

BlackBerry Enterprise Server
Resource Kit

BlackBerry Enterprise Server User
Administration Tool

Version: 5.0

Service Pack: 4



Administration Guide

Contents

1	Overview	8
	BlackBerry Enterprise Server User Administration Tool	8
	Administrative roles for the BlackBerry Enterprise Server	9
	Authentication methods for the BlackBerry Enterprise Server User Administration Tool	15
	Supported authentication models	15
	Authentication credentials	16
	Syntax for authentication credentials	16
	Setting authentication credentials	18
	Configuring the BlackBerry Enterprise Server User Administration Tool and the BlackBerry Analysis, Monitoring, and Troubleshooting Tools to use UAC-compliant file paths	22
	Input rules for the BlackBerry Enterprise Server User Administration Tool	23
	Using an alternate port number to connect to the BlackBerry Administration Service	24
2	New in this release	25
3	Managing user accounts	26
	Adding administrator accounts and user accounts	26
	List the BlackBerry Administration Service roles	26
	Add a BlackBerry Administration Service administrator account	26
	Add a new user account to the BlackBerry Enterprise Server	27
	Configuring user accounts	28
	Assign an activation password to a group	28
	Assign an activation password to a user account	29
	Clear the activation password for a user account	29
	List the groups in an MDM domain	30
	Add a user account to a group	30
	Remove a user account from a group	31
	List the software configurations that are available in an MDM domain	31
	Assign a software configuration to a group	32
	Assign a software configuration to a user account	32
	Remove a software configuration from a group	33
	Remove a software configuration from a user account	33
	Move a user account to a different BlackBerry Enterprise Server	33
	Assign a user account to a static BlackBerry Messaging Agent or remove a user account from a static BlackBerry Messaging Agent	34
	Make the BlackBerry MDS Connection Service unavailable or available to a user account	35
	Remove a user account from the BlackBerry Enterprise Server	36
	Assigning and removing Wi-Fi or VPN profiles to user accounts and groups	36

	Assign a Wi-Fi profile to a user account or group	36
	Remove a Wi-Fi profile from a user account or group	37
	Assign a VPN profile to a user account or group	38
	Remove a VPN profile from a user account or group	38
	Searching for user accounts	39
	Search for a user account	39
	Search for a user account in your organization's user directory	40
	Perform a quick search for user accounts	40
4	Managing email message forwarding	42
	Turn on or turn off email message forwarding for a user account or group	42
	List the folders that are available for email message forwarding	43
	Turn on or turn off email message forwarding for folders	43
	Clear email filters for a user account	44
	Add a signature to email messages or remove a signature from email messages that a user sends from a device	45
	Add a signature with multiple lines of text to the email messages that a user sends from a device	46
5	Managing calendars	48
	Start the calendar synchronization process manually for a user account	48
6	Managing IT policies and IT policy rules	49
	List the IT policies in an MDM domain	49
	List the IT policy rules in an IT policy	49
	Assign an IT policy to a user account	51
	Configure an IT policy rule for a user account	51
7	Managing BlackBerry devices	52
	Set the password for a device	52
	Set owner information on a device	52
	Delete pending messages for a device	53
	Resend the service book to a user's device	54
	Resend the peer-to-peer encryption key to a user's device	54
	List the application control policies that are available in an MDM domain	55
	View information about a specific application control policy	55
	Delete the data from a device	56
8	Sending notification messages to BlackBerry devices	57
	Send a notification PIN message to a user account or group	57
	Send a notification email message to a user account or group	58
9	Retrieving user account statistics and information about BlackBerry devices	60
	Retrieve user account statistics	60
	Results of a statistics query for a user account	61
	Clear user account statistics	63
	Retrieve activation statistics for a user account	63

10	Retrieving device information	65
	List the applications that are available on a user's device	65
	List the devices that a specific application is installed on	66
	Retrieve statistics for devices	66
	Results of a statistics query for a device	67
	List the modules and .cod files that are available on a device	68
11	Retrieving statistics for the BlackBerry Enterprise Server or BlackBerry Messaging Agent	70
	Retrieve statistics for a BlackBerry Enterprise Server or BlackBerry Messaging Agent	70
	Results of a statistics query for a BlackBerry Enterprise Server or BlackBerry Messaging Agent	71
	Retrieve information about BlackBerry CAL keys for a BlackBerry Enterprise Server	72
	Retrieve information about BlackBerry CAL keys for a BlackBerry Enterprise Server	72
12	Managing high availability	74
	Retrieve the high availability status of a BlackBerry Enterprise Server	74
	Change the failover mode for a BlackBerry Enterprise Server	74
	Change the failover mode for the BlackBerry MDS Connection Service and BlackBerry Collaboration Service instances that are associated with a BlackBerry Enterprise Server	75
13	Troubleshooting	77
	Check the status of the BlackBerry Enterprise Server User Administration Tool	77
	When I check the status of the BlackBerry Enterprise Server User Administration Tool I receive an "Error while initializing the logs" error message	78
	Configure the BlackBerry Enterprise Server User Administration Tool to skip certificate validation	78
14	Configuring log files	80
	Configure logging settings for the BlackBerry Enterprise Server User Administration Tool	81
15	Parameters for the BlackBerry Enterprise Server User Administration Tool	84
	Using the command summary in the help file	84
	Common subparameters	85
	Input, output, and user feedback parameters	86
	-add	88
	Required BlackBerry Administration Service permissions: -add	91
	-add_administrator	91
	Required BlackBerry Administration Service permissions: -add_administrator	92
	-assign_swconfig	93
	Required BlackBerry Administration Service permissions: -assign_swconfig	95
	-assign_vpnconfig	95
	Required BlackBerry Administration Service permissions: -assign_vpnconfig	97
	-assign_wlanconfig	98
	Required BlackBerry Administration Service permissions: -assign_wlanconfig	99
	-change	100
	Required BlackBerry Administration Service permissions: -change	104
	-delete	107

Required BlackBerry Administration Service permissions: -delete	108
-find	109
Required BlackBerry Administration Service permissions: -find	110
-find_mail_store_user	110
-find_users	112
Required BlackBerry Administration Service permissions: -find_users	113
-handheld_info	113
Required BlackBerry Administration Service permissions: -handheld_info	116
-kill_handheld	117
Required BlackBerry Administration Service permissions: -kill_handheld	119
-list	120
Required BlackBerry Administration Service permissions: -list	123
-move	124
Required BlackBerry Administration Service permissions: -move	126
-resend_peer_to_peer_key	126
Required BlackBerry Administration Service permissions: -resend_peer_to_peer_key	128
-resend_service_book	128
Required BlackBerry Administration Service permissions: -resend_service_book	130
-send_email	130
Required BlackBerry Administration Service permissions: -send_email	132
-send_pin	133
Required BlackBerry Administration Service permissions: -send_pin	135
-set_client_auth	135
-set_connection_failover_mode	137
Required BlackBerry Administration Service permissions: -set_connection_failover_mode	138
-set_folder_redirection	138
Required BlackBerry Administration Service permissions: -set_folder_redirection	140
-set_owner_info	140
Required BlackBerry Administration Service permissions: -set_owner_info	142
-set_password	143
Required BlackBerry Administration Service permissions: -set_password	144
-set_server_failover_mode	144
Required BlackBerry Administration Service permissions: -set_server_failover_mode	145
-set_user_itpolicy_rule	145
Required BlackBerry Administration Service permissions: -set_user_itpolicy_rule	147
-stats	147
Required BlackBerry Administration Service permissions: -stats	149
-status	150
Required BlackBerry Administration Service permissions: -status	150
Administrative roles for the BlackBerry Enterprise Server	151

16	Port information for the BlackBerry Enterprise Server Resource Kit tools	158
	Port information for tools that connect to the BlackBerry Configuration Database	158
	Port information for tools that connect to the BlackBerry Administration Service, BlackBerry Administration API, and BlackBerry Web Services	159
	Port information for the BlackBerry System Log Monitoring and Reporting Tool	160
	Port information for the BlackBerry Message Receipt Confirmation Tool	160
17	Glossary	161
18	Legal notice	162

Overview

1

The BlackBerry Enterprise Server Resource Kit is a suite of tools that you can use to help manage and monitor an MDM domain. You can download the BlackBerry Enterprise Server Resource Kit from www.blackberry.com/support/downloads.

The BlackBerry Enterprise Server Resource Kit consists of the following tools:

- BlackBerry Enterprise Server User Administration Tool: a command line tool that allows you to collect statistics and manage user accounts and devices.
- BlackBerry Enterprise Transporter: an application that you can use to migrate user accounts from an MDM domain to a different MDM domain.
- BlackBerry Analysis, Monitoring, and Troubleshooting Tools: various tools that you can use to collect and analyze user data and log files.

This guide provides the configuration and use instructions for the BlackBerry Enterprise Server User Administration Tool. For more information about the BlackBerry Analysis, Monitoring, and Troubleshooting Tools and the BlackBerry Enterprise Transporter, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Analysis, Monitoring, and Troubleshooting Tools Administration Guide* and the *BlackBerry Enterprise Transporter Installation and Administration Guide*.

BlackBerry Enterprise Server User Administration Tool

The BlackBerry Enterprise Server User Administration Tool is a command-line tool that you can use to manage the BlackBerry Enterprise Server, user accounts, and BlackBerry devices. For example, you can add, find, and remove user accounts, configure various settings for devices, and assign software configurations or IT policies. You can also use the tool to collect information about devices and user accounts that you can use to monitor your organization's environment and troubleshoot issues.

The BlackBerry Enterprise Server User Administration Tool connects to the BlackBerry Administration Service to retrieve information from and store information in the BlackBerry Configuration Database.

The commands that are available in the tool are classified as server options or client options. Server options are commands that are dependent on the version of the BlackBerry Enterprise Server, not the version of the tool. If additional server options are introduced in a new version of the BlackBerry Enterprise Server, you are not required to update the tool to the same version as the BlackBerry Enterprise Server to use the server options.

Client options are commands that are dependent on the version of the tool. New client options are available only if you update to the latest version of the tool.

You can use the `-?` parameter to view the complete list of server options and client options.

Administrative roles for the BlackBerry Enterprise Server

The BlackBerry Enterprise Server includes preconfigured administrative roles that you can assign to administrator accounts. Each role is designed for a different type of administrator, and grants different permissions to manage and make changes to the BlackBerry Enterprise Server, user accounts, and BlackBerry devices. The table below details the permissions that are associated with each role.

To meet the needs of your organization's environment, you can change the permissions that are associated with the preconfigured roles, or you can create custom roles. For more information about how to change or create roles, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Server Administration Guide*.

When you use the BlackBerry Enterprise Server User Administration Tool to perform an administrative task, you use login parameters to specify the BlackBerry Administration Service administrator account that you want to use to run the command. Before you run a command, you must verify that the account is assigned a role with the permissions that are required for that command. For example, if you want to use the tool to remove a user account from a BlackBerry Enterprise Server, you must specify an account that is assigned a role with the "Delete a user" and "View a user" permissions.

For more information about the permissions that are required to run each command, see [Parameters for the BlackBerry Enterprise Server User Administration Tool](#).

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
User and device group						
Create a group	X	X	X			X
Delete a group	X	X				X
View a group	X	X	X	X		X
Edit a group	X	X	X	X		X
Create a user	X	X	X			X
Delete a user	X	X	X			X
View a user	X	X	X	X		X
Edit a user	X	X	X	X		X

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
View a device	X	X	X	X		X
Edit a device	X	X	X	X		X
View device activation settings	X	X				X
Edit device activation settings	X	X				X
Create an IT policy	X	X				X
Delete an IT policy	X	X				X
View an IT policy	X	X	X	X		X
Edit an IT policy	X	X				X
Import an IT policy	X	X				X
Export an IT policy	X	X				X
Create a user-defined IT policy template	X	X				X
Delete a user-defined IT policy template	X	X				X
Resend data to devices	X	X	X			X
Edit a user-defined IT policy template	X	X				X
Import an IT policy template	X	X				X
Create a software configuration	X	X				X
View a software configuration	X	X	X	X		X
Edit a software configuration	X	X				X

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Delete a software configuration	X	X				X
Create an application	X	X				X
View an application	X	X	X	X		X
Edit an application	X	X				X
Delete an application	X	X				X
Create an administrator user	X					
Add or remove to user configuration	X	X	X			X
Export asset summary data	X	X				X
Import or export users	X	X	X			X
Export statistics	X	X				X
Import user updates	X	X				X
Assign the current device to a user	X	X	X	X		X
Delete all device data and remove device	X	X	X	X		X
Delete only the organization data and remove device	X	X	X	X		X
Specify an activation password	X	X	X	X		X
Turn off and on external services	X	X	X			X
Generate an activation email	X	X	X	X		X

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Clear synchronization backup data	X	X	X			X
Clear user statistics	X	X	X			X
Reset user field mapping	X	X	X			X
Turn on redirection	X	X	X			X
Turn off redirection	X	X	X			X
Add user from company directory	X	X	X			X
Import new users	X	X				X
Refresh available user list from company directory	X	X			X	
Edit GroupWise subscription for a user	X	X	X	X		X
Import or export email message filters for a user	X	X				X
Topology group						
View a server	X	X			X	
Edit a server	X	X			X	
View a component	X	X			X	
Edit a component	X	X			X	
View an instance	X	X			X	
Edit an instance	X	X			X	
Change the status of an instance	X	X			X	

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Edit an instance relationship	X	X			X	
View a job	X	X				X
Edit a job	X	X				X
View default distribution settings for a job	X	X				X
Edit default distribution settings for a job	X	X				X
Update peer-to-peer encryption key	X	X			X	
Manage deployment job tasks	X	X	X			X
Change the status of a job task	X	X				X
Delete an instance	X	X			X	
Edit license keys	X	X			X	
View license keys	X	X			X	
Clear instance statistics	X	X			X	
Synchronize instance system address book						
Clear and synchronize instance system address book						
Import or export email filters	X	X			X	
Clear statistics for a BlackBerry MDS Connection Service instance	X	X			X	

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
View rules for the BlackBerry MDS Connection Service	X	X	X	X	X	X
BlackBerry Administration Service setup group						
Send message	X	X	X	X		X
Create a role	X					
Delete a role	X					
View a role	X	X				X
Edit a role	X					
Add or remove role	X					
View BlackBerry Administration Service software management	X	X			X	
Edit BlackBerry Administration Service software management	X	X				
Import or export groups within roles	X					
View reporting data		X				
View BlackBerry Monitoring Service information	X					
Edit BlackBerry Monitoring Service settings	X					

Related information

[-add, 88](#)

[-add_administrator, 91](#)

[-assign_swconfig, 93](#)

[-assign_vpnconfig, 95](#)

- assign_wlanconfig, 98
- change, 100
- delete, 107
- find, 109
- find_mail_store_user, 110
- find_users, 112
- handheld_info, 113
- kill_handheld, 117
- list, 120
- move, 124
- resend_peer_to_peer_key, 126
- resend_service_book, 128
- send_email, 130
- send_pin, 133
- set_client_auth, 135
- set_connection_failover_mode, 137
- set_folder_redirection, 138
- set_owner_info, 140
- set_password, 143
- set_server_failover_mode, 144
- set_user_itpolicy_rule, 145
- stats, 147
- status, 150

Authentication methods for the BlackBerry Enterprise Server User Administration Tool

Supported authentication models

BlackBerry Enterprise Server 5.0 and later support the following authentication models for administrator accounts:

- BlackBerry Administration Service authentication (default)
- Microsoft Active Directory authentication
- Single sign-on authentication (uses Microsoft Active Directory authentication)
- IBM Lotus Domino mailbox authentication (Lotus Domino environment only)
- Novell GroupWise mailbox authentication (Novell GroupWise environment only)

BlackBerry Enterprise Server 5.0 and later do not support Microsoft SQL Server authentication.

To use the BlackBerry Enterprise Server User Administration Tool, you must create an administrator account (or use an existing account) that uses one of the supported authentication models. When you specify commands to execute a task, you must use authentication parameters to specify the login information for the account that you want to use to perform the task. By default, if you do not specify login information when you type a command in the tool, the tool tries to log in to the BlackBerry Administration Service using your current Windows authentication credentials. This behaviour assumes that you configured the BlackBerry Administration Service for single sign-on authentication.

For more information about creating an administrator account or how to configure single sign-on authentication, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Server Administration Guide*.

Certain tasks can only be performed if the account that you specify has a BlackBerry Administration Service role with the required permissions. For example, the command to add a user account to the BlackBerry Enterprise Server can only complete successfully if the account that you specify has a role with the "Add user from company directory" permission.

For more information about the BlackBerry Administration Service permissions that are required to perform administrative tasks, see [Parameters for the BlackBerry Enterprise Server User Administration Tool](#).

Authentication credentials

When you type a command, use the following parameters to specify the login information for the BlackBerry Administration Service administrator account that you want to use to perform the task:

- `-username <user_name>`
- `-password <password>`
- `-domain <domain>` (only if `-ad_auth` is used)

Throughout this document, the variable `<credentials>` represents the login information that you specify for the administrator account.

If you specify the `-username <user_name>` and `-password <password>` parameters without specifying `-bas_auth`, `-ad_auth`, `-mailbox_auth`, or `-gw_auth`, the tool assumes that the account uses BlackBerry Administration Service authentication (`-bas_auth`). The examples throughout this document use BlackBerry Administration Service authentication, and include the `-username` and `-password` parameters only.

If you do not specify any login information, the tool tries to log in to the BlackBerry Administration Service using your current Windows authentication credentials. This behaviour assumes that you configured the BlackBerry Administration Service for single sign-on authentication. You can also specify the `-sso_auth` parameter instead of the `-username`, `-password`, and `-domain` parameters if you want the tool to log in to the BlackBerry Administration Service using your current Windows authentication credentials.

Syntax for authentication credentials

The BlackBerry Enterprise Server User Administration Tool uses the following syntax for authentication credentials:

Item	Description
-bas_auth	<p>This parameter specifies that the administrator account uses BlackBerry Administration Service authentication.</p> <p>Use this parameter with the -username <user_name> and -password <password> parameters. If you specify the -username <user_name> and -password <password> parameters without specifying -bas_auth, -ad_auth, -mailbox_auth, or -gw_auth, the tool assumes that the account uses BlackBerry Administration Service authentication (-bas_auth).</p>
-ad_auth	<p>This parameter specifies that the administrator account uses Microsoft Active Directory authentication.</p> <p>Use this parameter with the -username <user_name>, -password <password>, and -domain <domain> parameters.</p>
-mailbox_auth	<p>This parameter specifies that the administrator account uses IBM Lotus Domino mailbox authentication.</p> <p>Use this parameter with the -username <user_name> and -password <password> parameters.</p>
-gw_auth	<p>This parameter specifies that the administrator account uses Novell GroupWise mailbox authentication.</p> <p>Use this parameter with the -username <user_name> and -password <password> parameters.</p>
-domain <domain>	<p>This parameter specifies the domain that hosts the administrator account.</p> <p>Use this parameter with the -ad_auth, -username <user_name> and -password <password> parameters.</p>
-username <user_name>	<p>This parameter specifies the user name of the administrator account.</p> <p>Use this parameter with the -bas_auth, -ad_auth, -mailbox_auth, or -gw_auth parameter and the -password <password> parameter (and the -domain <domain> parameter if you use -ad_auth).</p> <p>-sqluser <user_name> is interchangeable with this parameter.</p>
-password <password>	<p>This parameter specifies the password of the administrator account.</p> <p>Use this parameter with the -bas_auth, -ad_auth, -mailbox_auth, or -gw_auth parameter and the -username <user_name> parameter (and the -domain <domain> parameter if you use -ad_auth).</p> <p>-sqlpass <password> is interchangeable with this parameter.</p>
-sso_auth	<p>This subparameter specifies that you want the tool to log in to the BlackBerry Administration Service using your current Windows authentication credentials. This parameter assumes that you configured the BlackBerry Administration Service for single sign-on authentication.</p>

Item	Description
	If you do not specify authentication credentials when you type a command, by default, the tool tries to log in to the BlackBerry Administration Service using your Windows authentication credentials, even if you do not specify the <code>-sso_auth</code> parameter.

Example: Adding a user account using an administrator account that uses BlackBerry Administration Service authentication

```
besuseradminclient -bas_auth -username admin -password password -add -u jpalmer@test.rim.net
```

```
besuseradminclient -username admin -password password -add -u jpalmer@test.rim.net
```

Example: Adding a user account using an administrator account that uses Microsoft Active Directory authentication

```
besuseradminclient -ad_auth -username admin -password password -domain Domain1 -add -u jpalmer@test.rim.net
```

Example: Adding a user account using an administrator account that uses single sign-on authentication

```
besuseradminclient -sso_auth -add -u jpalmer@test.rim.net
```

```
besuseradminclient -add -u jpalmer@test.rim.net
```

Setting authentication credentials

You can configure the BlackBerry Enterprise Server User Administration Tool to retrieve a set of stored authentication credentials from an .xml configuration file when you use specific subparameters in a command.

Note: This method should only be used when you need to maintain backwards compatibility with existing application integrations for versions of the tool that are earlier than 5.0.

Related information

[-set_client_auth, 135](#)

Storing and retrieving authentication credentials

You can use the `-set_client_auth <credentials> -set_p <password>` command to store authentication credentials in an .xml configuration file. The authentication credentials are encrypted in the configuration file. By default, the configuration file is located at `<drive>:\Documents and Settings\<user_name>\Local Settings\Application Data\Research_in_Motion_Ltd\BESUserAdminClient.exe_Url_<serial_number>\<version>\user.config`.

When you type commands in the tool, you can then use the `-p <password>` subparameter to retrieve, decrypt, and use the authentication credentials that you stored in the .xml configuration file.

The `-set_client_auth` command must be set for each administrator account that you want to use with the tool.

Example: Store authentication credentials

```
besuseradminclient -set_client_auth "-username jpalmer -password password1 -ad_auth -domain test.rim.net" -set_p storedcreds
```

Example: Retrieve and use the authentication credentials

```
besuseradminclient -p storedcreds -status
```

This runs the following full command: `besuseradminclient -username jpalmer -password password1 -ad_auth -domain test.rim.net -status`

Related information

[-set_client_auth](#), 135

String value requirements

To specify `-set_client_auth` values that contain characters in double quotation marks (" "), surround the entire string with double quotation marks. You must use a set of quotation marks to escape every embedded set of characters that are in double quotation marks.

Example: Using double quotation marks to specify a work location nickname for a user

If you have two users with the same name, Julie Palmer, one of whom works in Waterloo and the other in New York, you can specify the work location for the user as a nickname.

```
besuseradminclient -username \"Julie \\\"Waterloo\\\" Palmer\" -password password -status
```

You store this option and value in the configuration file using the following command:

```
besuseradminclient -set_client_auth "-username \"\"Julie \\\"Waterloo\\\" Palmer\"\" -password password" -set_p password1
```

Related information

[-set_client_auth](#), 135

Use cases

Example: Replacing an administrator account that used Microsoft SQL Server authentication in version 4.1.x

BlackBerry Enterprise Server 5.0 and later do not support Microsoft SQL Server authentication. You must set up a new administrator account that uses a supported authentication model.

BlackBerry Enterprise Server User Administration Tool 4.1.x

Run the following command: **besuseradminclient -p password1 -sqluser SQLU1 -sqlpass SQLP1...**

BlackBerry Enterprise Server User Administration Tool 5.0.x and later

Initial configuration (perform once):

1. Create a BlackBerry Administration Service administrator that uses BlackBerry Administration Service authentication, using the following credentials:
 - User name: SQLU1
 - Password: SQLP1
2. Save the BlackBerry Administration Service administrator credentials in the configuration file using the following command:


```
besuseradminclient -set_client_auth "-username SQLU1 -password SQLP1 -bas_auth" -set_p password1
```

Run the following command to retrieve and use the stored credentials: **besuseradminclient -p password1....**

Example: Replacing an administrator account that used Windows authentication in version 4.1.x

BlackBerry Enterprise Server 5.0 and later do not support Windows authentication. You must set up a new administrator account that uses a supported authentication model.

BlackBerry Enterprise Server User Administration Tool 4.1.x

Run the following command: **besuseradminclient -p password1...**

BlackBerry Enterprise Server User Administration Tool 5.0 and later

Initial configuration (perform once):

1. Create a BlackBerry Administration Service administrator that uses BlackBerry Administration Service authentication, using the following credentials:
 - User name: BASU1
 - Password: BASP1

BlackBerry Enterprise Server User Administration Tool 4.1.x	BlackBerry Enterprise Server User Administration Tool 5.0 and later
	<p>2. Save the BlackBerry Administration Service administrator credentials in the configuration file using the following command:</p> <pre>besuseradminclient -set_client_auth "-username BASU1 -password BASP1 -bas_auth" -set_p password1</pre> <p>Run the following command to retrieve and use the stored credentials: besuseradminclient -p password1</p>

Example: Setting the authentication credentials in the configuration file for a Microsoft Active Directory administrative account

BlackBerry Enterprise Server User Administration Tool 4.1.x	BlackBerry Enterprise Server User Administration Tool 5.0 and later
Not applicable	<p>Run the following command:</p> <pre>besuseradminclient -set_client_auth "-username ADU1 -password ADP1 -ad_auth -domain D1" -set_p password1</pre>

Example: Changing the password to retrieve authentication credentials

BlackBerry Enterprise Server User Administration Tool 4.1.x	BlackBerry Enterprise Server User Administration Tool 5.0 and later
<ol style="list-style-type: none"> 1. Remove the existing BlackBerry Enterprise Server User Administration Tool. 2. Install the tool again and specify the new client password. 	<p>Run the following command to store the authentication credentials again and specify a new password:</p> <pre>besuseradminclient -set_client_auth "-username ADU1 -password ADP1 -ad_auth -domain D1" -set_p password2</pre>

Related information

-set_client_auth, 135

Configuring the BlackBerry Enterprise Server User Administration Tool and the BlackBerry Analysis, Monitoring, and Troubleshooting Tools to use UAC-compliant file paths

If you install the BlackBerry Enterprise Server User Administration Tool or any of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools that use a command-line interface, when you run the setup application you can specify whether you want the tool to use a UAC-compliant file path for configuration files, input files, output files, and log files. The setup application creates a subfolder for the files in the application data folder for the current user. For example:

- Configuration files: `<drive>:\Users\<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit`
- Log files, reports, input files and output files: `<drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\AMT` \ or `<drive>:\Documents and Settings\<user_name>\Application Data\Research In Motion\AMT\`

When you use the BlackBerry Enterprise Server User Administration Tool or any of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools that use a command-line interface, you can use the `-uac` or `-no_uac` subparameters when you run a command to override the setting that you configured when you installed the tool. For example, if you configured the BlackBerry Application Reporting Tool to use a UAC-compliant file path, you can use the `-no_uac` subparameter to write output files and log files to a file path that is relative to the current working directory (for example, `<drive>:\Program Files\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools`).

Input rules for the BlackBerry Enterprise Server User Administration Tool

Item	Description
Strings with spaces	If you type a text string that contains spaces (for example, the user name "Julie Palmer"), you must enclose the string in quotation marks (" ").
Authentication credentials	<p>Throughout this document, the variable <i><credentials></i> represents the login information that you specify for the BlackBerry Administration Service administrator account. For more information about how to specify authentication credentials, see Authentication methods for the BlackBerry Enterprise Server User Administration Tool.</p> <p>If you specify the <code>-username <user_name></code> and <code>-password <password></code> parameters without specifying <code>-bas_auth</code>, <code>-ad_auth</code>, <code>-mailbox_auth</code>, or <code>-gw_auth</code>, the tool assumes that the account uses BlackBerry Administration Service authentication (<code>-bas_auth</code>). The examples throughout this document use BlackBerry Administration Service authentication, and include the <code>-username</code> and <code>-password</code> parameters only.</p>
<code>-u <user_name></code>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive.</p> <p>Examples of searching for user accounts:</p> <ul style="list-style-type: none"> • <code>-u "Julie Palmer" -utype display_name</code> • <code>-u jpalmer@test.rim.net -utype email_address</code> • <code>-u "CN=Julie Palmer/O=Server01" -utype canonical_name</code> • <code>-u "Julie Palmer" -login_name</code> <p>If you do not specify a type using the <code>-utype</code> subparameter, the tool searches for user accounts using the display name first, then email address, then login name, and then canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and <code>rjpalmer@test.rim.net</code>, the search identifies all three user accounts as valid results. If</p>

Item	Description
	<p>the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found.</p> <p>If you do not want searches to match on substrings, specify the value using the following format: "\"<email_address_or_display_name>\\". For example, "\"jpalmer@test.rim.net\"".</p>
-b <server_name>	<p>This subparameter specifies the BlackBerry Enterprise Server instance for the action.</p> <p>You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.</p> <p>This subparameter is mandatory if the command requires you to specify a BlackBerry Enterprise Server for the action. In most cases, this is an optional subparameter that you can use to specify the BlackBerry Enterprise Server that hosts the specified user account for the action.</p>

Using an alternate port number to connect to the BlackBerry Administration Service

When you type a command in the BlackBerry Enterprise Server User Administration Tool, you can use the **-n <hostname>:<port_number>** parameter to specify an alternate port that you want the tool to use to access the BlackBerry Administration Service.

Example

```
besuseradminclient -username admin -password password -add -u jpalmer@test.rim.net -b server1 -n test.com:8443
```

Related information

[Port information for tools that connect to the BlackBerry Administration Service, BlackBerry Administration API, and BlackBerry Web Services](#), 159

New in this release

2

Feature	Description
-find_users parameter	<p>You can use the -find_users parameter to perform a quick search for user accounts in an MDM domain. The -find_users parameter is optimized to display a large number of search results.</p> <p>For more details about the -find_users parameter and its subparameters, see Perform a quick search for user accounts and -find_users.</p>

Managing user accounts

3

Adding administrator accounts and user accounts

List the BlackBerry Administration Service roles

Each BlackBerry Administration Service role consists of a set of permissions that specify the information that administrators can view and the tasks that they can perform using the BlackBerry Administration Service. For more information, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Server Administration Guide*.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -list -roles`.

Example

```
besuseradminclient -username admin -password password -list -roles
```

Related information

-list, 120

Administrative roles for the BlackBerry Enterprise Server, 9

Add a BlackBerry Administration Service administrator account

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.

2. Type **besuseradminclient <credentials> -add_administrator -display_name <user_display_name> -role <BAS_admin_role>** .
3. Perform one of the following actions:
 - If you want the administrator account to use BlackBerry Administration Service authentication, type **-bas_username <user_name> -bas_password <password>** .
 - If you want the administrator account to use Microsoft Active Directory authentication, type **-ad_username <user_name> -ad_domain <domain_name>** .

Example: Adding an administrator account that uses Microsoft Active Directory authentication

```
besuseradminclient -username admin -password password -add_administrator -display_name "Julie Palmer" -role "Security Administrator" -ad_username JPalmer -ad_domain domain1
```

Example: Adding an administrator account that uses BlackBerry Administration Service authentication

```
besuseradminclient -username admin -password password -add_administrator -display_name "Julie Palmer" -role "Enterprise Administrator" -bas_username JPalmer -bas_password password1
```

Related information

[-add_administrator](#), 91

Add a new user account to the BlackBerry Enterprise Server

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -add -u <user_name> -b <server_name>** .
3. If you want to assign an IT policy to the user account, type **-it_policy <IT_policy_name>** .
4. If you want to add the user account to a group, type **-group <group_name>** .
5. If you want to assign an activation password to the user account, perform one of the following actions:
 - To specify the activation password and the number of hours until the activation password expires, type **-w <password> -wt <expiry_time>** .
 - To generate and email a random activation password to the user account, type **-wrandom**.
6. If you want to assign a user account to a static BlackBerry Messaging Agent (Microsoft Exchange environment only), type **-assign_static_mailbox_agent <Agent_ID>** .

Example: Adding a user account to a BlackBerry Enterprise Server and assigning an IT policy

```
besuseradminclient -username admin -password password -add -u jpalmer@test.rim.net -b server1 -it_policy "Executive Policy"
```

Example: Adding a user account to a BlackBerry Enterprise Server and assigning the user to a group

```
besuseradminclient -username admin -password password -add -u jpalmer@test.rim.net -b server1 -group Executives
```

Example: Adding a user account to a BlackBerry Enterprise Server and assigning an activation password with an expiry time of 24 hours

```
besuseradminclient -username admin -password password -add -u jpalmer@test.rim.net -b server1 -w activate18 -wt 24
```

Related information

-add, 88

Configuring user accounts

Assign an activation password to a group

You can use the BlackBerry Enterprise Server User Administration Tool to assign an activation password to a group, and to configure how long the activation password is available.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -change -g <group_name>**
3. Perform one of the following actions:
 - To specify the activation password and the number of hours until the activation password expires, type **-w <password> -wt <expiry_time>**.
 - To generate and email a random activation password to the group members, type **-wrandom**.

Example: Assigning an activation password to a group that expires in 24 hours

```
besuseradminclient -username admin -password password -change -g Administrators -b server1 -w activate1234 -wt 24
```

Example: Generating and emailing a random activation password to a group

```
besuseradminclient -username admin -password password -change -g Administrators -b server1 -wrandom
```

Related information

-change, 100

Assign an activation password to a user account

You can use the BlackBerry Enterprise Server User Administration Tool to assign an activation password to a user account, and to configure how long the activation password is available.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -change -u <user_name> -b <server_name>**.
3. Perform one of the following actions:
 - To specify the activation password and the number of hours until the activation password expires, type **-w <password> -wt <expiry_time>**.
 - To generate and email a random activation password to the user account, type **-wrandom**.

Example: Assigning an activation password to a user account that expires in 24 hours

```
besuseradminclient -username admin -password password -change -u jpalmer@test.rim.net -b server1 -w activate1234 -wt 24
```

Example: Generating and emailing a random Enterprise activation password to a user account

```
besuseradminclient -username admin -password password -change -u jpalmer@test.rim.net -b server1 -wrandom
```

Related information

-change, 100

Clear the activation password for a user account

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -change -cw -u <user_name> -b <server_name>**.

Example

```
besuseradminclient -username admin -password password -change -cw -u jpalmer@test.rim.net -b server1
```

Related information

-change, 100

List the groups in an MDM domain

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -list -groups**.

Example

```
besuseradminclient -username admin -password password -list -groups
```

Related information

-list, 120

Add a user account to a group

You can use the BlackBerry Enterprise Server User Administration Tool to add user accounts to BlackBerry Administration Service groups. Adding a user account to a group using the -change command does not remove the user account from any groups that it is currently a member of. A user account can be a member of multiple groups.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -change -u <user_name> -b <server_name> -group <group_name> .**

Example

```
besuseradminclient -username admin -password password -change -u jpalmer@test.rim.net -b server1 -group Administrators
```

Related information

-change, 100

Remove a user account from a group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -change -u <user_name> -b <server_name> -cgroup <group_name> .`

Example

```
besuseradminclient -username admin -password password -change -u jpalmer@test.rim.net -b server1  
-cgroup "Executive users"
```

Related information

-change, 100

List the software configurations that are available in an MDM domain

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -list -swconfigs`.

Example

```
besuseradminclient -username admin -password password -list -swconfigs
```

Related information

-list, 120

View information about a specific software configuration

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -list -sw <software_configuration_name> .`

Example

```
besuseradminclient -username admin -password password -list -sw "Work Applications"
```

Related information

-list, 120

Assign a software configuration to a group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -assign_swconfig -g <group_name> -sw <configuration_name>`.

Example

```
besuseradminclient -username admin -password password -assign_swconfig -g "Human Resources" -sw "HR Applications"
```

Related information

-assign_swconfig, 93

Assign a software configuration to a user account

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -assign_swconfig -u <user_name> -b <server_name> -sw <configuration_name>`.

Example

```
besuseradminclient -username admin -password password -assign_swconfig -u jpalmer@rimnet.test.net -b server1 -sw "IT Applications"
```

Related information

-assign_swconfig, 93

Remove a software configuration from a group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -assign_swconfig -g <group_name> -csw <configuration_name>` .

Example

```
besuseradminclient -username admin -password password -assign_swconfig -g "Human Resources" -csw "HR Applications"
```

Related information

-assign_swconfig, 93

Remove a software configuration from a user account

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -assign_swconfig -u <user_name> -b <server_name> -csw <swconfig_name>` .

Example

```
besuseradminclient -username admin -password password -assign_swconfig -u "Julie Palmer" -b server1 -csw "IT Applications"
```

Related information

-assign_swconfig, 93

Move a user account to a different BlackBerry Enterprise Server

You can use the tool to move a user account to a different BlackBerry Enterprise Server in the same MDM domain. The source BlackBerry Enterprise Server and the destination BlackBerry Enterprise Server must use the same BlackBerry Configuration Database.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -move -u <user_name> -b <source_server_name> -t <target_server_name> .`

Example

```
besuseradminclient -username admin -password password -move -u jpalmer@test.rim.net -b server1 -t server2
```

Related information

[-move](#), 124

Assign a user account to a static BlackBerry Messaging Agent or remove a user account from a static BlackBerry Messaging Agent

This task applies to the BlackBerry Enterprise Server for Microsoft Exchange only.

A BlackBerry Enterprise Server can associate a user account with one of several available BlackBerry Messaging Agent instances. You can assign a user account to a static BlackBerry Messaging Agent. The user account remains associated with the static BlackBerry Messaging Agent and it is not associated with any other instance in the MDM domain.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Perform one of the following actions:
 - To assign a user account to a static BlackBerry Messaging Agent, type `besuseradminclient <credentials> -change -assign_static_mailbox_agent <Agent_ID> -u <user_name> -b <server_name> .` <Agent_ID> is the ID that is associated with the BlackBerry Messaging Agent.
 - To remove a user account from a static BlackBerry Messaging Agent, type `besuseradminclient <credentials> -change -clear_static_mailbox_agent -u <user_name> -b <server_name> .`

Example: Assigning a user account to a static BlackBerry Messaging Agent

```
besuseradminclient -username admin -password password -change -assign_static_mailbox_agent 251 -u jpalmer@test.rim.net -b server1
```

Example: Removing a user account from a static BlackBerry Messaging Agent

```
besuseradminclient -username admin -password password -change -clear_static_mailbox_agent -u  
jpalmer@test.rim.net -b server1
```

Related information

-change, 100

Make the BlackBerry MDS Connection Service unavailable or available to a user account

The BlackBerry MDS Connection Service permits users to access web content, the Internet, or your organization's intranet, and also permits applications on devices to connect to your organization's application servers or content servers for data and updates. You can use the BlackBerry Enterprise Server User Administration Tool to configure whether a user account can access the BlackBerry MDS Connection Service. By default, user accounts can access the BlackBerry MDS Connection Service.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -change -u <user_name> -b <server_name>**
3. Perform one of the following actions:
 - To prevent a user account from accessing the BlackBerry MDS Connection Service, type **-dm**.
 - To give a user account access to the BlackBerry MDS Connection Service, type **-em**.

Example: Preventing a user account from accessing the BlackBerry MDS Connection Service

```
besuseradminclient -username admin -password password -change -u jpalmer@test.rim.net -b server1  
-dm
```

Example: Giving a user account access to the BlackBerry MDS Connection Service

```
besuseradminclient -username admin -password password -change -u jpalmer@test.rim.net -b server1  
-em
```

Related information

-change, 100

Remove a user account from the BlackBerry Enterprise Server

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -delete -u <user_name> -b <server_name>** .
3. If you want the tool to delete the user account even if it does not find a mailbox for the user, type **-force**.

Example: Delete a user account from the BlackBerry Enterprise Server

```
besuseradminclient -delete -username admin -password password -u jpalmer@test.rim.net -b server1
```

Example: Force the hard delete of a user account from the BlackBerry Enterprise Server

```
besuseradminclient -delete -username admin -password password -u jpalmer@test.rim.net -b server1 -force
```

Related information

-delete, 107

Assigning and removing Wi-Fi or VPN profiles to user accounts and groups

Assign a Wi-Fi profile to a user account or group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -assign_wlanconfig -wlan <WLAN_profile_name>** .
3. Perform one of the following actions:
 - To assign a Wi-Fi profile to a user account, type **-u <user_name> -b <server_name>** .

- To assign a Wi-Fi profile to a group, type **-g <group_name>**.

Example: Assigning a Wi-Fi profile to a user account

```
besuseradminclient -username admin -password password -assign_wlanconfig -wlan profile1 -u "Julie Palmer" -b server1
```

Example: Assigning a Wi-Fi profile to a group

```
besuseradminclient -username admin -password password -assign_wlanconfig -wlan profile1 -g Managers
```

Related information

[-assign_wlanconfig, 98](#)

Remove a Wi-Fi profile from a user account or group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -assign_wlanconfig -cwlan <WLAN_profile_name>**.
3. Perform one of the following actions:
 - To remove a Wi-Fi profile from a user account, type **-u <user_name> -b <server_name>**.
 - To remove a Wi-Fi profile from a group, type **-g <group_name>**.

Example: Removing a Wi-Fi profile from a user account

```
besuseradminclient -username admin -password password -assign_wlanconfig -cwlan profile1 -u "Julie Palmer" -b server1
```

Example: Removing a Wi-Fi profile from a group

```
besuseradminclient -username admin -password password -assign_wlanconfig -cwlan profile1 -g Managers
```

Related information

[-assign_swconfig, 93](#)

Assign a VPN profile to a user account or group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -assign_vpnconfig -vpn <VPN_profile_name>** .
3. Perform one of the following actions:
 - To assign a VPN profile to a user account, type **-u <user_name> -b <server_name>** .
 - To assign a VPN profile to a group, type **-g <group_name>** .

Example: Assigning a VPN profile to a user account

```
besuseradminclient -username admin -password password -assign_vpnconfig -vpn profile1 -u "Julie Palmer" -b server1
```

Example: Assigning a VPN profile to a group

```
besuseradminclient -username admin -password password -assign_vpnconfig -vpn profile1 -g administrators
```

Related information

[-assign_vpnconfig](#), 95

Remove a VPN profile from a user account or group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -assign_vpnconfig -cvpn <VPN_profile_name>** .
3. Perform one of the following actions:
 - To remove a VPN profile from a user account, type **-u <user_name> -b <server_name>** .
 - To remove a VPN profile from a group, type **-g <group_name>** .

Example: Removing a VPN profile from a user account

```
besuseradminclient -username admin -password password -assign_vpnconfig -cvpn profile1 -u "Julie Palmer" -b server1
```

Example: Removing a VPN profile from a group

```
besuseradminclient -username admin -password password -assign_vpnconfig -cvpn profile1 -g Administrators
```

Related information

[-assign_vpnconfig](#), 95

Searching for user accounts

Search for a user account

You can use the `-find` parameter to search for a user account in an MDM domain. If you expect your search to display a large number of results, consider using the `-find_users` parameter instead. The `-find_users` parameter is optimized to display a large number of search results, and may have less impact on the BlackBerry Enterprise Server.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -find** and one of the following parameters:
 - To search for a specific user account, type **-u <user_name>**.
 - To view a list of every available user account, type **-u " "**.

Example

```
besuseradminclient -username admin -password password -find -u jpalmer@test.rim.net
```

Related information

[-find_users](#), 112

[-find](#), 109

Search for a user account in your organization's user directory

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -find_mail_store_user** and one of the following parameters:
 - To search for a specific user account, type **-u <user_name>**.
 - To view a list of every available user account, type **-u " "**.
3. If you want to limit the search results to user accounts that are not currently associated with the BlackBerry Enterprise Server, type **-new_user_only**.

Example

```
besuseradminclient -username admin -password password -find_mail_store_user -u  
jpalmer@test.rim.net -new_user_only
```

Related information

[-find_mail_store_user](#), 110

Perform a quick search for user accounts

You can use the `-find_users` parameter to perform a quick search for user accounts in an MDM domain. The `-find_users` parameter is optimized to display a large number of search results, and may have less impact on the BlackBerry Enterprise Server than using the `-find` parameter.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -find_users**.
3. Perform any of the following actions:
 - To search for user accounts by display name, type **-display_name <display_name>**.
 - To search for user accounts by login name, type **-login_name <login_name>**.
 - To search for user accounts by email address, type **-email_address <email_address>**.
 - To search for user accounts by group name, type **-group_name <group_name>**.

- To search for user accounts by the BlackBerry Enterprise Server instance that they are associated with, type **-dispatcher <server_name>**.
4. To specify a maximum limit for the number of results, type **-max_results <max_number>**.
 5. If you want to display more detailed results, type **-extended**.

Example: Performing a quick search for user accounts by display name

```
besuseradminclient -username admin -password password -find_users -display_name "Julie Palmer"
```

Example: Performing a quick search for user accounts by login name

```
besuseradminclient -username admin -password password -find_users -login_name JPalmer
```

Example: Performing a quick search for user accounts by email address, displaying a maximum of 10 results

```
besuseradminclient -username admin -password password -find_users -email_address  
jpalmer@test.net -max_results 10
```

Example: Performing a quick search for user accounts by group name, displaying detailed results

```
besuseradminclient -username admin -password password -find_users -group_name Administrators -  
extended
```

Related information

[-find_users](#), 112

Managing email message forwarding

Turn on or turn off email message forwarding for a user account or group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -change**.
3. Perform one of the following actions:
 - To turn on email message forwarding, type **-er**.
 - To turn off email message forwarding, type **-dr**.
4. Perform one of the following actions:
 - To turn on or turn off email message forwarding for a user account, type **-u <user_name> -b <server_name>** .
 - To turn on or turn off email message forwarding for a group, type **-g <group_name>** .

Example: Turning on email message forwarding for a group

```
besuseradminclient -username admin -password password1 -change -er -g Admins
```

Example: Turning off email message forwarding for a group

```
besuseradminclient -username admin -password password1 -change -dr -g Admins
```

Example: Turning on email message forwarding for a user account

```
besuseradminclient -username admin -password password1 -change -er -u jpalmer@test.rim.net -b server1
```

Example: Turning off email message forwarding for a user account

```
besuseradminclient -username admin -password password1 -change -dr -u jpalmer@test.rim.net -b server1
```

Related information

-change, 100

List the folders that are available for email message forwarding

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -list -folders -u <user_name> -b <server_name>**.

Example

```
besuseradminclient -username admin -password password -list -folders -u "Julie Palmer" -b server1
```

Related information

-list, 120

Turn on or turn off email message forwarding for folders

If you are using the BlackBerry Enterprise Server for Microsoft Exchange, a folder name can contain a slash mark (/). To specify the folder, you must type the escape character backslash (\) before the slash mark.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -set_folder_redirection -foldername <folder_name> -u <user_name> -b <server_name>**.
3. Perform one of the following actions:

- To turn on email message forwarding for folders, type **-er**.
- To turn off email message forwarding for folders, type **-dr**.

Example: Turning on email message forwarding for a folder

```
besuseradminclient -username admin -password password1 -set_folder_redirection -foldername Sent -u jpalmer@test.rim.net -b server1 -er
```

Example: Turning off email message forwarding for a folder

```
besuseradminclient -username admin -password password1 -set_folder_redirection -foldername Sent -u jpalmer@test.rim.net -b server1 -dr
```

Example: Turning on email message forwarding for a folder using a folder name that contains a slash mark

```
besuseradminclient -username admin -password password1 -set_folder_redirection -foldername Inbox \Subfolder1\sub\folder2 -u jpalmer@test.rim.net -b server1 -er
```

Related information

[-set_folder_redirection](#), 138

Clear email filters for a user account

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -change -cf -u <user_name> -b <server_name>**.

Example

```
besuseradminclient -username admin -password password -change -cf -u jpalmer@test.rim.net -b server1
```

Related information

[-change](#), 100

Add a signature to email messages or remove a signature from email messages that a user sends from a device

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -change -u <user_name> -b <server_name>** .
3. Perform one of the following actions:
 - To add a signature to email messages that are sent from a device, type **-autosignature "<signature_text>"**.
 - To remove a signature from email messages that are sent from a device, type **-clear_autosignature**.

Example: Adding a signature to email messages that are sent from a device

```
besuseradminclient -username admin -password password1 -change -autosignature "Julie Palmer, Sales" -u jpalmer@test.rim.net -b server1
```

Example: Removing a signature from email messages that are sent from a device

```
besuseradminclient -username admin -password password1 -change -clear_autosignature -u jpalmer@test.rim.net -b server1
```

Related information

[-change, 100](#)

Add a signature with multiple lines of text to the email messages that a user sends from a device

If you want to add a signature that contains multiple lines of text to the email messages that a user sends from a BlackBerry device, you must use the caret (^) character to escape double-quotes and to insert line breaks into the signature text.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -change -u <user_name> -b <server_name> -autosignature ^"<first_line_of_signature>^`. For example, `besuseradminclient -username admin -password password -change -u jpalmer@test.rim.net -b server1 -autosignature ^"Regards,^`.
3. Press ENTER.
4. The tool prompts you with **More?** To insert a line break in the signature text, press ENTER.
5. The tool prompts you with **More?** again. Perform one of the following actions:
 - If you want the signature to end after the next line of text, type `<next_line_of_signature>^"`, then press ENTER. For example, `Julie Palmer^"`.
 - If you want the signature to have more lines of text after the next line, type `<next_line_of_signature>^`, then press ENTER.
6. If necessary, repeat steps 3 to 5 until you complete the signature.

Example

Use the command below to add the following signature to the email messages that Julie Palmer sends from her device:

```
Regards,
Julie Palmer
Human Resources
```

```
besuseradminclient -username admin -password password1 -change -u jpalmer@test.rim.net -b
server1 -autosignature ^"Regards,^
```

More?

More? Julie Palmer^

More?

More? [Human Resources^"](#)

Related information

[-change, 100](#)

Managing calendars

5

Start the calendar synchronization process manually for a user account

This task applies to the BlackBerry Enterprise Server for Microsoft Exchange and the BlackBerry Enterprise Server for IBM Lotus Domino only.

By default, the BlackBerry Enterprise Server synchronizes the calendar on a BlackBerry device user's computer with the calendar on the user's device at a regular interval. You can use the BlackBerry Enterprise Server User Administration Tool to start the calendar synchronization process manually for a user account.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -change -synchronize_calendar -u <user_name> -b <server_name> .`

Example

```
besuseradminclient -username admin -password password -change -synchronize_calendar1 -u  
jpalmer@test.rim.net -b server
```

Related information

[-change](#), 100

Managing IT policies and IT policy rules

List the IT policies in an MDM domain

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -list -it_policies**.

Example

```
besuseradminclient -username admin -password password -list -it_policies
```

Related information

-list, 120

List the IT policy rules in an IT policy

You can use the BlackBerry Enterprise Server User Administration Tool to view a list of the IT policy rules that you configured in a specific IT policy. The tool does not list the IT policy rules that you did not configure (IT policy rules that you do not configure in an IT policy use the default value).

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -list -it_policy_rules -it_policy <policy_name> -o <output_file_name>**.

Example: Listing the IT policy rules and displaying them in an output file

```
besuseradminclient -username admin -password password -list -it_policy_rules -it_policy "Advanced Security" -o AdvancedSecurity.csv
```

Example output

Policy Name, Policy Group, Rule Name, Rule Value, Rule Type

Advanced Security, Device only, User Can Disable Password, No, BOOLEAN

Advanced Security, Bluetooth, Disable Serial Port Profile, Yes, BOOLEAN

Advanced Security, Security, Force Lock When Holstered, Yes, BOOLEAN

Advanced Security, Password, Maximum Password History, 6, INTEGER

Advanced Security, Device only, Password Pattern Checks, At least 1 alpha and 1 numeric character, ENUMERATION: 0|No restriction|1|At least 1 alpha and 1 numeric character|2|At least 1 alpha, 1 numeric, and 1 special character|3|At least 1 upper-case alpha, 1 lower-case alpha, 1 numeric, and 1 special character

Advanced Security, Bluetooth, Disable File Transfer, Yes, BOOLEAN

Advanced Security, Bluetooth, Disable Discoverable Mode, Yes, BOOLEAN

Advanced Security, Bluetooth, Require LED Connection Indicator, Yes, BOOLEAN

Advanced Security, Device only, Enable Long-Term Timeout, Yes, BOOLEAN

Advanced Security, Policy Information, IT Policy Name, Advanced Security, STRING

Advanced Security, Security, Disable USB Mass Storage, Yes, BOOLEAN

Advanced Security, Security, Content Protection Strength, Strong, ENUMERATION: 0|Strong|1|Stronger|2|Strongest

Advanced Security, Device only, User Can Change Timeout, Yes, BOOLEAN

Advanced Security, Security, External File System Encryption Level, Encrypt to User Password (excluding multi-media directories), ENUMERATION: 0|Not Required|1|Encrypt to User Password (excluding multi-media directories)|2|Encrypt to User Password (including multi-media directories)|3|Encrypt to Device Key (excluding multi-media directories)|4|Encrypt to Device Key (including multi-media directories)|5|Encrypt to User Password and Device Key (excluding multimedia directories)|6|Encrypt to User Password and Device Key (including multimedia directories)

Advanced Security, WLAN, WLAN Allow Handheld Changes, No, BOOLEAN

Advanced Security, Device only, Maximum Security Timeout, 10, INTEGER

Advanced Security, Bluetooth, Disable Address Book Transfer, Yes, BOOLEAN

Advanced Security, Device only, Maximum Password Age, 30, INTEGER

Advanced Security, Device only, Password Required, Yes, BOOLEAN

Related information

[-list](#), 120

Assign an IT policy to a user account

You can use the BlackBerry Enterprise Server User Administration Tool to remove the current IT policy assigned to a user account and to assign a new IT policy to the user account.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -change -itpolicy <IT_policy_name> -u <user_name> -b <server_name> .`

Example

```
besuseradminclient -username admin -password password -change -itpolicy "Work Policy" -u  
jpalmer@test.rim.net -b server1
```

Related information

[-change](#), 100

Configure an IT policy rule for a user account

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -set_user_itpolicy_rule -policyrule <rule_name> -policyvalue <value> -u <user_name> -b <server_name> .`

Example

```
besuseradminclient -username admin -password password -set_user_itpolicy_rule -policyrule "VPN  
User Name" -policyvalue jpalmer -u jpalmer@test.rim.net -b server1
```

Related information

[-set_user_itpolicy_rule](#), 145

Managing BlackBerry devices

7

Set the password for a device

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -set_password <password> -u <user_name> -b <server_name> .**

Example

```
besuseradminclient -username admin -password password -set_password devicepassword1 -u  
jpalmer@test.rim.net -b server1
```

Related information

[-set_password](#), 143

Set owner information on a device

You can specify the owner information that appears on the screen of the BlackBerry device when it is locked.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -set_owner_info -u <user_name> -b <server_name> .**
3. Perform any of the following actions:
 - To specify the owner name to display, type **-name "<name>"**.
 - To specify a single line of text, type **-info "<owner_information>"**.
 - To specify multiple lines of text using an input file, type **-infile <filename> .**

Example: Setting owner information on a device

```
besuseradminclient -username admin -password password -set_owner_info -name "Julie Palmer" -info "Building A, Smith Drive" -u jpalmer@test.rim.net -b server1
```

Example: Setting owner information on a BlackBerry device using an input file

The text file `userinformation.txt` contains the following information:

```
Julie Palmer
Building 7, Smith Drive
Desk phone: (515) 123-4567
Mobile phone: (414) 765-4321
```

Then type the following command:

```
besuseradminclient -username admin -password password -set_owner_info -infofile userinformation.txt -u jpalmer@test.rim.net -b server1
```

Related information

[-set_owner_info](#), 140

Delete pending messages for a device

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -change -purge_pending_messages -u <user_name> -b <server_name>`.

Example

```
besuseradminclient -username admin -password password -change -purge_pending_messages -u jpalmer@test.rim.net -b server1
```

Related information

[-change](#), 100

Resend the service book to a user's device

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -resend_service_book -u <user_name> -b <server_name> .`

Example

```
besuseradminclient -username admin -password password -resend_service_book -u  
jpalmer@test.rim.net -b server1
```

Related information

[-resend_service_book](#), 128

Resend the peer-to-peer encryption key to a user's device

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -resend_peer_to_peer_key -u <user_name> -b <server_name> .`

Example

```
besuseradminclient -username admin -password password -resend_peer_to_peer_key -u  
jpalmer@test.rim.net -b server1
```

Related information

[-resend_peer_to_peer_key](#), 126

List the application control policies that are available in an MDM domain

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -list -appconpolicies**.

Example

```
besuseradminclient -username admin -password password -list -appconpolicies
```

Related information

-list, 120

View information about a specific application control policy

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -list -appconpolicy <policy_name>**.

Example

```
besuseradminclient -username admin -password password -list -appconpolicy Restricted
```

Related information

-list, 120

Delete the data from a device

If the security of a BlackBerry device is compromised (for example, the device is stolen), or you do not want the current user to be able to use the device, you can permanently delete the data from the device and make the device unavailable for use. You can also delete only the organization's data from the device, leaving the user's personal data intact. The organization's data includes email messages, calendar data, organizer data that is associated with the user's work email account, BlackBerry Enterprise Server encryption keys, IT policies, and any applications that were installed on the device using the BlackBerry Enterprise Server.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -kill_handheld -u <user_name> -b <server_name>** .
3. If you want to delete only the organization's data from the device and leave the user's personal data intact, type **-organization_data_only**.

Example: Deleting the data from a device and making the device unavailable for use

```
besuseradminclient -username admin -password password -kill_handheld -u jpalmer@test.rim.net -b server1
```

Example: Deleting only the organization's data from a device

```
besuseradminclient -username admin -password password -kill_handheld -organization_data_only -u jpalmer@test.rim.net -b server1
```

Related information

[-kill_handheld](#), 117

Sending notification messages to BlackBerry devices

8

Send a notification PIN message to a user account or group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -send_pin**.
3. Perform one of the following actions:
 - To send a notification message to a user account, type **-u <user_name> -b <server_name>**.
 - To send a notification message to a group, type **-g <group_name>**.
4. Perform one of the following actions:
 - To specify the subject and body text in the command line, type **-subject "<subject_line_text>" -body "<message_body_text>"**.
 - To specify the subject and body text using an input file (.txt), type **-infile <filename>**. In the input file, use the format in the example below.

Example: Sending a notification PIN message to a user account

```
besuseradminclient -username admin -password password -send_pin -u jpalmer@test.rim.net -b server1 -subject "Congratulations" -body "Congratulations on your 5 year anniversary with the company!"
```

Example: Sending a notification PIN message to a group

```
besuseradminclient -username admin -password password -send_pin -g Managers -subject "Thank You" -body "Thank you for your efforts on our most recent product release!"
```

Example: Message.txt input file

Subject=Let's celebrate!

Body=There will be snacks in the lunchroom all day to celebrate our tenth anniversary. Enjoy!

Example: Sending a notification PIN message using an input file

```
besuseradminclient -username admin -password password -send_pin -u jpalmer@test.rim.net -b
server1 -infile Message.txt
```

Related information

[-send_pin, 133](#)

Send a notification email message to a user account or group

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -send_email**.
3. Perform one of the following actions:
 - To send a notification message to a user account, type **-u <user_name> -b <server_name>**.
 - To send a notification message to a group, type **-g <group_name>**.
4. Perform one of the following actions:
 - To specify the subject and body text in the command line, type **-subject "<subject_line_text>" -body "<message_body_text>"**.
 - To specify the subject and body text using an input file (.txt), type **-infile <filename>**. In the input file, use the format in the example below.

Example: Sending a notification email message to a user account

```
besuseradminclient -username admin -password password -send_email -u "Julie Palmer" -b server1 -
subject "Congratulations" -body "Congratulations on your 5 year anniversary with the company!"
```

Example: Sending a notification email message to a group

```
besuseradminclient -username admin -password password -send_email -g Managers -subject "Thank
You" -body "Thank you for your efforts on our most recent product release!"
```

Example: Message.txt input file

Subject=Let's celebrate!

Body=There will be snacks in the lunchroom all day to celebrate our tenth anniversary. Enjoy!

Example: Sending a notification email message using an input file

```
besuseradminclient -username admin -password password -send_email -u "Julie Palmer" -b server1 -  
infofile Message.txt
```

Related information

[-send_email](#), 130

Retrieving user account statistics and information about BlackBerry devices

Retrieve user account statistics

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -stats** and one of the following parameters:
 - If you want to retrieve the statistics for a specific user account, type **-u <user_name> -b <server_name>**
 - If you want to retrieve the statistics for all of the user accounts that are associated with a BlackBerry Enterprise Server, type **-users -b <server_name>**
 - If you want to retrieve the statistics for all of the user accounts that are members of a specific group, type **-users -g <group_name>**

Example: Retrieving statistics for a user account

```
besuseradminclient -username admin -password password -stats -u "Julie Palmer" -b server1
```

Example: Retrieving statistics for multiple user accounts using an input file, and displaying the results in an output file

```
besuseradminclient -username admin -password password -stats -i userinfo.txt -o output.csv
```

Example: Retrieving statistics for all user accounts on a BlackBerry Enterprise Server, and displaying the results in an output file

```
besuseradminclient -username admin -password password -stats -users -b server1 -o output.csv
```

Example: Retrieving statistics for all user accounts in a group, and displaying the results in an output file

```
besuseradminclient -username admin -password password -stats -users -g Administrators -o output.csv
```

Related information[-stats, 147](#)

Results of a statistics query for a user account

If your environment uses the BlackBerry Enterprise Server for MDS Applications, columns that apply to email messaging do not appear in the query results.

If the user is not assigned a BlackBerry device, the ITPolicy name does not display for that user.

Column	Description
User name	The name of the user account.
MailBoxDN	The mailbox that is associated with the user account.
ServerDN	The canonical name of the BlackBerry Enterprise Server that hosts the user account.
PIN	The PIN of the BlackBerry device.
Device Type	The type and model of the device.
State	The state of the device, regardless of whether the device is turned on or turned off (for example, Active).
Forwarded	The number of messages forwarded by the device.
Sent	The number of messages and organizer data items sent by the device.
Pending	The number of messages and organizer data items that are pending for the device.
Filtered	The number of messages and organizer data items that the BlackBerry Enterprise Server filtered.
Expired	The number of expired messages and organizer data items.
Status	The configuration status of the device (for example, Initializing or Running).
Last fwd time	The last time that the user forwarded a message from the device.
Last sent time	The date and time when the user last sent data from the device.
Last contact time	The date and time of the device's most recent contact with the BlackBerry Enterprise Server.

Column	Description
Last result	The result of the device's most recent contact with the BlackBerry Enterprise Server.
SMTP address	The SMTP email address of the user account.
BlackBerry MDS Connection Service	Indicates whether the device can access the BlackBerry MDS Connection Service.
OTA Calendar	Indicates whether wireless calendar synchronization is available to the user account.
ITPolicy name	The names of the IT policies that are applied to the device.
ITPolicy status	The status of the IT policy that is applied to the device (for example, APPLIED_SUCCESSFULLY or PROCESSING).
ITPolicy time applied	The time that the BlackBerry Device Service applied the IT policy to the device.
ITPolicy time sent	The date and time that the BlackBerry Device Service sent the IT policy to the device.
ITPolicy time received	The date and time that the device received the IT policy.
Wireless Message Reconciliation	Indicates whether wireless message reconciliation is available on the device.
Creation Time	The date and time that a BlackBerry Administration Service administrator created the user account on the BlackBerry Enterprise Server.
EA Password Expiry Time	The expiry time of the activation password, if the activation password was set. Otherwise, "N/A" appears.
Encryption Type	The encryption type that is currently configured on the device.
Service Name	The name of the BlackBerry Enterprise Server that the user account is associated with.
Group Name	The names of the groups that the user account is a member of.
Address book server	The server that hosts the organizer data for the user account (IBM Lotus Domino only).
Address book relative path	The relative path to the Lotus Notes Data folder that stores the user account's organizer data.
Memopad server	The server that hosts the memo database for a user account (IBM Lotus Domino only).

Column	Description
Memopad relative path	The relative path to the Lotus Notes Data folder that stores the memo database for a user account.

Clear user account statistics

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -change -cs -u <user_name> -b <server_name> .**

Example

```
besuseradminclient -username admin -password password -change -cs -u jpalmer@test.rim.net -b server1
```

Related information

[-change](#), 100

Retrieve activation statistics for a user account

You can use this task to generate a report of the stages of activation for a user account, and then use the report to troubleshoot activation issues.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -list -eastatus -u <user_name> -b <server_name> .**
If you want to return a list of every available user account, type **-u " "**.
3. To specify the date range for the activation statistics that you want to collect, type **-from <start_date> -to <end_date>**, where **<start_date>** and **<end_date>** use the format **YYYYMMDD**.

Example

```
besuseradminclient -username admin -password password -list -easstatus -u "Julie Palmer" -b server1 -  
from 20120112 -to 20120325
```

Example output

```
Mail Server Name User Email Address Enterprise Activation State Activation Status Activation Status  
Description Activation Event Date
```

```
/O=RIM/OU=r1/cn=Configuration/cn=Servers/cn=Server01-SBRK/cn=Mail Private MDB  
juliepalmer@test.rim.net COMPLETED 180 Basic activation complete. Service book syncing follows  
20120119 08:21:00.510
```

```
/O=RIM/OU=r1/cn=Configuration/cn=Servers/cn=Server01-SBRK/cn=Mail Private MDB  
juliepalmer@test.rim.net COMPLETED 210 Slow synchronization completed 20120119 08:21:38.103
```

```
/O=RIM/OU=r1/cn=Configuration/cn=Servers/cn=Server01-SBRK/cn=Mail Private MDB  
juliepalmer@test.rim.net COMPLETED 180 Service books accepted 20120119 08:20:59.603
```

Related information

[-list](#), 120

Retrieving device information

10

List the applications that are available on a user's device

Before you begin:

Before you run this command, run the BlackBerry Synchronization Service to populate the BlackBerry Configuration Database.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -handheld_info -u <user_name> -b <server_name>**.
3. Perform one of the following actions:
 - To list the applications on the BlackBerry device with the standard level of detail, type **-apps**.
 - To list the applications on the device with a verbose level of detail, type **-appsfull**.

Example: Listing the applications that are available on a device

```
besuseradminclient -username admin -password password -handheld_info -apps -u  
jpalmer@test.rim.net -b server1
```

Example: Listing the applications that are available on multiple devices using an input file

```
besuseradminclient -username admin -password password -handheld_info -apps -i users.txt
```

Example: Listing the applications that are available on a device in verbose detail

```
besuseradminclient -username admin -password password -handheld_info -appsfull -u "CN=Julie  
Palmer/O=Server1" -b server1
```

Related information

[-handheld_info](#), 113

List the devices that a specific application is installed on

Before you begin:

Before you run this command, run the BlackBerry Synchronization Service to populate the BlackBerry Configuration Database.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -handheld_info -appname <application_name>`.

Example: Listing the devices that have a specific application installed and reporting the results in an output file

```
besuseradminclient -username admin -password password -handheld_info -appname Scores -o sportscores.txt
```

Related information

[-handheld_info](#), 113

Retrieve statistics for devices

Before you begin:

Before you run this command, run the BlackBerry Synchronization Service to populate the BlackBerry Configuration Database.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -handheld_info -hhstats`.
3. Perform one of the following actions:
 - If you want to retrieve the statistics for a specific user's BlackBerry device, type `-u <user_name> -b <server_name>`.

- If you want to retrieve the statistics for all devices on a BlackBerry Enterprise Server, type **-users -b <server_name>**.
- If you want to retrieve the statistics for the devices of the members of a specific group, type **-users -g <group_name>**.

Example: Retrieving the statistics for a user account

```
besuseradminclient -username admin -password password -handheld_info -hhstats -u "CN=Julie Palmer/O=Server01" -b server1
```

Example: Retrieving the statistics for all user accounts on a BlackBerry Enterprise Server

```
besuseradminclient -username admin -password password -handheld_info -hhstats -users -b server1
```

Example: Retrieving the statistics for all user accounts in a group

```
besuseradminclient -username admin -password password -handheld_info -hhstats -users -g "Human Resources"
```

Related information

[-handheld_info, 113](#)

Results of a statistics query for a device

Column	Description
User Name	The name of the user account.
PIN	The PIN of the BlackBerry device.
Service Name	The name of the BlackBerry Enterprise Server that hosts the user account.
BlackBerry Device Model	The model of the user's device.
Platform Version	The version of the operating system running on the device.
BlackBerry Version	The version of the applications that are installed on the device.
Phone Number	The phone number of the device.
Serial Number	The IMEI of the device.
Active Carrier	The wireless service provider that the device is currently using.
Home Carrier	The wireless service provider that the device is registered with.
Security Password	Indicates whether the device is configured to use a password.

Column	Description
Network Type	The network type for the device.
Frequencies	The wireless frequencies that the device supports.
Memory	The total amount of memory on the device, in bytes.
Direct Connect ID	The Nextel Direct Connect ID for the device, if available.
IT Policy Name	The name of the IT policy that is applied to the device.
IT Policy Time	The time that the BlackBerry Enterprise Server last sent an IT policy to the device.
Configuration Name	The name of the software configuration that is assigned to the device.
Configuration Status	The status of the software configuration that is applied to the device.
System Status	A keyword describing the current state of the device.
Application Status	The status of the third-party applications on the device.
Available Space	The available memory on the device, in bytes.
Battery Level	The current battery life on the device as a percentage of the total battery capacity.
Uptime	The time since the device was last reset, in minutes.

List the modules and .cod files that are available on a device

Before you begin:

Before you run this command, run the BlackBerry Synchronization Service to populate the BlackBerry Configuration Database.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -handheld_info -modules -u <user_name> -b <server_name> .`

Example

```
besuseradminclient -username admin -password password -handheld_info -modules -u "CN=Julie  
Palmer/O=Server1" -b server1
```

Related information

[-handheld_info](#), 113

Retrieving statistics for the BlackBerry Enterprise Server or BlackBerry Messaging Agent

Retrieve statistics for a BlackBerry Enterprise Server or BlackBerry Messaging Agent

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -stats -service**
3. Perform one of the following actions:
 - To retrieve statistics for a BlackBerry Enterprise Server, type **-b <server_name>** .
 - To retrieve statistics for a BlackBerry Messaging Agent, type **-email <server_name>** .

Example: Retrieving statistics for a BlackBerry Enterprise Server

```
besuseradminclient -username admin -password password -stats -service -b server1
```

Example: Retrieving statistics for multiple BlackBerry Enterprise Server instances and displaying the results in an output file

```
besuseradminclient -username admin -password password -stats -service -i serverfile.txt -o output.csv
```

Example: Retrieving statistics for a BlackBerry Messaging Agent

```
besuseradminclient -username admin -password password -stats -service -email Server1_EMAIL
```

Related information[-stats, 147](#)

Results of a statistics query for a BlackBerry Enterprise Server or BlackBerry Messaging Agent

BlackBerry Enterprise Server

Column	Description
Service Name	The name of the BlackBerry Enterprise Server instance.
Status	The status of the BlackBerry Enterprise Server (for example, RUNNING).
SRP Status	The status of SRP information (for example, SRP_STATUS_CONNECTED).
# Users	The number of user accounts that are associated with the BlackBerry Enterprise Server.
Version	The version of the BlackBerry Enterprise Server.

BlackBerry Messaging Agent

Column	Description
Service Name	The name of the BlackBerry Messaging Agent instance.
Status	A value of UNKNOWN displays because there is not an associated Windows service.
Forwarded	The number of messages that the BlackBerry Messaging Agent forwarded.
Sent	The number of messages and organizer data items that the BlackBerry Messaging Agent sent.
Pending	The number of messages and organizer data items that are pending on the BlackBerry Messaging Agent instance.
Filtered	The number of messages and organizer data items that the BlackBerry Messaging Agent instance filtered.
Expired	The number of expired messages and organizer data items that the BlackBerry Messaging Agent instance processed.
Platform	The messaging platform for a BlackBerry Messaging Agent instance.

Column	Description
Version	The version of the BlackBerry Messaging Agent.

Retrieve information about BlackBerry CAL keys for a BlackBerry Enterprise Server

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -list -cal -b <server_name>**.
3. Perform one of the following actions:
 - If you want to retrieve summary information, type **-summary**.
 - If you want to retrieve detailed information, type **-details**.

Example: Retrieving summary information about BlackBerry CAL keys

```
besuseradminclient -username admin -password password -list -cal -b server1 -summary
```

Example: Retrieving detailed information about BlackBerry CAL keys

```
besuseradminclient -username admin -password password -list -cal -b server1 -details
```

Related information

-list, 120

Retrieve information about BlackBerry CAL keys for a BlackBerry Enterprise Server

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -list -cal -b <server_name>**.
3. Perform one of the following actions:

- If you want to retrieve summary information, type **-summary**.
- If you want to retrieve detailed information, type **-details**.

Example: Retrieving summary information about BlackBerry CAL keys

```
besuseradminclient -username admin -password password -list -cal -b server1 -summary
```

Example: Retrieving detailed information about BlackBerry CAL keys

```
besuseradminclient -username admin -password password -list -cal -b server1 -details
```

Related information

[-list](#), 120

Managing high availability

12

Retrieve the high availability status of a BlackBerry Enterprise Server

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type `besuseradminclient <credentials> -list -ha_status <host_instance>`.

Example: Retrieving the high availability status of a BlackBerry Enterprise Server

```
besuseradminclient -username admin -password password -list -ha_status server1
```

Related information

-list, 120

Change the failover mode for a BlackBerry Enterprise Server

If you configured your BlackBerry Enterprise Server environment for high availability, you can use the BlackBerry Enterprise Server User Administration Tool to change the failover mode for the BlackBerry Enterprise Server.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Perform one of the following actions:

- To change the failover mode of the BlackBerry Enterprise Server to automatic, type **besuseradminclient <credentials> -set_server_failover_mode -enable -b <server_name>** .
- To change the failover mode of the BlackBerry Enterprise Server to manual, type **besuseradminclient <credentials> -set_server_failover_mode -disable -b <server_name>** .

Example: Changing the failover mode for the BlackBerry Enterprise Server to automatic

```
besuseradminclient -username admin -password password -set_server_failover_mode -enable -b server1
```

Example: Changing the failover mode for the BlackBerry Enterprise Server to manual

```
besuseradminclient -username admin -password password -set_server_failover_mode -disable -b server1
```

Related information

-set_server_failover_mode, 144

Change the failover mode for the BlackBerry MDS Connection Service and BlackBerry Collaboration Service instances that are associated with a BlackBerry Enterprise Server

If you configured the BlackBerry MDS Connection Service or the BlackBerry Collaboration Service for high availability, you can use the BlackBerry Enterprise Server User Administration Tool to change the failover mode.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Perform one of the following actions:
 - To change the failover mode of the BlackBerry MDS Connection Service and BlackBerry Collaboration Service to automatic, type **besuseradminclient <credentials> -set_connection_failover_mode -enable -b <server_name>** .

- To change the failover mode of the BlackBerry MDS Connection Service and BlackBerry Collaboration Service to manual, type **besuseradminclient <credentials> -set_connection_failover_mode -disable -b <server_name>**.

Example: Changing the failover mode for the BlackBerry MDS Connection Service and BlackBerry Collaboration Service to automatic

```
besuseradminclient -username admin -password password -set_connection_failover_mode -enable -b server1
```

Example: Changing the failover mode for the BlackBerry MDS Connection Service and BlackBerry Collaboration Service to manual

```
besuseradminclient -username admin -password password -set_connection_failover_mode -disable -b server1
```

Related information

[-set_connection_failover_mode](#), 137

Troubleshooting

13

Check the status of the BlackBerry Enterprise Server User Administration Tool

You can use this command to verify that there is a valid connection between the BlackBerry Administration Service and the BlackBerry Enterprise Server User Administration Tool, and to verify that the administrator credentials are valid.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, on the taskbar, click **Start > All Programs > BlackBerry Enterprise Server Resource Kit > BlackBerry Enterprise Server User Administration Tool Client > BlackBerry Enterprise Server User Administration Tool**.
2. Type **besuseradminclient <credentials> -status -n <server_name>**.

Example

```
besuseradminclient -username admin -password password -status
```

```
BlackBerry(R) Enterprise Server User Administration Tool Version 5.0.4.10  
Copyright (c) Research In Motion, Ltd. 2009-2012. All rights reserved.
```

```
Log files being written to C:\Documents and Settings\SampleAccount  
\Application Data\Research In Mo  
tion\BlackBerry User Administration Tool Client\Logs.
```

```
(05/18 15:51:27) Running command...  
(05/18 15:51:28) ...Done  
(05/18 15:51:28) Command Results:  
Property,Value  
BAS Version,5.0.4.10  
BAA Version,5.0.4.10
```

When I check the status of the BlackBerry Enterprise Server User Administration Tool I receive an "Error while initializing the logs" error message

When you use the `-status` parameter to check the status of the BlackBerry Enterprise Server User Administration Tool, the "Error while initializing the logs" error message appears. This error message indicates the location where the tool tried to write the log files, and a stack trace.

Possible cause

If you are using Windows Server 2008, the UAC security infrastructure might prevent the tool from opening and writing information to log files.

Possible solution

Perform one of the following actions:

- The error message indicates the folder that the tool tried to write the log files to. If the folder does not exist, create the folder. Configure security permissions on the folder that permit the user account that you use to run the tool to write log files to the folder.
- Open the `BESUserAdminClient.exe.config` file in a text editor and change the `LogFolder` value to a folder that the user account that you use to run the tool has permissions to write to. The default location of the configuration file is `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Server User Administration Tool Client`. If your computer's operating system uses UAC and does not permit you to modify the configuration file at this location, open the virtualized copy of the `BESUserAdminClient.exe.config` file in the application data folder for the current user (for example, `<drive>\Users\<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit`).

Configure the BlackBerry Enterprise Server User Administration Tool to skip certificate validation

When the BlackBerry Enterprise Server User Administration Tool connects to the BlackBerry Administration Service, it verifies that the FQDN that you configured the tool to use matches the SSL certificate of the BlackBerry Administration Service. You can configure the tool to skip this verification process for specific servers.

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, navigate to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Server User Administration Tool Client.
2. In a text editor, open the **BESUserAdminClient.exe.config** file.
If your computer's operating system uses UAC and does not permit you to modify the configuration file at this location, open the virtualized copy of the BESUserAdminClient.exe.config file in the application data folder for the current user (for example, <drive>\Users\<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit).
3. In the <userSettings> section, after <RIM.Enterprise.BRK.BESUserAdminClient.Properties.Settings>, type the following:

```
<setting name="CertValidationExcludedHosts" serializeAs="String">  
  <value>server</value>  
</setting>
```

<server> is the FQDN or IP address of the computer that hosts the BlackBerry Administration Service. If you want to specify multiple computers, separate each FQDN or IP address using a comma (,) or semi-colon (;).

Example:

```
<setting name="CertValidationExcludedHosts" serializeAs="String">  
  <value>server1.testnet.company.net;192.0.2.124</value>  
</setting>
```

4. Save and close the **BESUserAdminClient.exe.config** file.

After you finish: Restart the BlackBerry Enterprise Server User Administration Tool.

Configuring log files

14

When you run the BlackBerry Enterprise Server User Administration Tool, the tool creates log files in a subfolder. The format of the log file name is `<machine_name>_BUAClient_<yyyymmdd>_<nnnn>.txt`, where the variables are as follows:

- `<machine_name>` is the name of the computer running the tool
- `<yyyymmdd>` is the date
- `<nnnn>` is an increasing integer starting at 0001 each day (more than one log file can be created each day if you configured a maximum size for log files)

You can configure the tool to write log files to a UAC-compliant file path when you install the tool or when you run a command using the `-uac` parameter. If you use a UAC-compliant file path, the tool writes log files to a subfolder in the application data folder for the current user (for example, `<drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\BlackBerry User Administration Tool Client\Logs`). If you did not configure the tool to use a UAC-compliant file path, the tool writes log files to a file path that is relative to the current working directory (for example, `<drive>:\Program Files\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Server User Administration Tool Client\Logs`).

You can change the configuration settings in the `BESUserAdminClient.exe.config` file to change how the tool writes data to the log files. The default location of the configuration file is `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Server User Administration Tool Client`. If your computer's operating system uses UAC and does not permit you to modify the configuration file at this location, open the virtualized copy of the `BESUserAdminClient.exe.config` file in the application data folder for the current user (for example, `<drive>\Users\<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit`).

Related information

[Configuring the BlackBerry Enterprise Server User Administration Tool and the BlackBerry Analysis, Monitoring, and Troubleshooting Tools to use UAC-compliant file paths](#), 22

Configure logging settings for the BlackBerry Enterprise Server User Administration Tool

1. On the computer that hosts the BlackBerry Enterprise Server User Administration Tool, in a text editor, open the **BESUserAdminClient.exe.config** file.

The default location of the configuration file is `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry Enterprise Server User Administration Tool Client`. If your computer's operating system uses UAC and does not permit you to modify the configuration file at this location, open the virtualized copy of the BESUserAdminClient.exe.config file in the application data folder for the current user (for example, `<drive>\Users\<user_name>\AppData\Local\VirtualStore\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server Resource Kit`).

2. In the **<applicationSettings>** section, perform any of the following tasks:

Task	Steps
Change the location where the tool writes log files.	<p>Change the LogFolder value to the file path where you want the tool to write log files.</p> <p>Your user account must have permission to write data to the file path that you specify.</p>
Change the level of logging detail displayed by the tool when you run a command.	<p>Change the ConsoleLogLevel value to one of the following values:</p> <ul style="list-style-type: none"> • To display no logging information, type 0. • To display error messages, type 1. • To display warning messages and all messages of higher severity, type 2. • To display informational messages and all messages of higher severity, type 3. • To display verbose information and all messages of higher severity, type 4. <p>The default value is 3.</p>
Change the level of logging detail written to the log file.	<p>Change the FileLogLevel value to one of the following values:</p> <ul style="list-style-type: none"> • To turn off logging, type 0. • To write error messages, type 1.

Task	Steps
	<ul style="list-style-type: none"> To write warning messages and all messages of higher severity, type 2. To write informational messages and all messages of higher severity, type 3. To write verbose information and all messages of higher severity, type 4. <p>The default value is 3.</p>
Change the maximum size of log files.	<p>Change the LogFileSizeLimit value to the new maximum size for log files, in bytes.</p> <p>When a log file reaches the maximum size limit, the tool creates a new log file.</p> <p>The default value is 0 (no maximum size for log files).</p>
Change the maximum number of log files that the tool creates per day.	<p>Change the LogFilesPerDayLimit value to the maximum number of log files that you want the tool to create per day.</p> <p>When the maximum number of log files is reached, any additional logging information is written to the final log file that the tool created that day, regardless of the maximum size limit that you might have configured for log files.</p> <p>The default value is 0 (no maximum number of log files).</p>
Configure whether the tool organizes log files into daily folders.	<p>To organize log files into daily folders, change the LogFilesDailyFolders value to True.</p> <p>The default value is False (the log files are not organized into daily folders).</p>
Configure whether the tool creates log files, input files, and output files in a UAC-compliant file path.	<p>If you do not want the tool to create log files, input files, and output files in a UAC-compliant file path, change the UseUACPath value to No.</p> <p>The default value is Yes.</p>

- Save and close the **BESUserAdminClient.exe.config** file.

Example applicationSettings section

```
<applicationSettings>
  <RIM.Enterprise.BRK.BESUserAdminClient.Properties.Settings>
    <setting name="InstallFolder" serializeAs="String">
      <value>C:\Program Files (x86)\Research In Motion
\BlackBerry Resource Kit for BlackBerry PlayBook
Administration Service\BlackBerry Enterprise Server User
Administration Tool Client\</value>
    </setting>
    <setting name="LogFolder" serializeAs="String">
      <value>C:\Users\besadmin\appdata\Roaming\Research In Motion
\BlackBerry Resource Kit for BlackBerry PlayBook Administration
```

```
Service\BlackBerry Enterprise Server User Administration
Tool Client\Logs</value>
</setting>
<setting name="ConsoleLogLevel" serializeAs="String">
  <value>4</value>
</setting>
<setting name="FileLogLevel" serializeAs="String">
  <value>4</value>
</setting>
<setting name="LogFileSizeLimit" serializeAs="String">
  <value>5242880</value>
</setting>
<setting name="LogFilesPerDayLimit" serializeAs="String">
  <value>5</value>
</setting>
<setting name="LogFilesDailyFolders" serializeAs="String">
  <value>True</value>
</setting>
<setting name="UseUACPath" serializeAs="String">
  <value>No</value>
</setting>
</RIM.Enterprise.BRK.BESUserAdminClient.Properties.Settings>
</applicationSettings>
```

Parameters for the BlackBerry Enterprise Server User Administration Tool

15

Related information

Administrative roles for the BlackBerry Enterprise Server, 9

Input rules for the BlackBerry Enterprise Server User Administration Tool, 23

Using the command summary in the help file

To open the command summary for the BlackBerry Enterprise Server User Administration Tool, you can type **besuseradminclient** and one of the following parameters:

- **-?**
- **-h**

To display the command summary for a specific parameter, type **besuseradminclient -help <parameter>**. For example, **besuseradminclient -help add**.

Note the following rules about the format of the command summary:

- The command summary is organized by parameters (for example, -add, -delete, -move, and so on). Each parameter is listed with its associated subparameters.
- A parameter can only be used with its associated subparameters.
- Each subparameter works with the parameter or subparameter that is outdented immediately above it.
- The word "or" separates parameters or subparameters at the same level. When several options are separated by "or", choose one of those options to use.
- Subparameters at the same level can be used together, unless separated by the word "or".
- Optional parameters or subparameters are enclosed in square brackets ([]).

Common subparameters

The following subparameters can be used with many of the parameters in the BlackBerry Enterprise Server User Administration Tool. You can use the parameter reference to help you determine when to use each subparameter.

Subparameter	Description
-n <hostname>	<p>This parameter specifies the host name, IP address, or web address of the BlackBerry Administration Service that you want the tool to connect to.</p> <p>You specify the default BlackBerry Administration Service that you want the tool to connect to when you install the tool. You can use this parameter if you want the tool to connect to a different BlackBerry Administration Service.</p> <p>You can use the -n <hostname>:<port_number> subparameter to specify an alternate port number that you want the tool to use to access the BlackBerry Administration Service.</p>
-b <server_name>	<p>This subparameter specifies the BlackBerry Enterprise Server instance for the action.</p> <p>You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.</p> <p>This subparameter is mandatory if the command requires you to specify a BlackBerry Enterprise Server for the action. In most cases, this is an optional subparameter that you can use to specify the BlackBerry Enterprise Server that hosts the specified user account for the action.</p>
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the</p>

Subparameter	Description
	<p>BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and <code>rjpalmer@test.rim.net</code>, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, <code>jpalmer@test.rim.net</code>).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: <code>"\"<user>\""</code> (for example, <code>"\"jpalmer@test.rim.net\""</code>).</p>
<code>-utype <type></code>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • <code>display_name</code> • <code>email_address</code> • <code>login_name</code>: name that the account uses to log in to the BlackBerry Administration Service • <code>canonical_name</code>

Related information

[Input rules for the BlackBerry Enterprise Server User Administration Tool, 23](#)

Input, output, and user feedback parameters

Subparameter	Description
<code>-i <input_filename></code>	<p>This subparameter specifies the name of an input file. The file type of the input file is <code>.csv</code>. You can use an input file to specify the parameters and values that you want the tool to use when it runs a command.</p>

Subparameter	Description
	<p>You can use an input file for any parameter that has command line options. Using an input file allows you to execute a command for several specified user accounts or server instances, instead of manually running a command for a single user or server instance at a time.</p> <p>The first line of the input file is a comma-separated list of options that the columns represent. This list can be any non-empty subset of valid options in any order.</p> <p>For Boolean options, such as <code>-wrandom</code>, a column value of 0 or FALSE (not case-sensitive) turns off the option. All other values, including the empty value, turn on the option.</p> <p>Example</p> <p><code>besuseradminclient -username admin -password password -add -i MyInputFile.csv</code></p> <p>MyInputFile.csv contains the following information:</p> <pre>-b,-u,-group,-wrandom BES1,USER1,GROUP1,0 BES1,USER2,GROUP1,false BES1,USER3,GROUP1,FALSE BES1,USER4,GROUP2 BES1,USER5,GROUP2, BES1,USER6,GROUP2,1 BES1,USER7,GROUP2,true BES1,USER8,GROUP2,TRUE BES1,USER9,GROUP2,anything</pre> <p>In this example, the following results occur:</p> <ul style="list-style-type: none"> • Users 1 to 3 are added to BES1 and assigned to GROUP1. An activation password is not generated and sent to the users (<code>-wrandom</code> set to 0 or false). • Users 4 to 9 are added to BES1 and assigned to GROUP2. An activation password is generated and sent to the users.
<code>-o <output_filename></code>	This subparameter specifies the name of the output file that the tool generates.
<code>-v <level></code>	This subparameter provides detailed or verbose feedback for the options that you specified, depending on the level set. The <code><level></code> can be one of the following:

Subparameter	Description
	<ul style="list-style-type: none"> • TRACE: This level shows all method entries, arguments, return values, and exits, as well as messages of earlier levels. • DEBUG: This level displays messages about logical blocks within methods, as well as messages of earlier levels. • INFO: This level displays normal feedback messages to the user, as well as messages of earlier levels. • WARNING: This level displays exception messages, as well as messages of earlier levels. • ERROR: This level is not currently used. • FATAL: This level is not currently used.

-add

You can use the `-add` parameter to add a user account to a BlackBerry Enterprise Server.

Syntax: `-add`

```

-add : add user
      -u <user name> : user name
          -b <instance> : instance name of the BlackBerry Enterprise Server
                        component
          [-utype <type>] : user type - display_name, email_address,
                        canonical_name
          [-group <group name>] : assign group name
          [-w <password>] : enterprise activation password
          [-wt <expiry time>] : enterprise activation password expiry time
                              (number of hours)

      or
      [-wrandom] : generate and email a random enterprise activation password
      [-it_policy <IT policy name>] : IT policy name
      [-assign_static_mailbox_agent <agent Id>] : assign static mailbox agent

```

Subparameters: `-add`

Subparameter	Description
<code>-assign_static_mailbox_agent <agent ID></code>	Applies to the BlackBerry Enterprise Server for Microsoft Exchange only.

Subparameter	Description
	<p>This subparameter specifies the static BlackBerry Messaging Agent that you want to associate the user account with. The user account remains associated with the static BlackBerry Messaging Agent and is not associated with any other instance in the MDM domain.</p>
<code>-b <server_name></code>	<p>This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.</p>
<code>-group <group_name></code>	<p>This subparameter specifies the name of the group that you want to add the user account to.</p>
<code>-it_policy <IT_policy_name></code>	<p>This subparameter specifies the name of the IT policy that you want to apply to the user account.</p> <p>You can view a list of valid IT policies in the BlackBerry Administration Service. You can also display the list if you use the <code>-list -it_policies</code> command.</p>
<code>-pin <PIN></code>	<p>This subparameter specifies the PIN of the BlackBerry device that is associated with a user account.</p> <p>You can use this subparameter only in a BlackBerry Enterprise Server for MDS Applications environment.</p>
<code>-u <user_name></code>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • <code>-u "Julie Palmer" -utype display_name</code> • <code>-u jpalmer@test.net -utype email_address</code> • <code>-u JPalmer -utype login_name</code> • <code>-u "CN=Julie Palmer/O=Server01" -utype canonical_name</code> <p>If you do not specify a type using the <code>-utype</code> subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and</p>

Subparameter	Description
	<p>rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\\"" (for example, "\"jpalmer@test.rim.net \>").</p>
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • display_name • email_address • login_name: name that the account uses to log in to the BlackBerry Administration Service • canonical_name
-w <password>	<p>This subparameter specifies the password that is used to activate the device over the wireless network.</p>
-wrandom	<p>This subparameter generates a random activation password and sends it in an email message to the user.</p> <p>The email message uses the following default format (the tool replaces “\$p” with the password and “\$x” with the password expiration time):</p> <p>SUBJECT=BlackBerry activation password</p> <p>BODY=Hello,</p> <p>To activate your BlackBerry device over the wireless network, in the device Options screen, select Enterprise Activation. In that screen, enter your corporate email address and the following password:</p> <p>\$p</p> <p>This password will expire in \$x hours.</p>
-wt <expiry time>	<p>This subparameter specifies a password expiry time in hours (between 1 and 720). The default expiry time is 48 hours.</p> <p>Use this subparameter with the -w parameter. You cannot use this subparameter with -wrandom.</p>

Required BlackBerry Administration Service permissions: -add

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a group	View a user	Edit a user	View an IT policy	Add or remove to user configuration	Specify an activation password	Generate an activation email	Add user from company directory
-add -u -b									X
-add -u -b -assign_static_mailbox_agent			X	X					X
-add -u -b -group		X							X
-add -u -b -it_policy			X	X	X	X			X
-add -u -b -w			X				X		X
-add -u -b -wrandom			X					X	X

-add_administrator

You can use the -add_administrator parameter to add an administrator account to a BlackBerry Enterprise Server.

Syntax: -add_administrator

```
-add_administrator : add administrator user
  -display_name <display name> : display name
  -role <role> : role
  -ad_username <username> : Active Directory username
    -ad_domain <domain> : Active Directory domain
  or
  -bas_username <username> : BlackBerry Administration Service username
    -bas_password <password> : BlackBerry Administration Service password
```

Subparameters: -add

Subparameter	Description
-display_name <user_display_name>	This subparameter specifies the display name of the administrator account.
-role <administrator_role>	This subparameter specifies the administrative role that you want to assign to the account. You can view a list of available roles in the BlackBerry Administration Service. You can also display the list if you use the -list -roles command.
-ad_username <AD_user_name>	This subparameter specifies the user name if you want the account to use Microsoft Active Directory authentication.
-ad_domain <AD_domain_name>	This subparameter specifies the domain name if you want the account to use Microsoft Active Directory authentication.
-bas_username <BAS_user_name>	This subparameter specifies the user name if you want the account to use BlackBerry Administration Service authentication.
-bas_password <BAS_password>	This subparameter specifies the password if you want the account to use BlackBerry Administration Service authentication.

Required BlackBerry Administration Service permissions: -add_administrator

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	BlackBerry Administration Service setup	View a role
-add_administrator -display_name -role		X

-assign_swconfig

You can use the `-assign_swconfig` parameter to assign a software configuration to a user or group.

Syntax: -assign_swconfig

```
-assign_swconfig : assign software configuration
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
  or
  -g <group name> : group name
  -sw <configuration name> : software configuration name
  or
  -csw <configuration name> : remove configuration from user/group
```

Subparameters: -assign_swconfig

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-csw <configuration_name>	This subparameter removes a software configuration from a user account or group. You cannot use this subparameter with the <code>-sw</code> subparameter.
-g <group_name>	This subparameter specifies the name of the group for the action. This subparameter overrides the <code>-u</code> and <code>-b</code> parameters.
-sw <configuration_name>	This subparameter specifies the name of the software configuration that you want to assign to the user account. You cannot use this subparameter with <code>-csw</code> .

Subparameter	Description
<code>-u <user_name></code>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none">• <code>-u "Julie Palmer" -utype display_name</code>• <code>-u jpalmer@test.net -utype email_address</code>• <code>-u JPalmer -utype login_name</code>• <code>-u "CN=Julie Palmer/O=Server01" -utype canonical_name</code> <p>If you do not specify a type using the <code>-utype</code> subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and <code>rjpalmer@test.rim.net</code>, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, <code>jpalmer@test.rim.net</code>).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: <code>"\"<user>\""</code> (for example, <code>"\"jpalmer@test.rim.net\""</code>).</p>
<code>-utype <type></code>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none">• <code>display_name</code>• <code>email_address</code>• <code>login_name</code>: name that the account uses to log in to the BlackBerry Administration Service• <code>canonical_name</code>

Required BlackBerry Administration Service permissions: -assign_swconfig

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a group	Edit a group	View a user	Edit a user	View a software configuration	Add or remove to user configuration
-assign_swconfig -g		X	X			X	
-assign_swconfig -u				X	X	X	X

-assign_vpnconfig

You can use the -assign_vpnconfig parameter to assign a VPN profile to a user account or to a group.

Syntax: -assign_vpnconfig

```
-assign_vpnconfig : assign VPN configuration profile
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
  or
  -g <group name> : group name
  -vpn <configuration name> : VPN configuration profile name
  or
```

```
-cvpn <configuration name> : remove configuration profile from
                             user/group
```

Subparameters: -assign_vpnconfig

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-cvpn <configuration_name>	This subparameter specifies the name of the VPN profile that you want to remove from the user account or group.
-g <group_name>	This subparameter specifies the name of the group for the action. This subparameter overrides the -u and -b parameters.
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\<user>" (for example, "\jpalmer@test.rim.net").</p>

Subparameter	Description
-type <type>	This subparameter specifies which of the following options the tool uses to search for the user account: <ul style="list-style-type: none"> display_name email_address login_name: name that the account uses to log in to the BlackBerry Administration Service canonical_name
-vpn <configuration_name>	This subparameter specifies the name of the VPN profile that you want to assign to the user account or group.

Required BlackBerry Administration Service permissions: -assign_vpnconfig

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	Add or remove to user configuration	Edit a group	Edit a user	View a group	View a user	View an IT policy	BlackBerry Administration Service setup	Add or remove a role
-assign_vpnconfig -g			X		X		X		
-assign_vpnconfig -vpn -u		X		X		X	X		X
-assign_vpnconfig -cvpn -u		X		X		X	X		

-assign_wlanconfig

You can use the `-assign_wlanconfig` parameter to assign a Wi-Fi profile to a user account or to a group.

Syntax: `-assign_wlanconfig`

```
-assign_wlanconfig : assign WLAN configuration profile
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
  or
  -g <group name> : group name
  -wlan <configuration name> : WLAN configuration profile name
  or
  -cwlan <configuration name> : remove configuration profile from
                               user/group
```

Subparameters: `-assign_wlanconfig`

Subparameter	Description
<code>-b <server_name></code>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
<code>-cwlan <configuration_name></code>	This subparameter specifies the name of the Wi-Fi profile that you want to remove from the user account or group.
<code>-g <group_name></code>	This subparameter specifies the name of the group for the action. This subparameter overrides the <code>-u</code> and <code>-b</code> parameters.
<code>-u <user_name></code>	This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer"). Examples of specifying a user account: <ul style="list-style-type: none"> • <code>-u "Julie Palmer" -utype display_name</code> • <code>-u jpalmer@test.net -utype email_address</code>

Subparameter	Description
<ul style="list-style-type: none"> -u JPalmer -utype login_name -u "CN=Julie Palmer/O=Server01" -utype canonical_name 	<p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\"" (for example, "\"jpalmer@test.rim.net \").</p>
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> display_name email_address login_name: name that the account uses to log in to the BlackBerry Administration Service canonical_name
-wlan <configuration_name>	<p>This subparameter specifies the name of the Wi-Fi profile that you want to assign to the user account or group.</p>

Required BlackBerry Administration Service permissions: -assign_wlanconfig

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	Add or remove to user configuration	Edit a group	Edit a user	View a group	View a user	View an IT policy	BlackBerry Administration Service setup	Add or remove a role
-assign_wlanconfig -g			X		X		X		
-assign_wlanconfig -wlan -u		X		X		X	X		X
-assign_wlanconfig -c wlan -u		X		X		X	X		

-change

You can use the `-change` parameter to configure various settings for user accounts and groups.

Syntax: -change

```
-change : change user configuration
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
    [-group <group name>] : assign group name
    or
    [-cgroup <group name>] : remove user from group
    [-cs] : clear stats
    [-cf] : clear filters
    [-em] : enable BlackBerry MDS Connection Service for the user
    or
    [-dm] : disable BlackBerry MDS Connection Service for the user
    [-w <password>] : enterprise activation password
        [-wt <expiry time>] : enterprise activation password expiry
                             time (number of hours)
    or
    [-wrandom] : generate and email a random enterprise activation
```

```

    password
[-cw] : clear enterprise activation password
[-it_policy <IT policy name>] : IT policy name
[-er] : enable email redirection
or
[-dr] : disable email redirection
[-purge_pending_messages] : purge pending messages
[-pimaddr <ServerName>!!<RelativePathToDataDirectory>] : address
                    book database location
                    for the user
[-pimmemo <ServerName>!!<RelativePathToDataDirectory>] : memo
                    database location
                    for the user
[-assign_static_mailbox_agent <agent Id>] : assign static mailbox
                    agent
or
[-clear_static_mailbox_agent] : clear static mailbox agent
[-addrsub <AddressBookName>] : address book name to be synchronized
[-autosignature <signature>] : set auto signature
or
[-clear_autosignature] : clear auto signature
[-synchronize_calendar] : force a calendar synchronization

```

Subparameters: -change

Subparameter	Description
-addrsub <address_book_name>	Applies to the BlackBerry Enterprise Server for Novell GroupWise only. This subparameter specifies the name of the address book that you want to synchronize.
-assign_static_mailbox_agent <agent ID>	Applies to the BlackBerry Enterprise Server for Microsoft Exchange only. This subparameter specifies the static BlackBerry Messaging Agent that you want to associate the user account with. The user account remains associated with the static BlackBerry Messaging Agent and is not associated with any other instance in the MDM domain.
-autosignature "<signature>"	This subparameter adds a signature to the email messages that a user sends from the BlackBerry device.
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-cf	Does not apply to the BlackBerry Enterprise Server for MDS Applications. This subparameter clears the user's email message filters.
-cgroup <group_name>	This subparameter removes the specified user account from the group.

Subparameter	Description
-clear_autosignature	This subparameter removes a signature from the email messages that a user sends from a device.
-clear_static_mailbox_agent	Applies to the BlackBerry Enterprise Server for Microsoft Exchange only. This subparameter removes a user account from a static BlackBerry Messaging Agent.
-cs	This subparameter clears the account statistics of an existing user account. By default, when you add a user account, the tool reads the existing statistics for the user account.
-cw	This subparameter clears the activation password for an existing user account.
-dm	This subparameter makes the BlackBerry MDS Connection Service unavailable to the user account.
-dr	Does not apply to the BlackBerry Enterprise Server for MDS Applications. This subparameter turns off message redirection for the user account.
-em	This subparameter makes the BlackBerry MDS Connection Service available to the user account.
-er	Does not apply to the BlackBerry Enterprise Server for MDS Applications. This subparameter turns on message redirection for the user account.
-g <group_name>>	This subparameter specifies the name of the group for the action. This subparameter overrides the -u and -b parameters.
-group <group_name>	This subparameter specifies the name of the group that you want to add the user account to.
-it_policy <IT_policy_name>	This subparameter specifies the name of the IT policy that you want to apply to the user account. You can view a list of valid IT policies in the BlackBerry Administration Service. You can also display the list if you run the tool with the -list -it_policies parameter.
-pimaddr <server_name>!! <Relative_Path_To_Data_Director	Applies to the BlackBerry Enterprise Server for IBM Lotus Domino only. This subparameter specifies the name of the BlackBerry Enterprise Server instance and the relative path to the Lotus Notes Data folder where the organizer data for a user account is stored.

Subparameter	Description
-pimmemo <server_name>!! <Relative_Path_To_Data_Director	Applies to the BlackBerry Enterprise Server for IBM Lotus Domino only. You can use this subparameter only with the BlackBerry Enterprise Server for IBM Lotus Domino.
-purge_pending_messages	Does not apply to the BlackBerry Enterprise Server for MDS Applications. This subparameter specifies the user account that you want to delete pending messages for.
-synchronize_calendar	Applies to the BlackBerry Enterprise Server for IBM Lotus Domino and the BlackBerry Enterprise Server for Microsoft Exchange only. This subparameter starts the calendar synchronization process manually for a user account.
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\"" (for example, "\"jpalmer@test.rim.net \").</p>

Subparameter	Description
-type <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • display_name • email_address • login_name: name that the account uses to log in to the BlackBerry Administration Service • canonical_name
-w <password>	<p>This subparameter specifies the password that is used to activate the device over the wireless network.</p>
-wrandom	<p>This subparameter generates a random activation password and sends it in an email message to the user.</p> <p>The email message uses the following default format (the tool replaces “\$p” with the password and “\$x” with the password expiration time):</p> <p>SUBJECT=BlackBerry activation password</p> <p>BODY=Hello,</p> <p>To activate your BlackBerry device over the wireless network, in the device Options screen, select Enterprise Activation. In that screen, enter your work email address and the following password:</p> <p>\$p</p> <p>This password will expire in \$x hours.</p>
-wt <expiry_time>	<p>This subparameter specifies a password expiry time in hours (between 1 and 720). The default expiry time is 48 hours.</p> <p>Use this subparameter with the -w parameter. You cannot use this subparameter with -wrandom.</p>

Required BlackBerry Administration Service permissions: -change

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission												
	View a group	Edit a group	View a user	Edit a user	Edit a device	View an IT policy	Add or remove to user configuration	Specify an activation password	Turn off and on external services	Generate an activation email	Turn on redirection	Turn off redirection	
-change -g -dr												X	
-change -g -er											X		
-change -g - purge_pending_mes sages					X								
-change -g -w								X					
-change -g - wrandom										X			
-change -u - assign_static_mailbo x_agent			X	X									
-change -u - autosignature			X	X									
-change -u -cf			X	X									
-change -u -cgroup	X	X	X	X									
-change -u - clear_autosignature			X	X									
-change -u - clear_static_mailbox _agent			X										
-change -u -cs			X										
-change -u -cw			X					X					

Command	User and device permission												
	View a group	Edit a group	View a user	Edit a user	Edit a device	View an IT policy	Add or remove to user configuration	Specify an activation password	Turn off and on external services	Generate an activation email	Turn on redirection	Turn off redirection	
-change -u -dm			X						X				
-change -u -dr			X									X	
-change -u -em			X						X				
-change -u -er			X								X		
-change -u -group	X	X	X	X									
-change -u -it_policy			X	X		X	X						
-change -u -b -pimaddr				X									
-change -u -pimmemo			X	X									
-change -u -purge_pending_messages			X		X								
-change -u -synchronize_calendar			X		X								
-change -u -w			X					X					
-change -u -wrandom			X							X			

-delete

You can use the `-delete` parameter to delete a user account from a BlackBerry Enterprise Server.

Syntax: `-delete`

```
-delete : delete user
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
  [-force] : force hard delete
```

Subparameters: `-delete`

Subparameter	Description
<code>-b <server_name></code>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
<code>-force</code>	This subparameter deletes a user account, even if the tool does not find the user's mailbox.
<code>-u <user_name></code>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • <code>-u "Julie Palmer" -utype display_name</code> • <code>-u jpalmer@test.net -utype email_address</code> • <code>-u JPalmer -utype login_name</code> • <code>-u "CN=Julie Palmer/O=Server01" -utype canonical_name</code> <p>If you do not specify a type using the <code>-utype</code> subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p>

Subparameter	Description
	<p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and <code>rjpalmer@test.rim.net</code>, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, <code>jpalmer@test.rim.net</code>).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: <code>"\"<user>\""</code> (for example, <code>"\"jpalmer@test.rim.net\""</code>).</p>
<code>-utype <type></code>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • <code>display_name</code> • <code>email_address</code> • <code>login_name</code>: name that the account uses to log in to the BlackBerry Administration Service • <code>canonical_name</code>

Required BlackBerry Administration Service permissions: -delete

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	Delete a user	View a user
<code>-delete</code>		X	X

-find

You can use the `-find` parameter to search for a user account in an MDM domain. If you expect your search to display a large number of results, consider using the `-find_users` parameter instead. The `-find_users` parameter is optimized to display a large number of search results.

Syntax: -find

```
-find : find user
      -u <user name> : search string
      [-utype <type>] : user type - display_name, email_address, login_name,
                        canonical_name
```

Subparameters: -find

Subparameter	Description
<code>-u <user_name></code>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • <code>-u "Julie Palmer" -utype display_name</code> • <code>-u jpalmer@test.net -utype email_address</code> • <code>-u JPalmer -utype login_name</code> • <code>-u "CN=Julie Palmer/O=Server01" -utype canonical_name</code> <p>If you do not specify a type using the <code>-utype</code> subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and <code>rjpalmer@test.rim.net</code>, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, <code>jpalmer@test.rim.net</code>).</p>

Subparameter	Description
	If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\" (for example, "\"jpalmer@test.rim.net \").
-utype <type>	This subparameter specifies which of the following options the tool uses to search for the user account: <ul style="list-style-type: none"> • display_name • email_address • login_name: name that the account uses to log in to the BlackBerry Administration Service • canonical_name

Required BlackBerry Administration Service permissions: -find

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a user
-find		X

-find_mail_store_user

You can use the -find_mail_store_user parameter to locate a user account in your organization's user directory.

Syntax: -find_mail_store_user

```
-find_mail_store_user : find mail store user
  -ū <user name> : search string (display name or email address)
  [-utype <type>] : user type - display_name, email_address,
                    canonical_name
```

```
[-new_user_only] : search for users not already on a BlackBerry
                    Enterprise Server
```

Subparameters: `-find_mail_store_user`

Subparameter	Description
<code>-u <user_name></code>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • <code>-u "Julie Palmer" -utype display_name</code> • <code>-u jpalmer@test.net -utype email_address</code> • <code>-u JPalmer -utype login_name</code> • <code>-u "CN=Julie Palmer/O=Server01" -utype canonical_name</code> <p>If you do not specify a type using the <code>-utype</code> subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and <code>rjpalmer@test.rim.net</code>, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, <code>jpalmer@test.rim.net</code>).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: <code>"\"<user>\""</code> (for example, <code>"\"jpalmer@test.rim.net\""</code>).</p>
<code>-utype <type></code>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • <code>display_name</code> • <code>email_address</code> • <code>login_name</code>: name that the account uses to log in to the BlackBerry Administration Service • <code>canonical_name</code>

Subparameter	Description
-new_user_only	This subparameter specifies that the results include only user accounts that are not currently associated with a BlackBerry Enterprise Server.

-find_users

You can use the -find_users parameter to perform a quick search for user accounts in an MDM domain. The -find_users parameter is optimized to display a large number of search results.

Syntax: -find_users

```
-find_users : display information for specified users
  [-display_name <display name>] : search the display name
  [-login_name <login name>] : search the login name
  [-email_address <email address>] : search the email address
  [-group_name <group name>] : search the group name
  [-dispatcher <dispatcher name>] : instance name of the BlackBerry
    Enterprise Server component
  [-max_results <numeric value>] : limit the number of results returned
  [-extended] : show extended data
```

Subparameters: -find

Subparameter	Description
-dispatcher <dispatcher_name>	This subparameter specifies the name of the BlackBerry Enterprise Server instance that is associated with one or more user accounts that you want to search for. Use the name of the BlackBerry Enterprise Server as it appears in the BlackBerry Administration Service.
-display_name <display_name>	This subparameter specifies the display name of the user account that you want to search for.
-email_address <email_address>	This subparameter specifies the email address of the user account that you want to search for.
-extended	This subparameter displays more detailed results.
-group_name <group_name>	This subparameter specifies the name of the group that is associated with one or more user accounts that you want to search for.
-login_name <login_name>	This subparameter specifies the login name of the user account that you want to search for.

Subparameter	Description
-max_results <max_number>	This subparameter specifies the maximum number of results to display.

Required BlackBerry Administration Service permissions: -find_users

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a user
-find_users		X

-handheld_info

You can use the -handheld_info parameter to retrieve statistics for BlackBerry devices.

Before you run this parameter, you must run the BlackBerry Synchronization Service to populate the database.

Syntax: -handheld_info

```
-handheld_info : display handheld stats/applications
  -hhstats : device stats
    -u <user name> : user name
      [-b <instance>] : instance name of the BlackBerry Enterprise
                      Server component
      [-utype <type>] : user type - display_name, email_address,
                      login_name, canonical_name
    or
  -users : users device information
    -g <group name> : group name
    or
    -b <instance> : instance name of the BlackBerry Enterprise
                  Server component
  or
  -apps : display user device applications
    -u <user name> : user name
      [-b <instance>] : instance name of the BlackBerry Enterprise
                      Server component
      [-utype <type>] : user type - display_name, email_address,
                      login_name, canonical_name
```

```

or
-appsfull : display user device applications in full detail
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise
                    Server component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
or
-modules : display device modules
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise
                    Server component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
or
-appname <application name> : show users with a specified application

```

Subparameters: -handheld_info

Subparameter	Description
-appname	<p>This subparameter lists the user accounts that have the specified application installed on their BlackBerry devices.</p> <p>This subparameter does not work with the -u or -b subparameters.</p>
-apps	This subparameter lists the applications that are available on a user's device.
-appsfull	This subparameter lists the applications that are available on a user's device in verbose detail.
-b <server_name>	<p>This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.</p>
-g <group_name>	This subparameter restricts the search of the -hhstats -users command to a specified group.
-hhstats	<p>This subparameter retrieves device statistics. You can use this subparameter with the following subparameters:</p> <ul style="list-style-type: none"> -u <user_name> -b <server_name> to display statistics for a specific user account. -users -b <server_name> to display statistics for all users on a BlackBerry Enterprise Server. -users -g <group_name> to display statistics for a specific group.

Subparameter	Description
-modules	This subparameter retrieves information about the modules or .cod files on a user's device.
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\" (for example, "\"jpalmer@test.rim.net \").</p>
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • display_name • email_address • login_name: name that the account uses to log in to the BlackBerry Administration Service • canonical_name

Subparameter	Description
-users	This subparameter works with the -hhstats subparameter to specify all user accounts instead of one user account. You can restrict this option by group (-g) or BlackBerry Enterprise Server instance (-b).

Required BlackBerry Administration Service permissions: -handheld_info

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service. If the administrator account does not have certain permissions, the command will not fail. The data that is associated with those permissions will not appear in the results.

Command	User and device permission	View a group	View a user	View a device	Create a software configuration	View a software configuration	Delete a software configuration	Edit a software configuration	Add or remove to user configuration	Assign the current device to a user	View an email profile	Edit an email profile	Import new users	Topology permission	Edit an instance relationship	View a job	View default distribution settings for a job	Edit default distribution settings for a job	BlackBerry Administration Service setup	Edit BAS software management
-handheld_info - appname		X																		
-handheld_info - apps -u		X	X	X	X	X	X			X	X	X		X	X	X				
-handheld_info - appsfull -u		X	X	X	X	X	X			X	X	X		X	X	X				
-handheld_info - hhstats -u		X	X	X	X	X	X			X	X			X	X	X	X			
-handheld_info - hhstats -users -b		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X				X

Command	User and device permission	View a group	View a user	View a device	Create a software configuration	View a software configuration	Delete a software configuration	Edit a software configuration	Add or remove to user configuration	Assign the current device to a user	View an email profile	Edit an email profile	Import new users	Topology permission	Edit an instance relationship	View a job	View default distribution settings for a job	Edit default distribution settings for a job	BlackBerry Administration Service setup	Edit BAS software management
-handheld_info -hhstats -users -g	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X		X
-handheld_info -modules -u		X	X	X	X	X	X				X	X	X		X	X	X			

-kill_handheld

You can use the `-kill_handheld` parameter to delete all data from a BlackBerry device and make the device unavailable for use.

Syntax: -kill_handheld

```
-kill_handheld : kill handheld
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
    [-organization_data_only] : erase organization data only
```

Subparameters: -kill_handheld

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action.

Subparameter	Description
	<p>You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.</p>
-organization_data_only	<p>This subparameter deletes only the organization's data from the device, including the email messages, calendar data, and organizer data that is associated with the user's work email account, BlackBerry Enterprise Server encryption keys, IT policies, and any applications that were installed on the device using the BlackBerry Enterprise Server. The user's personal data is not deleted from the device.</p>
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\"" (for example, "\"jpalmer@test.rim.net\"").</p>
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • display_name

Subparameter	Description
	<ul style="list-style-type: none"> email_address login_name: name that the account uses to log in to the BlackBerry Administration Service canonical_name

Required BlackBerry Administration Service permissions: -kill_handheld

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	Clear synchronization backup data	Delete all device data and remove device	Delete only the organization data and remove device	Edit a device	View a device	View a user
-kill_handheld -u			X		X	X	X
-kill_handheld -organization_data_only -u		X		X	X	X	X

-list

You can use the `-list` parameter to collect information about servers, groups, IT policies, IT policy rules, application control policies, software configurations, mailbox folders, and user activations.

Syntax: `-list`

```

-list : list information specified
  -it_policies : display IT policies
  or
  -it_policy_rules : display policy rules
    [-it_policy <IT policy name>] : IT policy name
  or
  -it_policy_templates : display IT policy templates
  or
  -groups : display groups
  or
  -folders : display folders
    -u <user name> : user name
      [-b <instance>] : instance name of the BlackBerry Enterprise
        Server component
      [-utype <type>] : user type - display_name, email_address,
        login_name, canonical_name
  or
  -swconfigs : list all software configurations in the BlackBerry domain
  or
  -sw <configuration name> : list applications and associated application
    control policy for a software configuration
  or
  -appconpolicies : list all application control policies
  or
  -appconpolicy <app policy name> : list policy values for an application
    control policy
  or
  -servers : list all servers
  or
  -eastatus : Enterprise Activation status
    -u <user name> : user name
      [-b <instance>] : instance name of the BlackBerry Enterprise
        Server component
      [-utype <type>] : user type - display_name, email_address,
        login_name, canonical_name
    [-from <date>] : from date, format: YYYYMMDD
    [-to <date>] : to date, format YYYYMMDD
  or
  -ha_status <host instance name> : display High Availability Status
  or
  -cal : display license information

```



```

    -summary : show summary
    or
    -details : show details
or
-roles : display roles

```

Subparameters: -list

Subparameter	Description
-appconpolicies	This subparameter lists all of the application control policies that are available in an MDM domain.
-appconpolicy <app_policy_name>	This subparameter lists information about the specified application control policy.
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-cal	This subparameter lists information about BlackBerry CAL keys for a BlackBerry Enterprise Server.
-details	This subparameter is used with the -cal subparameter to list detailed information about the BlackBerry CAL keys for a BlackBerry Enterprise Server.
-eastatus	This subparameter lists the activation status of a user's device. If you want to return a list of every available user account, type the following subparameter with -eastatus: -u " ".
-folders	Does not apply to the BlackBerry Enterprise Server for MDS Applications. This subparameter lists the mailbox folders name that are available for email redirection.
-from <date>	This subparameter is used with -eastatus to specify the start date for collecting activation statistics. This subparameter uses the format <i>yyymmdd</i> .
-groups	This subparameter lists the groups in the MDM domain.
-ha_status <host_instance_name>	This subparameter lists the high availability status of a BlackBerry Enterprise Server.
-it_policy <IT_policy_name>	This subparameter is used with the -it_policy_rules subparameter to list the IT policy rules that have been configured in a specific IT policy.
-it_policies	This subparameter lists the IT policies available in the BlackBerry Configuration Database.

Subparameter	Description
	A list of valid IT policies is also available in the BlackBerry Administration Service.
-it_policy_rules	This subparameter lists the IT policy rules in the BlackBerry Configuration Database or in a specific IT policy.
-it_policy_templates	This subparameter lists the IT policy templates that are available.
-roles	This subparameter lists the BlackBerry Administration Service roles.
-servers	This subparameter lists all BlackBerry Enterprise Server instances in the MDM domain.
-summary	This subparameter is used with the -cal subparameter to list summary information about the BlackBerry CAL keys for a BlackBerry Enterprise Server.
-swconfigs	This subparameter lists all the software configurations that are available in the MDM domain.
-sw <configuration_name>	This subparameter lists information about the specified software configuration.
-to <date>	This subparameter is used with -eastatus to specify the end date for collecting activation statistics. This subparameter uses the format <i>yyyymmdd</i> .
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If</p>

Subparameter	Description
	<p>the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\" (for example, "\"jpalmer@test.rim.net \").</p>
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> display_name email_address login_name: name that the account uses to log in to the BlackBerry Administration Service canonical_name

Required BlackBerry Administration Service permissions: -list

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	BAS setup	View a role	Topology permission	View a server	View a component	View an instance	View license keys	User and device permission	View a group	View a user	View an IT policy	View a software configuration	View an application
-list -appconpolicies													X
-list -appconpolicy													X
-list -cal							X						

Command	BAS setup	View a role	Topology permission	View a server	View a component	View an instance	View license keys	User and device permission	View a group	View a user	View an IT policy	View a software configuration	View an application
-list -eastatus										X			
-list -folders -u									X				
-list -groups									X				
-list -ha_status					X	X							
-list -it_policies											X		
-list -it_policy_rules											X		
-list -roles		X											
-list -servers				X									
-list -sw												X	
-list -swconfigs												X	

-move

You can use the `-move` parameter to move a user account to a different BlackBerry Enterprise Server in the same MDM domain.

Syntax: -move

```
-move : move user
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
```

```
-t <instance> : instance name of the target BlackBerry Enterprise
                Server component
```

Subparameters: -move

Subparameter	Description
-b <source_server>	<p>This subparameter specifies the BlackBerry Enterprise Server instance that you want to move the user account from.</p> <p>You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.</p>
-pin <PIN>	<p>This subparameter specifies the PIN of the BlackBerry device that is associated with a user account.</p> <p>You can use this subparameter only in a BlackBerry Enterprise Server for MDS Applications environment.</p>
-t <target_server>	<p>This subparameter specifies the BlackBerry Enterprise Server instance that you want to move the user account to.</p> <p>You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.</p>
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p>

Subparameter	Description
	If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\" (for example, "\"jpalmer@test.rim.net \").
-utype <type>	This subparameter specifies which of the following options the tool uses to search for the user account: <ul style="list-style-type: none"> • display_name • email_address • login_name: name that the account uses to log in to the BlackBerry Administration Service • canonical_name

Required BlackBerry Administration Service permissions: -move

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a user
-move		X

-resend_peer_to_peer_key

You can use the -resend_peer_to_peer_key parameter to resend a peer-to-peer encryption key to a BlackBerry device.

Syntax: -resend_peer_to_peer_key

```
-resend_peer_to_peer_key : resend peer-to-peer key
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
```

```
[-utype <type>] : user_type - display_name, email_address,
                  login_name, canonical_name
```

Subparameters: -resend_peer_to_peer_key

Subparameter	Description
-b <server_name>	<p>This subparameter specifies the BlackBerry Enterprise Server instance for the action.</p> <p>You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.</p>
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\"" (for example, "\"jpalmer@test.rim.net\"").</p>
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • display_name

Subparameter	Description
	<ul style="list-style-type: none"> email_address login_name: name that the account uses to log in to the BlackBerry Administration Service canonical_name

Required BlackBerry Administration Service permissions: -resend_peer_to_peer_key

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a user
-resend_peer_to_peer_key		X

-resend_service_book

You can use the resend_service_book parameter to resend a service book to a BlackBerry device.

Syntax: -resend_service_book

```
-resend_service_book : resend service book
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
```

Subparameters: -resend_service_book

Subparameter	Description
-b <server_name>	<p>This subparameter specifies the BlackBerry Enterprise Server instance for the action.</p> <p>You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.</p>

Subparameter	Description
<code>-u <user_name></code>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • <code>-u "Julie Palmer" -utype display_name</code> • <code>-u jpalmer@test.net -utype email_address</code> • <code>-u JPalmer -utype login_name</code> • <code>-u "CN=Julie Palmer/O=Server01" -utype canonical_name</code> <p>If you do not specify a type using the <code>-utype</code> subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and <code>rjpalmer@test.rim.net</code>, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, <code>jpalmer@test.rim.net</code>).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: <code>"\"<user>\""</code> (for example, <code>"\"jpalmer@test.rim.net\""</code>).</p>
<code>-utype <type></code>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • <code>display_name</code> • <code>email_address</code> • <code>login_name</code>: name that the account uses to log in to the BlackBerry Administration Service • <code>canonical_name</code>

Required BlackBerry Administration Service permissions: -resend_service_book

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a user
-resend_service_book		X

-send_email

You can use the -send_email parameter to send an email message to a user account or to the members of a group.

Syntax: -send_email

```
-send_email : send email message to user or group
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
  or
  -g <group name> : group name
  -subject <value> : 'Subject' value
    [-body <value>] : 'Body' value
  or
  -infofile <filename> : format is:
                        [Subject=<value>]
                        {[Body=<value>]}
```

Subparameters: -send_email

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.

Subparameter	Description
-body "<body_text>"	<p>This subparameter specifies the body text of the email message. If the text contains spaces, enclose the text in quotation marks (" ").</p> <p>Use this subparameter with the -subject subparameter.</p>
-g <group_name>	<p>This subparameter specifies the name of the group for the action.</p> <p>This subparameter overrides the -u and -b parameters.</p>
-infile <file_name.txt>	<p>This subparameter specifies the name of the input text file that contains the text of the message. The input file must use the following format:</p> <ul style="list-style-type: none"> • [Subject=<value>] • {[[Body=]<value>]} <p>You can use this subparameter instead of the -subject and -body subparameters.</p>
-subject <subject>	<p>This subparameter specifies the subject of the email message.</p> <p>Use this subparameter with the -body subparameter. You can use -subject and -body instead of -infile.</p>
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p>

Subparameter	Description
	If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\\"" (for example, "\"jpalmer@test.rim.net\"").
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • display_name • email_address • login_name: name that the account uses to log in to the BlackBerry Administration Service • canonical_name

Required BlackBerry Administration Service permissions: -send_email

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	BAS setup permission	Send message	User and device permission	View a group	View a user
-send_email -g		X		X	
-send_email -u		X			X

-send_pin

You can use the `-send_pin` parameter to send a PIN message to a BlackBerry device.

Syntax: `-send_pin`

```
-send_pin : send pin message to user or group
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
  or
  -g <group name> : group name
  -subject <value> : 'Subject' value
  [-body <value>] : 'Body' value
  or
  -infile <filename> : format is:
                        [Subject=<value>]
                        {[Body=<value>]}
```

Subparameters: `-send_pin`

Subparameter	Description
<code>-b <server_name></code>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
<code>-body <body_text></code>	This subparameter specifies the body text of the PIN message. If the text contains spaces, enclose the text in quotation marks (" "). Use this subparameter with the <code>-subject</code> subparameter.
<code>-g <group_name></code>	This subparameter specifies the name of the group for the action. This subparameter overrides the <code>-u</code> and <code>-b</code> parameters.
<code>-infile <file_name.txt></code>	This subparameter specifies the name of the input text file that contains the text of the message. The input file must use the following format: <ul style="list-style-type: none"> • [Subject=<value>] • {[Body=<value>]}

Subparameter	Description
-subject < <i>subject</i> >	<p>You can use this subparameter instead of the -subject and -body subparameters.</p> <p>This subparameter specifies the subject of the PIN message.</p> <p>Use this subparameter with the -body subparameter. You can use -subject and -body instead of -infofile.</p>
-u < <i>user_name</i> >	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\<user>\\" (for example, "\"jpalmer@test.rim.net \").</p>
-utype < <i>type</i> >	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • display_name • email_address

Subparameter	Description
	<ul style="list-style-type: none"> login_name: name that the account uses to log in to the BlackBerry Administration Service canonical_name

Required BlackBerry Administration Service permissions: -send_pin

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	BAS setup permission	Send message	User and device permission	View a group	View a user
-send_pin -g		X		X	
-send_pin -u		X			X

-set_client_auth

You can use the -set_client_auth parameter to specify the client authentication parameters that you want to store in the configuration file.

Syntax: -set_client_auth

```
-set_client_auth <credentials> : Client authentication credentials to
                                be stored.
  -set_p <password> : Password for storing the client authentication
                    credentials.
or
-p <password> : Client password for using stored authentication
```

```

        credentials.
    or
    -username <user name> : Authentication user name.
        -password <password> : Authentication password.
    or
    -sqluser <user name> : Authentication user name.
        -sqlpass <password> : Authentication password.
    or
    -sso_auth : Use SSO Authentication (default).

Optionally select one of the following:

-bas_auth : Use BAS authentication (default when not using SSO
    Authentication).
    or
    -mailbox_auth : Use Domino mailbox authentication.
    or
    -gw_auth : Use Groupwise mailbox authentication.
    or
    -ad_auth : Use Active Directory authentication.
        -domain <domain name> : Authentication domain.

```

Subparameters: -set_client_auth

Subparameter	Description
-ad_auth	This subparameter specifies that the user authenticates with the BlackBerry Administration Service using Microsoft Active Directory authentication.
-bas_auth	This subparameter specifies that the user authenticates with the BlackBerry Administration Service using BlackBerry Administration Service authentication (the default authentication type).
-domain	This subparameter specifies the domain that the command applies to. Use this subparameter with the -ad_auth subparameter.
-gw_auth	Applies to a Novell GroupWise environment only. This subparameter specifies that the user authenticates with the BlackBerry Administration Service using Novell GroupWise mailbox authentication.
-mailbox_auth	Applies to an IBM Lotus Domino environment only. This subparameter specifies that the user authenticates with the BlackBerry Administration Service using mailbox authentication.
-p <password>	This subparameter specifies the password that the tool uses to retrieve and use the credentials that are stored in the configuration file. This password is set with the -set_p subparameter.

Subparameter	Description
-password <password> -sqlpass <password>	These subparameters are interchangeable, and specify the password of the BlackBerry Administration Service administrator account. Use this parameter with the -bas_auth, -ad_auth, -mailbox_auth, or -gw_auth parameter and the -username <user_name> parameter (and the -domain <domain> parameter if you use -ad_auth).
-set_p <password>	This subparameter specifies the client password that the tool uses to store authentication credentials in the configuration file.
-username <user_name> -sqluser <user_name>	This subparameters are interchangeable, and specify the user name of the BlackBerry Administration Service administrator account. Use this parameter with the -bas_auth, -ad_auth, -mailbox_auth, or -gw_auth parameter and the -password <password> parameter (and the -domain <domain> parameter if you use -ad_auth).
-sso_auth	Use this subparameter instead of the user name and password parameters if you want the tool to log in to the BlackBerry Administration Service using your Windows authentication credentials. If you do not specify authentication credentials when you type a command, by default, the tool tries to log in to the BlackBerry Administration Service using your Windows authentication credentials, even if you do not specify the -sso_auth parameter.

-set_connection_failover_mode

If you configured the BlackBerry MDS Connection Service or the BlackBerry Collaboration Service for high availability, you can use the -set_connection_failover_mode parameter to change the failover mode.

Syntax: -set_connection_failover_mode

```
-set_connection_failover_mode : set connection failover mode
  -b <instance> : instance name of the BlackBerry Enterprise Server
                  component
  -enable : enable automatic failover
  or
  -disable : disable automatic failover
```

Subparameters: -set_connection_failover_mode

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server that is associated with the BlackBerry MDS Connection Service and BlackBerry Collaboration Service instances. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-disable	This subparameter changes the failover mode of the BlackBerry MDS Connection Service and the BlackBerry Collaboration Service to manual.
-enable	This subparameter changes the failover mode of the BlackBerry MDS Connection Service and the BlackBerry Collaboration Service to automatic.

Required BlackBerry Administration Service permissions: -set_connection_failover_mode

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	Topology permission	Edit an instance
-set_connection_failover_mode -disable		X
-set_connection_failover_mode -enable		X

-set_folder_redirection

You can use the -set_folder_redirection parameter to forward or stop forwarding email messages from a user account's email message folders.

Syntax: -set_folder_redirection

```
-set_folder_redirection : set folder redirection for a user
  -u <user name> : user name
```

```

[-b <instance>] : instance name of the BlackBerry Enterprise Server
                  component
[-utype <type>] : user type - display_name, email_address,
                  login_name, canonical_name
-foldername <folder name> : name of the folder to set redirection
-er : enable redirection for the folder
or
-dr : disable redirection for the folder

```

Subparameters: -set_folder_redirection

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-dr	Does not apply to the BlackBerry Enterprise Server for MDS Applications. This subparameter specifies that email messages from email message folders are not forwarded to the user's BlackBerry device.
-er	Does not apply to the BlackBerry Enterprise Server for MDS Applications. This subparameter specifies that email messages from email message folders are forwarded to the user's device.
-foldername <folder_name>	This subparameter specifies the name of the folder that contains the email messages that you want to forward or stop forwarding.
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p>

Subparameter	Description
	<p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and <code>rjpalmer@test.rim.net</code>, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, <code>jpalmer@test.rim.net</code>).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: <code>"\"<user>\""</code> (for example, <code>"\"jpalmer@test.rim.net\""</code>).</p>
<code>-utype <type></code>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • <code>display_name</code> • <code>email_address</code> • <code>login_name</code>: name that the account uses to log in to the BlackBerry Administration Service • <code>canonical_name</code>

Required BlackBerry Administration Service permissions: `-set_folder_redirection`

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	Edit a user
<code>-set_folder_redirection</code>		X

`-set_owner_info`

You can use the `-set_owner_info` parameter to specify the owner information that appears on the screen of the BlackBerry device when it is locked.

Syntax: -set_owner_info

```
-set_owner_info : set owner information
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
  [-name <name>] : user name that appears on the BlackBerry device
  [-info <info>] : owner information that appears on the BlackBerry
                    device

or
  [-infofile <filename>] : filename that contains owner information
```

Subparameters: -set_owner_info

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-info <owner_information>	This subparameter specifies the owner information to display on the screen of the user's device when it is locked. If the text contains spaces, enclose the text in quotation marks (" "). Use this subparameter with the -name subparameter. You can use the -info and -name subparameters instead of the -infofile subparameter.
-infofile <infofile.txt>	This subparameter specifies the name of the input text file that contains the owner information text. You can use this subparameter instead of the -name and -info subparameters.
-name <name>	This subparameter specifies the user name that appears on the device when it is locked. Use this subparameter with the -info subparameter. You can use the -info and -name subparameters instead of the -infofile subparameter.
-u <user_name>	This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer"). Examples of specifying a user account: <ul style="list-style-type: none"> -u "Julie Palmer" -utype display_name -u jpalmer@test.net -utype email_address

Subparameter	Description
	<ul style="list-style-type: none"> • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\"" (for example, "\"jpalmer@test.rim.net \").</p>
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • display_name • email_address • login_name: name that the account uses to log in to the BlackBerry Administration Service • canonical_name

Required BlackBerry Administration Service permissions: -set_owner_info

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a user
-set_owner_info		X

-set_password

You can use the `-set_password` parameter to set a password for a BlackBerry device.

Syntax: `-set_password`

```
-set_password <password> : set device password
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
```

Subparameters: `-set_password`

Subparameter	Description
<code>-b <server_name></code>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
<code>-u <user_name></code>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • <code>-u "Julie Palmer" -utype display_name</code> • <code>-u jpalmer@test.net -utype email_address</code> • <code>-u JPalmer -utype login_name</code> • <code>-u "CN=Julie Palmer/O=Server01" -utype canonical_name</code> <p>If you do not specify a type using the <code>-utype</code> subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p>

Subparameter	Description
	<p>Searches (except by canonical name) match on substrings. For example, if you specify <code>-u jpalmer@test.rim.net</code>, and your organization's environment contains the user accounts <code>jpalmer@test.rim.net</code>, <code>oipalmer@test.rim.net</code>, and <code>rjpalmer@test.rim.net</code>, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, <code>jpalmer@test.rim.net</code>).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: <code>"\"<user>\""</code> (for example, <code>"\"jpalmer@test.rim.net\""</code>).</p>
<code>-utype <type></code>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> <code>display_name</code> <code>email_address</code> <code>login_name</code>: name that the account uses to log in to the BlackBerry Administration Service <code>canonical_name</code>

Required BlackBerry Administration Service permissions: `-set_password`

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a user	Edit a user
<code>-set_password</code>		X	X

`-set_server_failover_mode`

If you configured your BlackBerry Enterprise Server for high availability, you can use the `-set_server_failover_mode` parameter to change the failover mode for the BlackBerry Enterprise Server.

Syntax: -set_server_failover_mode

```
-set_server_failover_mode : set server failover mode
  -b <instance> : instance name of the BlackBerry Enterprise Server
                  component
  -enable : enable automatic failover
  or
  -disable : disable automatic failover
```

Subparameters: -set_server_failover_mode

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-disable	This subparameter changes the failover mode of the BlackBerry Enterprise Server to manual.
-enable	This subparameter changes the failover mode of the BlackBerry Enterprise Server to automatic.

Required BlackBerry Administration Service permissions: -set_server_failover_mode

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	Topology	Edit an instance
-set_server_failover_mode -disable		X
-set_server_failover_mode -enable		X

-set_user_itpolicy_rule

You can use the -set_user_itpolicy_rule parameter to specify an IT policy rule for a user account.

Syntax: -set_user_itpolicy_rule

```
-set_user_itpolicy_rule : set per user IT policy
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
  -policyrule <rule name> : name of the policy rule
  -policyvalue <value> : value for the policy rule
```

Subparameters: -set_user_itpolicy_rule

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-policyrule <policy_rule_name>	This subparameter specifies the name of the IT policy rule that you want to configure. If the name of the IT policy rule contains spaces, enclose the name in quotation marks (" ").
-policyvalue <value>>	This subparameter specifies the value for the specified IT policy rule. If the value of the IT policy rule contains spaces, enclose the value in quotation marks (" ").
-u <user_name>	<p>This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer").</p> <p>Examples of specifying a user account:</p> <ul style="list-style-type: none"> • -u "Julie Palmer" -utype display_name • -u jpalmer@test.net -utype email_address • -u JPalmer -utype login_name • -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and</p>

Subparameter	Description
	<p>rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\" (for example, "\"jpalmer@test.rim.net \").</p>
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> • display_name • email_address • login_name: name that the account uses to log in to the BlackBerry Administration Service • canonical_name

Required BlackBerry Administration Service permissions: -set_user_itpolicy_rule

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	User and device permission	View a user
-set_user_itpolicy_rule		X

-stats

You can use the -stats parameter to retrieve the BlackBerry Enterprise Server and user account statistics.

Syntax: -stats

```
-stats : display user/service stats
  -u <user name> : user name
    [-b <instance>] : instance name of the BlackBerry Enterprise Server
                    component
    [-utype <type>] : user type - display_name, email_address,
                    login_name, canonical_name
  or
  -users : users information
    -g <group name> : group name
    or
    -b <instance> : instance name of the BlackBerry Enterprise Server
                    component
  or
  -service : service information
    -b <instance> : instance name of the BlackBerry Enterprise Server
                    component
    or
    -email <instance> : instance name of the BlackBerry Messaging Agent
                       instance
```

Subparameters: -stats

Subparameter	Description
-b <server_name>	This subparameter specifies the BlackBerry Enterprise Server instance for the action. You use the name of the BlackBerry Enterprise Server instance as it appears in the BlackBerry Administration Service.
-email <email_instance>	This subparameter specifies the BlackBerry Messaging Agent instance.
-g <group_name>	This subparameter restricts the statistics to the specified group.
-service	This subparameter specifies that you want to collect statistics for a BlackBerry Enterprise Server or BlackBerry Messaging Agent. Use this subparameter with the -b or -email subparameters.
-u <user_name>	This subparameter specifies the user account for the action. Searches are not case-sensitive. If the value that you specify contains a space, enclose the value in quotation marks (for example "Julie Palmer"). Examples of specifying a user account: <ul style="list-style-type: none"> -u "Julie Palmer" -utype display_name -u jpalmer@test.net -utype email_address -u JPalmer -utype login_name

Subparameter	Description
	<ul style="list-style-type: none"> -u "CN=Julie Palmer/O=Server01" -utype canonical_name <p>If you do not specify a type using the -utype subparameter, the tool searches for user accounts using the display name first, then the email address, then the login name, and then the canonical name. Searching by canonical name is available for the BlackBerry Enterprise Server for IBM Lotus Domino only, and is the least preferred method of searching for user accounts.</p> <p>Searches (except by canonical name) match on substrings. For example, if you specify -u jpalmer@test.rim.net, and your organization's environment contains the user accounts jpalmer@test.rim.net, ojpalmer@test.rim.net, and rjpalmer@test.rim.net, the search identifies all three user accounts as valid results. If the tool finds more than one user account, the tool selects the user account that matches the value that you specified exactly (in this case, jpalmer@test.rim.net).</p> <p>If the tool finds more than one user account, and none of the user accounts match the value that you specified exactly, the tool returns an error message stating that multiple matches were found. If you do not want searches to match on substrings, specify the value using the following format: "\"<user>\" (for example, "\"jpalmer@test.rim.net \").</p>
-users	<p>This subparameter specifies that you want to collect statistics for user accounts. You can restrict this option by group (-g) or by BlackBerry Enterprise Server instance (-b).</p>
-utype <type>	<p>This subparameter specifies which of the following options the tool uses to search for the user account:</p> <ul style="list-style-type: none"> display_name email_address login_name: name that the account uses to log in to the BlackBerry Administration Service canonical_name

Required BlackBerry Administration Service permissions: -stats

The user account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	Topology permission	View an instance	User and device permission	View a group	View a user
-stats -service -b		X			
-stats -service -email		X			
-stats -u					X
-stats -users -b					X
-stats -users -g				X	X

-status

You can use the `-status` parameter to display the service status of the BlackBerry Enterprise Server User Administration Tool.

Required BlackBerry Administration Service permissions: `-status`

The BlackBerry Administration Service administrator account that you use to run the following commands requires specific permissions in the BlackBerry Administration Service.

Command	Topology permission	View an instance
<code>-status</code>		X

Administrative roles for the BlackBerry Enterprise Server

The BlackBerry Enterprise Server includes preconfigured administrative roles that you can assign to administrator accounts. Each role is designed for a different type of administrator, and grants different permissions to manage and make changes to the BlackBerry Enterprise Server, user accounts, and BlackBerry devices. The table below details the permissions that are associated with each role.

To meet the needs of your organization's environment, you can change the permissions that are associated with the preconfigured roles, or you can create custom roles. For more information about how to change or create roles, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Server Administration Guide*.

When you use the BlackBerry Enterprise Server User Administration Tool to perform an administrative task, you use login parameters to specify the BlackBerry Administration Service administrator account that you want to use to run the command. Before you run a command, you must verify that the account is assigned a role with the permissions that are required for that command. For example, if you want to use the tool to remove a user account from a BlackBerry Enterprise Server, you must specify an account that is assigned a role with the "Delete a user" and "View a user" permissions.

For more information about the permissions that are required to run each command, see [Parameters for the BlackBerry Enterprise Server User Administration Tool](#).

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
User and device group						
Create a group	X	X	X			X
Delete a group	X	X				X
View a group	X	X	X	X		X
Edit a group	X	X	X	X		X
Create a user	X	X	X			X
Delete a user	X	X	X			X
View a user	X	X	X	X		X
Edit a user	X	X	X	X		X

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
View a device	X	X	X	X		X
Edit a device	X	X	X	X		X
View device activation settings	X	X				X
Edit device activation settings	X	X				X
Create an IT policy	X	X				X
Delete an IT policy	X	X				X
View an IT policy	X	X	X	X		X
Edit an IT policy	X	X				X
Import an IT policy	X	X				X
Export an IT policy	X	X				X
Create a user-defined IT policy template	X	X				X
Delete a user-defined IT policy template	X	X				X
Resend data to devices	X	X	X			X
Edit a user-defined IT policy template	X	X				X
Import an IT policy template	X	X				X
Create a software configuration	X	X				X
View a software configuration	X	X	X	X		X
Edit a software configuration	X	X				X

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Delete a software configuration	X	X				X
Create an application	X	X				X
View an application	X	X	X	X		X
Edit an application	X	X				X
Delete an application	X	X				X
Create an administrator user	X					
Add or remove to user configuration	X	X	X			X
Export asset summary data	X	X				X
Import or export users	X	X	X			X
Export statistics	X	X				X
Import user updates	X	X				X
Assign the current device to a user	X	X	X	X		X
Delete all device data and remove device	X	X	X	X		X
Delete only the organization data and remove device	X	X	X	X		X
Specify an activation password	X	X	X	X		X
Turn off and on external services	X	X	X			X
Generate an activation email	X	X	X	X		X

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Clear synchronization backup data	X	X	X			X
Clear user statistics	X	X	X			X
Reset user field mapping	X	X	X			X
Turn on redirection	X	X	X			X
Turn off redirection	X	X	X			X
Add user from company directory	X	X	X			X
Import new users	X	X				X
Refresh available user list from company directory	X	X			X	
Edit GroupWise subscription for a user	X	X	X	X		X
Import or export email message filters for a user	X	X				X
Topology group						
View a server	X	X			X	
Edit a server	X	X			X	
View a component	X	X			X	
Edit a component	X	X			X	
View an instance	X	X			X	
Edit an instance	X	X			X	
Change the status of an instance	X	X			X	

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Edit an instance relationship	X	X			X	
View a job	X	X				X
Edit a job	X	X				X
View default distribution settings for a job	X	X				X
Edit default distribution settings for a job	X	X				X
Update peer-to-peer encryption key	X	X			X	
Manage deployment job tasks	X	X	X			X
Change the status of a job task	X	X				X
Delete an instance	X	X			X	
Edit license keys	X	X			X	
View license keys	X	X			X	
Clear instance statistics	X	X			X	
Synchronize instance system address book						
Clear and synchronize instance system address book						
Import or export email filters	X	X			X	
Clear statistics for a BlackBerry MDS Connection Service instance	X	X			X	

Permission name	Security role	Enterprise role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
View rules for the BlackBerry MDS Connection Service	X	X	X	X	X	X
BlackBerry Administration Service setup group						
Send message	X	X	X	X		X
Create a role	X					
Delete a role	X					
View a role	X	X				X
Edit a role	X					
Add or remove role	X					
View BlackBerry Administration Service software management	X	X			X	
Edit BlackBerry Administration Service software management	X	X				
Import or export groups within roles	X					
View reporting data		X				
View BlackBerry Monitoring Service information	X					
Edit BlackBerry Monitoring Service settings	X					

Related information[-add, 88](#)[-add_administrator, 91](#)[-assign_swconfig, 93](#)[-assign_vpnconfig, 95](#)

- assign_wlanconfig, 98
- change, 100
- delete, 107
- find, 109
- find_mail_store_user, 110
- find_users, 112
- handheld_info, 113
- kill_handheld, 117
- list, 120
- move, 124
- resend_peer_to_peer_key, 126
- resend_service_book, 128
- send_email, 130
- send_pin, 133
- set_client_auth, 135
- set_connection_failover_mode, 137
- set_folder_redirection, 138
- set_owner_info, 140
- set_password, 143
- set_server_failover_mode, 144
- set_user_itpolicy_rule, 145
- stats, 147
- status, 150

Port information for the BlackBerry Enterprise Server Resource Kit tools

Port information for tools that connect to the BlackBerry Configuration Database

Tool	Connection type	Default port number
BlackBerry Application Reporting Tool	TCP	1433
BlackBerry Domain Administration History Reporting Tool	TCP	1433
BlackBerry Enterprise Transporter	TCP	1433
BlackBerry IT Policy Import and Export Tool	TCP	1433
BlackBerry Message Receipt Confirmation Tool	TCP	1433

Port information for tools that connect to the BlackBerry Administration Service, BlackBerry Administration API, and BlackBerry Web Services

Tool	Connection type	Default port number
BlackBerry Enterprise Server User Administration Tool	TCP	<ul style="list-style-type: none">BlackBerry Enterprise Server: 443BlackBerry Enterprise Server Express: 8443
BlackBerry Enterprise Transporter	TCP	<ul style="list-style-type: none">BlackBerry Enterprise Server: 443BlackBerry Enterprise Server Express: 8443
BlackBerry Directory Sync Tool	TCP	<ul style="list-style-type: none">BlackBerry Enterprise Server: 443BlackBerry Enterprise Server Express: 8443

Port information for the BlackBerry System Log Monitoring and Reporting Tool

Action	Connection type	Default port number
Listens for packets	UDP	514
Sends messages over SMTP	TCP	25

Port information for the BlackBerry Message Receipt Confirmation Tool

Action	Connection type	Default port number
Sends messages	MAPI	125

Glossary

17

BlackBerry MDS	BlackBerry Mobile Data System
CDMA	Code Division Multiple Access
CDO	Collaboration Data Object
GSM	Global System for Mobile Communications
GPRS	General Packet Radio Service
IMEI	International Mobile Equipment Identity
MDM domain	<p>An MDM domain consists of a BlackBerry Mobile Fusion database and any BlackBerry Mobile Fusion services or components that are associated with it. An MDM domain can refer to any of the following environments:</p> <ul style="list-style-type: none">• BlackBerry Enterprise Server domain: A BlackBerry Configuration Database and any BlackBerry Enterprise Server components that are associated with it• BlackBerry Enterprise Server Express domain: A BlackBerry Configuration Database and any BlackBerry Enterprise Server Express components that are associated with it• BlackBerry Device Service domain: A BlackBerry Configuration Database and any BlackBerry Device Service components that are associated with it• Universal Device Service domain: A Management Database and any Universal Device Service components that are associated with it
OTA	over the air, or wirelessly
PIN	personal identification number
SMTP	Simple Mail Transfer Protocol
SQL	Structured Query Language
SRP	Server Routing Protocol
WLAN	wireless local area network

Legal notice

18

©2012 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.

GSM (Global System for Mobile communications) is a trademark of the GSM MOU Association. IBM, Domino, Lotus, and Lotus Notes are trademarks of International Business Machines Corporation. Microsoft, Active Directory, SQL Server, and Windows are trademarks of Microsoft Corporation. Nextel Direct Connect is a trademark of Nextel Communications Inc. Novell and GroupWise are trademarks of Novell, Inc. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at www.blackberry.com/go/docs is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with RIM's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

Certain features outlined in this documentation require a minimum version of BlackBerry Enterprise Server, BlackBerry Desktop Software, and/or BlackBerry Device Software.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada