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The d-PIT Guide to ...

**Upgrading BlackBerry
Enterprise Server for
Exchange from v3.6 to
v4.1.6**

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Upgrading BlackBerry Enterprise Server for Exchange from v3.6 to v4.1.6

Contents

Introduction	3
Pre-Requisites	3
In-place Upgrade from BES v3.6 to v4.1.6	4
Verifying Current Version of BlackBerry Enterprise Server	4
Pre-Upgrade Processes	5
Update out-dated BlackBerry Device assignments	5
Backup the BlackBerry Enterprise Server Registry Settings	6
Backup the BlackBerry Enterprise Server Log files	6
After you have finished the upgrade	6
Upgrading BlackBerry Enterprise Server	7
Launching BlackBerry Manager	14

Introduction

The BlackBerry Enterprise Server v4.1.6 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 full installation package that may be obtained from your mobile network carrier.

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

Pre-Requisites

In order to successfully install BlackBerry Enterprise Server, you will need to have:

- Computer with Microsoft Windows Server (2000 or 2003)
- Computer with at least 2GB RAM
- At least 200MB free disk space for the installation to be successful.

You will also require:

- A valid SRP ID and a valid SRP Authentication Key
- BlackBerry Enterprise Server software (available from your carrier).

In-place Upgrade from BES v3.6 to v4.1.6

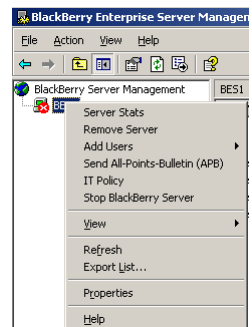
Before proceeding with this process, please ensure that you have a full backup of your BlackBerry environment.

In order to successfully upgrade the BlackBerry Enterprise Server 3.6 for Microsoft Exchange to v4.1.6, it is first of all necessary to carry out an upgrade to 3.6 Service Pack 7.

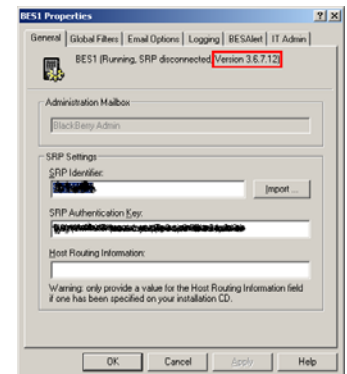
Verifying Current Version of BlackBerry Enterprise Server

1. Login to the server as the BlackBerry Administrator account that was used to setup the original BlackBerry Enterprise Server (e.g. BESAdmin).
2. Verify that the BlackBerry Enterprise Server version is running at the latest (i.e. Version 3.6.7.xx)

- a. To determine the version that you are currently running, launch the BlackBerry Enterprise Manager console.
- b. Right click the BlackBerry server that you want to upgrade, and select **Properties**.



- c. Verify the version number, as shown.
- d. If the BlackBerry server version is below Version 3.6.7, then you should upgrade the existing server to Version 3.6.7 before proceeding with the upgrade.



Pre-Upgrade Processes

In order to successfully upgrade a BlackBerry Enterprise Server, there are a number of steps that must be taken prior to carrying out the upgrade.

Update out-dated BlackBerry Device assignments

Use the **HandheldCleanup** tool to locate out-of-date assignments between BlackBerry devices and user mailboxes. This tool checks for any BlackBerry devices that are assigned to user mailboxes that do not have a current server domain name.

When the tool locates user mailboxes with server domain names that are different, it changes the server domain name to the GAL server domain name and adds the BlackBerry device to the report list.

- a. At the command prompt, switch to C:\Program Files\Research In Motion\BlackBerry Enterprise Server\Utility.
- b. Type **HandheldCleanup.exe** with one of the following parameter strings:
 - **-d [*<filename>*] [-p *<MAPI profile name>*]**: Use this parameter string to write the BlackBerry device information for a specified BlackBerry Enterprise Server to a file. If you do not specify a file name, the tool writes the information to the command prompt window.
 - **-u [-p *<MAPI profile name>*]**: Use this parameter string to check whether the BlackBerry device mailbox has been moved, and update the information.

When prompted, type the name of the BlackBerry Enterprise Server.

Example: `handheldcleanup.exe -d results.txt -p BESAdmin -u`



Backup the BlackBerry Enterprise Server Registry Settings

1. On the computer that hosts the BlackBerry® Enterprise Server software, open the Registry Editor.
2. In the left pane, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion.
3. Right-click **Research In Motion**.
4. Click **Export**.
5. Save the file.

Backup the BlackBerry Enterprise Server Log files

Perform this task to maintain a record of existing logs, and so that you can troubleshoot the upgrade process if it does not complete successfully.

1. On the computer on which you plan to upgrade the BlackBerry® Enterprise Server, navigate to C:\Program Files \Research In Motion\BlackBerry Enterprise Server\Log s.
2. Copy the log files to a backup location.

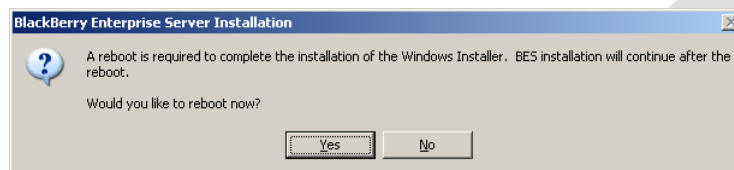
After you have finished the upgrade

If you are upgrading from BlackBerry Enterprise Server Version 3.6 or a preceding version, delete the log files from the BlackBerry Enterprise Server computer.

Upgrading BlackBerry Enterprise Server

Unpack the distributed version of the BlackBerry Enterprise Server v4.1.6 that was downloaded.

1. Locate and launch **SETUP.EXE** within the folder.
2. During the initial setup, a reboot may be required in order to complete the installation of the Windows Installer service. If you receive a prompt to reboot, you **must** do so before proceeding.



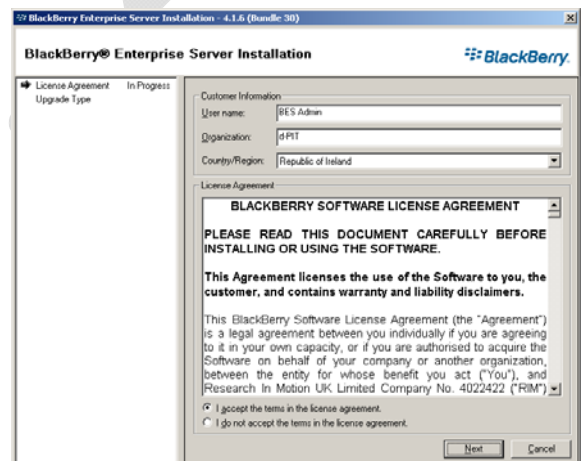
3. After rebooting the server, log in as the BlackBerry Administrator (e.g. BESAdmin), and, if necessary, re-launch the SETUP.EXE from the distribution folder.

4. In the License Agreement screen, complete the necessary details. The following information is required:

- User name
- Organization
- Country / Region

5. Once complete, click on **I accept the terms in the license agreement.**

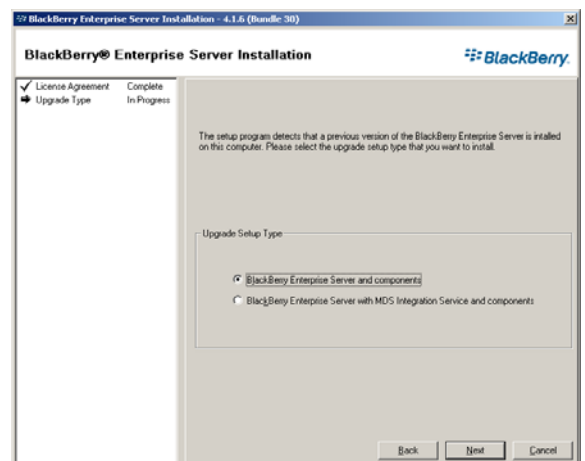
6. Click on **Next** to proceed.



7. On the **Upgrade Type** screen, select the type of upgrade that you wish to carry out.

Normally, it is recommended that you only upgrade the **BlackBerry Enterprise Server and components.**

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



9. In the Instant Messaging screen, select the type of Instant Messaging that you currently use. For the purposes of this document, there is no IM configured.

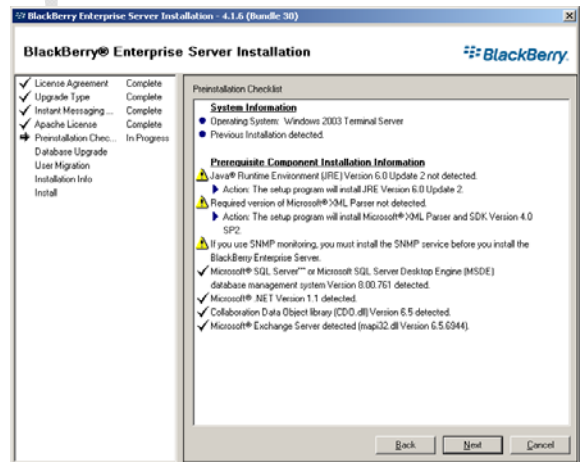
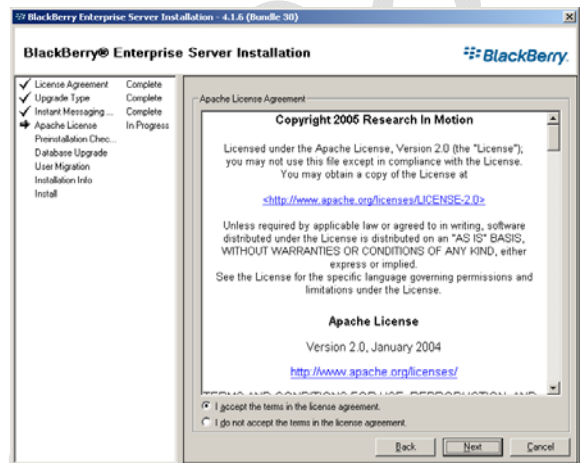
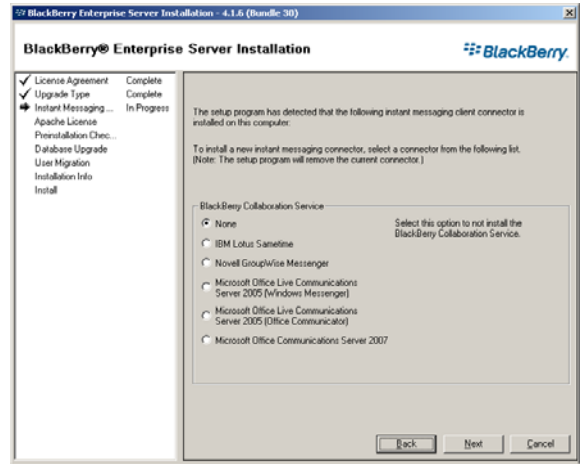
10. Click on **Next** to proceed.

11. In the Apache License screen, click on **I accept the terms in the license agreement**.

12. Click on **Next** to proceed.

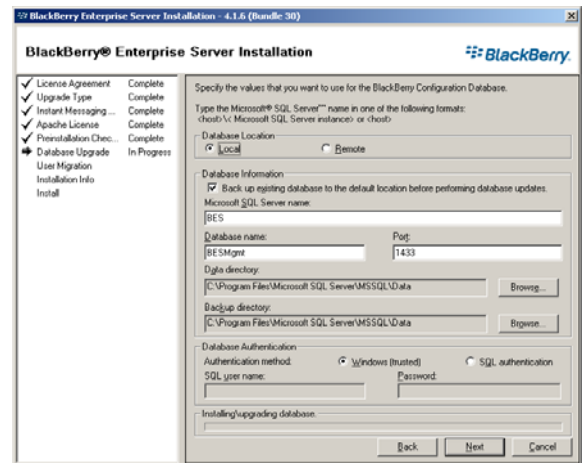
13. The pre-installation checklist appears. Review this list so that you are satisfied with what will be installed on the server.

14. Click on **Next** to proceed.



- On the **Database Upgrade** screen, review the changes that will be made.

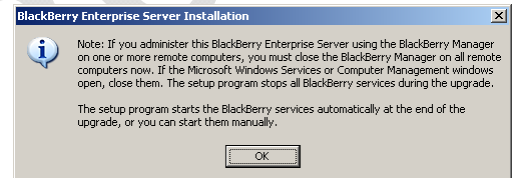
In particular, notice that the SQL database (BESmgmt) will be upgraded to the latest version of the database structure. Once this is done, the recovery of the old 3.6 data structure is not possible.



- The SQL Server instance may not be running at this point, so if necessary, open the Services control applet, and start the Microsoft SQL Server (MSSQL).

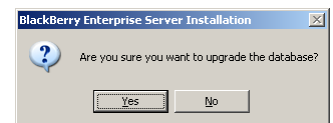
- Click on **Next** to proceed.

- A warning notice appears to notify you that any remote BlackBerry Manager installations will also need to be upgrade.



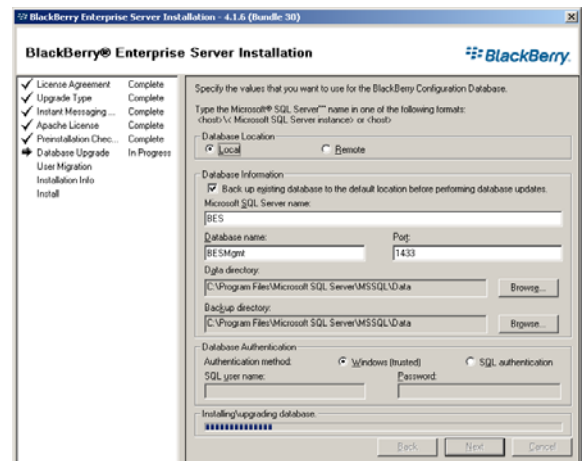
- Click on **OK** to proceed.

- Confirmation of carrying out the database upgrade is required.



- Click on **Yes** to proceed.

- The BlackBerry configuration database is now upgraded.



This may take a few minutes to complete.

- Once the upgrade is complete, click on **Next** to proceed.

23. The **User Migration** step is next.

This step will migrate the users from the legacy BlackBerry configuration to the new configuration.

24. Click on **Start** to proceed.

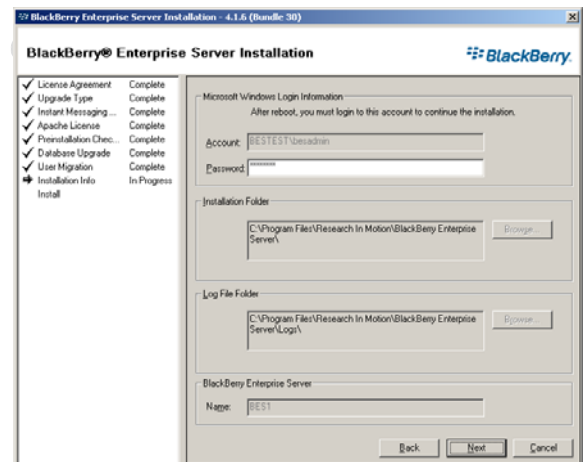
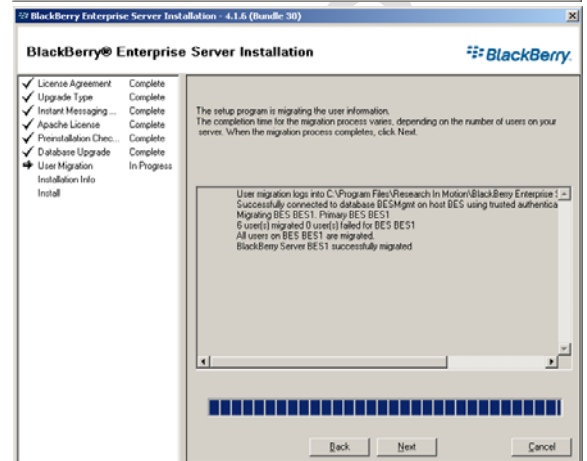
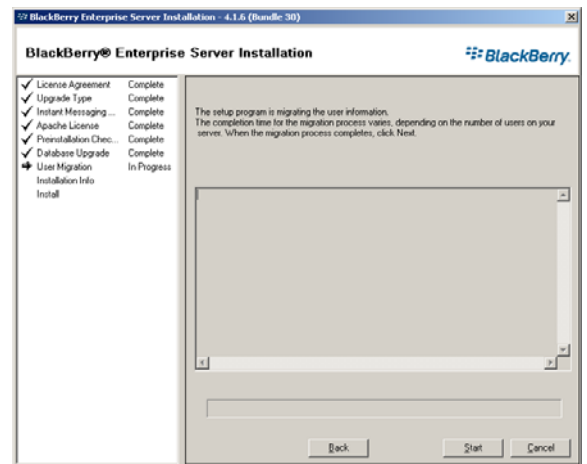
25. The users data will be migrated, and (hopefully) you will see the number of users that were provisioned on the old server successfully migrated to the new server.

26. Click on **Next** to proceed.

27. The final input that is required for the installation of the BlackBerry Enterprise Server is the password for the BlackBerry Administrator.

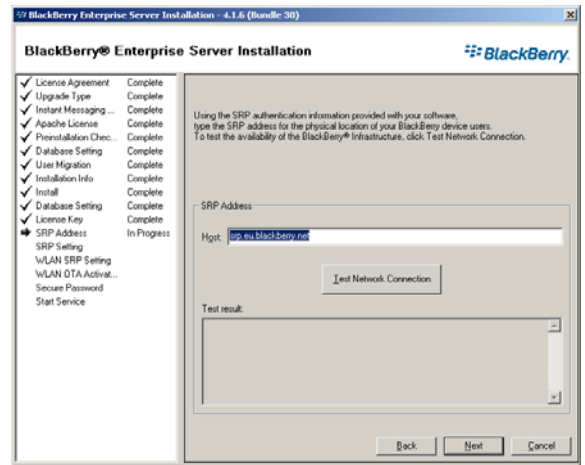
Enter the password here.

28. Click on **Next** to proceed.



33. Verify the SRP Address, it should be (for Ireland) **srp.eu.blackberry.net**.

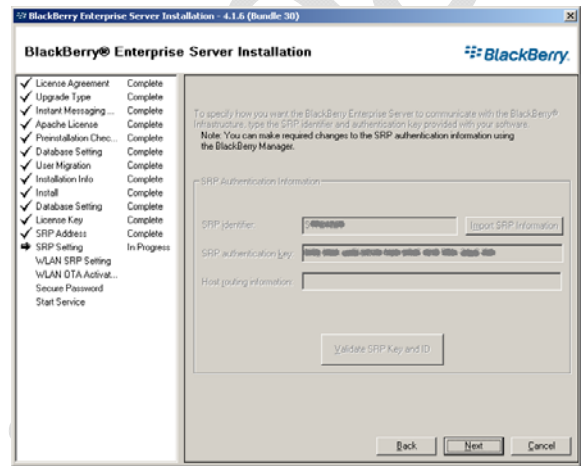
You may enter an IP Address here is required.
The IP Address of the SRP site is **193.109.81.33**.



34. Click on **Next** to proceed.

35. The SRP Settings appear.

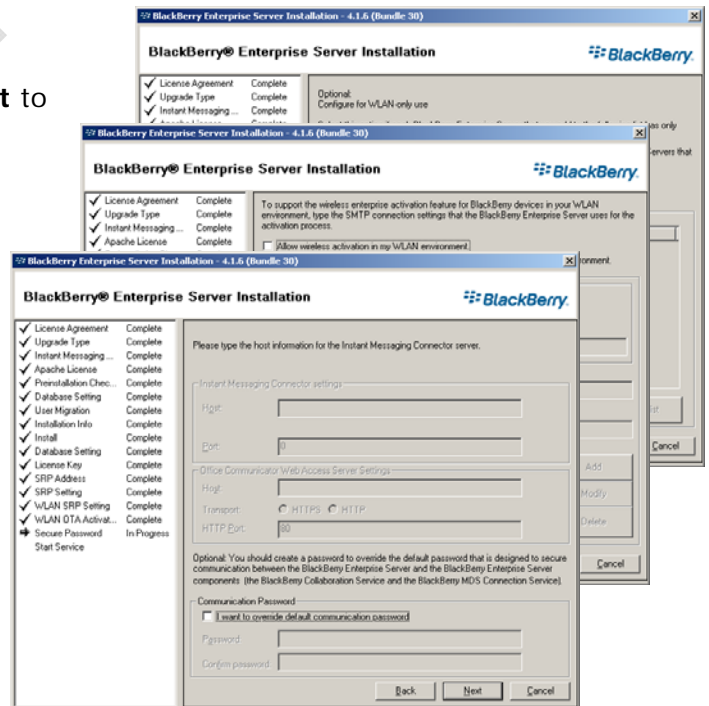
These details may not be changed during an upgrade



36. Click on **Next** to proceed.

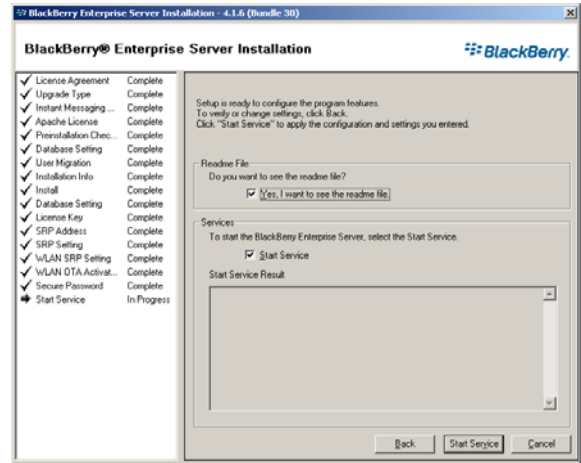
37. On the following screens, click on **Next** to proceed:

- WLAN SRP Setting
- WLAN OTA Activation
- Secure Password

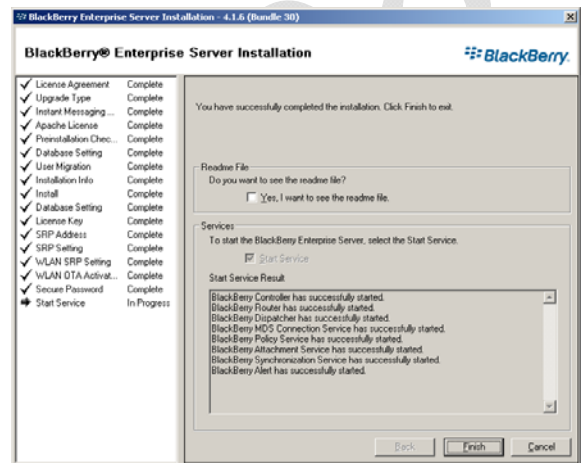


38. When the Start Service screen appears, click on **Start Service** to proceed.

The starting of the services may take a few minutes to complete.



39. All of the services should start automatically.



40. Click on **Finish** to complete the upgrade process.

41. Open the Services applet, and verify that all of the BlackBerry services have been started successfully.

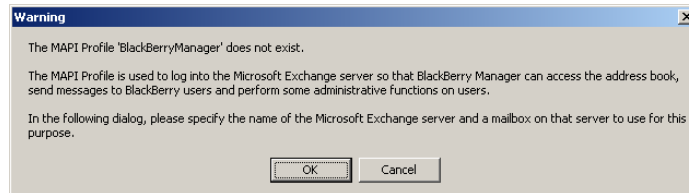
BlackBerry Alert	Started	Automatic	BESTEST\besadmin
BlackBerry Attachment Service	Started	Automatic	Local System
BlackBerry Controller	Started	Automatic	BESTEST\besadmin
BlackBerry Database Consistency Service		Automatic	BESTEST\besadmin
BlackBerry Dispatcher	Started	Automatic	BESTEST\besadmin
BlackBerry MDS Connection Service	Started	Automatic	BESTEST\besadmin
BlackBerry Policy Service	Started	Automatic	BESTEST\besadmin
BlackBerry Router	Started	Automatic	BESTEST\besadmin
BlackBerry Synchronization Service	Started	Automatic	BESTEST\besadmin

The BlackBerry Database Consistency Service will not be started automatically. This is not an issue.

Launching BlackBerry Manager

Once the installation has completed, you need to launch the BlackBerry Manager.

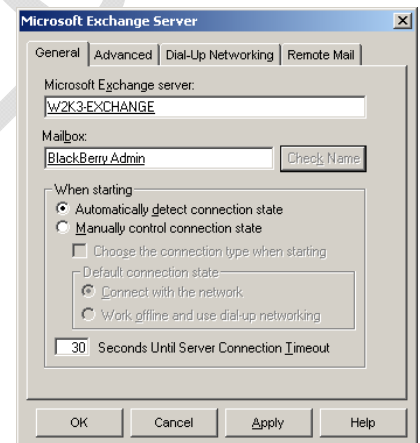
1. Go to Start – Programs – BlackBerry Enterprise Server – BlackBerry Manager.
2. As this is the first launch of the BlackBerry Manager, there will be no MAPI profile created for the BlackBerryManager.



3. Click on **OK** to create the profile.
4. In the **Microsoft Exchange Server** field, enter the name of the Exchange server.
5. In the Mailbox field, enter the logon name of the BlackBerry Administrator account.

This is the same account that was used to install the BlackBerry Enterprise Server.

Click on **Check Name** to verify that the connectivity to the Exchange server is functioning correctly.



6. Click on **Apply**.
7. Click on **OK**.

8. BlackBerry Manager will start.

