BlackBerry Enterprise Server Resource Kit
BlackBerry Enterprise Transporter
Version: 5.0

Installation and Administration Guide

⠿ BlackBerry®

Contents

BlackBerry Enterprise Transporter

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You can use the BlackBerry® Enterprise Transporter to move one or more user accounts from one BlackBerry Domain to a different BlackBerry Domain.

You can use the BlackBerry Enterprise Transporter when your organization upgrades the BlackBerry® Enterprise Server and you want to create a new BlackBerry Domain, or if you need to move user accounts between BlackBerry Domain instances. For example, if you want to upgrade your organization's BlackBerry Enterprise Server from version 4.0 SP7 to version 5.0, you can create a separate BlackBerry Domain version 5.0 and use the BlackBerry Enterprise Transporter to move your organization's user accounts to the new BlackBerry Configuration Database. You can also use the BlackBerry Enterprise Transporter to move user accounts from a production BlackBerry Domain to a test BlackBerry Domain and back.

When you run the BlackBerry Enterprise Transporter, users do not need to delete BlackBerry device data or reactivate their BlackBerry devices, if the BlackBerry Enterprise Transporter supports the BlackBerry® Device Software version that they are using. The destination BlackBerry Enterprise Server resends service books, and the BlackBerry devices can start receiving new messages after the BlackBerry devices receive the service books. Synchronization of organizer data and calendar information over the wireless network might occur after the migration process completes.

BlackBerry Enterprise Transporter modes

Mode	Description
live	In live mode, you can move user accounts when the BlackBerry® Enterprise Server instances in both the destination BlackBerry Domain and the source BlackBerry Domain are running. If you choose this mode, the BlackBerry Enterprise Server instances in both BlackBerry Domain instances must use different SRP IDs.
	In this mode, the BlackBerry Enterprise Server instances in the destination BlackBerry Domain must be running. This must occur so that the BlackBerry Enterprise Transporter can monitor the organizer data synchronization and calendar synchronization processes and IT administration commands (such as Resend IT Policy or Switch Service) that the destination BlackBerry Enterprise Server instances send to the BlackBerry devices to complete the migration process.
bulk	In bulk mode, you can move all user accounts on a BlackBerry Enterprise Server. During the migration process, you must turn off the BlackBerry Enterprise Server instances in both the source BlackBerry Domain and the destination BlackBerry Domain. In the destination BlackBerry Domain, however, you must turn on the BlackBerry Administration Service.

Mode	Description
	In addition, in an IBM® Lotus® Domino® environment, the IBM Lotus Domino services must be running.
	In bulk mode, you select a BlackBerry Enterprise Server. Then, during the migration process, the BlackBerry Enterprise Transporter searches the source BlackBerry Configuration Database for all user accounts that are associated with the BlackBerry Enterprise Server, and moves them.
	You must configure the destination BlackBerry Enterprise Server instances to use the same SRP IDs that the source BlackBerry Enterprise Server instances use.
	In a Microsoft® Exchange messaging environment, the ServerConfig.ServiceName for the BlackBerry Enterprise Server must match in both the source and the destination BlackBerry Domain.
	The BlackBerry Enterprise Transporter does not monitor IT administration commands.

Options for moving user accounts with the BlackBerry Enterprise Transporter

Option	Description
one or more user accounts at a time	If your organization's environment includes more than one BlackBerry® Domain instance, you can use this option if users move to a different area in your organization and you need to move the user accounts to a different BlackBerry Domain. You can move these user accounts in live mode.
all user accounts on a BlackBerry® Enterprise Server	You can use this option to upgrade your organization's environment in phases to the latest version of the BlackBerry Enterprise Server. You can move these user accounts in bulk mode.

Data that the migration process does not migrate

Data	Description
administrative role assignment	If you move user accounts from a BlackBerry® Enterprise Server version 5.0 or later to another BlackBerry Enterprise Server version 5.0 or later, the migration process does not move the administrative roles that are assigned to the user accounts. You can manually assign the administrative roles to the user accounts after the migration process completes, or you can create groups for user accounts and assign roles to the groups in the destination BlackBerry Domain.
group data	The migration process does not move group data. Instead, you can create a group in the destination BlackBerry Domain and specify it as the group that you want to assign user accounts to during the migration process.
software configuration data	The migration process does not move software configuration data, including BlackBerry® MDS Runtime application data. Instead, you can create a software configuration on the destination BlackBerry Domain and specify it as the software configuration that you want to assign to user accounts during the migration process.
IT policy data	By default, the migration process moves all user accounts to the Default IT policy in the destination BlackBerry Domain. You can assign a user account to any IT policy that exists in the destination BlackBerry Domain. Alternatively, before a migration, you can assign an IT policy to a group and then move user accounts to the group.
BlackBerry MDS Integration Service data	The migration process does not move BlackBerry MDS Integration Service data. For more information about the BlackBerry MDS Integration Service, visit www.blackberry.com/go/serverdocs to read the *Feature and Technical Overview* for your organization's messaging environment.
BlackBerry® Browser browser configuration settings	The migration process does not move the BlackBerry Browser configuration settings on the BlackBerry device that is associated with a user account.

Validation that the BlackBerry Enterprise Transporter performs

Global validation

The BlackBerry® Enterprise Transporter performs the following actions before it begins the migration process:
- verifies that the BlackBerry Administration Service is installed in the destination BlackBerry Domain
- if the BlackBerry Administration Service is installed, verifies that the BlackBerry Enterprise Server User Administration Tool is installed on the computer that hosts the BlackBerry Enterprise Transporter
- sends a test BlackBerry Administration Service command to verify that the BlackBerry Administration Service is available and can respond

In an IBM® Lotus® Domino® environment, the BlackBerry Enterprise Transporter verifies whether skipDominoBBSDReplication and skipDominoBBSDValidation are set to True in the EnterpriseTransporter.exe.config file to determine how to validate. It then performs the following actions:
- verifies that IBM® Lotus Notes® is installed on the computer that hosts the BlackBerry Enterprise Transporter
- if skipDominoBBSDReplication and skipDominoBBSDValidation are not present or are set to False, verifies that the selected IBM Lotus Notes user.id can open the BlackBerry profiles databases in both the source BlackBerry Domain and the destination BlackBerry Domain

User validation

The BlackBerry® Enterprise Transporter 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 BlackBerry Domain
- verifies that the user account does not already exist in the destination BlackBerry Domain
- checks whether it can preserve the user ID that is associated with a BlackBerry device
- verifies that an IT policy can be applied to a BlackBerry device; however, this verification might not be possible in one of the following scenarios:
  - BlackBerry device is running an unspecified version of the BlackBerry® Device Software
  - BlackBerry device is operating on BlackBerry Device Software version 4.0.2, and the ITPolicyKeyMapping table does not exist
  - BlackBerry device is operating on BlackBerry Device Software version 4.3.0

In an IBM® Lotus® Domino® environment, the BlackBerry Enterprise Transporter performs the following additional actions:
- if SkipDominoBBSDReplication is set to True in the EnterpriseTransporter.exe.config file, checks whether the user's BlackBerry state database already exists on the destination BlackBerry Enterprise Server
- verifies that the user's source BlackBerry state database can be opened on the source BlackBerry Enterprise Server

- checks whether the user's BlackBerry state database has been marked for deletion in the BlackBerry profiles database on the destination BlackBerry Enterprise Server
- checks whether a duplicate BlackBerry state database exists on the destination BlackBerry Enterprise Server

System requirements 2

System requirements: BlackBerry Enterprise Transporter

Item	Description
operating system	Any of the following operating systems: • Windows® XP Professional SP2 • Windows Server® Windows Server 2000 SP4 Server or Advanced Server • Windows Server 2003 SP1 or later
Microsoft® .NET Framework	Microsoft .NET Framework version 2.0
encryption algorithm	The source BlackBerry® Enterprise Server and the destination BlackBerry Enterprise Server must use the same encryption algorithm: AES, Triple DES, or both AES and Triple DES.
BlackBerry Enterprise Server	Before you use the BlackBerry Enterprise Transporter for the first time, you must log in to the BlackBerry Administration Service and verify that you can create a user account, assign a BlackBerry device to the user account, and activate the BlackBerry device.
BlackBerry Enterprise Server User Administration Tool	compatible version of the BlackBerry Enterprise Server User Administration Tool
BlackBerry Domain	If the destination BlackBerry Domain contains BlackBerry Enterprise Server version 5.0, all BlackBerry Enterprise Server instances in the domain must be version 5.0 or later.

Supported environments

Item	Environment
BlackBerry® Enterprise Server for Microsoft® Exchange	The BlackBerry Enterprise Transporter supports the migration of user accounts from the following environments to BlackBerry Enterprise Server for Microsoft Exchange version 5.0 or later: • BlackBerry Enterprise Server for Microsoft Exchange version 4.0 SP7 • BlackBerry Enterprise Server for Microsoft Exchange versions 4.1 SP4, SP5, and SP6 • BlackBerry Enterprise Server for Microsoft Exchange version 5.0 or later

Item	Environment
BlackBerry® Enterprise Server for IBM® Lotus® Domino®	The BlackBerry Enterprise Transporter supports the migration of user accounts from the following environments to BlackBerry Enterprise Server for IBM Lotus Domino version 5.0 or later: • BlackBerry Enterprise Server for IBM Lotus Domino version 4.0 SP7 • BlackBerry Enterprise Server for IBM Lotus Domino versions 4.1 SP4, SP5, and SP6 • BlackBerry Enterprise Server for IBM Lotus Domino version 5.0 or later
database servers	• Microsoft® SQL Server® 2000 SP3 or SP4 • Microsoft SQL Server 2005 SP2 Enterprise, Professional, or Express
Microsoft® Exchange messaging server	The BlackBerry Enterprise Transporter supports any version of Microsoft Exchange that the BlackBerry Enterprise Server supports.
IBM® Lotus® Domino® messaging server	The BlackBerry Enterprise Transporter supports any version of IBM Lotus Domino that the BlackBerry Enterprise Server supports and is version 6.5.4 or higher.
email application for users	The BlackBerry Enterprise Transporter supports the following versions of IBM® Lotus Notes®: • IBM Lotus Notes version 7.0 (to support encrypted message display when the user.id file is stored in BlackBerry® Desktop Manager version 4.1) • IBM Lotus Notes version 8.0 • IBM Lotus Notes version 8.5 (configured to allow only single users, not multiple users, to log in)
BlackBerry® Device Software	The BlackBerry Enterprise Transporter supports the following versions of the BlackBerry Device Software: • BlackBerry Device Software versions 4.0.2 to 4.6 (except for version 4.3.0) • BlackBerry Device Software versions later than version 4.0.0 but earlier than version 4.0.2

Unsupported environments

Item	Description
messaging server environment	The BlackBerry® Enterprise Transporter does not support migration from one messaging server environment to a different environment (for example, migration from IBM® Lotus® Domino® to Microsoft® Exchange).

Item	Description
email messaging environment for users	If you plan to use IBM® Lotus Notes® version 8.5, you must configure it to allow only single users, not multiple users, to log in. During the installation process for IBM Lotus Notes, you select the Only for me (Single User Install) option instead of the Anyone who uses this computer (Multi-User Install) option.
BlackBerry® Device Software	The BlackBerry Enterprise Transporter does not support BlackBerry Device Software versions that are earlier than version 4.0; version 4.3.0 is supported with conditions.
IBM® DB2® UDB	The BlackBerry Enterprise Transporter does not support IBM DB2 UDB.

Required permissions in an IBM Lotus Domino environment

To run the BlackBerry® Enterprise Transporter in an IBM® Lotus® Domino® environment, you require the same permissions in both the source BlackBerry Domain and the destination BlackBerry Domain that you require as an administrator of the BlackBerry® Enterprise Server for IBM® Lotus® Domino®.

For more information, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Server Installation Guide* and the *BlackBerry Enterprise Server Administration Guide*.

Permission	Description	Resource
notes.ini file	You must configure read and write permissions in the notes.ini file.	*BlackBerry Enterprise Server Installation Guide* • Section: System requirements: BlackBerry Enterprise Server
IBM® Lotus Notes® user.id file	The BlackBerry Enterprise Transporter uses the IBM Lotus Notes user ID of the administrator to perform IBM Lotus Notes operations in the same way that the BlackBerry® Enterprise Server uses a server ID to perform IBM Lotus Notes operations. The BlackBerry Enterprise Transporter prompts for the user ID and password before it runs a migration preview. The IBM Lotus Notes user ID must be a member of the LocalDomainServers group.	—

Permission	Description	Resource
BlackBerry Administration Service user credentials	In the BlackBerry Administration Service, you must create an administration account that allows you to create and manage groups, user accounts, IT policies, and software configurations. These permissions are typically associated with a security administrator, enterprise administrator, or user-only administrator role in the BlackBerry Enterprise Server.	*BlackBerry Enterprise Server Administration Guide* • Section: Creating administrator accounts

Replicating IBM Lotus Domino databases

Before you begin the migration process, you must verify the setting for skipDominoBBSDReplication in the configuration file for the BlackBerry® Enterprise Transporter. The file name is EntepriseTransporter.exe.config.

You must then perform one of the following actions:
• If skipDominoBBSDReplication is not set to True, do not replicate the IBM® Lotus® Domino® databases before you run the BlackBerry Enterprise Transporter. The BlackBerry Enterprise Transporter performs a database replication before it migrates user accounts.
• If skipDominoBBSDReplication is set to True, you must replicate the BlackBerry state database for each user account in the destination BlackBerry Domain before you begin the migration process. If you migrate a user account without replicating the user's BlackBerry state database in the destination BlackBerry Domain, all information for the user account is lost, and you must remove the user account from the BlackBerry® Enterprise Server, delete all data on the BlackBerry device that is associated with the user account, add the user account again to the BlackBerry Enterprise Server, and reactivate the BlackBerry device.

Installing the BlackBerry Enterprise Transporter   3

Install the BlackBerry Enterprise Transporter

Before you begin: Verify that the computer you want to use has access to the database servers that host the source BlackBerry®
Configuration Database and the target BlackBerry Configuration Database.

1. Create a folder to store the BlackBerry Enterprise Transporter files.
2. In a browser, visit na.blackberry.com/eng/support/server_resourcekit.jsp.
3. Download the BlackBerry Enterprise Transporter installation package.
4. Extract the contents of the installation package to the folder that you created.
5. Double-click the **brk-bbenterprisetransporter.msi** file.
6. Complete the instructions on the screen.

Preparing the source BlackBerry Domain for the migration process `4`

To view documentation for administrators of the BlackBerry® Enterprise Server, visit www.blackberry.com/go/serverdocs.

Task	Resource
Back up the BlackBerry Configuration Database.	*BlackBerry Enterprise Server Upgrade Guide*
Create a list of the software configurations and applications that you want to duplicate in the destination BlackBerry Domain.	*BlackBerry Enterprise Server Administration Guide*
Create a list of the IT policies, policy rules, and default settings that you want to duplicate in the destination BlackBerry Domain.	*BlackBerry Enterprise Server Administration Guide*
Create a list of the SRP information and CAL keys that you want to duplicate in the destination BlackBerry Domain.	*BlackBerry Enterprise Server Administration Guide*
If you want the BlackBerry Enterprise Transporter to use the user import list file, export the email addresses for the user accounts that you want to migrate to a flat text file that is CR-delimited. Verify that the file uses the following format: `<emailaddress1>` `<emailaddress2>` `<emailaddress3>`	—
For BlackBerry Enterprise Server version 5.0 only, create a list of roles that you assigned to administrator accounts.	*BlackBerry Enterprise ServerAdministration Guide*
If you set up replication for the BlackBerry Configuration Database, stop the replication process.	—

Preparing the destination BlackBerry Domain for the migration process

To view documentation for administrators of the BlackBerry® Enterprise Server, visit www.blackberry.com/go/serverdocs.

Task	Resource
If you plan to move user mailboxes to the destination BlackBerry Domain, as a best practice, consider moving the user mailboxes before you migrate user accounts to the destination BlackBerry Domain.	—
Create a BlackBerry Configuration Database, and install the BlackBerry Enterprise Server instances. During the installation process, if the BlackBerry Enterprise Server instances use the same SRP information as the BlackBerry Enterprise Server instances in the source BlackBerry Domain, do not verify the SRP credentials and do not start any BlackBerry Enterprise Server services except for the BlackBerry Administration Service services.	*BlackBerry Enterprise Server Installation Guide*
In the BlackBerry Administration Service, create the groups, IT policies, roles, and software configurations that you want to duplicate from the source BlackBerry Domain.	*BlackBerry Enterprise Server Administration Guide*
Back up the BlackBerry Configuration Database.	*BlackBerry Enterprise Server Upgrade Guide*

Preparing to move user accounts

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Create the manifest file

The manifest file contains information about the BlackBerry® Domain instances, default settings, and email addresses that the BlackBerry Enterprise Transporter requires to run the migration process.

1. In the BlackBerry Enterprise Transporter, in the **Step 1: User Manifest** section, click **New.**
2. Type a file name.
3. Click **Save.**

After you finish: To use bulk mode, select the **Bulk Server Mode** check box.

Configure the source and destination BlackBerry Configuration Database instances

The BlackBerry® Enterprise Transporter requires the names of the database servers, the names of the BlackBerry Configuration Database instances, and may also require database credentials so that it can access the source and destination BlackBerry Configuration Database instances during the migration process. To set up the BlackBerry Enterprise Transporter with the database information, you create a label for the source BlackBerry Configuration Database and a label for the destination BlackBerry Configuration Database.

Before you begin: Create or open a 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 choose an existing source BlackBerry Configuration Database, click the name of the label that contains the database information.
   - To configure the source BlackBerry Configuration Database information for the first time, click **<new>**.
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 credentials of the database administrator account that you want the BlackBerry Enterprise Transporter to use to access the source BlackBerry Configuration Database.

- To use Windows® authentication to access the source BlackBerry Configuration Database, click **Windows NT Authentication**.

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. To configure the destination BlackBerry Configuration Database, repeat steps 2 to 8.

Configure the default settings for user accounts in the destination BlackBerry Domain

You can configure the group settings, IT policy settings, and software configuration settings for the destination BlackBerry® Enterprise Server. These settings become the default settings for all user accounts that you move.

Before you begin:
- In the destination BlackBerry® Domain, create the group, IT polic,y and software configuration that you want to assign to the user accounts.
- Create or select labels for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.

1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.

2. In the **Destination Default Settings** section, click the BlackBerry Enterprise Server, group, IT policy, and software configuration that you want to associate with the user accounts.

3. Click **Done**.

Selecting the user accounts to move to the destination BlackBerry Domain

You can select the user accounts that you want to move using one of the following methods:

- search for a list of user accounts in a BlackBerry® Domain, on a BlackBerry® Enterprise Server, or in a group
- type the email addresses of the user accounts one at a time in the BlackBerry Enterprise Transporter
- import a CR-delimited flat text file that contains a list of email addresses
- if the BlackBerry Enterprise Transporter is running in bulk mode, select a source BlackBerry Enterprise Server

Search for and select user accounts to move

You can search for user accounts in the BlackBerry® Domain, BlackBerry® Enterprise Server, or group, and you can add the user accounts to the list of user accounts that you want to move.

Before you begin: Create or select the labels for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.

1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
2. Click **Find Users**.
3. Specify whether you want to search for user accounts at the BlackBerry Domain level (global level), for a BlackBerry Enterprise Server, or for a group.
4. Click **Find**.
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 user account information, and press the **Delete** key.

Import a file with email addresses

Before you begin:

- Create or specify labels for the source BlackBerry® Configuration Database and destination BlackBerry Configuration Database.
- Create a CR-delimited flat text file that contains the email addresses of the user accounts that you want to move.

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 **OK**.

5. Click **Done**.

Select all user accounts associated with a source BlackBerry Enterprise Server

You can move all user accounts that are associated with a source BlackBerry® Enterprise Server simultaneously by turning on bulk mode.

Before you begin: Create or specify labels for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.

1. In the BlackBerry Enterprise Transporter, in the **Step 1: User Manifest** section, select the **Bulk Server Mode** check box.

2. In the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.

3. In the **Bulk Mode** section, in the **Server** list, click the BlackBerry Enterprise Server that the user accounts you want to move are associated with.

4. 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: Create or specify labels for the source BlackBerry Configuration Database and the destination BlackBerry Configuration Database.

1. In the BlackBerry Enterprise Transporter, in the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.

2. In the **Email** column, type the email address for the user account.

3. In the **DestinationServer** column, type the name of the BlackBerry® Enterprise Server that you want to associate the user account with.

4. Click **Done**.

Moving user accounts

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Validate the user account information

You can validate the user account information to verify that the migration process can move the user account and resolve any issues before you begin the migration process.

Before you begin: Select the user accounts that you want to move.

1. In the BlackBerry® Enterprise Transporter, in the **Step 4: Preview** section, click **Preview**.
2. In the **Report** window, check for warning messages.
3. If issues exist, resolve the issues.

Move user accounts

To stop the migration process at any time, you can click Abort. When you click Abort, the BlackBerry® Enterprise Transporter finishes the migration process for the user accounts it is moving and stops.

Before you begin:
- Before you use the BlackBerry Enterprise Transporter for the first time, you must log in to the BlackBerry Administration Service and verify that you can create a user account, assign a BlackBerry device to the user account, and activate the BlackBerry device.
- Validate the user account information to resolve any issues that might exist.
- Verify that only one BlackBerry Enterprise Transporter instance is running against a BlackBerry Configuration Database at a time.
- As a best practice, if you plan to move the mailboxes that are associated with user accounts, consider moving them before you move the user accounts. You must not move the mailboxes at the same time as you use the BlackBerry Enterprise Transporter to move the user accounts.
- As a best practice, consider moving user accounts when the associated BlackBerry devices are in a wireless coverage area.

1. In the BlackBerry Enterprise Transporter, in the **Step 5: Migration** section, perform the following actions, as required:
   - To start the synchronization of organizer data over the wireless network after the migration process completes, click **Trigger SlowSync**.
   - To ignore validation warnings, click **Ignore Warnings**.
2. Click **Migrate**.
3. On the **Console** tab, view the success and warning messages.

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.

Running the BlackBerry Enterprise Transporter from the command prompt

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Run the BlackBerry Enterprise Transporter from the command prompt

1. On the computer that hosts the BlackBerry® Enterprise Transporter, at the command prompt, navigate to **<*drive*>:/Program Files/Research in Motion/BlackBerry Resource Kit/BlackBerry Enterprise Transporter**.
2. Perform one of the following actions:
   - To preview the migration process, type **enterprisetransporter /console /preview** and authentication or path options.
   - To move user accounts, type **enterprisetransporter /console /migrate** and authentication or path options.

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 instance, group, IT policy, and software configuration.

Parameters for the BlackBerry Enterprise Transporter

The parameters listed in brackets are optional.

Item	Description
[/basauthtype]	This parameter specifies which of the following options that the BlackBerry Enterprise Transporter uses to authenticate with the BlackBerry Administration Service: • ad_auth: use Microsoft® Active Directory® authentication • bas_auth: use BlackBerry Administration Service authentication; if you do not specify the an authentication type, by default, the tool uses this type • mailbox_auth: use mailbox authentication (IBM® Lotus® Domino® environment only) This parameter is required only if you specify /basusername and /baspassword.
[/baspassword]	This parameter specifies the password that the tool uses to authenticate with the BlackBerry Administration Service when it uses BlackBerry Administration Service authentication. You use this parameter with the /bas_auth parameter. If you use this parameter, you must also specify a value for the /basusername parameter.

Item	Description
[/basdomain]	This parameter specifies the Microsoft Active Directory domain for the BlackBerry Administration Service. You use this parameter only with the /ad_auth parameter.
[/basusername]	This parameter specifies the user name that the tool requires to authenticate with the BlackBerry Administration Service using BlackBerry Administration Service authentication. You use this parameter with the /bas_auth parameter. If you use this parameter, you must also specify a value for the /baspassword parameter.
/console	This parameter specifies that you run the tool from the command prompt.
/preview /execute	These parameters specify which of the following tasks that you want to use the tool to perform: • /preview: preview a migration but do not complete a move • /execute: migrate user accounts
[/dominoid <*drive:*><*path*> <*filename*>]	This parameter specifies the path to the user.id file. You use this parameter in a BlackBerry® Enterprise Server for IBM® Lotus® Domino® environment only.
[/dominopassword <*password*>]	This parameter specifies the password that the BlackBerry Enterprise Transporter uses for the user.id file. This parameter is required in a BlackBerry Enterprise Server for IBM Lotus Domino environment.
[/manifestPath <*drive:*><*path*> <*filename*>]	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.

Return user accounts to the source BlackBerry Domain   10

To return user accounts to the source BlackBerry Domain, you must run the migration process a second time. You must set the former destination BlackBerry Configuration Database as the source BlackBerry Configuration Database, and the former source BlackBerry Configuration Database as the destination BlackBerry Configuration Database.

Before you begin: Back up the source BlackBerry® Configuration Database and destination BlackBerry Configuration Database.

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, click the label for the former destination BlackBerry Configuration Database.
3. Click **OK.**
4. In the **Step 2: BlackBerry Databases** section, in the **Destination Domain** section, click **Configure**.
5. In the **Label** drop-down list, click the label for the former source BlackBerry Configuration Database.
6. Click **OK**.
7. In the **Step 3: Manifest Configuration** section, in the **Summary** section, click **Details**.
8. Change the list of user accounts to the user accounts that you want to return to the source BlackBerry Configuration Database.
9. Click **Done.**
10. Validate the user account data.
11. Move the user accounts.

Troubleshooting preview errors

ERROR: Destination contains servers older than 5.0

Description

This message appears if BlackBerry® Enterprise Server version 5.0 and earlier versions are both present in the destination BlackBerry Domain.

Possible solution

Upgrade all BlackBerry Enterprise Server instances in the destination BlackBerry Domain to version 5.0 or later and then run the BlackBerry Enterprise Transporter.

Application error messages

Failed to initialize <source/destination> database connection

Description

This message appears when theBlackBerry® Enterprise Transporter 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 connection string is correct.
*   Verify the database permissions.
*   Verify that the server that hosts the BlackBerry Configuration Database is running and that the BlackBerry Configuration Database is online.

No users found in manifest, shutting down

Description

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

Possible solution

Try performing one of the following actions:

*   If you are running the BlackBerry Enterprise Transporter in live mode, check the manifest file to verify that one or more user accounts are defined in the Users section.

- If you are running the BlackBerry Enterprise Transporter in bulk mode, verify the names of the database servers that host the BlackBerry Configuration Database in the source BlackBerry Domain and the destination BlackBerry Domain, and verify that the names and server information are configured correctly in the manifest file.

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.

User validation error messages

User not found in source

Description

This message appears when the BlackBerry® Enterprise Transporter cannot find a user record in the source BlackBerry Domain with the email address that is specified in the manifest file.

Possible solution

Try performing the following actions:

- Verify that the source BlackBerry Domain is correct in the manifest file.
- Verify that the user account exists on one of the BlackBerry® Enterprise Server instances in the source BlackBerry Domain.
- Verify that the email address of the user account is typed correctly in the manifest file.

User already exists in destination

Description

This message appears when the BlackBerry® Enterprise Transporter finds that a user record already exists in the destination BlackBerry Domain with the email address of the user account that is specified in the manifest file.

Possible solution

Try performing the following actions:

- Verify that the destination BlackBerry Domain is correct in the manifest file.
- Verify that the email address of the user account is typed correctly in the manifest file.

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

This message appears only if the BlackBerry Enterprise Server instances in the destination BlackBerry Domain are not version 5.0 and later.

Possible solution

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

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 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 BlackBerry® Enterprise Server instance.

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 BlackBerry Enterprise Transporter migration process with **Ignore warnings** selected. Then activate the user account on the destination BlackBerry Enterprise Server instance 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 instance 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 BlackBerry Enterprise Transporter migration process with **Ignore warnings** selected. Then activate the user account on the destination BlackBerry Enterprise Server instance after the migration process completes. You do not need to delete the data on the BlackBerry device that is associated with the user account.

Troubleshooting migration errors

<div style="float:right">12</div>

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

User migration failed messages

VALIDATION / FAILED

Description

This message appears when the BlackBerry® Enterprise Transporter cannot validate the user account.

Possible solution

See "User validation error messages" and "User validation warning messages" for the BlackBerry Enterprise Transporter.

MIGRATION / FAILED

Description

This message appears when the BlackBerry® Enterprise Transporter 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 the error details.
- Verify that the destination BlackBerry Configuration Database is online.
- 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 and the log files for the BlackBerry device to determine the cause of the error.

User migration completed with warning messages

SET_IT_POLICY / FAILED

Description

This message appears when the IT policy sent from the destination BlackBerry® Enterprise Server is not successfully applied to the BlackBerry device after the migration process completes.

Possible solution

Try performing the following actions:

*   Manually resend the IT policy from the destination BlackBerry Enterprise Server.
*   If you still cannot apply the IT policy, reactivate the BlackBerry device on the destination BlackBerry Enterprise Server. You do not need to delete the data from the BlackBerry device.
*   If you still cannot apply the IT policy, delete the data from the BlackBerry device. Reactivate the BlackBerry device on the destination BlackBerry Enterprise Server.

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.

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

Possible solution

Manually verify that the IT administration commands are delivered to the BlackBerry device after it is turned on, back inside a wireless coverage area, or activated.

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 BlackBerry® Enterprise Server 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 BlackBerry Enterprise Server 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 BlackBerry Enterprise Transporter migration process with **Ignore warnings** selected, and activate the user account on the destination server after the migration process completes if the IT administration command fails. You do not need to delete the data on the BlackBerry device.

IT Policy might not be applied successfully to a BlackBerry device

Description

This message appears when the BlackBerry® Enterprise Transporter detects a condition where the destination BlackBerry® Enterprise Server 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 and the destination BlackBerry Configuration Database does not contain the optional ITPolicyKeyMapping table.

Possible solution

Try performing the following actions:

- If possible, upgrade the BlackBerry Device Software to version 4.0.2.*x* or later.
- Add the ITPolicyKeyMapping table to the destination BlackBerry Configuration Database before you try to migrate a user account if the BlackBerry Device Software is earlier than version 4.0.2.
- If the Set IT Policy command fails, run the BlackBerry Enterprise Transporter with **Ignore warnings** selected. Then reactivate the user account on the destination BlackBerry Enterprise Server after the migration process completes. You do not need to delete the data on the BlackBerry device.

Glossary

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BlackBerry Domain

A BlackBerry Domain consists of the BlackBerry Configuration Database with its users and any BlackBerry® Enterprise Server instances that connect to it.

BlackBerry Client Access License

A BlackBerry® Client Access License (BlackBerry CAL) limits how many users you can add to a BlackBerry® Enterprise Server.

CR

carriage return

FQDN

fully qualified domain name

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.

SRP

Server Routing Protocol

Provide feedback

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To provide feedback on this deliverable, visit www.blackberry.com/docsfeedback.

Legal notice

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