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1. What new platform-level enhancements will BES12 bring?

BES12 introduces a new, modern architecture that consolidates control of all mobile endpoints into a single, easy-to-use console. Take control of iOS, Android™, Windows® Phone and BlackBerry® devices, as well as apps and data. The administration console and dashboards are streamlined and easy-to-use, increasing day-to-day productivity. BlackBerry’s proven security model keeps users’ personal data private, without compromising the ability to monitor and control confidential business data.

And BES12 is designed to make it easy to upgrade from a BES5 or BES10 environment.

BES12 highlights include:
› Simplified architecture — truly integrated deployments
› Streamlined admin experience — single, intuitive console
› Improved scalability — up to 25K devices per server, 150K devices per domain
› Active-Active High Availability — to reduce hardware requirements
› Single port connectivity — a single, outbound-initiated connection through firewall
› Enhanced directory integration — automates integration with Active Directory
› Windows Phone platform support — supports more endpoints
› Improved BlackBerry® 10 support — with BlackBerry 10 OS 10.3.1
› Simplified enrollment — easier to activate new devices
› Streamlined app management — easier to manage cross-platform
› Enhanced iOS management — per-app VPN, Kiosk mode, Apple VPP support
› A re-imagined end user experience — enhanced app catalogue

2. What are the devices that can be managed by BES12?

The following device types will be able to be managed by BES12 with the initial release.

For Mobile Device Management:
› BlackBerry® OS 7 and earlier, BlackBerry 10, iOS, Android, Windows Phone

For Secure Work Space (and BlackBerry® Balance™) support and management:
› BlackBerry 10, iOS and Android
Pricing

3. What is the pricing for BES12 v12.0?

<table>
<thead>
<tr>
<th>Universal Annual Subscriptions</th>
<th>MSRP per Device (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Advantage</td>
</tr>
<tr>
<td>Silver for BlackBerry 10, iOS, Android and Windows Phone 8</td>
<td>$23</td>
</tr>
<tr>
<td>Gold for BlackBerry 10</td>
<td>$72</td>
</tr>
<tr>
<td>Gold for iOS and Android</td>
<td>$72</td>
</tr>
</tbody>
</table>

› BlackBerry OS annual subscriptions are also available for sale for $23 per device per year MSRP with Advantage Support and $40 per device per year MSRP with Premium Support.
› BES12 Server Software v12.0 is available at no charge.
› BlackBerry® Technical Support Services are included in every annual subscription.
› Upgrade and update rights are included in every annual subscription.
› All pricing is per device, not per user.
› Annual subscriptions are backwards compatible to BES10 v10.1 and forward compatible with future upgrades and updates.
› Support program fees for annual subscriptions are eliminated (with the exception that Premium Support requires a minimum of 2,500 supported devices to waive the annual program fee).
› BES5 and BES10 licenses can be upgraded to work with BES12 with an active BlackBerry Technical Support Services subscription. Note: grandfathered for subscribers before March 1, 2015, and to remain in effect until Feb 28, 2016. Net new support subscribers will not have upgrade rights after March 1, 2015.
› Customers may mix and match Gold and Silver subscriptions, but not Advantage and Premium.

4. Can BlackBerry OS 7 and earlier devices be managed by BES12?

Yes, BES12 can manage BlackBerry OS 7 and earlier devices as well as BlackBerry 10, iOS, Android and Windows Phone devices from a single, integrated console.

In order to use BES12 to manage BlackBerry OS device, customers must upgrade BES5 licenses via an active support contract.

5. What is the trial offer?

Trial keys will provide 50 Gold licenses for BlackBerry and 50 Gold licenses for iOS and Android for 60 days. These trial licenses appear as a single block of 100, but are a mix.

Silver licenses will not be available since Gold licenses include the Silver functionality.

This trial also include 60 days of Advantage level support. Note: this support does not include upgrade or update rights.
Technical: Upgrade, Migration & Installation

6. What is the upgrade or migration path for customers with BES5 installations?

All BES5 to BES12 options will require that BES5 has the latest BES5.0.4 Maintenance Release (MR) installed.

For both the upgrade and migration options:

› BES5 components will be upgraded to a BES12 BlackBerry OS node and need to remain running for management of devices running BlackBerry OS 7 and earlier.

› Customers may choose whether to continue managing their BlackBerry OS 7 and earlier devices through the legacy BAS console, and/or managing BlackBerry OS 7 and earlier devices through the new, unified BES12 console alongside BlackBerry 10, iOS, Android and/or Windows Phone devices.

In a same server (single box) scenario, the server must meet the minimum BES12 server hardware/software requirements.
Upgrade Options

**BES5 to BES12 Upgrade – Same Server**

- Install BES12 on the same server as existing BES5.
- The BES12 Installer will perform the standard check for software, hardware and database prerequisites.
- The BES12 Installer will upgrade BES5 to BES12 BlackBerry OS Node and upgrade the BES5 database to the BES12 schema.
- Admins can start adding and managing BlackBerry OS, BlackBerry 10, iOS, Android and Windows Phone 8 devices via the BES12 admin console.

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**BES5 to BES12 Upgrade – Separate Server**

- Install the latest MR on BES5 (Server A).
- Install BES12 on a new server (Server B).
- The BES12 Installer will perform the standard check for software, hardware and database prerequisites.
- The BES12 Installer will upgrade Server A to BES12 BlackBerry OS Node and upgrade the BES5 database to the BES12 schema.
- Admins can begin adding and managing BlackBerry OS, BlackBerry 10, iOS, Android and Windows Phone 8 devices from the BES12 admin console.

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**Customer Impact During BES5 Upgrade:**

Service interruption during the upgrade: BES5 services will need to be stopped for the database upgrade to occur.
Migration Options

BES5 to BES12 Migration – Same Server

- Install BES5 and the latest MR first on the new physical or virtual server (Server B).
- Run the BES12 Installer (Server B).
- The BES12 installer will perform the standard check for software, hardware and database prerequisites.
- The BES12 installer will install BES12 components as well as upgrade BES5 to BES12 BlackBerry OS Node.
- Use the Enterprise Transporter tool to move BlackBerry OS users from old BES5 to the new BES12 BlackBerry OS Node in increments.
- Once all BlackBerry OS users are migrated, they can all be managed from the new unified BES12 console. Admins can also start adding and managing BlackBerry 10, iOS, Windows Phone 8 and Android devices from the new BES12 admin console.

Customer Impact During BES5 Migration:

No global service interruption for all users.

Since this is a staged migration process, admins can migrate users in batches. This provides the flexibility to move a small pilot group of users and then move the rest of the users.

BES5 Database
Server A

BES5 Console

BES5 Database

BES5 to BES12 Migration – Separate Server

- Install a new BES5 and the latest MR on a new physical or virtual Server (Server B).
- Install a new BES12 Server on a physical or virtual Server (Server C).
- The BES12 installer will perform the standard check for software, hardware and database prerequisites and then complete the install.
- BES12 installer will upgrade BES5 to BES12 BlackBerry OS Node on Server B and it will upgrade the database to BES12.
- Use the Enterprise Transporter tool to move BlackBerry OS users from old BES5 to the new BES12 BlackBerry OS Node in increments.
- Once all BlackBerry OS users are migrated, they can all be managed from the new unified BES12 console. Admins can also start adding and managing BlackBerry 10, iOS, Windows Phone 8 and Android devices from this new admin console.
Migration Options Continued

 › Install BES12 on the same server as the existing BES10 (BES10 v10.2.3 minimum required).
 › The BES12 Installer will perform the standard check for software, hardware and database prerequisites.
 › During installation a new BES12 database will be created:
     › Within the BES12 console, administrators are presented with a migration wizard where they can choose what profiles, policies, users, and devices to move in stages from BES10 to BES12. In this scenario, as users/devices get migrated, they can be managed via the BES12 console.
     › Once all users/devices have been migrated, the BES10 Server can be uninstalled and BDS/UDS Databases deleted or archived.
     › Once all BES10 users are migrated, they can all be managed from the new unified BES12 admin console. Admins can also start adding and managing BlackBerry 10, iOS, Android and Windows Phone 8 devices from this new admin console.

Customer Impact During BES10 Migration:

Service interruption during the upgrade.

Since customers have a staged migration process they can migrate users in batches.

Provides the flexibility to move a small pilot group of users and then move the rest of the users (using the migration wizard).
Migration Options Continued

- Install BES12 on a different server than the existing BES10 server.
- The BES12 Installer will perform the standard check for software, hardware and database prerequisites.
- The Installer will complete the BES12 install and create a new BES12 database.
- Within the BES12 console, administrators are presented with a migration wizard where they can choose what profiles, policies, users, and devices to move in stages from BES10 to BES12. In this scenario, as users/devices get migrated, they can be managed via the BES12 console.
- Once all users/devices have been migrated, BES10 Server can be uninstalled and BDS/UDS Databases deleted or archived.

Customer Impact During BES10 Migration:

No global service interruption for all users.

Since customers have a staged migration process they can migrate users in batches.

Provides the flexibility to move a small pilot group of users and then move the rest of the users.
BES12 Frequently Asked Questions

Additional Migration Questions

7. For customer using BES5 and BES10 today and using Management Studio to manage BlackBerry OS devices: When they upgrade to BES12, are they now required to purchase the BES12 BlackBerry OS Universal Annual license (assuming that the BES5 and BES12 databases are now integrated)?

Not if the customer has BlackBerry Technical Support, which includes upgrade and update rights which entitle them to upgrade perpetual licenses from BES5 to BES12 for BlackBerry OS support. Upgrade rights will continue for customers with active support contracts until February 28, 2016.

8. If customer upgrades from BES5 to BES12 and enables Active-Active HA on BES12, does the HA also apply to the BES5 component or just BES12 (and therefore BES5 has to have its own redundancy/failover)?

BES12 HA is separate from BES5 – therefore, anything they have configured for BES5 before the upgrade will remain as is and any new HA configured for BES12 will have no bearing on BES5 components.

9. If customer keeps BES5 and BES12 separate, each with its own database, can they use the admin console on BES12 to manage the BlackBerry OS devices on BES5 (as they can do today with BES10 Management Studio)?

No, they would need to ‘upgrade’ BES5 to the BES12 BlackBerry OS Node in order to use the BES12 console to manage BlackBerry OS devices.

10. Will BES12 support multiple BlackBerry OS Nodes? Can customers upgrade multiple BES5 Domains to a single BES12 Server?

BES12 will support multiple BlackBerry OS nodes for large-scale BlackBerry OS deployments/migrations from BES5. However, a BES12 domain only supports a single BlackBerry OS Node domain (only a single BES database is supported per each BES12 domain).

11. What is the migration path for customers with BES10 installations?

If a customer has both BES5 and BES10, on separate servers, which they will move to BES12, the BES5 upgrade to BES12 is performed before the BES10 migration.

12. Is an upgrade from BES Express to BES12 supported?

No, a BES Express upgrade to BES12 is not supported.

13. What is the migration path for customers with single server BES5 & BES10 installations?

This is not supported. In this scenario, a new BES12 installation will need to be performed. This installation will include the update of the BES5 database to BES12. Once complete, the migration tool can be used to migrate BES10 users to BES12.

14. Will there be any formatting or other changes to the database when combining BES5 with BES12?

Yes, changes will be made to the BES5 database during an upgrade scenario. This includes updating the database schema to BES12.

15. Will there be an upgrade required for BES5 for Exchange, Domino and GroupWise to enable compatibility with BES12?

The upgrade path from BES5 to BES12 is available for Exchange and Domino and is described in detail above. Currently upgrading from BES5 for GroupWise to BES12 is not supported.
16. Should customers move directly to BES12?

BES12 offers significant improvements over BES10. These include:

› Simplified architecture
› Streamlined admin experience
› Improved scalability
› Active-Active High Availability
› Single port connectivity
› Enhanced directory integration
› Windows Phone platform support
› Improved BlackBerry 10 Support
› Simplified enrollment
› Streamlined app management
› Enhanced iOS management
› A re-imagined end user experience

For detailed features and compatibility please refer to the guides on docs.blackberry.com

As above, when customers are ready, migration paths exist for BES5 to BES12 as well as from BES10 to BES12. Customers can even choose to perform migrations on the same machine, and all migration paths to BES12 will consolidate databases.

In addition, BlackBerry is offering installation, planning and migration services to help customers make the move.

We encourage customers to consider the benefits of BES12 today.

17. Will enterprises be able to choose device-specific server components to install with BES12 (i.e. similar to BlackBerry Device Service-only install with BES10?)

BES12 is a new software architecture built from the ground up to manage all mobile devices, regardless of the type. The BES12 user interface for admins will allow them to manage all mobile devices seamlessly and with an integrated experience. There are no BDS/UDS/Studio components: BES12 is a unified install.

18. Will BES12 use the same installer as BES10?

BES12 will include a new installer and offers an improved installer experience. The BES12 installer will offer a much cleaner and simpler interface. The installation time will also be reduced as some of the configuration screens and options have now been moved from the installer and into the admin UI.

19. How deep will BlackBerry OS 7 and earlier/BES5 integration be within the new BES12 console?

There will be a full integration and complete overlay of the existing BAS console capabilities available within the BES12 UI.

20. Will BlackBerry Administration Service (BAS) be completely gone?

No, BAS will not be gone. BAS will continue to be available and can be used to manage BlackBerry OS devices if desired.

Administrators can also manage BlackBerry OS 7 and earlier, BlackBerry 10, iOS, Android and Windows Phone devices from the new, unified BES12 Console.

21. What features will the next version of BES12 have upon release?

BES12 is the first version of our next-generation EMM platform and we will release regular service packs and updates throughout the year to bring further feature enhancements.
BES12 Frequently Asked Questions

22. What are the server OS & hardware minimum requirements for BES12?

Please refer to docs.blackberry.com for a performance calculator. Hardware requirement details can be found in the installation guide.

23. What is the scalability and performance of BES12?

BES12 will support a significant increase in scalability over BES10 with target support of 25K devices per server and 150K devices per domain (iOS, Android, Windows Phone 8 and BlackBerry 10). Each BES12 server in a domain is referred to as a ‘Unit of Scale (UofS)’.

Scalability numbers are as follows:

**BES12 Scalability (with SQL Database on a Separate Server)**

a) 25k devices with any combination of devices as follows:

› MDM-only for iOS/Android/WP8 devices (i.e. Silver level features only)
› Silver level features for BlackBerry 10 Balance with VPN profile pushed
› Gold level features for BlackBerry 10 with VPN profile pushed

b) 15K devices per Unit of Scale for BlackBerry 10 using enterprise connectivity via the BlackBerry Infrastructure

c) 6K devices per Unit of Scale for Secure Work Space on iOS and Android devices using enterprise connectivity via the BlackBerry Infrastructure

d) 6K devices per Unit of Scale with a mix of devices as follows:

› BlackBerry 10 with enterprise connectivity via the BlackBerry Infrastructure
› iOS and Android devices running the Secure Work Space using enterprise connectivity via the BlackBerry Infrastructure
› Windows Phone activated with MDM controls

**BES12 + BlackBerry OS Node (with BAS) + SQL Database on same Server**

› Max 1K total: BlackBerry OS 7 and earlier up to 500 devices, and 500 BlackBerry 10, iOS, Android & Windows Phone 8 devices.

**BES12 + BlackBerry OS Node on one server + BAS & SQL Database on Separate Servers**

› 5K devices per Unit of Scale

For BlackBerry OS 7 and earlier, the maximum is 2K devices, but best practice is 1K devices

Remaining devices can be a combination of BlackBerry 10, iOS, and Android devices with enterprise connectivity via the BlackBerry Infrastructure

› Windows Phone activated with MDM controls

Please see the performance calculator and hardware requirements guides located at docs.blackberry.com for more information on planning and sizing.
24. What is expected for placement of servers in the infrastructure?

The expected normal placement of BES12 in a customer’s infrastructure will be behind the firewall. The BlackBerry Router will be available for customers who choose to place the router or proxy server in their DMZ. Detailed architectural references are available in the Architecture and Dataflow guide on docs.blackberry.com.

25. Active-Active High Availability: What devices can connect to a BES12 Active-Active pool?

BES12 will support active/active High Availability for BlackBerry 10, iOS, Android and Windows Phone 8 devices, which provides for highly available environments and helps drive down cost of ownership.

Should an event occur where a threshold is triggered that requires invoking failover from one server to another, users will be seamlessly transferred from the failing server to another active server until the failing server can be brought back to full health.

26. Does BES5 benefit from the Active-Active High Availability that is offered in BES12?

BES5 and BlackBerry OS 7 and earlier devices will continue to be supported by the current BES5 High Availability model, and will not be included in the BES12 Active-Active High Availability configuration. Customers that use High Availability with BES5 today will continue to be able to leverage their current BES5 Active-Passive High Availability model.
BES5 / BES12 BlackBerry OS Node / BlackBerry Device OS 7 and earlier

27. Will BES12 use MAPI or EWS (Exchange Web Services) for the BES12 BlackBerry OS Node component?

BES5 components will continue using MAPI. Converting BES5 to EWS is not part of our product roadmap.

28. How will a Service Pack/Maintenance Release for BES5 affect the BES12 BlackBerry OS Node if installed on the same server?

BES5 remains in maintenance mode. No service packs are currently planned. MRs will be delivered as required to address any critical bugs or security issues. There will be minimal to no impact to BES12.

29. Is a router still required on BES12 when consolidated with BlackBerry OS Node?

The BlackBerry Router is optional for a BES12 install. If a customer is already using a router for BES5, they can continue to use it with BES12 BlackBerry OS node with the latest version of the router that comes with the BES12 Installer.

30. When do we expect BES5 support to end?

BlackBerry will support BES5 for at least 24 months past any BlackBerry OS end of sale that may be established. Also, BES12 will support BlackBerry OS at launch and beyond BES5 end of life.
31. Will there be role-based administration with BES12?

Yes, BES12 includes role-based administration for all devices. BES12 will include a pre-configured set of Admin roles as well as the ability to create custom roles, independent of device/OS platforms being managed.

32. Can the BES12 admin console be used to manage multiple BES12 Domains?

No, the BES12 admin console can only manage a single BES12 Domain with the initial release, which can consist of multiple servers (or units of scale) connected to a single database.

33. Will there be multi-group membership with BES12?

Yes, BES12 supports multi-group membership for all users, independent of device type.

34. Will BlackBerry Router be supported in the DMZ with BES12 release?

Yes, deployment of the BlackBerry router in the DMZ will be supported with BES12, enabling all 3101 traffic to be routed through the BES12 Router.

Optionally, customers can choose to route their 3101 traffic through a customer-supplied, non-authenticating TCP proxy.

35. Will back-end applications that have been integrated with BES5/10 via BlackBerry Web Services (BWS) be able to be supported with BES12?

BlackBerry Web Services APIs in BES12, with backwards compatibility to BES5 and BES10, deliver seamless automation and integration of backend systems for admin tasks across iOS, Android, Windows Phone and BlackBerry.
For more technical information and details, please see the BES12 administration guides posted at docs.blackberry.com.