**Importance of SRP Identifier and SRP Authentication Key**

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**Summary**
A condition of intermittent connectivity for BlackBerry™ Enterprise Servers can occur when a second server is installed using a SRP ID / SRP Authentication Key already in use on the network.

**Issue**
When a customer purchases a BlackBerry Enterprise Server package, they will receive a CD ROM which includes the BlackBerry Enterprise Server Software. The jewel case of that CD ROM will have a sticker on the back which contains the SRP Identifier and SRP Authentication Key for that particular BlackBerry Enterprise Server. These numbers are unique to that server and are equivalent to the PIN (Personal Identification Number) and ESN on the handheld; only one instance of each can exist on the network. While installing the server, the installer enters the ID and Key. The ID and Key are the values that are used to register and authenticate the BlackBerry Enterprise Server to the network. This registration is analogous to an IP address on an IP network, as uniqueness is required.

If a second server is brought online using the same SRP ID and Key of an existing BlackBerry Enterprise Server on the network, both servers will be trying to gain access to the network and will cause each other to terminate connection rapidly, as only one will be allowed to connect. This will cause severe connectivity problems that will most likely be noticed by users as long periods of latency in message delivery or no delivery at all.

**Common situations when this may occur**
- Transition from a lab scenario where the BlackBerry Enterprise Server and Microsoft® Exchange servers are in a complete test environment.
- Transition from a lab scenario where the Pilot BlackBerry Enterprise Server is connected to an active Exchange site and you are replacing the BlackBerry Enterprise Server hardware with a new system.
- Transition from a production BlackBerry Enterprise Server to a new production system.

Each of these scenarios are addressed in the BlackBerry Technical Advisory # 0002.

If there is a requirement to bring a new production or test server online, a new copy of the BlackBerry Enterprise Server must be obtained in order to avoid possible issues.

If there is a requirement to take an existing BlackBerry Enterprise Server out of service and move all users to a new server, the first server must be turned off before the new one can be brought online.

**Affected Software Versions**
All versions of BlackBerry Enterprise Server.

**More Information**
Please see the following references for more information on this issue:

- BlackBerry Technical Advisory # STAE-0002: “Knife Edge Cutovers for BlackBerry Enterprise Servers”
Obtaining Support on this Issue
Support for this issue can be obtained by contacting BlackBerry Technical Support at 1-877-255-2377

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