

BlackBerry Enterprise Server Resource Kit

BlackBerry Analysis, Monitoring, and Troubleshooting Tools

Version: 5.0 | Service Pack: 2

Release Notes

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New in this release

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Features

Feature	Description
Support for Microsoft® SQL Server® 2008 R2	The BlackBerry® Analysis, Monitoring, and Troubleshooting Tools now support Microsoft SQL Server 2008 R2.
Support for Windows Server® 2008 R2	The BlackBerry Analysis, Monitoring, and Troubleshooting Tools now support Windows Server 2008 R2.
BlackBerry Domain Search	<p>You can use the BlackBerry Domain Search web application to search for user accounts and administrator accounts across more than one BlackBerry Domain. You can search for user accounts and administrator accounts using various criteria, including user name, user ID, IT policy, PIN, email address, BlackBerry® Enterprise Server instance, and group name. The search results provide basic information for the accounts that match the search criteria that you specify. You can click the display name for an account to view detailed information. BlackBerry Domain Search also allows you to open the BlackBerry Administration Service so that you can manage and make changes to accounts.</p> <p>BlackBerry Domain Search supports the BlackBerry® Enterprise Server for Microsoft® Exchange and the BlackBerry® Enterprise Server for IBM® Lotus® Domino®.</p>
Upgrading the BlackBerry Analysis, Monitoring, and Troubleshooting Tools	<p>If the BlackBerry Analysis, Monitoring, and Troubleshooting Tools are already installed in your environment, you do not have to remove the tools before you install new versions of the tools.</p> <p>If you want to upgrade a tool from version 5.0 to version 5.0 SP2 or later, the installation process does not overwrite previous versions of the tool (except for the BlackBerry System Log Monitoring and Reporting Tool and the BlackBerry Message Receipt Confirmation Tool). You must install the tool separately.</p> <p>If you want to upgrade a tool from version 5.0 SP1 to version 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 exe.config files. Patch upgrades that are version 5.0 SP2 or later overwrite 5.0 SP1 and later versions of the tool.</p>

Feature	Description
UAC-compliant file path for configuration files, input files, output files, and log files	<p>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, <i><drive>:\Users\<user_name>\AppData\Roaming\Research In Motion\AMT\</i> or <i><drive>:\Documents and Settings\user_name\Application Data\Research In Motion\AMT\</i>.</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, <i><drive>:\Program Files\Research In Motion\BlackBerry Enterprise Server Resource Kit\BlackBerry AMT Tools</i>.</p>

New parameters in the BlackBerry IT Policy Import and Export Tool

Parameter	Description
[-itpolicy <i><IT_policy_name></i>]	This parameter specifies the single IT policy that you want to import or export. Type the IT policy name in quotation marks (") if the name contains a space or special characters.
[-list]	This parameter lists the IT policies that are available on a BlackBerry® Enterprise Server that you specify or in a .txt file that you specify.
[-renameditpolicy <i><new_IT_policy_name></i>]	<p>This parameter changes the name of the IT policy that you specify using the -itpolicy parameter during the import or export process. Type the IT policy name in quotation marks if the name contains a space or special characters.</p> <p>If you use this parameter when you export an IT policy, the BlackBerry IT Policy Import and Export Tool changes the name of the IT policy when it exports the IT policy from the BlackBerry Configuration Database to the backup file. The tool</p>

Parameter	Description
	does not change the name of the IT policy in the source BlackBerry Configuration Database. If you use the parameter when you import an IT policy, the tool changes the name of the IT policy when it imports the IT policy from the backup file to the destination BlackBerry Configuration Database.
[-selectall]	This parameter imports or exports all available IT policies.

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 is displayed 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.

(DT 545973) In previous versions of the BlackBerry® Analysis, Monitoring, and Troubleshooting Tools, if you try to upgrade any of the tools, the upgrade might not complete and the following error message is displayed: "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 a tool from version 5.0 to version 5.0 SP2, the installation process does not overwrite previous versions of the tool (except for the BlackBerry System Log Monitoring and Reporting Tool and the BlackBerry Message Receipt Confirmation Tool). You must install the tool separately.

If you want to upgrade a tool from version 5.0 SP1 to version 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 tool.

(DT 484364) In previous versions of the BlackBerry IT Policy Import and Export Tool, the tool is not able to run when used with a BlackBerry® Enterprise Server that uses Microsoft® SQL Server® 2000.

In the BlackBerry IT Policy Import and Export Tool 5.0 SP2, this issue is resolved.

(DT 449896) In previous versions of the BlackBerry IT Policy Import and Export Tool, if the destination BlackBerry Enterprise Server does not contain the same IT policy rules as the source BlackBerry Enterprise Server, after you import IT policies into the destination BlackBerry Enterprise Server you cannot open the IT policies in the BlackBerry Administration Service.

In the BlackBerry IT Policy Import and Export Tool 5.0 SP2, this issue is resolved.

(DT 449139) In previous versions of the BlackBerry Usage Monitoring Tool, the event description for error 40000 has changed. As a result, the BlackBerry Usage Monitoring Tool might not process this event.

In the BlackBerry Usage Monitoring Tool 5.0 SP2, this issue is resolved.

(DT 387473) In previous versions of the BlackBerry Thread Analyzer Tool, if you specify ROUT for the -type subparameter, an error message is displayed and not all logs are written with the proper event ID.

In the BlackBerry Thread Analyzer Tool 5.0 SP2, this issue is resolved.

(DT 386824) In previous versions of the BlackBerry Usage Monitoring Tool, the tool uses each user account's display name in individual files instead of each user account's email name.

In the BlackBerry Usage Monitoring Tool 5.0 SP2, this issue is resolved.

(DT 386685) In previous versions of the BlackBerry MAPI and CDO Error Monitoring Tool, the tool does not output "Creating file for" when outputting results for individual user accounts.

In the BlackBerry MAPI and CDO Error Monitoring Tool 5.0 SP2, this issue is resolved.

(DT 366169) In an IBM® Lotus® Domino® environment, previous versions of the BlackBerry Historical Statistics Tool do 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.

In the BlackBerry Historical Statistics Tool 5.0 SP2, this issue is resolved.

(DT 356461) In previous versions of the BlackBerry Historical Statistics Tool, if a BlackBerry device is out of a wireless coverage area when you run the tool, the 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.

In the BlackBerry Historical Statistics Tool 5.0 SP2, this issue is resolved.

Known issues

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BlackBerry Analysis, Monitoring, and Troubleshooting Tools known issues

(DT 542339) If you configure the web.config file for BlackBerry® Domain Search to log you in to BlackBerry Domain Search automatically when you open it in a web browser, the authentication credentials that you add to the web.config file are displayed in clear text in the file, and the file is not encrypted. User's with read access to the web.config file can view the configured authentication credentials.

Workaround: If you configure automatic login for BlackBerry Domain Search, limit the read access of the web.config file to required users only and encrypt the section of the web.config file that contains the authentication credentials. For information about encrypting sections of the web.config file, visit <http://msdn.microsoft.com/en-us/library/zhddkxy.aspx>.

Legal notice

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