BlackBerry Device Service

Release Notes

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BlackBerry

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Known issues

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The system does not permit you to add a user account that does not have an email address when you leave the email profile blank.

Workaround: Select an email profile. After the user is created, remove the email profile from the user account. (DT2893136)

The descriptions for the following IT policies are not clear about when the policies get applied to the work perimeter, the personal perimeter, or both: Minimum Password Length, Minimum Password Complexity, Security Timeout, Maximum Password Attempts, Maximum Password History, and Maximum Password Age. Some of these IT policies are applied when only the work perimeter password is set and the tablet password is not set. (DT2897365)

The Specify new device password and lock command depends on the following two IT policies: Password Required for Tablet and Password Required for Work Perimeter. If both of these IT policies are applied to the user, the entire device is locked. If only one of these two IT policies is applied to the user, only the work perimeter is locked. (DT2898387)

When you add users from Microsoft Active Directory, and select an email profile, the domain field is automatically populated. This requires you to complete an extra step if you are adding a user that uses IBM Lotus Notes Traveler because you need to clear the domain field for the Microsoft ActiveSync connection to be successful. (DT2967951)

If your organization's name includes special characters, and you type the organization's name with the special characters when you install the BlackBerry Device Service, the BlackBerry Device Service cannot generate a root certificate and the Enterprise Management Web Service does not start. Installation of the BlackBerry Device Service completes successfully. If McAfee Framework Service is installed on the server, you must change the enrollment port in order to start the Enterprise Management Web Service. (DT2977577)

In the BlackBerry Web Desktop Manager, in the Help Information section, the Switch Devices link is not required and should be removed. The Switch Devices link points to the same Help page as the Help Index link. (DT2987356)

Legal notice

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