

BlackBerry Business Cloud Services

Release Notes



Contents

1	About BlackBerry Business Cloud Services.....	2
2	Known issues.....	3
	Activation known issues.....	3
	BlackBerry Administration Service known issues.....	3
	Data synchronization known issues.....	4
	BlackBerry Web Desktop Manager known issues.....	7
3	Legal notice.....	8

About BlackBerry Business Cloud Services

1

The BlackBerry Business Cloud Services is designed to be a secure link between your organization's cloud messaging services and BlackBerry devices. The BlackBerry Business Cloud Services can provide mobile access to the email accounts and organizer data that are part of your organization's resources.

The BlackBerry Business Cloud Services supports AES encryption to help protect wireless data that is transmitted between the BlackBerry Business Cloud Services and devices.

Known issues

2

Activation known issues

BlackBerry devices that are associated with the BlackBerry Internet Service cannot be activated over the wireless network. (DT 2770066)

Workaround: For more information, visit www.blackberry.com/btsc to read KB28383.

During device activation, if a large contact list is being synchronized with the device, the device may show an incorrect number for the total number of contacts to be synchronized. (DT 2440258)

If a user is migrating from Microsoft Online Services to the BlackBerry Business Cloud Services and the device is connected to the user's computer before the user logs in to the BlackBerry Web Desktop Manager, the device will not be correctly activated and no error message will appear in the BlackBerry Web Desktop Manager. In the BlackBerry Administration Service, the IT Policy Status for the device will be "Error". (DT 1837594)

Workaround: Delete all device data and ensure that the user follows the activation instructions in the BlackBerry Business Cloud Services BlackBerry Web Desktop Manager documentation.

The BlackBerry Administration Service does not display a descriptive error message when it encounters an issue assigning a device to a user account. (DT 1053380)

Workaround: For more information, visit www.blackberry.com/btsc to read KB20015.

If maintenance occurs during the activation process, full synchronization might not complete. (DT 1031602)

BlackBerry Administration Service known issues

Creating a large number of users at the same time may not complete successfully before the default browser time-out limit is reached. (DT 2421787)

Workaround: When creating users, do not select more than 100 users at one time.

When you view the list of applications installed on a device in the BlackBerry Administration Service, Japanese application names may not appear correctly. (DT 2417014, 2417078)

When you use the Delete all device data and remove device command with the Delete the user option to remove device data and delete the user, the user may still appear in the list of users after the data has been deleted from the device. (DT 2364911)

Workaround: Delete or disable the user after deleting the device data.

After importing multiple users from a CSV file, using the Manage multiple users from an import list command, a user search may fail to find users. (DT 2136049)

Workaround: Click Clear to clear the search fields and search again.

When the BlackBerry Business Cloud Services is undergoing maintenance, you might not be able to connect to the BlackBerry Administration Service or BlackBerry Web Desktop Manager consoles. (DT 2055456)

Workaround: Wait 15 minutes and try again.

Attempting to reset the device password to a sequence such as "abcd" displays "Device password saved successfully" in the BlackBerry Administration Service instead of an error message. The device password is not changed. (DT 1995161)

If a device is wiped and activated for a new user, the PIN for the previous user is set to "0" until a new device is assigned or the previous user is deleted. If device updates are sent to a group that the user belongs to, BlackBerry Business Cloud Services tries to send the updates to the non-existent device. (DT 1500019)

You cannot type an FQDN in the VPN Gateway Address configuration setting when creating or managing a VPN profile. (DT 1222124)

Workaround: Use an IP address instead.

The BlackBerry Administration Service displays the Delete all device data and disable device command to administrators who do not have the permissions to complete this action. If the administrator clicks the command, the BlackBerry Administration Service displays an error message and logs out the administrator. (DT 1186306)

The BlackBerry Business Cloud Services removes access control rules from a user account when the email address for that user changes. (DT 879969)

If you use the Wi-Fi Link Security EAP-PEAP, you cannot set the Wi-Fi Inner Authentication Mode option in a Wi-Fi profile. (DT 525943)

If you try to assign a device that has been deactivated with an IT administration command using the BlackBerry Administration Service, the BlackBerry Administration Service displays a message indicating the activation process is a success, when in fact the device is not activated. (DT 491663)

Data synchronization known issues

After a user switches devices, the key might take some time to regenerate and email messages might not synchronize. (DT 2495792)

The notifications screen on a device might display old, read email messages and calendar entries. (DT 2103291)

For devices running BlackBerry 6 or BlackBerry 7, headers in HTML-formatted messages might not appear correctly. (DT 2084433)

If a user updates the auto-signature on the device, the BlackBerry Business Cloud Services tries to retrieve the out-of-office message when processing the new signature. (DT 2055743)

The BlackBerry Business Cloud Services does not support the flag for recipient option. (DT 1928889)

When a user's display name is the email address, using the Reply to All command on the device adds the sender to the recipient list. (DT 1926180)

If a user replies to an HTML-formatted message that does not include the <body> tag, the message appears malformed in the recipient's Inbox. (DT 1430718)

If the BlackBerry Business Cloud Services encounters a disaster recovery scenario, deletions of calendar entries on devices are not synchronized to Microsoft Office 365. (DT 1417054)

If a user replies to an HTML-formatted message that includes the tag in the title, the message appears blank in the recipient's Inbox. (DT 1391058)

If a user sets email reconciliation to device wins on the device, the BlackBerry Business Cloud Services does not synchronize this change and the mailbox still wins. (DT 1385309)

If a user updates the auto-signature while the BlackBerry Business Cloud Services is offline, the BlackBerry Business Cloud Services does not synchronize the update and it is lost. (DT 1383443)

If a user creates a recurring appointment with the time duration set to 0, and then the user changes one of the instances on the device, the change is not synchronized to the email application and the device deletes the instance. (DT 1256362)

During calendar synchronization, if the BlackBerry Business Cloud Services cannot find the time zone for a calendar entry, the calendar synchronization process fails. (DT 1064478)

Workaround: Delete and recreate the calendar entry in Microsoft Office 365 and then start calendar synchronization manually for the user account.

If you send the "Delete all device data and remove device" IT administration command and set a one hour delay, the BlackBerry Business Cloud Services deletes the device PIN after the hour passes. However, if the user cancels the process to delete all device data, the device loses its connection with the BlackBerry Business Cloud Services. (DT 1043425)

If you set the owner name and information for a device, the BlackBerry Business Cloud Services does not synchronize the information with the device. (DT 1039176)

When a user views a Microsoft PowerPoint 2007 or 2010 attachment on a device, text in tables might not display correctly or at all. (DT 1030847, DT 1030472)

If a device encounters a problem receiving data from the BlackBerry Business Cloud Services, the device might not retry after receiving ERROR_RETRY_OPERATION. (DT 1008511)

When a user views an email message that is formatted in badly formed HTML, the email message might be truncated. (DT 1007016)

In some circumstances, if the Junk-Email folder is selected for redirection on a device, and the Hide Files Messages option is set to Yes, email messages are displayed in the Messages folder instead of being hidden. (DT 962661)

If a Wi-Fi connection is opened between the BlackBerry Business Cloud Services and a device while keys are being generated, the BlackBerry Business Cloud Services may send the device two KEY_ACCEPT packets which leaves the device without an encryption key. (DT 904881)

Workaround: Users should regenerate the encryption key manually.

If a user sends a large inline animated GIF (for example, 100KB or larger) in an HTML message, the BlackBerry Business Cloud Services does not process the image and it does not display on the device. (DT 675818)

If you configure a public folder to synchronize to a device, turn off synchronization, and then turn it on again, contacts are not synchronized. (DT 657834)

Workaround: Remove and readd the Desktop [SYNC] service book on the device.

When a user searches for contact information on a device, if the sort order is by first name, the device does not display the results in alphabetical order. (DT 645112)

If a user opens a vCard attachment that uses the Shift-JIS character set on the device, the QUOTED-PRINTABLE information does not display correctly. (DT 640539)

In certain circumstances, when a user uses a device to send email messages that contain HTML and rich content, the email messages do not display on the recipients' devices. (DT 403549)

If a user regenerates the encryption key on a device, and then pulls the battery a few seconds after receiving the "Encryption Verified" message, the BlackBerry Business Cloud Services does not confirm with the device that the device received the KEY_CONFIRM_PROMOTE and messages are blocked at the firewall. (DT 402026)

The BlackBerry Business Cloud Services returns out-of-office messages when a user sends a duress message from a device. (DT 263970)

BlackBerry Web Desktop Manager known issues

Restoring device data using BlackBerry Web Desktop Manager may not correctly restore all files and messages. (DT 2591373, 2407010)

If the user logs in to BlackBerry Web Desktop Manager using Internet Explorer 9, attaches a device, and then clicks Cancel when asked for the device password, opening Advanced options on the Backup and Restore tab fails to request the password, and the browser stops responding. (DT 2402591)

If encryption is enabled on a device, backing up and restoring device data using BlackBerry Web Desktop Manager displays error messages and files are not successfully restored. (DT 2401917)

When switching devices, if the new device does not have enough memory to save all data restored from the previous device, the data file is deleted from the computer, even though the restore did not complete successfully. (DT 2388362)

If the user changes the default private contact folder in BlackBerry Web Desktop Manager, the next time they log in to BlackBerry Web Desktop Manager the display reverts to the previous folder. The device will add contacts to the new folder. (DT 2058457)

Attempting to reset the device password to a sequence such as "abcd" displays "Device password saved successfully" in the BlackBerry Web Desktop Manager instead of an error message. The device password is not changed. (DT 1995141)

If the user is logged in to BlackBerry Web Desktop Manager using Internet Explorer 9, restoring device data using BlackBerry Web Desktop Manager fails and the browser stops responding. (DT 1229280)

Legal notice

3

©2012 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, 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, Internet Explorer, Outlook, and PowerPoint are trademarks of Microsoft Corporation. Wi-Fi is a trademark of the Wi-Fi Alliance. 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, MERCHANTABILITY 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