BlackBerry Enterprise Service 10

BlackBerry Device Service

Version: 6.2

Maintenance Release: 1

Maintenance Release Notes

BlackBerry

Published: 2013-03-27
SWD-20130327141936931

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1

New features in BlackBerry Device Service 6.2 MR1

The BlackBerry Administration Service includes a new field called "BlackBerry World URL" for BlackBerry World apps that you added to the application repository. This field is on the BlackBerry solution management > Software > Applications > Manage applications > View application page. It provides a link to the app on BlackBerry World that you can use to access information about the app (for example, when the app was last updated).

Fixed issues

2

If you changed the SRP information, the devices activated with that BlackBerry Device Service no longer worked. (DT 6893007, 6867792)

If you chose to reconcile IT policies using the "Apply one IT policy to a user account" method, IT policies were not reconciled. (DT 6867141)

If there were database timeouts, connections from the BlackBerry MDS Connection Service to the device were impacted. This resulted in the device not sending email messages. (DT 6777138)

If you moved a user to another server, the BlackBerry Dispatcher still listed the old SRP information in its log files. (DT 6774419)

BlackBerry Management Studio couldn't override the default Microsoft Active Directory settings that you specified in the email profiles. (DT 6771852)

In an environment with two or more BlackBerry Device Service servers, when you sent an MDS push message from a BlackBerry Device Service that did not include the user, the message failed to redirect. (DT 6767566)

Logging for BlackBerry MDS Connection Service was improved to provide more details if a database timeout occurs. (DT 6753105)

If you stopped the BlackBerry Dispatcher, and a process did not shut down properly, and then you restarted the BlackBerry Dispatcher, the BIPPe_Controller thread could not bind. This issue resulted in BlackBerry MDS Connection Service not being able to connect to the BlackBerry Dispatcher and devices could not send email messages. (DT 6689442)

If you attempted to activate a BlackBerry 10 device using a connection to BlackBerry Web Desktop Manager, the console might immediately report that the device was successfully activated, even though it wasn't. (DT 6672070)

If you had 5000 or more user accounts in your BlackBerry Device Service domain, you could not log in to BlackBerry Management Studio. (DT 6665895)

The BlackBerry Device Service Configuration Tool placed the keystore password in the wrong location. (DT 6621709)

In some circumstances, if the IBM Lotus Notes Traveler server stopped working and service transfered to another IBM Lotus Notes Traveler server, the BlackBerry device did not receive email messages. (DT 6494957)

Some BlackBerry Device Service allowed weak cipher suites that should have been excluded on certain SSL encrypted connections. (DT 6452551)
The BlackBerry Administration Service did not include role permissions that allowed a custom BlackBerry Administration Service role to view the Organization administration section. (DT 6448051)
If you installed a second BlackBerry Administration Service instance while the first one was reconciling group memberships, you could not log in to the second BlackBerry Administration Service instance after installation completed. (DT 6273629)

3

Installing the maintenance release

Install this maintenance release on any computer that hosts a BlackBerry Device Service and on any remote computer that hosts a BlackBerry Administration Service or BlackBerry Web Desktop Manager.

Verify the BlackBerry Device Service software version

This maintenance release works with BlackBerry Device Service 6.2.

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, click **Version**.
   c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Device Service**.
5. Verify that the version number is at least 6.2.0 (Bundle 45).

Install the maintenance release

Before you begin:

- On the computer that hosts the BlackBerry Device Service, make sure that you can access the installation files that were used to install the BlackBerry Device Service. 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 Device Service upgrade process does not complete. For more information about backing up the BlackBerry Configuration Database, see the BlackBerry Device Service Upgrade Guide.

1. Using the service account (for example, BDSAdmin), log in to the computer that you want to install the maintenance release on.
2. In the Windows Services, stop all BlackBerry Device Service services.
3. Close the Windows Services.
4. Extract the installation files from bds620mr1.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 Device Service services.

After you finish: If you add a component or change the BlackBerry Configuration Database using the BlackBerry Device Service 6.2 setup application, you must reinstall the maintenance release, using the steps above.

Verify that you installed the maintenance release

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, click **Version**.
   c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Device Service**.

5. Verify that the version number is at least 6.2.1 (Bundle 11).

4

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Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada