

# BlackBerry Enterprise Server Resource Kit

## BlackBerry Analysis, Monitoring, and Troubleshooting Tools

Version: 5.0 | Service Pack: 1

### Release Notes



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# Related resources

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Guide	Information
<i>BlackBerry Enterprise Server Resource Kit Installation Guide</i>	<ul style="list-style-type: none"> <li>• system requirements</li> <li>• installing or removing the tool</li> </ul>
<i>BlackBerry Enterprise Server User Administration Tool Administration Guide</i>	<ul style="list-style-type: none"> <li>• using the tool</li> </ul>
<i>BlackBerry Analysis, Monitoring, and Troubleshooting Tools Administration Guide</i>	<ul style="list-style-type: none"> <li>• using the tools</li> </ul>
<i>BlackBerry Enterprise Server Installation and Configuration Guide</i>	<ul style="list-style-type: none"> <li>• system requirements</li> <li>• installation instructions</li> </ul>
<i>BlackBerry Enterprise Server Upgrade Guide</i>	<ul style="list-style-type: none"> <li>• system requirements</li> <li>• upgrade instructions</li> </ul>
<i>BlackBerry Enterprise Server Feature and Technical Overview</i>	<ul style="list-style-type: none"> <li>• BlackBerry® Enterprise Server features</li> <li>• system architecture</li> <li>• data and process flows</li> </ul>
<i>BlackBerry Enterprise Server Administration Guide</i>	<ul style="list-style-type: none"> <li>• system setup and management</li> <li>• BlackBerry device implementation instructions</li> </ul>

## Product information

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You can use the BlackBerry® Analysis, Monitoring, and Troubleshooting Tools to streamline management tasks, monitor events, collect statistics, and troubleshoot issues with the BlackBerry® Enterprise Server components.

## Fixed in this release

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### BlackBerry Analysis, Monitoring, and Troubleshooting Tools fixed issues

In the BlackBerry® IT Policy Import and Export Tool version 5.0, if you run the BlackBerry IT Policy Import and Export Tool with the `-basurl` flag set to a BlackBerry Administration Service instance that is not contained in the `key.keystore` file, the help message that displays points to a location for the `BRKSSLConfig.exe` file that is different from the actual location.

In the BlackBerry IT Policy Import and Export Tool version 5.0 SP1, this is not an issue because the BlackBerry IT Policy Import and Export Tool connects to the BlackBerry Configuration Database directly.

# Known issues

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### BlackBerry Analysis, Monitoring, and Troubleshooting Tools known issues

(DT 387473) When using the BlackBerry® Thread Analyzer Tool, if you specify ROUT for the -type subparameter, an error message displays and not all logs are written with the proper event ID.

(DT 386824) The BlackBerry Usage Monitoring Tool uses each user account's display name in individual files instead of each user account's email name.

(DT 386685) The BlackBerry MAPI and CDO Error Monitoring Tool does not output "Creating file for" when outputting results for individual user accounts.

(DT 366169) In an IBM® Lotus® Domino® environment, the BlackBerry Historical Statistics Tool does not read the Message From column in the BlackBerry Messaging Agent log file successfully. As a result, the results provided by the tool might not be accurate.

(DT 356461) If a BlackBerry device is out of a wireless coverage area when you run the BlackBerry Historical Statistics Tool, the BlackBerry Historical Statistics Tool counts attempts to send messages as message traffic. As a result, the results produced by the BlackBerry Historical Statistics Tool might not be accurate.

## Legal notice

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Published in Canada