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The d-PIT Guide to ...

Upgrading BlackBerry Enterprise Server v4.1 for Lotus Domino to BlackBerry Enterprise Server v4.1.7

BlackBerry Enterprise Server v4.1 Service Pack 7



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

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Upgrading BlackBerry Enterprise Server v4.1 for Lotus Domino to BlackBerry Enterprise Server v4.1.7

BlackBerry Enterprise Server v4.1 Service Pack 7

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Introduction

The BlackBerry Enterprise Server v4.1.7 (Service Pack 7) is the latest service pack revision of the BlackBerry software.

There are two different distributions of the service pack, and this document deals with the **upgrade** installation package that may be obtained from your mobile network carrier.

We are currently producing a full BlackBerry Enterprise Server v4.1 Administrators Guide, which will be available from our web-site shortly.

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Pre-Requisites

In order to successfully install the BlackBerry Enterprise Server, there are a number of pre-requisites that must be met.

These pre-requisites are:

- BlackBerry Enterprise Server v4.1 is already installed on the server being upgraded.
- Operating System may be any of the following:
 - Microsoft Windows 2000 SP4 (Server or Advanced Server)
 - Microsoft Windows Server 2003 or later
 - Microsoft Windows Server 2003 (64-bit)
- Messaging environment may be any of the following:
 - IBM Lotus Domino Version 5.0.12
 - IBM Lotus Domino Version 6.0.4 or later
 - IBM Lotus Domino Version 6.5.1 or later
 - IBM Lotus Domino Version 7.0 or later
 - IBM Lotus Domino Version 8.0
 - IBM Lotus Domino Version 8.5
 - IBM Lotus Domino Express Version 7.0
 - IBM Lotus Domino Express Version 8.0
- BlackBerry server Messaging server installed may be any of the following:
 - IBM Lotus Domino Version 5.0.12 or later
 - IBM Lotus Domino Version 6.0.1 Critical Fix Pack 2 or later with primary Domain Directory
 - IBM Lotus Domino Version 6.5.4 or later with primary Domain Directory
 - IBM Lotus Domino Version 7.0 with a primary Domain Directory (7.0.2 or higher required for Microsoft Windows Server 2003 (64-bit))
 - IBM Lotus Domino Version 8.0 with a primary Domain Directory
 - IBM Lotus Domino Express Version 7.0
 - IBM Lotus Domino Express Version 8.0

- A firewall or proxy with the following conditions:
 - support for the BlackBerry Enterprise Server to initiate an outgoing, two way TCP/IP connection to external servers on port 3101
 - support for the resolution of Internet addresses using DNS
 - transparency of the proxy server for proxy firewalls
- Credentials from the BlackBerry Enterprise Server installation media:
 - CAL key
 - SRP identifier
 - SRP key
 - SRP host
- Local account on the computer with full administrator access to the server. NOT the administrator account itself.
 - Normally we would create an account something like **AdminBES**, and ensure that this account is added to the Administrators group on the local computer.

Once all of the pre-requisites have been met, it is possible to proceed with the installation of the BlackBerry Enterprise Server software.

Upgrading to BlackBerry Enterprise Server v4.1.7

Once all of the pre-requisites have been met, and the Lotus Domino server that is going to act as the BlackBerry Enterprise Server has been installed and configured, can route both Internal mail to Lotus Notes users, and also route SMTP mail, either through a hub server or directly, then the BlackBerry Enterprise Server software may be installed.

Pre-Upgrade Tasks

Before upgrading your BlackBerry Enterprise Server, it is strongly recommended that you make backups of the following:

- BlackBerry Configuration Database
- BlackBerry Profiles Database
- BlackBerry State Databases

Upgrade Procedure

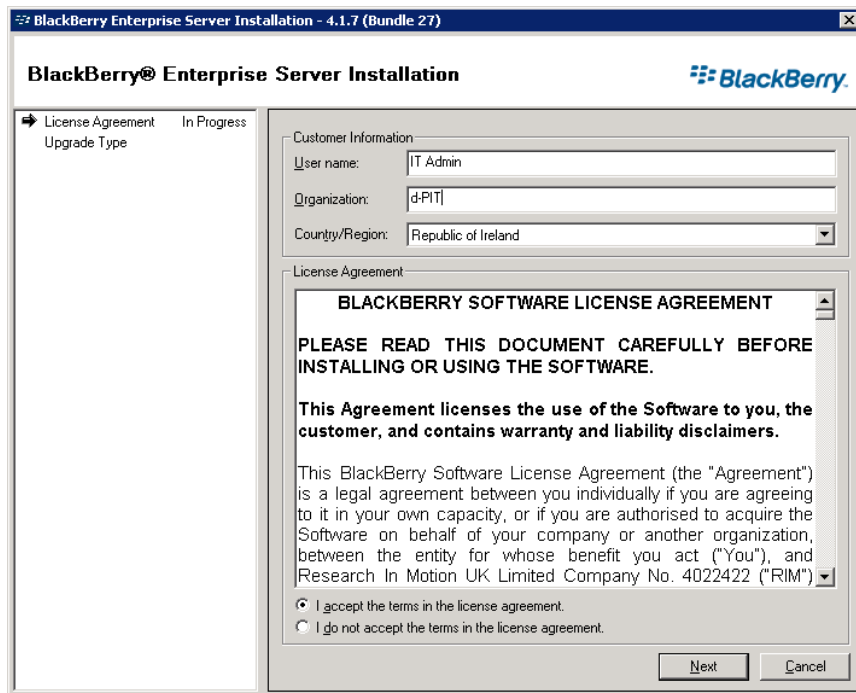
Log in to the server as the local administrative account that was originally used to install and configure the BlackBerry Enterprise Server v4.1x..

Shut down the Lotus Domino server, and ensure that the service is set to manual. It may be changed back to automatically start after the installation has been completed.

To begin, locate the SETUP.EXE on the root of the CD-ROM that you were provided with, and open the application.

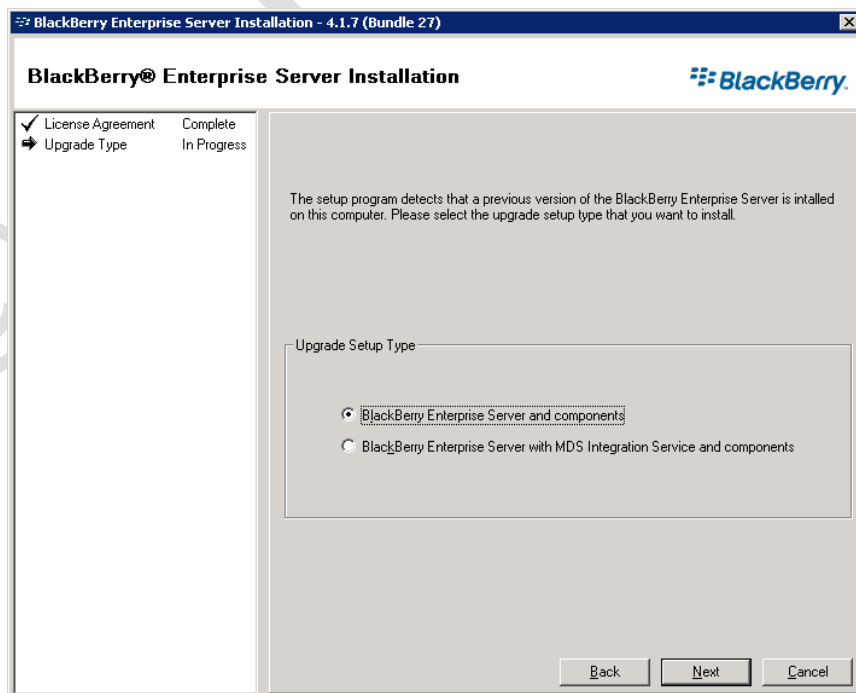
Once the installation begins, follow this process to complete the installation:

1. On the **License Agreement** screen, enter the User name, Organisation name, and select the Country/Region to be that of your home country.

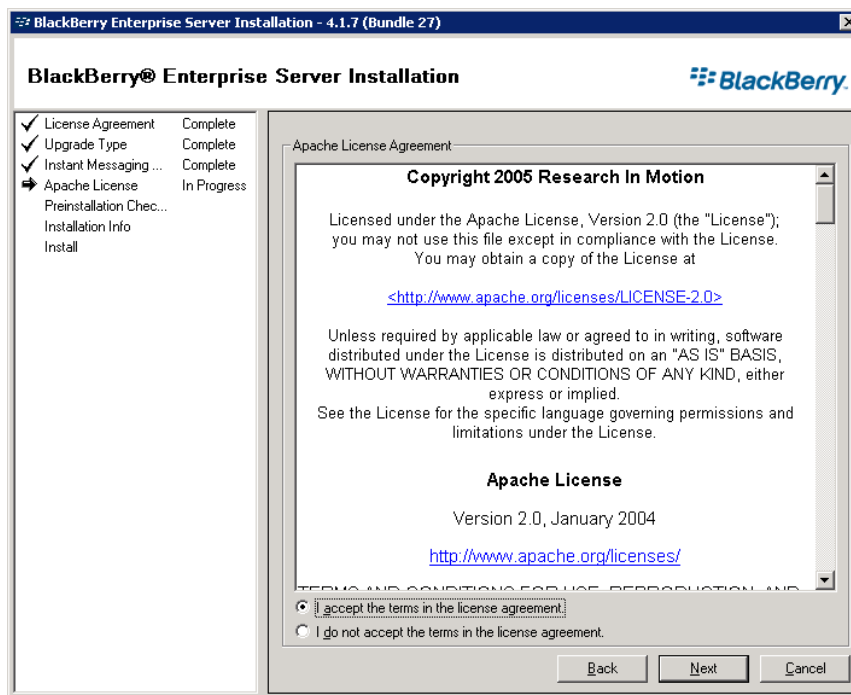


2. Click on **Next** to proceed.
3. On the **Upgrade Type** screen, select the type of upgrade that you require.

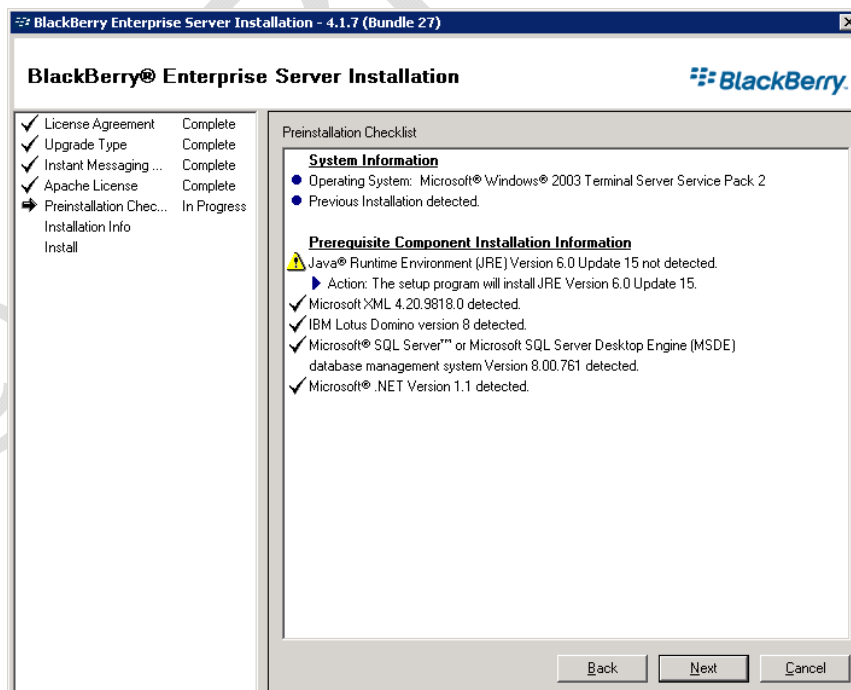
As we are installing a basic BlackBerry Enterprise Server, we will just select the defaults.



4. Click on **Next** to proceed.
5. On the **Apache License** screen, select "I accept the terms in the license agreement"

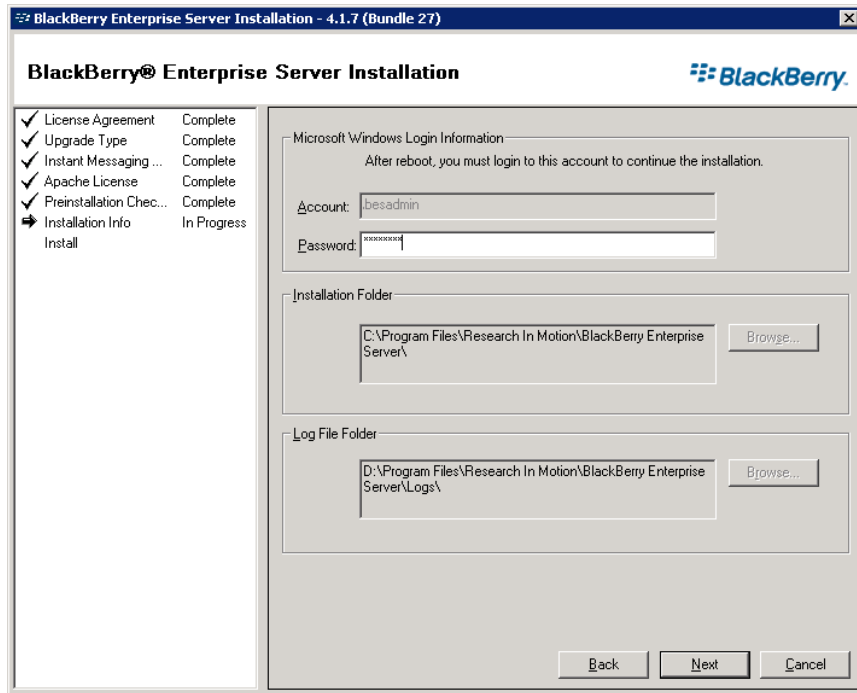


6. Click on **Next** to proceed.
7. The **Preinstallation Checklist** screen appears, and shows you a list of what will be installed as a part of the installation of the BlackBerry software.

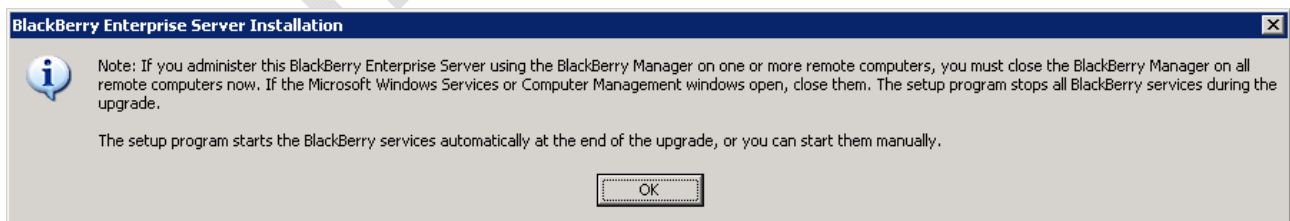


8. Click on **Next** to proceed.

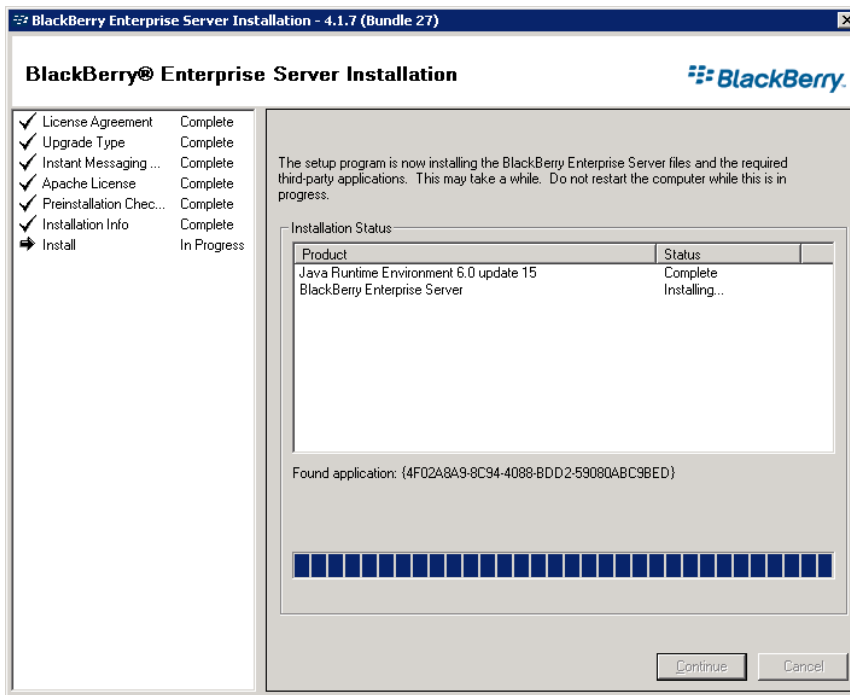
9. The **Installation Info** screen appears.



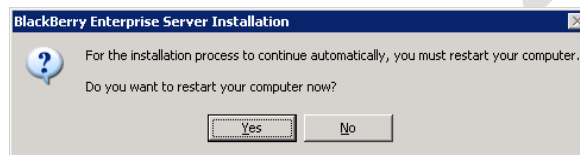
10. Enter the password for the user that you are currently logged into the server as. This user account/password will be used by a number of BlackBerry services once the installation has been completed.
11. As this is an upgrade, you will be unable to change the folder for the Installation files and/or the Log files.
12. Once all of this information is completed, click **Next** to proceed.
13. You will receive a notification that any remote BlackBerry Manager installations should be upgraded after this upgrade is complete.



14. Click **OK** to proceed.
15. The initial installation will take place.



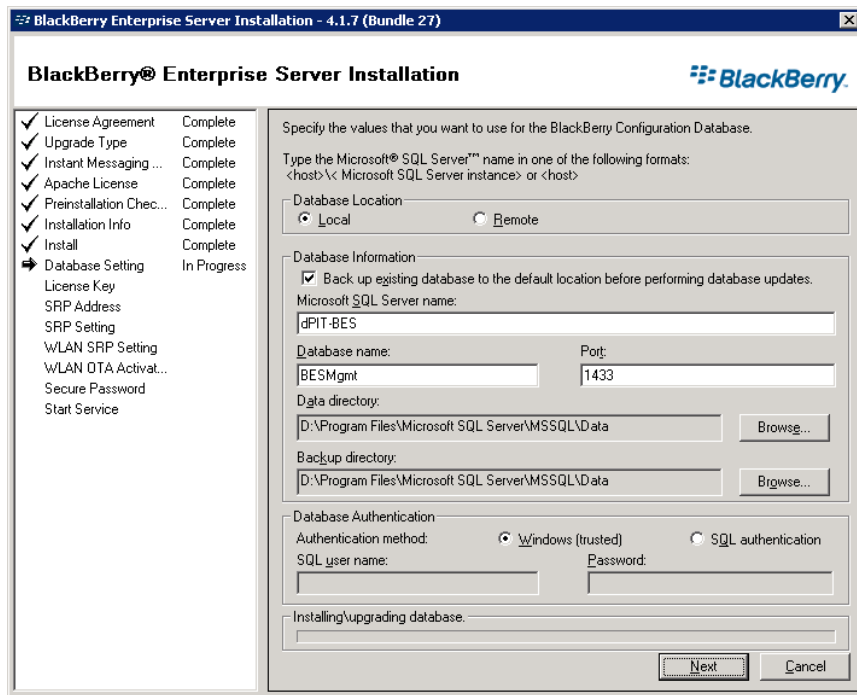
- Once the installation has completed, a notification for a reboot of the server will appear.



- Click on **Yes** to reboot the server at this point.
You will be unable to proceed with the upgrade unless you reboot the server at this stage.
- After the reboot, login to the server with the same user account that you were carrying out the BlackBerry Enterprise Server upgrade.
Once you login, the installation procedure will continue
- The **Database Setting** screen appears.

The database platform has already been defined by your original installation, however, you may change this from a Local server to a Remote server should you wish to migrate the database to another server at this time.

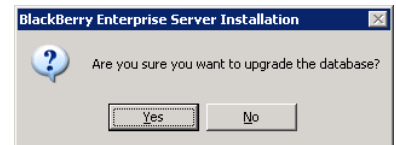
Generally, it is best to leave well enough alone at this stage, and to carry on with the database configuration that you were already utilising.



20. Click on **Next** to proceed.

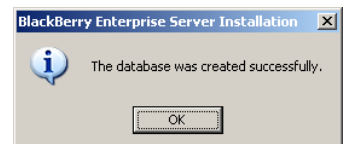
21. You will be prompted to upgrade your database.

You **must** upgrade this database before you can complete the upgrade of the BlackBerry Enterprise Server.



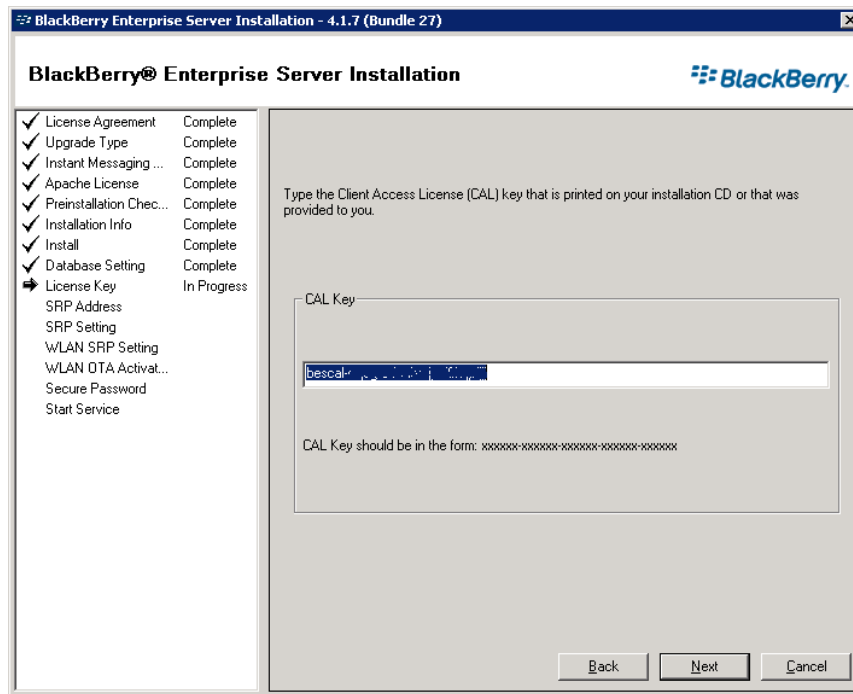
Click on **Yes** to upgrade the SQL database.

22. Once the database has been upgraded, click on **OK**.



23. The next piece of information that is required is the Client Access License (CAL) key that was provided with the installation package.

This CAL should be in the form of XXXXX-XXXXX-XXXXX-XXXXX-XXXXX, and will normally begin with **bescal-**.



24. This should be pre-populated from your previous installation, however, if it is not, then you should enter your CAL key, and click on **Next** to proceed.
25. The next screen allows you to set the SRP Address.

The SRP Address is critical to the functioning of the BlackBerry Enterprise Server, and this is the address that the server will communicate with over Port 3101 (as defined in your pre-requisites).

For installations in Ireland, the SRP Address is:

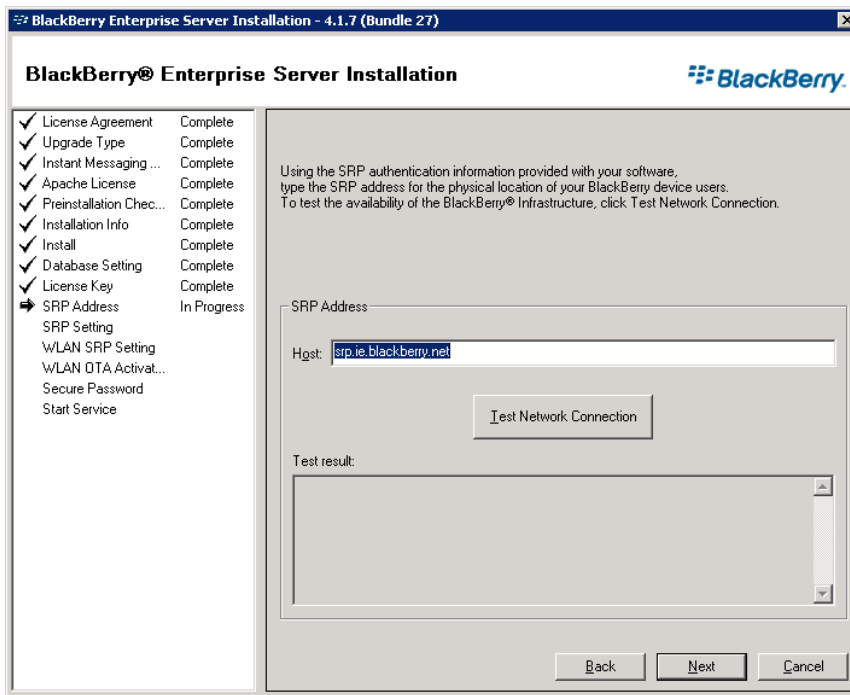
srp.ie.blackberry.net

Which resolves to the following addresses:

193.109.81.33

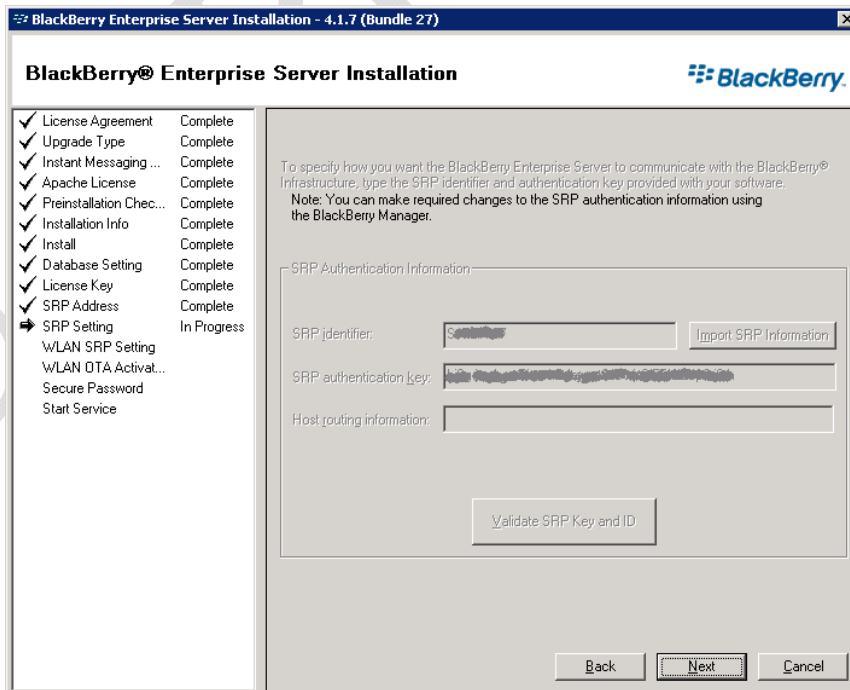
93.186.25.33

Note that the addition of the 93.186.25.33 address is for BlackBerry SRP Failover. If your BlackBerry Enterprise Server is unable to connect to this address, it will not stop the upgrade proceeding, however, it is recommended that this connectivity issue be resolved after the upgrade has completed.



You may test the Network Connection by clicking on the **Test Network Connection** button. It is strongly recommended that you perform this test – in the event that the test fails, it indicates that there is a communications issue – normally firewall related, where the Port 3101 is not permitted.

26. Click on **Next** to proceed.
27. The **SRP Setting** screen appears. The SRP Identifier and SRP Authentication Key were supplied with your software, and are unique to your installation.



The details of this SRP combination should be kept strictly confidential, and should never be shared with any one. In the event that you have connectivity issues, the SRP Identifier will be requested by RIM Support, but never the authentication key.

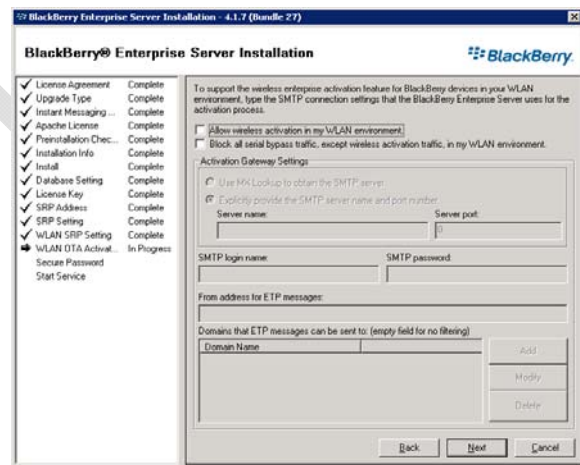
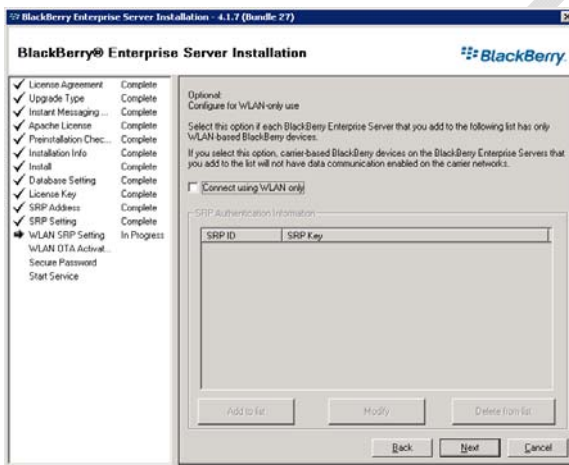
28. Enter you SRP Identifier and SRP Authentication Key, or alternatively you could import it from a Text file.

The format of the text file for the SRP Key is as follows:

Name of file: srp_auth.srp
1st Line: contains only your SRP Identifier
2nd Line: contains only you SRP Authentication Key

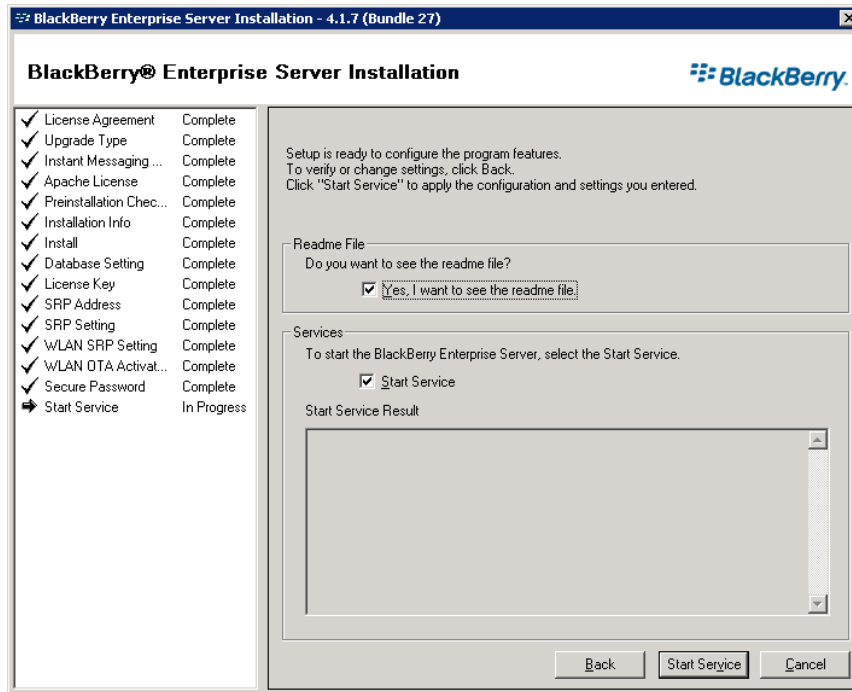
Sample file: S111111
 XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX

29. Click on **Next** to proceed.
30. The next two screens are for WLAN setups, which by default are not enabled (particularly here in Ireland), so you can just click **Next** to continue with the installation.



31. The **Start Service** screen appears.

The installation, and basic configuration of the BlackBerry Enterprise Server is now completed.



32. Click on **Start Service** to proceed.

33. As each service starts, the Start Service Result will appear above. Once all of the services have started, the BlackBerry Enterprise Server is ready for use.

