



# BlackBerry Desktop Manager

Version 1.0.0 bundle 89

Release Notes and Known Issues List

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## Product information

BlackBerry® Desktop Manager version 1.0.0 links your BlackBerry® device with the organizer data on your Mac computer.

- Synchronize your organizer data (calendar entries, contacts, tasks, and notes and memos) between your device and your computer.
- Synchronize your iTunes music with your device
- Back up and restore your device data
- Add, update or remove device applications

## System requirements

Item	Requirement
BlackBerry device	<ul style="list-style-type: none"> <li>• BlackBerry® Device Software version 4.2 or later</li> <li>• To synchronize your music from your computer to your device, you must have a media card or on-board device memory.</li> </ul>
Computer	<ul style="list-style-type: none"> <li>• Mac OS 10.5 or later.</li> <li>• an active Internet connection</li> </ul>
iTunes library	To synchronize your music from your computer to your device, you must have iTunes version 7.7.1 or later.

## Known issues

This section lists known issues for BlackBerry Desktop Manager 1.0.0 bundle 89.

### Backup and Restore

229616	<p>If a backup directory has insufficient disk space, the backup fails and you are told to try again.</p> <p><b>Impact:</b> You aren't given an explanation. <b>Workaround:</b> None.</p>
226350	<p>You don't receive a warning message if you try and restore a backup (.bbb) files with on-board device memory to a device without on-board device memory or with mass storage mode turned off.</p> <p><b>Impact:</b> You cannot restore the backup file. <b>Workaround:</b> None.</p>

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## General

215914	<p>If you force quit BlackBerry Desktop Manager in the middle of synchronizing, future operations might be blocked.</p> <p><b>Impact:</b> You receive a duplicate key error from Sync Services the next time you try and synchronize.</p> <p><b>Workaround:</b> You can perform a Forget device and synchronize again after reconnecting the device.</p>
359036	<p>If you are using Mac OSX 10.5, the search feature does not function properly in the BlackBerry Desktop Manager help.</p> <p><b>Impact:</b> You receive a “No help topics found” message after performing a search in the BlackBerry Desktop Manager help.</p> <p><b>Workaround:</b> You can navigate to all help topics using the list of help topics in the BlackBerry Desktop Manager help.</p>

## Synchronizing data

353972	<p>You receive an error when synchronizing with BlackBerry Desktop Manager after having synchronized with PocketMac without uninstalling PocketMac.</p> <p><b>Impact:</b> A “Sync error occurred” message pops up every time you try to synchronize.</p> <p><b>Workaround:</b> Uninstall PocketMac and BlackBerry Desktop Manager and then reinstall BlackBerry Desktop Manager.</p>
101502	<p>Modifying an occurrence or the full series of a recurring event on your device might result in a duplicated entry on Entourage. This is intermittent.</p> <p><b>Impact:</b> An entry has been duplicated.</p> <p><b>Workaround:</b> None.</p>
122278	<p>Reminder time reverts back to its original value after changing it on the device and syncing again with Entourage.</p> <p><b>Impact:</b> Reminder time hasn’t changed.</p> <p><b>Workaround:</b> None.</p>

## Calendars

356242	<p>In Entourage, if you synchronize a meeting (with attendees) again without making any changes, the organizer name is added to the attendee list with a status of “Accepted” using the safer sync option.</p> <p><b>Impact:</b> Organizer name should not be added to the attendee list.</p> <p><b>Workaround:</b> In BlackBerry Desktop Manager, click Device Options and select the faster sync option.</p>
355548	<p>Calendar entries turn into all-day events and end dates roll back by one day, if you synchronize an event again from 12:00AM to 12:00AM using the safer sync option.</p> <p><b>Impact:</b> Changes should not be made to these entries.</p> <p><b>Workaround:</b> In BlackBerry Desktop Manager, click Device Options and select the faster sync option.</p>
355496	<p>If you change one entry from a recurring event from iCal, a duplicate entry is created on</p>

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	<p>your device.</p> <p><b>Impact:</b> Synchronizing to the device shouldn't create a duplicate entry. <b>Workaround:</b> None.</p>
355486	<p>iCal is always showing completed date as 2000-12-31 when synchronizing completed tasks from the device.</p> <p><b>Impact:</b> Completed date should be the actual date, not be 2000-12-31. <b>Workaround:</b> None.</p>
347675	<p>BlackBerry Desktop Manager attempts to change entries in Google Calendar using the safer sync option.</p> <p><b>Impact:</b> Every time the entries are synchronized, a dialogue box notifies you that all events are being modified. <b>Workaround:</b> In BlackBerry Desktop Manager, click Device Options and select the faster sync option.</p>
SDR 340719	<p>Modifying an instance of a recurring calendar entry creates a new entry.</p> <p><b>Impact:</b> There are no changes to the existing recurring entry. <b>Workaround:</b> None.</p>
SDR 370080	<p>The start/end times for recurring Microsoft Entourage entries are moved 4 hours ahead after synchronizing your calendar data again without making any changes from the last time you synchronized. The time zone for your device and Microsoft Entourage is EST.</p> <p><b>Impact:</b> The times for Microsoft Entourage entries should not change after synchronizing. <b>Workaround:</b> None.</p>

## Contacts

353555	<p>If you switch from synchronizing all contacts to selected groups, without selecting any group, contacts are being deleted from your device.</p> <p><b>Impact:</b> On your device, contacts that were synchronized using the "All contacts and groups" option are deleted. All contacts remain on your computer. <b>Workaround:</b> None.</p>
351660	<p>Home 2, Work 2 and Other phone numbers are deleted from your device after changing a contact in Entourage and synchronizing; these numbers appear under different phone labels in Entourage and Apple Address Book.</p> <p><b>Impact:</b> The phone numbers are under different labels in Entourage (Work/Home and Work 2/Home 2) and Apple Address Book (work/home), and missing from your device. <b>Workaround:</b> After the phone numbers are deleted from your device, you can restore these numbers:</p> <ol style="list-style-type: none"> <li>1. Rename the custom fields in the Apple Address Book (Home Phone 2 to home, Work Phone 2 to work).</li> <li>2. Synchronize your contacts again.</li> </ol>

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354842	<p>A duplicate entry is created in Entourage and the Apple address book after adding a Last Name for the contacts in the device and synchronizing.</p> <p><b>Impact:</b> There should only be one entry after synchronization. <b>Workaround:</b> None.</p>
351731	<p>Your contact's PIN number is deleted from the contacts list on your device after changing the contact entry in Entourage.</p> <p><b>Impact:</b> Your contact's PIN number is deleted after changing any field in Entourage. <b>Workaround:</b> None.</p>
337308	<p>Your contact's picture in the Apple Address Book is not lossless when you synchronize with BlackBerry Desktop Manager using the safer sync option.</p> <p><b>Impact:</b> Your contact's picture has been modified with a lower resolution after synchronization. <b>Workaround:</b> In BlackBerry Desktop Manager, click Device Options and select the faster sync option.</p>
322411	<p>The "Display type" field is changed after synchronizing contacts again.</p> <p><b>Impact:</b> "Display type" field is changed automatically. <b>Workaround:</b> None.</p>
128146	<p>With Entourage, if you have two work and home phone numbers on your computer, only one of them is synchronized.</p> <p><b>Impact:</b> You only have one work and home number after synchronizing. <b>Workaround:</b> None. Add number in Apple Address book.</p>
256959	<p>BlackBerry Desktop Manager might become unresponsive if Entourage is configured to be synchronized with .Mac and both perform a background sync.</p> <p><b>Impact:</b> Performance is impacted. <b>Workaround:</b> None.</p>

#### Notes/Memos

313238	<p>Duplication occurs after synchronizing with Mail Notes after performing a Forget Device and then synchronizing again after reconnecting the device.</p> <p><b>Impact:</b> Notes that were synchronized the first time are duplicated. <b>Workaround:</b> None.</p>
SDR 368892	<p>Some note entries are duplicated in Microsoft Entourage and your device if you are also synchronizing with Apple Mail.</p> <p><b>Impact:</b> These duplicated entries shouldn't exist. <b>Workaround:</b> None.</p>

#### Tasks

356655	<p>When the value in the Status field in your device tasks is set to "In Progress," "Waiting," or "Deferred," the value in the Status field in your device tasks is deleted and set to "Not Started" after modifying any field in your iCal Tasks.</p> <p><b>Impact:</b> Status field changes to a misleading value.</p>
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	<b>Workaround:</b> None.
351086	<p>You receive the following message when you synchronize your tasks: "There are no Calendars available for syncing on this computer. Please launch iCal or Microsoft Entourage and create a new calendar."</p> <p><b>Impact:</b> You might not be able to configure your tasks for synchronization.</p> <p><b>Workaround:</b> Close BlackBerry Desktop Manager and create a new calendar in iCal. Launch BlackBerry Desktop Manager again.</p>
212418	<p>In some cases, tasks in Entourage are duplicated after synchronizing without making any changes.</p> <p><b>Impact:</b> There should only be 1 task.</p> <p><b>Workaround:</b> None.</p>

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