BlackBerry Mobile Fusion Studio

Release Notes

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BlackBerry®

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Known issues

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BlackBerry Mobile Fusion Studio

If BlackBerry Mobile Fusion Studio is installed on the same computer as an MDM domain that BlackBerry Mobile Fusion Studio connects to, and that computer supports IPv6, you might not be able to log into the MDM domain from BlackBerry Mobile Fusion Studio the first time. (DT 3429352)

Workaround: Perform one of the following actions:

- Log out of BlackBerry Mobile Fusion Studio, wait five minutes, and log in again. Once you have successfully logged into the MDM domain, no further connection issues should arise.
- Install BlackBerry Mobile Fusion Studio on a computer that does not also host an MDM domain.

You cannot log into BlackBerry Mobile Fusion Studio and see an associated MDM domain if you do not have the View an Instance privilege assigned to your administrator account. (DT 3470612)

If you add a user that was created locally (not an Microsoft Active Directory user), using their email address to a Universal Device Service domain, and click the + icon to add a device, the MDM domain drop-down list displays all the MDM domains available in BlackBerry Mobile Fusion Studio. If you select either a BlackBerry Enterprise Server or BlackBerry Device Service domain, you will receive an error message as those domains require Microsoft Active Directory credentials. (DT 3245352, 2846968)

When specifying an activation password for a user that was created locally (not an Microsoft Active Directory user), the option to "Use organization directory credentials" is an option when specifying an activation password. You cannot specify Microsoft Active Directory credentials for a user that was created locally. (DT 3112476)

When you add a user to a Universal Device Service domain using BlackBerry Mobile Fusion Studio and select the **Do not set a password** option for device activation, the Universal Device Service allows the user to activate a device with their Microsoft Active Directory credentials. (DT 2835571)

BlackBerry Mobile Fusion Studio might stop responding when retrieving the server list when creating a user in a BlackBerry Device Service domain. (DT 2600159)

Workaround: Refresh the page in your web browser.

If you are attempting to sort users by Device IT policy from a previous search that listed 1000 users, only those user accounts in the list will be sorted. Any users that are not in the search results that have a Device IT policy applied to their account, will not be sorted. BlackBerry Mobile Fusion Studio displays a maximum of 1000 users in the search results. For optimal results, create an original search based on specific criteria. (DT 2499274)

In rare circumstances when using the **Send message** option in Google Chrome, the background window might not be displayed correctly. The background window should be grayed out with the user information still visible. The background window might be partly grayed out and other portions of the background window might be white. (DT 2094841)

In some circumstances, after you have added a smartphone to a user account that was initially activated as a BlackBerry PlayBook user, if you navigate to the Home screen, and back to the user details, only the smartphone tab is visible while the smartphone authenticates with the user account. (DT 2077846)

You cannot log into the BlackBerry Mobile Fusion Studio using a username that contains an accented or Unicode character. (DT 1838332)

If you are running Windows Internet Explorer 8 in your environment, BlackBerry Mobile Fusion Studio might take a long time to load more than 1000 user accounts. In some circumstances, the following warning message might appear: A script on this page is causing Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive. If you can cancel the script warning, search results might not be displayed correctly.

Workaround: For information on how to resolve this issue, see http://support.microsoft.com/kb/175500. (DT 1820836, 1819181)

The online help might not display correctly if you are using Windows Internet Explorer and do not allow Microsoft ActiveX controls.

Installation

When installing BlackBerry Mobile Fusion Studio, the installation process will fail if the "NtfsDisable8dot3NameCreation" value is set on the Windows Server. The 8.3 Name Creation value cannot be disabled on NTFS partitions. (DT 3212153)

If you cancel a BlackBerry Mobile Fusion Studio install, before you attempt to reinstall BlackBerry Mobile Fusion Studio, you must manually delete any folders and the HKEY_LOCAL_MACHINE\SOFTWARE\BlackBerry Mobile Fusion \BlackBerry Mobile Fusion Studio registry key if they were generated during the previous installation process.

To avoid having to manually delete any installation folders or registry keys, uninstall BlackBerry Mobile Fusion Studio using the Add or Remove option on your computer. (DT 3175456, 2868439)

During the installation process, if you enter a domain name whose associated certificate contains a wild card character (for example an asterisk character), the following error message is displayed: The domain URL does not match the Subject or Subject Alternative Name in the certificate for the BlackBerry Administration Service. You must specify a host address or pool name that exactly matches at least one of the names listed in the certificate. (DT 2754859)

Workaround: Do not include wild card characters in the certificate name.

In some circumstances, if you try to specify a drive or directory that is different than the default selection for the installation folder and log file during the install process, the following error message appears: You cannot create this folder. The medium may be write-protected. (DT 2722675)

Workaround: Select the drive letter and create a new folder for the installation folder and log file.

If you edit the **BlackBerryMobileFusion.xml** file, the installation process might fail. It is recommended that you do not edit the **BlackBerryMobileFusion.xml** file. (DT 2614989)

If you change the default location of the installation folder on the Installation folders dialog, the location of the log-file folder does not change automatically to the new location. (DT 1902852)

Workaround: Change the location of the log-file folder manually.

When you remove the BlackBerry Mobile Fusion Studio software, the <drive>:\Program Files\Research In Motion \BlackBerry Mobile Fusion Studio and <drive>:\Program Files\Research In Motion\BlackBerry Enterprise Server folders are not removed. (DT 1998018)

Workaround: Remove the folders manually.

If the JRE 6 Update installation fails during the BlackBerry Mobile Fusion Studio installation process, the setup application exits. (DT 2327657)

Workaround: Run the setup application again.

Related resources

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Resource	Description
BlackBerry Mobile Fusion Studio Installation and Configuration Guide	• System requirements • Installation instructions • Instructions to add or remove MDM domains from BlackBerry Mobile Fusion Studio
BlackBerry Mobile Fusion Studio Feature and Technical Overview	• Architecture diagrams • Description of features and components
BlackBerry Mobile Fusion Studio Administration Guide	• Instructions for creating user accounts, groups, roles, administrator accounts, and so on • Instructions for managing multiple devices for each user account • Instructions for creating and sending IT policies and profiles
BlackBerry Web Desktop Manager User Guide	• User instructions for activating tablets • User instructions for protecting a lost tablet

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

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