



BlackBerry Enterprise Server for Microsoft Exchange

Version 4.1 Service Pack 3

Release Notes

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Related resources

Guide	Information
<i>BlackBerry Enterprise Server Installation Guide</i>	<ul style="list-style-type: none"> system requirements installation instructions
<i>BlackBerry Enterprise Server Upgrade Guide</i>	<ul style="list-style-type: none"> system requirements upgrade instructions
<i>BlackBerry Enterprise Server Feature and Technical Overview</i>	<ul style="list-style-type: none"> BlackBerry® Enterprise Server features system architecture data and process flows
<i>BlackBerry Enterprise Server System Administration Guide</i>	<ul style="list-style-type: none"> system setup and management BlackBerry device implementation instructions

Visit www.blackberry.com/go/serverdocs for more product documentation. To view the guides, you must have Adobe® Acrobat® Reader® 3.0 or later installed on your computer.

Product information

Research In Motion (RIM) plans to discontinue support for the “You were BCC’d” message as of BlackBerry® Enterprise Server Version 5.0 (SDR 79671).

RIM certifies that the BlackBerry Enterprise Server operates on VMware® ESX Server Version 2.5.2. As with any deployment of the BlackBerry Enterprise Server, consider taking baseline measurements of performance after you install the BlackBerry Enterprise Server and then add users in stages to this server. In a VMware environment, other virtual machines might be running on that server, which might impact how many users the BlackBerry Enterprise Server can support. See the *BlackBerry Enterprise Server Version 4.1 Performance Benchmarking* guide for more information about performance measurements.

Functional changes

Feature	Description
enterprise messenger compliance	In BlackBerry Enterprise Server Version 4.1 Service Pack (SP) 3, if you upgrade BlackBerry® Instant Messaging for IBM® Lotus® Sametime®, Novell® GroupWise® Messenger, or Microsoft® Live Communications Server 2005™ on BlackBerry devices, you must also upgrade the BlackBerry Collaboration Service to the latest available version. Previous versions of the BlackBerry Collaboration Service might not support new features available in the latest enterprise messenger client. The BlackBerry Collaboration Service supports the three most recent versions of the enterprise messenger client.
support for large contact lists	In BlackBerry Enterprise Server Version 4.1 SP2 and earlier, if a user's enterprise messenger contact list was larger than 64 KB, the user received an error message indicating that the contact list was too large. In BlackBerry Enterprise Server Version 4.1 SP3, the BlackBerry Enterprise Server uses an etag parameter to update the user's contact list. As a result, BlackBerry Instant Messaging for IBM Lotus Sametime, Novell GroupWise Messenger, and Microsoft Live Communications Server 2005 now support large contact lists. (SDR 105932)
dormant mode for BlackBerry Instant Messaging	In BlackBerry Enterprise Server Version 4.1 SP3, if you use BlackBerry Instant Messaging for IBM Lotus Sametime, Novell GroupWise Messenger, and Microsoft Live Communications Server 2005, by default, the enterprise messenger client enters dormant mode after five minutes of inactivity. Dormant mode is designed to reduce wireless network traffic in your messaging environment. In dormant mode, the client does not receive presence status updates (for example, Away or Online) for contacts. When the user reenters or uses the client, or receives a conference request or instant message from a contact, the enterprise messenger client exits dormant mode. When the enterprise messenger client enters or exits dormant mode, “onSetDormantMode” and “onUpdatePresence” entries appear in the BlackBerry Collaboration Service log file.

Feature	Description
Daylight Saving Time support enhancements	In BlackBerry Enterprise Server Version 4.1 SP3, if users have BlackBerry® Device Software Version 4.2.0 or later installed, the BlackBerry Enterprise Server uses a SQL script to add updated Daylight Saving Time (DST) information to a new database table called SyncDeviceConfig. The BlackBerry Synchronization Service then synchronizes the time zone information from the database table with BlackBerry devices. Visit www.blackberry.com/select/dst2007/resolutions/device_impact.shtml for more information about preparing BlackBerry devices for DST changes.
new context menus in the BlackBerry Manager	In BlackBerry Enterprise Server Version 4.1 SP3, context menus have been added to the BlackBerry Manager. To access these context menus, you right-click an entry or a blank area in a list of users, groups, or BlackBerry Enterprise Servers. The context menus provide an alternate method of performing the BlackBerry Manager tasks that are available on a tab or screen.
support for .mp3 audio attachments	In BlackBerry Enterprise Server Version 4.1 SP2, users could not open .mp3 file attachments received in messages on their BlackBerry devices. In BlackBerry Enterprise Server Version 4.1 SP3, the BlackBerry Attachment Server can convert .mp3 audio attachments into the audio format supported by a BlackBerry device series when the user plays the attachment on a BlackBerry device running BlackBerry Device Software Version 4.2 or later.
enhanced BlackBerry Messaging Agent logging	In BlackBerry Enterprise Server Version 4.1 SP3, the BlackBerry Messaging Agent log file records message recipient names, if the BlackBerry Enterprise Server fails to resolve email addresses, and MAPI errors that are returned for messages sent from a BlackBerry device. (SDR 111994)
more descriptive BlackBerry Dispatcher logging	In BlackBerry Enterprise Server Version 4.1 SP3, the "TRANSACTION_ERROR_COMMAND, Error=65" error that appears in the BlackBerry Dispatcher log file when BlackBerry users are unable to receive messages also records the errors that appear on the BlackBerry device. (SDR 110598)
ability to configure the RPC timeout value for the BlackBerry Dispatcher	In BlackBerry Enterprise Server Version 4.1 and earlier, if you set up a BlackBerry device during a period of high-volume traffic on the BlackBerry Enterprise Server, the BlackBerry Dispatcher remote procedure call (RPC) timed out. You could not change the default timeout value of 15 seconds. In the BlackBerry Enterprise Server Version 4.1 SP3, you can change the RPC timeout value in the Microsoft® Windows® registry. Perform the following actions: <ol style="list-style-type: none"> 1. On the computer on which you host the BlackBerry Dispatcher, start the Registry Editor. 2. In the left pane, browse to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Dispatcher. 3. Create a new DWORD value called RPCTimeout. 4. Right-click the RPCTimeout value, and click Modify. 5. In the Value data field, type the number of seconds in which you want the BlackBerry Dispatcher RPC to time out. 6. Click OK. (SDR 98703)
enhanced BESAlert tool functionality	In BlackBerry Enterprise Server Version 4.1 SP3, the BESAlert tool can query MX records to locate an SMTP server from which to send email alerts. (SDR 97574)
message filter rule enhancements	In BlackBerry Enterprise Server Version 4.1 SP3, you can back up, restore, import, and export message filter rules from the BlackBerry Manager. (SDR 96745)
new warning dialog boxes for Enterprise Service Policy PIN values	In BlackBerry Enterprise Server Version 4.1 and later, you could specify invalid PIN lengths or formats for an Enterprise Service Policy. In BlackBerry Enterprise Server Version 4.1 SP3, new warning dialog boxes appear if you specify invalid PIN lengths or formats for an Enterprise Service Policy. (SDR 92938)
Home Carrier and Carrier fields have been renamed	The Home Carrier and Carrier fields in the BlackBerry Manager have been renamed Current Carrier and Home Carrier respectively to improve product usability. (SDR 92527)

Feature	Description
ability to add all selected users to another BlackBerry Enterprise Server	<p>In BlackBerry Enterprise Server Version 4.1 and later, when you added users who were already on a BlackBerry Enterprise Server to another BlackBerry Enterprise Server, a dialog, which prompted you to add the user, skip the user, or cancel the task, appeared for each user.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, an Add All option has been added to the dialog. You can use this option to add all of the users you select to another BlackBerry Enterprise Server without receiving a dialog for individual users.</p> <p>(SDR 92329)</p>

Fixed issues

Key issues	
SDR 109281	<p>In BlackBerry Enterprise Server Version 4.1 and later, if you originally ran multiple instances of the BlackBerry Enterprise Server Version 3.6 or later, and you attempted to upgrade to the BlackBerry Enterprise Server Version 4.1 SP2, the secondary instance of the BlackBerry Enterprise Server was upgraded instead of the primary instance.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 109224	<p>In BlackBerry Enterprise Server Version 4.1 SP2, if you changed the HKEY_CURRENT_USER\Software\Research In Motion\BlackBerry\Redirector\ProcessMailDelay value in the Registry Editor, and then, in the desktop email program, users moved a message from their inbox to a subfolder that was not configured to redirect messages to the BlackBerry device, the message was synchronized on each user's BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 102720	<p>In BlackBerry Enterprise Server Version 4.1 and later, if you installed BlackBerry Enterprise Server Version 4.1 SP2 on a computer with accented characters in its name, the setup program installed a .jks file needed by the BlackBerry MDS Services to accept SSL certificates using non-accented characters in the computer name. Errors occurred in the BlackBerry Manager when you attempted to administer the BlackBerry MDS Services.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 101462, SDR 93661	<p>In BlackBerry Enterprise Server Version 4.1, if your instant messaging environment was Novell GroupWise Messenger, you could not turn off the default setting to show a mobile icon. This feature was supported only on Novell GroupWise Messenger Version 2.x, so if your instant messaging environment contained users on Novell GroupWise Messenger Version 1.x, those users could not send instant messages from their BlackBerry devices.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 91525	<p>In BlackBerry Enterprise Server Version 4.1, if you assigned a software configuration to a group and then added a user to that group, the software configuration was not assigned to the new user.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>

BlackBerry Attachment Service

SDR 99041	<p>In BlackBerry Enterprise Server Version 4.1 and later, in certain circumstances, an error message displayed when a user attempted to open an attachment on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 92514	<p>In BlackBerry Enterprise Server Version 4.1 and earlier, in certain circumstances, PDF attachments created with Cognos PDF server did not render correctly on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 90808	<p>In BlackBerry Enterprise Server Version 4.1 and later, in certain circumstances, if a user opened a Microsoft Word attachment on a BlackBerry Connect device, bullet colors did not display correctly.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>

BlackBerry Configuration Database

SDR 107964	<p>In BlackBerry Enterprise Server Version 4.1 and later, when you upgraded your BlackBerry Configuration Database and the BlackBerry Enterprise Server to Version 4.1 SP2, the BlackBerry MDS Connection Service failed to start because an invalid ACLAuthorization string was inserted in the BlackBerry Configuration Database.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 102857	<p>In BlackBerry Enterprise Server Version 4.1 SP2, when you upgraded your BlackBerry Configuration Database to Version 4.1 SP2, if the MDSCfg table contained rows where the ServerConfigID is null, the upgrade failed and the following error appeared in the setup program log file: "[10000] (09/11 23:28:08.243):{0xEEC} SQL Error Message from CBESDBInstaller::ExecuteSql.executeDirect: SQLSTATE: 23000 Native error:515 Message: Cannot insert the value NULL into column 'ServerConfigId',table 'BESMgmt.dbo.RelationSCMDS'; column does not allow nulls. INSERT fails."</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>

BlackBerry Configuration Database	
SDR 102383	In BlackBerry Enterprise Server Version 4.1 and earlier, if you attempted to remove a user from the BlackBerry Configuration Database using the Microsoft Management Console (MMC), the user could not be removed because the task timed out. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 102314	In BlackBerry Enterprise Server Version 4.1 and later, if you set the Identity value of the ITAdminQueue table to a large value and sent a large number of applications to BlackBerry devices over the wireless network, you could not send the applications successfully. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
BlackBerry Dispatcher	
SDR 98848	In BlackBerry Enterprise Server Version 4.1 and earlier, if an All Points Bulletin (APB) failed, the BlackBerry Dispatcher log file did not display that a failure occurred. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
BlackBerry Instant Messaging for Microsoft Live Communications Server	
SDR 102510	In BlackBerry Enterprise Server Version 4.1 SP2, if you were using an enterprise messenger client that used an Asynchronous JavaScript® and XML (AJAX) service, users could not send messages that contained a "+" character from their BlackBerry devices. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 99734	In BlackBerry Enterprise Server Version 4.1 SP2, if users were using Microsoft Office Communicator, and they clicked Accept&Add on an incoming invitation from a contact that had never been in their contact list, a "setFocusField" error appeared. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 99593	In BlackBerry Enterprise Server Version 4.1 SP2, if users added themselves to their contact list using their user name instead of their full email address, then deleted themselves, a Java® exception appeared and the user was logged out. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 96321	In BlackBerry Enterprise Server Version 4.1 SP2, if users had a contact in the default group, and they selected the Remove from Group menu option, a Command Failed error appeared. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 92345	In BlackBerry Enterprise Server Version 4.1 and later, if users attempted to log in to Microsoft Windows Messenger using serial bypass, a "message queue overflow" error message appeared. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 89159	In BlackBerry Enterprise Server Version 4.1 and later, if users did not have permission to access Microsoft Office Communicator and they attempted to log in, a "!" error message appeared. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 77973	In BlackBerry Enterprise Server Version 4.1 and later, if Microsoft Windows Messenger users deleted a contact, a "message queue overflow" error message appeared and they were signed out of the enterprise messenger. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
BlackBerry Instant Messaging for Sametime	
SDR 82350	In BlackBerry Enterprise Server Version 4.1 and later, if users had a large contact list, when they logged on to their account using their BlackBerry device, highlighted a group, and selected the Add Person option while the contact list was loading, an illegal argument exception appeared. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 82113	In BlackBerry Enterprise Server Version 4.1 and later, if a user created two groups with the same name that differed only by capitalization on their computer, and added at least one contact to each group, then logged in to the same account on their BlackBerry device client, highlighted the first group in the contact list and selected Add Person from the menu, an illegal argument exception appeared. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 74118	In BlackBerry Enterprise Server Version 4.1 and later, if a single chat between a BlackBerry device user and a computer user was initiated by the BlackBerry device user, and the computer user invited other participants to the existing chat window, the device that originated the single chat received an invitation instead of having the single chat window on the BlackBerry device converted to a meeting. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.

BlackBerry Instant Messaging for Novell GroupWise

SDR 104314	In BlackBerry Enterprise Server Version 4.1 SP2, if a user used their BlackBerry device to send an instant message containing "{", "}", and "\" characters to another user, and both users were using Novell GroupWise Messenger, the instant message did not display correctly on the recipient's BlackBerry device. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 101462, SDR 93661	In BlackBerry Enterprise Server Version 4.1 and later, if your instant messaging environment was Novell GroupWise Messenger, you could not turn off the default setting to display a mobile icon. This feature was supported only on Novell GroupWise Messenger Version 2.x, so if your instant messaging environment contained users on Novell GroupWise Messenger Version 1.x, those users could not send instant messages from their BlackBerry devices. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 98190	In BlackBerry Enterprise Server Version 4.1 and later, if users had a contact in multiple folders, and they ignored that contact in one folder, that contact was not ignored in other folders. If users attempted to ignore the contact in other folders, a "Command Failed" error appeared. If users tried to send a message to a contact who was ignored in one folder and not ignored in another, the message was not delivered. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 89237	In BlackBerry Enterprise Server Version 4.1 and later, if users browsed to their address book to add a contact using the contact's email address, when the user clicked OK in the Add User dialog, a Command Failed error appeared. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 80128	In BlackBerry Enterprise Server Version 4.1 and later, if users deleted a contact that appeared in multiple groups, that contact was deleted only in the group from which they deleted it. If the contact appeared in other groups, users could not modify or delete that contact. Users could not send an instant message to that contact unless that contact sent a message to them first. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 79987	In BlackBerry Enterprise Server Version 4.1 and later, if users tried to edit the default Novell GroupWise folder, a "Command Failed" error message appeared. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 64736	In BlackBerry Enterprise Server Version 4.1 and later, if users sent a URL in an enterprise messenger conversation, and their contact was using the enterprise messenger on their BlackBerry device, the contact received the URL with a smiley icon in it. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.

BlackBerry Manager

SDR 113843	In BlackBerry Enterprise Server Version 4.1 and later, in some circumstances, the BlackBerry Manager stopped responding when you sent a message to all users in a BlackBerry domain or on a BlackBerry Enterprise Server. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 110104	In BlackBerry Enterprise Server Version 4.1 and later, if you created a group and then opened a template for the group, the template included Location - Server and Location - Relative Path fields in the PIM Sync properties window. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 107585	In BlackBerry Enterprise Server Version 4.1 and earlier, if you removed a user account from Microsoft Active Directory® and then removed the user from the MMC, the MMC stopped unexpectedly. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 104646	In BlackBerry Enterprise Server Version 4.1 SP2, if you enabled a user on the BlackBerry Enterprise Server, and then added the Wireless Email Reconciliation, Network Type, and Configuration Status columns to the user list in the BlackBerry Manager, these columns displayed incorrect data or no data. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 103085	In BlackBerry Enterprise Server Version 4.1 SP2, in some circumstances, the BlackBerry Policy Service and the BlackBerry Manager stopped responding when you sent a large number of applications (for example, 500) to a user's BlackBerry device, and attempted to display that user's properties in the BlackBerry Manager. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 101118	In BlackBerry Enterprise Server Version 4.1 SP2, when you clicked a user name to view user details in the bottom pane of the BlackBerry Manager, the status that appeared in the Wireless Message Reconciliation column in the user list differed from the status that appeared beside the Wireless Message Reconciliation heading in the bottom pane. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 99907	In BlackBerry Enterprise Server Version 4.1 and later, if a user received a message signed with S/MIME in which the message started with a SPACE or TAB character, the BlackBerry Messaging Agent removed the message body when reconciling to the user's BlackBerry device. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.

BlackBerry Manager	
SDR 97792	In BlackBerry Enterprise Server Version 4.1 SP2, the BlackBerry Manager did not correctly indicate the PGP® security capabilities for a user's BlackBerry device in the user properties when the user was enabled for PGP. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 96685	In BlackBerry Enterprise Server Version 4.1 SP2, if both BlackBerry Enterprise Server Version 4.0 and BlackBerry Enterprise Server Version 4.1 were installed and shared a BlackBerry Configuration Database, and you edited the server properties for the BlackBerry Enterprise Server Version 4.0 using the BlackBerry Manager Version 4.1, hard delete reconciliation was enabled for the BlackBerry Enterprise Server Version 4.0. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 86785	In BlackBerry Enterprise Server Version 4.1 SP2, if you repeatedly changed administrative roles, the BlackBerry Enterprise Server could not establish a connection to the BlackBerry Configuration Database and the BlackBerry Manager might have shut down. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 86497	In BlackBerry Enterprise Server Version 4.1 and later, when a user changed a Server Routing Protocol (SRP) identifier to an invalid value and then changed the invalid value back to a valid value, the service books did not update correctly. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
BlackBerry Messaging Agent	
SDR 109789	In BlackBerry Enterprise Server Version 4.1 and later, if users received a long message while their BlackBerry device radio was turned off, errors appeared in the BlackBerry Messaging Agent log file when they requested to view more of the message after turning the radio back on. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 108814	In BlackBerry Enterprise Server Version 4.1 and earlier, if you removed a user account from Microsoft Active Directory, "Could not find server distinguished name. user: John Smith" and "Restarting account for Unknown" error messages appeared in the BlackBerry Messaging Agent log file. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 102152	In BlackBerry Enterprise Server Version 4.1 and earlier, in some circumstances, the BlackBerry Messaging Agent stopped responding if it encountered a calendar exception and Collaboration Data Object (CDO) errors appeared in the BlackBerry Messaging Agent log file. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 101689	In BlackBerry Enterprise Server Version 4.1 and earlier, in some circumstances, if you deleted a user account from the BlackBerry Enterprise Server, the TimerHealth thread stopped responding and the BlackBerry Controller restarted automatically. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 101612	In BlackBerry Enterprise Server Version 4.1 and earlier, if you set the HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents\MAPIEncoding registry key to 1, and a user sent a Unicode-encoded message from their BlackBerry device, the message was encoded in base64. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 99350	In BlackBerry Enterprise Server Version 4.1 and later, if a user's BlackBerry device ran BlackBerry Device Software Version 4.0 and was not enabled for S/MIME support, the BlackBerry Messaging Agent did not forward encrypted messages to the user's BlackBerry device. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
BlackBerry Policy Service	
SDR 99040	In BlackBerry Enterprise Server Version 4.1 and later, if you set the Allow Other Message Services IT policy rule to True, the BlackBerry device did not allow other message services. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
Setup Program	
SDR 108467	In BlackBerry Enterprise Server Version 4.1 SP2, if you upgraded the BlackBerry Enterprise Server Version 3.6 to Version 4.1 or later, ran the BESMigration tool once in preview mode, and then ran the BESMigration tool a second time to perform the migration, the migration failed because the BESMigration.exe file referenced a status.tmp file that was created when the tool ran in preview mode. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.
SDR 107784	In BlackBerry Enterprise Server Version 4.1 SP2, when you upgraded the BlackBerry Enterprise Server Version 4.1 or later to BlackBerry Enterprise Server Version 4.1 SP2, on the Database Upgrade screen of the setup program, the Backup the existing database to the default location before performing database upgrades check box was selected by default and could not be cleared. In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.

Setup Program	
SDR 107121	<p>In BlackBerry Enterprise Server Version 4.1 SP2, if you ran the Repair wizard in the Add/Remove Programs window and then restarted your computer, the BlackBerry MDS Connection Service did not start because the image path was not updated correctly.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 105475	<p>In BlackBerry Enterprise Server Version 4.1 SP2, if you selected LCS Office Communicator when you upgraded the BlackBerry Enterprise Server Version 4.1 SP1 to Version 4.1 SP2, and then you ran the upgrade a second time and selected LCS-Windows Messenger, the installation could not upgrade with the new option.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 103494	<p>In BlackBerry Enterprise Server Version 4.1 and earlier, if you upgraded a BlackBerry Enterprise Server Version 3.6 with multiple server instances to Version 4.0 or later, IT policies were not applied successfully to BlackBerry devices that used non-primary SRP information.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 103302	<p>In BlackBerry Enterprise Server Version 4.1 SP2, if you attempted to upgrade the BlackBerry Enterprise Server to Version 4.1 SP2, the upgrade failed initially because the transaction log became full. If you then set the transaction log to an unlimited size, and attempted to run the upgrade again, the upgrade failed a second time and "SQL Error Message" errors appeared in the DB_Install.log file.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 102083, SDR 101462	<p>In BlackBerry Enterprise Server Version 4.1 SP2, if your instant messaging environment was Novell GroupWise Messenger, the setup program set the option to display a mobile icon automatically. This feature was supported only on Novell GroupWise Messenger Version 2.x, so if your instant messaging environment contained users using Novell GroupWise Messenger Version 1.x, those users could not send instant messages from their BlackBerry devices.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 101957	<p>In BlackBerry Enterprise Server Version 4.1 SP2, if you installed the BlackBerry Enterprise Server Version 4.1 SP2, and you selected Ukraine as your country, the setup program automatically populated the SRP connection with incorrect information.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 101910	<p>In BlackBerry Enterprise Server Version 4.1 and later, if you upgraded from BlackBerry Enterprise Server Version 4.1 and later to BlackBerry Enterprise Server Version 4.1 SP2 and added support for instant messaging during the upgrade, the setup program did not remove the placeholder record in the IMConfig table when it added the new record listing to the computer on which you installed the BlackBerry Collaboration Service. As a result, when you viewed the IM to BES Mappings list in the BlackBerry Manager, you saw the invalid computer name "IM-1".</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>
SDR 100524	<p>In BlackBerry Enterprise Server Version 4.1 and later, if you removed the BlackBerry Enterprise Server Version 4.1 or later from your computer, backed up and restored the BlackBerry Configuration Database, and then installed the BlackBerry Enterprise Server again, you received a blank error message when you specified the SRP information.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP3, this issue is resolved.</p>

Known issues

Key issues	
SDR 116041	<p>In the BlackBerry Enterprise Server Version 4.1 SP3, the BlackBerry Attachment Service does not display PDF attachments with Unicode-encoded characters correctly on BlackBerry devices.</p>
SDR 87023	<p>If a user forgets the password for a BlackBerry device on which content protection is turned on, if you reset the user's password remotely, the content-protected BlackBerry device prompts the user to type the BlackBerry device password, which the user has forgotten, before the user types a new password, because content protection uses the password to encrypt the content protection key. You must use the Erase Data and Disable Device task in the BlackBerry Manager to remotely erase all user information and application data that the BlackBerry device stores.</p> <p>Workaround: Do not use the Set a Password and Lock Handheld command to reset the password remotely.</p>

BlackBerry Collaboration Service	
SDR 115751	<p>If a user clicks the View Contact Info menu item on a contact that is listed as Away or Out of Office a "Java.lang.ArrayOutOfBounds" error might appear.</p>
SDR 92584	<p>If your instant messaging environment is IBM Lotus Sametime, when a user adds a contact to the Buddy List in their desktop instant messaging program and then starts a conversation with that contact, and the contact receives the invitation on the BlackBerry device the user on the desktop instant messaging program appears offline. When the contact joins the conversation on their BlackBerry device, the user on the desktop instant messaging program continues to appear offline until the user types the first message of the conversation.</p>

BlackBerry Configuration Database

SDR 114267 If your database environment is Microsoft SQL Server, in some circumstances, a "Transaction (Process ID 138) was deadlocked on lock resources with another process and has been chosen as the deadlock victim. Rerun the transaction." error might appear in the log files.

BlackBerry Configuration Panel

SDR 101690 In certain circumstances, if you change the path to the folder where the BlackBerry services create log files from a local drive to a network drive, the BlackBerry Configuration Panel completes the process, but the BlackBerry services cannot create log files in the network drive.

Workaround: Specify a local drive as the destination folder for the log files, and contact BlackBerry Technical Support.

BlackBerry Instant Messaging for Novell GroupWise

SDR 100872 If users try to move a contact that is already in all folders in the contact list, a "Command Failed" error appears.

SDR 99326 If the BlackBerry Collaboration Service is stopped after users log in to Novell GroupWise Messenger, users might be logged out of Novell GroupWise Messenger and an error message containing the user's user name and an exclamation mark might appear.

SDR 98950 In BlackBerry Enterprise Server Version 4.1 SP2, if users attempt to delete the default Novell GroupWise folder on their BlackBerry devices, a "Command failed" error appears.

SDR 82325 If a user sends an instant message to a contact and then invites that same contact to a conference, if the contact accepts the conference using Novell GroupWise Messenger on the computer, two Novell GroupWise Messenger conversations are open.

SDR 81919 In BlackBerry Enterprise Server Version 4.1, if users switch to the Appear Offline status during a conference, they appear as Unknown Status in any conversations they have open.

SDR 79969 If users delete a contact in their contact list, any conversations that include that contact are deleted as well.

SDR 79905 Users are unable to set a status message on the My Status window when using enterprise messenger in French, Italian, German or Spanish.

Workaround: Ignore the contact from the contact list or the conversation.

SDR 79377 If a user is in both a conference and a conversation with a contact and ignores that contact in the conference, the user still receives messages from the contact that the user tried to ignore.

SDR 67613 If a user's contact sets a custom status on the desktop client, the user cannot see the custom status message on enterprise messenger.

BlackBerry Instant Messaging for Microsoft Live Communications Server

SDR 99007 If users are on a server with Public IM Connectivity turned on, and they try to involve Public Instant messaging contacts in a conference, an error message appears.

SDR 98758 If users block a contact in Microsoft Office Communicator, they can still send messages to that contact and receive messages from that contact.

SDR 96070 If users are using Microsoft Office Communicator on a BlackBerry device, the Remove Contact from Group option does not appear in the menu.

SDR 95013 If a user is on a Microsoft Live Communications Server, and is forced from one pool to another, the user's contact list is automatically deleted. The user then receives new add requests for the contacts. If the user clicks **Accept&Add**, an uncaught exception appears.

Workaround: Click **Accept**, and send an add request to your contacts.

SDR 95012 If users are using Microsoft Office Communicator with a BlackBerry 7100 series device, Microsoft Office Communicator does send or receive typing indicators to or from other BlackBerry devices.

SDR 90660 If users are using Microsoft Office Communicator on a BlackBerry 7100 device, and they search for a contact in the contact list, the contact list does not snap to already known contacts.

SDR 80345 If users are using Microsoft Windows Messenger and copy a conversation history into an enterprise messenger conversation, an "ArrayIndexOutOfBounds" error message appears.

BlackBerry Instant Messaging for Sametime

SDR 100946 If the BlackBerry MDS Connection Service and the BlackBerry Collaboration Service are turned off on the BlackBerry Enterprise Server, users who are online when the services are turned off are not notified that they are no longer connected.

SDR 69400 If users log in to enterprise messenger, presence notification is turned off on their desktop email client.

SDR 54287 When a user adds a contact in the desktop instant messaging client whose name contains special characters, the contact name appears incorrectly. If the same user adds the same contact in enterprise messenger, the contact name appears correctly. Both the correct and incorrect names are included in the user's contact list.

SDR 53744 Users are unable to create a new group when they add a contact.

BlackBerry Manager

SDR 105382	In BlackBerry Enterprise Server Version 4.1 SP1 and later, if you attempt to remove a user with 22,000 or more synchronized messages, calendar entries, or organizer data entries from the BlackBerry Enterprise Server, the BlackBerry Enterprise Server requires an unexpected amount of time to remove the user. When you remove the user, you receive a "Failed to remove user" error in the BlackBerry Manager or a timeout error in the log files.
SDR 101945	After you upgrade your BlackBerry Enterprise Server to Version 4.1 SP2, if you create a new IT policy by copying an IT policy that existed before the upgrade, the copied IT policy does not contain the settings of the original.
SDR 76363	The BlackBerry Manager is not compatible with Microsoft .NET Framework 2.0.

BlackBerry Messaging Agent

SDR 101974	In BlackBerry Enterprise Server Version 4.1 and later, if a user opens a digitally signed S/MIME message with a .jpg attachment, two attachments appear with the same file name. If the user retrieves one of the attachments, closes the message, and then reopens it, an error message appears.
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BlackBerry MDS Services

SDR 100135	If you attempt to remove a user who previously used a BlackBerry device that was registered with a BlackBerry MDS Services server from the BlackBerry Enterprise Server, the user's BlackBerry device remains in the Devices Registered list in the BlackBerry Manager and errors appear in the BlackBerry MDS Services log file.
SDR 103963	Messages do not appear in the Monitor Messages list in the BlackBerry Manager after you set up BlackBerry MDS Services message monitor definitions.
SDR 110758	If you install BlackBerry Enterprise Server Version 4.1 SP2 or later with the BlackBerry MDS Services, the server.xml log file located in <drive>:\Program Files\Research In Motion\Blackberry Enterprise Server displays the password for the BlackBerry MDS Services database in plain text.
SDR 95252	In some circumstances, a "[FATAL][2006-07-06 09:30:21,046][ThreadPool]Thread Thread is blocked. Restart server or contact system administrator. Name=default" error appears in the BlackBerry MDS Services log file after you restart the BlackBerry MDS Services.
SDR 97174	If a user backs up the data on their BlackBerry device, upgrades the BlackBerry® MDS Runtime, and then attempts to unsubscribe from a push application subscription, a "Processor Failed to process message. ErrorCode=SOAP_BACKEND_ERROR; MsgType=Unknown; ErrCause=Subscription not found" error appears on the BlackBerry device.

BlackBerry MDS Runtime

SDR 114803	If a user installs an MDS Studio Application on the BlackBerry device, and you publish another version of the application, if the user installs the second version while running the original version, both versions of the application are installed on the BlackBerry device.
SDR 114945	If you set the Disable MDS Runtime Environment IT policy to True, users cannot back up the BlackBerry MDS Runtime when they back up the data on their BlackBerry devices.
SDR 80850	When you try to push upgrade a running BlackBerry MDS Application that uses an onExit event, a dialog box prevents the BlackBerry MDS Studio Application from closing automatically, and the upgrade does not occur until the BlackBerry MDS Studio Application closes. This issue occurs only when the onExit script displays a modal dialog. Workaround: The user must close the dialog box to proceed with the upgrade.
SDR 89844	When an OnInit event for a control calls a script which displays the same screen, a StackOverflow error occurs, and the BlackBerry® MDS Studio Application stops. Workaround: Make sure that OnInit events do not call a script that displays the same screen.

Setup program

SDR 101698	In BlackBerry Enterprise Server Version 4.1 SP2 and later, you cannot use a mapped network drive to create the BlackBerry Enterprise Server logs during the installation process.
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BlackBerry Synchronization Service

SDR 101354	If a user creates a contact in Microsoft Outlook® that does not contain a name or company name, the BlackBerry Synchronization Service does not synchronize the contact to the user's BlackBerry device. If a user is performing an enterprise activation using the BlackBerry Desktop Manager (for example, after upgrading the BlackBerry Device Software) an "Unable to write or update application data" error occurs and the contact is not synchronized. Workaround: Include either company or name data in all contacts.
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Wireless calendar synchronization

SDR 106669 In BlackBerry Enterprise Server Version 4.1 SP2, if users change an appointment on BlackBerry devices to add a recurrence, they cannot add an end date to the recurrence. The original start date remains as the end date, so that a duplicate appointment appears on each user's BlackBerry device. The BlackBerry Messaging Agent does not synchronize the duplicate appointment to the users' desktop email program.