

# BlackBerry Enterprise Server for Microsoft Exchange

Version: 5.0 | Service Pack: 2 | 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 SP2 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 5.0.2 (Bundle 36) or 5.0.2 MR1 (Bundle 51).

## 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 SP2 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 5.0.2 (Bundle 36) or 5.0.2 MR1 (Bundle 51).

## Install the maintenance release

If you configured BlackBerry® Enterprise Server high availability to limit the downtime of 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, make sure that you can access the installation files that were used to install the BlackBerry Enterprise Server. Depending on how the software was installed, the files might be located on a product CD or in a network location.

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 Windows Services.
3. Close the BlackBerry Configuration Panel.
4. Double-click **besx502mr2.zip**.
5. Extract the installation files to a local drive on your computer.
6. Browse to the location of the setup program files.
7. Double-click **setup.exe**.
8. Complete the configuration screens.
9. Click **Finish**.
10. In Windows Services, restart all BlackBerry Enterprise Server services.

## 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 5.0.2 MR2 (Bundle 96).

## 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 5.0.2 MR2 (Bundle 96).

# 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

In some circumstances, the Current Carrier field in the BlackBerry® Administration Service displayed the local wireless service provider instead of the home wireless service provider. (DT 242867)

If you ran more than one BlackBerry® Enterprise Server and more than one Microsoft® Exchange Server in a BlackBerry Domain, and you used a different service account for each BlackBerry Enterprise Server with permissions for each service account restricted to its corresponding Microsoft Exchange Server, the BlackBerry Administration Service might not have been able to access a user's mailbox. (DT 604343)

In certain circumstances, you could not log in to the BlackBerry Administration Service using Microsoft® Active Directory® authentication. (DT 711491)

In certain circumstances, when a reconciliation task failed and other reconciliation tasks were dependent on the failed task, the BlackBerry Administration Service stopped unexpectedly. (DT 734596)

When you exported summary data for a large number of users in the BlackBerry Administration Service, the transaction time limit might have been exceeded, which prevented the action from completing successfully. (DT 508049)

The BlackBerry Administration Service could not manage users who have duplicate information in the BlackBerry Configuration Database. (DT 501446)

\*If BlackBerry Administration Service instances in a pool experienced network connectivity issues, a notification that a task was complete might have been lost. When this issue occurred, the task status might have changed to Failure, and the status for subsequent dependent tasks might have changed to Dependency Failure. The BlackBerry Administration Service did not complete subsequent dependent tasks. (DT 681866)

\*When you tried to move a user from one BlackBerry Enterprise Server to another using the BlackBerry User Administration Service, the BlackBerry User Administration Service returned the error "Unable to move BlackBerry enabled user." (DT 648855)

\*If you uninstall the BlackBerry MDS Integration Service by running the setup application again and deselecting the BlackBerry MDS Integration Service, you cannot delete the BlackBerry MDS Integration Service information from the BlackBerry Configuration Database. In the BlackBerry Administration Service, when you click **Delete the instance** for the BlackBerry MDS Integration Service on the **Components view** page, the BlackBerry Administration Service logs you out and does not delete the BlackBerry MDS Integration Service information. (DT 762391)

## BlackBerry Attachment Service

BlackBerry device users could not view Microsoft® Word 2010 documents on their devices if the documents were saved in previous Microsoft Word formats, from Microsoft Word 97 to Microsoft Word 2003. (DT 684041)

## BlackBerry MDS Connection Service

If a page set a cookie, the BlackBerry MDS Connection Service did not pass the cookie on to any other pages. (DT 486192)

## BlackBerry Messaging Agent

If a BlackBerry device user sent an email message from the BlackBerry device and then flagged the email message for follow up in Microsoft® Outlook®, the email message was duplicated on the device. (DT 604997)

\*If you configured the BlackBerry Enterprise Server to search for email addresses using LDAP, the search results could return the GUID of distribution lists, instead of the display name. (DT 719963)

\*If your organization used MFCMAPI and a user deleted an email message from Microsoft Outlook, the message was not deleted from the device. (DT 731670)

\*If a global catalog server stopped responding, MAPI returned the error "0x80040200 (MAPI\_E\_END\_OF\_SESSION)" to the BlackBerry Enterprise Server. (DT 785495)

## BlackBerry Monitoring Service

The BlackBerry Monitoring Service increased its usage of computer memory over 72 hours until the computer stops responding. (DT 647219)

\*If you install the BlackBerry Monitoring Service on a virtual machine that runs the 32-bit or 64-bit version of Windows Server® 2008, a memory leak in the appsvc.exe process causes the virtual machine to stop responding. (DT 761232)

\*When you tried to log into the BlackBerry Monitoring Service after September 4, 2010, it displayed the following error: "The application has encountered a system error. Please report this error to the System Administrator." (DT 848240)

## Logging

When you configured a debugging tool such as ADPlus or the Debug Diagnostic Tool (DebugDiag) to monitor a BlackBerry Enterprise Server process specifically for first chance access violation (AV) exceptions and produced corresponding .dmp files, excessive amounts of .dmp files might have been produced. This might have resulted in performance degradation for the BlackBerry Enterprise Server or loss of service due to low hard drive space. (DT 660577)

\*When the BlackBerry Enterprise Server processed SMS text messages that were in Unicode, the BlackBerry Enterprise Server did not include the closing quote in its log file and fields are missing. (DT 587721)

## Security

A security vulnerability existed in the PDF distiller of the BlackBerry Attachment Service. This vulnerability could have allowed a malicious individual to cause buffer overflow errors, leading to a Denial of Service (DoS) condition or possibly arbitrary code execution on the computer that the BlackBerry Attachment Service runs on. Successful exploitation of the issue would have required a malicious individual to embed a specially crafted font in a PDF file and then persuade a BlackBerry device user to open that PDF file on a BlackBerry device that is associated with a user account on a BlackBerry Enterprise Server. For more information, visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read KB24547. (DT786903, DT 786899)

\*A security vulnerability existed in the PDF distiller of the BlackBerry Attachment Service. This vulnerability could allow a malicious individual to cause buffer overflow errors, which may result in arbitrary code execution on the computer that hosts the BlackBerry Attachment Service. While code execution is possible, an attack is more likely to result in the PDF rendering process terminating before it completes. In the event of such an unexpected process termination, the PDF rendering process will restart automatically but will not resume processing the same PDF file.

Successful exploitation of this issue requires a malicious individual to persuade a BlackBerry smartphone user to open a specially crafted PDF file on a BlackBerry smartphone that is associated with a user account on a BlackBerry Enterprise Server. The PDF file may be attached to an email message, or the BlackBerry smartphone user may retrieve it from a web site using the Get Link menu item on the BlackBerry smartphone.

For more information, visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read KB24761. (DT947136, DT947128)

## Related resources

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To read the following guides, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs).

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

## Legal notice

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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

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