **Install**.

13. Click **Finish**.

**After you finish:**

- Verify that the BlackBerry Enterprise Server User Administration Tool was installed correctly.
- If you want to change the information that you specified when you ran the setup application, you can edit the information in the BESUserAdminClient.exe.config file. The default location of the configuration file is <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Server User Administration Tool Client. 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 BESUserAdminClient.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).

## Verify that the BlackBerry Enterprise Server User Administration Tool was installed correctly

**Before you begin:** Verify that you have the required permissions to manage users in the BlackBerry Administration Service.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Add a user account to the BlackBerry Enterprise Server.  
For instructions on how to perform this task, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to read the *BlackBerry Enterprise Server User Administration Tool Administration Guide*.
3. In the BlackBerry Administration Service, verify that the user account was added correctly and that you can manage the user account. For example, verify that you can add the user account to a group, assign an IT policy or a software configuration to the user account, or assign a BlackBerry device to the user.  
For instructions on how to perform these tasks, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to read the *BlackBerry Enterprise Server Administration Guide*.

## Install the BlackBerry Analysis, Monitoring, and Troubleshooting Tools

**Before you begin:**

- On the computer where you plan to install the BlackBerry Analysis, Monitoring, and Troubleshooting Tools, create a folder to store the installation files.



- In a browser, visit [www.blackberry.com/support/downloads](http://www.blackberry.com/support/downloads), and navigate to the **Downloads** area for the BlackBerry Enterprise Server Resource Kit to download the latest installation package for the tools (**brk<version>.exe**).
  - Double-click **brk<version>.exe**. Extract the contents of the installation package to the folder you created.
1. In the installation folder that you created, double-click **brk-amt <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. On the **Tool Selection** screen, specify the tools that you want to install. By default, the setup application will install all of the tools. If you do not want to install a tool, click the drop-down list for the tool and click **Entire feature will be unavailable**.  
Click the name of a tool to view a description and the required disk space.
  7. Click **Next**.
  8. If necessary, click **Change** to specify the installation file path for the tools.
  9. Click **Next**.
  10. If you do not want the tool to use UAC compliant paths for input files, output files, and log files, clear the **Use Windows UAC compliant paths** check box. For more information, see [Configuring the BlackBerry Enterprise Server User Administration Tool and the BlackBerry Analysis, Monitoring, and Troubleshooting Tools to use UAC-compliant file paths](#).
  11. Click **Next**.
  12. If necessary, select the platform of the BlackBerry Enterprise Server that is used in your organization's environment.
  13. Click **Next**.
  14. If you chose to install the BlackBerry System Log Monitoring and Reporting Tool, specify the required configuration information. Click **Next**.
  15. If you chose to install the BlackBerry Message Receipt Confirmation Tool, perform the following tasks:
    1. Specify the required configuration information. Click **Next**.
    2. Specify the name of the server that hosts the BlackBerry Configuration Database, and the name of the BlackBerry Configuration Database. Select whether you want the tool to use SQL authentication. Click **Next**.
    3. If you selected SQL authentication, specify the SQL authentication username and password. Click **Next**.
  16. If necessary, type the name of the MAPI profile used in your organization's environment.
  17. Click **Next**.
  18. Click **Install**.
  19. Click **Finish**.

# Post-installation and configuration tasks

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## BlackBerry Directory Sync Tool

### Configure the BlackBerry Directory Sync Tool to search for groups in Microsoft Active Directory

1. On the computer that hosts the BlackBerry Directory Sync Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Analysis Monitoring and Troubleshooting Tools > BlackBerry Directory Sync Tool client**.
2. In the **Directory Group Search** section, click **Configure**.
3. In the **Server Discovery** drop-down list, perform one of the following actions:
  - If you want the tool to search for Microsoft Active Directory groups in the domain that you are currently logged in to, click **Automatic**. The Windows account that you are currently using must have read permissions for Microsoft Active Directory.
  - If you want the tool to search for Microsoft Active Directory groups in a specific domain or server, click **Manual**.
4. If necessary, in the **Domain or Server** field, type the name of the domain or server that hosts Microsoft Active Directory.
5. If necessary, in the **Port** field, type the port number that you want the tool to use to connect to Microsoft Active Directory. The default port number is 389.
6. If you want the tool to limit the search to a specific DN, in the **Search Path DN** field, type the path of the DN (for example, OU=Groups,DC=sample,DC=net).
7. In the **Maximum Results** field, type the maximum number of Microsoft Active Directory groups that you want the tool to find and display.
8. In the **Group search** drop-down list, perform one of the following actions:
  - If you want the tool to discover and list the Microsoft Active Directory groups automatically, click **Automatic**.

- If you want to search for Microsoft Active Directory groups manually using a search field, click **Manual**.

9. Click **Save**.

### Related information

[No Directory groups to display. Please check the configuration, 44](#)

## Configure the BlackBerry Directory Sync Tool to search for groups in an MDM domain

1. On the computer that hosts the BlackBerry Directory Sync Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Analysis Monitoring and Troubleshooting Tools > BlackBerry Directory Sync Tool client**.
2. In the **BlackBerry Group Search** section, click **Configure**.
3. In the **Administrator Credentials** section, in the **Authentication Type** drop-down list, perform one of the following actions:
  - If the administrator account that you want the tool to use to access the BlackBerry Enterprise Server uses Microsoft Active Directory authentication, click **Active Directory**.
  - If the administrator account that you want the tool to use to access the BlackBerry Enterprise Server uses BlackBerry native authentication, click **Native**.
4. In the **Username** field, type the user name of the BlackBerry Enterprise Server administrator account. The administrator account must exist in and have the required permissions in every MDM domain that you want the tool to connect to.
5. In the **Password** field, type the password of the BlackBerry Enterprise Server administrator account.
6. If necessary, in the **Domain** field, type the name of the Microsoft Active Directory domain.
7. In the **Add BlackBerry Domain** section, in the **Label** field, type a label for an MDM domain.
8. In the **Hostname** field, type the FQDN of the computer that hosts the BlackBerry Administration Service for the MDM domain (for example, BAS-HOST1.test.rim.net).
9. If necessary, in the **Port** field, type the port number that you want the tool to use to connect to the BlackBerry Administration Service. The default value for the BlackBerry Administration Service is 443 (BlackBerry Enterprise Server) or 3443 (BlackBerry Enterprise Server Express).
10. Click **Add**.
11. Repeat steps 7 to 10 for each MDM domain that you want the tool to connect to.
12. Click **Save**.

### Related information

[No BlackBerry groups to display. Please check the configuration, 45](#)

[Exception retrieving BlackBerry groups](#), 45

[Invalid URI: The hostname could not be parsed](#), 46

## Configure provisioning options

The tool can synchronize groups only if the user accounts in Microsoft Active Directory have matching user accounts on the BlackBerry Enterprise Server. If matching user accounts do not exist on the BlackBerry Enterprise Server, you can add the user accounts manually using the BlackBerry Administration Service, or you can enable the provisioning feature so that the tool can add user accounts during the synchronization process.

1. On the computer that hosts the BlackBerry Directory Sync Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Analysis Monitoring and Troubleshooting Tools > BlackBerry Directory Sync Tool**.
2. In the **BlackBerry Group Search** section, click **Configure**.
3. In the **Provisioning Options** section, select **Enable user provisioning with virtual provisioning mappings**.
4. If you want the tool to manage the removal of user accounts from the BlackBerry Enterprise Server, select **Enable user de-provisioning when removed from provisioning mappings**. In the **De-provisioning Warning** dialogue box, click **Yes**. In the **De-provisioning action** drop-down list, perform one of the following actions:
  - If you want the tool to remove user accounts from the BlackBerry Enterprise Server if they do not exist in Microsoft Active Directory groups that are mapped to virtual provisioning groups, click **Delete users**.
  - If you want the tool to identify in the report and the log file the user accounts that should be deleted, and you do not want the tool to delete the user accounts, click **Log only**. Use the information in the report or log file to remove the user accounts using the BlackBerry Administration Service.
5. Click **Save**.

**After you finish:** Configure mappings between Microsoft Active Directory groups and virtual provisioning groups.

## Configure reporting preferences

1. On the computer that hosts the BlackBerry Directory Sync Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Analysis Monitoring and Troubleshooting Tools > BlackBerry Directory Sync Tool client**.
2. Click **Edit > Preferences**.
3. If you want to hide "User not found" warning messages in the report when the tool tries to assign user accounts to groups, select the **Suppress "User not found" warnings when assigning users to groups** check box.
4. Click **Save**.

# Change the performance and configuration settings for the BlackBerry Directory Sync Tool

The BlackBerry Directory Sync Tool retrieves information from Microsoft Active Directory by reading standard property names for group names, email addresses, and user display names. If your organization uses property names that are not standard, you can edit the configuration file to specify the property names.

You can change the performance settings for the BlackBerry Directory Sync Tool if you want to change how the tool completes the provisioning and synchronization process. It is a best practice to use the default performance settings for the tool. Changing the settings might have a performance impact on your organization's BlackBerry Mobile Fusion environment.

1. On the computer that hosts the BlackBerry Directory Sync Tool, navigate to `<drive>:\Program Files\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools`.
2. In a text editor, open the **DirectorySync.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 DirectorySync.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. If your organization uses a property name for group names in Microsoft Active Directory that is not standard, in the `<appSettings>` section, type `<add key="groupNameProperty" value="<group_property_name>" />`, where `<group_property_name>` is the required property name. The default value is "name".
4. If your organization uses a property name for email addresses in Microsoft Active Directory that is not standard, in the `<appSettings>` section, type `<add key="emailAddressProperty" value="<email_property_name>" />`, where `<email_property_name>` is the required property name. The default value is "mail".
5. If your organization uses a property name for user display names in Microsoft Active Directory that is not standard, in the `<appSettings>` section, type `<add key="displayNameProperty" value="<display_property_name>" />`, where `<display_property_name>` is the required property name. The default value is "displayName".
6. To specify the maximum number of changes that you want the tool to synchronize to a group each time you run the tool, in the `<appSettings>` section, type `<add key="maxNumberOfChanges" value="<max_changes>" />`, where `<max_changes>` is a value greater than zero. The default value is 0 (no limit). When you start the synchronization process, the tool counts the number of changes to be made to a group; if the number of changes exceeds the value that you specified, the tool does not make any changes to the group.
7. To specify the maximum size of a BlackBerry Enterprise Server group that the tool can synchronize changes to, in the `<appSettings>` section, change the value of `<add key="maxNumberOfUsersInBasGroup" value="<max_users_group>" />`, where `<max_users_group>` is the maximum number of user accounts in a group. The tool does not synchronize changes to BlackBerry Enterprise Server groups with more user accounts than the value that you specify. The default value is 2000.
8. To specify how long you want the tool to wait before synchronizing each change (for example, assigning a user account to a group), in the `<appSettings>` section, change the value of `<add key="changeDelay"`

- value=" <change\_delay>"/>**, where *<change\_delay>* is a value greater than zero, in seconds. The default value is 1 second.
9. To specify the maximum level of nested groups that the tool can synchronize, in the **<appSettings>** section, type **<add key="maxNestingLevel" value=" <max\_nesting\_level>"/>**, where *<max\_nesting\_level>* is a value of 0 or greater. The default value is -1 (no limit).
  10. To specify the maximum number of errors that can occur before the tool stops performing actions in an MDM domain, in the **<appSettings>** section, type **<add key="maxNumberOfErrors" value=" <max\_errors>"/>**, where *<max\_errors>* is a value of 0 (no limit) or greater. The default value is 5.
  11. To specify the minimum number of assignments before the tool caches all of the users in an MDM domain instead of searching for the users individually, in the **<appSettings>** section, type **<add key="bbUserCacheThreshold" value=" <threshold>"/>**, where *<threshold>* is a value of 0 (no cache) or greater. The default value is 100. If you want the tool to perform a large number of synchronization tasks, caching might improve the tool's performance.
  12. To change the level of logging information written to the BlackBerry Directory Sync Tool console, in the **<appSettings>** section, type **<add key="consoleLogLevel" value=" <log\_level>"/>**, where *<log\_level>* is a value between 0 (no logging) and 5 (trace log level).
  13. To change the level of logging information written to the BlackBerry Directory Sync Tool log files, in the **<appSettings>** section, type **<add key="fileLogLevel" value=" <log\_level>"/>**, where *<log\_level>* is a value between 0 (no logging) and 5 (trace log level).
  14. Save and close the **DirectorySync.exe.config** file.

### Example appSettings section

```
<appSettings>
  <add key="groupNameProperty" value="GroupExample"/>
  <add key="emailAddressProperty" value="EmailExample"/>
  <add key="displayNameProperty" value="DisplayNameExample"/>
  <add key="maxNumberOfChanges" value="1000"/>
  <add key="maxNumberOfUsersInBasGroup" value="1000"/>
  <add key="changeDelay" value="2"/>
  <add key="maxNestingLevel" value="5"/>
  <add key="maxNumberOfErrors" value="10"/>
  <add key="bbUserCacheThreshold" value="150"/>
  <add key="consoleLogLevel" value="5"/>
  <add key="fileLogLevel" value="5"/>
</appSettings>
```

## Configure the BlackBerry Directory Sync Tool to skip certificate validation

When the BlackBerry Directory Sync Tool connects to the BlackBerry Administration Service, it verifies that the FQDN that you configured the tool to use 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 Directory Sync Tool, navigate to `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Directory Sync Tool`.
2. In a text editor, open the **DirectorySync.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 DirectorySync.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 **DirectorySync.exe.config** file.

**After you finish:** Restart the BlackBerry Directory Sync Tool.

# BlackBerry Message Receipt Confirmation Tool

## Configure monitoring and notification settings for the BlackBerry Message Receipt Confirmation Tool

1. On the computer that hosts the BlackBerry Message Receipt Confirmation Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Analysis Monitoring and Troubleshooting Tools > BlackBerry Message Receipt Confirmation Tool client**.
2. Click **Configuration**.
3. Perform the following tasks:

Task	Steps
Specify the subject of the message that the tool sends to the BlackBerry device.	In the <b>Subject of Message Send</b> field, type a subject.
Specify how frequently the tool sends messages.	In the <b>Message Send Interval</b> field, type a value using the following format: <i>hours:minutes</i> (for example, 1:30 or 0:30).

Task	Steps
Specify how frequently the tool checks the administrator's mailbox for a delivery confirmation message.	In the <b>Delivery Check Interval</b> field, type a value, in minutes.
Specify how long the tool continues to check for delivery confirmation messages before it notifies you that the attempt to deliver the message has timed out.	In the <b>Delivery Timeout Interval</b> field, type a value, in minutes.
Specify the email account that receives the delivery timeout notification message from the service.	In the <b>Send Notifications To</b> field, type an SMTP email address.
Specify the subject of the delivery timeout notification message that the service sends to the specified email account.	In the <b>Subject of Notifications</b> field, type a subject.
Specify the user accounts that you want to monitor.	<p>You can monitor up to five devices on different BlackBerry Enterprise Server instances that use the same BlackBerry Configuration Database.</p> <ol style="list-style-type: none"> <li>1. In the <b>BlackBerry Enterprise Servers</b> list, click a BlackBerry Enterprise Server.</li> <li>2. Click each user account that you want to monitor.</li> <li>3. Click <b>Monitor</b>.</li> </ol>

4. Click **OK**.

# BlackBerry Enterprise Server Log Analysis Tool

## Prepare to run the log analysis tools

For more information about how to change the logging levels for BlackBerry Enterprise Server components, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to read the *BlackBerry Enterprise Server Administration Guide*.

### Before you begin:



- Verify that the versions of the log analysis tools are compatible with the version of the BlackBerry Enterprise Server in your organization's environment.
- Verify that you installed the tools on a computer that does not host BlackBerry Enterprise Server components.
- Verify that the computer that you want to use to run the log analysis tools has a large volume of free disk space to accommodate the size of the log files and the log analysis output files.

1. Set the logging level to **4** for each of the following log files:

Tool	Component log file name
BlackBerry Delayed Notifications Monitoring Tool (DelayedNotifications.exe)	MAGT log file
BlackBerry Historical Statistics Tool (HistoricalStats.exe)	DISP log file
BlackBerry MAPI and CDO Error Monitoring Tool (MapiCdoErrors.exe)	MAGT log file
BlackBerry MDS Services Data Monitoring Tool (MDSPushvsPull.exe)	MDAT log file
BlackBerry Message Flow Reporting Tool (Messageflow.exe)	MAGT log file, DISP log file, and ROUT log file
BlackBerry Message Pending Delivery Tool (Pending.exe)	MAGT log file
BlackBerry Thread Analyzer Tool (NoResponseCheck.exe)	All BlackBerry log files except the MDAT log files; the logging levels do not have to be set to 4
BlackBerry Usage Monitoring Tool (OutOfCoverage.exe)	DISP log file
BlackBerry User Activity Reporting Tool (AvailIndex.exe)	MAGT log file
BlackBerry Calendar Synchronization Reporting Tool (CalSync.exe)	MAGT log file

2. Copy the log files for the required BlackBerry Enterprise Server components to the computer that hosts the tool.
3. Record the log folder name and path. You must provide the location if it is different from the folder that contains the log analysis tool.

## Configure the messaging platform

1. On the computer that hosts the BlackBerry Enterprise Server Log Analysis Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Analysis Monitoring and Troubleshooting Tools > BlackBerry Enterprise Server Log Analysis Tool**.
2. Click **Settings > Messaging Platform**.
3. Select the appropriate option.

4. Click **OK**.
5. Click **File > Save Settings**.

## Configure default log settings

1. On the computer that hosts the BlackBerry Enterprise Server Log Analysis Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Analysis Monitoring and Troubleshooting Tools > BlackBerry Enterprise Server Log Analysis Tool**.
2. Click **Settings > Log**.
3. If necessary, in the **Output Verbosity** section, click **Debug Log Level**. Click the **browse** button beside the **Debug Output File** field. Navigate to and select a debug output file.
4. If necessary, in the **Log Identifiers** section, type the log identifier information of the log files for the BlackBerry Enterprise Server components.
5. Click **OK**.
6. Click **File > Save Settings**.

## Configure the default input folder and default output folder

1. On the computer that hosts the BlackBerry Enterprise Server Log Analysis Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Analysis Monitoring and Troubleshooting Tools > BlackBerry Enterprise Server Log Analysis Tool**.
2. Click **Settings > Default Folders**.
3. Beside the **Input Folder** field, click the **browse** button. Navigate to and select the default folder for input files.
4. Beside the **Output Folder** field, click the **browse** button. Navigate to and select the default folder for output files.
5. Click **OK**.
6. Click **File > Save Settings**.

# Troubleshooting

## 6

## BlackBerry Enterprise Server User Administration Tool

### Check the status of the BlackBerry Enterprise Server User Administration Tool

You can use this command to verify that there is a valid connection between the BlackBerry Administration Service and the BlackBerry Enterprise Server User Administration Tool, and to verify that the administrator credentials are valid.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -status -n <server\_name>**.

#### Example

```
besuseradminclient -username admin -password password -status
```

```
BlackBerry(R) Enterprise Server User Administration Tool Version 5.0.4.10  
Copyright (c) Research In Motion, Ltd. 2009-2012. All rights reserved.
```

```
Log files being written to C:\Documents and Settings\SampleAccount  
\Application Data\Research In Mo  
tion\BlackBerry User Administration Tool Client\Logs.
```

```
(05/18 15:51:27) Running command...  
(05/18 15:51:28) ...Done  
(05/18 15:51:28) Command Results:  
Property, Value  
BAS Version, 5.0.4.10  
BAA Version, 5.0.4.10
```

## When I check the status of the BlackBerry Enterprise Server User Administration Tool I receive an "Error while initializing the logs" error message

When you use the `-status` parameter to check the status of the BlackBerry Enterprise Server User Administration Tool, the "Error while initializing the logs" error message appears. This error message indicates the location where the tool tried to write the log files, and a stack trace.

### Possible cause

If you are using Windows Server 2008, the UAC security infrastructure might prevent the tool from opening and writing information to log files.

### Possible solution

Perform one of the following actions:

- The error message indicates the folder that the tool tried to write the log files to. If the folder does not exist, create the folder. Configure security permissions on the folder that permit the user account that you use to run the tool to write log files to the folder.
- Open the `BESUserAdminClient.exe.config` file in a text editor and change the `LogFolder` value to a folder that the user account that you use to run the tool has permissions to write to. The default location of the configuration file is `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Server User Administration Tool Client`. 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 `BESUserAdminClient.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`).

## BlackBerry Directory Sync Tool

### No Directory groups to display. Please check the configuration

#### Description

This message appears when the BlackBerry Directory Sync Tool cannot connect to Microsoft Active Directory using the information that you specified.

## Possible solution

Perform any of the following actions:

- Verify that the directory settings that you specified are correct.
- Verify that the Search Path DN that you specified is a valid path. From left to right, the path should specify the general organizational units (OU) to the specific domain components (DC) (for example, OU=Groups,DC=sample,DC=net).
- If you selected Automatic in the Server Discovery drop-down list, verify that the Windows account that you are currently using has read permissions for Microsoft Active Directory.

## No BlackBerry groups to display. Please check the configuration

### Description

This message appears when the BlackBerry Directory Sync Tool cannot connect to an MDM domain using the information that you specified.

### Possible solution

Perform any of the following actions:

- Verify that the login information that you specified for the administrator account is correct.
- Verify that the administrator account has permissions to view and edit groups.
- Verify that the information that you specified for an MDM domain is correct.
- Verify that groups exist in the MDM domain.
- Verify that the BlackBerry Administration Service that you are trying to connect to is running.
- Verify that the administrator account exists in each MDM domain that you want the tool to connect to.

## Exception retrieving BlackBerry groups

### Description

This message appears if the Microsoft .NET Framework 3.5 (full package) is not installed on the computer that hosts the BlackBerry Directory Sync Tool.

### Possible solution

Install the Microsoft .NET Framework 3.5 (full package) on the computer that hosts the BlackBerry Directory Sync Tool.

## Invalid URI: The hostname could not be parsed

### Description

This message appears if the tool cannot process the hostname that you specified for an MDM domain.

### Possible solution

In the Hostname field, verify that you typed the correct full path name of the computer that hosts the BlackBerry Enterprise Server (for example, UDS-HOST1.company.com). Do not include http:// or https://.

## Removing a BlackBerry Enterprise Server Resource Kit tool

### Remove the BlackBerry Enterprise Server User Administration Tool

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > Uninstall**.
2. Click **Yes**.

### Remove the BlackBerry Analysis, Monitoring, and Troubleshooting Tools

1. On the computer that hosts the BlackBerry Analysis, Monitoring, and Troubleshooting Tools, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Analysis Monitoring and Troubleshooting Tools > Uninstall or Modify Installation**.
2. Click **Next**.
3. Click **Remove**.
4. Click **Remove** again.

5. Click **Finish**.

# Port information for the BlackBerry Enterprise Server Resource Kit tools

## Port information for tools that connect to the BlackBerry Configuration Database

Tool	Connection type	Default port number
BlackBerry Application Reporting Tool	TCP	1433
BlackBerry Domain Administration History Reporting Tool	TCP	1433
BlackBerry Enterprise Transporter	TCP	1433
BlackBerry IT Policy Import and Export Tool	TCP	1433
BlackBerry Message Receipt Confirmation Tool	TCP	1433



# Port information for tools that connect to the BlackBerry Administration Service, BlackBerry Administration API, and BlackBerry Web Services

Tool	Connection type	Default port number
BlackBerry Enterprise Server User Administration Tool	TCP	<ul style="list-style-type: none"><li>BlackBerry Enterprise Server: 443</li><li>BlackBerry Enterprise Server Express: 8443</li></ul>
BlackBerry Enterprise Transporter	TCP	<ul style="list-style-type: none"><li>BlackBerry Enterprise Server: 443</li><li>BlackBerry Enterprise Server Express: 8443</li></ul>
BlackBerry Directory Sync Tool	TCP	<ul style="list-style-type: none"><li>BlackBerry Enterprise Server: 443</li><li>BlackBerry Enterprise Server Express: 8443</li></ul>

## Port information for the BlackBerry System Log Monitoring and Reporting Tool

Action	Connection type	Default port number
Listens for packets	UDP	514
Sends messages over SMTP	TCP	25

## Port information for the BlackBerry Message Receipt Confirmation Tool

Action	Connection type	Default port number
Sends messages	MAPI	125

# Glossary

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<b>BlackBerry Enterprise Server databases</b>	The BlackBerry® Enterprise Server databases are the BlackBerry Configuration Database and the BlackBerry Monitoring Service database.
<b>BlackBerry Domain</b>	A BlackBerry Domain consists of the BlackBerry Configuration Database with its users and any BlackBerry Enterprise Server instances that connect to it.
<b>BlackBerry MDS</b>	BlackBerry Mobile Data System
<b>CDO</b>	Collaboration Data Object
<b>.csv</b>	comma-separated values
<b>DNS</b>	Domain Name System
<b>FQDN</b>	fully qualified domain name
<b>MAPI</b>	Messaging Application Programming Interface
<b>messaging server</b>	A messaging server sends and processes messages and provides collaboration services, such as updating and communicating calendar and address book information.
<b>MDM domain</b>	<p>An MDM domain consists of a BlackBerry Mobile Fusion database and any BlackBerry Mobile Fusion 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"><li>• BlackBerry Enterprise Server domain: A BlackBerry Configuration Database and any BlackBerry Enterprise Server components that are associated with it</li><li>• BlackBerry Enterprise Server Express domain: A BlackBerry Configuration Database and any BlackBerry Enterprise Server Express components that are associated with it</li><li>• BlackBerry Device Service domain: A BlackBerry Configuration Database and any BlackBerry Device Service components that are associated with it</li><li>• Universal Device Service domain: A Management Database and any Universal Device Service components that are associated with it</li></ul>
<b>SMTP</b>	Simple Mail Transfer Protocol

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Published in Canada