



BlackBerry Enterprise Server for IBM Lotus Domino

Version 5.0 Maintenance Release 4

Release Notes

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Last modified: 14 December 2009

Document ID: 28181108 Version 2

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

About the maintenance release

This maintenance release fixes an issue with the setup application in previous maintenance releases. In certain circumstances, previous maintenance releases might not have updated all of the expected files. To fix the issue, this maintenance release replaces all installed files.

To ensure that your organization's BlackBerry® Enterprise Server software is operating with the most comprehensive features and functionality, you should download the latest service pack for the version of the BlackBerry Enterprise Server that your organization runs. Service packs offer free updates that include new features and bug fixes in a single package. The following service packs are now available or will be available shortly:

- BlackBerry® Enterprise Server version 4.1 SP7 for IBM® Lotus® Domino®
- BlackBerry Enterprise Server version 5.0 SP1 for IBM Lotus Domino

Verify the system requirements

Requirement	Description
software version	This maintenance release works with BlackBerry® Enterprise Server version 5.0 for IBM® Lotus® Domino®. <ol style="list-style-type: none"> On the taskbar, click Start > Settings > Control Panel or Start > Control Panel. Double-click Add or Remove Programs. In the list of currently installed programs, click BlackBerry Enterprise Server for Lotus Domino. Click Click here for support information. Verify that the version number is 5.0.0 (Bundle 223, 236, 244, 255).
remote components	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.
original installation media	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.

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.

- While logged in to the computer that hosts the BlackBerry Enterprise Server, stop all IBM Lotus Domino services.
- In Windows® Services, stop all BlackBerry Enterprise Server services.
- Close the BlackBerry Configuration Panel.
- Double-click **besn500mr4.zip**.
- Extract the installation files to a local drive on your computer.

6. 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.

7. Double-click **besn500mr4.msi** to run the executable.
8. Click **Update**.
9. Complete the configuration screens.
10. Click **Finish**.
11. 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 Lotus Domino**.
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 internally 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 prevent 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 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 display 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>

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 MR4, the BlackBerry® Client for IBM® Lotus® Sametime® could not log in to the IBM Lotus Sametime server if the server only allows certain types of clients to log in.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>

BlackBerry MDS Connection Service

SDR 305905	<p>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.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
107490	<p>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.</p> <p>In BlackBerry Enterprise Server version 5.0 MR3, this issue is resolved.</p>
SDR 333059	<p>When a user accessed a web site that hosted a large binary file and the web server reported the content type as text/plain, the BlackBerry MDS Connection Service reported an out of memory error and required you to restart it.</p> <p>In BlackBerry Enterprise Server version 5.0 MR3, this issue is resolved.</p>

BlackBerry Messaging Agent

SDR 277847	<p>In BlackBerry Enterprise Server version 4.1 SP5 and later, in certain circumstances, if you restarted the computer that hosts the BlackBerry Enterprise Server, the BlackBerry Messaging Agent might not have been able to start worker threads, and could not perform processing for any users.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
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BlackBerry Messaging Agent

SDR 287348	<p>In BlackBerry Enterprise Server version 5.0 and IBM Lotus Domino version 8.0 and later, the BlackBerry Messaging Agent might have taken longer than expected to send messages and calendar items to BlackBerry devices, and in certain circumstances, BlackBerry devices might not have activated with the BlackBerry Enterprise Server. This issue impacted users whose mail file path in the operating system had a different case than the mail file path specified in the person document.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved for IBM Lotus Domino 8.0.3 and later.</p> <p>Workarounds</p> <ul style="list-style-type: none"> • Upgrade BlackBerry Enterprise Server to version 5.0 MR1 or later and upgrade IBM Lotus Domino to version 8.0.3 or later. • Make sure that for affected users the mail file path in the operating system has the same case as the mail file path specified in the person document.
SDR 293893	<p>In BlackBerry Enterprise Server version 5.0, in certain circumstances, only the first character of a message encoded in UTF-16 was visible on a BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
SDR 319178	<p>In BlackBerry Enterprise Server version 5.0, in certain circumstances, after publishing a public contact database, contacts in the public contact folder might not have synchronized to a BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.</p>
SDR 334733	<p>In BlackBerry Enterprise Server version 5.0, in certain circumstances, the BlackBerry Messaging Agent stopped responding until the BlackBerry Controller was manually restarted.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>
SDR 218100	<p>In BlackBerry Enterprise Server version 4.1 SP5, if a BlackBerry device user turned on Display new (unprocessed) notices option in the email application, the user could not accept rescheduled meeting invitations.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>
SDR 321063	<p>In BlackBerry Enterprise Server version 4.1 SP6 or later, in certain circumstances, when users set the out-of-office feature on their BlackBerry devices, an out-of-office notification email is sent for every message the users receive, regardless of whether the user who sent the original message has already received an out-of-office notification email.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>
*SDR 370522	<p>If a user had 255 or more folders in the user's mail file, the user could not file messages in the folders from the BlackBerry device properly.</p> <p>In BlackBerry Enterprise Server version 5.0 MR4, this issue is resolved.</p>

BlackBerry Monitoring Service

SDR 302972	<p>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.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>
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BlackBerry Router

112526	<p>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.</p> <p>In BlackBerry Enterprise Server version 5.0 MR3, this issue is resolved.</p>
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BlackBerry Web Desktop Manager

SDR 335848	<p>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 operating system from the BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>
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Security

SDR 298237	<p>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."</p> <p>In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.</p>
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Known Issues

BlackBerry Administration Service

SDR 295428, 397521 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 **besn500mr4.msi**.
2. Right-click the shortcut, and then click **Properties**.
3. In the **Target** field, type the following text:
`msiexec.exe /package besn500mr4.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**.