

# BlackBerry Enterprise Server for Microsoft Exchange

Version: 5.0 | Service Pack: 3 | Maintenance  
Release: 4

## 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 MDS Connection Service, BlackBerry Collaboration Service, BlackBerry Attachment Service, BlackBerry Administration Service, BlackBerry® Web Desktop Manager, 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 SP3 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 5.0.3 (Bundle 33), 5.0.3 MR1 (Bundle 41), 5.0.3 MR2 (Bundle 53), or 5.0.3 MR3 (Bundle 93).

## 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 SP3 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 5.0.3 (Bundle 33), 5.0.3 MR1 (Bundle 41), 5.0.3 MR2 (Bundle 53), or 5.0.3 MR3 (Bundle 93).

## 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. Using the service account (for example, BESAdmin), log in to the computer that you want to install the maintenance release on.
2. In the Windows® Services, stop all BlackBerry Enterprise Server services.
3. Close the Windows Services.
4. Extract the installation files from **besx503mr4.zip** to a folder on the computer.
5. Browse to the location of the setup program files.
6. Double-click **setup.exe**.
7. Complete the configuration screens.
8. Click **Finish**.
9. 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 5.0.3 MR4 (Bundle 107).

## 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 5.0.3 MR4 (Bundle 107).

## Fixed issues

## 2

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

### BlackBerry Administration Service

If you upgraded BlackBerry® Enterprise Server to 5.0 SP3 while the BlackBerry Administration Service was reconciling jobs, the BlackBerry Administration Service did not finish reconciling jobs after the upgrade process completed. (DT 1216175)

If one BlackBerry Administration Service instance sent a reconciliation task to a second instance, and the connection between the instances dropped so that the reconciliation task failed, reconciliation stopped on all BlackBerry Administration Service instances. The first BlackBerry Administration Service instance then wrote the following error to its log file: "org.jboss.remoting.CannotConnectException: Can not get connection to server. Problem establishing socket connection for InvokerLocator [sslsocket:". The BlackBerry Administration Service checks for unprocessed reconciliation events every 24 hours and restarts them at that time. For more information, contact RIM Support. (DT 1159175)

When the BlackBerry Administration Service lost a connection to the BlackBerry® Configuration Database, the BlackBerry Administration Service was restarted and some events were not processed. (DT 1042891)

The interval for the failsafe mechanism in the BlackBerry Administration Service was too long (24 hours), which meant that some events were not processed in a timely manner. (DT 1014960)

### BlackBerry Attachment Service

\*When a user viewed an .xls or .xlsx attachment on their device, negative percentages (example, -25%) were not displayed correctly. (DT 1428205)

### BlackBerry MDS Connection Service

If the list of supported BlackBerry Dispatcher instances for the BlackBerry MDS Connection Service exceeded 256 characters, the BlackBerry MDS Connection Service was unable to process any push requests. (DT 1175023)

If you submitted a certificate request to a CA a second time for the same profile, the enrollment might have failed. (DT 1175008)

When you disabled the "Use scalable HTTP" feature of the BlackBerry MDS Connection Service, users could not access some HTTPS sites. (DT 1170693 and DT 1049666)

If a group in BlackBerry Administration Service had users that resided on multiple BlackBerry Enterprise Server instances, push messages to that group failed. (DT 1125058)

After a user submitted numerous certificate requests to an enterprise CA or stand-alone CA that were approved, an enrollment process might have failed while the device was waiting for an approved certificate. (DT 1116098)

If you configured integrated Windows® authentication for the BlackBerry MDS Connection Service, set the File URL Pattern to .\*, and created the required access control rules, when a user tried to browse to a file that included an @ (at sign) in the file name, the device could not display the file. The BlackBerry MDS Connection Service truncated the file and removed every letter before the @. The BlackBerry MDS Connection Service also logged a DFTF/1.1 404 error message in its log file. (DT 846883)

## BlackBerry Messaging Agent

\*There is improved handling of partial name collisions that may have occurred in the LegacyExchangeDN field where the expected user account had been disabled. (DT 1448927)

In some circumstances email messages were not delivered promptly because of high disk I/O on Microsoft® Exchange 2010 mailbox servers. (DT 1141515)

## BlackBerry Enterprise Server Resource Kit

The BlackBerry® Enterprise Server Resource Kit 5.0 SP3 includes the BlackBerry Directory Sync Tool, which you can use to synchronize the membership of security and distribution groups in Microsoft® Active Directory® to selected groups in a BlackBerry Domain. In the initial release of the tool, you could not synchronize group membership from a group in Microsoft Active Directory to a BlackBerry Enterprise Server group that had more than 2000 members. After you upgrade to BlackBerry Enterprise Server 5.0 SP3 MR3, you can make changes to the tool's configuration file and use the tool to synchronize group membership to BlackBerry Enterprise Server groups with more than 2000 members.

For more information about changing the maximum size of a BlackBerry Enterprise Server group that the tool can synchronize changes to, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to read the *BlackBerry Analysis, Monitoring, and Troubleshooting Tools Administration Guide*. (DT 1214644)

## BlackBerry Synchronization Service

\*When the BlackBerry Synchronization Service tried to synchronize data for many devices that were not in service, a high CPU usage resulted. (DT 1839166)

In certain circumstances the throttling code schedules more slow synchronization requests than expected, which might increase the CPU usage on the computer where the BlackBerry Synchronization Service is installed. (DT 1008489)

In certain circumstances, when backing up PIN messages for a particular user account, the BlackBerry Synchronization Service stopped responding. (DT 796168)

## BlackBerry Web Desktop Manager

\*When you used the default version of USB drivers to connect a BlackBerry device to BlackBerry® Web Desktop Manager, sometimes the attached device was not recognized and could not be activated. (DT 1168677)

## Logging

SMS log files truncated the first two characters from email addresses in the **To** field. (DT 711626)

## Organizer data synchronization

\*Contacts that used a custom message class, did not synchronize with Public Folders. (DT 1400600)

\*If you changed the Mappings settings for organizer data synchronization at the component level, the organizer data was not synchronized. (DT 1396390)

## Security

Vulnerabilities existed in how the BlackBerry® MDS Connection Service and the BlackBerry Messaging Agent processed PNG images and TIFF images for rendering on BlackBerry devices. These vulnerabilities could have allowed a potentially malicious user to execute arbitrary code using the privileges of the BlackBerry® Enterprise Server login account. (DT 1238271 and DT 1125216)

These issues are resolved by this maintenance release. The update replaces the image.dll file that the affected components uses with an image.dll file that is not affected by the vulnerabilities. For more information, visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read KB27244.

A vulnerability existed in the BlackBerry® Administration API which could have allowed an attacker to read files that contain only printable characters on the BlackBerry Enterprise Server, including unencrypted text files. Binary file formats, including those used for message storage, were not affected. This issue could have caused resource exhaustion and therefore could have been leveraged as a partial Denial of Service. The vulnerability was limited to the user permissions granted to the BlackBerry Administration API. (DT 1183849)

For more information, visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) and read KB27258.

If you set the BlackBerry® Device Software deployment managed by BlackBerry Administration Service option to Yes, the BlackBerry Administration Service did not hide the Allow Wireless Security Updates IT policy rule, even though it is no longer applicable. (DT 1056730)

## SNMP

If SNMP for the BlackBerry Monitoring Service was not set up correctly, the BlackBerry MDS Connection Service continuously wrote the following error to its log file: <ERROR>:<LAYER = SCM, BMS: setConfigConfig failed rc=-1000>. (DT 891612)

# Known issues

## 3

Logs are not generated by the BlackBerry® Enterprise Server for BlackBerry Attachment Service client (ASCL), BlackBerry Attachment Service attachment conversion (ACNV), and BlackBerry Attachment Service component (ASRV) even though the default log setting is Error. (DT 1936734)

### Workaround:

1. Set the registry key to enable logging for the BlackBerry Attachment Service.
  - a. Navigate to HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentcontrolSet\Services\BBAttachServer\Parameters.
  - b. Create a DWORD value that is named EnableLog and set the value to 1.
  - c. In the Windows® Services, restart the BlackBerry Attachment Service.
2. Specify a logging level for the BlackBerry Attachment Service components.
  - a. In the BlackBerry Administration Service, on the **Servers and Components** menu, expand **BlackBerry solution topology > BlackBerry Domain > Component view > Logging**.
  - b. Click on an instance and on the **Logging details** tab, click **Edit instance**.
  - c. Set the Log level of ASCL, ACNV and ASRV to any other level (Warning, Information, or Debug) and click **Save all**.
  - d. Click **Edit instance** and set the Log level of ASCL, ACNV, and ASRV to **Error** and click **Save all**.
  - e. In the BlackBerry Administration Service, restart the BlackBerry Attachment Service.

## 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>

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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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