

BlackBerry Enterprise Server for Microsoft Exchange

Version: 5.0 | Service Pack: 2 | Maintenance
Release: 4

[Maintenance Release Notes](#)



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Installing the maintenance release

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Where to install the maintenance release

You must install this maintenance release on any computer that hosts a BlackBerry® Enterprise Server, and on any computer that hosts a remote BlackBerry Enterprise Server component, as described in the following table:

| Version you are upgrading from | Remote components that require the maintenance release |
|--------------------------------|---|
| 5.0 SP2 | <ul style="list-style-type: none"> • BlackBerry Administration Service • BlackBerry Attachment Service • BlackBerry Collaboration Service • BlackBerry MDS Connection Service • BlackBerry Monitoring Service • BlackBerry Router |
| 5.0 SP2 MR1 | <ul style="list-style-type: none"> • BlackBerry Administration Service • BlackBerry MDS Connection Service • BlackBerry Monitoring Service |
| 5.0 SP2 MR2 | <ul style="list-style-type: none"> • BlackBerry Administration Service • BlackBerry MDS Connection Service |
| 5.0 SP2 MR3 | none |

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), 5.0.2 MR1 (Bundle 51), 5.0.2 MR2 (Bundle 96), or 5.0.2 MR3 (Bundle 119).

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), 5.0.2 MR1 (Bundle 51), 5.0.2 MR2 (Bundle 96), or 5.0.2 MR3 (Bundle 119).

Install the maintenance release

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 **besx502mr4.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.
11. On any computer that hosts a BlackBerry Enterprise Server and on any remote computer that hosts a BlackBerry Attachment Service, install the Interim Security Update for January 11, 2011. For more information, visit <http://docs.blackberry.com/23921> to see the release notes for the Interim Security Update for January 11, 2011.

After you finish:

- In a Microsoft® Exchange 2010 environment, install version 6.5.8211.0 of the Microsoft® Exchange Server MAPI client and CDO 1.2.1 on the BlackBerry Enterprise Server computer. For more information, visit www.microsoft.com/downloads to read the article named "Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1".
- In a Microsoft Exchange 2010 environment, manage the BlackBerry Enterprise Server performance. For more information, visit www.blackberry.com/go/serverdocs to read *Managing the BlackBerry Enterprise Server Performance in a Microsoft Exchange 2010 Environment Technical Note*.

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 MR 4 (Bundle 133).

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 MR 4 (Bundle 133).

Fixed issues

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

BlackBerry Administration Service

If you uninstalled the BlackBerry® MDS Integration Service and then did not restart the BlackBerry Administration Service, the BlackBerry Administration Service did not stop trying to send invalid notifications, which caused log files to grow, performance issues, and administrators could not log in. (DT 993127)

In an environment that included a large number of BlackBerry device users and applications, BlackBerry Administration Service reconciled tasks slower than expected. (DT 980881)

If the BlackBerry Administration Service generated and queued a large number of tasks and the BlackBerry Administration Service instance that started processing the tasks stopped, the processing took longer than expected until the instance started again. (DT 968146)

If the BlackBerry Administration Service had a large number of jobs to process after the 5-minute timeout elapses, the BlackBerry Administration Service might not have processed all of the jobs. (DT 887734)

In some circumstances when you issued a "Delete all device data and disable device" command to a user's BlackBerry device and then the user activated a new device before the device acknowledged the original command, the BlackBerry Administration Service disabled the user's new device after an hour. (DT 836520)

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)

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)

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

If you set the Disposition application control policy rule to Required, pushed an application to a device, and then pushed an upgrade of the application to the device, the device could not install the application. The BlackBerry Administration Service displayed the "Device Reported a general failure installing the module" error message. (DT 690469, DT 643197)

If you installed a new BlackBerry Administration Service instance and selected an existing BlackBerry Configuration Database during the installation process, and the name of the wireless service provider that was stored in the BlackBerry Configuration Database was long, the BlackBerry Administration Service did not permit you to manage shared drives or BlackBerry® Device Software update bundles. (DT 689474)

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)

In certain circumstances, the BlackBerry Administration Service repeatedly writes the following error message to its log file: "Violation of PRIMARY KEY constraint 'PK_BASJobTaskDependencies'. Cannot insert duplicate key in object 'dbo.BASJobTaskDependencies.'" (DT 617678)

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)

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)

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)

BlackBerry Attachment Service

Users could not view Microsoft® Word 2010 documents on their devices if the documents were saved in previous Microsoft Word versions, 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

*In a Microsoft Exchange 2010 environment with a lot of activity, the BlackBerry Enterprise Server might take longer than expected to send email messages to the device. (DT 1006793)

For more information about how to improve BlackBerry Enterprise Server performance, see the *Managing the BlackBerry Enterprise Server Performance in a Microsoft Exchange 2010 Environment Technical Note*.

If a global catalog server stopped responding, MAPI returned the error "0x80040200 (MAPI_E_END_OF_SESSION)" to the BlackBerry Enterprise Server. (DT 785495)

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

BlackBerry Monitoring Service

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)

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)

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

BlackBerry Policy Service

If you moved a user account from BlackBerry Enterprise Server 4.1 SP6 to 5.0 SP2 using the BlackBerry Enterprise Transporter, the BlackBerry Policy Service might not have been able to regenerate encryption keys and the device might not have been able to send or receive data. (DT 681797)

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 potentially malicious user to cause buffer overflow errors, leading to a 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 potentially malicious user to embed a specially crafted font in a PDF file and then persuade a user to open that PDF file on a device that is associated with a user account on a BlackBerry Enterprise Server. For more information, visit www.blackberry.com/btsc to read KB24547. (DT786903, DT 786899)

Related resources

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To read the following guides, visit www.blackberry.com/go/serverdocs.

| 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 |

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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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