

BlackBerry Enterprise Server Express - Frequently Asked Questions

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General Information

What is BlackBerry Enterprise Server Express?

BlackBerry® Enterprise Server Express is software that enables businesses of any size to quickly and easily get started with the BlackBerry® solution. It provides advanced BlackBerry smartphone features with no additional software or user license fees, and works with BlackBerry smartphones provisioned on most personal BlackBerry data plans, BlackBerry enterprise data plans, or a combination of both data plans. It can also be a cost-effective alternative for businesses that want to manage BlackBerry smartphones that employees purchase and pay for, but use for work purposes.

How many BlackBerry smartphone users can BlackBerry Enterprise Server Express support?

When installed directly on the mail server, BlackBerry Enterprise Server Express for Microsoft® Exchange is designed to support up to 75 BlackBerry smartphone users. BlackBerry Enterprise Server Express for IBM® Lotus® Domino® does not support installation directly on the mail server. BlackBerry Enterprise Server Express for both platforms may be installed on a separate server, supporting up to 2000 BlackBerry smartphone users per server. See the BlackBerry Enterprise Server Express [product documentation](#) for more information.

What are the end-user features of BlackBerry Enterprise Server Express?

- **Email:**
 - Push HTML or plain text corporate email
 - Bi-directional email reconciliation
 - Flag emails for follow-up
 - Search email inbox remotely
 - View and manage email folders
- **Calendar:**
 - Bi-directional wireless calendar
 - View colleagues' free/busy status
 - Forward calendar appointments
 - View, open, save and edit calendar attachments
- **Contacts:**
 - Bi-directional wireless contact synchronization
 - Wireless address lookup
 - Synchronization of multiple contact folders, personal distribution lists and public/shared folders*
- **Document and file access:**
 - Remote file access
 - Ability to view, download, edit, save and attach documents
 - Native file attachment support
- **Security self-service options:**
 - Ability to reset a device password and lock the device, or remotely delete all device data and disable it

*This feature is applicable to BlackBerry Enterprise Server Express for Microsoft Exchange only.

Certain features may require BlackBerry® Desktop Manager and/or BlackBerry® Device Software 5.0 or later. For more information on features, please see www.blackberry.com/besexpress.

What are the management and support features of BlackBerry Enterprise Server Express?

- Administrate BlackBerry Enterprise Server Express using the web-based BlackBerry Administration Service:
 - Manage BlackBerry smartphones in an organization, including resetting passwords, or remotely wiping lost or stolen smartphones. Includes over 75 IT policies
 - Delegate tasks with six preconfigured IT administration roles
 - Deploy and manage applications over-the-air
 - Schedule device, application and IT policy updates
 - Update BlackBerry Device Software wirelessly without users having to bring the BlackBerry smartphone to IT
- BlackBerry Enterprise Server Express provides many of the same advanced security features of the BlackBerry® Enterprise Server.

For more information on features, please see www.blackberry.com/besexpress.

What are the main differences between BlackBerry Enterprise Server Express and BlackBerry Enterprise Server?

BlackBerry Enterprise Server is designed for enterprises and government organizations that need the highest level of IT control and advanced functionality. BlackBerry Enterprise Server includes the following features that are not included with BlackBerry Enterprise Server Express:

- BlackBerry® Monitoring Service
- High availability
- Custom administration roles
- Additional IT policies
- Support for BlackBerry® Mobile Voice System, and Enterprise Instant Messaging

What email platforms are supported by BlackBerry Enterprise Server Express?

BlackBerry Enterprise Server Express for Microsoft Exchange is currently available for Microsoft® Exchange Server (2003 SP2, 2007 SP2 and 2010), and Windows® Small Business Server (2003 SP2 and 2008).

BlackBerry Enterprise Server Express for IBM Lotus Domino is currently available for IBM® Lotus® Domino® 8.0.2, 8.5.1 and 8.5.2.

BlackBerry Enterprise Server Express is not compatible with Novell® GroupWise®.

See the [BlackBerry Enterprise Server Compatibility Matrix](#) for more information.

How much does it cost to download BlackBerry Enterprise Server Express?

BlackBerry Enterprise Server Express software is available at no charge. BlackBerry smartphone users require an Internet-enabled data plan to use BlackBerry Enterprise Server Express. BlackBerry smartphone users should check with their wireless service providers for availability, costs, and restrictions.



What types of data plans are required to use BlackBerry Enterprise Server Express?

BlackBerry Enterprise Server Express works with BlackBerry smartphones provisioned on most personal BlackBerry data plans, BlackBerry enterprise data plans, or a combination of both data plans, including pre-paid plans.

Download Information

How is BlackBerry Enterprise Server Express downloaded?

BlackBerry Enterprise Server Express is available via electronic software download for customers ordering through www.blackberry.com/besexpress. Please note that BlackBerry Enterprise Server Express for Microsoft Exchange and BlackBerry Enterprise Server Express for IBM Lotus Domino cannot be ordered in the same transaction.

BlackBerry administrators will receive an email from electronicsoftwaredistribution@rim.com after they have provided the required information and have selected to download the software. The email contains detailed instructions on how to download and install BlackBerry Enterprise Server Express.

If the email is not delivered within 24 hours or additional assistance is required with the download, BlackBerry administrators can contact clientsupport@rim.com.

What if the download stops before it completes?

Depending on the region, RIM's Download Manager allows BlackBerry administrators to pause and resume the file as it is being downloaded. It also is designed to allow BlackBerry administrators to recover and resume broken downloads that occur from lost connections (for example, network problems and power failures).

Where is the BlackBerry Enterprise Server Express file saved?

The file is saved in the default "Save As" location specified by the BlackBerry administrator's web browser, or the location that the administrator selects in the "Save As" window that appears when the download begins.

How can the software be re-downloaded?

BlackBerry administrators can re-download BlackBerry Enterprise Server Express by accessing the delivery email that they received and clicking on the link to access the Distribution Center for BlackBerry software.

Are physical versions of BlackBerry Enterprise Server Express available for download?

No. BlackBerry Enterprise Server Express is available for electronic delivery only.

How are SRP credentials or CAL keys obtained?

The Server Routing Protocol (SRP) credential and client access license (CAL) key will be provided to BlackBerry administrators as part of the order pick-up process. If these are misplaced, they can be retrieved by accessing the Distribution Center for BlackBerry software using the pick-up email that was received when the order was completed.

What if the SRP credential or CAL key is not working?

BlackBerry administrators should make sure that they have the correct SRP credential and CAL key that was obtained by accessing the Distribution Center for BlackBerry software and should verify that all keys have been entered in the correct case.

BlackBerry administrators can contact clientsupport@rim.com for additional assistance.

Are BlackBerry Enterprise Server Express CAL keys interchangeable with BlackBerry Enterprise Server CAL keys?

No. BlackBerry Enterprise Server Express requires unique CAL keys that will not work with other products. CAL keys from previous BlackBerry products cannot be used with BlackBerry Enterprise Server Express.

Using BlackBerry Enterprise Server Express

How is BlackBerry Enterprise Server Express installed?

For detailed installation instructions and other information, please refer to BlackBerry Enterprise Server Express [product documentation](#).

Visit the [BlackBerry Enterprise Server Express Support page](#) to view an installation video.

Can a BlackBerry administrator run a BlackBerry Enterprise Server (or BlackBerry Professional Software) in the same environment as a BlackBerry Enterprise Server Express?

Yes, provided BlackBerry Enterprise Server Express is introduced as a new deployment with its own BlackBerry Domain, as defined by the BlackBerry Configuration Database. In this case, the BlackBerry Enterprise Server and BlackBerry Enterprise Server Express can run independently in the same Microsoft Exchange or Lotus Domino environment in a Microsoft Windows Domain and would be managed from separate BlackBerry Administration Service consoles.

What IT policies are available in BlackBerry Enterprise Server Express?

For information, please visit www.blackberry.com/btsc to read the following article:

KB21123 – Provides information on the IT Policies available in BlackBerry Enterprise Server Express

How can BlackBerry administrators identify if a BlackBerry smartphone is activated on a BlackBerry Enterprise Server Express?

For information, please visit www.blackberry.com/btsc to read the following article:

KB21209 – Provides information on how to identify if a BlackBerry smartphone is activated on a BlackBerry Enterprise Server



Can BlackBerry Enterprise Server, BlackBerry Enterprise Server Small Business Edition, and BlackBerry Professional Software customers migrate to BlackBerry Enterprise Server Express?

Enterprise Transporter will be available for migrations from BlackBerry® Professional Software 4.1 to BlackBerry Enterprise Server Express 5.0.2. Enterprise Transporter also supports migrating user accounts from BlackBerry Enterprise Server Express 5.0.2 or later to BlackBerry Enterprise Server 5.0.2 or later. Enterprise Transporter is not supported for use with BlackBerry Enterprise Server Small Business Edition 4.1.

Customers using BlackBerry Enterprise Server Express for Microsoft Exchange 5.0.1 may upgrade to BlackBerry Enterprise Server Express for Microsoft Exchange 5.0.2.

For more information, please visit www.blackberry.com/btsc to read the following article:

KB21126 – Provides information on BlackBerry Enterprise Server Express migration and upgrade options

Support

What support options are available for BlackBerry Enterprise Server Express?

The primary methods of support for BlackBerry Enterprise Server Express are:

- Complimentary BlackBerry Support Incident¹
 - With BlackBerry Enterprise Server Express, eligible organizations in select regions get access to one complimentary support ticket to contact the BlackBerry® Technical Support Services team. The ticket is valid for 60 days from receiving the software download email, and is designed to assist with the installation of BlackBerry Enterprise Server Express or can be used to receive assistance with resolving other BlackBerry Enterprise Server Express related technical issues.
- Self service resources, which include:
 - The [BlackBerry Enterprise Server Express Support page](#)
 - BlackBerry® Answers Desktop Edition
 - The [BlackBerry Support Community Forums](#)
 - The [BlackBerry Technical Solution Center](#) - search term “BlackBerry Enterprise Server Express”
 - The [BlackBerry® Expert Support Center Express](#)
- [BlackBerry Incident Based Support](#) provides BlackBerry smartphone users with support from the BlackBerry Technical Support team on a per-incident basis. For applicable fees, click the [BlackBerry Incident Based Support](#) page.
- [BlackBerry Technical Support Services](#) is an annual support program that provides organizations with direct access to BlackBerry technical support.

¹ Limit of one complimentary BlackBerry support incident per customer. The complimentary BlackBerry support incident is valid for 60 days from receiving the software download email, subject to certain terms and conditions and available for a limited time only. A support incident is defined as a single technical question, problem or issue that Research In Motion Limited and its affiliates and/or subsidiaries (collectively “RIM”), in its sole discretion, determines to be directly related to the operation of BlackBerry Enterprise Server Express software. A support incident may require multiple interactions with the BlackBerry Technical Support Services team in order to reach a suitable resolution. Offer subject to change.



Check with service provider for availability, costs and restrictions.

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