

BlackBerry Enterprise Server for IBM  
Domino

Version: 5.0  
Service Pack: 4  
Maintenance Release: 4



Maintenance Release  
Notes



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# Related resources

To read the following guides, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs).

Guide	Information
<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 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>• Installation instructions</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>

# What's new in BlackBerry Enterprise Server 5.0.4 MR4

## Enterprise Reporting Service

The Enterprise Reporting Service is included in BlackBerry Enterprise Server 5.0 SP4 MR4 so that BlackBerry Enterprise Server data is included in the dashboard reports of BlackBerry Management Studio version 10.1.

# Installing the maintenance release

## Where to install the maintenance release

Install this maintenance release on any computer that hosts a BlackBerry Enterprise Server and on any remote computer that hosts a BlackBerry MDS Connection Service, BlackBerry Collaboration Service, BlackBerry Attachment Service, BlackBerry Administration Service, or BlackBerry Web Desktop Manager.

## Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2012

This maintenance release works with BlackBerry Enterprise Server 5.0.4 for IBM Domino.

1. On the **Start** screen, click **Control Panel**.
2. Double-click **Programs and Features**.
3. If the window does not display the **Version** column, perform the following actions:
  - a. Right-click on any column heading. Click **More**.
  - b. In the dialog box, click **Version**.
  - c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for IBM Domino**.
5. Verify that the version number is at least 5.0.4 (Bundle 38).

# Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2008

This maintenance release works with BlackBerry Enterprise Server 5.0.4 for IBM Domino.

1. On the taskbar, click **Start > Control Panel**.
2. Double-click **Programs and Features**.
3. If the window does not display the **Version** column, perform the following actions:
  - a. Right-click on any column heading. Click **More**.
  - b. In the dialog box, click **Version**.
  - c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for IBM Domino**.
5. Verify that the version number is at least 5.0.4 (Bundle 38).

# Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2003

This maintenance release works with BlackBerry Enterprise Server 5.0.4 for IBM Domino.

1. On the taskbar, click **Start > Control Panel**.
2. Double-click **Add or Remove Programs**.
3. In the list of currently installed programs, click **BlackBerry Enterprise Server for IBM Domino**.
4. Click **Click here for support information**.

5. Verify that the version number is at least 5.0.4 (Bundle 38).

## Install the maintenance release

If you configured BlackBerry Enterprise Server high availability to limit the downtime of 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.

### Before you begin:

- On the computer that hosts the BlackBerry Enterprise Server, make sure that you can access the installation files that were used to install the BlackBerry Enterprise Server. Depending on how the software was installed, the files might be located on a product CD or in a network location.
- This maintenance release includes updates to the BlackBerry Configuration Database. You must back up the BlackBerry Configuration Database so that you can restore it if the BlackBerry Enterprise Server upgrade process does not complete. For more information about backing up the BlackBerry Configuration Database, see the *BlackBerry Enterprise Server Upgrade Guide*.

1. Using the service account (for example, BESAdmin), log in to the computer that you want to install the maintenance release on.
2. In the Windows Services, stop all BlackBerry Enterprise Server services.
3. Close the Windows Services.
4. Extract the installation files from **besn504mr4.zip** to a folder on the computer.
5. Browse to the location of the setup program files.
6. Double-click **setup.exe**.
7. Complete the configuration screens.
8. Click **Finish**.
9. In Windows Services, restart all BlackBerry Enterprise Server services.

**Note:** If you add a BlackBerry component or change the BlackBerry Configuration Database using the BlackBerry Enterprise Server 5.0.4 Gold installer, you must reinstall the maintenance release, using the steps above.



## Verify that you installed the maintenance release on a computer that runs Windows Server 2012

1. On the **Start** screen, click **Control Panel**.
2. Click **Programs and Features**.
3. If the window does not display the **Version** column, perform the following actions:
  - a. Right-click on any column heading. Click **More**.
  - b. In the dialog box, click **Version**.
  - c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for IBM Domino**.
5. Verify that the version number is 5.0.4 MR4 (Bundle 100).

## Verify that you installed the maintenance release on a computer that runs Windows Server 2008

1. On the taskbar, click **Start > Control Panel**.
2. Click **Programs and Features**.
3. If the window does not display the **Version** column, perform the following actions:
  - a. Right-click on any column heading. Click **More**.
  - b. In the dialog box, click **Version**.
  - c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for IBM Domino**.

5. Verify that the version number is 5.0.4 MR4 (Bundle 100).

## Verify that you installed the maintenance release on a computer that runs Windows Server 2003

1. On the taskbar, click **Start > Control Panel**.
2. Click **Add or Remove Programs**.
3. In the list of programs, click **BlackBerry Enterprise Server for IBM Domino**.
4. Click **Click here for support information**.
5. Verify that the version number is 5.0.4 MR4 (Bundle 100).

# Fixed issues

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

## Activation

If moving a user fails because the application acknowledgment of the move request was not received, the user remains in a pending state, preventing all subsequent activation attempts. This state requires administrator intervention to remove, re-add, and re-activate the user. (DT 6390380).

A delay of over 10 minutes in the OTAKEYGEN process leaves devices in a disconnected state. When promotion of the key fails, the device is left using the old key while is using the new key. In this state, the device can only send and not receive (decrypt) packets from the BlackBerry Enterprise Server. (DT 6738489).

## BlackBerry Administration Service

The BlackBerry Administration Service cannot specify a Server Routing Protocol (SRP) address that begins with a numeral as a fully qualified domain name (FQDN). The associated method within the code assumes it is an IP address and tries to validate it as such. (DT 4405948).

You cannot customize the **Manage Users** view by moving columns to the left side of the view as you did in BlackBerry Administration Service 5.0.3. The columns are anchored will and return to their original position . (DT 5897303).

After an administrator moves a messaging server from primary to backup, the 'Location - server' and 'Location - relative path' database fields are cleared. This happens even if the value of 'Agent who determines organizer data location' was set to 'Administrator only' and the value of 'Override the organizer data location' was set to 'Yes' for all user accounts in BlackBerry Administration Service. (DT 6534093).

When an IT policy change is made through the BlackBerry Administration Service Console, the previous IT Policy is re-sent before the new IT Policy is sent. (DT 6545760).

## BlackBerry Attachment Service

On the BlackBerry device, in the Basic Viewer for Microsoft Excel, negative numbers for the 1000 (thousandth) separator-enabled format appear incorrectly. Parentheses "(" should appear around such negative numbers. (DT 5799453).

Certain Microsoft Office files created with LibreOffice cannot be opened on the BlackBerry device using the basic viewer. Only files saved in Microsoft Excel 97-2003, 2007, and XP or Microsoft PowerPoint 97-2003, 2007, and XP file formats will open on the BlackBerry device. It is expected that all Microsoft Office files created with LibreOffice open on the BlackBerry device. (DT 5975763).

The BlackBerry Attachment Service does not convert date and time data in the Japanese version of Microsoft Excel spreadsheets. (DT 6044493).

There are missing symbols in the BlackBerry Attachment Service memory dumps. This causes difficulties when troubleshooting issues with BlackBerry Attachment Service because the outputs are not legible. (DT 6488503).

## BlackBerry Collaboration Service

On BlackBerry Enterprise Server instances configured for high-availability, the BlackBerry Collaboration Service that uses Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010 fails to start when **Instant messaging server pool is load balanced** is set to **Yes**. The high-availability pair creates duplicate Trusted Service Entries (TSEs) within Microsoft Active Directory for the load balanced instant messaging server pool. (DT 2019072).

## BlackBerry Dispatcher

When two users swap their BlackBerry devices before a failover, the BlackBerry Dispatcher incorrectly detects duplicate personal identification numbers (PINs) and resets the PIN to **0** for one of the users after the failover. (DT 454394).

If no BlackBerry Messaging Agents are connected to the BlackBerry Dispatcher when it broadcasts a failover mode alert (during a failover), the function that handles the broadcast returns an error, preventing BlackBerry Dispatcher from updating itself accordingly. When the next failover occurs, BlackBerry Dispatcher will not attempt to broadcast a failover mode alert to the BlackBerry Messaging Agents. (DT 6503927).

## BlackBerry Enterprise Server Maintenance Release Installer

The BlackBerry Enterprise Server Maintenance Release Installer does not automatically update the Java Runtime Environment (JRE) to version 37 during the initial installation of the maintenance release. (DT 5763463).

## BlackBerry MDS Connection Service

Starting with BlackBerry Enterprise Server 5.0.3 MR6, you could configure BlackBerry MDS Connection Service to route direct Transport Layer Security (TLS) connections through a proxy server, but some connections would fail as BlackBerry MDS Connection Service did not support proxy auto-configuration (PAC) files for direct TLS connections. You can now configure BlackBerry MDS Connection Service to use PAC files to route direct TLS connections through a proxy server. (DT 2737990).

BlackBerry device users cannot browse using BlackBerry MDS Integration Service authentication if they are within a Microsoft Active Directory domain that is separate from the target website. The BlackBerry MDS Connection Service can

query Microsoft Active Directory users via a Lightweight Directory Access Protocol (LDAP) only if they are in the same domain as the web server of the targeted website. (DT 4994857, DT 6110523 ).

BlackBerry device users cannot authenticate using RSA for URLs that are using HTTPS because the BlackBerry MDS Connection Service times out while redirecting to the RSA login webpage. (DT 5894839).

## BlackBerry Messaging Agent

The due date of a follow-up message is synchronized to 6 hours earlier on BlackBerry devices than on the mail client. (DT 1033794).

Email messages return to the original inbox when an Over-the-air Folder Manager (OTAFM) scan encounters duplicate folder documents in the BlackBerry State database. (DT 3165118).

If the **When receiving unencrypted mail, encrypt before storing in your mail file** value is set to **Yes**, the original body text of the email message is not included when a user forwards or replies to messages from outside the domain. (DT 6237681).

Scans, refreshes, and health checks randomly remove handle locks on public folders, causing users to become unsubscribed from public folders after the message: **(SDT00022582) "User has insufficient access privileges to public folder <<publicfolder>> and must be re-subscribed"** is received. (DT 6309158, DT 6309328).

You cannot forward email messages received in Multipurpose Internet Mail Extension (MIME) format using Notes Native Encryption (NNE). (DT 6449714).

The return dates of "Out of Office" notifications are set to the day prior to the correct return date on devices when BlackBerry Enterprise Server is set to the GMT+8 timezone. (DT 6779157).

## BlackBerry Router

On a BlackBerry Enterprise Server instance running on 64 bit computers, the router client counter and the router session counter may become unavailable when used at the same time. This is because the two counters access the same shared memory block. (DT 6316873)

## BlackBerry Synchronization Service

The BlackBerry Synchronization Service drops responses when BlackBerry Enterprise Server is slow to respond to a command to initialize synchronization from/for the address book. This leads to the BlackBerry device retrying the command and the synchronization process is not started. (DT 2087862).

The BlackBerry Synchronization Service produces Short Message Service (SMS) logs that can contain unreadable text or truncated lines after processing a Unicode message. This is due to an issue in the Unicode where least significant bytes are switched for most significant bytes (or vice versa). (DT 2599450).

Having numerous organizer data items may cause a low memory condition within the BlackBerry Synchronization Service. Support for XML chunking between the BlackBerry Synchronization Service and its connectors is required to avoid creating exceedingly large XML packages. (DT 4930615, DT 4415679, DT 6255659).

Processing Short Message Service (SMS) data from large (over 160 character) messages for logging causes the BlackBerry Synchronization Service to become unresponsive, and BlackBerry device users experience interrupted service. (DT 6873904).

## IBM Domino Calendar

When a meeting instance of a recurring series is rescheduled twice, the second update that is sent to the BlackBerry device is identical to the first. (DT 6029270).

Multiple calendar synchronization requests simultaneously arrive to the BlackBerry device when a user returns to a wireless coverage area. This results in calendar synchronization conflicts and users experience synchronization sessions that stop, restart, and eventually timeout. (DT 6296084).

## Logging

Since BlackBerry Enterprise Server 5.0.3 MR7, the BlackBerry MDS Connection Service logs Java Null Pointer Exceptions (NPEs) repeatedly when requesting a push message for a user with no personal identification number (PIN). Depending on the frequency of the push message, the BlackBerry MDS Connection Service can repeatedly log NPEs, causing the logs to grow rapidly to several gigabytes in size and resulting in a disk drive running out of space. (DT 5765689).

## Security

Vulnerabilities existed in how the BlackBerry MDS Connection Service, BlackBerry Collaboration Service, and the BlackBerry Messaging Agent processed TIFF images for rendering on BlackBerry devices. These vulnerabilities could have allowed a potentially malicious user to execute arbitrary code using the privileges of the BlackBerry Enterprise Server login account. (DT 5468999, DT 5542642, DT 5890761, and DT 6098370).

These issues are resolved by an interim security software update. The update replaces the image.dll file that the affected components use with an image.dll file that is not affected by the vulnerabilities. For more information, visit the Knowledge Base at [blackberry.com/support](http://blackberry.com/support) to read article KB33425.

## Wireless calendar synchronization

An invalid calendar synchronization state prevents a server-initiated full synchronization if a full synchronization session was stopped with a non-retry-able error, such as session mismatch error. This can occur when a server attempts to initiate a full synchronization process while the device is offline. Starting with BlackBerry Enterprise Server 5.0.4 MR1, in a case of a non-retry-able error, the server waits 1 hour and resolves any relevant values (such as session number) to allow a new server-initiated full synchronization process to be scheduled. (DT 5291872).

The full calendar synchronization process may not complete if a server rejects device updates for meetings that are canceled or deleted in IBM Notes. (DT 5859843).

# Known issues

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## BlackBerry MDS Connection Service

Kerberos authentication does not complete and is replaced with Microsoft NT LAN Manager (NTLM) authentication when you use Java Runtime Environment (JRE) 1.6 Update 37. The JRE version was updated from 33 to 37 as part of BlackBerry Enterprise Server 5.0.4 MR1. (DT 6721494).

**Workaround:** Revert the JRE to an earlier version, such as JRE 1.6 Update 31 or 33. For more information, visit the Knowledge Base at [blackberry.com/support](http://blackberry.com/support) to read article KB33449.



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