



BlackBerry Enterprise Server for Microsoft Exchange

Version 5.0 Maintenance Release 4

Release Notes

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Related resources

Guide	Information
<i>BlackBerry Enterprise Server Installation and Configuration Guide</i>	<ul style="list-style-type: none"> • system requirements • installation instructions
<i>BlackBerry Enterprise Server Upgrade Guide</i>	<ul style="list-style-type: none"> • system requirements • upgrade instructions
<i>BlackBerry Enterprise Server Feature and Technical Overview</i>	<ul style="list-style-type: none"> • BlackBerry® Enterprise Server features • system architecture • data workflows
<i>BlackBerry Enterprise Server Administration Guide</i>	<ul style="list-style-type: none"> • system setup and management • BlackBerry device implementation instructions

Verify the system requirements

Requirement	Description
software version	<p>This maintenance release works with BlackBerry® Enterprise Server version 5.0 for Microsoft® Exchange.</p> <ol style="list-style-type: none"> 1. On the taskbar, click Start > Settings > Control Panel or Start > Control Panel. 2. Double-click Add or Remove Programs. 3. In the list of currently installed programs, click BlackBerry Enterprise Server for Microsoft Exchange. 4. Click Click here for support information. 5. Verify that the version number is 5.0.0 (Bundle 223, 236, 244, 255).
remote components	<p>Install this maintenance release on a remote computer that hosts a BlackBerry Attachment Service, BlackBerry Administration Service, BlackBerry Router, BlackBerry Collaboration Service, or BlackBerry MDS Connection Service.</p>
original installation media	<p>The maintenance release installation program requires access to the installation media that was used to install the BlackBerry Enterprise Server. Depending on how the software was installed, this might be a product CD or a network location.</p>

Install the maintenance release

If you configured BlackBerry Enterprise Server high availability to limit downtime to BlackBerry services, you can install the maintenance release on the standby BlackBerry Enterprise Server instance, fail over to the standby BlackBerry Enterprise Server, and then install the maintenance release on the primary BlackBerry Enterprise Server.

1. While logged in to the computer that hosts the BlackBerry Enterprise Server, in Windows® Services, stop all BlackBerry Enterprise Server services.
2. Close the BlackBerry Configuration Panel.
3. Double-click **besx500mr4.zip**.
4. Extract the installation files to a local drive on your computer.
5. Browse to the location of the setup program files.

Note: If you are installing the maintenance release on Windows Server® 2008, follow the steps outlined in Known Issues, SDR 319193.
6. Double-click **besx500mr4.msi** to run the executable.
7. Click **Update**.
8. Complete the configuration screens.
9. Click **Finish**.
10. In Windows Services, restart all BlackBerry Enterprise Server services.

Verify the maintenance release installation

1. On the taskbar, click **Start > Settings > Control Panel** or **Start > Control Panel**.
2. Click **Add or Remove Programs**.
3. In the list of programs, click **BlackBerry Enterprise Server for Microsoft Exchange**.
4. Click **Click here for support information**.
5. Verify that the version number is 5.0.0 MR4 (Bundle 267).

Fixed issues

Issues that are marked with an asterisk (*) are fixed in this release. All other issues were fixed in previous maintenance releases.

BlackBerry Administration Service	
SDR 300554	In BlackBerry Enterprise Server version 5.0, if an application push was made to approximately 30,000 users or more, the BlackBerry Configuration Database might have experienced performance issues. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 305451	In BlackBerry Enterprise Server version 5.0, in certain circumstances, a search for all user accounts might have returned the error message "The request could not be completed." In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 306687	In BlackBerry Enterprise Server version 5.0, the BlackBerry Enterprise Transporter might not have been able to update the devicexml and vendorxml rows in the GlobalSettings table of the BlackBerry Configuration Database. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 308970	In BlackBerry Enterprise Server version 5.0, in certain circumstances, after searching for a user account and receiving empty search results, the "Add user from company directory" link might not have appeared. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 309559	In BlackBerry Enterprise Server version 5.0, when the BlackBerry Administration Service was configured to retrieve XML files from an external web site and could not connect to the web site, the GlobalSettings table of the BlackBerry Configuration Database was updated with invalid data and the BlackBerry Administration Service was unable to reconcile applications to BlackBerry devices until the BlackBerry Administration Service connected to the external web site and updated the GlobalSettings table with valid data. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 316602	In BlackBerry Enterprise Server version 5.0, in certain circumstances, when assigning a BlackBerry device to a user and then searching for the user, the error message "The request could not be completed" might have appeared. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 315058	In BlackBerry Enterprise Server version 5.0, in certain circumstances, the BlackBerry Administration Service did not store generated passwords properly during installation and the BlackBerry Administration Service needed to be reinstalled. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
SDR 339783	In BlackBerry Enterprise Server version 5.0, when the home carrier name for a user was greater than 128 characters in length, the PIN of the user's BlackBerry device was blank in the BlackBerry Administration Service, and administrators were unable to send a delete all device data and disable device command to the BlackBerry device. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
SDR 355835	In BlackBerry Enterprise Server version 5.0, an update to the vendor.xml file contained data that could not be validated by the BlackBerry Administration Service. This data might have caused the BlackBerry Administration Service to write error messages to its log files and prevented the BlackBerry Administration Service from delivering applications to BlackBerry devices. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
SDR 355837	In BlackBerry Enterprise Server version 5.0, if a user's BlackBerry device did not acknowledge receipt of an IT policy within four hours after an administrator assigned the IT policy to the user, the BlackBerry device was unable to accept any subsequent IT policies until the administrator cancelled the initial IT policy assignment. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.

BlackBerry Attachment Service	
*394617	<p>In earlier versions of the BlackBerry Enterprise Server, security vulnerabilities existed in the PDF distiller of the BlackBerry Attachment Service. These vulnerabilities could have allowed a malicious individual to send an email message containing a specially crafted PDF file, which when opened for viewing on a BlackBerry smartphone that is associated with a user account on a BlackBerry Enterprise Server could have caused memory corruption and possibly led to a Denial of Service (DoS) condition or arbitrary code execution on the computer that hosted the BlackBerry Attachment Service.</p> <p>In BlackBerry Enterprise Server version 5.0 MR4, this issue is resolved. For more information, visit www.blackberry.com/btsc to read KB19860.</p>
SDR 295875	<p>In BlackBerry Enterprise Server version 5.0, in certain circumstances, when using a previous version of the BlackBerry Attachment Service with the most recent version of the attachment viewer, pictures that should have been rendered as fills might have been rendered as multiple tiles.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
SDR 298516	<p>In BlackBerry Enterprise Server version 5.0, in certain circumstances, when viewing a Microsoft® Excel® attachment on a BlackBerry device, times might have displayed incorrectly (for example, 09:60 rather than 10:00).</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
SDR 306541	<p>In BlackBerry Enterprise Server version 5.0, in certain circumstances, if the ability for BlackBerry devices to view .doc or .ppt files was turned off and then turned on, the BlackBerry devices might not have been able to receive messages.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
SDR 314287	<p>In BlackBerry Enterprise Server 5.0, security vulnerabilities existed in the PDF distiller of the BlackBerry Attachment Service. These vulnerabilities could have allowed a malicious individual to send an email message containing a specially crafted PDF file, which when opened for viewing on a BlackBerry smartphone, could have caused memory corruption and could have possibly led to arbitrary code execution on the computer that the BlackBerry Attachment Service runs on.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
SDR 324730	<p>In BlackBerry Enterprise Server version 4.1 SP3 or later, security vulnerabilities existed in the font rasterization engine of the BlackBerry Attachment Service. These vulnerabilities could have allowed a malicious individual to send a specially crafted file through an application, which when opened for viewing on a BlackBerry smartphone, could have caused memory corruption and could have possibly led to arbitrary code execution on the computer that the BlackBerry Attachment Service runs on.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
SDR 350745	<p>In BlackBerry Enterprise Server version 5.0, in certain circumstances, when the BlackBerry Internet Service sent an ArchiveList to the BlackBerry Attachment Service, the BlackBerry Attachment Service stopped responding.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>
SDR 350777	<p>In BlackBerry Enterprise Server version 5.0, in certain circumstances, when viewing a Microsoft Excel attachment on a BlackBerry device, numbers representing units of time might have displayed incorrectly.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>
BlackBerry Collaboration Service	
SDR 300871	<p>In BlackBerry Enterprise Server version 4.1 SP6 or later, in certain circumstances, if a user had AOL® contacts on their contact list, the user could not log in to the BlackBerry® Client for use with Microsoft® Office Communications Server 2007.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
SDR 301185	<p>In BlackBerry Enterprise Server version 4.1 SP6 or later, the BlackBerry® Client for IBM® Lotus® Sametime® could not log in to the IBM Lotus Sametime server if the server only allowed certain types of clients to log in.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>
BlackBerry Configuration Panel	
SDR 299265	<p>In BlackBerry Enterprise Server version 5.0, if you specified the LDAP password using the BlackBerry Configuration Panel, the password was entered into the BlackBerry Configuration Database in plain text. As a result, the BlackBerry Administration Server could not read the password, and you could not log into the BlackBerry Administration Service using Windows authentication.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
BlackBerry Desktop Manager	
SDR 335845	<p>In BlackBerry Enterprise Server version 5.0, when users tried to install an application on their BlackBerry devices using BlackBerry® Desktop Manager, and the BlackBerry Enterprise Server and the user's computer were in different domains, applications might not have installed successfully on the BlackBerry devices.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>

BlackBerry Messaging Agent

SDR 334733	In BlackBerry Enterprise Server version 5.0, in certain circumstances, the BlackBerry Messaging Agent stopped responding until the BlackBerry Controller was manually restarted. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
214350	In certain circumstances, when your organization's environment includes many user accounts, the BlackBerry Messaging Agent would update the contents of the UserConfig table very frequently and the BlackBerry Configuration Database grew very large. In BlackBerry Enterprise Server version 5.0 MR3, this issue is resolved.
SDR 369361	The BlackBerry Messaging Agent might have stopped responding when the BlackBerry Messaging tried to start a user if the user entry in the BlackBerry Configuration Database was not valid. In BlackBerry Enterprise Server version 5.0 MR3, this issue is resolved.
SDR 135593	When a user sent a rich-text email message with an attachment from a BlackBerry device to an external email address, and you configured the BlackBerry Messaging Agent to search the user directory using LDAP, the BlackBerry Messaging Agent sent a winmail.dat attachment when the recipient opened the message in the external email application. In BlackBerry Enterprise Server version 5.0 MR3, this issue is resolved.

BlackBerry MDS Connection Service

SDR 305905	In BlackBerry Enterprise Server version 5.0, a security vulnerability existed in the File application on BlackBerry devices. This vulnerability could have allowed users to browse the local file structure of the BlackBerry MDS Connection Service, view files, and copy files to their BlackBerry devices. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
107490	When a user downloaded a large number of files multiple times using the BlackBerry Browser, the BlackBerry MDS Connection Service might have timed out and stopped responding. In BlackBerry Enterprise Server version 5.0 MR3, this issue is resolved.

BlackBerry Monitoring Service

SDR 302972	In BlackBerry Enterprise Server version 5.0, if you added more than 10 notification addresses, only the first 10 notification addresses displayed in the BlackBerry Monitoring Service. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
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BlackBerry Router

12526	In certain circumstances, if you configured a proxy server or firewall, the BlackBerry Router could not connect to the BlackBerry® Infrastructure after it stopped responding. In BlackBerry Enterprise Server version 5.0 MR3, this issue is resolved.
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BlackBerry Web Desktop Manager

SDR 335848	In BlackBerry Enterprise Server version 5.0, in certain circumstances, when users tried to install an application on their BlackBerry devices using the BlackBerry Web Desktop Manager, the BlackBerry Web Desktop Manager removed the device software from the BlackBerry device. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
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Security

SDR 298237	In BlackBerry Enterprise Server version 5.0, during certificate enrollment over the wireless network, if the certificate authority returned more than one certificate in the certificate chain, the BlackBerry device might not have received the certificates. The BlackBerry Synchronization Service wrote the following error message to the BlackBerry Synchronization Service log file: "Error Logging: DevMgmt.Configuration Channel::A-260-ERROR_VERIFICATION_FAILURE." In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
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Known Issues

Issues that are marked with an asterisk (*) are new in this release. All other issues appeared first in previous maintenance releases.

Activation

SDR 371023	If you configured the BlackBerry Enterprise Server so that BlackBerry devices can connect over the Wi-Fi® network only, you cannot activate BlackBerry devices.
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BlackBerry Administration Service

SDR 295428 After running the setup application for the maintenance release, the version number of the BlackBerry Administration Service does not change.

Setup Application

SDR 319193 When you run the setup application for the maintenance release on Windows Server 2008, a permissions conflict might cause the setup application to close unexpectedly.

Workaround

1. Create a shortcut for **besx500mr4.msi**.
2. Right-click the shortcut, and then click **Properties**.
3. In the **Target** field, type the following text:
`msiexec.exe /package besx500mr4.msp_file_location`
4. Click **OK**.
5. Right-click the shortcut, and then click **Run as**.
6. Select the **The following user** option, and specify the login information for the Windows account that you used to install the BlackBerry Enterprise Server.
7. Click **OK**.