

# BlackBerry Enterprise Server Express for Microsoft Exchange

Installing and Upgrading BlackBerry  
Enterprise Server Express in a Japanese  
Environment

Version: 5.0  
Service Pack: 4



Technical Note



# Contents

1	Overview .....	4
	Related resources .....	4
2	Supported environments .....	5
	English-only environments .....	5
3	Tested environments .....	6
	Tested and suggested Japanese environments for BlackBerry Enterprise Server Express 5.0 SP4 for Microsoft Exchange .....	6
	What's new in tested and suggested environments .....	7
4	Language options and selections .....	8
5	Installing BlackBerry Enterprise Server Express 5.0 SP4 for Microsoft Exchange .....	9
6	Upgrading to BlackBerry Enterprise Server Express 5.0 SP4 for Microsoft Exchange .....	10
7	Postinstallation tasks for Japanese environments .....	11
	Install the East Asian Language code page for Windows operating systems .....	11
	Configure support for the Japanese language in a Microsoft Exchange environment .....	11
	Configure support for Unicode text in calendars on BlackBerry devices in a Microsoft Exchange environment .....	12
	Using Microsoft Exchange Web Services in a Microsoft Exchange 2007 or 2010 environment .....	13
8	File attachments .....	14
9	Using the BlackBerry Enterprise Trait Tool .....	15
10	Limitations in a Japanese environment .....	16
	Limitations for IT policies .....	16
	Limitations for contact list lookups .....	16
11	Fixed issues .....	17
12	Functioning as designed .....	18
13	Issues with workarounds .....	19
14	Known issues for BlackBerry Enterprise Server Express 5.0 SP4 .....	20
	BlackBerry Administration Service known issues .....	20
	BlackBerry Attachment Service known issues .....	20
	BlackBerry Messaging Agent known issues .....	21
	Japanese localization known issues .....	21
15	Glossary .....	22
16	Provide feedback .....	23
17	Legal notice .....	24

# Overview

1

This document provides information about installing and upgrading to the BlackBerry Enterprise Server Express version 5.0 SP4 in a Japanese environment. It includes the following information:

- Environments that are supported for the BlackBerry Enterprise Server Express version 5.0 SP4
- Known issues in previous versions of the BlackBerry Enterprise Server Express that have been resolved, and known issues that exist in the BlackBerry Enterprise Server Express version 5.0 SP4

This document focuses on issues that are specific to the BlackBerry Enterprise Server Express in a Japanese environment. For detailed information about how to install and manage the BlackBerry Enterprise Server Express, see the BlackBerry Enterprise Server Express version 5.0 SP4 documentation.

## Related resources

Resource	Information
<i>BlackBerry Enterprise Server Express Installation and Configuration Guide</i>	<ul style="list-style-type: none"><li>• System requirements</li><li>• Instructions for new installations</li></ul>
<i>BlackBerry Enterprise Server Express Upgrade Guide</i>	<ul style="list-style-type: none"><li>• Instructions for upgrading a BlackBerry Enterprise Server Express</li></ul>
<i>BlackBerry Enterprise Server Express Administration Guide</i>	<ul style="list-style-type: none"><li>• System setup and management</li><li>• BlackBerry device implementation instructions</li></ul>
<i>BlackBerry Enterprise Server Express Release Notes</i>	<ul style="list-style-type: none"><li>• What's new in the release</li><li>• Fixed and known issues</li></ul>

# Supported environments

2

The minimum requirements for the BlackBerry Enterprise Server Express are listed in the *BlackBerry Enterprise Server Express Installation and Configuration Guide*. The following versions of the BlackBerry Enterprise Server Express are certified for a Japanese environment: 5.0 SP1, 5.0 SP2, 5.0 SP3, and 5.0 SP4.

You should not install any version of the BlackBerry Enterprise Server Express that is not listed as fully supported on a Japanese Windows operating system, because this configuration has not been tested and unexpected results might occur. If you require support for a non-certified version that you installed on a Japanese Windows operating system, it is considered a supported best effort. Best effort support might require you to upgrade to a Japanese-certified version of the BlackBerry Enterprise Server Express, or you might be required to reinstall the English Windows operating system. In these and other related scenarios, Research In Motion might decide not to update the BlackBerry Enterprise Server Express for a particular issue, recommend that you not install the environment, or direct you to find a solution from a third-party developer.

After the software is released, you might encounter other issues that affect Japanese users of the BlackBerry Enterprise Server Express and BlackBerry devices. Post-release issues are documented in the BlackBerry Technical Solution Center at [www.blackberry.com/support](http://www.blackberry.com/support).

## English-only environments

You can use BlackBerry devices with Japanese set as the input language with a non-certified, English-only version of the BlackBerry Enterprise Server Express that is installed on an English Windows operating system. However, users might encounter unexpected issues because this is an untested and non-certified configuration. A best practice is to use a Japanese-certified BlackBerry Enterprise Server Express version with devices that are set to use Japanese as the input language. If an issue is encountered and it is determined that the issue might be due to devices that are being used on a BlackBerry Enterprise Server Express not certified for Japanese, you might need to update the BlackBerry Enterprise Server Express to a Japanese-certified version.

# Tested environments

3

You can use the Japanese-certified versions of the BlackBerry Enterprise Server Express outside of what is listed in the Supported environments topic, provided that you satisfy the minimum requirements that are listed in the *BlackBerry Enterprise Server Express Installation and Configuration Guide*. You can install the BlackBerry Enterprise Server Express in a Japanese Windows network, an English Windows network, or a mixed Japanese Windows and English Windows network. You can install the Japanese-certified versions of the BlackBerry Enterprise Server Express on a Japanese Windows or English Windows operating system.

## Tested and suggested Japanese environments for BlackBerry Enterprise Server Express 5.0 SP4 for Microsoft Exchange

Item	Requirement	Version
Microsoft Exchange	Operating system of host computer	As required by Microsoft
Microsoft Exchange Server	Messaging server software	<ul style="list-style-type: none"> <li>Microsoft Exchange Server 2010 SP2 (64-bit) (Japanese)</li> </ul>
BlackBerry Enterprise Server Express	Operating system of host computer	<ul style="list-style-type: none"> <li>Windows Server 2008 SP2 (32-bit) (Japanese)</li> <li>Windows Server 2008 R2 (64-bit) (Japanese)</li> </ul>
BlackBerry Configuration Database	Operating system of host computer	<ul style="list-style-type: none"> <li>Windows Server 2008 SP2 (32-bit) (Japanese)</li> </ul>

Item	Requirement	Version
		<ul style="list-style-type: none"><li>Windows Server 2008 R2 (64-bit) (Japanese)</li></ul>
BlackBerry Configuration Database	Database server	<ul style="list-style-type: none"><li>Microsoft SQL Server 2008 R2 (64-bit) (Japanese)</li></ul>

## What's new in tested and suggested environments

- In April 2008, Microsoft stopped Mainstream Support of MSDE, but offers Extended Support until April 2013.
- For information about system requirements for Microsoft Exchange 2010, see the *BlackBerry Enterprise Server Express Installation and Configuration Guide*.
- The installation of third-party software on various Windows operating systems is subject to any limitations and requirements that Microsoft indicates.

# Language options and selections

4

When you install the BlackBerry Enterprise Server Express, the language settings are as follows:

- If you install the BlackBerry Enterprise Server Express on a Japanese Windows operating system, the setup application and the BlackBerry Configuration Panel are localized in Japanese.
- If you install the BlackBerry Enterprise Server Express on an English Windows operating system, the setup application and the BlackBerry Configuration Panel are localized in English.
- If you install the BlackBerry Enterprise Server Express on an operating system that is in a language other than Japanese, the setup application and the BlackBerry Configuration Panel are localized in English.

When you administer the BlackBerry Enterprise Server Express using the BlackBerry Administration Service, the language options are as follows:

- When you log in to the BlackBerry Administration Service, you can select a language.
- To change the language option, you must log out, select the new language, and then log in to the BlackBerry Administration Service again.



# Installing BlackBerry Enterprise Server Express 5.0 SP4 for Microsoft Exchange

5

If you are installing the BlackBerry Enterprise Server Express for the first time, see the *BlackBerry Enterprise Server Express for Microsoft Exchange Installation and Configuration Guide* for planning, prerequisites, and installation information.

When you finish installing the BlackBerry Enterprise Server Express, complete the postinstallation tasks for Japanese environments.

# Upgrading to BlackBerry Enterprise Server Express 5.0 SP4 for Microsoft Exchange

6

If you are upgrading the BlackBerry Enterprise Server Express, see the *BlackBerry Enterprise Server Express for Microsoft Exchange Upgrade Guide* for planning, prerequisites, and installation information.

When you finish upgrading the BlackBerry Enterprise Server Express, complete the postinstallation tasks for Japanese environments.

# Postinstallation tasks for Japanese environments

7

## Install the East Asian Language code page for Windows operating systems

Complete this task if the computer that hosts the BlackBerry Attachment Service has an English Windows operating system.

1. On the computer that hosts the BlackBerry Attachment Service, click **Start > Control Panel > Regional and Language Options**.
2. On the Languages tab, select the **Install files for East Asian languages** check box.
3. Click **OK**.

## Configure support for the Japanese language in a Microsoft Exchange environment

You can make sure that the messaging application can display the Unicode messages that the BlackBerry device sends by configuring the BlackBerry Enterprise Server Express to support Unicode languages.

1. On the computer that hosts the BlackBerry Enterprise Server Express, click **Start > Run**.
2. Type **regedit**.
3. Click **OK**.
4. Perform one of the following actions:

- If you are running a 32-bit version of Windows, go to HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents.
  - If you are running a 64-bit version of Windows, go to HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\Agents.
5. If the **MAPIEncoding** registry key exists, perform one of the following actions:
    - Delete the key.
    - Change the value of the key to 1.
  6. Perform one of the following actions:
    - If you are running a 32-bit version of Windows, go to HKEY\_LOCAL\_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Setup.
    - If you are running a 64-bit version of Windows, go to HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\Setup.
  7. Verify that the **ConfigKeystoreCountry** registry key is set to JP for Japanese.
  8. In the Windows Services, restart the BlackBerry Dispatcher.

## Configure support for Unicode text in calendars on BlackBerry devices in a Microsoft Exchange environment

**Before you begin:** In a Microsoft Exchange 2003 environment, install the following hotfixes for wireless calendar synchronization:

- Visit <http://support.microsoft.com/kb/913643> to download and install the required hotfix on the messaging server.
- Visit <http://support.microsoft.com/kb/923537/en-us> to download and install the required hotfix on the computer that will host the BlackBerry Enterprise Server Express.

You must complete this task for all Microsoft Exchange versions to ensure calendar items use the correct Unicode characters in fields such as subject, location, or notes.

1. On the BlackBerry Enterprise Server Express, on the **Start** menu, click **Run**.
2. Type **regedit**.
3. Click **OK**.
4. Perform one of the following actions:

- If you are running a 32-bit version of Windows, navigate to HKEY\_LOCAL\_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Agents.
  - If you are running a 64-bit version of Windows, navigate to HKEY\_LOCAL\_MACHINE\Software\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\Agents.
5. Create a DWORD value that is named **SetLocaleIDs**.
  6. Set the value to **1**.
  7. In the Windows Services, restart the BlackBerry Messaging Agent.

# Using Microsoft Exchange Web Services in a Microsoft Exchange 2007 or 2010 environment

If you are running BlackBerry Enterprise Server Express 5.0 SP4 in an environment that includes users that are on Microsoft Exchange 2007 SP1 or later, you can configure the calendar to use the Microsoft Exchange Web Services interface. Using the Microsoft Exchange Web Services interface corrects the issues described in KB14757 and KB19494 on [www.blackberry.com/support](http://www.blackberry.com/support).

Microsoft Exchange Web Services does not use MAPI and CDO libraries. MAPI and CDO libraries are part of Microsoft Exchange 2003 and are currently end of life with Microsoft. Microsoft only offers Extended Support for MAPI and CDO libraries.

Except for managing calendars, all functions of the BlackBerry Enterprise Server Express continue to use MAPI profiles.

To configure the BlackBerry Enterprise Server Express to use Microsoft Exchange Web Services, see the "Managing Calendars" section in the *BlackBerry Enterprise Server Express Administration Guide*.

# File attachments

8

The BlackBerry Enterprise Server Express versions 5.0 SP1 and later support file attachments in RTF and TXT formats that are encoded in Shift-JIS.

The BlackBerry Enterprise Server Express 5.0 SP4 supports file attachments in Microsoft Office formats and Open Office formats that are encrypted with a password.

For more information about the file formats that the BlackBerry Attachment Service supports, see the *BlackBerry Enterprise Server Express Feature and Technical Overview*.

# Using the BlackBerry Enterprise Trait Tool

9

You can use the BlackBerry Enterprise Trait Tool in Japanese environments and operating systems. However the BlackBerry Enterprise Trait Tool is English-only, and accepts commands, command line options, and characters in the English language only.

For more information about the BlackBerry Enterprise Trait Tool, see the *BlackBerry Enterprise Server Express Administration Guide*.

# Limitations in a Japanese environment

10

## Limitations for IT policies

IT policy rules and Wi-Fi configuration settings that accept string values do not support Unicode text. If you attempt to submit an IT policy that contains Japanese characters, you receive an error message similar to the following:

```
<Policy Name> contains an invalid entry. Unicode strings are not supported for this field. Please use Latin characters only.
```

You can only use Latin characters in the corresponding IT policy rule.

For more information about IT policy rules, see the *BlackBerry Enterprise Server Express Policy Reference Guide*.

## Limitations for contact list lookups

The BlackBerry Enterprise Server Express does not support contact list lookups that use Yomi address fields. Users cannot look up contacts using the phonetic Yomi reading for address book fields. This limitation affects the following tasks:

- Adding contacts to contact lists on BlackBerry devices
- Looking up contacts when sending messages on devices
- Looking up meeting participants when creating meetings on devices

This limitation exists because Microsoft Exchange does not support Yomi fields in the user directory.

Yomi fields are added to the contact list for devices that use BlackBerry Device Software 4.2.2 and later. These fields synchronize with the device and the messaging server when you run BlackBerry Enterprise Server Express version 5.0 SP1 or later.



# Fixed issues

11

Item	Description
DT 1217791	There was a linguistic issue on Japanese error messages during the upgrade to the BlackBerry Enterprise Server Express 5.0.3.
DT 1245881, DT 5443512	In BlackBerry Enterprise Server Express 5.0.3 environments, when a user tries to re-activate the same device immediately after a remote wipe from BlackBerry Administration Service 5.0.3, PIN information disappears on the BlackBerry Administration Service.
DT 2970171	When using BlackBerry MDS Connection Service 5.0.3 MR6 with proxy server, images were not displayed on BlackBerry 5.0.0 and older devices (KB 29850).

# Functioning as designed

12

Item	Description
DT 659238	In the BlackBerry Administration Service, the Browser time zone (GMT) is blank on the Home page.
SDR 332840	<p>When you apply the External Domain application control policy to an application on BlackBerry devices, the application can still access other domains.</p> <p>The device can automatically attempt to use an internal connection. You need to specify both internal and external restrictions to restrict connections to websites correctly. If only external connections are made from the device, you do not need to specify internal restrictions.</p>
SDR 133621	<p>In a BlackBerry Enterprise Server Express for Microsoft Exchange environment, if a user sends a message with Japanese text that is larger than 16,000 bytes from a device, the text displays correctly in Microsoft Outlook. Any text beyond 16,000 bytes is truncated on the recipient's device.</p> <p>For more information, visit <a href="http://www.blackberry.com/support">www.blackberry.com/support</a> to read KB03727.</p>

# Issues with workarounds

13

Item	Description
SDR 176144	<p>In BlackBerry Enterprise Server Express for Microsoft Exchange, a half-sized katakana character in the subject line of a message becomes full-sized when viewed on the device and in Microsoft Outlook. This could mean that the user selected the International Option, Auto select encoding for outgoing messages feature. Microsoft Outlook 2007 will choose ISO-2022-JP and the half width katakana is converted to full width.</p> <p><b>Workaround:</b></p> <p>Turn off the Auto select encoding for outgoing messages feature.</p>
SDR 143513	<p>In certain circumstances, when you upgrade the BlackBerry Enterprise Server Express, wireless synchronization options might not be rendered on the device, and some users cannot synchronize the address book, tasks, or memos wirelessly.</p> <p><b>Workaround:</b></p> <p>Delete and restore the sync service books to correct this issue. Wireless synchronization options appear and wireless synchronization is possible for both memos and tasks. For more information, visit <a href="http://www.blackberry.com/support">www.blackberry.com/support</a> to read KB14294.</p> <ol style="list-style-type: none"><li>1. On the device, in the device options, click <b>Advanced Options</b>.</li><li>2. Click <b>Service Books</b>.</li><li>3. Highlight the SYNC service book.</li><li>4. Press the <b>Menu</b> key.</li><li>5. Click <b>Delete</b>.</li><li>6. When the confirmation message displays, click <b>Delete</b>.</li><li>7. Wait for approximately 30 seconds.</li><li>8. Press the <b>Menu</b> key.</li><li>9. Click <b>Undelete</b>.</li></ol>

# Known issues for BlackBerry Enterprise Server Express 5.0 SP4

14

## BlackBerry Administration Service known issues

Item	Description
DT 495446, DT 570469	When the BlackBerry Enterprise Server Express synchronizes flag requests in Japanese, the status message in Microsoft Outlook is changed to English.

## BlackBerry Attachment Service known issues

Item	Description
DT 640539	If a user on a BlackBerry Enterprise Server Express opens a vCard attachment using Shift-JIS, the Japanese string that is encoded QUOTED-PRINTABLE is not displayed correctly.
DT 1038479	If BlackBerry Enterprise Server Express users with Japanese names are exported to a file in CSV format, the Japanese text may not display correctly in Microsoft Excel.

## BlackBerry Messaging Agent known issues

Item	Item
DT 543428	When a BlackBerry device user with a BlackBerry Enterprise Server Express account receives a vCard in Japanese from a user who has a BlackBerry Internet Service account, the vCard contains incorrect characters and is unreadable.

## Japanese localization known issues

Item	Description
DT 1062458	The Japanese translation of the "Carrier" field is not standardized in BlackBerry Enterprise Server Express 5.0 and later.
DT 1082172	The question mark in the calendar is not localized in BlackBerry Administration Service 5.0 and later.
DT 2359227	The Japanese translation of "Erase Data Delay (hours)" was not correct.

# Glossary

15

<b>CDO</b>	Collaboration Data Object
<b>GMT</b>	Coordinated Universal Time (Greenwich Mean Time)
<b>JIS</b>	Japanese Industrial Standards
<b>MAPI</b>	Messaging Application Programming Interface
<b>MSDE</b>	Microsoft SQL Server Desktop Engine

# Provide feedback

16

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17

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