



d-PIT

The d-PIT Guide to ...

**Carrying out a clean
installation of your
BlackBerry Handheld O/S**



<http://www.d-pit.com>

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d-PIT Guide to ...

Carrying out a clean installation of your BlackBerry Handheld O?S

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Introduction

This document outlines the process to completely wipe your BlackBerry Handheld Device, and to reload a supported version of the operating system to it.

Pre-Requisites

In order to successfully complete this process you must have the following software installed:

- Desktop Manager v4.6 or above
- Appropriate software for your handheld device
- JL_CMDER utility (may be obtained from d-pit.com)

Disclaimer

Neither d-PIT nor any of its subsidiaries or employees may be held responsible for the improper use of this software, nor for loss of data or damage to a device that may occur as a result of utilising this software.

Use of this software is entirely at your own risk.

Wiping Your BlackBerry Handheld

Before proceeding with this process, please ensure that you have a full backup of your BlackBerry device.

Download and install the appropriate version of the handheld operating system for you device, as supported by your carrier.

For a list of O2 Ireland & UK supported handheld software versions, please visit <http://www.d-pit.com/content/view/1550/48/>.

Download the Java utility from:

<http://www.d-pit.com/uploads/files/bes-utils/jl-cmdr.zip>

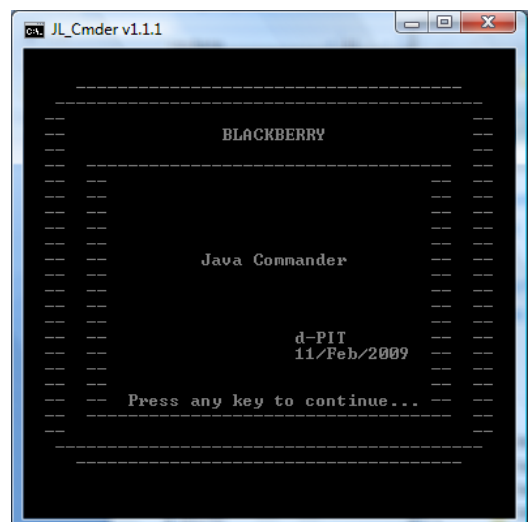
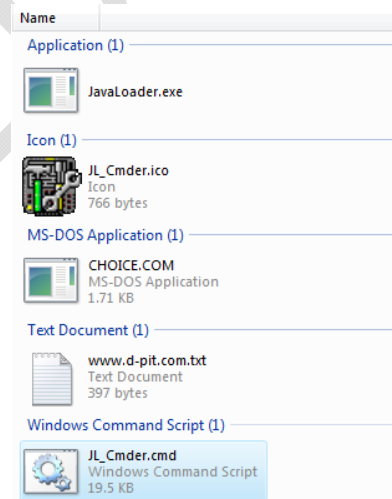
Uncompress (unzip) this file to a folder on your local hard disk.

1. Locate the folder that you unzipped the JL-CMDER.ZIP file to.

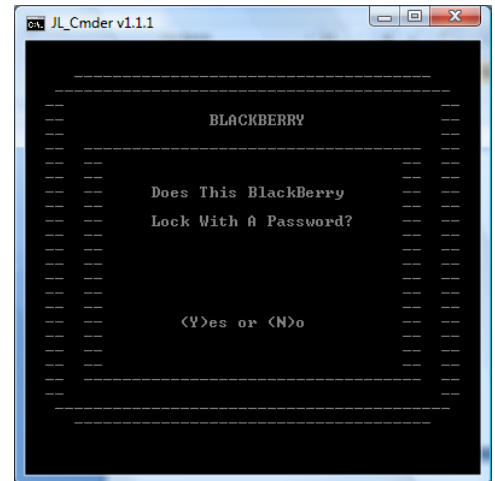
2. Launch the JL_CMDER.CMD file.

3. The initial JL_CMDER v1.1.1 screen appears.

4. Press any key to continue.



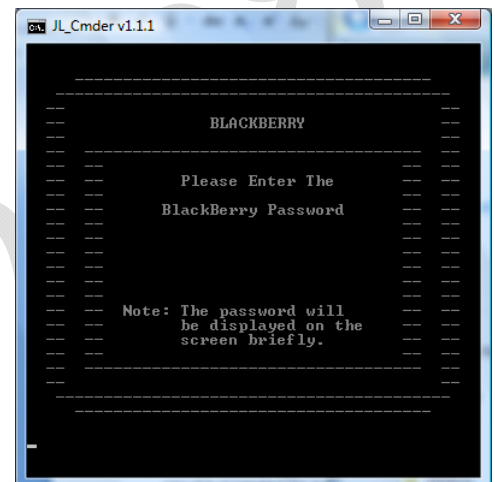
5. The question about a password appears. If you are prompted for a security password when you use your BlackBerry device, press Y, otherwise, press N.



6. If you do not have a password on your device, skip to step 8.

7. Enter your device password, and press Return.

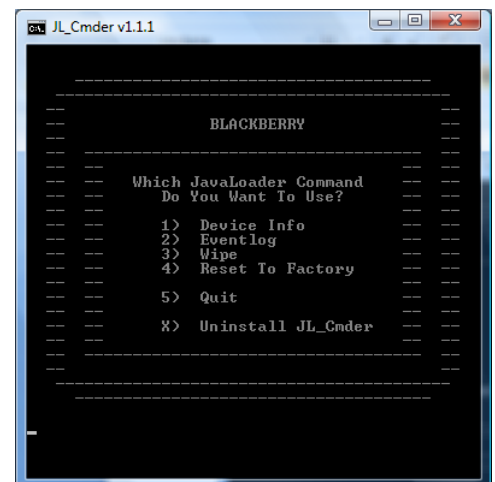
The password will be displayed on the screen while doing this – this is normal behaviour.



8. The main menu appears.

9. To Wipe the device, select option:

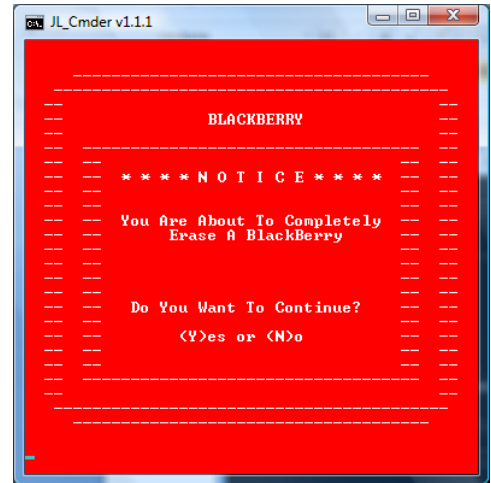
3) Wipe



10. The screen will change colour.

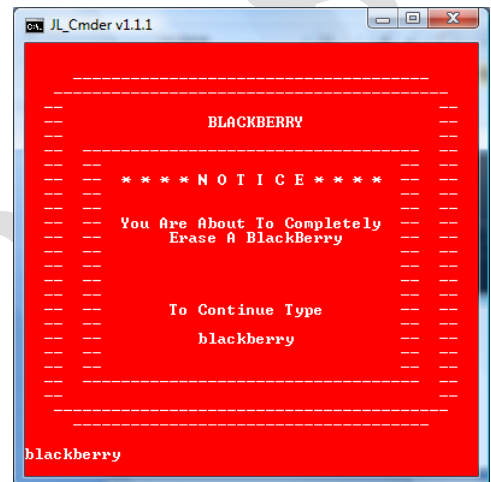
You will be asked to confirm the Wipe of the device by pressing either Y or N.

Select the appropriate action that you wish to perform.



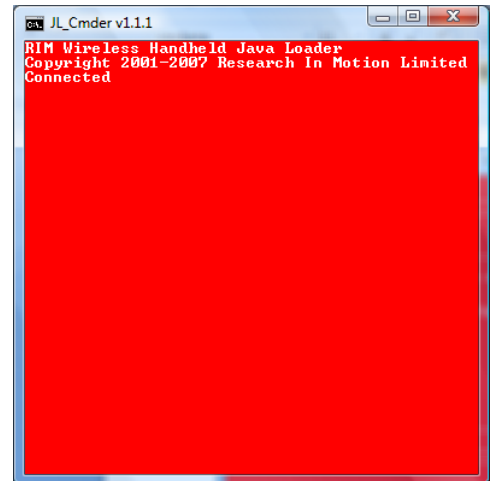
11. You will be warned that you are about to wipe the device, and prompted to enter the word **blackberry** to continue.

If you are sure that you wish to wipe the device, type the word **blackberry** and press Return to continue.



12. The Java Loader will connect to the device, and initiate the wipe.

Once the wipe is completed, the JL_CMDER will return to the main menu.



13. The device will return with a Java Error 507.

This error indicates that the device is now wiped, with no operating system installed.

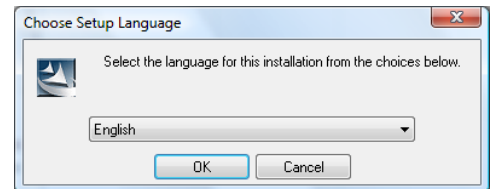


Installing the clean OS on your Computer

Install the appropriate version of the BlackBerry handheld code on you computer.

Download and install the appropriate version of the handheld operating system for you device, as supported by your carrier.

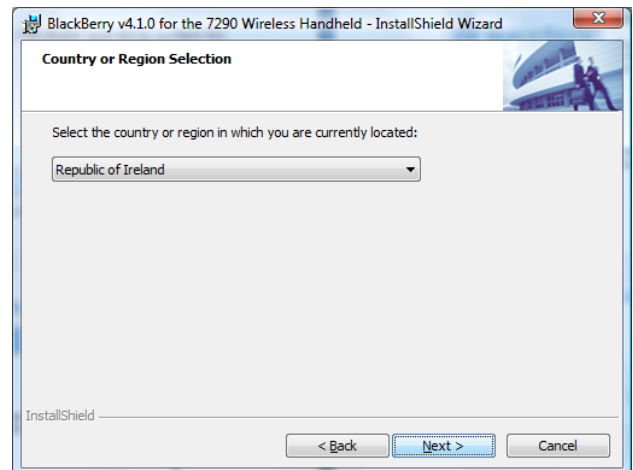
1. Locate the downloaded file, and launch it.
2. Select the appropriate language for the installation.



3. On the Welcome screen, click on **Next** to proceed.

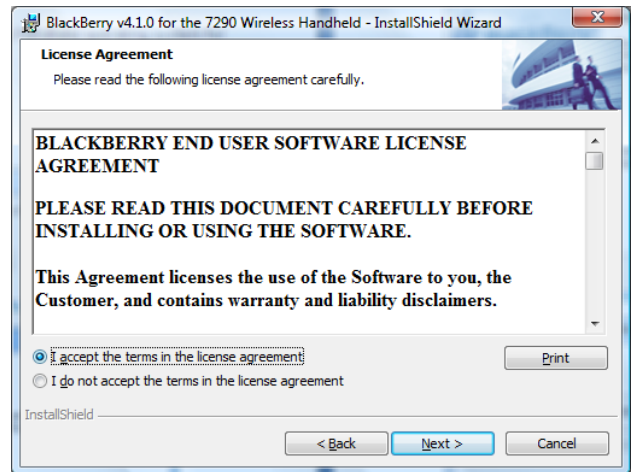


4. Select the appropriate **Country or Region** for the installation.



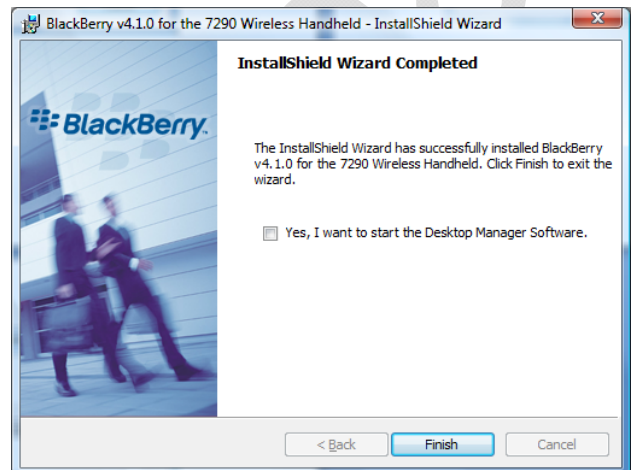
5. Click on **Next** to proceed.

6. Click on **I accept the terms in the license agreement.**



7. Click on **Next** to proceed.

8. Click on **Finish** to complete the installation to your computer.



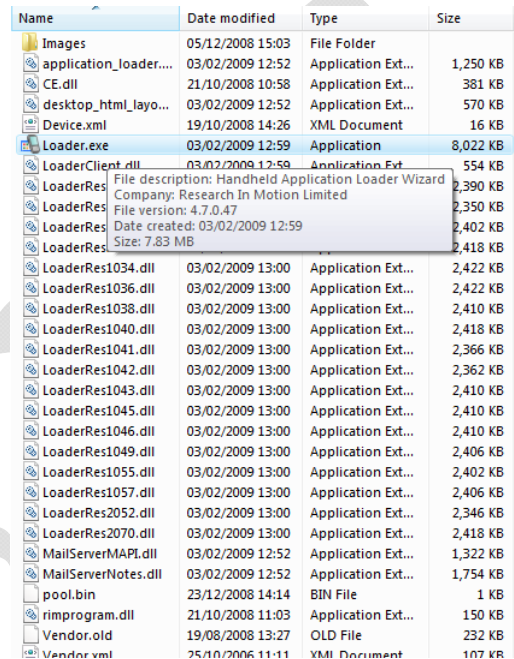
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Installing the clean OS on your BlackBerry Handheld

Once the installation of the software has been completed, and the device has been wiped, you may proceed to install the latest version of the handheld operating system to the device.

1. Launch Windows Explorer, navigate to the Program Files – Common Files – Research In Motion – AppLoader directory (normally this is: C:\Program Files\Common Files\Research In Motion\AppLoader)

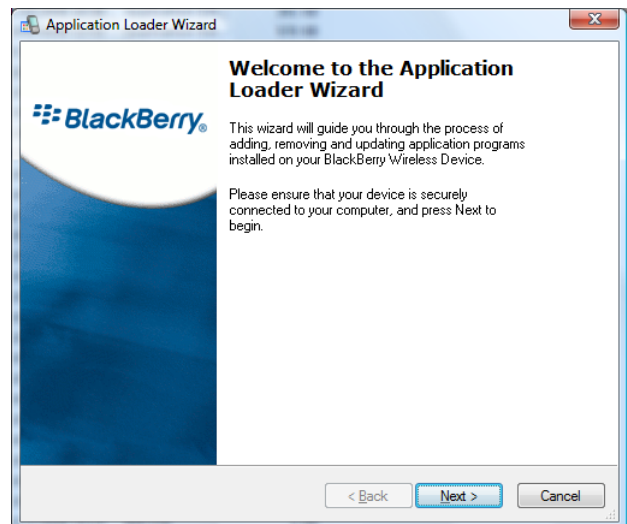
2. Locate the LOADER.EXE file, and launch it.



Name	Date modified	Type	Size
Images	05/12/2008 15:03	File Folder	
application_loader...	03/02/2009 12:52	Application Ext...	1,250 KB
CE.dll	21/10/2008 10:58	Application Ext...	381 KB
desktop_html_layo...	03/02/2009 12:52	Application Ext...	570 KB
Device.xml	19/10/2008 14:26	XML Document	16 KB
Loader.exe	03/02/2009 12:59	Application	8,022 KB
LoaderClient.dll	03/02/2009 12:59	Application Ext...	554 KB
LoaderRes		File description: Handheld Application Loader Wizard Company: Research In Motion Limited	2,390 KB
LoaderRes		File version: 4.7.0.47	2,350 KB
LoaderRes		Date created: 03/02/2009 12:59	2,402 KB
LoaderRes		Size: 7.83 MB	2,418 KB
LoaderRes1034.dll	03/02/2009 13:00	Application Ext...	2,422 KB
LoaderRes1036.dll	03/02/2009 13:00	Application Ext...	2,422 KB
LoaderRes1038.dll	03/02/2009 13:00	Application Ext...	2,410 KB
LoaderRes1040.dll	03/02/2009 13:00	Application Ext...	2,418 KB
LoaderRes1041.dll	03/02/2009 13:00	Application Ext...	2,366 KB
LoaderRes1042.dll	03/02/2009 13:00	Application Ext...	2,362 KB
LoaderRes1043.dll	03/02/2009 13:00	Application Ext...	2,410 KB
LoaderRes1045.dll	03/02/2009 13:00	Application Ext...	2,410 KB
LoaderRes1046.dll	03/02/2009 13:00	Application Ext...	2,410 KB
LoaderRes1049.dll	03/02/2009 13:00	Application Ext...	2,406 KB
LoaderRes1055.dll	03/02/2009 13:00	Application Ext...	2,402 KB
LoaderRes1057.dll	03/02/2009 13:00	Application Ext...	2,406 KB
LoaderRes2052.dll	03/02/2009 13:00	Application Ext...	2,346 KB
LoaderRes2070.dll	03/02/2009 13:00	Application Ext...	2,418 KB
MailServerMAPL.dll	03/02/2009 12:52	Application Ext...	1,322 KB
MailServerNotes.dll	03/02/2009 12:52	Application Ext...	1,754 KB
pool.bin	23/12/2008 14:14	BIN File	1 KB
rimprogram.dll	21/10/2008 11:03	Application Ext...	150 KB
Vendor.old	19/08/2008 13:27	OLD File	232 KB
Vendor.vml	25/10/2006 11:11	XML Document	107 KB

3. The Application Loader Wizard will appear.

4. Click on **Next** to proceed.



5. Verify that the correct device is connected.

6. Click on **Next** to proceed.

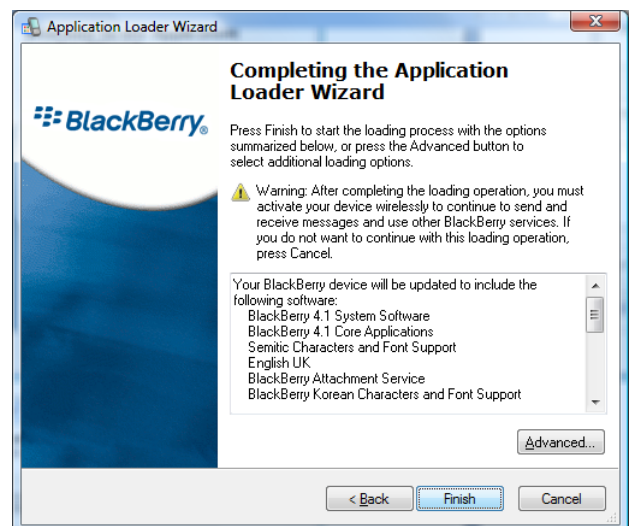
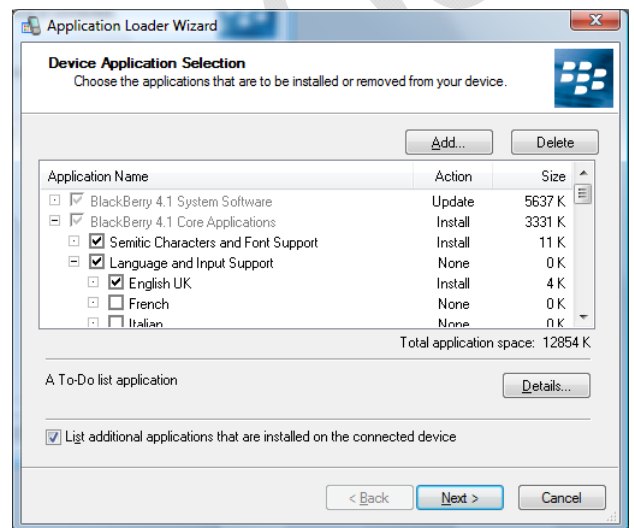
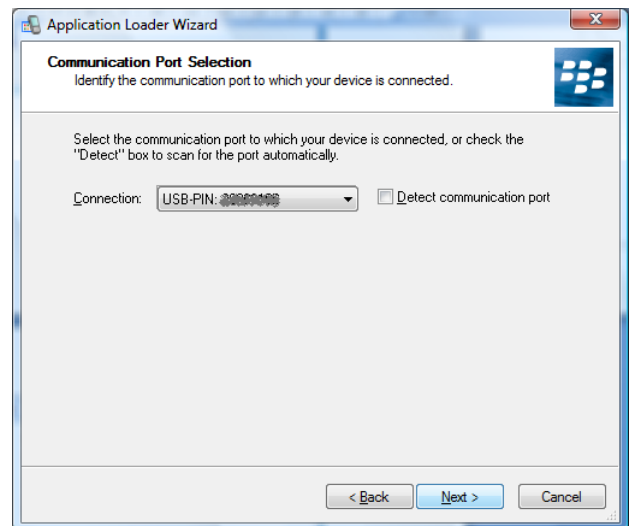
7. The **Device Application Selection** screen appears.

Select the appropriate options for your device. You **must** select an Language and Input Support option (e.g. English UK)

8. Click on **Next** to proceed.

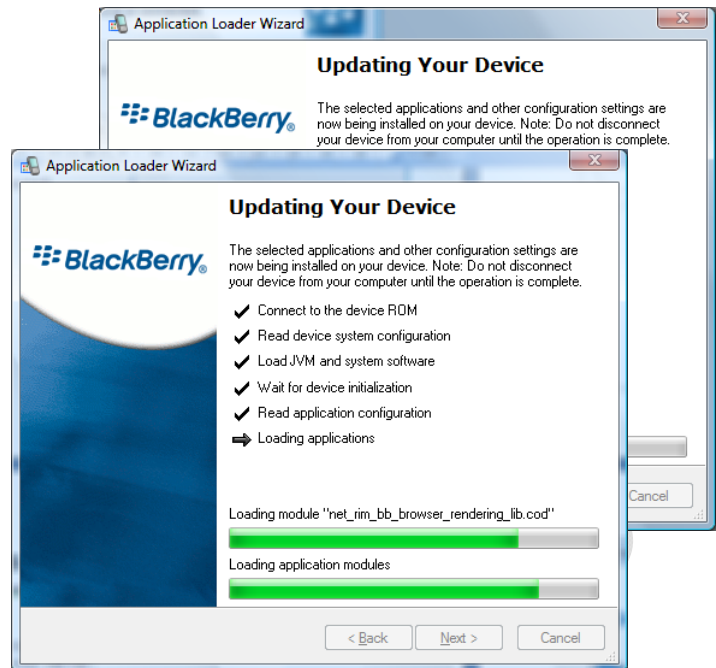
9. The summary screen appears.

10. Click on **Finish** to proceed with the installation of the operating system on the handheld device.

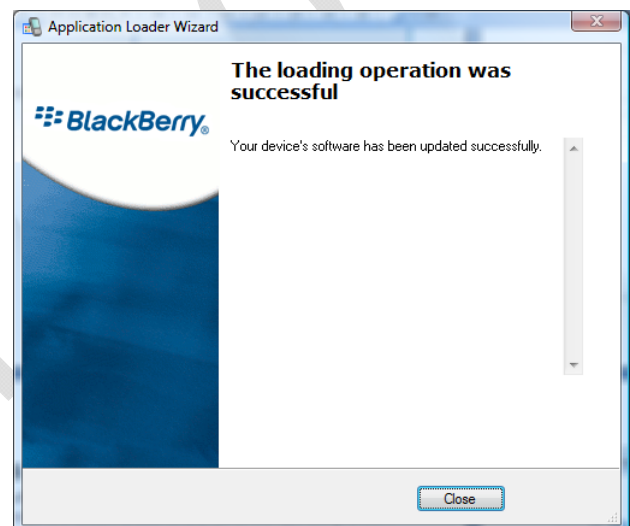


11. The device update screens will appear.

This process may take some time to complete.



12. Once the update is complete, the following screen will appear.



At this stage the device will reboot, and may take a few minutes to restart. Be patient with it, as it will (eventually) load.

The device will now need to be restored and re-activated as necessary.