



d-PIT

The d-PIT Guide to ...

**Installing a Maintenance
Release on BlackBerry
Enterprise Server v4.1 for
Lotus Domino**

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

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d-PIT Guide to ...

Installing a Maintenance Release on BlackBerry Enterprise Server v4.1 for Lotus Domino

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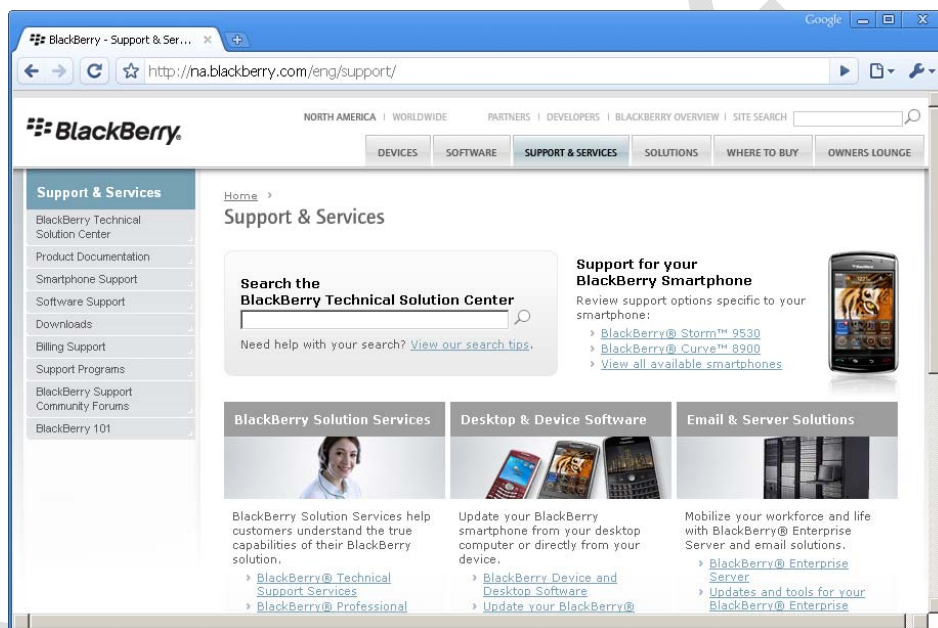
Introduction

The purpose of this document is to outline the processes for the upgrading of the BlackBerry Enterprise Server v4.1.6 with a Maintenance Release (MR).

Downloading BlackBerry Maintenance Release

In order to install the latest BlackBerry Enterprise Server Maintenance Releases, it is necessary to go to the BlackBerry web site support section.

<http://www.blackberry.com/support>



From here, navigate to the **Downloads** section.



Next, navigate to the product section (**BlackBerry Enterprise Server**)

Downloads

Overview	BlackBerry Enterprise Software	BlackBerry Device and Desktop Software	Games and Applications
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Overview

If you did not purchase BlackBerry® software or smartphones directly from Research In Motion (RIM), please contact your service provider to determine if the software distributed by RIM is authorized for use with your smartphone.

Available Software

- ▶ BlackBerry Enterprise Software
 - ▶ **BlackBerry® Enterprise Server**
 - ▶ BlackBerry Enterprise Instant Messaging
 - ▶ BlackBerry® Web Desktop Manager
 - ▶ BlackBerry® Professional Software
- ▶ BlackBerry® Device Software and BlackBerry® Desktop Software
- ▶ Games and Applications

Next, navigate to the **Download a BlackBerry Enterprise Server Service Pack**.

Downloads

Overview	BlackBerry Enterprise Software	BlackBerry Device and Desktop Software	Games and Applications
BlackBerry Enterprise Server	BlackBerry Enterprise Instant Messaging	BlackBerry Web Desktop Manager	BlackBerry Professional Software

BlackBerry Enterprise Server Software

If you have BlackBerry® Enterprise Server, download the latest service packs and maintenance releases, as well as the BlackBerry® Enterprise Server Resource Kit, BlackBerry MDS Services, BlackBerry® MDS Runtime and BlackBerry® Mobile Voice System.

You can also [log in to the BlackBerry Expert Support Center](#) to download the full version of the latest BlackBerry Enterprise Server if you are a [BlackBerry® Technical Support Services](#) subscriber.

Service Packs

A service pack is a software release that contains product updates that include fixes for identified issues and feature enhancements. They are bundled separately for the four product variants: BlackBerry® Enterprise Server for Microsoft® Exchange, BlackBerry® Enterprise Server for Novell® GroupWise®, BlackBerry® Enterprise Server for IBM® Lotus® Domino® and BlackBerry® Enterprise Server for MDS Applications.

[Download a BlackBerry Enterprise Server Service Pack »](#)



Next, select the appropriate version of your BlackBerry Enterprise Server from the drop down list.

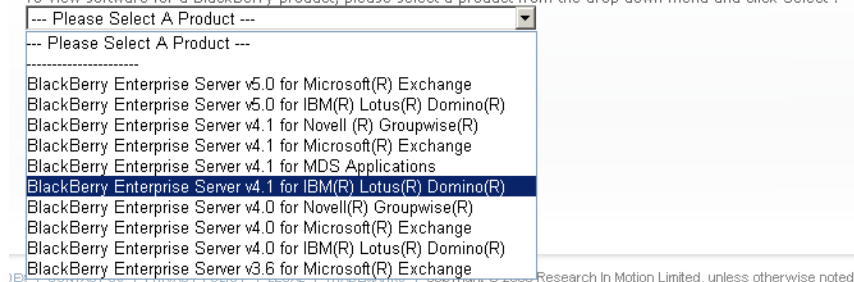
Software Download for BlackBerry Enterprise Server

Welcome to the Software Downloads area for BlackBerry Enterprise Server service packs, hotfixes, and upgrade software. If you are looking for BlackBerry Desktop Software or BlackBerry Handheld Software, please [click here](#).

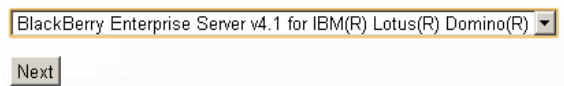
If you did not purchase BlackBerry directly from Research In Motion (RIM), please contact your service provider to determine if this software has been authorized for use with your handheld.

While BlackBerry software and associated documentation may be available for download in languages other than English, BlackBerry Technical Support will continue to offer support in English only at this time.

To view software for a BlackBerry product, please select a product from the drop down menu and click Select :

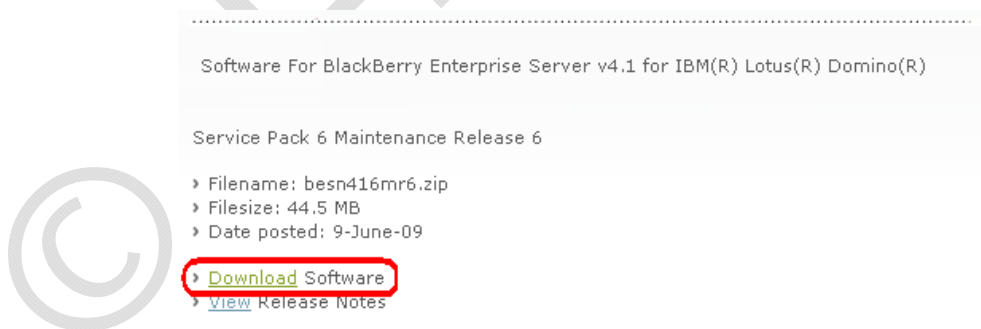


Select **BlackBerry Enterprise Server v4.1 for IBM(R) Lotus(R) Domino(R)**.



Click on **Next** to proceed.

The list of available Service Packs, Interim Fixes and Maintenance Releases will appear. Select the appropriate one to download from the list provided.



Click on **Download** to proceed.

Complete the software download registration form.

You must complete all fields on the form.

Software Download for BlackBerry Enterprise Server

Downloading Service Pack 6 Maintenance Release 6

By completing and submitting the form below to Research In Motion Limited and/or its subsidiaries or affiliated companies ("RIM"), you consent to the collection, use, and disclosure of the information by RIM in accordance with RIM's privacy policy, which can be found at <http://www.blackberry.com/legal/privacy.shtml>; (i) for RIM's internal use; (ii) for the purpose facilitating your download of RIM software; and (iii) to allow RIM or any one of its authorized business partners to provide you with information on RIM and/or BlackBerry products and services, if you have so elected.

◆ indicates a required field

◆ First Name:

◆ Last Name:

◆ Job Title:

◆ Company:

◆ Address 1:

Address 2:

◆ City:

◆ Country:

◆ State/Prov:

◆ Email:

Update my profile

I confirm the information set out above is accurate and current: Yes No

◆ Would you like to receive information about RIM and/or BlackBerry products and/or services from RIM or authorized third parties selected by RIM?:

Yes No

◆ Sign up now for the BlackBerry Connection Newsletter:

Yes No

Next

Click on the Yes option on **I confirm the information set out above is accurate and correct.**

Click **Next** to proceed.



Review the agreement that appears.

Software Download for BlackBerry Enterprise Server

Downloading Service Pack 6 Maintenance Release 6

Software Downloads

Please read the Software Eligibility Requirements, the Important Note, and the Eligibility Declaration below. You must comply with and agree to the Eligibility Declaration in order to be permitted to download Service Pack 6 Maintenance Release 6 (the "Software").

Software Eligibility Requirements

The Eligibility Declaration is included to assure your and RIM's compliance with the laws and regulations of the national and/or other (sub-national and/or supranational) government authorities with authority over the country(ies) and/or territory(ies) from which the Software is being exported or to which the Software is being imported by you (the "Government Authority(ies)").

Please Read This Important Note:

The Software incorporates encryption technology that may be subject to laws and regulations of Government Authorities. You must comply with and agree to the Eligibility Declaration below in order to be permitted to download the Software.

Eligibility Declaration

I warrant that I:

- › have not had my export privileges suspended, revoked, or denied by any Government Authority;
- › am not on any Government Authority list which would prohibit my access to the Software;
- › acknowledge that this Software, and its underlying technology, may be subject to import, export, and/or use controls by Government Authority(ies) by way of law or regulation;
- › will not import, use, export, or re-export the Software in violation of any applicable laws or regulations of any Government Authority, including without limitation by:
 - › failing to obtain any applicable government permits, licenses, or authorizations;
 - › distributing or exporting the Software to any country, person or entity to which distribution or export is prohibited.

Agree Disagree

Next

Click on **Agree**, and then click on **Next** to proceed.

The download page appears.

Software Download for BlackBerry Enterprise Server

Downloading Service Pack 6 Maintenance Release 6

[Download](#)

Download Details

Software Name:	Service Pack 6 Maintenance Release 6
File Name:	besn416mr6.zip
Download Size:	44,549 MB
Language:	English
Published Date:	05/25/2009

Support Resources

› [View](#) Release Notes

Click on the **Download** button, and save the file to your local hard disk.

Pre-Installation Tasks

Before proceeding with any upgrade on a BlackBerry Enterprise Server, it is essential that a backup is made of:

- BlackBerry Configuration Database
- BlackBerry State Databases

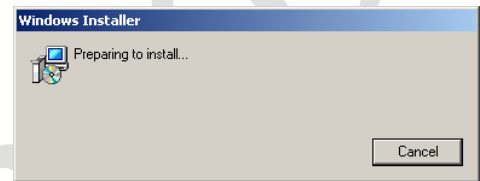
In order to backup the BlackBerry Configuration Database, the following should be carried out:

1. Shut down the Lotus Domino server.
2. Open a **CMD** prompt
3. Navigate to **D:\Backup** (D:, CD\Backup)
4. Issue the following command:
Dbbackup -d besmgmt -f d:\backup -E
5. Copy the **D:\Lotus\Domino\Data\BES** folder to **D:\Backup**

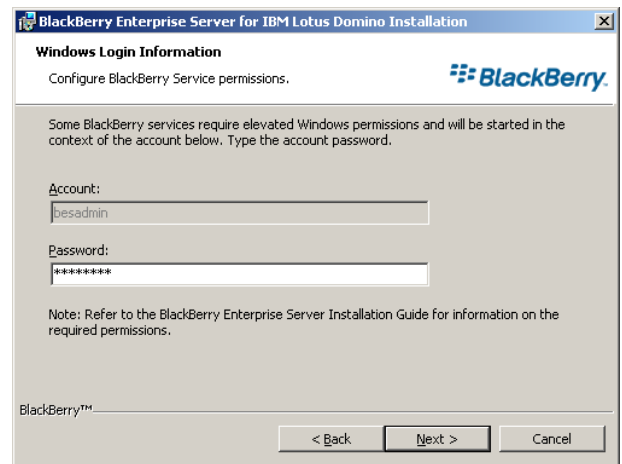
Installing BlackBerry Maintenance Release

Once you have obtained the latest BlackBerry Enterprise Server Maintenance Release for your server, follow this process to complete the installation of the appropriate patch.

1. Login to the BlackBerry Server using the **BESAdmin** account.
2. Copy the file that you downloaded to the **D:\BES Installs** folder on the BlackBerry server.
3. Extract this file to D:\BES Installs\BlackBerry Enterprise Server v4.1.6 MRx (*where x is the Maintenance Release that is being installed*).
4. Within the folder that the file(s) were extracted to, locate the .msp file (for Maintenance Release 6, the file name is besn416mr6.msp).
5. Launch this file.
6. Click on **Update** to proceed.

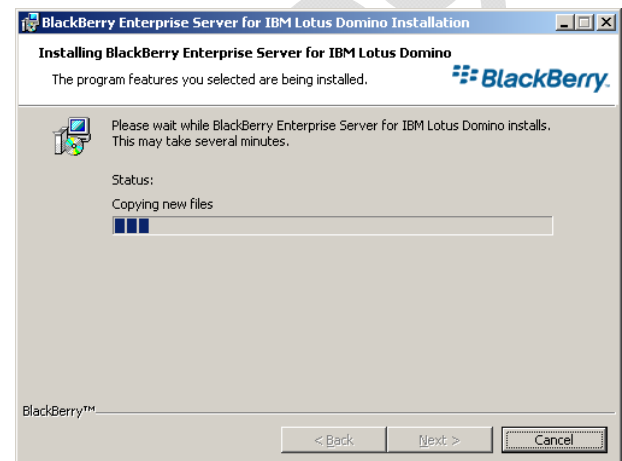


7. Enter the password for the BESAdmin user.

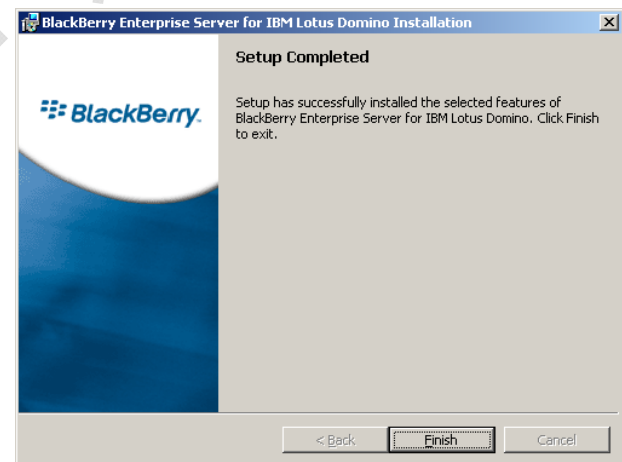


8. Click on **Next** to proceed.

The installation will proceed. This may take a few minutes to complete.



9. Once the update has completed, click on **Finish**.



10. Whether or not the server requests a reboot, you should carry out a full Windows reboot at this point

11. Verify that all BlackBerry servers start automatically.

12. Verify that the Lotus Domino Server services starts automatically.

13. Verify that messages are returning DELIVERED on the Domino console.

Testing BlackBerry Maintenance Release

Once you completed the installation of the appropriate Maintenance Release, you should carry out some simple tests to verify functionality.

On a BlackBerry smartphone, verify that you can:

- Send an internal email
- Receive an internal email
- Send an Internet bound email (e.g. echo@esat.net)
- Receive an Internet email (above test will reply to you)
- Carry out an address lookup on the server.

On the Lotus Domino server console, verify:

- That messages of type MAIL are appearing as DELIVERED

In BlackBerry Manager, verify:

- That you can access the users (i.e. all of the users should be listed)