

BlackBerry Enterprise Server Express for Microsoft Exchange

Version: 5.0 | Service Pack: 3 | Maintenance
Release: 2

Maintenance Release Notes



Contents

1	Installing the mainenance release.....	2
	Verify the BlackBerry Enterprise Server Express software version on a computer that runs Windows Server 2008.....	2
	Verify the BlackBerry Enterprise Server Express software version on a computer that runs Windows Server 2003.....	2
	Install the maintenance release.....	2
	Verify that you installed the maintenance release on a computer that runs Windows Server 2008.....	3
	Verify that you installed the maintenance release on a computer that runs Windows Server 2003.....	3
	Install a script for bi-directional language support.....	4
2	Fixed issues.....	5
3	Related resources.....	10
4	Legal notice.....	11

Installing the maintenance release

1

Verify the BlackBerry Enterprise Server Express software version on a computer that runs Windows Server 2008

This maintenance release works with BlackBerry Enterprise Server Express 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 Express for Microsoft Exchange**.
5. Verify that the version number is 5.0.3 (Bundle 12) or 5.0.3 MR1 (Bundle 19).

Verify the BlackBerry Enterprise Server Express software version on a computer that runs Windows Server 2003

This maintenance release works with BlackBerry Enterprise Server Express 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 Express for Microsoft Exchange**.
4. Click **Click here for support information**.
5. Verify that the version number is 5.0.3 (Bundle 12) or 5.0.3 MR1 (Bundle 19).

Install the maintenance release

Before you begin:

- On the computer that hosts the BlackBerry Enterprise Server Express, make sure that you can access the installation files that were used to install the BlackBerry Enterprise Server Express. Depending on how the software was installed, the files might be located on a product CD or in a network location.
- This maintenance release includes updates to the BlackBerry Configuration Database. You must back up the BlackBerry Configuration Database so that you can restore it if the BlackBerry Enterprise Server Express upgrade process does not complete. For more information about backing up the BlackBerry Configuration Database, see the *BlackBerry Enterprise Server Express Upgrade Guide*.

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 Express services.
3. Close the Windows Services.
4. Extract the installation files from **besexpressx503mr2.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. Optional step. As part of the solution for DT 765816, to support bi-directional languages such as Hebrew and Arabic on BlackBerry devices, you need to complete an additional task. See [Install script for bi-directional language support](#).
10. In Windows Services, restart all BlackBerry Enterprise Server Express services.

Note: If you add a BlackBerry component or change the BlackBerry Configuration Database using the BlackBerry Enterprise Server Express 5.0.3 Gold installer, you must reinstall the maintenance release, using the steps above.

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 Express for Microsoft Exchange**.
5. Verify that the version number is 5.0.3 MR2 (Bundle 21).

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 Express for Microsoft Exchange**.
4. Click **Click here for support information**.

5. Verify that the version number is 5.0.3 MR2 (Bundle 21).

Install a script for bi-directional language support

To support bi-directional languages such as Hebrew and Arabic on BlackBerry devices, after installing BlackBerry Enterprise Server Express 5.0.3 MR2, you need to run a script that will apply the service book changes to users' devices. You only need to run the script once. Support for bi-directional languages is also dependent on an update to BlackBerry Device Software. For more information, visit www.blackberry.com/btsc to read KB25037.

Before you begin:

- Install the BlackBerry Enterprise Server Express 5.0.3 MR2 maintenance release.
 - On the computer that hosts the BlackBerry Enterprise Server Express, make sure that you can access the installation files that were used to install the BlackBerry Enterprise Server Express. Depending on how the software was installed, the files might be located on a product CD or in a network location.
 - Run the script during off-hours, or consider using BlackBerry Policy Service throttling to prevent unexpected increases in CPU usage and database usage. For more information, see the *BlackBerry Enterprise Server Express Administration Guide*.
1. On the computer that hosts the BlackBerry Enterprise Server Express components, in the Windows Services, stop all of the BlackBerry Enterprise Server Express services.
 2. Open the Microsoft SQL Server Management Studio.
 3. Navigate to \Database\MR\DBInstallScripts\SQLServer\5.0\ in the BlackBerry Enterprise Server Express installation files.
 4. Open the **EnableBiDirectionalSupportForExchangeEmail.sql** file.
 5. Run the script.
 6. Restart the BlackBerry Enterprise Server Express services.
When you restart the BlackBerry Enterprise Server Express services, it takes at least 30 minutes for the changes to take effect.

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.

Activation

*If you created a new user and selected **Create a user with a generated activation password**, the BlackBerry Administration Service did not always send the activation email. (DT 1059145)

BlackBerry Administration Service

*Several BlackBerry Web Services API calls were not integrated with the BlackBerry Administration Service. (DT 2330494, 2000061, 1977701, 1970659, 1967817, 1938039, 1889249, 1889248, 1889245, 1889244, 1889215, 1889210, and 1889207)

*In some circumstances an exception error was displayed when an administrator searched for data using particular search criteria. (DT 2033693)

*The BlackBerry Administration Service became slow to respond and administrators could not log in due to an SQL disconnect. (DT 2019181)

*After you upgraded from BlackBerry Enterprise Server Express 5.0 SP2 to 5.0 SP3, the BlackBerry Administration Service might not have performed as expected. This might have been the result of the BlackBerry Administration Service attempting to process a large number of tasks that it could not process during the upgrade. (DT 1968029)

*The BlackBerry Administration Service did not clear old addresses from the database causing the database to gradually increase in size until you could not add new users. (DT 1842397)

*In some circumstances, administrators with the appropriate permissions were not able to see the list of users in a group. (DT 1271633)

*Administrators could not send IT policies through the policy server directly, which delayed the delivery of IT policies to devices because of dependencies on previous job tasks. (DT 1225228)

*If a user switched to another device, the BlackBerry Administration Service sent applications to the device before the device had completed the activation process, and the device could not properly install the applications. (DT 1120052)

*If there were thousands of software configuration jobs pending, the BlackBerry Administration Service became unresponsive and administrators were unable to log in. (DT 1087186)

*If you updated the SMTP email address of administrators with access to the BlackBerry Monitoring Service in Microsoft Active Directory, the BlackBerry Administration Service did not update the email address in the BlackBerry Configuration Database. (DT 1028523)

*The BlackBerry Administration Service did not support searching for user accounts using the mailbox ID. As a result, if you used the BlackBerry Enterprise Server Express User Administration Tool, you could not search for user accounts by canonical name. (DT 604566)

BlackBerry Attachment Service

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

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 Express group that had more than 2000 members. After you upgrade to BlackBerry Enterprise Server Express 5.0.3 MR3, you can make changes to the tool's configuration file and use the tool to synchronize group membership to BlackBerry Enterprise Server Express groups with more than 2000 members.

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

BlackBerry MDS Connection Service

*Users were unable to browse to internal and external websites from their devices because the BlackBerry MDS Connection Service stopped responding to incoming IPPP requests. (DT 2036927)

*Users were unable to load a map image when a direct request was made to the website. (DT 1995079)

*When a device was activated with a SIM card, and then the SIM card was removed, the BlackBerry Enterprise Server Express was unable to push data to the device over a Wi-Fi connection. (DT 1437011)

*If you gave the Microsoft SQL Server a name that contained a "\$", the BlackBerry MDS Connection Service did not start. (DT 1429111)

*You could not send push messages to large numbers of users in groups that were on different BlackBerry Enterprise Server Express instances. (DT 1404460)

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)

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

After a BlackBerry device 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)

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

*If your organization used a proxy server for web browsing on a device, users could not log in to an application that had been coded with the TLS setting "EndToEndRequired" (for example, BlackBerry App World™). (DT 914899)

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 Mail Store Service

*When a company that is hosting the BlackBerry Enterprise Server Express added a new user to their mail server, they had to wait up to 24 hours before they could add the user to the BlackBerry Enterprise Server Express. (DT 1391094)

BlackBerry Messaging Agent

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

*When a missed call message was delivered to Microsoft Outlook, the same message was not delivered to the BlackBerry device. (DT 1161394)

*The PFContactMonitor scan was running a full scan approximately every 20 minutes, instead of once a day or on restart. (DT 1147411)

*When performing a user lookup using a device, fields in the user search results might have appeared blank if the user account had multiple values entered for a field. For example, if the user account had multiple home phone numbers, the search results did not display the user's home phone number. (DT 1002292)

*When you composed an email message containing both Hebrew and English characters on a device, the version that was received in Microsoft Outlook was not readable because the direction of the Hebrew characters was changed. (DT 765816)

Support for bi-directional languages is also dependent on an update to BlackBerry Device Software. For more information, visit www.blackberry.com/btsc to read KB25037.

BlackBerry Synchronization Service

*When a user was migrated from BlackBerry Enterprise Server 4.x to BlackBerry Enterprise Server Express5.x using BlackBerry Enterprise Transporter, the BlackBerry Synchronization Service did not trigger a versioning check so users could not see records belonging to any newly added or updated syncable databases. (DT 2077524)

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

Contact subfolders that BlackBerry device users created on their devices after the initial activation were not automatically synchronized with the messaging server. (DT 1162964)

In certain circumstances the throttling code schedules more full 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 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

*Some BlackBerry Enterprise Server Express ports incorrectly allowed weak cipher suites to be used with certain SSL encrypted connections. (DT 1254022)

Vulnerabilities existed in how the BlackBerry MDS Connection Service and the BlackBerry Messaging Agent processed PNG and TIFF images for rendering on BlackBerry devices. These vulnerabilities could have allowed an attacker to execute arbitrary code using the privileges of the BlackBerry Enterprise Server Express 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 used with an image.dll file that was not affected by the vulnerabilities. For more information, visit 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 Express, 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 to 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)

Related resources

3

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

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

Legal notice

4

©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, Windows, Microsoft Active Directory, Microsoft SQL Server Management Studio, and Windows Server are trademarks of Microsoft Corporation. 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.

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