

BlackBerry Enterprise Server for Microsoft Exchange

Version: 5.0 | Service Pack: 1 | Maintenance Release: 2

Maintenance Release Notes

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Installing the maintenance release

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Where to install the maintenance release

Install this maintenance release on any computer that hosts a BlackBerry® Enterprise Server and on any remote computer that hosts a BlackBerry Administration Service, BlackBerry Attachment Service, BlackBerry Collaboration Service, BlackBerry MDS Connection Service, BlackBerry Router or BlackBerry Monitoring Service.

Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2008

This maintenance release works with BlackBerry® Enterprise Server 5.0 SP1 for Microsoft® Exchange.

1. On the taskbar, click **Start > Settings > Control Panel** or **Start > Control Panel**.
2. Double-click **Programs and Features**.
3. If the window does not display the **Version** column, perform the following actions:
 - a. Right-click on any column heading. Click **More...**
 - b. In the dialog box, select **Version**.
 - c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for Microsoft Exchange**.
5. Verify that the version number is 5.0.1 (Bundle 70, 72, or 82).

Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2003

This maintenance release works with BlackBerry® Enterprise Server 5.0 SP1 for Microsoft® Exchange.

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 5.0.1 (Bundle 70, 72, or 82).

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.

Before you begin:

- On the computer that hosts the BlackBerry Enterprise Server, configure 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.
 - To support Microsoft® Exchange 2010, verify that your organization's environment includes Microsoft Exchange 2010 Update Rollup 1.
 - To support Microsoft Exchange 2010, on the computer that hosts the BlackBerry Enterprise Server, install MAPI client and CDO 1.2.1 version 6.5.8146.0 or later.
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 **besx501mr2.zip**.
 4. Extract the installation files to a local drive on your computer.
 5. Browse to the location of the setup program files.
 6. Double-click **setupMR.exe** 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.

After you finish: For information about configuring BlackBerry Enterprise Server to support Microsoft Exchange 2010, see the *BlackBerry Enterprise Server 5.0 SP1 Installation and Configuration Guide*.

Verify that you installed the maintenance release on a computer that runs Windows Server 2008

1. On the taskbar, click **Start > Settings > Control Panel** or **Start > Control Panel**.
2. Click **Programs and Features**.
3. If the window does not display the **Version** column, perform the following actions:

- a. Right-click on any column heading. Click **More...**
- b. In the dialog box, select **Version**.
- c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for Microsoft Exchange**.
5. Verify that the version number is 5.0.1 MR2 (Bundle 117).

Verify that you installed the maintenance release on a computer that runs Windows Server 2003

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 5.0.1 MR2 (Bundle 117).

Fixed issues

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

BlackBerry Administration Service

*When you run a cluster of three BlackBerry Administration Service instances with one empty group and two groups with 1500 members, create a software configuration with two optional applications to be delivered wirelessly, assign the software configuration to the empty user group, and then change the two other groups to child groups of the empty group, the BlackBerry Administration Service writes SQL exceptions to the BlackBerry Administration Service log files and does not deliver the two applications to all of the users in the groups. (DT 348590)

*If the BlackBerry Administration Service - Native Code Container service on a computer that hosts the BlackBerry Administration Service is stopped for more than 110 minutes, the reconciliation process stops responding. (DT 450431)

*The BlackBerry Enterprise Server might have stopped job reconciliation unexpectedly if the BlackBerry Administration Service singleton did not receive the close job message from the close job message queue. (DT 491377)

*In certain circumstances, the outstanding event count for internal reconciliation in the BlackBerry Administration Service was not zero and reconciliation was slow. (DT 502311)

*After you installed BlackBerry Enterprise Server MR1 on a computer that runs Windows® 2008, the BlackBerry Administration Service might have stopped responding. (SDR 332933)

*BlackBerry device users could not use chunked encoding when uploading files from a device to a remote file location. (DT 461732)

*In a BlackBerry Administration Service pool, when you set up many jobs for updating the BlackBerry® Device Software, certain jobs are not completed and remain in "ready to deliver" status. (DT 504114)

*In certain circumstances, in a BlackBerry Administration Service pool, the BlackBerry Administration Service does not reconcile applications and BlackBerry Device Software appropriately. (DT 503411)

*When batching users during reconciliation, the BlackBerry Administration Service tried to create duplicate records for some users, which caused errors and stopped reconciliation. (DT 509538)

BlackBerry Attachment Service

* In certain circumstances, the BlackBerry Attachment Service could not successfully process attachments that included special characters. (DT 438458)

BlackBerry MDS Connection Service

* If a user's password included special characters (for example, a colon), the BlackBerry MDS Connection Service could not log the user into sites. (DT 192247)

BlackBerry Messaging Agent

In a Microsoft® Exchange 2010 environment, after you configured Microsoft® Exchange Web Services, a recurring meeting received on a BlackBerry® device from Microsoft® Outlook® 2003 displayed as an email message. (DT 431390)

In a Microsoft Exchange 2010 environment, the attachment icon did not appear with email messages on BlackBerry devices. (DT 431003)

In a Microsoft Exchange 2010 environment, if users created memo or task subfolders on BlackBerry devices, the BlackBerry Messaging Agent stopped responding and users could not synchronize memos or tasks from BlackBerry devices. (DT 375634)

* In certain circumstances, when the BlackBerry Messaging Agent started and could not access public folders, the BlackBerry Messaging Agent could not perform free/busy lookups. (SDR 339968)

* When a BlackBerry device user selected the inbox and another folder for redirection and saved changes, selected the Sent Items folder for redirection and saved changes, and disabled and enabled wireless reconciliation, the redirection for the Sent Items folder was reverted back to its original state. (DT 357408)

* In previous releases, you could not configure the shutdown timer for the BlackBerry Messaging Agent. In this release, you can configure the AgentShutdownTimeout key in HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents. The default value is 40 (seconds). Permitted values are 40 or higher. The BlackBerry Controller adds 20 seconds to the value before it attempts to shut down the BlackBerry Messaging Agent. (DT 454733)

BlackBerry Monitoring Service

* In certain circumstances, after you installed a maintenance release, the BlackBerry Monitoring Service did not start. (DT 366027)

BlackBerry Policy Service

*In certain circumstances, the BlackBerry Policy Service could take up to 12 hours to process work requests. (DT 391803)

Calendar synchronization

*If a user used Microsoft® Outlook® 2007 and configured a delegate, the user received Informational Only messages as meeting invitations in Microsoft Outlook. (DT 425322)

Instant messaging

*In an environment that included Microsoft® Office Communications Server 2007, a BlackBerry device did not display unicode characters correctly in the Personal Note, Custom Location, and Custom Status fields. (DT 333275)

Organizer data synchronization

*In BlackBerry Enterprise Server 5.0 MR3, in certain circumstances, if you added a user, created a public contact folder on a Microsoft® Exchange Server that does not host the user, enabled synchronization for the public contact folder, synchronized a new contact for the user, changed the new contact's named properties, and synchronized the contact again, the contact information might have been missing information or contained information in the wrong data fields. (DT 430602)

*If you included public folders for a BlackBerry device user and synchronized contacts from public folders to the device, the street name might not have appeared correctly. (DT 309220)

Setup application

In certain circumstances, when you installed the maintenance release, the BlackBerry® Enterprise Server version information was incorrect in Add/Remove Programs. (DT 365769)

*When you installed the previous maintenance release, the setup application did not register the EWS.dll and you could not use Microsoft® Exchange Web Services. (DT 304875)

*When you installed BlackBerry Enterprise Server MR1 on a computer that runs Windows® 2008, the setup application could not stop the BlackBerry Attachment Monitoring Service and File Conversion Executable processes. (SDR 364395)

*When you ran the setup application for the maintenance release on Windows Server® 2008, a permissions conflict might have caused the setup application to close unexpectedly. (SDR 319193)

Known issues

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When you install this maintenance release on BlackBerry® Enterprise Server 5.0 SP1 on a computer that runs Windows® 2003, one of the following errors occurs:

- Internal Error 2755. 1612, c:\Windows\Installer\9f7bb.msi
- The installation source for this product is not available. Verify that the source exists and that you can access it. (DT 481005)

Workaround: Visit support.microsoft.com to read article 925336.

When you install this maintenance release on BlackBerry Enterprise Server 5.0 SP1 with a local Microsoft® SQL Server® 2005 Express Edition SP3 database server, the setup application identifies the SQL Server process as being in use. (DT 483874)

Workaround: Stop the Windows Services for Microsoft SQL Server Express Edition, continue the installation, and then restart the Windows Services when the installation is complete.

Related resources

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Guide	Information
<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 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• installation instructions
<i>BlackBerry Enterprise Server Administration Guide</i>	<ul style="list-style-type: none">• system setup and management• BlackBerry device implementation instructions

Legal notice

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Published in Canada