

BES Express Order and Download Process



Placing your order



1. From the BlackBerry.com landing page

www.blackberry.com/besexpress

Click 'order now'

Notes: Pre-requisite system requirements/server configuration overview is available on the page for download

The screenshot shows the BlackBerry Enterprise Server Express landing page. The top navigation bar includes the BlackBerry logo, regional links (North America, Worldwide), and various user roles (Partners, Developers, BlackBerry Overview). A search bar is also present. Below the navigation, the page is divided into a left sidebar and a main content area. The sidebar lists various BlackBerry software products, with 'Business Software' expanded to show 'BlackBerry Enterprise Server', 'BlackBerry Enterprise Server Express', and 'Hosted Services'. The main content area features a breadcrumb trail (Home > Software > Business Software > Server Software > BlackBerry Enterprise Server Express) and a large image of the software box and a BlackBerry smartphone. The main text highlights a 'Free Download of BlackBerry Enterprise Server Express' and provides a brief description of the product's capabilities and system requirements. A prominent 'Order Now' link is visible. Below the main text, there are sections for 'BlackBerry Enterprise Server Express features:', 'IT management and support', 'Security', and 'System Requirements', each with a link to learn more. At the bottom, there is a section titled 'Get More with BlackBerry Enterprise Server' and a small image of the software box.

BlackBerry

North America | Worldwide | Partners | Developers | BlackBerry Overview | Search

SMARTPHONES SOFTWARE SUPPORT & SERVICES SOLUTIONS WHERE TO BUY OWNERS LOUNGE

BlackBerry App World

BlackBerry Desktop Software

BlackBerry Device Software

BlackBerry Media Sync

BlackBerry Theme Studio

BlackBerry Web Signals

Business Software

- BlackBerry Enterprise Server
- BlackBerry Enterprise Server Express
- Hosted Services

Early Adopter Program

Home > Software > Business Software > Server Software > BlackBerry Enterprise Server Express

BlackBerry Enterprise Server Express

Free Download of BlackBerry Enterprise Server Express

BlackBerry® Enterprise Server Express offers a low cost solution for businesses of any size, with an existing Microsoft® Exchange Server or Microsoft Small Business Server, to quickly and easily get started with the BlackBerry solution. It can also allow businesses to securely manage BlackBerry smartphones that employees purchase and pay for, but use for work purposes.

BlackBerry Enterprise Server Express requires no additional software or user license fees, and works with any Internet-enabled BlackBerry data plan or a BlackBerry enterprise data plan.

[Order Now](#)

BlackBerry Enterprise Server Express features:

IT management and support
Get advanced tools and capabilities to help you efficiently manage your wireless infrastructure.
[Learn more about management and support features](#)

Security
Enjoy peace of mind with controls and advanced security features.
[Learn about security features](#)

System Requirements
View full system requirements for BlackBerry Enterprise Server Express and its components.
[View system requirements \(PDF\)](#)

Get More with BlackBerry Enterprise Server
BlackBerry Enterprise Server is the right choice for larger enterprises and government organizations that need the highest level of IT control and advanced functionality. Take a look at some of the added features available with BlackBerry Enterprise Server:

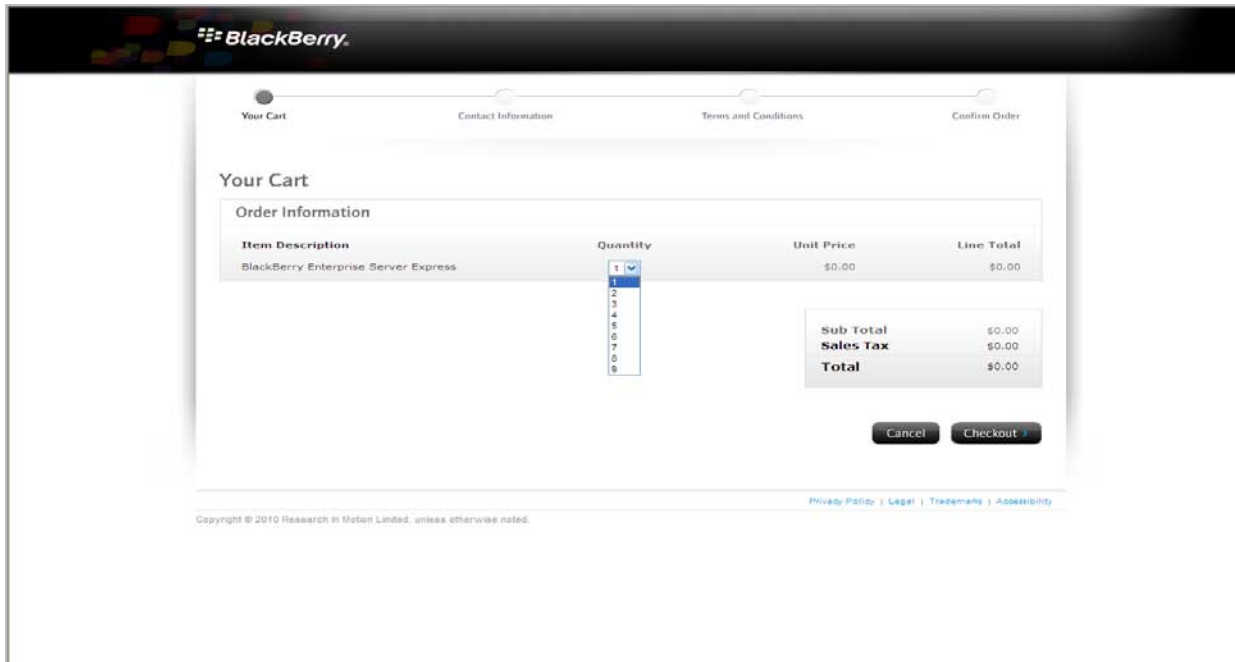
BlackBerry Enterprise Server

2. Next screen: 'Your cart'

Select the number of downloads required.

Click on 'Checkout'

Notes: The complementary BlackBerry support incident is allocated to the company that is registered on the download form not to the download itself, for example, a cart of 3 downloads will be allocated 1 x complementary support incident



BlackBerry

Your Cart

Contact Information Terms and Conditions Confirm Order

Your Cart

Order Information

Item Description	Quantity	Unit Price	Line Total
BlackBerry Enterprise Server Express	1	\$0.00	\$0.00

Sub Total \$0.00
Sales Tax \$0.00
Total \$0.00

Cancel Checkout

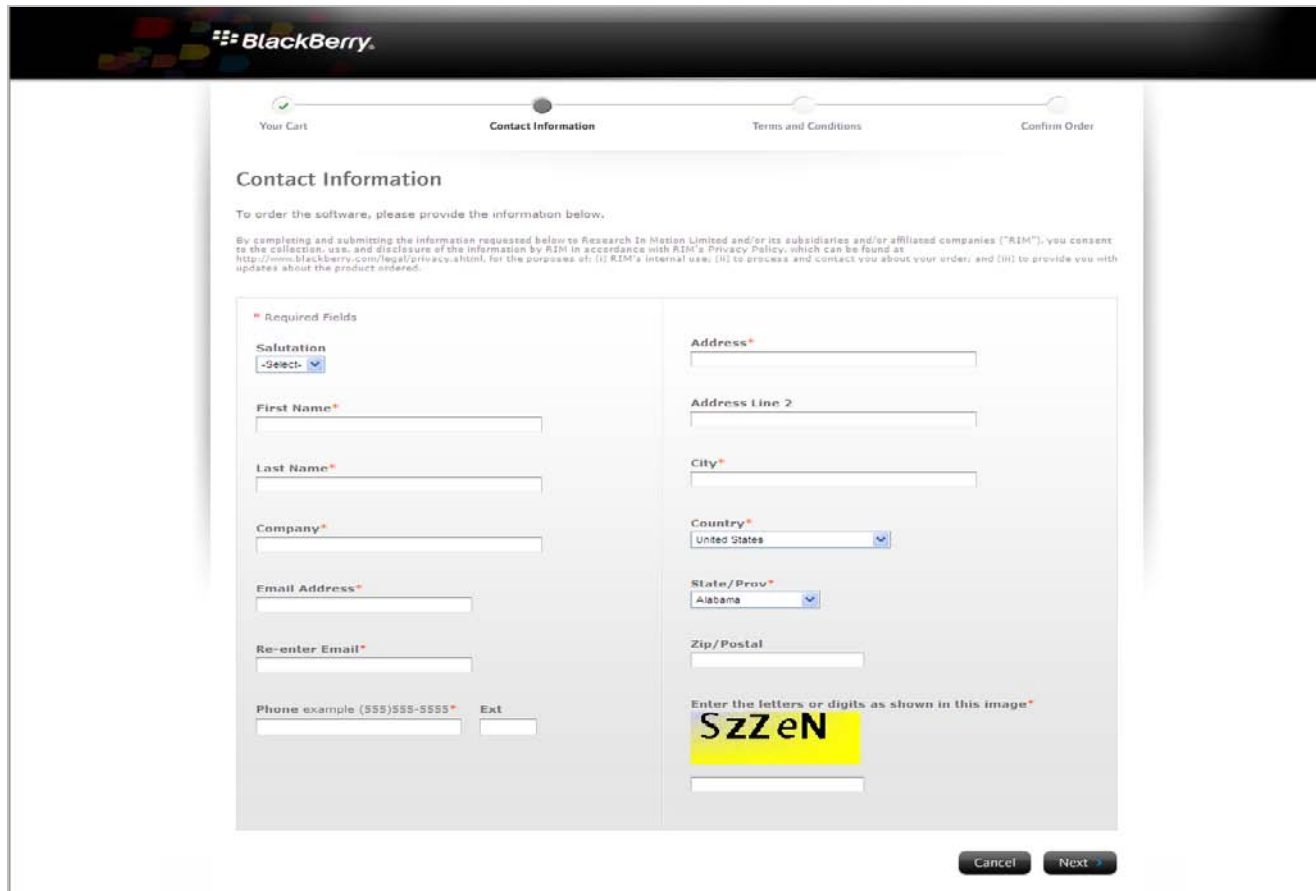
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3. Next screen: 'Contact Information'

Enter the contact information of the download site: name, address, email, phone number.

Enter the verification code shown in the image.

Click 'Next'



The screenshot shows the BlackBerry 'Contact Information' form. At the top, there is a progress bar with four steps: 'Your Cart', 'Contact Information' (current step), 'Terms and Conditions', and 'Confirm Order'. Below the progress bar, the title 'Contact Information' is displayed. A small disclaimer text is present: 'To order the software, please provide the information below. By completing and submitting the information requested below to Research In Motion Limited and/or its subsidiaries and/or affiliated companies ("RIM"), you consent to the collection, use, and disclosure of the information by RIM in accordance with RIM's Privacy Policy, which can be found at http://www.blackberry.com/legal/privacy.shtml, for the purposes of: (i) RIM's internal use; (ii) to process and contact you about your order; and (iii) to provide you with updates about the product ordered.'

The form is divided into two columns. The left column contains the following fields: 'Salutation' (dropdown menu with '-Select' selected), 'First Name*', 'Last Name*', 'Company*', 'Email Address*', 'Re-enter Email*', and 'Phone example (SSS)SSS-SSSS*' with an 'Ext' field. The right column contains: 'Address*', 'Address Line 2', 'City*', 'Country*' (dropdown menu with 'United States' selected), 'State/Prov*' (dropdown menu with 'Alabama' selected), 'Zip/Postal', and a verification code field with the instruction 'Enter the letters or digits as shown in this image*' and a yellow box containing the code 'SzZeN'. At the bottom right, there are 'Cancel' and 'Next' buttons.

4. Next screen: 'BlackBerry Product Terms and Conditions'

Read the Terms and Conditions

Accept or decline the Terms and Conditions.

'I accept' takes you through to the next screen

Notes: The customer agrees to be legally bound to the terms of the agreement: accepting that the product will be used by the accepting entity on the entity's premises and that no product copies will be made for further distribution. Multiple servers within the same company require multiple downloads.

BlackBerry

Your Cart Contact Information **Terms and Conditions** Confirm Order

BlackBerry Product Terms and Conditions

You must read and accept the Terms and Conditions below. [Print](#)

Please read these BlackBerry Product Terms and Conditions (the "Agreement") carefully. You hereby agree to the following terms of this Agreement between you, if you are agreeing to it in your own capacity, or if you are an employee or a Reseller, between the company or organization for whom you are authorized to act (you, the employee or the Reseller, as applicable, are hereinafter referred to as "You" or "Your") and Research In Motion Limited on its behalf and on behalf of its subsidiaries and affiliates ("RIM") (together, "Parties"), and individually a "Party", BY INDICATING YOUR ACCEPTANCE BY CLICKING ON THE APPROPRIATE BUTTON BELOW, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT.

- Definitions.** The following terms shall be defined as follows when used in this Agreement:
 - "BlackBerry Product" means the BlackBerry product ordered by You.
 - "Partner Portal" means the www.blackberryuniverse.com/spn web site or spn.blackberry.com web site.
 - "Reseller" means a registered Partner Portal member in good standing.
- Requirements.** In order to receive, install and/or use the BlackBerry Product, You: (a) agree the BlackBerry Product will be used by You in the regular course of Your business and not for further distribution; (b) must meet the minimum system requirements to use the BlackBerry Product as set out at http://na.blackberry.com/eng/services/business/server/express/RM1365+System+Requirements_wd-ml.pdf; (c) must comply with the limitations stated in any BlackBerry Product documentation, including, but not limited to any limitation on the number of authorized users, if applicable; and (d) must agree to the following: (i) this Agreement, to allow You to submit Your BlackBerry Product order to RIM; (ii) the Rightful Declaration governing import/export control requirements, prior to being able to download the BlackBerry Product; (iii) the BlackBerry Software License Agreement, prior to installing the BlackBerry Product; and/or (iv) any additional terms and conditions required by RIM.
- Restrictions.** You are not permitted to make copies of the BlackBerry Product. If You wish to install the BlackBerry Product on multiple servers, if applicable, You must submit a new order for each server the BlackBerry Product is to be installed on.
- Information.** You agree to provide true, accurate, current and complete information, as required by RIM. All information is subject to verification by RIM. If You provide any untrue, inaccurate or incomplete information that is, or RIM has reasonable grounds to suspect that such information is, untrue, inaccurate, not current or incomplete, RIM may terminate Your BlackBerry Product order or Your BlackBerry Product license(s), and/or terminate this Agreement. Should there be any changes to the information provided to RIM, You will promptly inform RIM in writing giving details of any such changes. All decisions of RIM with respect to any information provided is final, without right of appeal.
- Marketing Restrictions.** In Your dealings with any individual or entity, You shall: (a) not engage in deceptive, misleading, illegal, or unethical practices, or in any practice, promotion or advertising related to the BlackBerry Product that may be detrimental to RIM, to RIM's products or services, or RIM's reputation or goodwill; (b) ensure that any statements You make about RIM or the BlackBerry Product is fair and accurate; (c) not make any representations, warranties, or guarantees: (i) concerning RIM products or services, including the BlackBerry Product; or (ii) that RIM has approved or sanctioned any statement that You make regarding the BlackBerry Product or any RIM product or service; (d) not represent, warrant or guarantee that the BlackBerry Product or any RIM product or service is designed or licensed for use in circumstances where the failure of the RIM product or service is likely to result in significant risks to health or safety, where fail-proof delivery of time-specific information is required, or in other mission critical environments requiring fail-safe controls, including operation of nuclear facilities, aircraft navigation systems or air traffic control, or life support or weapons systems; and (e) comply with all applicable federal, state, provincial, and local laws, regulations or orders in performing Your duties or in exercising Your rights hereunder and with respect to the BlackBerry Product and/or RIM products or services.
- Indemnity.** You agree to indemnify, defend and save harmless RIM and each of their respective directors, officers, employees and agents from any and all third party claims, suits, actions, demands, and liabilities to the extent that these arise as a result of You downloading or facilitating the download by another person or entity of the BlackBerry Product from RIM.
- Exclusion of Liability.** You agree to release and hold RIM, its directors, officers, employees and agents, harmless for any and all damages or other losses of any type whatsoever in relation to this Agreement, including direct, consequential, exemplary, incidental, indirect, special, punitive or aggravated damages, loss of profits or revenues, failure to realize any expected savings, business interruption, loss of business information, loss of business opportunity, damage to reputation or goodwill, corruption or loss of data, failure to transmit or receive any data, problems associated with any RIM site, downtime costs, loss of use of the RIM site or any portion thereof or other pecuniary losses arising out of or related to this Agreement and, including without limitation, damages or losses resulting from: (a) any BlackBerry Product or other RIM product or service, or the manufacture or sale or supply, or failure or delay in supply, of such BlackBerry Product or other RIM products or services by RIM or the part of RIM's employees or agents; (b) any breach by RIM of any of the express or implied terms of this Agreement; (c) Your use of the BlackBerry Product or service, or of any product incorporating the BlackBerry Product or other RIM products or services; or (d) any statement made or not made, or advice given or not given, by or on behalf of RIM.
- General.** This Agreement is governed by the laws of the Province of Ontario, Canada, without regard to conflict of laws provisions, and You agree to submit to the exclusive jurisdiction of the courts located in the Province of Ontario, Canada. You further hereby waive any right to a trial by jury with respect to any lawsuit or judicial proceeding arising or relating to this Agreement. This Agreement constitutes the entire agreement between You and RIM with respect to the subject matter herein and supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between You and RIM. There are no representations, warranties, conditions, or collateral agreements between the Parties with respect to such subject matter except as expressly set out herein. Any provision of this Agreement which expressly states it is to continue in effect after termination or expiration of this Agreement, or which by its nature would survive the termination or expiration of this Agreement shall do so. No waiver of a breach or omission by a Party under this Agreement shall be binding unless it is expressly made in writing and signed by the Party. It is the express will of the parties that this Agreement and all related documents have been drawn up in English. C'est la volonté expresse des parties que le présente convention ainsi que les documents qui s'y rattachent soient rédigés en anglais.

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5. Next screen: 'Confirm your order'

Click 'submit' to confirm the order or 'cancel' if the order details are incorrect

Notes: The customer is informed that with the download of BES Express, he/she can access the BlackBerry Expert Support Centre and is also eligible to receive a complimentary BlackBerry support incident. Information will follow on how to utilise the complimentary support incident shortly.

BlackBerry

Your Cart Contact Information Terms and Conditions **Confirm Order**

Confirm Your Order

Please confirm that your order details are accurate. With the download of BlackBerry Enterprise Server Express, you can access the BlackBerry Expert Support Center, which is an online resource designed to provide you with tools and information about your BlackBerry solution. Also, you are eligible to receive a complimentary BlackBerry support incident from BlackBerry Technical Support Services.¹ You will receive information on how to utilize this complimentary BlackBerry support incident shortly.

Order Information Edit Order			
Item Description	Quantity	Unit Price	Total
BlackBerry Enterprise Server Express	1	\$0.00	\$0.00

Customer Information Edit Info	
First Name: Zoe	Address: XXXXXXXXXXXX
Last Name: Anderson	City: XXXXXXXXXXXX
Company: Research In Motion	Region: Berkshire
Email: zanderson@rim.com	Country: Great Britain (UK)
Phone: 01753 667394	Zip/Postal: XXXXXXXX
Ext: 47394	

Sub Total:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00

¹Your use of the complimentary BlackBerry support incident is subject to certain terms and conditions and is available for a limited time. A support incident is defined as a single technical question, problem or issue that Research In Motion (RIM) agrees is directly related to the operation of BlackBerry Enterprise Server Express. A support incident may require multiple interactions with the BlackBerry Technical Support Services team in order to reach a suitable resolution.

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6. Next screen: 'Thank You for your Order'

Thank you for your software order.

You will receive information on how to utilise your complementary support incident shortly

Notes: The information regarding the BlackBerry Expert Support Centre and the complimentary BlackBerry support incident is repeated. Plus call out panels at the bottom of the page to get more information about purchasing BlackBerry smartphones or to get online help including quick answers, user guides and demos.

BlackBerry

Thank You For Your Order

Thank you for your software order.

Order Information	Item Description	Quantity	Unit Price	Total
Order Number: 10709 Order Date: 02/25/10 12:22:46 GMT	BlackBerry Enterprise Server Express	1	\$0.00	\$0.00

Customer Information	Complimentary BlackBerry Support Incident	Summary
First Name: Zoe Last Name: Anderson Company: Research In Motion Email: zanderson@rim.com Phone: 01753 667394 Ext: 47394 Address: XXXXXXXXXXXX City: XXXXXXXXXXXX Region: Berkshire Country: Great Britain (UK) Zip/Postal: XXXXXXXX	With the download of BlackBerry Enterprise Server Express, you can access the BlackBerry Expert Support Center, which is an online resource designed to provide you with tools and information about your BlackBerry solution. Also, you are eligible to receive a complimentary BlackBerry support incident from BlackBerry Technical Support Services. You will receive information on how to utilize this complimentary BlackBerry support incident shortly.	Sub Total: \$0.00 Sales Tax: \$0.00 Total: \$0.00

Purchase BlackBerry Smartphones
Find out where to buy BlackBerry smartphones.
[> Get purchasing information](#)

Get Help for Your BlackBerry Solution
Find quick answers, user guides, demos and more.
[> Get support for your solution](#)

Official BlackBerry Blog
Get your BlackBerry information from the source.
[> Visit Inside BlackBerry](#)

Your use of the complimentary BlackBerry support incident is subject to certain terms and conditions and is available for a limited time. A support incident is defined as a single technical question, problem or issue that Research In Motion (RIM) agrees is directly related to the operation of BlackBerry Enterprise Server Express. A support incident may require multiple interactions with the BlackBerry Technical Support Services team in order to reach a suitable resolution.



Downloading BES Express



1. The customer receives 2 x HTML emails

Email #1: Confirming the order number and the product code and informing the customer that they will receive a second email from 'BlackBerry Electronic Software Distribution' with a link to download the software and instructions on how to access free resources designed to help with the installation and management of BES Express

Notes: no action required



Thank you and congratulations for choosing BlackBerry® Enterprise Server Express.

This email confirms that we have received your order for the BlackBerry Enterprise Server Express software.

Very shortly, you will be receiving an email from electronicsoftwaredistribution@rim.com containing a link to download the software, as well as instructions on how you can access free helpful resources designed to assist with the installation and management of BlackBerry Enterprise Server Express.

You're now just steps away from taking your business to the next level!

Sincerely,

Customer Service

Your Order Details:

Order: 10709
Date Ordered: 02/25/10 12:22:46 GMT
Customer Contact Information
Zoe Anderson
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
Great Britain (UK)
01753 667394

Shopping Cart Items

Description	Product Code	Quantity	Price
BlackBerry Enterprise Server Express	PRD-24255-025	1	\$0.00

Please do not reply to this e-mail. For additional assistance with your order or to find answers to common product and support inquiries, please visit <http://www.blackberry.com/support/BESExpress> from your computer.

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2. Email #2: Has two steps in it:

Step 1: Link to download the software and license keys.

With a prompt to remember to make a note of your SRP ID, SRP Authentication Key and Client Access Licenses

Step 2: Link to the BlackBerry Expert Support Centre with a prompt to check your existing configuration in preparation for download; an explanation of what can be found on the BESC; and a unique password (associated with the customer's email address) that should be used in accessing the BESC

Notes: the customer should retain this email and remember to make note of the SRP information and CALs

 BlackBerry



Dear Zoe Anderson

Thank you for choosing BlackBerry® Enterprise Server Express™ software. Your team is now just steps away from taking productivity to the next level! A summary of your order can be found at the bottom of this email.

Step 1:

Pick-up your BlackBerry Enterprise Server Express and/or license keys by visiting: <https://www.blackberry.com/Fulfillment/a/reg.do?ID=820648874&PO=25663615>

Important: If you have ordered the BlackBerry Enterprise Server Express software please make note of the following information while picking up your software:

- SRP ID
- SRP Authentication Key
- Client Access Licenses

Step 2:

To help ensure a trouble-free installation, we recommend that you check that your systems are compatible with BlackBerry Enterprise Server Express by logging into the [BlackBerry® Expert Support Centre](#) and viewing the BlackBerry® Enterprise Server Compatibility section in the Resources tab.

What is the BlackBerry Expert Support Center?

The BlackBerry Expert Support Center is an online resource designed to provide you with tools to assist in the installation and ongoing management of your BlackBerry Enterprise Server Express.

You will also be able to retrieve details on the complimentary support phone call to the BlackBerry® Technical Support Services team included with your BlackBerry Enterprise Server Express.

BlackBerry Expert Support Center Features include:

- One Complimentary Support Incident* to receive expert advice from a member of the BlackBerry Technical Support Service team at any time
- Access to online self service tools and resources designed to help with installation and ongoing management of your BlackBerry solution including demonstrations
- Access to relevant guides, articles and other resources to increase your BlackBerry solution know-how

Log-in to the BlackBerry Expert Support Centre after you've downloaded the software by visiting <https://www.blackberry.com/besqa> and entering your credentials below.

Email address: zanderson@rim.com

Password: D9h8LU%30P

YOUR ORDER Details:

Order Number	320601353
Order Date	Feb 25, 2010 07:39 EST
	XXXXXXXXXX
Address	XXXXXXXXXX XXXXXX GB
Product(s) Ordered	eBES Express v5.0.1 for Exchange

Please do not reply to this e-mail. For additional assistance with your order or to find answers to common product and support inquiries, please visit <http://www.blackberry.com/support/BESExpress> from your computer

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 BlackBerry

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3. Next screen: **Distribution Centre for BlackBerry Software**

Complete the information form

'Agree' / 'Disagree' to move onto next screen

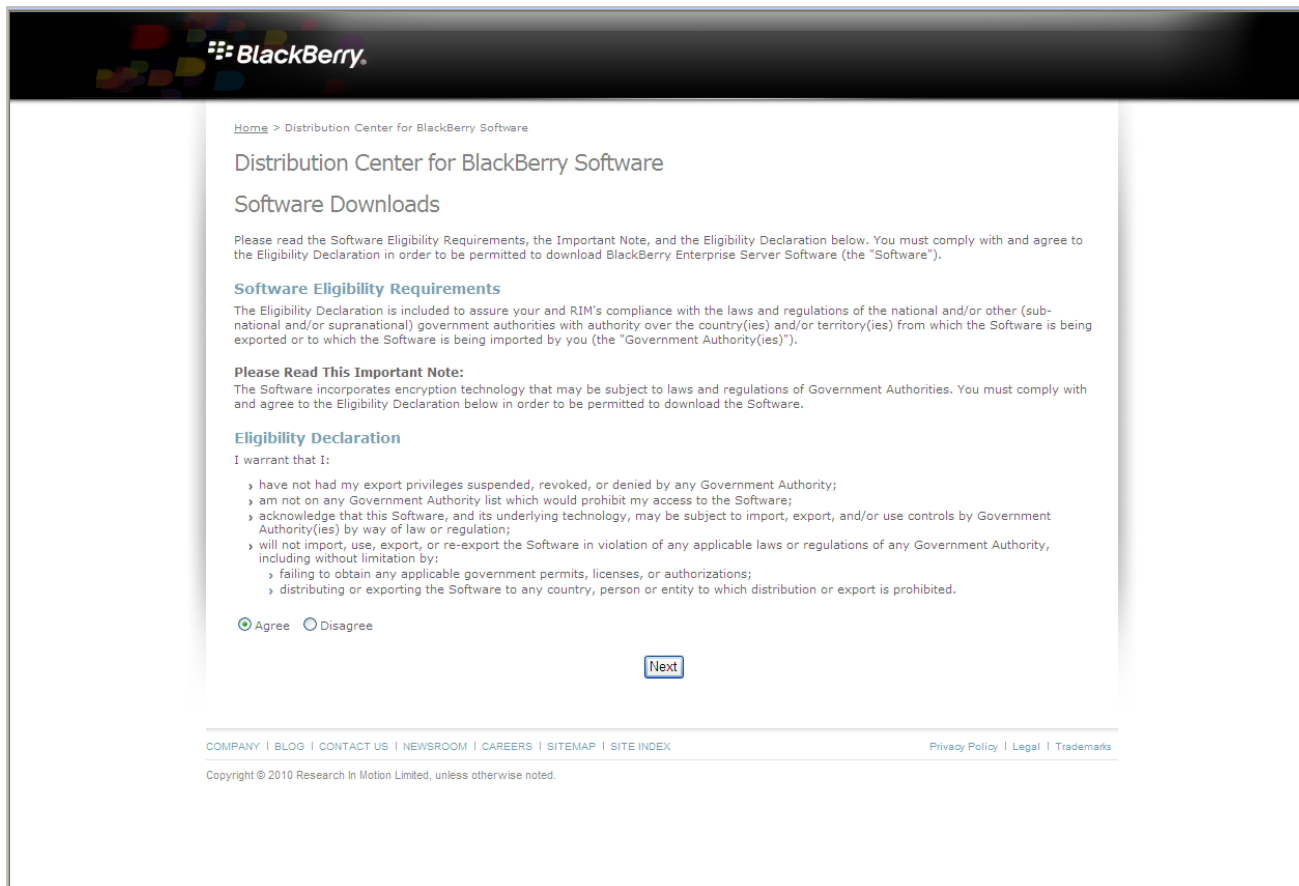
Notes: the customer is bound by this consent form to the use of the customer-supplied information in accordance with RIM's privacy policy – which allows the use of customer communication for product/service updates only

The screenshot shows a web form titled "Distribution Center for BlackBerry Software". At the top left is the BlackBerry logo. The page has a dark header with the BlackBerry logo and the text "BlackBerry". Below the header, the page title is "Distribution Center for BlackBerry Software". A small text block explains that by completing the form, the user consents to the collection, use, and disclosure of their information by RIM, subject to RIM's privacy policy. A "Select Language" dropdown menu is visible in the top right corner. The form fields include: "Your Name" (Zoe Anderson), "Company Name" (Research In Motion), "Job Title", "Address 1" (XXXXXXXXXX), "Address 2", "City" (XXXXXXXXXX), "State/Province" (XX), "Country" (United Kingdom), "Zip/Postal Code" (RG40 1SU), "Telephone" (XXXXXXXXXX), "E-mail Address" (zanderson@im.com), and "Confirm E-mail" (zanderson@im.com). There are two radio button options for "I confirm the information set out above is accurate and current for this transaction." (Agree and Disagree). Below these are two more radio button options for "I would like to receive future BlackBerry Enterprise Server® product information." and "I would like to receive the BlackBerry® Connection eNewsletter monthly." (Yes and No). A "Next" button is at the bottom of the form. At the very bottom of the page, there is a footer with links for "COMPANY", "BLOG", "CONTACT US", "NEWSROOM", "CAREERS", "SITEMAP", and "SITE INDEX", along with "Privacy Policy", "Legal", and "Trademarks". The copyright notice is "Copyright © 2010 Research In Motion Limited, unless otherwise noted."

4. Next screen: Distribution Centre for BlackBerry Software ‘Software eligibility requirements’

Eligibility declaration to assure compliance with government authorities where the software is being exported to

Click ‘agree’ / ‘disagree’



The screenshot shows a web page titled "Distribution Center for BlackBerry Software" with a sub-section for "Software Downloads". The page contains a notice about software eligibility requirements, a "Software Eligibility Requirements" section, an "Important Note" about encryption, and an "Eligibility Declaration" section with a list of conditions and radio buttons for "Agree" and "Disagree". A "Next" button is located at the bottom of the main content area. The footer includes navigation links and copyright information.

BlackBerry

[Home](#) > Distribution Center for BlackBerry Software

Distribution Center for BlackBerry Software

Software Downloads

Please read the Software Eligibility Requirements, the Important Note, and the Eligibility Declaration below. You must comply with and agree to the Eligibility Declaration in order to be permitted to download BlackBerry Enterprise Server Software (the "Software").

Software Eligibility Requirements

The Eligibility Declaration is included to assure your and RIM's compliance with the laws and regulations of the national and/or other (sub-national and/or supranational) government authorities with authority over the country(ies) and/or territory(ies) from which the Software is being exported or to which the Software is being imported by you (the "Government Authority(ies)").

Please Read This Important Note:

The Software incorporates encryption technology that may be subject to laws and regulations of Government Authorities. You must comply with and agree to the Eligibility Declaration below in order to be permitted to download the Software.

Eligibility Declaration

I warrant that I:

- › have not had my export privileges suspended, revoked, or denied by any Government Authority;
- › am not on any Government Authority list which would prohibit my access to the Software;
- › acknowledge that this Software, and its underlying technology, may be subject to import, export, and/or use controls by Government Authority(ies) by way of law or regulation;
- › will not import, use, export, or re-export the Software in violation of any applicable laws or regulations of any Government Authority, including without limitation by:
 - › failing to obtain any applicable government permits, licenses, or authorizations;
 - › distributing or exporting the Software to any country, person or entity to which distribution or export is prohibited.

Agree Disagree

[Next](#)

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5. Next screen: Distribution Centre for BlackBerry Software **'Order Information'**
SRP ID, SRP Authentication Key and Client Access License ID
Click 'download'

Notes: Print out the page and keep for your records

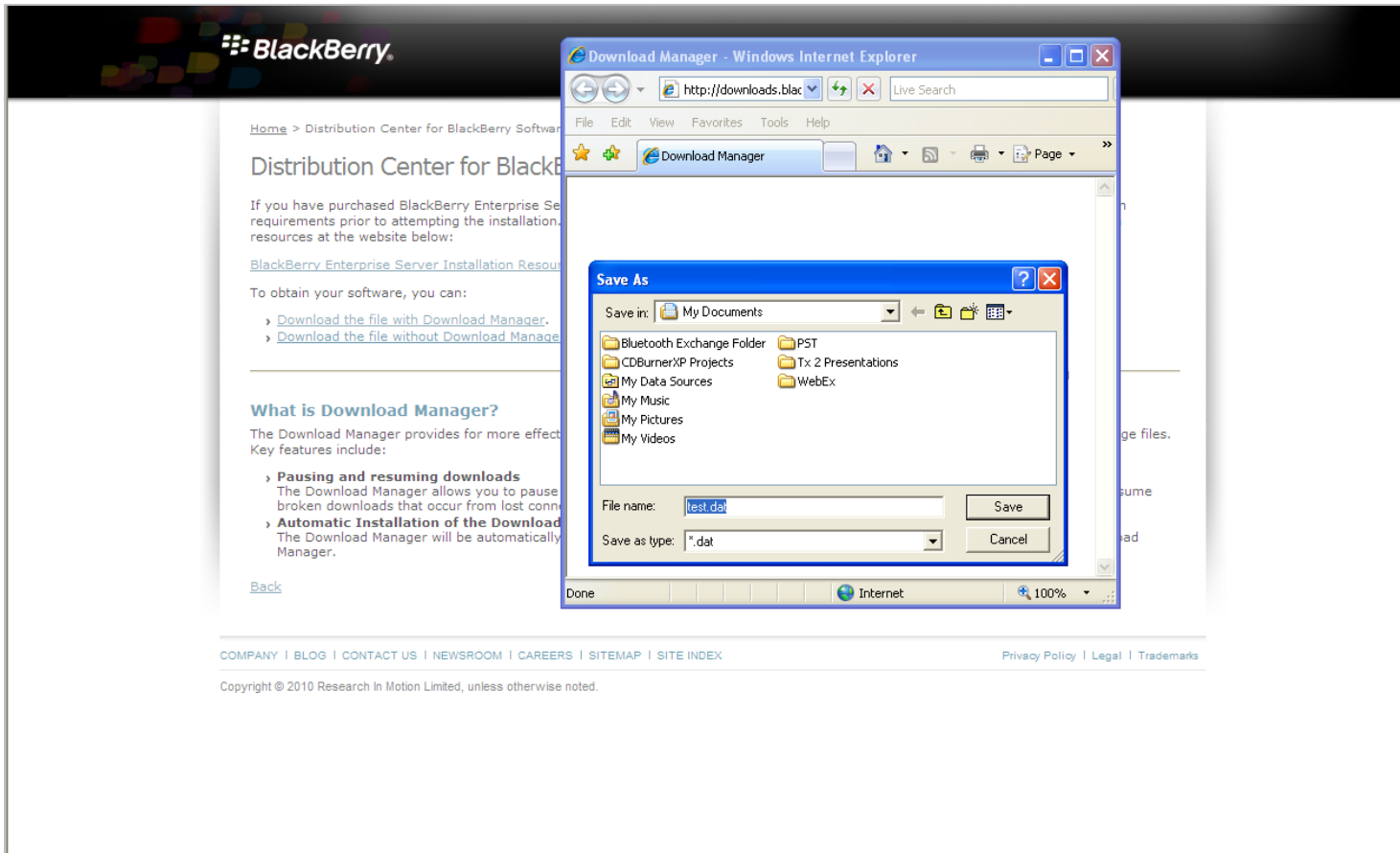
The screenshot shows the BlackBerry Distribution Center interface. At the top, there is a BlackBerry logo. Below it, the page title is "Distribution Center for BlackBerry Software". A message reads: "Thank you for using the BlackBerry wireless solution. Here you can find information on your purchase order. Be sure to print out this page and keep for your records." The main heading is "Order Information", followed by the instruction "Please find your order information below." A table with two columns, "Product" and "Download Available", contains one row for "eBES Express v5.0.1 for Exchange". The "Product" column lists "Quantity: 1" and a list of identifiers: "Number 1 of 1", "Serial Number: S83959843", "License Key: bywe-#####-#####-#####-#####-#####", "CAL ID: C0002529555", and "CAL Authentication Key: bese##-#####-#####-#####". The "Download Available" column contains a "Download" link. At the bottom, there is a footer with navigation links: "COMPANY | BLOG | CONTACT US | NEWSROOM | CAREERS | SITEMAP | SITE INDEX" and "Privacy Policy | Legal | Trademarks", along with the copyright notice "Copyright © 2010 Research In Motion Limited, unless otherwise noted."

Product	Download Available
eBES Express v5.0.1 for Exchange Quantity: 1 › Number 1 of 1 › Serial Number: S83959843 › License Key: bywe-#####-#####-#####-#####-##### › CAL ID: C0002529555 › CAL Authentication Key: bese##-#####-#####-#####	Download

6. Next screen: Distribution Centre for BlackBerry Software 'BlackBerry Enterprise Server Installation Resources'

There are two options.

Option one - Click download using download manager

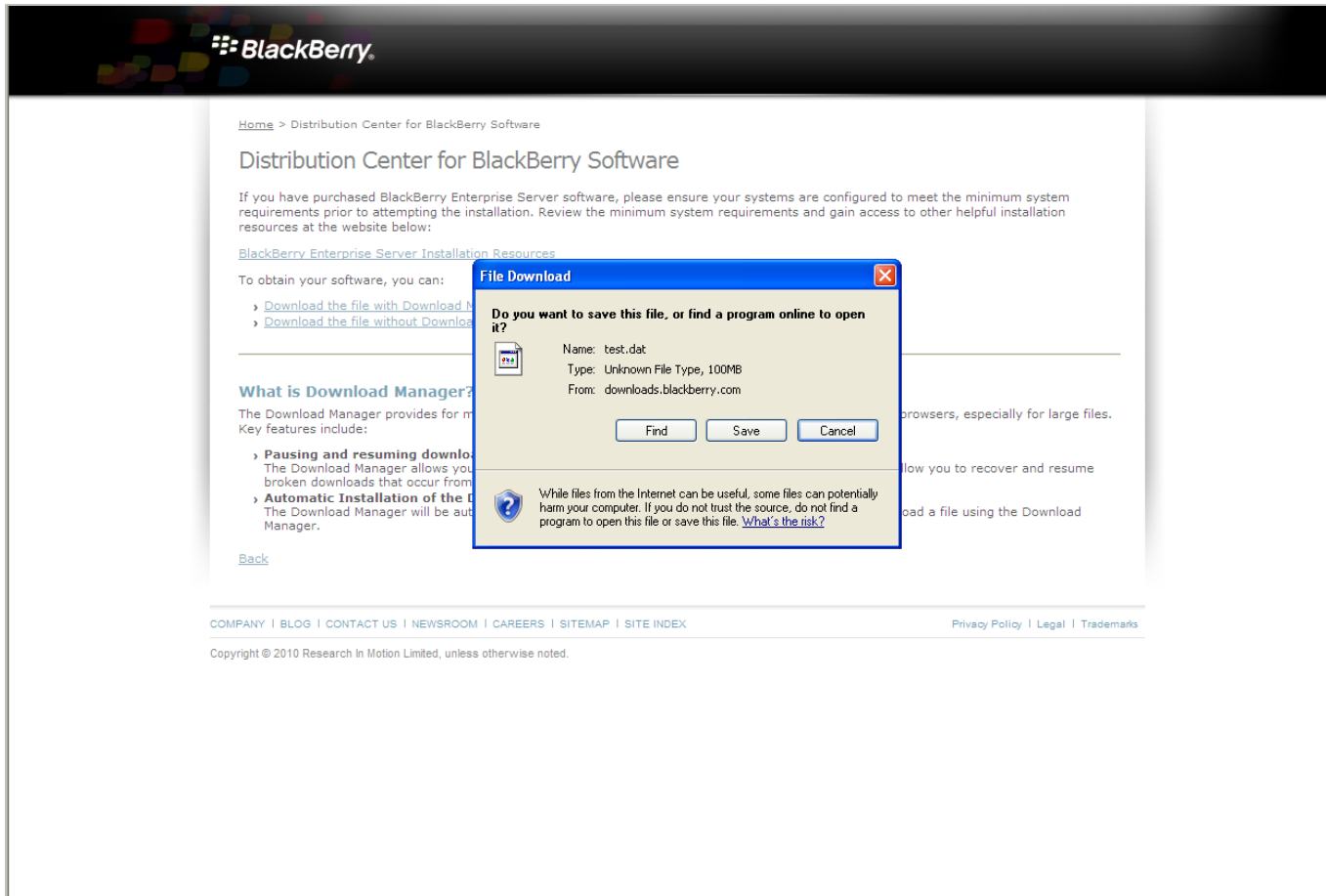


The screenshot shows the BlackBerry Distribution Center website for BlackBerry Enterprise Server. The page title is "Distribution Center for BlackBerry Software" and the URL is "http://downloads.blackberry.com". The page content includes a heading "Distribution Center for BlackBerry Software" and a paragraph: "If you have purchased BlackBerry Enterprise Server software, please review the system requirements prior to attempting the installation. For more information, visit the BlackBerry Enterprise Server Installation Resources website at the following URL: [BlackBerry Enterprise Server Installation Resources](#)". Below this, it says "To obtain your software, you can:" followed by two links: "Download the file with Download Manager" and "Download the file without Download Manager". A section titled "What is Download Manager?" follows, with sub-sections for "Pausing and resuming downloads" and "Automatic Installation of the Download Manager". A "Back" link is at the bottom left. The footer contains "COMPANY | BLOG | CONTACT US | NEWSROOM | CAREERS | SITEMAP | SITE INDEX" and "Privacy Policy | Legal | Trademarks". Copyright information at the bottom reads "Copyright © 2010 Research In Motion Limited, unless otherwise noted." Overlaid on the website is a "Download Manager - Windows Internet Explorer" window. The address bar shows "http://downloads.blackberry.com". The window title is "Download Manager - Windows Internet Explorer". The "Save As" dialog box is open, showing the "My Documents" folder. The file name is "test.dat" and the "Save as type" is "*.dat". The "Save" button is highlighted.

6. Next screen: Distribution Centre for BlackBerry Software 'BlackBerry Enterprise Server Installation Resources'

Option two - Click download without download manager

Notes: BES Express file is approx 700mb (download time approx. 20mins)



The screenshot shows the BlackBerry Distribution Center for BlackBerry Software website. The page title is "Distribution Center for BlackBerry Software". The main content area contains the following text:

Home > Distribution Center for BlackBerry Software

Distribution Center for BlackBerry Software

If you have purchased BlackBerry Enterprise Server software, please ensure your systems are configured to meet the minimum system requirements prior to attempting the installation. Review the minimum system requirements and gain access to other helpful installation resources at the website below:

[BlackBerry Enterprise Server Installation Resources](#)

To obtain your software, you can:

- > [Download the file with Download Manager](#)
- > [Download the file without Download Manager](#)

What is Download Manager?

The Download Manager provides for many features, especially for large files. Key features include:

- > **Pausing and resuming downloads**
The Download Manager allows you to pause and resume broken downloads that occur from the Internet.
- > **Automatic Installation of the Download Manager**
The Download Manager will be automatically installed on your computer.

[Back](#)

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The "File Download" dialog box is overlaid on the page. It contains the following information:

File Download

Do you want to save this file, or find a program online to open it?

Name: test.dat
Type: Unknown File Type, 100MB
From: downloads.blackberry.com

Buttons: Find, Save, Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not find a program to open this file or save this file. [What's the risk?](#)

Access to BlackBerry Technical Support

- BlackBerry Expert Support Centre



1. Access to BlackBerry Technical Support via the BlackBerry Expert Support Centre

Email #2: Has two steps in it:

Step 2: Link to RIM Technical Support options via the BlackBerry Expert Support Centre. The content includes: a prompt to check your existing configuration in preparation for download; an explanation of what can be found on the BESC; and a unique password (associated with the customer's email address) that should be used in accessing the BESC

Notes: the customer should retain this email and remember to make note of the unique password to gain access to BESC



Dear Zoe Anderson

Thank you for choosing BlackBerry® Enterprise Server Express™ software. Your team is now just steps away from taking productivity to the next level! A summary of your order can be found at the bottom of this email.

Step 1:

Pick-up your BlackBerry Enterprise Server Express and/or license keys by visiting: <https://www.blackberry.com/Fulfillment/req.do?ID=820648874&PO=25663615>

Important: If you have ordered the BlackBerry Enterprise Server Express software please make note of the following information while picking up your software:

- SRP ID
- SRP Authentication Key
- Client Access Licenses

Step 2:

To help ensure a trouble-free installation, we recommend that you check that your systems are compatible with BlackBerry Enterprise Server Express by logging into the [BlackBerry® Expert Support Centre](#) and viewing the BlackBerry® Enterprise Server Compatibility section in the Resources tab.

What is the BlackBerry Expert Support Center?

The BlackBerry Expert Support Center is an online resource designed to provide you with tools to assist in the installation and ongoing management of your BlackBerry Enterprise Server Express.

You will also be able to retrieve details on the complimentary support phone call to the BlackBerry® Technical Support Services team included with your BlackBerry Enterprise Server Express.

BlackBerry Expert Support Center Features include:

- **One Complimentary Support Incident*** to receive expert advice from a member of the BlackBerry Technical Support Service team at any time
- **Access to online self service tools and resources** designed to help with installation and ongoing management of your BlackBerry solution including demonstrations
- **Access to relevant guides, articles and other resources** to increase your BlackBerry solution know-how

Log-in to the BlackBerry Expert Support Centre after you've downloaded the software by visiting <https://www.blackberry.com/besqa> and entering your credentials below.

Email address: zanderson@rim.com
Password: D9h8LU%30P

YOUR ORDER Details:

Order Number	320601353
Order Date	Feb 25, 2010 07:39 EST
	XXXXXXXXXX
Address	XXXXXXXXXX XXXXXX GB
Product(s) Ordered	eBES Express v5.0.1 for Exchange

Please do not reply to this e-mail. For additional assistance with your order or to find answers to common product and support inquiries, please visit <http://www.blackberry.com/support/BESExpress> from your computer

2. BlackBerry Expert Support Centre

www.blackberry.com/besc

Using the unique password found on the HTML email, log into BESC to access online self-help tools, user guides on how to install BES Express and how to utilise the complementary BlackBerry support incident

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BlackBerry Expert Support Center

Welcome to the BlackBerry Expert Support Center

The BlackBerry Expert Support Center is a Web 2.0 application, which is designed to allow direct access to Enterprise grade tools and resources, and to give you the ability to manage your Technical support agreement and support related inquiries easily and independently.

Register today to get instant and free access to:

- > One Complimentary Support Incident to receive expert advice from a member of the BlackBerry Technical Support team at any time
- > Online self service tools and resources designed to help with installation and ongoing management of your BlackBerry solution including step-by-step demonstrations
- > All the relevant guides, articles and other resources to increase your BlackBerry solution know-how

Get access to the BlackBerry Expert Support Center Express. [Register Now](#)

Already registered? Sign in here.

Email:

Password:

Language:

Pursuant to the [Terms and Conditions of Use](#), you, by logging into the BlackBerry Expert Support Center, acknowledge that you have all the necessary permission and authority to view and submit information within the BlackBerry Expert Support Center.

[Forgot my password](#) [Login](#)

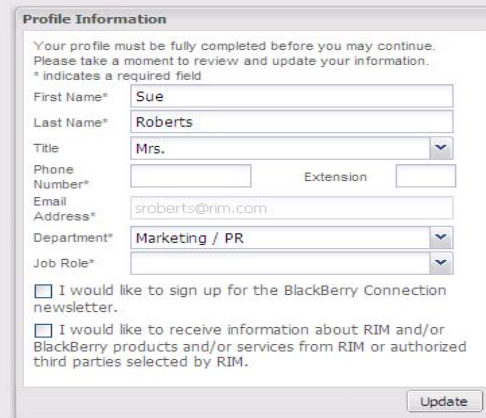
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3. BlackBerry Expert Support Centre www.blackberry.com/besc

When first logging in, you will be asked to create a profile.

Note: An opt-in option is available here for marketing purposes



Profile Information

Your profile must be fully completed before you may continue.
Please take a moment to review and update your information.
* indicates a required field

First Name* Sue
Last Name* Roberts
Title Mrs. [v]
Phone Number* [] Extension []
Email Address* sroberts@rim.com
Department* Marketing / PR [v]
Job Role* [v]

I would like to sign up for the BlackBerry Connection newsletter.
 I would like to receive information about RIM and/or BlackBerry products and/or services from RIM or authorized third parties selected by RIM.

Update

4. Next screen:

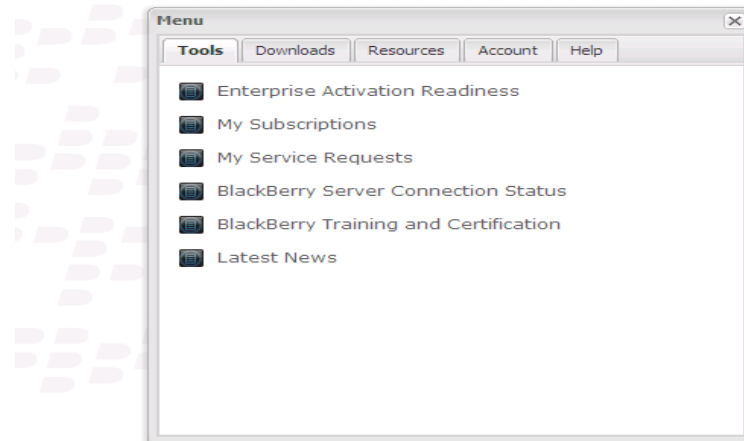
Choose an option – to utilise the **complementary BlackBerry support incident** – select ‘My Service Requests’

Note: The complementary BlackBerry support incident is for 1-incident only, i.e. the issue is related to a specific installation issue, whilst this issue is ongoing there could be numerous exchanges between RIM and the customer during resolution but once this issue has been resolved the customer may NOT use the complementary BlackBerry support request for a different installation issue without incurring charges. If other non-related issues are identified the customer would be asked to purchase either Incident based support or take a T-support contract to resolve.

Incident Based Support cost: \$225

Annual Technical Support Packages start from \$485

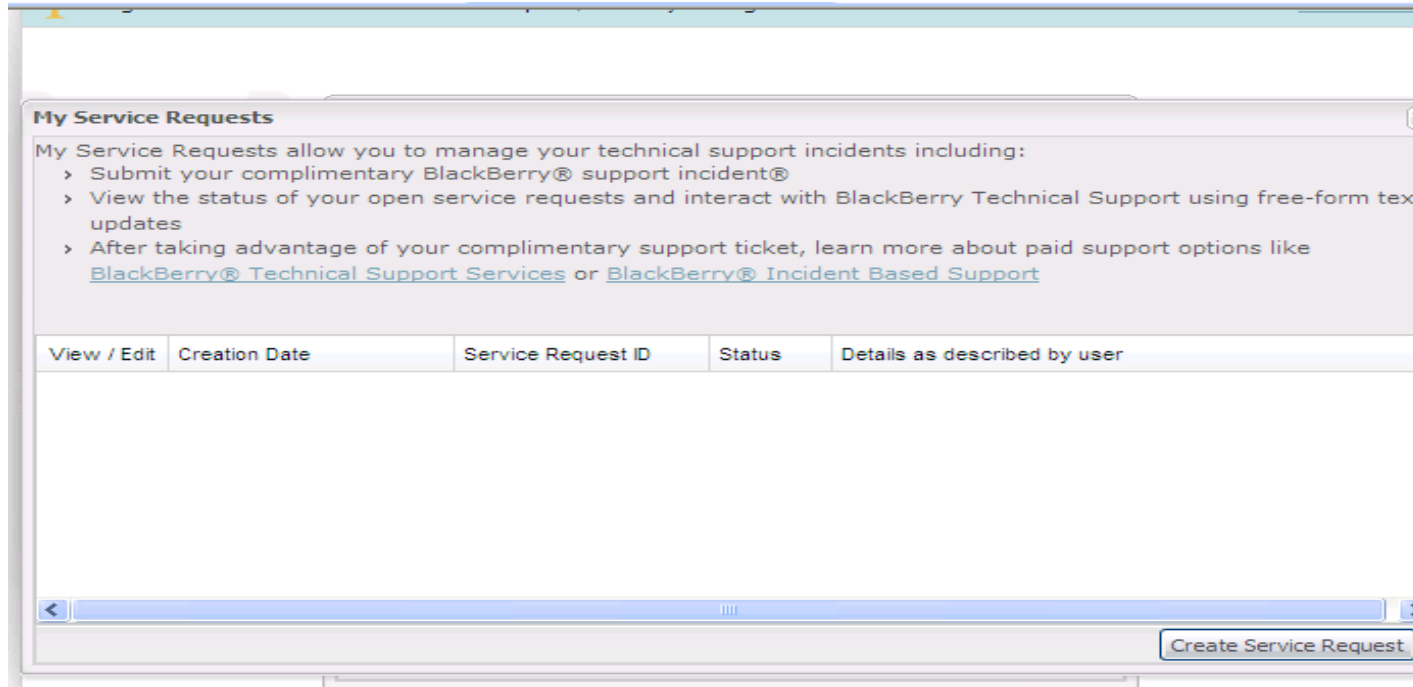
<http://na.blackberry.com/support/programs/technical/>



5. Next screen: 'My service requests'

The customer would be asked to create a service request

Click on 'create service request'



6. Next screen: 'Describe your issue'

Categorize Your Issue	Describe Your Issue
Possible Solutions	Description <input type="text"/>
Describe Your Issue	What is the version of the BlackBerry Enterprise Server that is currently installed? <input type="text"/>
Additional Details	What is the version of the BlackBerry Enterprise Server that you are migrating or upgrading to? <input type="text"/>
Confirmation	Are you moving the BlackBerry Enterprise Server to new hardware? <input type="text"/>
Comments and Attachments	<p>By completing and submitting the above information to RIM, you consent to the collection, use and disclosure of such information by RIM for the purposes of (a) providing services to you, (b) RIMs internal use, and/or (c) any other purposes as set out in RIMs Privacy Policy.</p>
	<input data-bbox="1038 986 1220 1018" type="button" value=" << Back "/> <input data-bbox="1236 986 1417 1018" type="button" value=" Next >> "/> <input data-bbox="1433 986 1614 1018" type="button" value=" Finish "/> <input data-bbox="1630 986 1810 1018" type="button" value=" Cancel "/>

7. Next screen: 'Additional Details'

And then the customer will be asked to categorise the issue and confirm their SRP ID from a drop-down menu and indicate their preferred method of response (email or phone)

The screenshot displays a mobile application interface for 'Additional Details'. On the left is a sidebar with the following menu items: 'Categorize Your Issue', 'Possible Solutions', 'Describe Your Issue', 'Additional Details' (highlighted), 'Confirmation', and 'Comments and Attachments'. The main content area is titled 'Additional Details' and contains the following fields:

- Urgency (Classifications):** A dropdown menu with '4-Low' selected.
- Affected SRP ID:** A dropdown menu with 'S43948995' selected.
- First Name:** Text input field containing 'TSS'.
- Last Name:** Text input field containing 'Program'.
- Phone Number:** Text input field containing '12345678902681'.
- Email Address:** Text input field containing 'tssprogram@rim.com'.
- Preferred Contact Method:** A dropdown menu with 'Email' selected.

At the bottom of the screen are four navigation buttons: '<< Back', 'Next >>', 'Finish', and 'Cancel'.