



# BlackBerry Enterprise Server for Microsoft Exchange

Version 5.0 Maintenance Release 2 (Rollup)

## Release Notes

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## Related resources

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

## Verify the system requirements

Requirement	Description
software version	<p>This maintenance release works with BlackBerry® Enterprise Server version 5.0 for Microsoft® Exchange®.</p> <ol style="list-style-type: none"> <li>1. On the taskbar, click <b>Start &gt; Settings &gt; Control Panel</b> or <b>Start &gt; Control Panel</b>.</li> <li>2. Double-click <b>Add or Remove Programs</b>.</li> <li>3. In the list of currently installed programs, click <b>BlackBerry Enterprise Server for Microsoft Exchange</b>.</li> <li>4. Click <b>Click here for support information</b>.</li> <li>5. Verify that the version number is 5.0.0 (Bundle 223 or 236).</li> </ol>
remote components	<p>Install this maintenance release on a remote computer that hosts a BlackBerry Administration Service, BlackBerry Attachment Service, BlackBerry Router, BlackBerry Collaboration Service, BlackBerry MDS Connection Service, BlackBerry Web Desktop or BlackBerry Monitoring Service.</p>
original installation media	<p>The maintenance release installation program requires access to the installation media that was used to install the BlackBerry Enterprise Server. Depending on how the software was installed, this might be a product CD or a network location.</p>

## Install the maintenance release

If you configured BlackBerry Enterprise Server high availability to limit downtime to BlackBerry services, you can install the maintenance release on the standby BlackBerry Enterprise Server instance, fail over to the standby BlackBerry Enterprise Server, and then install the maintenance release on the primary BlackBerry Enterprise Server.

1. While logged in to the computer that hosts the BlackBerry Enterprise Server, in Windows® Services, stop all BlackBerry Enterprise Server services.
2. Close the BlackBerry Configuration Panel.
3. Double-click **besx500mr2.zip**.
4. Extract the installation files to a local drive on your computer.
5. Browse to the location of the setup program files.
6. If you are installing the maintenance release on Windows Server® 2008, follow the steps outlined in Known Issues, SDR 319193.
7. Double-click **besn500mr2.msp** to run the executable.
8. Click **Update**.
9. Complete the configuration screens.
10. Click **Finish**.
11. In Windows Services, restart all BlackBerry Enterprise Server services.

## Verify the maintenance release installation

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 for Microsoft Exchange**.
4. Click **Click here for support information**.
5. Verify that the version number is **5.0.0 MR2 (Rollup) (Bundle 244)**.

## Fixed issues

Issues that are marked with an asterisk (\*) are fixed in this release. All other issues were fixed in previous maintenance releases.

BlackBerry Administration Service	
SDR 300554	In BlackBerry Enterprise Server version 5.0, if an application push was made to approximately 30,000 users or more, the BlackBerry Configuration Database might have experienced performance issues. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 305451	In BlackBerry Enterprise Server version 5.0, in certain circumstances, a search for all user accounts might have returned the error message "The request could not be completed." In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 306687	In BlackBerry Enterprise Server version 5.0, the BlackBerry Enterprise Transporter might not have been able to update the devicexml and vendorxml rows in the GlobalSettings table of the BlackBerry Configuration Database. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 308970	In BlackBerry Enterprise Server version 5.0, in certain circumstances, after searching for a user account and receiving empty search results, the "Add user from company directory" link might not have appeared. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 309559	In BlackBerry Enterprise Server version 5.0, when the BlackBerry Administration Service was configured to retrieve XML files from an external web site and could not connect to the web site, the GlobalSettings table of the BlackBerry Configuration Database was updated with invalid data and the BlackBerry Administration Service was unable to reconcile applications to BlackBerry devices until the BlackBerry Administration Service connected to the external web site and updated the GlobalSettings table with valid data. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 316602	In BlackBerry Enterprise Server version 5.0, in certain circumstances, when assigning a BlackBerry device to a user and then searching for the user, the error message "The request could not be completed" might have appeared. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
*SDR 315058	In BlackBerry Enterprise Server version 5.0, in certain circumstances, the BlackBerry Administration Service did not store generated passwords properly during installation and the BlackBerry Administration Service needed to be reinstalled. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
*SDR 339783	In BlackBerry Enterprise Server version 5.0, when the home carrier name for a user was greater than 128 characters in length, the PIN of the user's BlackBerry device was blank in the BlackBerry Administration Service, and administrators were unable to send a delete all device data and disable device command to the BlackBerry device. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
*SDR 355835	In BlackBerry Enterprise Server version 5.0, an update to the vendor.xml file contained data that could not be validated by the BlackBerry Administration Service. This data might have caused the BlackBerry Administration Service to write error messages to its log files and prevented the BlackBerry Administration Service from delivering applications to BlackBerry devices. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
*SDR 355837	In BlackBerry Enterprise Server version 5.0, if a user's BlackBerry device did not acknowledge receipt of an IT policy within four hours after an administrator assigned the IT policy to the user, the BlackBerry device was unable to accept any subsequent IT policies until the administrator cancelled the initial IT policy assignment. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
BlackBerry Attachment Service	
SDR 295875	In BlackBerry Enterprise Server version 5.0, in certain circumstances, when using a previous version of the BlackBerry Attachment Service with the most recent version of the attachment viewer, pictures that should have been rendered as fills might have been rendered as multiple tiles. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.

<b>BlackBerry Attachment Service</b>	
SDR 298516	In BlackBerry Enterprise Server version 5.0, in certain circumstances, when viewing a Microsoft® Excel® attachment on a BlackBerry device, times might have displayed incorrectly (for example, 09:60 rather than 10:00). In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 306541	In BlackBerry Enterprise Server version 5.0, in certain circumstances, if the ability for BlackBerry devices to view .doc or .ppt files was turned off and then turned on, the BlackBerry devices might not have been able to receive messages. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 314287	In BlackBerry Enterprise Server 5.0, security vulnerabilities existed in the PDF distiller of the BlackBerry Attachment Service. These vulnerabilities could have allowed a malicious individual to send an email message containing a specially crafted PDF file, which when opened for viewing on a BlackBerry smartphone, could have caused memory corruption and could have possibly led to arbitrary code execution on the computer that the BlackBerry Attachment Service runs on. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
SDR 324730	In BlackBerry Enterprise Server version 4.1 SP3 or later, security vulnerabilities existed in the font rasterization engine of the BlackBerry Attachment Service. These vulnerabilities could have allowed a malicious individual to send a specially crafted file through an application, which when opened for viewing on a BlackBerry smartphone, could have caused memory corruption and could have possibly led to arbitrary code execution on the computer that the BlackBerry Attachment Service runs on. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
*SDR 350745	In BlackBerry Enterprise Server version 5.0, in certain circumstances, when the BlackBerry Internet Service sent an ArchiveList to the BlackBerry Attachment Service, the BlackBerry Attachment Service stopped responding. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
*SDR 350777	In BlackBerry Enterprise Server version 5.0, in certain circumstances, when viewing a Microsoft Excel attachment on a BlackBerry device, numbers representing units of time might have displayed incorrectly. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
<b>BlackBerry Collaboration Service</b>	
SDR 300871	In BlackBerry Enterprise Server version 4.1 SP6 or later, in certain circumstances, if a user had AOL® contacts on their contact list, the user could not log in to the BlackBerry® Client for use with Microsoft® Office Communications Server 2007. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
*SDR 301185	In BlackBerry Enterprise Server version 4.1 SP6 or later, the BlackBerry® Client for IBM® Lotus® Sametime® could not log in to the IBM Lotus Sametime server if the server only allowed certain types of clients to log in. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
<b>BlackBerry Configuration Panel</b>	
SDR 299265	In BlackBerry Enterprise Server version 5.0, if you specified the LDAP password using the BlackBerry Configuration Panel, the password was entered into the BlackBerry Configuration Database in plain text. As a result, the BlackBerry Administration Server could not read the password, and you could not log into the BlackBerry Administration Service using Windows authentication. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.
<b>BlackBerry Desktop Manager</b>	
*SDR 335845	In BlackBerry Enterprise Server version 5.0, when users tried to install an application on their BlackBerry devices using BlackBerry® Desktop Manager, and the BlackBerry Enterprise Server and the user's computer were in different domains, applications might not have installed successfully on the BlackBerry devices. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
<b>BlackBerry Messaging Agent</b>	
*SDR 334733	In BlackBerry Enterprise Server version 5.0, in certain circumstances, the BlackBerry Messaging Agent stopped responding until the BlackBerry Controller was manually restarted. In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.
<b>BlackBerry MDS Connection Service</b>	
SDR 305905	In BlackBerry Enterprise Server version 5.0, a security vulnerability existed in the File application on BlackBerry devices. This vulnerability could have allowed users to browse the local file structure of the BlackBerry MDS Connection Service, view files, and copy files to their BlackBerry devices. In BlackBerry Enterprise Server version 5.0 MR1, this issue is resolved.

**BlackBerry Monitoring Service**

- \*SDR 302972 In BlackBerry Enterprise Server version 5.0, if you added more than 10 notification addresses, only the first 10 notification addresses displayed in the BlackBerry Monitoring Service.  
In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.

**BlackBerry Web Desktop Manager**

- \*SDR 335848 In BlackBerry Enterprise Server version 5.0, in certain circumstances, when users tried to install an application on their BlackBerry devices using the BlackBerry Web Desktop Manager, the BlackBerry Web Desktop Manager removed the device software from the BlackBerry device.  
In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.

**Security**

- \*SDR 298237 In BlackBerry Enterprise Server version 5.0, during certificate enrollment over the wireless network, if the certificate authority returned more than one certificate in the certificate chain, the BlackBerry device might not have received the certificates. The BlackBerry Synchronization Service wrote the following error message to the BlackBerry Synchronization Service log file: "Error Logging: DevMgmt.Configuration Channel::A-260-ERROR\_VERIFICATION\_FAILURE."  
In BlackBerry Enterprise Server version 5.0 MR2, this issue is resolved.

## Known Issues

Issues that are marked with an asterisk (\*) are new in this release. All other issues appeared first in previous maintenance releases.

**Activation**

- \*SDR 371023 If you configured the BlackBerry Enterprise Server so that BlackBerry devices can connect over the Wi-Fi® network only, you cannot activate BlackBerry devices.

**BlackBerry Administration Service**

- SDR 295428 After running the setup application for the maintenance release, the version number of the BlackBerry Administration Service does not change.

**Setup Application**

- SDR 319193 When you run the setup application for the maintenance release on Windows Server 2008 64-bit, a permissions conflict might cause the setup application to close unexpectedly.

**Workaround**

1. Create a shortcut for **besx500mr2.msp**.
2. Right-click the shortcut, and then click **Properties**.
3. In the **Target** field, type the following text:  
`msiexec.exe /update besx500mr2.msp_file_location`
4. Click **OK**.
5. Right-click the shortcut, and then click **Run as**.
6. Select the **The following user** option, and specify an administrator's login information.
7. Click **OK**.

**After you finish:** Any services now running as an Administrator account should be manually changed back to the Windows account that you used to install the BlackBerry Enterprise Server, as some services will fail to run if they are running as an Administrator account.