

# BlackBerry Enterprise Server for IBM Lotus Domino

Version: 4.1 | Service Pack: 7

## Release Notes



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# Product information

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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.

BlackBerry Enterprise Server version 4.1 SP7 does not support IBM® DB2® UDB.

BlackBerry Enterprise Server version 4.1 SP7 uses a new thread allocation system. Your organization's environment might experience a performance impact if you move a large number of BlackBerry Enterprise Server user accounts to a new messaging server with relatively few user accounts because there are limited threads available in the BlackBerry Enterprise Server thread pool allocated to the destination messaging server. Restarting the BlackBerry Enterprise Server resolves the thread allocation issues. (SDR 146043)

## Fixed in this release

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### Key fixed issues

(SDR 349256) In BlackBerry® Enterprise Server 4.1 SP6, if you add a user account and it fails to initialize, the BlackBerry Enterprise Server is not able to initialize the user account and does not try to initialize the user account again until you restart the BlackBerry Enterprise Server.

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

(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 283362) In BlackBerry Enterprise Server 4.1 SP6, if you try to move a user account that is not initiated to a different BlackBerry Enterprise Server, and the person document for the user account is not referenced correctly, the BlackBerry Enterprise Server might stop responding.

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

(SDR 282889) In previous versions of the BlackBerry Enterprise Server, if a user updates the BlackBerry® Device Software using the BlackBerry® Desktop Software, the CICAL and BBIM service books might not be loaded onto the BlackBerry device.

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

(SDR 272457) In previous versions of the BlackBerry Enterprise Server, the BlackBerry Enterprise Server reports the device network as GPRS for BlackBerry® Bold™ 9000 smartphones that use the 3G network.

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

(SDR 219343) In BlackBerry Enterprise Server 4.1 SP5 and later, the BlackBerry Enterprise Server might take longer than expected to start because it parses every document in the \$Domain View.

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.

(SDR 203728) Redundant code that was creating unnecessary overhead on the Microsoft® SQL Server® has been removed.

(SDR 202575) In BlackBerry Enterprise Server 4.1 SP6, the BlackBerry Enterprise Server might take longer than expected to start user accounts.

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

(SDR 193101) In BlackBerry Enterprise Server 4.1 SP7, the MemUsageReportingFrequency DWORD registry key has been added to control the frequency at which the BlackBerry Enterprise Server prints the free virtual address space information to the log file. The default value is 60 seconds.

(SDR 186323) In BlackBerry Enterprise Server 4.1 SP7, improvements have been made to the way that the BlackBerry Messaging Agent handles exceptions. The BlackBerry Messaging Agent checks and changes the top level exception filter every 24 hours.

(SDR 176909) After upgrading to and starting BlackBerry Enterprise Server 4.1 SP5 or later, the BlackBerry Enterprise Server might write incorrect information to the log files about a messaging server failover. This occurs if the casing of the messaging server name obtained from the BlackBerry profiles database does not match the casing of the messaging server name obtained from API calls.

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

## Activation fixed issues

(SDR 354216) In BlackBerry® Enterprise Server 4.1 SP7, code improvements have been made to the initial calendar synchronization process after a BlackBerry device is activated. As a result, the calendar synchronization process might require less time to complete.

(SDR 284923) In BlackBerry Enterprise Server 4.1 SP5 and later, activating a BlackBerry device for a new user account with a very large number of unread messages (for example, more than 90,000 unread messages) might take longer than expected because the BlackBerry Enterprise Server processes the unread marks for the email messages.

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

(SDR 270541) In BlackBerry Enterprise Server 4.1 SP5 and later, when you assign a user account to a new BlackBerry device, the activation process might take longer than expected because the BlackBerry Enterprise Server checks all of the messages for the user account that have unread marks.

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

(SDR 270467) In BlackBerry Enterprise Server 4.1 SP5 and later, when you activate a user account, the BlackBerry Enterprise Server scans the user's address book again during the calendar synchronization process. If the user's address book has a large number of contacts, the activation and calendar synchronization processes can take longer than expected to complete.

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

(SDR 256062) In BlackBerry Enterprise Server 4.1 SP7, extra logging information is added to the log file when \$inbox is deleted from the BlackBerry state databases.

## 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 348481) In BlackBerry® Enterprise Server version 4.1 SP7, to reduce potential out of memory errors, the BlackBerry Configuration Database limits the number of documents that the BlackBerry Enterprise Server can open at the same time based on the UNID.

(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 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 181269) In BlackBerry Enterprise Server 4.1 SP4 and later, if you move multiple users to a different BlackBerry Enterprise Server, the thread performing the operation might take longer than expected. As a result, the BlackBerry Enterprise Server reports the thread as non-responsive, which causes the BlackBerry Controller to restart the BlackBerry Messaging Agent.

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

(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 Enterprise Trait Tool fixed issues

You can use the DocumentThrottleMaxDocOpen trait to specify the maximum number of documents with the same Universal Note ID that the BlackBerry® Messaging Agent can open. If you do not configure this trait, there is no limit to the number of documents with the same Universal Note ID that the BlackBerry Messaging Agent can open.

## 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.

(SDR 166585) When the BlackBerry Manager starts, it checks for the ID of multiple BlackBerry Messaging Agent instances even though the BlackBerry® Enterprise Server for IBM® Lotus® Domino® uses a single BlackBerry Messaging Agent only.

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

(SDR 150208) In previous versions of the BlackBerry Enterprise Server, if the UNID of BlackBerry device users in the IBM® Lotus® Domino® directory changes (for example, users are accidentally deleted and restored in the directory by copying person documents from a backup into the directory), the BlackBerry Enterprise Server might be unable to find the users by their UNID. The BlackBerry Enterprise Server then searches for the users by name. The BlackBerry Enterprise Server might locate the wrong user. As a result, users might become associated with the wrong user account.

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

## BlackBerry Messaging Agent fixed issues

(SDR 352677) In previous versions of the BlackBerry® Enterprise Server, the BlackBerry Enterprise Server might stop responding when the BlackBerry Messaging Agent processes a message with a rich text attachment that references OLE objects.

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

(SDR 336532) In BlackBerry Enterprise Server 4.1 SP5 and later, if a user replies to or forwards an email message that contains rich-text content that is not correctly formatted, the BlackBerry Messaging Agent might not process the message.

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

(SDR 307155) In previous versions of the BlackBerry Enterprise Server, the BlackBerry Messaging Agent might experience a memory leak when processing messages that contain several graphics (for example, more than 25 screenshots).

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

(SDR 285197) In BlackBerry Enterprise Server 4.1 SP6, the BlackBerry Messaging Agent applies NNE encoding to IBM® Lotus Notes® signed messages even though it should only apply NNE encoding to Lotus Notes encrypted messages. As a result, users are prompted for a password when they reply to a Lotus Notes signed message.

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

(SDR 277847) In BlackBerry Enterprise Server 4.1 SP5, if you restart Windows®, the BlackBerry Enterprise Server might not start user accounts until you restart the BlackBerry Enterprise Server (NBES) task.

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

(SDR 237069) In BlackBerry Enterprise Server 4.1 SP6, the BlackBerry Messaging Agent might stop responding if it processes a specific type of rich-text message that does not contain text that is properly formatted.

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

(SDR 235264) In previous versions of the BlackBerry Enterprise Server, when the BlackBerry Messaging Agent processes certain email messages that must be converted from rich text to plain text, the BlackBerry Enterprise Server might stop responding.

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

(SDR 231218) In BlackBerry Enterprise Server 4.1 SP6, the BlackBerry Messaging Agent throws an exception if it processes a rich-text email message that does not contain the mandatory HREF attribute.

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 212125) In BlackBerry Enterprise Server 4.1 SP6, rich-text messages that are not formatted correctly might be delivered to the BlackBerry device with no message body.

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

(SDR 211653) In BlackBerry Enterprise Server 4.1 SP6, when the BlackBerry Messaging Agent processes a specific rich-text message, the BlackBerry Enterprise Server might stop responding.

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

(SDR 209411) In BlackBerry Enterprise Server 4.1 SP7, if you disable links to Lotus Notes documents, links appear in rich-text messages as they appeared in previous versions of the BlackBerry Enterprise Server. For more information, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to see the *Support for Lotus Notes Links on BlackBerry devices* document.

(SDR 203279) In BlackBerry Enterprise Server 4.1 SP6, if a user receives a rich-text email message with an inline image and the user requests to view more of the message while the messaging server is down, the BlackBerry Messaging Agent gets stuck in a loop requesting the image data repeatedly.

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

(SDR 202569, SDR 197412) In BlackBerry Enterprise Server 4.1 SP4 and later, if a user forwards or replies to a clear-signed message from the BlackBerry device, the original message displays with the wrong names in the From and To field on the recipient's BlackBerry device.

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

(SDR 201970) In BlackBerry Enterprise Server 4.1 SP6, rich-text emails with a MIME type of multipart/alternative and a subtype of multipart/related might cause hung threads.

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

(SDR 200037) In BlackBerry Enterprise Server 4.1 SP7, changes were made to the BlackBerry Messaging Agent to address a change to the Lotus Notes UNID generation algorithm in Lotus Notes 8.0 R1.

(SDR190050) In BlackBerry Enterprise Server version 4.1 SP6, if a user searches for remote email messages from the BlackBerry device and the search text includes one or more unicode characters, the search might not complete successfully.

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

(SDR189852) In BlackBerry Enterprise Server 4.1 SP5 and later, the BlackBerry Messaging Agent does not clear the list of UNIDs after using it for message pruning. As a result, the BlackBerry Messaging Agent might use more resources than expected and might stop responding.

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

(SDR189847) In BlackBerry Enterprise Server 4.1 SP5 and later, the BlackBerry Messaging Agent uses UNIDs instead of NIDs to prune BlackBerry state databases. This can result in high memory usage.

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

(SDR187388) In BlackBerry Enterprise Server 4.1 SP4 and later, the BlackBerry Messaging Agent opens Lotus Notes documents twice to determine the message type. This process might have an impact on the performance of the BlackBerry Enterprise Server.

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

(SDR187345, SDR185409, SDR185397) In BlackBerry Enterprise Server 4.1 SP4 and later, if you add a new user account to the BlackBerry Enterprise Server, the BlackBerry Enterprise Server might log the false positive change 'ModifiedByName detected change' to the log files repeatedly.

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

(SDR183584) In BlackBerry Enterprise Server 4.1 SP5 and later, if you delete and recreate the \$inbox folder, messages might not reconcile correctly to BlackBerry devices.

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

(SDR179162) In previous versions of the BlackBerry Enterprise Server, if a user deletes a single instance of a recurring meeting from the BlackBerry device, the BlackBerry Messaging Agent might stop responding.

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

(SDR178517) In previous versions of the BlackBerry Enterprise Server, in rare circumstances, the BlackBerry Messaging Agent might create duplicate tag IDs for messages. As a result, if a user deletes a message, other messages with the same tag ID are also deleted.

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 169942) In BlackBerry Enterprise Server 4.1 SP4 and later, if the BlackBerry Messaging Agent decodes the body of a specific, incoming message with a parsing error in the CMIME format, the BlackBerry Messaging Agent might stop responding.

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 168466) In BlackBerry Enterprise Server 4.1 SP4 and later, if the BlackBerry Enterprise Server tries to write information to the AppLog while it is processing an exception, the BlackBerry Enterprise Server might stop responding.

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

## Organizer data synchronization fixed issues

(SDR 279398) In BlackBerry® Enterprise Server 4.1 SP5 and later, the BlackBerry Enterprise Server might take longer than expected to check for duplicate organizer data items if the user account has a large address book and journal that are both located in the user's mail file.

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

(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\BBAttachBESExtension 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 345407) In BlackBerry® Enterprise Server 4.1 SP6, the BlackBerry Enterprise Server might cause inconsistencies in IBM® Lotus Notes® calendar documents.

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

(SDR 289431) In BlackBerry Enterprise Server 4.1 SP7, when the BlackBerry Enterprise Server iterates calendar items in a user's state database, the BlackBerry Enterprise Server might run out of memory.

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

(SDR 269376) In BlackBerry Enterprise Server 4.1 SP6, if you configure a custom holiday to display in a user's calendar once per year using the names.nsf file, the custom holiday might display for every day of the year instead of once per year.

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

(SDR 258698) In BlackBerry Enterprise Server 4.1 SP6, if a meeting organizer removes a meeting participant and then adds the meeting participant again, the calendar item might not appear on the participant's BlackBerry device.

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

(SDR 235116) In BlackBerry Enterprise Server 4.1 SP6, an assertion failed error occurs when the BlackBerry Enterprise Server updates the BlackBerry Enterprise Server state database.

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

(SDR 233223) If a calendar entry in Lotus Notes is not formatted correctly, the BlackBerry Enterprise Server might send invalid data to the BlackBerry device. As a result, the BlackBerry device might stop responding.

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

(SDR 218100) In BlackBerry Enterprise Server 4.1 SP5 and later, if a meeting recipient selects "Display new (unprocessed) notices" in Lotus Notes, the meeting recipient might not be able to accept a meeting invite that was rescheduled by the meeting organizer.

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

(SDR 201753) In BlackBerry Enterprise Server 4.1 SP6, if a user configures the "Types of meeting notices to be shown in your Inbox" option in Lotus Notes to "All except responses", acceptance messages are still displayed in the user's message list on the BlackBerry device.

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

(SDR 170115) In BlackBerry Enterprise Server 4.1 SP4 and later, if a user responds to a calendar invitation for a recurring meeting, the BlackBerry Enterprise Server might stop responding.

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

# Known issues

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## Key known issues

(DT 392812) If you change a user name, the user name is not updated in the BlackBerry® Messaging Agent until you restart the BlackBerry® Enterprise Server.

(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 258912) If the BlackBerry Enterprise Server is installed on IBM® Lotus® Domino® R8, on the BlackBerry device a delegate cannot see the contacts in a mail file that they have access to.

(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 189804) If a user has more than one profile document, the BlackBerry Enterprise Server might stop responding.

**Workaround:** Delete duplicate profile documents for user accounts.

(SDR 170644) If you try to move a user account and the BlackBerry Enterprise Server experiences a database timeout, the BlackBerry Enterprise Server might not move the user account successfully.

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

(SDR 167354) If a user's distinguished name is changed after the user has been added to the BlackBerry Enterprise Server, and the user's distinguished name is identical to the distinguished name of another user on the BlackBerry Enterprise Server, the two user accounts might be associated with the same IBM® Lotus Notes® messaging account.

**Workaround:** Restart the BlackBerry Enterprise Server, or remove and re-add the user to the BlackBerry Enterprise Server.

## Activation known issues

(SDR 358491) After activation completes for a BlackBerry® device, the BlackBerry device might initiate the synchronization process for organizer data more than once.

(SDR 267839) During the activation process, the synchronization of the user's calendar information to the BlackBerry device might stop responding if the user has a large address book (for example, if the address book contains more than 5000 entries).

## 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 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 194218) If the BlackBerry® Messaging Agent requests a restart during a blackout period for the BlackBerry Controller, the MaxRestartsPerDay registry value increases even though a restart did not occur.

(SDR 192996) The BlackBerry Controller can restart the BlackBerry Messaging Agent one time more than the maximum number of restarts that you specify using the MaxRestartsPerDay registry key.

(SDR 189482) When the BlackBerry Controller starts, it also restarts the BlackBerry® Enterprise Server and IBM® Lotus® Domino®.

(SDR 181269) When you move several user accounts to a different BlackBerry Enterprise Server, the BlackBerry Enterprise Server might report the thread as unresponsive even though it is still working. As a result, the BlackBerry Controller might restart the BlackBerry Messaging Agent.

(SDR 170295) When the BlackBerry Controller restarts a component of the BlackBerry Enterprise Server, it might cause debugging activities such as NSD to fail.

## 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 310430) If the BlackBerry Manager is installed on the same computer as the BlackBerry Enterprise Server and you rename the BlackBerry MDS Connection Service client workstation, the BlackBerry Manager might not connect to the BlackBerry MDS Connection Service and tries to build the BlackBerry MDS Connection Service string. As a result, a null pointer exception occurs.

(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 206353) After you restart the BlackBerry Messaging Agent, the server-level "pending data packets" value in the BlackBerry Manager is reset to 0.

(SDR 191303) Relative path information appears for all organizer data settings. This information is only relevant for journal and contact information.

(SDR 185645) When you add a user account to a group, the list of available groups is not in alphabetical order.

(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 358934) Users cannot reply to NNE messages received on the BlackBerry® Tour™ 9630 smartphone.

(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 336770) In certain circumstances, graphics might not display in the email messages that users receive on their BlackBerry devices, and the following error message appears in the BlackBerry Messaging Agent log file: "Assertion failed: Deleted MEMHANDLE handle which we did not allocate".

(SDR 287464) If a user replies to a rich-text email message from an external Internet domain and attaches a contact list contact using the Attach Address or Attach Contact option (VCF attachment) on the BlackBerry device, the message is not delivered to the recipient.

(SDR 279712) If a user sends a message from the BlackBerry device with a large attachment, the BlackBerry Messaging Agent private memory might spike for a short period of time.

(SDR 269826) Users cannot turn off the option to redirect sent items from the BlackBerry device.

(SDR 264758) In certain circumstances, if a user sends a message with an attachment from the BlackBerry device, the BlackBerry Messaging Agent might not process the message attachment.

(SDR 250169) When the BlackBerry Messaging Agent reconciles file management changes over the wireless network (for example, deleting email messages), a thread might be reported as "No Response", which results in the BlackBerry Controller restarting the BlackBerry Messaging Agent.

(SDR 248591) Email messages that a user sends from the BlackBerry device are not saved in the user's IBM® Lotus Notes® mail file if the user's mail file name contains the "ñ" character.

(SDR 232290) If a user forwards an email message from the BlackBerry device that contains a PDF attachment, the PDF attachment might not be attached when the recipient receives the message, or the PDF might appear as a text file attachment, or the PDF might display as embedded text in the email message.

(SDR 220157) The BlackBerry Enterprise Server cannot initialize user accounts on a clustered server in a foreign domain when the primary mail server is not responding.

(SDR 209561) If the BlackBerry Messaging Agent catches an exception that occurred in the IBM Lotus Notes API, hung threads can result and the BlackBerry Messaging Agent might stop responding.

(SDR 205736) Shutting down the BlackBerry Enterprise Server might cause multiple IBM Lotus Notes API handle leaks to occur.

(SDR 204985) In rare circumstances, if the BlackBerry Messaging Agent processes a rich-text email message that uses 8-bit encoding, the message is not received and the BlackBerry Enterprise Server might stop responding.

(SDR 177271) If the document that an IBM Lotus Notes Link provides access to is located in a domain or on a server that the BlackBerry Enterprise Server cannot access, the user does not receive a message indicating that the BlackBerry Enterprise Server cannot access the IBM Lotus Notes Link.

(SDR 177229) If an extra space occurs at the end of the value for the ServerHostNames registry key, IBM Lotus Notes Links that provide access to documents in external domains cannot be accessed from the BlackBerry device.

(SDR 171175) In rare circumstances, the BlackBerry Messaging Agent might stop responding if a user soft-deletes a message.

(SDR 169747) If a user performs a remote search for email messages, a search with the default criteria returns the error "Search cancelled by remote service. Please try again later."

**Workaround:** Instruct users to change the default search criteria and search again.

(SDR 136345) If a user turns on the out of office service in IBM Lotus Notes 8.0, the user cannot turn on or turn off out of office notifications from the BlackBerry device.

(SDR 110318) If a user sends an SSP-signed email message to a recipient with LDAP server information attached, the recipient cannot import the LDAP server information.

## 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

(DT 401077) The location for tasks might be written to the log files as blank instead of reporting the user's mail file path.

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

(SDR 180186) If a user account has an address book on a different server than the users messaging account, the BlackBerry® Enterprise Server might log failover information incorrectly.

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

(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

(DT 401884) If a user changes the email information for a contact on the BlackBerry® device, the change might not synchronize to IBM® Lotus Notes®.

(SDR 303984) In certain circumstances, if a user updates the email addresses for a contact on the BlackBerry device, the updated information does not synchronize to IBM Lotus Notes successfully.

**Workaround:** Edit email addresses for contacts using IBM Lotus Notes.

(SDR 277907) When the BlackBerry® Enterprise Server rescans a user account, the BlackBerry Enterprise Server might initiate organizer data synchronization for the user account again.

(SDR 250861) Organizer data synchronization might take longer than expected on large IBM® Lotus® iNotes® address books.

(SDR 150752) If a user's UserInfo document is too large, the BlackBerry Messaging Agent might enter a loop while attempting to resolve the read and unread marks for the user's messages, resulting in an error on the BlackBerry device.

(SDR 149614) The contact list lookup on the BlackBerry device returns unexpected results when too many matches are found in the IBM Lotus Notes directory.

## 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 400600) If a user changes the location or reminder option of an instance of a recurring meeting in IBM® Lotus Notes®, all instances of the recurring meeting might be updated on BlackBerry® devices.

(DT 360960) If a user adds an invitee to an existing recurring meeting in IBM Lotus Notes, only the past instances display in the calendar on the invitee's BlackBerry device.

(DT 350980) In certain circumstances, the BlackBerry® Enterprise Server might stop responding when processing a user's meeting decline message.

(DT 252022) If a user accepts or rejects a calendar invitation in IBM Lotus Notes while the user's BlackBerry device is off or out of a wireless coverage area, when the user turns on the BlackBerry device or enters a wireless coverage area, the calendar invite appears on the BlackBerry device and is not updated with the acceptance or rejection.

(SDR 363459) The BlackBerry Enterprise Server might stop responding due to inconsistencies in list fields when the BlackBerry Enterprise Server updates recurring meeting instances on BlackBerry devices.

(SDR 357014) If a user turns on the out of office agent in IBM Lotus Notes from the BlackBerry device without first turning on the out of office agent using IBM Lotus Notes, the user cannot configure the out of office agent using IBM Lotus Notes, and an error message displays.

(SDR 289431) In certain circumstances, when the BlackBerry Enterprise Server iterates calendar items in a user's BlackBerry state database, the BlackBerry Enterprise Server might run out of memory.

(SDR 257729) If a user changes the location or the reminder notice for certain instances of a recurring meeting on the BlackBerry device, all instances of the recurring meeting are updated with the changes on the BlackBerry device. Only the specified instances are updated with the changes in IBM Lotus Notes.

(SDR 211702) If a user accepts a meeting invite from the BlackBerry device, the meeting participants might receive duplicate alarm notifications for the meeting.

(SDR 180345) If a user turns on their out of office agent using the BlackBerry device, the out of office profile created by the BlackBerry Enterprise Server is not compatible with the IBM Lotus Notes format.

**Workaround:** Turn on the out of office agent using IBM Lotus Notes.

(SDR 171564) When a user checks the availability of meeting invitees from the BlackBerry device, if the availability information cannot be retrieved for a single invitee, the availability information for the other meeting invitees might not be available as well, and an "Unable to find time where all attendees are available" error message displays.

(SDR 151218) In certain circumstances, calendar invitations that users delete from IBM Lotus Notes still synchronize to users' BlackBerry devices.

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## 4

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