



BlackBerry Desktop Manager

Version: 1.0.2

Release Notes

Contents

Product information.....	2
New in this release.....	2
Fixed issues.....	3
Known issues.....	4
Legal notice.....	10

Product information

BlackBerry® Desktop Manager 1.0.2 synchronizes your organizer data (calendar entries, contacts, tasks, and notes and memos) between your BlackBerry device and your Mac computer. If you have an iTunes library on your computer, you can synchronize your music to your device.

You can also use the BlackBerry Desktop Manager to perform the following actions:

- charge your device
- back up and restore your device data
- add, update, or remove device applications

You need to meet the following requirements to use BlackBerry Desktop Manager:

Item	Requirement
BlackBerry® device	<ul style="list-style-type: none">• BlackBerry® Device Software version 4.2 or later• To synchronize your music from your computer to your device, you must have a media card or on-board device memory.
computer	<ul style="list-style-type: none">• Mac OS 10.5.5 or later• an active Internet connection
iTunes library	To synchronize your music from your computer to your device, you must have iTunes version 7.7.1 or later.

New in this release

BlackBerry® Desktop Manager 1.0.2 bundle 08 introduces improvements to device connectivity, synchronization and various fixes.

Fixed issues

This section lists fixed issues (previously unreported) from BlackBerry® Desktop Manager 1.0.1 bundle 02 to BlackBerry Desktop Manager 1.0.2 bundle 08.

Synchronizing data	
Calendar	
347675	BlackBerry Desktop Manager attempted to change entries in Google Calendar using the safer sync option.
Contacts	
353555	If you switched from synchronizing all contacts to selected groups, without selecting any group, contacts were deleted from your device.
354842	A duplicate entry was created in Microsoft® Entourage® and the Apple address book after adding a Last Name for the contacts in the device and synchronizing your data.
351731	Your contact's PIN number was deleted from the contacts list on your device after changing the contact entry in Entourage.
322411	The "Display type" field was changed after synchronizing contacts again.
Notes/Memos	
SDR 368892	Some note entries were duplicated in Entourage and your device if you were also synchronizing with Apple Mail.

Known issues

This section lists known issues for BlackBerry® Desktop Manager 1.0.2 bundle 08.

Backup and Restore

349826	<p>You cannot complete an encrypted backup with a large amount of data in your on-board device memory.</p> <p>Impact: You cannot back up a large amount of this type of data and encrypt it.</p> <p>Workaround: Turn off encryption or delete some data from your on-board device memory.</p>
229616	<p>If a backup directory has insufficient disk space, the backup fails and you are told to try again.</p> <p>Impact: You aren't given an explanation.</p> <p>Workaround: 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>Impact: You cannot restore the backup file.</p> <p>Workaround: Perform the following actions:</p> <ol style="list-style-type: none">1. Change the extension of the .bbb backup file to .zip.2. Extract the backup file.3. Navigate to the Database folder.4. Use the Databases.ipd file to restore the data without on-board memory.

General

374925	<p>BlackBerry Desktop Manager does not connect with some BlackBerry® 7130 Series smartphones using BlackBerry® Device Software 4.2.</p> <p>Impact: You see the following error message "The connected BlackBerry device is not supported by BlackBerry Desktop Manager. Try connecting a different device".</p> <p>Workaround: None.</p>
455401	<p>Progress bar is stuck after disconnecting your device while loading BlackBerry Device Software.</p> <p>Impact: BlackBerry Desktop Manager is frozen.</p> <p>Workaround: Force quit BlackBerry Desktop Manager.</p>
215914	<p>If you force quit BlackBerry Desktop Manager in the middle of synchronizing, future operations might be blocked.</p> <p>Impact: You receive a duplicate key error from Sync Services the next time you try and synchronize.</p>

General	
	Workaround: None.
359036	<p>If you are using Mac OS 10.5, the search feature does not function properly in the BlackBerry Desktop Manager help.</p> <p>Impact: You receive a "No help topics found" message after performing a search in the BlackBerry Desktop Manager help.</p> <p>Workaround: 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>Impact: A "Sync error occurred" message pops up every time you try to synchronize.</p> <p>Workaround: 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 Microsoft® Entourage®. This is intermittent.</p> <p>Impact: An entry has been duplicated.</p> <p>Workaround: 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>Impact: Reminder time hasn't changed.</p> <p>Workaround: None.</p>
Calendar	
365497	<p>There are multiple Entourage calendar entries in iCal when configuring Entourage 2004.</p> <p>Impact: Only one Entourage entry should appear in iCal.</p> <p>Workaround: Delete the extra entries in iCal.</p>
382912	<p>You don't receive a warning when a new calendar event from your device cannot be added to a deleted calendar.</p> <p>Impact: Calendar events are added to a different calendar.</p> <p>Workaround: None.</p>
403184	<p>Attendee status changes from "Accepted" to "Invited" after changing the meeting details after synchronization.</p> <p>Impact: The attendee status shouldn't change.</p>

Synchronizing data	
	<p>Workaround: None.</p>
424446	<p>When synchronizing a daily or weekly all-day recurring event, the end date is one day behind on the device.</p> <p>Impact: The last occurrence should keep the same date as the computer.</p> <p>Workaround: None.</p>
424576	<p>Changing a single instance of an all-day recurring event creates a duplicate entry on your device.</p> <p>Impact: The entry shouldn't be duplicated.</p> <p>Workaround: None.</p>
431336	<p>There is an extra entry on your device calendar when synchronizing a daily, all-day recurring event.</p> <p>Impact: The recurring event ends a day later on your device than on your computer.</p> <p>Workaround: None.</p>
456610	<p>There might be problems synchronizing all-day events from your computer to your device if your device has a different time zone.</p> <p>Impact: After synchronizing, the All Day Event check box isn't selected on your device and the start time isn't updated to the correct time.</p> <p>Workaround: None.</p>
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>Impact: Organizer name shouldn't be added to the attendee list.</p> <p>Workaround: 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>Impact: Changes shouldn't be made to these entries.</p> <p>Workaround: 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 your device.</p> <p>Impact: Synchronizing to the device shouldn't create a duplicate entry.</p> <p>Workaround: None.</p>
355486	<p>iCal is always showing completed date as 2000-12-31 when synchronizing completed tasks from the device.</p> <p>Impact: Completed date should be the actual date, not 2000-12-31.</p> <p>Workaround: None.</p>

Synchronizing data	
SDR 340719	<p>Modifying an instance of a recurring calendar entry creates a new entry.</p> <p>Impact: There are no changes to the existing recurring entry.</p> <p>Workaround: None.</p>
Contacts	
346493	<p>Home fields are duplicated on your computer, if a different home number is added on the device and on the computer to an existing contact.</p> <p>Impact: There is a data conflict, but the conflict resolver window doesn't appear.</p> <p>Workaround: None.</p>
350583	<p>Synchronizing a company contact from your device to your computer doesn't select the Company check box in the Apple Address Book.</p> <p>Impact: Contact doesn't appear as a Company contact.</p> <p>Workaround: Click the Company check box in the Address Book.</p>
426043	<p>After synchronization, you cannot use the "Find" function in your contacts application for your device or when composing an email message.</p> <p>Impact: No matches are found.</p> <p>Workaround: None.</p>
433321	<p>Changing the "Other" fields for a contact on your device creates a duplicate "Other phone" and "Other email" in Apple Address Book.</p> <p>Impact: Only one entry should exist.</p> <p>Workaround: None.</p>
445249	<p>Your contact images are synchronizing to your device as different sizes depending on the quality of the source image, even though the source image is large.</p> <p>Impact: The synchronized image is a different size.</p> <p>Workaround: 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>Impact: 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.</p> <p>Workaround: After the phone numbers are deleted from your device, you can restore these numbers:</p> <ol style="list-style-type: none">1. Rename the custom fields in the Apple Address Book (Home Phone 2 to home, Work Phone 2 to work).

Synchronizing data	
	2. Synchronize your contacts again.
128146	<p>With Entourage, if you have two work and home phone numbers on your computer, only one of them is synchronized.</p> <p>Impact: You only have one work and home number after synchronizing.</p> <p>Workaround: 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>Impact: Performance is impacted.</p> <p>Workaround: None.</p>
Notes/Memos	
361078	<p>Notes stored in Microsoft Exchange are not synchronized to your device.</p> <p>Impact: Only notes that are locally stored on your computer are synchronized.</p> <p>Workaround: None.</p>
396172	<p>Notes are duplicating on your device and your computer when synchronizing with Entourage and Apple Mail.</p> <p>Impact: Notes shouldn't be duplicated.</p> <p>Workaround: None.</p>
313238	<p>Duplication occurs after synchronizing with Mail Notes after clicking Forget Device and then synchronizing again after reconnecting the device.</p> <p>Impact: Notes that were synchronized the first time are duplicated.</p> <p>Workaround: None.</p>
Tasks	
358644	<p>The Category field in your device tasks is deleted after changing any field in your iCal or Entourage Tasks.</p> <p>Impact: Category field shouldn't be deleted after synchronization.</p> <p>Workaround: None.</p>
358782	<p>The time stamp in the due date for the device task becomes 12:00AM after changing fields in Entourage.</p> <p>Impact: The time should remain the same after synchronization.</p> <p>Workaround: None.</p>
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>

Synchronizing data

Impact: Status field changes to a misleading value.

Workaround: None.

351086

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."

Impact: You might not be able to configure your tasks for synchronization.

Workaround: Close BlackBerry Desktop Manager and create a new calendar in iCal. Launch BlackBerry Desktop Manager again.

212418

Tasks in Entourage are duplicated after synchronizing without making any changes.

Impact: There should only be 1 task.

Workaround: None.

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