

# Heartburn City - Two address books and only one will sync with Exchange

## Overview

On the BlackBerry smartphone there are two different address books. They are visible from Address Book > Options.

## Environment

- BlackBerry® Desktop Manager
- BlackBerry® Enterprise Server
- BlackBerry smartphone

## Cause

One of the Address Books is blocking the synchronization process, as it uses the primary Address Book, which is empty.

## Resolution

To resolve this issue, complete the following steps:

1. Perform a full backup the BlackBerry smartphone using BlackBerry Desktop Manager.
2. Wipe the BlackBerry smartphone data by following these steps:
  1. Go to **Options > Security Options > General Settings**.
  2. Press the **Menu** key.
  3. Select **Wipe Handheld**.

## Two Address Books 9700 Bold

Written by Administrator

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4. Ensure the radio is not enabled. By default, the radio is disabled after performing a security wipe.
5. Connect the BlackBerry smartphone to BlackBerry Desktop Manager.
6. Choose the appropriate mail profile for the BlackBerry smartphone user.
7. Go to **Backup and Restore > Advanced**.
8. Load the backup file that was created in step 1 by going to **Options > Open**.
9. From the left side, select the **Address All** database, and then click the arrow pointing to the right and allow the request.
10. Close the Backup and Restore window and click **Synchronize**.
11. Make sure **Synchronize organizer data** is selected.
12. In the Synchronization Configuration window, choose to synchronize only the address book (one-way).
13. Perform a wired synchronization process.
14. Set the Enterprise Activation password for the BlackBerry smartphone user in the BlackBerry Desktop Manager.
15. When the synchronization process is complete, disconnect the BlackBerry smartphone.
  
16. On the BlackBerry smartphone go to **Options > Advance Options > Enterprise Activation**.
17. Type the corresponding email address and the password.
18. Let the BlackBerry smartphone activate.

The wireless synchronization should proceed as expected.