



Silent install for BlackBerry Desktop Software

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Affected software versions

BlackBerry™ Desktop Software version 2.1 with Service Pack 3

BlackBerry Desktop Software version 3.2

Overview

The silent install feature for the BlackBerry Desktop Software provides system administrators with the ability to preconfigure default settings for a BlackBerry Desktop Software installation. This preconfiguration enables a simplified *initial* deployment of the BlackBerry Desktop Software to a large number of client computers in a fully automated manner that does not require end-user interaction.

Functional summary

Silent install offers the following functionality to system administrators:

- ◆ enables system administrators to "capture" installation and configuration values to several text (.xml) files
- ◆ these text (.xml) files are used during the installation process and initial runtime of the desktop software to duplicate the system administrator's choices during the installation and configuration of the software on the end users' computers

Defining BlackBerry Desktop Software installation defaults

The silent install feature for the BlackBerry Desktop Software enables system administrators to run a prototype installation in record mode, by specifying the `/r` option to the `Setup.exe` installation program. This operation produces a response file that can be used subsequently by specifying the `/s` option to `Setup.exe` when the end-user installation is performed. When run with such a response file, the BlackBerry Desktop Software installer runs in silent mode (with no User Interface), with all installation options selected automatically to match those made by the system administrator during the recorded prototype installation.

Defining BlackBerry Desktop Manager defaults

A command line option for the BlackBerry Desktop Manager, `/r`, is provided that enables the system administrator to export all of the current settings of the BlackBerry Desktop Software to three text files: `DefaultsDesktop.xml`, `DefaultsRedirectorSettings.xml`, and `DefaultsIntellisync.xml`. The last text file contains all Intellisync™ configuration options that are available in the PUMATECH Intellisync software development kit (SDK) 2.7.2. These files are created in the BlackBerry Desktop Software installation directory, unless an optional directory name option follows the `/r` option, in which case the output files are placed in the specified directory.

After the program closes, the system administrator should copy the files `DefaultsDesktop.xml`, `DefaultsRedirectorSettings.xml`, and `DefaultsIntellisync.xml` to the installation source directory. The BlackBerry Desktop Software then uses the `DefaultsDesktop.xml`, `DefaultsRedirectorSettings.xml`, and `DefaultsIntellisync.xml` files when they are present in the installation source directory.



Sample usage scenario

End-user permission requirements

- ◆ ability to write to the installation folder
(for example, c:\Program Files\Research In Motion\BlackBerry)
- ◆ ability to register COM components
- ◆ appropriate permission to the HKEY_LOCAL_MACHINE\Software:
 - ◆ \Microsoft\Windows\Current Version\App Paths
 - ◆ \Research In Motion\BlackBerry
 - ◆ \Microsoft\Windows\Current Version\Uninstall

Step 1: Perform the “Record” action

1. Create a folder to root drive on a workstation (i.e. C:\Temp).
2. Double-click the BBEE_21_SP3.exe to extract all of the files to folder C:\Temp.
3. When prompted to install the BlackBerry Desktop Software select Cancel.
4. Copy the C:\Temp contents to a network directory that all users can access (for this example N:\BlackBerry_Install\).

Note: If using the CD image of the BlackBerry Desktop Software then steps #1-3 are not required as these are simply steps to extract the image from the single-file installer. In this case simply copy the CD image directly to the N:\BlackBerry_Install\ directory.

5. Run the BlackBerry Desktop Software installer with the following command prompt settings:
Setup.exe /r /f1N:\BlackBerry_Install\setup.iss

Note: There is NO space between /f1 and N:\BlackBerry_Install\setup.iss.

Note: Do not move back and forth (using **Next** and **Back** commands) through the installation. This causes playback problems.

6. All installer selections are saved to the following response file: N:\BlackBerry_Install\setup.iss.
7. At a command prompt, move to the directory in which the BlackBerry Desktop Manager is installed.
8. Run the BlackBerry Desktop Manager with the following command prompt settings:
DesktopMgr.exe /r N:\BlackBerry_Install.
Specifying N:\BlackBerry_Install places the generated .xml text files directly onto the desired network drive.

The BlackBerry Desktop Manager is now running in “Record” mode and you can configure it as required for your end users (installation settings, desktop settings, Intellisync settings, redirector settings, and so on).

The following three .xml text files are created when the BlackBerry Desktop Manager closes, and they contain the settings defined in step 3. These files preserve the settings for the following options.

- ◆ DefaultsDesktop.xml (Desktop Manager)



View: Show Status Bar, Large icons, Small icons

Options: Hide When Minimized, Connection Settings (excluding Serial Port settings)

Backup and Restore > Options: all configurable settings

Intellisync: Reconcile email, Synchronize PIM, Update handheld's date and time, Configure email, Auto start

- ◆ DefaultsRedirectorSettings.xml (Redirector Settings)

General tab: All configurable settings

Filters tab: All configurable settings

Security tab: All configurable settings

Advanced tab: Don't save a copy to the Sent Items folder

- ◆ Default Intellisync.xml (Intellisync)

Configure PIM > Choose: Handheld application, operation (Import, Export, or Synchronize)

Configure PIM > Advanced: Confirmation, Conflict Resolution, and Date Range (Calendar only) settings

9. The following files should now appear in the N:\BlackBerry_Install\ network directory:

- ◆ BlackBerry installation files (as copied from the CD)
- ◆ Setup.iss: response file from installation
- ◆ DefaultsIntellisync.xml: default settings for Intellisync
- ◆ DefaultsDesktop.xml: default settings for BlackBerry Desktop Manager
- ◆ DefaultsRedirectorSettings.xml: default settings for Redirector Settings

Step 2: Perform the "Playback" action

The system administrator can distribute the preconfigured installation package to the end user (through common software distribution packages). The installation can then be run silently by specifying the following:

If NOT run from the N:\BlackBerry_Install directory:

```
N:\BlackBerry_Install\setup.exe /s /f1N:\BlackBerry_Install\setup.iss /f2"%TEMP%\bbinstall.log"
```

If run from the N:\BlackBerry_Install directory:

```
setup.exe /s /f1setup.iss -f2"%TEMP%\bbinstall.log"
```



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Note: The use of the -f2 switch and specification of the location for the log file to be generated will allow the log file to be generated on the local machine and the N:\BlackBerry_Install directory to be set as read-only.

Deploying multiple default configurations

You can deploy multiple default configurations within an organization by running the desktop software in “Record” mode and setting each group of defaults using multiple network shares.

Installing over an existing BlackBerry Desktop Software installation

This version of the software is primarily intended for initial deployments. However, it can be installed over existing versions of the BlackBerry Desktop Software.

The silent install will operate as follows when performing the playback action over an existing BlackBerry Desktop Software installation:

1. Verify that the desktop software uses the users' existing settings.

Note: All settings are preserved from previous BlackBerry installations, except for the Intellisync settings, when you upgrade from the BlackBerry Desktop Software version 2.0; and except for advanced Intellisync settings when you upgrade from the BlackBerry Desktop Software version 2.1.

2. Use the default settings in the .xml files, if they are present.
3. If no default settings are provided, use email system-specific default settings (Microsoft Outlook/Exchange and Lotus Notes/Domino as appropriate).

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