

BlackBerry Enterprise Server Resource Kit

BlackBerry Enterprise Server User Administration Tool

Version: 5.0 | Service Pack: 2

Release Notes

Contents

1	New in this release.....	2
2	Fixed in this release.....	5
	BlackBerry Enterprise Server User Administration Tool fixed issues.....	5
3	Known issues.....	8
	BlackBerry Enterprise Server User Administration Tool known issues.....	8
4	Legal notice.....	9

New in this release

1

Features

Feature	Description
Support for Windows Server® 2008 R2	The BlackBerry Enterprise Server User Administration Tool supports Windows Server 2008 R2.
Default authentication method for the BlackBerry Administration Service	If you do not specify authentication credentials when you type a command in the BlackBerry Enterprise Server User Administration Tool, the tool tries to log in to the BlackBerry Administration Service using your Windows® authentication credentials. You can also specify the <code>-sso_auth</code> parameter if you want the tool to log in to the BlackBerry Administration Service using your Windows authentication credentials.
Upgrading the BlackBerry Enterprise Server User Administration Tool	<p>If the BlackBerry Enterprise Server User Administration Tool is already installed in your environment, you do not have to remove it before you install a new version of the tool.</p> <p>If you want to upgrade from BlackBerry Enterprise Server User Administration Tool 5.0 to BlackBerry Enterprise Server User Administration Tool 5.0 SP2 or later, the installation process does not overwrite the 5.0 version of the tool. You must install BlackBerry Enterprise Server User Administration Tool 5.0 SP2 or later separately.</p> <p>If you want to upgrade from BlackBerry Enterprise Server User Administration Tool 5.0 SP1 to BlackBerry Enterprise Server User Administration Tool 5.0 SP2 or later, the installation process overwrites the 5.0 SP1 version of the tool and preserves user information such as registry values and <code>exe.config</code> files. Patch upgrades that are version 5.0 SP2 or later overwrite 5.0 SP1 and later versions of the BlackBerry Enterprise Server User Administration Tool.</p>
UAC-compliant file path for configuration files, input files, output files, and log files	If you install the BlackBerry Enterprise Server User Administration Tool or any of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools that use a command-line interface, when you run the setup application you can specify whether you want the tool to use a UAC-compliant file path for configuration files, input files, output files, and log files. The setup application creates a subfolder for the files in the application data folder for the current user, for example, <code><drive></code> :

Feature	Description
	<p>\Users\<i>user_name</i>\AppData\Roaming\Research In Motion\AMT\ or <i>drive</i>:\Documents and Settings\<i>user_name</i>\Application Data\Research In Motion\AMT\.</p> <p>When you use the BlackBerry Enterprise Server User Administration Tool or any of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools that use a command-line interface, you can use the <code>-uac</code> or <code>-no_uac</code> subparameters when you run a command to override the setting that you configured when you installed the tool. For example, if you configured the BlackBerry Application Reporting Tool to use a UAC-compliant file path, you can use the <code>-no_uac</code> subparameter to write output files and log files to a file path that is relative to the current working directory, for example, <i>drive</i>:\Program Files\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools.</p>
IBM® Lotus Notes® address book and memopad information included in the query results when you run a statistics query for a user account	When you run a statistics query for a user account (<code>-stats -u -b</code>), additional information is now included in the query results about a user account's Lotus Notes address book and memopad information.

Parameter changes in the BlackBerry Enterprise Server User Administration Tool

Parameter	Description
<code>-n <hostname>:<port_number></code>	You can use this subparameter to specify an alternate port number that you want the BlackBerry Enterprise Server User Administration Tool to use to access the BlackBerry Administration Service.
<code>-add_administrator -display_name -role -ad_username -ad_domain</code> <code>-add_administrator -display_name -role -bas_username -bas_password</code>	You can use these parameters to add an administrator account to the BlackBerry Enterprise Server.
<code>-list -roles</code>	You can use these parameters to list the administrative roles for the BlackBerry Administration Service.
<code>-change -synchronize_calendar -u -b</code>	You can use these parameters to start the calendar synchronization process manually for a user account.

Parameter	Description
-uac -no_uac	<p>This feature is available only for the BlackBerry® Enterprise Server for Microsoft® Exchange and the BlackBerry® Enterprise Server for IBM® Lotus® Domino®.</p> <p>When you use the BlackBerry Enterprise Server User Administration Tool or any of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools that use a command-line interface, you can use the -uac or -no_uac subparameters when you run a command to override the setting that you configured when you installed the tool. For example, if you configured the BlackBerry Application Reporting Tool to use a UAC-compliant file path, you can use the -no_uac subparameter to write output files and log files to a file path that is relative to the current working directory, for example, <drive>:\Documents and Settings\user_name\Application Data\Research In Motion\AMT\.</p>

Fixed in this release

2

BlackBerry Enterprise Server User Administration Tool fixed issues

(DT 617608, DT 579548) In previous versions of the BlackBerry Enterprise Server User Administration Tool, the default timeout limit for a processing a command is 100 seconds.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, the default timeout limit for processing a command is 300 seconds.

(DT 545973) In previous versions of the BlackBerry Enterprise Server User Administration Tool, if you try to upgrade the tool, the upgrade might not complete and the following error message displays: "Another version of this product is already installed. Installation of this version cannot continue. To configure or remove the existing version of this product, use Add/Remove Programs on the Control Panel."

If you want to upgrade from BlackBerry® Enterprise Server User Administration Tool 5.0 to BlackBerry Enterprise Server User Administration Tool 5.0 SP2, the installation process does not overwrite the 5.0 version of the tool. You must install BlackBerry Enterprise Server User Administration Tool 5.0 SP2 separately.

If you want to upgrade from BlackBerry Enterprise Server User Administration Tool 5.0 SP1 to BlackBerry Enterprise Server User Administration Tool 5.0 SP2, the installation process overwrites the 5.0 SP1 version of the tool and preserves user information such as registry values and exe.config files. Patch upgrades that are version 5.0 SP2 or later overwrite 5.0 SP1 and later versions of the BlackBerry Enterprise Server User Administration Tool.

(DT 491072) In previous versions of the BlackBerry Enterprise Server User Administration Tool, the administrator account requires the View an instance permission in the BlackBerry Administration Service to use the -add command in the BlackBerry Enterprise Server User Administration Tool.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, this issue is resolved.

(DT 485372) In previous versions of the BlackBerry Enterprise Server User Administration Tool, the -stats -service -b <instance> and -stats -service -email <instance> commands display a value of Unknown in the Status column.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, the -stats -service -b <instance> command displays the proper value in the Status column. The -stats -service -email <instance> command displays a value of UNKNOWN in the Status column because there is not an associated Windows® service.

(DT 484499) In previous versions of the BlackBerry Enterprise Server User Administration Tool, when you use the -stats -user command, the Status column displays the wrong information.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, this issue is resolved.

(DT 474501) In previous versions of the BlackBerry Enterprise Server User Administration Tool, the `-list -ha_status` command throws a null pointer exception.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, this issue is resolved.

(DT 453848) In previous versions of the BlackBerry Enterprise Server User Administration Tool, if you try to add a user account to a BlackBerry Enterprise Server with organizer data using the `-pimmemo`, `-pimaddr`, or `-addrsub` subparameters, the user account might not be added to the BlackBerry Enterprise Server.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, you cannot use the `-pimmemo`, `-pimaddr`, or `-addrsub` subparameters with the `-add` parameter.

(DT 453845) In previous versions of the BlackBerry Enterprise Server User Administration Tool, if you use the `-pimmemo` or `-pimaddr` commands to change a user account's organizer data, the following error message might display: "Error finding the current PIM settings for the following user."

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, this issue is resolved.

(DT 429419) In previous versions of the BlackBerry Enterprise Server User Administration Tool, a runtime exception occurs if you try to change a user's email signature using the BlackBerry Enterprise Server User Administration Tool.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, this issue is resolved.

(DT 427112) In previous versions of the BlackBerry Enterprise Server User Administration Tool, if you configured Windows® Internet Explorer® to use a proxy server by default, the BlackBerry Enterprise Server User Administration Tool might not be able to connect to the BlackBerry Administration Service.

Workaround: In the `BESUserAdminClient.exe.config` file, add the following section inside the `<configuration>` tags:

```
<system.net>
  <defaultProxy>
    <proxy usesystemdefault = "false" />
  </defaultProxy>
</system.net>
```

(DT 426473) In previous versions of the BlackBerry Enterprise Server User Administration Tool, if the name of the BlackBerry Administration Service that is saved in the `BESUserAdminClient.exe.config` file is shorter than 7 characters, the commands that you enter in the BlackBerry Enterprise Server User Administration Tool might not be executed, and the following error message might display: "Index and length must refer to a location within the string."

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, this issue is resolved.

(DT 396011) In previous versions of the BlackBerry Enterprise Server User Administration Tool, a small number of commands for the BlackBerry Enterprise Server User Administration Tool are case sensitive.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, this issue is resolved.

(DT 367668) In previous versions of the BlackBerry Enterprise Server User Administration Tool, the results and messages used two different output streams, standard output and standard error. In the BlackBerry Enterprise Server User Administration Tool version 5.0 SP1, the results and messages are sent only to the standard output stream. The client also displays significantly less log messages. The messages are written to the BlackBerry® Administration API log file.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2, this issue is resolved.

(DT 338918) In previous versions of the BlackBerry Enterprise Server User Administration Tool, if you try to run the BlackBerry Enterprise Server User Administration Tool from a remote computer using the UNC path, the BlackBerry Enterprise Server User Administration Tool does not start and the following error message displays: The type initializer for 'RIM.Enterprise.BRK.BRKCommon.Logger' threw an exception.: Error while initializing the logs: {0}.

In the BlackBerry Enterprise Server User Administration Tool 5.0 SP2 and later, running the BlackBerry Enterprise Server User Administration Tool from a remote computer using the UNC path is not supported. If you did not run the setup application for the tool on the computer, the computer might not have the security requirements to run the tool.

Known issues

3

BlackBerry Enterprise Server User Administration Tool known issues

(DT 602249) If you specify a canonical name for the -u subparameter, the command might fail with a timeout error.

Workaround: Specify the user's display name, email address, or BlackBerry Administration Service login name for the -u subparameter instead of the canonical name.

(DT 107413) If you use the -handheld_info -appname command, no results are returned.

Legal notice

4

©2010 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.

Microsoft, SQL Server, Windows, and Windows Server are trademarks of Microsoft Corporation. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at www.blackberry.com/go/docs is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with RIM's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability

whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

Certain features outlined in this documentation require a minimum version of BlackBerry® Enterprise Server, BlackBerry® Desktop Software, and/or BlackBerry® Device Software.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Certain features outlined in this documentation might require additional development or Third Party Products and Services for access to corporate applications.

Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
Centrum House
36 Station Road
Egham, Surrey TW20 9LF
United Kingdom

Published in Canada