



BlackBerry Desktop Software

Version: 4.7

Release Notes

Contents

Product information.....	2
New in this release.....	2
Fixed issues.....	3
Known issues.....	4
System requirements: BlackBerry Desktop Manager.....	8
Install the BlackBerry Desktop Software.....	9
Prerequisites: Migrating data.....	9
Legal notice.....	10

Product information

This version of BlackBerry® Desktop Software is intended for use with BlackBerry® devices that are running version 4.0 or later of the Java® based BlackBerry Desktop Software.

New in this release

- Automatically notify users when updates and fixes are available for BlackBerry® Device Manager
- Option to subscribe to notifications for software updates
- Support for Mobile Equipment Identifier (MEID) for CDMA/Dual Mode devices
- Support for BlackBerry® Storm™ 9500 smartphones, BlackBerry® Curve™ 8900 smartphones, and BlackBerry® Curve™ 8350i smartphones
- New software license agreements were added for Kyrgyzstan, Montenegro, and Tajikistan

Fixed issues

This section lists fixed issues from BlackBerry® Desktop Software version 4.7 bundle 55 to BlackBerry Desktop Software version 4.7 bundle 59.

Installation

SDR 280500

BlackBerry® Desktop Manager could not install when the current user had a Japanese (double-byte) user account. This issue was unreported in the previous bundle.

Known issues

This section lists known issues for BlackBerry® Desktop Software version 4.7 bundle 59.

Backup and Restore

SDR 189664	<p>An unknown error message is displayed when restoring on-board device memory with the encryption mode set to Device.</p> <p>Impact: The on-board device memory is not restored.</p> <p>Workaround: In the device options, click Memory. Set the encryption mode to None. Restore the on-board device memory.</p>
SDR 179157	<p>Autoplay dialogs pop up while backing up or restoring on-board device memory.</p> <p>Impact: These dialogs are not expected and may be confusing for users.</p> <p>Workaround: None.</p>

Synchronization

SDR 167492	<p>Your device uses a default calendar, which is the first calendar configured by your device. If you add a second calendar to your device, from another organizer source, and try to synchronize that calendar with the BlackBerry Desktop Manager, your synchronization will fail.</p> <p>Impact: Only your default calendar is recognized by Intellisync. If you try to synchronize your second calendar, you will be prompted incorrectly to add your second calendar entries to your default calendar. This also applies to multiple address books on your device.</p> <p>Workaround: Choose your second calendar as your default one:</p> <ol style="list-style-type: none"> 1. In the device options, click Advanced Options. 2. Click Default Services. 3. Change the Calendar (CICAL) field. 4. Press the Menu key. 5. Click Save. <p>Now synchronize again.</p>
SDR 159827	<p>If you start the BlackBerry Desktop Manager, you might receive the following error message in Intellisync: "Failed to connect to the device."</p> <p>Impact: You might not be able to use the BlackBerry Desktop Manager.</p> <p>Workaround: None.</p>
SDR 91539	<p>Various issues have been reported regarding the synchronization of task reminders with IBM® Lotus Notes®.</p>

Synchronization

Impact: Task reminder times might not synchronize correctly.

Workaround: Correct the task elements in IBM Lotus Notes or on your device manually.

Certificate Synchronization tool

SDR 248611	<p>The Certificate Synchronization tool is unable to fetch the status of a certificate with no host name.</p> <p>Impact: The certificate is deemed good, when the status should be unknown or revoked.</p> <p>Workaround: None.</p>
SDR 243232	<p>Switching from a Bluetooth to a USB connection during synchronization hangs the BlackBerry Desktop Manager. The device is locked at the data transfer screen.</p> <p>Impact: Synchronization cannot continue.</p> <p>Workaround: None.</p>
SDR 241504	<p>Users receive a vague error message, "Unable to acquire link with device.", when content protection or mass storage mode is turned on while connecting their devices.</p> <p>Impact: Users don't have a specific message about why they can't connect their devices, which won't help them resolve the issue.</p> <p>Workaround: None.</p>
SDR 97005	<p>The Certificate Synchronization tool might become unresponsive while fetching certificate status.</p> <p>If your device is connected to your computer with a USB cable, and you open the Certificate Synchronization tool, the Synchronization tool might stop responding during the "Fetching Certificates" stage.</p> <p>Impact: The Certificate Synchronization tool might stop responding.</p> <p>Workaround: Clear the Use CRLs check box on the CertSync > Options > CRL tab.</p>
SDR 103430	<p>If you attempt to download a large batch of certificates (hundreds of certificates) into the Certificate Synchronization tool, the BlackBerry Desktop Manager might close unexpectedly.</p> <p>Impact: The BlackBerry Desktop Manager might close unexpectedly.</p> <p>Workaround: Download certificates in smaller batches.</p>
SDR 134134	<p>If only the Use CRLs check box is selected on the CRL Servers tab of the Certificate Synchronization options, and you click Update Now, a progress bar appears even though it should not.</p> <p>Impact: A progress bar appears even though it should not.</p> <p>Workaround: None.</p>

General

SDR 196615	<p>An error occurs when importing a Lotus Notes ID due to user security settings in the IBM Lotus Notes client.</p> <p>Impact: Users cannot use Lotus Notes Native Encryption.</p> <p>Workaround: Clear the Don't prompt for a password from other Notes-Based programs check box in Lotus Notes. Import the Lotus Notes ID in BlackBerry Desktop Manager.</p>
SDR 50099	<p>In some cases, BlackBerry Desktop Software installation files might fail to register.</p> <p>Impact: Installation will not succeed until dependent files are downloaded.</p> <p>Workaround: For more information, visit http://www.blackberry.com/btsc/supportcentral/ to read article KB03928.</p>

Localization

SDR 99896	<p>Organizer data entries on your BlackBerry device that contain a certain Czech character are not synchronized.</p> <p>Impact: If an organizer data entry on your BlackBerry device contains the following Czech character, , and your Windows codepage is set to Czech, the entry will not be synchronized with the organizer program on your computer.</p> <p>Workaround: None.</p>
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Roxio Media Manager

SDR 145259	<p>You cannot use an existing full version of Roxio Easy Media Creator 9 after installing BlackBerry Desktop Manager .</p> <p>Impact: Users are unable to use Easy Media Creator.</p> <p>Workaround: Install Easy Media Creator after installing BlackBerry Desktop Manager.</p>
SDR 166213	<p>Roxio Media Manager will not install when the user is a member of 110 or more security groups.</p> <p>Impact: Installation cannot be completed.</p> <p>Workaround: Install BlackBerry Desktop Software with an account that is not a member of a large number of security groups.</p>
SDR 247148	<p>When upgrading BlackBerry Desktop Manager with a silent installation, the Roxio Media Manager might not be upgraded at the same time. This occurs from version 4.6 to version 4.7 and is based on the build number in Media Manager > About Media Manager.</p> <p>Impact: This component might not upgrade.</p>

Roxio Media Manager

Workaround: Upgrade BlackBerry Desktop Manager manually.

SDR 124441

In some cases, if you attempt to install the BlackBerry Desktop Manager, it does not install and you receive the following Roxio Media Manager error message: "Unable to find a certificate file."

Impact: BlackBerry Desktop Manager does not install.

Workaround: Re-install the BlackBerry Desktop Manager.

Windows Vista

The BlackBerry Desktop Software supports organizer data synchronization with native Windows Vista™ Contacts, but not Calendar.

SDR 111933

If the BlackBerry Desktop Software is running on Windows Vista, and you attempt to log into an email account through the BlackBerry Desktop Software, you might receive a firewall warning.

Impact: You are prevented from logging in, and a message warning you that BlackBerry Desktop Manager is attempting a network connection appears.

Workaround: Click **Unblock** on the warning message to allow BlackBerry Desktop Manager to connect.

SDR 109696

The IBM Lotus Notes login dialog for BlackBerry Desktop Manager does not display expected information when you load BlackBerry Desktop Manager for the first time.

Impact: The **For User** and **At Location** fields do not display account information.

Workaround: Close BlackBerry Desktop Manager and open it again.

System requirements: BlackBerry Desktop Manager

Item	Requirement
BlackBerry® Desktop Software	<ul style="list-style-type: none"> • Intel® compatible 486 or higher computer that is compliant with USB 1.1 or higher and has an available USB port • Microsoft® Windows® 2000, Microsoft Windows XP, Windows Vista™
Roxio® Media Manager	<ul style="list-style-type: none"> • Windows Vista Home/Business/Ultimate, Microsoft Windows Vista 64-bit. Microsoft Windows XP Home/Pro/MCE (Service Pack 2), Microsoft Windows XP Pro x64 Edition, Microsoft Windows 2000 (Service Pack 4 or later) • BlackBerry® smartphone using version 4.2.0 or later of the BlackBerry Device Software • 1.4 GHz Intel Pentium® 4 or equivalent; 256 MB RAM (512MB or more recommended) • 300 MB of free hard disk space for typical installation of all components • 1024x768, 16-bit color graphics card; 24-bit or 32-bit true color recommended • DirectX 9 or higher compatible sound card and graphics card • Windows Media® Player 10 or higher for Windows Vista and Microsoft Windows XP systems • Microsoft® Internet Explorer® 6 or higher
desktop email programs	<p>To integrate your device with a desktop email program, one of the following email program requirements must be met:</p> <ul style="list-style-type: none"> • Microsoft® Exchange, Microsoft® Outlook® 2000, 2003, XP or 2007 (corporate or workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 Service Pack 4 or later that can receive messages from the Internet • IBM® Lotus Notes® 5.0.6 or later with an email account on an IBM® Lotus® Domino® Server version 5.03 or later (5.0.12 or later recommended) that can receive messages from the Internet • Novell® GroupWise® version 6.5 Service Pack 4 with an email account on a GroupWise® server version 6.5 Service Pack 1 or later that can receive messages from the Internet
organizers	<p>The following organizers are supported for use with Intellisync:</p> <ul style="list-style-type: none"> • IBM Lotus Notes 6, 6.5, 7, 8 • Microsoft Outlook 2002, 2003, 2007 • Microsoft Outlook Express 6, Microsoft Windows Contacts (Vista Address Book) • Novell GroupWise 6.5, 7 • Yahoo!®

Install the BlackBerry Desktop Software

1. Insert the *BlackBerry User Tools* CD into the CD drive of your computer.
 - If your computer is not set to run CDs automatically, a dialog box appears. Double-click **start.exe**.
 - If the Choose Setup Language dialog box appears, click a language. Click **Begin**.
2. On the main menu, click **BlackBerry Desktop Software**.
3. Click **Install BlackBerry Desktop Software**.
4. Complete the on-screen instructions.

Note:

To receive messages on your device, you must integrate your device with an email address during installation, by choosing one of the following setup options:

- **Integrate with personal account:** Select this option if you purchased your device in a store or if you want to set up a new email account with BlackBerry® Internet Service.
- **Integrate with corporate account:** Select this option if you use your company's BlackBerry® Enterprise Server or BlackBerry® Desktop Redirector , and want to use your corporate messaging account, as well as your personal email. To integrate both your business email address and your personal email address with your device, integrate your device with a corporate account first, and then activate your device on the BlackBerry Internet Service web site.

If you are planning to return to a previous version of BlackBerry® Desktop Software (from version 4.3 to 4.1, for example), manually uninstall the newer version of the software before you install the older version of the software.

Prerequisites: Migrating data

When migrating data to a new BlackBerry® device using the Switch Device wizard, the smartphone you are switching must have one of the following Palm® or Windows Mobile® software versions:

- Smartphone or Pocket PC running Windows Mobile 2000, 2002, 2003, 2003 SE, 5.0, 2005, or 6.0
- Palm Treo™ smartphone using Palm Desktop Software 4.0.1, 4.1, 4.1.2, 4.1.4, 4.1.4e or 6.01

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