

# BlackBerry Enterprise Server for Microsoft Exchange

Version: 4.1 | Service Pack: 7

## Release Notes



# Contents

<b>1</b>	<b>Product information</b>	<b>3</b>
<b>2</b>	<b>Fixed in this release</b>	<b>4</b>
	Key fixed issues	4
	BlackBerry Attachment Service fixed issues	4
	BlackBerry Configuration Database fixed issues	4
	BlackBerry Dispatcher fixed issues	5
	BlackBerry MDS Connection Service fixed issues	6
	BlackBerry MDS Integration Service fixed issues	6
	BlackBerry Manager fixed issues	7
	BlackBerry Messaging Agent fixed issues	7
	BlackBerry Policy Service fixed issues	10
	Logging fixed issues	11
	Organizer data synchronization fixed issues	11
	Setup application fixed issues	12
	Wireless calendar fixed issues	12
<b>3</b>	<b>Known issues</b>	<b>14</b>
	Key known issues	14
	Activation known issues	14
	BlackBerry Attachment Service known issues	15
	BlackBerry Configuration Database known issues	15
	BlackBerry Controller known issues	16
	BlackBerry Dispatcher known issues	16
	BlackBerry Enterprise Server Alert Tool known issues	16
	BlackBerry MDS Integration Service known issues	17
	BlackBerry Manager known issues	17
	BlackBerry Messaging Agent known issues	20
	BlackBerry Policy Service known issues	22
	Logging known issues	22
	Organizer data synchronization known issues	23
	Setup application known issues	23
	Wireless calendar known issues	24

4	Legal notice.....	26
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# Product information

1

RIM certifies that the BlackBerry® Enterprise Server operates on VMware® ESX® Server version 3.0.1. As with any deployment of the BlackBerry Enterprise Server, consider taking baseline measurements of performance after you install the BlackBerry Enterprise Server, and then add users in stages to the server. In a VMware environment, other virtual machines might be running on that server, which might impact how many users the BlackBerry Enterprise Server can support. For more information and performance measurements, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to see the *BlackBerry Enterprise Server version 4.1 Performance Benchmarking guide*.

RIM has deemphasized support for BlackBerry® Instant Messaging for Microsoft® Office Live Communications Server 2005 for Windows® Messenger users. RIM does not plan to release new versions of the BlackBerry Instant Messaging Connector and collaboration client for Windows Messenger. BlackBerry Enterprise Server version 4.1 SP5 and later maintenance releases will continue to include the connector that is compatible with the last release of the device client only (version 1.1.0.28). The connector is not included in BlackBerry Enterprise Server version 5.0 or later.

## Fixed in this release

2

### Key fixed issues

(SDR 311372) In BlackBerry® Enterprise Server 4.1 SP6, if a BlackBerry Enterprise Server component tries to reinitialize a connection pool while the database connection is in use, the attempt fails repeatedly until you restart the BlackBerry Enterprise Server component.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 298246) In BlackBerry Enterprise Server 4.1 SP6, the BlackBerry database notification system does not work with a Japanese operating system.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 287389) In previous versions of the BlackBerry Enterprise Server, the management connector does not initialize until the BlackBerry Synchronization Service restarts.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 218360, SDR 210995 ) In BlackBerry Enterprise Server 4.1 SP6, the BlackBerry Enterprise Server reports the SNMP as unknown for smartphones that use the 3G network.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

### BlackBerry Attachment Service fixed issues

(SDR 320149) In BlackBerry® Enterprise Server 4.1 SP6, the titles of Microsoft® PowerPoint® 2007 slides do not display correctly on BlackBerry devices.

In BlackBerry Enterprise Server version 4.1 SP7, this issue is resolved.

### BlackBerry Configuration Database fixed issues

(SDR 265332) In BlackBerry® Enterprise Server 4.1 SP6, in the BlackBerry Configuration Database user accounts might exist in the ITPolicyKeyMapping table but not in the UserConfig table. As a result, you might not be able to upgrade the BlackBerry Enterprise Server.

In BlackBerry Enterprise Server version 4.1 SP7, this issue is resolved.

(SDR 231582) In BlackBerry® Enterprise Server 4.1 SP5 and later, if the BlackBerry Enterprise Server cannot read the default IT policy settings from the BlackBerry Configuration Database due to a network failure, the BlackBerry Enterprise Server might turn off wireless calendar synchronization on BlackBerry devices.

In BlackBerry Enterprise Server version 4.1 SP7, this issue is resolved.

(SDR 218173) In BlackBerry Enterprise Server 4.1 SP4 and later, the BlackBerry Enterprise Server might not clear the records in the MDSMinuteStat table as expected.

In BlackBerry Enterprise Server version 4.1 SP7, this issue is resolved.

(SDR 189686) In BlackBerry Enterprise Server 4.1 SP7, changes have been made to the BlackBerry Configuration Database to improve scalability issues.

(SDR 171352) In BlackBerry Enterprise Server 4.1 SP4 and later, if you upgrade the BlackBerry Configuration Database from version 4.0 SP7, the BlackBerry Enterprise Server might create duplicate job schedules for the following SQL jobs: RIMPurgeHistoryBESMgmt, RIMPurgeMDSMsgBESMgmt, RIMPurgeMDSStatsBESMgmt, RIMPurgeWorkQueueBESMgmt.

In BlackBerry Enterprise Server version 4.1 SP7, this issue is resolved.

## BlackBerry Dispatcher fixed issues

(SDR 368927) In BlackBerry® Enterprise Server 4.1 SP6, if you send the Erase Data and Disable Handheld command to the user's BlackBerry device while the user is out of a wireless coverage area, and you assign the user account to a new BlackBerry device before the user's original BlackBerry device received the command, the Erase Data and Disable Handheld command might be applied to the user's new BlackBerry device.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 252092) In BlackBerry Enterprise Server 4.1 SP5 and later, after moving a user account to a new BlackBerry Enterprise Server, the user account might not activate with the BlackBerry MDS Integration Service because the MDS service book contains the SRP ID of the initial BlackBerry Enterprise Server, not the SRP ID of the new BlackBerry Enterprise Server.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

## BlackBerry MDS Connection Service fixed issues

(SDR 358704) In BlackBerry® Enterprise Server 4.1 SP6, the hard-coded flow control timeout limit for the BlackBerry MDS Connection Service is 30 minutes. As a result, push messages sent to the BlackBerry device might not get delivered if the device is out of coverage for longer than the flow control timeout limit.

In BlackBerry Enterprise Server 4.1 SP7, the maximum flow control timeout limit has been increased to 24 hours.

(SDR 326882) In BlackBerry Enterprise Server 4.1 SP4 and later, users might not be able to browse to HTTPS websites that are self-certified.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 310999) In BlackBerry Enterprise Server 4.1 SP6, if you configure a proxy server to prevent users from accessing a specific web site from their BlackBerry devices, the BlackBerry MDS Connection Service tries to connect to the web site directly if the proxy server returns an "HTTP 403 Forbidden" error.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 284969) In BlackBerry Enterprise Server 4.1 SP6, when a user tries to download and install a BlackBerry Java® application, the BlackBerry MDS Connection Service tries to obtain the .cod file by caching and using the HTTP headers from the original request that was used to obtain the .jad file instead of handling the proxy authentication as a new request.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 212174) In BlackBerry Enterprise Server 4.1 SP6, users might not be able to browse to UNIX® web servers using authentication from their BlackBerry devices.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

## BlackBerry MDS Integration Service fixed issues

(DPI 225948) In BlackBerry® Enterprise Server 4.1 SP7, you can use the following entries in the app.properties file to limit the amount of information in HTTP headers (the default value is false, which means that the information is shown in the HTTP header): `net.rim.wica.ag.base.transport.TransportConfiguration.notif.hideTransportIdentity=false`, `net.rim.wica.ag.base.transport.TransportConfiguration.server.hideTransportIdentity=false`, and `net.rim.wica.ag.base.transport.TransportConfiguration.secureserver.hideTransportIdentity=false`.

(DPI 225236) In previous versions of the BlackBerry Enterprise Server, the BlackBerry MDS Integration Service might send a scheduled application job all at once instead of sending the data in a timely manner (for example, at timed intervals).

In BlackBerry Enterprise Server version 4.1 SP7, this issue is resolved.

(DPI 221843) In previous versions of the BlackBerry Enterprise Server, when a user searches for all available BlackBerry® MDS Runtime Applications from the BlackBerry device, if the size of the list is greater than the message limit that the BlackBerry Enterprise Server allows, the application list does not display and an error message does not display on the BlackBerry device.

In BlackBerry Enterprise Server version 4.1 SP7, this issue is resolved.

## BlackBerry Manager fixed issues

(SDR 286485, SDR 210073) In previous versions of the BlackBerry® Enterprise Server, you cannot sort user information when viewing user accounts that are members of a group.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 277398) In BlackBerry Enterprise Server version 4.1 SP6, if you use the BlackBerry Manager to view the available software updates for a BlackBerry device, the software update details might be displayed in Arabic.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 276606) In previous versions of the BlackBerry Enterprise Server, if you enable BlackBerry® Device Software updates over the wireless network, Microsoft® SQL Server® deadlocks might occur.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

## BlackBerry Messaging Agent fixed issues

(SDR 359262) In BlackBerry® Enterprise Server 4.1 SP6, if a user sends a large rich-text email and does not include any recipients in the To field, but only in the BCC field, the message might not be delivered to the recipients, and a "PrepareMessageForPager() failed" error is written to the BlackBerry Messaging Agent log file.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 353296) In BlackBerry Enterprise Server 4.1 SP6, the BlackBerry Enterprise Server might process certain wireless file management commands in command batches that should be skipped. As a result, folder redirection might be turned off for some BlackBerry devices.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 352438) In previous versions of the BlackBerry Enterprise Server, the BlackBerry Messaging Agent might renumber a parent folder ID to use the same number as its folder ID. As a result, the BlackBerry Messaging Agent might stop responding.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 343744) In BlackBerry Enterprise Server 4.1 SP4 and later, the BlackBerry Messaging Agent might lose its connection to the BlackBerry Dispatcher if the authentication key exceeded 19 characters.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 303405) In BlackBerry Enterprise Server 4.1 SP5, when the BlackBerry Messaging Agent receives notifications for soft deleted messages, the BlackBerry Messaging Agent does not start the message delete rescan. The deleted messages are only removed during the message move rescan interval, which is approximately every 15 to 30 minutes.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 302994) In BlackBerry Enterprise Server 4.1 SP6, in a hosted BlackBerry Enterprise Server environment configured to use LDAP, if the BlackBerry Enterprise Server does not retrieve the company name for a user account when it starts the user account, address lookups performed by the user do not return any matches.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 299431) In BlackBerry Enterprise Server 4.1 SP6, if your organization's environment has a very large number of users and items in the Schedule+ Free/Busy public folder, threads might stop responding when users check the availability of meeting participants.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 285661) In BlackBerry Enterprise Server 4.1 SP6, if a user replies to a message from the BlackBerry device and the recipient views the message in Microsoft® Outlook® 2007, the initial blank line does not appear at the start of the message body.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 279555) In BlackBerry Enterprise Server 4.1 SP4 and later, if you turn on the MAPIProfilePerAgent registry key, if the copy profile operation fails, user accounts might not start correctly.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 241687) In BlackBerry Enterprise Server 4.1 SP6, if a user opens images in a specific type of rich-text email message, a memory leak might occur.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 219533) In BlackBerry Enterprise Server 4.1 SP6, if a user turns off redirection for sent items using the BlackBerry device, sent items continue to display on the user's BlackBerry device.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 213683) In BlackBerry Enterprise Server 4.1 SP6, if a user sends a rich-text email from Lotus Notes to a recipient who uses Microsoft Outlook, and the message contains the phone character (Arial Unicode MS font), when the recipient replies to the message from the BlackBerry device, the body of the message is replaced with random characters.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 212604) In previous versions of the BlackBerry Enterprise Server, if the BlackBerry Messaging Agent processes an S/MIME opaque-signed message with a large attachment, the computer hosting the BlackBerry Messaging Agent might use more CPU resources than expected.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 208135) In BlackBerry Enterprise Server 4.1 SP5 and later, if a user sends a digitally signed message with an attachment from Microsoft Outlook and does not select "Send this message as clear text signed" in the security settings, the recipient is not able to forward the message from the BlackBerry device.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 200654) In BlackBerry Enterprise Server 4.1 SP5 and later, if a user forwards a digitally signed email message that contains an attachment from the BlackBerry device, the attachment is hidden if the recipient views the message in Microsoft Outlook. The attachment can be viewed on the BlackBerry device.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 196895) In previous versions of the BlackBerry® Enterprise Server, the Global Catalog Server referral is not returned to the BlackBerry Enterprise Server if the administrator's mailbox resides on Microsoft® Exchange 2007.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 184848) In BlackBerry Enterprise Server 4.1 SP4 and later, if a user uses Microsoft Outlook 2007 in cached mode and sends several email messages while the user's BlackBerry device is out of a wireless coverage area, when the BlackBerry device returns to a wireless coverage area, the sent messages might be displayed with the wrong icon on the user's messages list.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 183192) In BlackBerry Enterprise Server 4.1 SP7, the BlackBerry Enterprise Server now writes the user account's name to log line 40092.

(SDR 182839, SDR 179314) In BlackBerry Enterprise Server 4.1 SP5 and later, if your organization's BlackBerry Enterprise Server environment includes Microsoft Exchange 2003 and Microsoft Exchange 2007, BlackBerry device users can only view the calendar availability of users on the same Microsoft Exchange platform.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 178403) In BlackBerry Enterprise Server 4.1 SP4 and later, if you assign a folder ID to a message folder that the BlackBerry Enterprise Server monitors, the folder is synchronized to the user's BlackBerry device, but if the user files messages in this folder on the BlackBerry device, the messages are not synchronized to the email application on the user's computer.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 174792, SDR 174787, SDR 174554) In previous versions of the BlackBerry Enterprise Server, if a message has more than 32 recipients in the To or CC field, the field is truncated when the message is received on a user's BlackBerry device. As a result, the recipient's name might not be listed in the To or CC field.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 171235) In BlackBerry Enterprise Server 4.1 SP4 and later, if a user's messaging account is on a Microsoft Exchange 2007 server, the user might receive an error when the user tries to send a message with a vCard attachment from the BlackBerry device. The message is not delivered successfully.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 135593) In BlackBerry Enterprise Server 4.1 SP3 and later, if you turn on LDAP search and LDAP contact lookup search but you do not turn on LDAP organizer data search for the BlackBerry Enterprise Server, when a user sends a rich-text email message with an attachment to a BlackBerry device, and the recipient forwards the message from the BlackBerry device, the attachment appears as a winmail.dat file.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

## BlackBerry Policy Service fixed issues

(SDR 218820, SDR 205580) In previous versions of the BlackBerry® Enterprise Server, if you have multiple versions of the BlackBerry Policy Service associated with the same BlackBerry Configuration Database, a BlackBerry Policy Service instance might resend an IT policy to BlackBerry devices repeatedly.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 173400) In BlackBerry Enterprise Server 4.1 SP6, to apply an allowed application list successfully in a mixed-version environment, all BlackBerry Manager, BlackBerry Configuration Database, and BlackBerry Policy Service components running in the environment must be at a minimum version of 4.1 SP6.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

## Logging fixed issues

(SDR 286202) In BlackBerry® Enterprise Server 4.1 SP6, when a BlackBerry Enterprise Server service reads hkey performance data, the BlackBerry Enterprise Server service might stop writing information to the log file. The service does not write information to the log file until you restart it.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 200820, SDR 200822) In BlackBerry Enterprise Server 4.1 SP6, the BlackBerry Enterprise Server might generate very large log files as a result of writing excessive file operations failures.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 178356) In BlackBerry Enterprise Server 4.1 SP4 and later, if the BlackBerry Enterprise Server tries to file a message to a folder ID that does not exist, an error condition is not returned to the user's BlackBerry device, and no information about the error is written to the BlackBerry Messaging Agent log file.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

## Organizer data synchronization fixed issues

(SDR 251802) In BlackBerry® Enterprise Server 4.1 SP6, if you try to remove a user account from the BlackBerry Enterprise Server while calendar synchronization is occurring for the user account, in rare cases, you cannot remove the user and the BlackBerry Synchronization Service stops responding.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR169508) In BlackBerry Enterprise Server 4.1 SP4 and later, if you add a new BlackBerry Enterprise Server to an environment that includes more than 15 BlackBerry Enterprise Server instances that share the same BlackBerry Configuration Database, with at least 300 activated users on each BlackBerry Enterprise Server, the new BlackBerry Synchronization Service might send a SQL command that can cause a high amount of load on the Microsoft® SQL Server®.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

## Setup application fixed issues

(SDR 253672, SDR 243123) In BlackBerry® Enterprise Server 4.1 SP6, the BlackBerry MDS Connection Service stops responding when transcoding image content because the setup application specifies the wrong parameter for the JVM image path.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 205636) In BlackBerry Enterprise Server 4.1 SP7, the setup application installs JRE™ 1.6.0\_07 when it installs the BlackBerry MDS Connection Service and the BlackBerry Collaboration Service.

(SDR 190669, SDR 190378, SDR 184864) In previous versions of the BlackBerry Enterprise Server, if you change the AllowRemoteServices registry key at HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BBAttachServer\BBAttachBESEExtension from 0 to 1, after you upgrade the BlackBerry Enterprise Server with an MR release, the value of the registry key changes back to 0.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

## Wireless calendar fixed issues

(SDR 305592) In BlackBerry Enterprise Server 4.1 SP6, specific user accounts are not able to view the availability status of meeting invitees.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 304133) In BlackBerry Enterprise Server 4.1 SP6, in a hosted BlackBerry Enterprise Server environment, if a user account is restarted by a system event or a manual reload, when the user performs a contact list lookup on the BlackBerry device, no matches are returned.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 266939) In BlackBerry Enterprise Server 4.1 SP5 and later, if a user receives a meeting request that contains rich-text content in the body, the rich-text content is converted to plain text when the user views the meeting in the calendar on the BlackBerry device.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 257362) In BlackBerry Enterprise Server 4.1 SP6, if a user has a delegate user that has a BlackBerry device, calendar items do not show up in the user's calendar as tentative until the delegate uses Microsoft® Outlook® to mark the meeting request as read.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 214370) In BlackBerry Enterprise Server 4.1 SP5 and later, in a hosted BlackBerry Enterprise Server environment, users can view the calendar availability of users from other companies that use the hosted BlackBerry Enterprise Server.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 196946) In BlackBerry Enterprise Server 4.1 SP6, if a user creates a recurring appointment, modifies several instances of the recurring appointment, and then deletes the original instance, when the BlackBerry Enterprise Server performs a calendar delete rescan, the modified instances of the appointment are not removed from the user's calendar.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 193492) In BlackBerry Enterprise Server 4.1 SP7, SourceKey information has been added to the "Deletion filtered" log line.

(SDR 193477) In BlackBerry Enterprise Server 4.1 SP5 and later, if a user turns off wireless calendar synchronization on the BlackBerry device, when you restart the BlackBerry Enterprise Server, on the BlackBerry device, wireless calendar synchronization turns back on.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 188415) In BlackBerry Enterprise Server 4.1 SP7, changes have been made to the BlackBerry Enterprise Server to account for daylight saving time times changes in Morocco and Pakistan.

(SDR 168709) In BlackBerry Enterprise Server 4.1 SP4 and later, if an email message filter prevents the deliver of a meeting invitation to a user's BlackBerry device, and the user accepts the meeting invitation in the email application, the meeting is not synchronized to the user's BlackBerry device calendar.

In BlackBerry Enterprise Server 4.1 SP7, this issue is resolved.

(SDR 163732) In BlackBerry Enterprise Server 4.1 SP7, the BlackBerry Enterprise Server can synchronize recurring calendar appointments with start dates before 1970.

(SDR 153791) In BlackBerry Enterprise Server 4.1 SP7, additional information is logged when you implement the EnableExceptionStackTrace registry key.

(SDR 132389) In BlackBerry Enterprise Server 4.1 SP3 and later, if a BlackBerry device user creates a meeting using Microsoft Outlook, the user might not be able to view the calendar availability time grid for meeting participants if they receive a proposal to change the meeting time.

In BlackBerry Enterprise Server version 4.1 SP7, this issue is resolved.

# Known issues

3

## Key known issues

(DT 104132) If you are using the BlackBerry® database notification system, RimEsp.dll might cause memory fragmentation in the Microsoft® SQL Server®.

**Workaround:** Remove the BlackBerry database notification system from the Microsoft SQL Server.

(SDR 208018) BlackBerry database notification system notifications are not triggered by administrative users that do not have the database owner permission.

(SDR 206382) The BlackBerry Configuration Panel truncates long Microsoft SQL Server names.

**Workaround:** View the full Microsoft SQL Server name in HKEY\_LOCAL\_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Database\DatabaseServerMachineName.

(SDR 171688) When the BlackBerry® Enterprise Server starts, if a user account fails to start due to MAPI errors, a large number of worker threads might be created.

(SDR 169257) Users cannot activate BlackBerry devices with BlackBerry® Connect™ version 4.0.

(SDR 164270) If you modify users' primary SMTP addresses using the Exchange Management Console in Microsoft® Exchange 2007, the mail attributes for the users might not be updated successfully on the BlackBerry Enterprise Server. As a result, the BlackBerry Enterprise Server might continually restart the users.

**Workaround:** Manually change the users' email addresses using Microsoft® Active Directory®.

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

## Activation known issues

(SDR 168931) If a user activates a BlackBerry® device using BlackBerry® Desktop Manager 5.0, the encryption method on the BlackBerry device is set to Triple DES even though the BlackBerry® Enterprise Server is configured to use Triple DES and AES encryption and the BlackBerry device is capable of AES encryption.

## BlackBerry Attachment Service known issues

(DT 459588) When a user tries to open a message attachment, a "Cannot initialize COM library" error might display. The user cannot open the message attachment.

(SDR 301305) If users view a Microsoft® PowerPoint® presentation on the BlackBerry® device, pictures that are included in background graphics do not display on the first slide when a background color is set.

**Workaround:** Remove the background color from the first slide of the Microsoft PowerPoint presentation or set a background color for all slides in the Microsoft PowerPoint presentation.

(SDR 153315) If you upgrade a remote BlackBerry Attachment Service, the maximum file size settings that you configured change to the default values.

## BlackBerry Configuration Database known issues

(SDR 267488) An exception might occur when the BlackBerry® Enterprise Server tries to perform a health check.

(SDR 195757) If you rename a remote Microsoft® SQL Server® and you upgrade the BlackBerry® Enterprise Server, the setup application does not complete successfully.

(SDR 188502) The user statistics and server statistics that are explicitly and implicitly called might result in a heavy load on the BlackBerry Configuration Database.

(SDR 187354) If you upgrade from BlackBerry Enterprise Server version 4.1 SP2, the setup application does not complete successfully if the BlackBerry Configuration Database tables contain non-standard statistics.

**Workaround:** Run the command "DROP STATISTICS <table\_name>.<statistics\_name>" on the BlackBerry Configuration Database and try the upgrade again.

(SDR 173464) If you install the BlackBerry database notification system, a certain SELECT statement might cause multiple SQL recomputations, which could increase the CPU utilization of the Microsoft SQL Server.

(SDR 171273) If you try to install the BlackBerry database notification system, the installation fails if you have configured more than one nondefault Microsoft SQL Server.

(SDR 146177) You cannot upgrade the BlackBerry Configuration Database if you turn on database replication.

## BlackBerry Controller known issues

(SDR 155101) In certain circumstances, if you stop and then restart the BlackBerry® Controller, the BlackBerry Controller does not start the BlackBerry Messaging Agent. As a result, users cannot send or receive messages.

## BlackBerry Dispatcher known issues

(SDR 356404) If you register the BlackBerry® database notification system and try to create a user account using a senior helpdesk administrator role, the user account is not created successfully.

**Workaround:** Uninstall the BlackBerry database notification system and restart the BlackBerry Dispatcher. Add the user account again using the security role or the BESAdmin account. Restart the BlackBerry Dispatcher whenever you add a new user account.

(SDR 216155) If you upgrade to BlackBerry® Enterprise Server version 4.1 from a multi-instanced BlackBerry Enterprise Server version 3.6 environment with multiple SRP IDs, and you install a configuration with multiple, chained BlackBerry Router instances, and then you stop one BlackBerry Router, causing the BlackBerry Enterprise Server to fail over to a secondary BlackBerry Router, the BlackBerry Dispatcher might process the BlackBerry Router configuration information twice, causing an access violation error.

(SDR 211397) If more than five data packets are pending for a BlackBerry device that is out of a wireless coverage area, the BlackBerry Dispatcher might delete any additional data packets, including cancellation packets for messages that the user deletes from the email application. As a result, messages that have been deleted in the user's email application are delivered to the BlackBerry device when the BlackBerry device enters a wireless coverage area again.

(SDR 207982) If the BlackBerry Dispatcher fails to write data to the data directory of the BlackBerry Messaging Agent, the APB engine might loop. As a result, the BlackBerry Manager might stop responding.

(SDR 166533) If you restart the BlackBerry Dispatcher with no SRP connection, the dispSysHealthSRPTotalSecNotConnected SNMP object might report an incorrect value.

## BlackBerry Enterprise Server Alert Tool known issues

(SDR 181271) If the SMTP server becomes unavailable, the BlackBerry® Enterprise Server Alert Tool causes the TCP/IP stack to run out of memory due to the number of queued alerts. As a result, the BlackBerry® Enterprise Server might stop responding.

## BlackBerry MDS Integration Service known issues

(DT 351108) If the BlackBerry® MDS Integration Service tries to send a message to a BlackBerry® MDS Runtime Application on BlackBerry devices and the message exceeds the maximum message size that you configured, the message is not delivered successfully. In rare circumstances, the BlackBerry MDS Integration Service does not send a "Message size exceeds the maximum size expected by BlackBerry MDS Connection Service" error message to the BlackBerry device.

(DT 255003) If you activate a user account on a new BlackBerry MDS Integration Service, the BlackBerry MDS Runtime Applications that were associated with the user's original BlackBerry MDS Integration Service are not hidden on the user's BlackBerry device.

(DT 252825) If you assign a BlackBerry MDS Integration Service device policy to a user account with "external access" configured to "read only", users can still add call numbers to the contact list on the BlackBerry device.

(DPI 225447) If the BlackBerry MDS Integration Service uses a proxy server, BlackBerry MDS Runtime Applications that require user authentication might not prompt the user for authentication information.

(DPI 225077) You cannot schedule the removal of a BlackBerry MDS Runtime Application using the BlackBerry Manager.

(DPI 97174) If a user backs up the data on the BlackBerry device, upgrades the BlackBerry MDS Runtime, and then attempts to unsubscribe from a push application subscription, a "Processor | Failed to process message. | ErrorCode=SOAP\_BACKEND\_ERROR; MsgType=Unknown; ErrCause=Subscription not found" error appears on the BlackBerry device.

## BlackBerry Manager known issues

(SDR 363569) If you add user accounts to a group, push rules are not applied to the user accounts.

**Workaround:** Apply the push rules to the group again after you add the user accounts.

(SDR 354520) If you export asset summary data for user accounts, the IT policy status column does not display any values in the export file.

(SDR 349931) If you try to move a user account to a remote BlackBerry® Enterprise Server and you do not have Windows® administration permissions for the computer that hosts the remote BlackBerry Enterprise Server, the BlackBerry Manager cannot query the registry and determine the status of the remote BlackBerry Enterprise Server. You cannot move the user account, and the following error message displays: "The status of this server cannot be determined due to the possibility of insufficient permissions. Server may not be running. Do you want to move it anyway?"

**Workaround:** Get local administration rights for the computer that hosts the remote BlackBerry Enterprise Server.

(SDR 338845) If you use the Load Handheld option to load a software configuration that contains several large applications onto a BlackBerry device that is connected to the computer that hosts the BlackBerry Manager, the BlackBerry Manager might stop responding. The software configuration is not loaded onto the BlackBerry device.

(SDR 332562) Parentheses display after the status of the BlackBerry Policy Service.

(SDR 329532) If you try to remove a pull rule from multiple user accounts at the same time, the pull rule is only removed from one of the selected user accounts.

(SDR 322206) If the BlackBerry Manager fails to authenticate with the BlackBerry Configuration Database because you enter the wrong authentication credentials, and then you authenticate successfully during the same session, you might not be able to perform certain tasks in the BlackBerry Manager. For example, you might not be able to add new users to the BlackBerry Enterprise Server or to assign personal address books.

**Workaround:** If you enter the wrong authentication credentials, before attempting to authenticate the BlackBerry Manager with the BlackBerry Configuration Database again, restart the BlackBerry Manager.

(SDR 311356) The Erase Data and Disable Handheld command does not work if the AppsVer (BlackBerry version) entry for the user account is a null value in the BlackBerry Configuration Database.

**Workaround:** Change the value of the AppsVer entry for the user account to a non-null value in the BlackBerry Configuration Database, or send the kill\_handheld command using the BlackBerry Enterprise Server User Administration Tool.

(SDR 269789) The content about administrative roles in the help file contains incorrect information about security and enterprise administrator roles.

(SDR 219787) The Disable Media Manager IT policy in the Security Policy Group should be labelled Disable Media Manager FTP Access.

(SDR 219487) If you create a custom IT policy and leave a space at the end of the IT policy name, when you try to edit the properties of the BlackBerry Domain, the properties screen does not open and the following error message displays: "Application Error - please report to support personnel if problem persists."

**Workaround:** Delete the custom IT policy template from the ITPolicyTemplate2 table in the BlackBerry Configuration Database.

(SDR 212895) When you assign an IT policy to a user account, the list of available IT policies is not in alphabetical order.

(SDR 212727) If you change the Maximum Stored Pushed Messages option, the following error message displays: "Unknown Exception caught at: C:\ABS10\Components\Manager\4.1.6\LocalBuild\enterprise\Manager\UI\win\server\codebase\main\uipropertiesheet.cpp, line 391 -- details in log."

(SDR 211256) When you search for BlackBerry device users, additional search results might display in addition to the expected results.

(SDR 199836) When an administrator user with no mailbox or MAPI profile sends an email message to a user account, a "Message was sent successfully" message displays even though the email message was not delivered to the user account.

(SDR 184874) If you install the BlackBerry Collaboration Service, the Collaboration Service Relationship screen displays incorrectly as "View Only" in the BlackBerry Manager, and you cannot click the Apply and OK buttons.

**Workaround:** To save the settings that you enter, complete the following steps:

1. On the **Collaboration Service Relationship** (View Only) screen, click **Cancel**.
2. On the **Related Service** screen, click **OK**.
3. On the **Blackberry Collaboration Service** screen, click **OK**.

(SDR 180681) If you click OK after specifying one or more new URL patterns for a pull rule, the following error message displays: "Unknown Exception caught at C:\ABS10\Components\Manager\4.1.5\LocalBuild\enterprise\Manager\UI\win\server\codebase\main\uipropertypage.cpp, line 1814 - details in log".

(SDR 172399) If you log into the BlackBerry Manager using the device administrator role, you cannot use the "Deploy Applications" option when you select a single user. You can use this option when you select multiple users.

(SDR 170789) When a new user is assigned to a user group, the wireless synchronization settings for the members of the group might be deleted.

(SDR 167355) The BlackBerry Manager displays the status of a user account as "Initializing Password Set" after the user's activation password expires.

(SDR 163432) If your BlackBerry Enterprise Server environment includes a large number of BlackBerry Enterprise Server instances (for example, more than 26) with a large number of users (for example, 26,000 users), you cannot delete a BlackBerry Enterprise Server from the BlackBerry Domain using the BlackBerry Manager.

(SDR 159519) If you search for a user account, the user account might not be displayed in the preview window the first time that you try the search.

(SDR 140695) If you turn off S/MIME message processing for a BlackBerry device using the BlackBerry Manager, S/MIME message processing turns on for the BlackBerry device a short time later.

(SDR 139583) You cannot sort the Role Administration list.

(SDR 124825) If you add a user to the BlackBerry® Enterprise Server, the BlackBerry Manager might retrieve an incorrect email address for that user if the user has multiple SMTP addresses. The BlackBerry Manager might retrieve the first SMTP address for that user in alphabetical order, instead of the primary SMTP address.

**Workaround:** Refresh the view in the BlackBerry Manager. The primary SMTP address might display a few hours after you add the user.

(SDR 107089) If you create a global or user message filter using the BlackBerry Manager, the BlackBerry Manager might retrieve an incorrect SMTP address for user accounts that have multiple SMTP addresses and a primary address that was changed at some point in Microsoft® Active Directory®.

## BlackBerry Messaging Agent known issues

(DT 403549) In rare cases, if a user replies to or forwards a rich-text email from the BlackBerry® device, the message body is blank when the recipient opens the message on the BlackBerry device. The message body displays in the email application.

(DT 403210) If you create a new profile using the BlackBerry Messaging Agent or BESProfiler.exe, the BlackBerry Messaging Agent might stop receiving notifications for messages.

**Workaround:** Restart the BlackBerry Messaging Agent.

(SDR 339797) In certain rare circumstances, if a user responds to a rich-text email from the BlackBerry device, the body of the reply does not display on the recipient's BlackBerry device.

(SDR 368906) In certain circumstances, if a user checks the availability of meeting attendees on the BlackBerry device, a "Data unavailable" error might display for certain attendees, and their availability information does not display.

**Workaround:** View the availability of meeting participants using Microsoft® Outlook®.

(SDR 340780) If a user replies to a forwarded email message from the BlackBerry device, the recipients cannot view the body of the reply message in Microsoft Outlook or on the BlackBerry device.

**Workaround:** In Microsoft Outlook, select the "Microsoft Word as Editor" option.

(SDR 338171, DT 403545) If a user sends an SMIME email message from Microsoft® Outlook® 2002 SP3 and the body of the message contains European currency symbols, for example € and \$, an error displays when the recipient tries to open the message on the BlackBerry device, and the message does not display.

**Workaround:** Instruct users to use UTF-8 encoding.

(SDR 303397) If you change a user account's user name in Microsoft® Active Directory®, or if you reload a user account, when the user performs a contact list lookup on the BlackBerry device, only the default contact list lookup properties are returned.

**Workaround:** Restart the BlackBerry Controller.

(SDR 296091) If a user moves email messages into an inbox subfolder in Microsoft Outlook while the BlackBerry device is out of a wireless coverage area, when the BlackBerry device returns to a wireless coverage area, the messages might be moved from the subfolder to the user's inbox in Microsoft Outlook when the messages synchronize.

(SDR 286200) If a user account's mailbox name is greater than 40 characters, a heap corruption occurs.

(SDR 282959) If the BlackBerry devices in your organization's environment use the RepliGo attachment conversion service, when the user tries to download an attachment that is next in the list of attachments to the repligo.rdl file, the download stops at 0%.

(SDR 249042) If the BlackBerry Messaging Agent identifies a database corruption and scans the organization's address list, the scan process might be invoked repeatedly. As a result, the BlackBerry Messaging Agent might stop responding.

(SDR 193230) If you upgrade the BlackBerry Enterprise Server and an invalid SMTP address is specified in the AutoBCC field in the BlackBerry Manager, users are not able to send email messages from their BlackBerry devices.

(SDR 193064) If a user configures a rule in Microsoft Outlook to move certain email messages into a personal storage table (.pst) when they are received, the messages are not deleted on the BlackBerry device.

(SDR 185670) If your organization's environment uses Microsoft Outlook 2007 in cached mode, sent items might appear with the received items icon on the BlackBerry device.

**Workaround:** Turn off cached mode in Microsoft Outlook 2007.

(SDR 179365) In certain circumstances, if a user deletes a folder that is configured for message redirection, the BlackBerry Messaging Agent might stop responding.

## BlackBerry Policy Service known issues

(SDR 334578) If you send a Set Password and Lock Handheld command to a BlackBerry® device that is out of a wireless coverage area, and then you assign the user account a new BlackBerry device, the Set Password and Lock Handheld command is not sent to the user's new BlackBerry device until you restart the BlackBerry Policy Service.

(SDR 317741) The BlackBerry Policy Service might resend service books to BlackBerry devices after a Microsoft® SQL Server® outage.

(SDR 184969) In certain circumstances, if the device.xml file is not updated and you restart the BlackBerry® Policy Service instances, user accounts might get associated with a single BlackBerry Policy Service.

**Workaround:** Update the device.xml file.

(SDR 175714) If you move users to a different BlackBerry® Enterprise Server, for some user accounts, the BlackBerry Policy Service might use the source server's SRP address or IT policy commands instead of the destination server's SRP address. As a result, the correct IT policy might not be applied to users until you restart the BlackBerry Enterprise Server.

(SDR 171638) In certain circumstances, the BlackBerry Policy Service sends the update service data command to a BlackBerry device after it sends the switch service command to the BlackBerry device. As a result, the BlackBerry device might receive incorrect SRP information.

(SDR 167837) If you move a user to a different BlackBerry Enterprise Server, the BlackBerry Enterprise Server might send an incorrect SRP ID to the user's BlackBerry device with the BlackBerry MDS Integration Service service book.

## Logging known issues

(SDR 257255) When the BlackBerry® Policy Service polls BlackBerry devices for missing applications, the BlackBerry Policy Service might write an error in the log file indicating that the device.xml file needs to be updated, when the issue is that the device.xml file cannot be found.

(SDR 193767) The log message "Event log requires XXXX bytes instead of 8192 bytes" for the BlackBerry® Enterprise Server Alert Tool is logged at level 20000. This message should be logged at a less severe log level.

(SDR 186881) At midnight, certain BlackBerry® Enterprise Server components might create multiple log files.

(SDR 186491) Invalid log entries might display all logging levels and not the logging level that the logging is configured for.

(SDR 166284) The text of SMS messages in log files is sometimes replaced with multiple "@" characters.

(SDR 153791) If the EnableExceptionStackTrace registry key is enabled, first chance exceptions are logged and might be recognized as an uncaught exception by the monitoring software used in your environment.

(SDR 61188) The "PollForMissingApps failed" error is written to the BlackBerry® Policy Service log file after the log information for all users on the BlackBerry Enterprise Server is written to the log file. This log line may be confusing because the information that precedes it does not give more details.

## Organizer data synchronization known issues

(SDR 182464) If you create a task with a due date from the BlackBerry® device, the task is not displayed in Microsoft® Outlook® Web Access.

## Setup application known issues

(DT 393021) After you install or upgrade to BlackBerry® Enterprise Server 4.1 SP7, the BlackBerry MDS Connection Service might not start because the MSVCR71.dll file might not be installed in the proper location on the computer.

**Workaround:** Copy the MSVCR71.dll file from <drive>:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDSS\jre\bin to <drive>:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\bin.

(DT 327711) If you modify the remote database connection information during the installation process (after the reboot) and then you try to create the BlackBerry Configuration Database and click Back to return to the database information screen, the Microsoft® SQL Server® name is greyed out and the BLACKBERRY instance name is added to the remote Microsoft SQL Server name.

**Workaround:** Select Local and then Remote again to edit the remote Microsoft SQL Server name.

(DT 313541) If you install the BlackBerry Enterprise Server in a location that is not the default location in the setup application, the BlackBerry MDS key store file is not created.

**Workaround:** Use the default installation path in the setup application, or before installing the BlackBerry Enterprise Server, create the path C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\webserver\ to contain the BlackBerry MDS key store file.

(SDR 370652) If you run the setup application to remove a BlackBerry Attachment Service, BlackBerry Dispatcher, or BlackBerry MDS Connection Service that has stopped running, the setup application cannot remove the service. You must restart the computer and run the setup application again to complete the removal and install the service again.

(SDR 249701) When you install multiple BlackBerry Enterprise Server instances with multiple local BlackBerry Collaboration Service instances, if you do not start a BlackBerry Collaboration Service instance after you install it, the next BlackBerry Collaboration Service instance replaces the previous instance in the BlackBerry Configuration Database.

(SDR 234488) The setup application might not complete successfully due to language scripts in the errors.sql file.

(SDR 192765) If you configure your BlackBerry Enterprise Server to use "Triple DES only" or "AES only", and you run the change database wizard to associate the BlackBerry Enterprise Server with an existing BlackBerry Configuration Database, the encryption algorithm for the BlackBerry Enterprise Server changes to "Triple DES and AES".

(SDR 184791) If you configure settings for how BlackBerry Enterprise Server services start, the settings change to the default settings after you upgrade the BlackBerry Enterprise Server.

(SDR 177524) If you upgrade from BlackBerry Enterprise Server 4.1 SP1 and you specify a lower-case Windows® machine name, the BlackBerry MDS Connection Service might not start.

**Workaround:** Change the Windows machine name to use upper case before you perform the upgrade, or edit the MDSConfig table in the BlackBerry Configuration Database to use the correct instance number and remove the additional entries that reference the same machine name.

(SDR 177085) When upgrading from BlackBerry Enterprise Server 4.1 SP4, the following error might display: "Failed to check the component GUID. Refer to the installation log for more information. Setup will now exit."

**Workaround:** Create a temporary registry key named Components in HKEY\_LOCAL\_MACHINE\Software\Wow6432Node\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18. Delete this registry key after the installation process completes successfully.

(SDR 135348) A user with the junior help desk administrator role has the ability to modify the mapping between the BlackBerry Enterprise Server and the environment's instant messaging server during the installation process. If a user does not select the appropriate mapping settings during the installation process, your instant messaging service could be disrupted.

## Wireless calendar known issues

(DT 403685) If a user accepts an updated meeting request on the BlackBerry® device, the meeting tracking information might not be updated in Microsoft® Outlook®.

(DT 403677, SDR 363595) If a user creates a recurring meeting from the BlackBerry device, the format used to display the Recurrence Pattern information in Microsoft Outlook is inconsistent with the format used to display this information for meetings that are created using Microsoft Outlook.

(SDR311800) If a user is a delegate for another user in Microsoft Outlook, and the delegate accepts a meeting invite on behalf of the other user, the meeting acceptance changes to tentative in Microsoft Outlook after a short delay.

(SDR 186469) If a calendar appointment is corrupt, it might cause an "Invalid log entry" in the BlackBerry Messaging Agent log file because the BlackBerry Messaging Agent does not perform data validation before the values are passed.

## Legal notice

## 4

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