

BlackBerry Enterprise Server Express for Microsoft Exchange

Version: 5.0 | Service Pack: 1

Release Notes

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Known issues

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BlackBerry Administration Service known issues

You cannot edit the Wi-Fi profiles information for a user account using the Wi-Fi profiles tab. (565561)

After you delete an administrator user from the BlackBerry Administration Service, the user can still administer the BlackBerry Enterprise Server Express using the BlackBerry Enterprise Server User Administration Tool.(479462)

Workaround: Restart all the BlackBerry Administration Service services after you delete the administrator user.

The BlackBerry Administration Service displays a user not found in Active Directory error message when you try to create an administrator user with the user's Microsoft® Active Directory® name and Microsoft Active Directory as the authentication type. (450284)

If the name of a public folder includes an underscore (_) and the public folder includes subfolders, the BlackBerry Administration Service displays the public folder twice (once with the underscore and once without the underscore). (354629)

In certain circumstances, when you change the order for message classifications, the BlackBerry Administration Service logs you out. (340774)

In certain circumstances, after adding a user account, and using the findusers API in the BlackBerry® Administration API to search for the user account, the API can display the Invalid parameter error message instead of RuntimeException error message. (280332)

When attempting to view resolved applications for a user account, in certain circumstances, the BlackBerry Administration Service displays an error message. (262643)

Workaround: Try to view resolved applications for a second time.

After you re-enable a user as a BlackBerry device user, no instructions are available for you to search for the user to associate the BlackBerry device with. (SDR 249435)

BlackBerry Attachment Service known issues

In certain circumstances, the BlackBerry® device does not display a Microsoft® PowerPoint® document correctly. (SDR336357)

BlackBerry Configuration Database known issues

If you use the user and server statistics in Microsoft® SQL Server®, performance issues might occur. (399135, SDR 188502)

The BlackBerry® database notification system does not start if the host name of the BlackBerry® Enterprise Server begins with a number. (360792)

The BlackBerry Configuration Panel permits you to change the Microsoft® Active Directory® domain name, which might cause conflicts with the Microsoft Active Directory information configured in the BlackBerry Administration Service if the Global Catalog Server Discovery field is not set to Automatic. (316060)

BlackBerry Controller known issues

You cannot create memory dumps of the BlackBerry® Enterprise Server on a computer running Windows Server® 2008 using userdump.exe. (403640)

Workaround: Consider one of the following options:

- Reduce the certificate size.
- Remove the certificate.
- Issue a smaller certificate.

BlackBerry Dispatcher known issues

In certain circumstances, the BlackBerry® Dispatcher removes user accounts and then re-adds them at a later time. (403695)

BlackBerry Enterprise Server Alert Tool known issues

In certain circumstances, on Windows Server® 2008 operating systems, BlackBerry® Enterprise Server version 5.0 alert console messages are not supported. (SDR 281079)

BlackBerry Enterprise Transporter known issues

This release of the BlackBerry® Enterprise Server Express does not support the BlackBerry Enterprise Transporter.

BlackBerry MDS Connection Service known issues

If you associate two BlackBerry MDS Connection Service instances with the BlackBerry® Enterprise Server Express, one as the local, primary instance and one as the remote, standby instance, and you use the BlackBerry Administration Service to remove the primary instance, the remote instance does not become the primary BlackBerry MDS Connection Service. (629834)

Workaround: Remove all BlackBerry MDS Connection Service instances from the BlackBerry Enterprise Server Express and associate one BlackBerry MDS Connection Service with the BlackBerry Enterprise Server Express as the primary instance.

If the BlackBerry® Enterprise Server and the OCSP server are located on different domains or if the BlackBerry Enterprise Server does not have permissions to access the OCSP server, the BlackBerry MDS Connection Service does not successfully query the responder URL of the OCSP server and writes the following message to the log file: "CRL, No CRL servers are available. Returning status UNKNOWN for Cert[0]>". (397039)

The BlackBerry MDS Connection Service does not inline CSS files and JavaScript files that are protected using NTLM authentication and might not perform as expected. (364854)

When a user browses to web sites that contain Microsoft® PowerPoint® presentations, the browser on the BlackBerry device might not display slides correctly. (349191)

Workaround: On the computer that hosts the BlackBerry MDS Connection Service, in C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\Servers\instance\config, in the rimpublic.property file, add the following property: AsClientConfig.ChunkSizeKBytes=1024.

When the BlackBerry MDS Connection Service receives a push request for multiple email addresses or PINs and one of the email addresses or PINs is invalid, the BlackBerry MDS Connection Service responds with the "HTTP/1.1 403 Forbidden message" message instead of the "HTTP/1.1 200 OK" message. (253519, 253542)

BlackBerry Messaging Agent known issues

In certain circumstances, when users use a BlackBerry® device to send email messages that contain HTML and rich content, the email messages do not display on the recipient's device. (403549)

When the BlackBerry Enterprise Server sends a new key to a BlackBerry device, or a BlackBerry device is reactivated, the Activation status does not update correctly in the BlackBerry Administration Service. (356607)

If a user resends a sent message from Microsoft Outlook that the user created and sent from a BlackBerry device, the BlackBerry Enterprise Server does not synchronize the message on the BlackBerry device. (260107)

After an administrator moves a user account to another Microsoft® Exchange Server, in certain circumstances, the search folders in Microsoft Exchange do not perform as expected. The BlackBerry Enterprise Server cannot process the scenario successfully and a BlackBerry device might not perform as expected. (SDR 301097)

When synchronizing a calendar entry change from a BlackBerry device to the email application on the user's computer, the BlackBerry Enterprise Server might take longer than expected to query the calendar entry. (SDR 220063)

The BlackBerry Messaging Agent might process duplicate items in a messaging folders list. As a result, the BlackBerry Messaging Agent might not deliver messages to users, or it might deliver duplicate messages to users, causing increased amounts of message traffic. (SDR 190920)

Workaround: Delete the user from the BlackBerry Enterprise Server and add the user to the BlackBerry Enterprise Server again (clear hidden messaging folders).

The BlackBerry Enterprise Server uses different processes to detect user information when scanning the user directory and when starting a user account. If you change a user's primary SMTP address using Microsoft Exchange 2007, the BlackBerry Enterprise Server continuously restarts the user account. (SDR 187288)

Workaround: Manually change the user's SMTP address using Microsoft Active Directory.

When processing an update to a recurring meeting, the BlackBerry Enterprise Server searches for exceptions and exclusions. If a recurring meeting includes a large number of exceptions and exclusions, the CalHelper process might time out. (SDR 183179, SDR 183169)

The BlackBerry Enterprise Server makes the same MAPI call twice for each user when the BlackBerry Enterprise Server starts. (SDR 158334)

BlackBerry Policy Service known issues

The following IT policy rules are included in the BlackBerry® Administration Service but are obsolete: SIP User ID, SIP User Password, SIP User Display Name, VPN User Name, VPN User Password.

In certain circumstances, the BlackBerry Policy Service can take up to 12 hours to process work requests. (391803)

Logging known issues

The BlackBerry® Messaging Agent writes the following invalid error message to the log file: " [50000] (05/23 08:20:35.303): {0xA44} Invalid log entry - Level:6, EventId:0(0x00000000), Format:Testing mail server %s health, User:<null>, ArgCount:1, Args:arg[1](char*)=<null>". (403604)

The location of each user's Tasks should be listed as each user's mail file in the BlackBerry® Messaging Agent log file, but instead the location is blank in the BlackBerry Messaging Agent log file. (401077, SDR 301360)

You cannot configure DSML logging in the BlackBerry Administration Service or BlackBerry Configuration Panel. (393721, 395340)

In certain circumstances, when a user opens an email with an attachment using a BlackBerry device, the Windows Event Log™ logs a number of "RpcMoreStatus" entries at the warning level. (263911).

You cannot configure the logging for the BlackBerry Mail Store Service. (235409)

The log files for the BlackBerry Mail Store Service are automatically deleted after 14 days. (231153)

Workaround: In the Windows® registry, change the DebugLogMaxDailyFileAge value for the BlackBerry Mail Store Service.

The logging system might stop responding while reading the HKEY_PERFORMANCE_DATA value. The logging subsystem might stop responding if the BlackBerry® Enterprise Server is not able to read the registry. (SDR 286202)

Microsoft Exchange 2010 environment

If you turn on support for Microsoft® Exchange Web Services and a user acts as a delegate and creates a meeting in Microsoft® Outlook® on behalf of another user, and if the delegate does not update the delegate's calendar when prompted, the delegate cannot accept, tentatively accept, or decline the meeting on a BlackBerry® device. (430833)

In certain circumstances, if you turn on support for Microsoft Exchange Web Services, when a BlackBerry device user creates a recurring all-day meeting on a BlackBerry device and invites a user to one instance of the recurring meeting, the instance is no longer an all-day meeting. (426788)

When you run the setup application, after you specify the Microsoft® Exchange Server name and mailbox, the setup application displays a warning that the Windows® account has not been assigned the View Only Administrator permission when it has already been assigned the permission. (426766)

When you rename a public folder in Microsoft Outlook, the name change does not synchronize to the BlackBerry device or BlackBerry Administration Service. (410711)

Organizer data synchronization known issues

The company name and email address do not appear in the Native_BasicAddrFields.vcf file for the Windows Mobile® Voice Card versions 2.1 and 3.0. (SDR 87673)

Performance known issues

On Windows Server® 2008 (64-bit), BlackBerry® Enterprise Server performance counters do not display. (355265)

Security known issues

In an environment that includes a subordinate certification authority, in certain circumstances, when a user tries to enroll a certificate over the wireless network, a BlackBerry device cannot complete the enrolment process because it does not receive the certificate for the subordinate certification authority. (358159)

If you set the value of the Policy resend interval (hours) option to 1, the BlackBerry Enterprise Server resends the IT policy to BlackBerry devices every half hour, instead of every hour. (348013)

If a user sends an email message to the duress notification address (as configured in the IT policy assigned to the user account), and the duress notification address is set to out-of-office, the BlackBerry® Enterprise Server returns an out-of-office message to the BlackBerry device. (263970)

The Certificate Status Cache Timeout IT policy rule is obsolete and does not apply to any BlackBerry device. (108261)

In an environment that includes the PGP Support Package for BlackBerry smartphones, when a BlackBerry device receives a PGP encrypted message with an attachment that is larger than 32KB, the Documents to Go® application cannot open the attachment and displays an "An internal error has occurred" error message. (SDR 305798)

Administrators are unable to change the password for the key store file that permits the BlackBerry MDS Connection Service to accept HTTPS connections from push applications. (224771)

Setup application known issues

If you are using Windows Server® 2008 or Windows® Small Business Server 2008, when you upgrade from a previous bundle of BlackBerry® Enterprise Server Express 5.0 SP1 to the latest version of BlackBerry Enterprise Server Express 5.0 SP1, after you double-click setup.exe, click Run as administrator if you are prompted. (579339)

If you receive an error message indicating that the CAL key that you typed is not valid, the error message does not indicate why the CAL key is not valid. (493775)

The setup application does not display an error message if there is a mismatch between ports selected by the Microsoft SQL Server and BlackBerry Enterprise Server. (391897)

The setup application does not permit you to skip the permissions check during the installation process. (379854)

When you install the BlackBerry Configuration Database on a Microsoft SQL Server 2005 Express Edition, you must provide the name of the database instance. (SDR 360086)

If you run the setup application from a command window, the setup application displays some error messages in the command window instead of writing them to the log files. For example, the setup application displays the following error message in the command window: "An error occurred while processing item 1: OX80041002 Class, instance, or property 'Win32_PerfFormattedData_BlackBerryServer_WMIOObjects' was not found." (326466)

When the setup application tries to install Microsoft SQL Server 2005 Express Edition on a computer that hosts an MSDE with an MSDE instance named "BlackBerry", the setup application stops responding. (315437)

During a new installation, if you choose to use Microsoft® Active Directory® authentication when selecting the type of administration account, when the setup application tries to resolve the IP address of the Microsoft Active Directory domain, and the IP address of the domain controller is not an LDAP server, the setup application displays the following error message: "Installer was unable to obtain LDAP information about the BlackBerry service account. Please refer to the BlackBerry documentation and to the installation log file for more information." (302271)

Workaround: Consider the following options:

- Verify that all DNS records in the domain refer to LDAP servers.
- Put an entry in the hosts file for the domain which points to a LDAP server.
- Use BlackBerry Administration Service authentication.

In the setup application, in the Database options screen, the name for the Use a Microsoft® SQL Server® database option should be Use a Microsoft® SQL Server® database on a remote computer. (233462)

If you update the version of Java® on a computer and then install BlackBerry Enterprise Server components on the computer, Japanese web sites might not display correctly on BlackBerry devices. (120302)

Workaround:

1. Uninstall Java.
2. In the installation files, navigate to the tools directory.
3. Double-click jre-6u15-windows-i586.exe and follow the prompts to install the appropriate version of Java.

Wireless calendar synchronization known issues

If a user responds to an updated meeting request from a BlackBerry® device, the meeting tracking information in the calendar for the meeting organizer is not updated. (403685)

When a user creates an all-day calendar entry on a BlackBerry device, the date format does not display correct in Microsoft® Outlook®. (403677)

When a BlackBerry device user adds notes to a meeting request and forwards the meeting request from Microsoft Outlook, the notes do not display in the recipient's calendar in Microsoft Outlook. (403523)

In an environment that includes CDO version 6.5.8131.0, the BlackBerry Enterprise Server does not include the following timezones: Greenland Standard Time, Yakutsk Standard Time, Central Brazilian Standard Time, Mauritius Standard Time, Montevideo Standard Time, Kamchatka Standard Time, Tonga Standard Time, Paraguay Standard Time, and UTC. (367721)

Provide feedback

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Legal notice

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