

Trigo IT Core 2014 AD and Office 365 Migration Project BLACKBERRY : MIGRATION Procedure



Summary

1.	Document objective	3
2.	BlackBerry backup	3
3.	Wiping / Activation of your Blackberry 9520 /9300 / 9720	6
4.	Restore your Blackberry	25
5.	Attention	26



1. Document objective

The objective of this document is to describe the complete migration process of a blackberry from the actual messaging system to the future messaging system Office 365.

Note : You have received an email form *service.buisnesscloud.blackberry.com* on your new mail adress ending by (@trigo-group.com). Please note the password at the end of this email. It is your activation password

2. BlackBerry backup

If you have personnal datas hosted on your blackberry (pictures, contacts, calendars etc..), it is mandatory do do a backup of it before making any operation.

To do it, it is necessary to download and install a software on your computer :

Blackberry desktop Manager, available at the following address :

https://swdownloads.blackberry.com/Downloads/contactFormPreload.do?code=A8BAA56554F96369AB93E 4F3BB068C22&dl=A2C0D61EB187AB3AFD247A852FAD3647

- Click on the link, a page appear,
- Check « no » , then click on « Download »
- Software Download for BlackBerry Support

Downloading Desktop Software v7.1.0 B35 (Multilanguage)

indicates a required field

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



Download Details

 Software Name:
 Desktop Software v7.1.0 B35 (Multilanguage)

 File Name:
 710_b035_multilanguage.exe

 Download Size:
 113 MB

 Published Date:
 12/04/2012

Support Resources

> View BlackBerry Desktop Software v7.1.0 User Guide





Click on « execute » and install the software as soon as the donwload complete.

After the installation , you will be able to see this icon on your computer:



- LaunchBlackBerry Desktop Manager before connecting your BlackBerry.
- Connect your BlackBerry to the computer with the usb cable, **be carefull of the model that is shown on the software**, it will be usefull in the next steps of this procedure.



• Click on "Back up now".



ack Up Options		2	
Backup type:	 Full (all device data and setting: Quick (exclude email) Custom (selected data only) 	s)	
	☑ Data Type	Entries	
	Address Book	81	
	Address Book - All	81	
	Address Book - Last Used H	1	
	Address Book Options	1	
	Alarm Options	1	
	Alarms	0	-
File Options File name: Save backup files to:	BlackBerry 9720 (03-21-2014) Mes documents\BlackBerry\Bac	Change	
	Encrypt backup file		
	File password:		
	Confirm password:		
Don't ask for these These settings are a these settings in the automatically.	settings again applied to all future backups. You ca a Device Options menu. Backup files	n change are named	
automatically.	Back up		ncel

- Choose "Custom".
- In the "backup options" window, choose the backup type, select custom (data selected only)
- In data type, check "data type" in order to select all.
- Specify a backup location on your computer.
- Check that the option "encrypt backup file" option is not selected.
- Click on "Back up".

Backing Up BlackBerry 9720
Backup in progress - do not disconnect your device.
Backing up your data might take several minutes to complete. Disconnecting your device before this process is completed might corrupt the backup file.
Backing up Word Substitution 3 of 3 Records
Backup file location:
C:\Users\demontv\Documents\BlackBerry\Backup\BlackBerry 9720 (03-21-2014).bbb
Cancel

• The backup will run normally.



3. Wiping / Activation of your Blackberry 9520 /9300 / 9720

The migration operation needs the blackberry to be erased, this operation is called « Wipe ».

3.1. Wipe of blackberry models 9520 / 9300 / 9720 :





• Set up a password on your device by going in the **Options** menu



Options



Rechercher



Code PIN, activation/désactivation auto...



Gestion des appels

Comportement des appels, messagerie...



Sécurité

Mot de passe, cryptage, pare-feu



Accessibilité

Options d'affichage, de sons et de saisie



Applications tierces

Options des applications tierces

Then go to **Security**.



Sécurité



Mot de passe Contrôler l'accès à votre terminal



Cryptage

Protéger vos informations et fichiers



Carte à puce

Configurer le lecteur et importer les cer...



Contrôles parentaux

Limiter l'utilisation d'applications et de...



Pare-feu

Bloquer certains types de messages



Nettoyage de sécurité



• Select Password.





• Check the Cocher l'option **Enable**. Sélectionner ensuite **Set up Password**. In the field **New password**, type your new password.



Mot de passe Général Activer: Changer le mot de passe Nombre de tentatives de saisie du mot de passe: 10 Verrouiller après: 30 min ▼

• Select Number of Password Attempts and set the value at 3 instead of 10.



Mot de passe Général Activer: Changer le mot de passe Nombre de tentatives de saisie du mot de passe: 3 Verrouiller après: 30 min •

• Select lock After et set the value to 1 min instead of 30 min.



Mot de passe Général Activer: Changer le mot de passe Nombre de tentatives de saisie du mot de passe: 3 Verrouiller après: 1 min •

- Click on save.
- Type the password you just set up.
- Wait 1 minute the BlackBerry will lock.

Initiate the Wipe:

- Type a bad password (different of what you have previously set up) and type "BlackBerry" each time that it is asked.
- At the third attempt, the blackberry will automaticly erase himself and deregister from the old messaging system.
- The blackberry will reboot after the wipe.
- Type your PIN code.
- Select your language.
- Select Connect to the mobile network.
- Select the local time
- Click **Next** until you reach the option **register wizzard**.



3.2. Activation of blackberry models 9720 / 9520 / 9300





- In the **Options menu**, choisir **Device**.



Terminal



Rechercher et charger les mises à jour I...



Stockage

Modifier les paramètres de la carte mult...



Gestion d'applications

Vérifier les détails et supprimer les appl...



Application Resource Monitor Contrôler les performances des applicat...



À propos des versions du terminal Afficher les versions logicielles et matér...

Paramètres système avancés Activation Entreprise, annuaire de serv

Select Advanced System Settings.



Paramètres système avancés

Activation Enterprise Terminer l'activation, afficher les détails

Annuaire de services

Afficher et supprimer les annuaires de servic...

Carte SIM

Afficher et modifier les paramètres de la cart...

Navigateur Push

Modifier les paramètres du navigateur Push

Diffusion cellulaire

Modifier les paramètres de diffusion cellulaire

Services par défaut

Go to Entreprise Activation.

 ∇



Comptes messag.



Sélectionnez le type de compte de messagerie à configurer.

Compte Internet



Configurez ou gérez un compte de messagerie existant ou créez un compte de messagerie BlackBerry.

Compte Entreprise



Configurez un compte de messagerie professionnel sur le logiciel BlackBerry Enterprise Server de votre entreprise.



Choose the option Enterprise Account and type the following informations :



E-mail : your email adress.

Activation Password: You have received an email form *service.buisnesscloud.blackberry.com* on your new mail adress ending by (@trigo-group.com). Please note the password at the end of this email. It is your activation password

Select Enable.

If the device ask for enable the radio, select yes.



3.3. Wiping blackberry model 8520





• Set up a password on your device by going in the **Options** menu



Options	
Date/Heure	
Dictionnaire personnalisé	
Éssan (Clauries	
Écran/Clavier	
Etat	
Insertion automatique	
Langue	
Memoire	
MMS	
Mot de passe	
Numerot. vocale	
Options avancees	
- Select the Password option	
Mot de passe	
Mot de passe:	Activée 🔻
Définir le	mot de passe
Nombre de tentatives de	e saisie du mot
de passe:	
	10 🔻
Délai de sécurité:	30 min 🔻
Invite à l'installation de l	'application:
	Non 🔻



1 min 🔻

Non 🖪

- In the **password** option select **Enable**. Then Select **Setup a password**. In the field **New Password**, type your new password

Mot de passe



Nombre de tentatives de saisie du mot de passe:

Délai de sécurité:

Invite à l'installation de l'application:

Autoriser appels sortants pendant verrouillage:

- Select Number of Password Attempts and set the value at 3 instead of 10.
- Select **Security Delay** and set the value at **1 min** instead of **30 min**.
- Push the **Return** key.
- Click on save.
- Type the password you just set up.
- Wait 1 minute the BlackBerry will lock.

Initiate the Wipe:

- Type a bad password (different of what you have previously set up) and type "BlackBerry" each time that it is asked.
- At the third attempt, the blackberry will automaticly erase himself and deregister from the old messaging system.
- The blackberry will reboot after the wipe.
- Type your PIN code.
- Select your language.
- Select Connect to the mobile network.
- Select the local time
- Click **Next** until you reach the option **register wizzard**.



3.4. Activation of blackberry model 8520





Go to the **Option** menu.



Options

Dictionnaire personnalisé Écran/Clavier État Insertion automatique

Langue

Mémoire

MMS

Mot de passe

Numérot. vocale

Options avancées

Options de sécurité

Select Advanced System Settings , then Entreprise Activation.

Options avancées

Accessibilité

Activation Entreprise

Annuaire de services Carte SIM Cartes Navigateur Navigateur Push Paramètres de la diffusion cellulaire Paramètres de localisation Services par défaut Table de routage hôte



Type the following informations :

Activation Entreprise

E-mail: admin.laurent@trigo-group.com Mot de passe d'activation: ***** Adresse du serveur d'activation: Code PIN: 299E4EE1

admin.laurent@trigo-group.com: Activé le 20 mar 2014

E-mail : your email adress.

Activation Password: You have received an email form *service.buisnesscloud.blackberry.com* on your new mail adress ending by (@trigo-group.com). Please note the password at the end of this email. It is your activation password

Select Enable.

If the device ask for enable the radio, select yes.

3.5 Wipe your blackberry model 8320



- Set up a password on your device by going in the **Options** menu, then in **Security Options**, select **Regionnal Settings**. In **Password** option select **enable**.
- Select Number of Password Attempts and set the value at 3 instead of 10.
- Select Security Delay and set the value at 1 min instead of 30 min.
- Push the **Return** key.
- Type the password you just set up.

Issued on: 26.3.2014 Created by: Vincent Demont



- Wait 1 minute the BlackBerry will lock.

Initiate the Wipe:

- Type a bad password (different of what you have previously set up) and type "BlackBerry" each time that it is asked.
- At the third attempt, the blackberry will automaticly erase himself and deregister from the old messaging system.
- The blackberry will reboot after the wipe.
- Type your PIN code.
- Select your language.
- Select **Connect to the mobile network.**
- Select the local time
- Click **Next** until you reach the option **register wizzard**.

3.6. Activation of blackberry model 8320





In the Settings menu, choose Option then Advanced System Settings and select Entreprise Activation.

Type the following informations :

E-mail : your email adress.

Activation Password : You have received an email form *service.buisnesscloud.blackberry.com* on your new mail adress ending by (@trigo-group.com). Please note the password at the end of this email. It is your activation passwordSelect **Enable**.

If the device ask for enable the radio, select yes.



4. Restore your Blackberry

- Launch the BlackBerry Desktop Software.



Device	Tools	Media
Sync	call	
Sync	c by type	··· •
Back	c up	
Rest	tore	
Dele	te data	
Devi	ce option	IS
Devi	ce prope	rties
Upd	ate	
Swit	ch device	èS
Forg	et device	÷
🗸 🦞 1 Bla	ackBerry	9720
Exit		

- In the **device** menu , select **Restore**

-A menu appear , click on Restore



File Name	Backup Date
BlackBerry 9720 (03-21-2014)	Today 13:50
Backup folder:	
Mes documents\BlackBerry\Backup	Change
Select Data to Restore	
All device data and settings	
Select device data and settings	

- In the windows **Restore Data from backup file**, in the field **Select a backup file to restore your data**, select the backup you have previously made.
- In the **Select Data To Restore**, choose the option **Select device data an settings** and check the following options :
- Attachment DATA
- MMS Messages
- SMS Messages
- Click on restore.
- Wait for the restoration to complete.

5. Attention

You have to know that some personnal settings maybe lost (eg: Wallpapers, shortcuts, ringtones, etc...) after the backup/restore of your blackberry.