

BlackBerry Enterprise Server for IBM Domino

Version: 5.0
Service Pack: 4



Release Notes

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Related resources

To read the following guides or additional related material, visit <http://www.blackberry.com/go/serverdocs>.

Guide	Information
<i>What's New in BlackBerry Enterprise Server 5.0 SP4 Job Aid</i>	<ul style="list-style-type: none"> • Summary of new features
<i>BlackBerry Enterprise Server Installation and Configuration Guide</i>	<ul style="list-style-type: none"> • System requirements • Installation instructions
<i>BlackBerry Enterprise Server Upgrade Guide</i>	<ul style="list-style-type: none"> • System requirements • Upgrade instructions
<i>BlackBerry Enterprise Server Administration Guide</i>	<ul style="list-style-type: none"> • Instructions for creating and managing user accounts • Instructions for assigning devices to users • Instructions for creating and sending IT policies and profiles • Instructions for sending and managing applications on devices
<i>BlackBerry Enterprise Server Policy Reference Guide</i>	<ul style="list-style-type: none"> • Descriptions of available IT policy rules and application control policy rules • Descriptions of Wi-Fi configuration settings and VPN configuration settings

Fixed in this release

Activation fixed issues

If you created a new user and selected **Create a user with a generated activation password**, the BlackBerry Administration Service did not always send the activation email. (DT 1059145)

BlackBerry Administration Service fixed issues

In some circumstances such as users being moved to a different BlackBerry Enterprise Server, encryption keys being regenerated, or changes in the capabilities of the device, applications may be resent to the handheld. (DT 857857, 1120052, 1211818, 2527733, 2755461, 3192591, 4238379, 4288437)

Miscellaneous and Organization role tabs appeared in the BlackBerry Administration Service, but these tabs could not be edited by an administrator account with the permissions to edit a role. (DT 3623404)

If the cluster JBoss messaging service did not start on the BlackBerry Administration Service, in some circumstances a large number of cached messages were generated, which might have caused an out-of-memory error and slowed performance of the BlackBerry Administration Service. (DT 3552569)

Users received prompts to upgrade the BlackBerry Device Software wirelessly even when the Allow Non Enterprise Upgrade IT policy rule was set to No, or the BlackBerry Device Software deployment managed by BlackBerry Administration Service was set to Yes. (DT 2515469)

In some circumstances, an exception error was displayed when an administrator searched for data using particular search criteria. (DT 2033693)

The BlackBerry Administration Service became slow to respond and administrators could not log in due to an SQL disconnect. (DT 2019181)

Several BlackBerry Web Services API calls were not integrated with the BlackBerry Administration Service. (DT 2330494, 1970659, 1967817, 1938039, 1889249, 1889248, 1889245, 1889244, 1889215, 1889210, and 1889207)

The BlackBerry Administration Service was slow to respond when the Synch SQL table was large and database table indexes were not implemented. (DT 1994939)

The BlackBerry Administration Service stopped responding when it tried to update the device and vendor xml data from blackBerry.com using a proxy. (DT 1990442)

After you upgraded from BlackBerry Enterprise Server 5.0 SP2 to 5.0 SP3, the BlackBerry Administration Service might not have performed as expected. This might have been the result of the BlackBerry Administration Service trying to process a large number of tasks that it could not process during the upgrade. (DT 1968029)

The BlackBerry Administration Service did not clear old addresses from the database, which caused the database to gradually increase in size until you could not add new users. (DT 1842397)

In some circumstances, administrators with the appropriate permissions were not able to see the list of users in a group. (DT 1271633)

Administrators could not send IT policies through the policy server directly, which delayed the delivery of IT policies to devices because of dependencies on previous job tasks. (DT 1225228)

You could not type an FQDN in the VPN Gateway Address configuration setting when you created or managed a VPN profile. (DT 1222124)

If you upgraded the BlackBerry Enterprise Server to 5.0 SP3 while the BlackBerry Administration Service was reconciling jobs, the BlackBerry Administration Service did not finish reconciling jobs after the upgrade process completed. (DT 1216175)

In certain circumstances, after an application was not pushed successfully, the BlackBerry Administration Service was unable send an IT policy or applications to a user account. (DT 1198747)

If one BlackBerry Administration Service instance sent a reconciliation task to a second instance, and the connection between the instances dropped so that the reconciliation task could not complete, reconciliation stopped on all BlackBerry Administration Service instances. The first BlackBerry Administration Service instance then wrote the following error to its log file: "org.jboss.remoting.CannotConnectException: Cannot get connection to server. Problem establishing socket connection for InvokerLocator [sslsocket:". The BlackBerry Administration Service checked for unprocessed reconciliation events every 24 hours and restarted them at that time. For more information, contact Research in Motion Support. (DT 1159175)

If a user switched to another device, the BlackBerry Administration Service sent applications to the device before the device had completed the activation process, and the device could not properly install the applications. (DT 1120052)

If the device expected two .cod files in order to install an application (for example, because it is installing the application in two languages), the BlackBerry Administration Service sent the .cod file twice, but the device only used one, which caused the installation process to fail. (DT 1107285)

When the BlackBerry Administration Service generated an activation password, it did not write anything in its log files or the BlackBerry Configuration Database log files about this event. (DT 1103690)

The Wi-Fi configuration screen still mentioned VoIP profiles, even though they had been removed. (DT 1096681)

If there were thousands of software configuration jobs pending, the BlackBerry Administration Service became unresponsive and administrators were unable to log in. (DT 1087186)

If you moved a user to another BlackBerry Enterprise Server, the BlackBerry Administration Service pushed all applications to the device again. (DT 1080148)

When you exported the asset summary, the BlackBerry Administration Service displayed a Java error message for some user accounts that were associated with activated devices, if the status for the devices was **initializing**. (DT 1066666)

When the BlackBerry Administration Service lost a connection to the BlackBerry Configuration Database, the BlackBerry Administration Service was restarted and some events were not processed. (DT 1042891)

The BlackBerry Administration Service did not support searching for user accounts using the mailbox ID. As a result, if you used the BlackBerry Enterprise Server User Administration Tool, you could not search for user accounts by canonical name. (DT 1034306, 604566)

If a smartphone user's email address was changed in Active Directory, the BlackBerry Administration Service did not update the email address in the BlackBerry Configuration Database or the BlackBerry Administration Service console, and any BlackBerry Administration API based applications did not reflect the change. (DT 1028523)

The interval for the fail safe mechanism in the BlackBerry Administration Service was too long (24 hours), which meant that some events were not processed in a timely manner. (DT 1014960)

In some environments, you could not include proxy connection credentials when you saved a proxy configuration. (DT 1011264)

When you tried to import a BlackBerry Enterprise Server 5.0 SP2 IT policy file into BlackBerry Enterprise Server 5.0 SP3, the error message displayed was misleading. (DT 1006110,)

When you assigned (or removed) a Wi-Fi profile that contained a VPN profile to a large number of users directly, you sometimes saw an exception error in the logs. (DT 992746)

You sometimes experienced performance issues if the BlackBerry Configuration Database contained large numbers of entries in the following tables:

- BASUserApplicationNonReconciliationSubReason
- BASUserApplicationNonReconciliationSubReasonParameters

(DT 980881)

In some circumstances, if you clicked the boundary between rows in the search results after manually re-sizing a column, you caused the resized column to expand again by the same amount it was previously re-sized. (DT 891650)

The description for the Alert component in the BlackBerry Administration Service was incorrect. (DT 855011)

If you had permissions to View an IT Policy and View a Component, you were able to select **Edit** even though you could not complete any changes. (DT 852223)

You could not assign a group to the user that was currently logged in to the BlackBerry Administration Service. (DT 840611)

If you used Mozilla Firefox as the browser for the BlackBerry Administration Service, you could not select a value for Service Group when you changed the configuration sets for the BlackBerry MDS Connection Service. (DT 840327)

If you attempted to create a user account that already existed on the BlackBerry Enterprise Server, the BlackBerry Administration Service displayed the error message: The BlackBerry Administration Service cannot find the records you were looking for. All users matching the search criteria have been created. Verify the search criteria you specified and try again. (DT 455396)

BlackBerry Attachment Service fixed issues

When a user viewed an .xls or .xlsx attachment on their device, negative percentages (example, -25%) were not displayed correctly. (DT 1428205)

BlackBerry devices did not display the date and time in .xls file attachments correctly if the date and time were included in a single cell. (DT 1219993)

When a BlackBerry device user viewed a Microsoft Word 2007 or 2010 attachment on a BlackBerry device, the round bullets in lists changed to square bullets. (DT 1035460)

A user could not view attachments when you installed a BlackBerry Enterprise Server pair and then installed a BlackBerry Attachment Service on a remote computer. (DT 888216)

When the BlackBerry Enterprise Server ran on Windows Server 2008, users could not open .mp3 files on their devices. (DT 395150)

BlackBerry Collaboration Service fixed issues

In some circumstances users could not sign into the Enterprise Messenger client, and received a message stating that the user was logged in from a different computer, even when the user was not. (DT 5273918, 3855406)

Enterprise Messenger contact information (presence and display name) were not displayed properly. (DT 3686259)

In Microsoft Office Communications Server 2007, users could not add contacts using the contacts' SIP addresses. (DT 3167193)

In Microsoft Office Communications Server, users were unable to log in to Enterprise IM due to an issue related to subdomains and cross-domain authentication. (DT 2976494)

For Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010, setting the Enhanced Key Usage attribute as a certificate requirement resulted in an error stating that no certificates were found matching the required criteria. (DT 2969542)

For Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010, some users could not log in to Enterprise IM from a BlackBerry device and they received a message stating that they were already logged in on another device even though they were not. (DT 2327809)

Some valid characters were not permitted in the username or domain name for Microsoft Office Communications Server. (DT 2081919)

Users were unable to log in to Enterprise IM when the BlackBerry Enterprise Server pool and the instant messaging server pool appeared in different DNS subdomains. (DT1115118)

On some occasions, when users were logged in to the client for Microsoft Office Communications Server 2007 R2 on both their computers and their devices, the first reply to a new chat session was not delivered. (DT 1031517)

If a BlackBerry device user using Microsoft Office Communications Server sent instant messages to a recipient that was logged in to both a BlackBerry device client and Microsoft Communicator Web Access, the messages were not received. (DT 525962)

Users were unable to re-invite participants to an expired conference. (DT 353483)

BlackBerry Configuration Database fixed issues

The BlackBerry Enterprise Server components did not start if the Microsoft SQL Server had a certificate larger than 4 KB with JDBC Driver 1.2. The connection to the database failed with a TDS error. (DT 230816)

BlackBerry Configuration Panel fixed issues

The BlackBerry Configuration Panel permitted you to change the Microsoft Active Directory domain name, which could have caused conflicts with the Microsoft Active Directory information configured in the BlackBerry Administration Service if the **Global Catalog Server Discovery** field was not set to **Automatic**. (DT 316060)

In the BlackBerry Configuration Panel, the **SQL Server** field in the **Database Connectivity** tab did not include the instance name of the database server. (DT 137254)

BlackBerry Controller fixed issues

The BlackBerry Controller did not automatically restart the BlackBerry Enterprise Server after the wait count threshold was reached on a hung thread. (DT 764171, DT 442654)

The BlackBerry Mail Store Service terminated when the BlackBerry Controller stopped responding and restarted, causing Domino 8.5.3 and later to crash. (DT 5270682)

BlackBerry Dispatcher fixed issues

If you configured a device to use Wi-Fi connections only, and the device could not connect to the BlackBerry Router, the BlackBerry Dispatcher dropped the messages that it should have queued so that the BlackBerry Enterprise Server could forward the messages to the device when Wi-Fi connectivity returned. (DT 650456)

BlackBerry Mail Store Service fixed issues

If your environment included a large user directory, and you refreshed the user directory using the BlackBerry Administration Service, the BlackBerry Enterprise Server sometimes stopped responding. (DT 1338122)

The BlackBerry Mail Store Service did not use the correct columns in the BlackBerry Configuration Database to determine computer names and instance names. (DT 625895)

BlackBerry MDS Connection Service fixed issues

Images do not display on devices running BlackBerry device software 5.x and older when using BlackBerry MDS Connection Service connected through a proxy server. (DT 2970171).

If you browsed to a website that had a security issue with its certificate, the BlackBerry MDS Connection Service marked the proxy as invalid, causing the proxy to be blacklisted for a short period of time and preventing communication with the BlackBerry MDS Connection Service. (DT 2998545).

In certain circumstances, an app was not pushed to all BlackBerry device users because the central push BlackBerry MDS Connection Service server sent push messages to the wrong BlackBerry MDS Connection Service server. (DT 2612676)

When a TCP connection stopped responding and the BlackBerry MDS Connection Service retried the connection, the BlackBerry Enterprise Server logged an unnecessary stack trace for the connection attempt. (DT 2476461)

The BlackBerry MDS Connection Service did not successfully push data to users in specific high-availability configurations. (DT 2329511)

The BlackBerry MDS Connection Service did not send an error message to the device when it dropped a connection request. (DT 2082262)

Users were unable to browse to internal and external websites from their devices because the BlackBerry MDS Connection Service stopped responding to incoming IPPP requests. (DT 2036927)

The BlackBerry MDS Connection Service could not authenticate users' devices when a domain alias was used. (DT 2031227)

Users were unable to load a map image when a direct request was made to the website. (DT 1995079)

When a device was activated with a SIM card, and then the SIM card was removed, the BlackBerry Enterprise Server was unable to push data to the device over a Wi-Fi connection. (DT 1437011)

If you gave the Microsoft SQL Server a name that contained a dollar symbol (\$), the BlackBerry MDS Connection Service did not start. (DT 1429111)

You could not send push messages to large numbers of users in groups that were on different BlackBerry Enterprise Server instances. (DT 1404460)

If a web server returned a 401 error because the BlackBerry MDS Connection Service provided an expired cookie, the BlackBerry MDS Connection Service could not authenticate with the website. (DT 1221613)

If the list of supported BlackBerry Dispatcher instances for the BlackBerry MDS Connection Service exceeded 256 characters, the BlackBerry MDS Connection Service was unable to process any push requests. (DT 1175023)

If you submitted a certificate request to a certification authority a second time for the same profile, the enrollment might not have succeeded. (DT 1175008)

When you disabled the Use scalable HTTP feature of the BlackBerry MDS Connection Service, users could not access some HTTPS sites. (DT 1170693, 1049666)

If a group in the BlackBerry Administration Service had users that resided on multiple BlackBerry Enterprise Server instances, push messages to that group might not have succeeded. (DT 1125058)

In certain circumstances, the BlackBerry MDS Connection Service experienced a deadlock. (DT 1051874)

If you set the language on a BlackBerry device to Japanese, set **Pull authorization** to **Yes** in the BlackBerry Enterprise Server, and tried to use the device to access a shared folder that has full-width characters in its name, the device displayed an **unauthorized access** error. (DT 987056)

If your organization used a proxy server for web browsing on a device, users could not log in to an application that had been coded with the TLS setting: **EndToEndRequired** (for example, BlackBerry App World). (DT 914899)

The BlackBerry MDS Connection Service wrote low-level messages to the Windows Event Log which might fill the Windows Event Log. (DT 805879)

When a user used the Files application to open a Microsoft Word document that contained Japanese characters and that was located on a shared network drive, BlackBerry MDS Connection Service did not transcode the information as expected and the device did not display Japanese characters correctly. (DT 711282)

Users could not use the Files application to open an RTF document that was located on a shared network drive. (DT 693659)

After you configured the BlackBerry MDS Connection Service to support Microsoft Active Directory authentication, if the user's user name or password included a space, authentication did not complete successfully when a user searched for files from a shared location. (DT 490943)

BlackBerry Messaging Agent fixed issues

When a BlackBerry device user and the BlackBerry Enterprise Server were in different time zones, and the user created a task in IBM Notes, sometimes the task on the device showed the wrong date. (DT 3190874)

In certain circumstances, when you assigned a software configuration to a user account, the BlackBerry Messaging Agent on the BlackBerry Enterprise Server did not update the user's Notes profile document so the BlackBerry Administration Service repeatedly sent the application definitions to the device. (DT 3012205)

The BlackBerry Messaging Agent kept processing the same unread marks for some users with large mailboxes (looping). (DT 2431474)

In some circumstances, BlackBerry device users were unable to reply to Notes Native Encryption (NNE) messages if the original sender was in an adjacent or non-adjacent Lotus Domino domain to the BlackBerry Enterprise Server (DT 2041663, 2081494, 2353687)

If the BlackBerry Enterprise Server was processing a corrupted unread table it did not log an alert or stop processing the table, and eventually stopped responding. The BlackBerry Enterprise Server now logs an alert indicating that the number of unread items is higher than the number of items in the mail file. This behavior is controlled through the CheckUnreadTableSize trait. (DT 2099069)

When a user replied to a message that had a long MIME thread, the message in the Sent mailbox displayed only the new message text and not the MIME thread. Microsoft Exchange users that received the message saw the MIME thread attached as an HTML file in the body of the message, but Notes users did not. (DT 1974198)

On some occasions, handle leaks occurred in UserOutbox::loadUnreadTableObject causing high CPU usage and possible exhaustion of handles available, potentially preventing email messages from being processed. (DT 1476802)

If a user's primary Domino mail server was not available, messages to and from the user were delayed and address lookup did not work correctly. This is resolved for Domino 8.5.4 or later. The behaviour is controlled by the PollByMailServerExt registry key. (DT 1469887, 891474)

When a user created a task in Notes, the due date for the task was incorrect when viewed on the device. (DT 1406072)

On some occasions, the BlackBerry Messaging Agent stopped responding when you removed a user account, or multiple user accounts. (DT 1393528)

The BlackBerry Enterprise Server stopped responding when it processed the out of office profile document for a specific user. (DT 1290954)

Messages that used Shift-JIS encoding did not display correctly on devices. (DT 1199623)

When the BlackBerry Messaging Agent stopped responding and was restarted, there was unnecessary processing of read/unread marks. (DT 1198662)

On some occasions, the BlackBerry Messaging Agent stopped responding when it processed a large email message with embedded attachments. (DT 1196718)

For users that have large numbers of folders (more than 200) the wireless synchronization process was sometimes causing delays in mail service due to high CPU usage. (DT 1178501)

For new users and migrated users, the existing global setup filter did not work until another global setup filter was created. (DT 1170800)

On some occasions, the BlackBerry Enterprise Server stopped responding when reading a task from a user's mail file. (DT 1131260)

If the name of the Lotus Domino server contained an umlaut sign (for example, ü), the BlackBerry Messaging Agent could not initialize a user account that you added to the BlackBerry Enterprise Server. (DT 992387)

If a user clicked on an inline image in a rich-text email message on the device, the user was sometimes unable to open the attachment link and might have received one of the following error messages: Continue to nullunid.txt? or The protocol specified is not supported by the handheld. Please try a different URL message. (DT 903903)

In certain circumstances, when all of the threads for the Novell GroupWise Post Office were busy, the performance of the BlackBerry Enterprise Server slowed. (DT 818658)

In some cases, the BlackBerry Enterprise Server marked busy threads as hung and the BlackBerry Controller restarted the BlackBerry Enterprise Server. (DT 799826)

When the BlackBerry Enterprise Server 5.0 and later synchronized flag requests in Japanese, the status message in Lotus Notes was changed to English. (DT 570469)

When a user configured the option "Encrypt all incoming messages" in the person document, and you configured the BlackBerry Enterprise Server so that it did not support rich text formatting, unencrypted copies of encrypted MIME and RTF email messages appeared in the user's Trash folder. (DT 345273)

BlackBerry Policy Service fixed issues

The BlackBerry Policy Service did not automatically regenerate encryption keys for users that selected the option to manually regenerate encryption keys in BlackBerry Desktop Software. This option is no longer available in BlackBerry Desktop Software and the BlackBerry Policy Service automatically regenerates encryption keys for all users. (DT 2589021)

In some circumstances, the BlackBerry Policy Service stopped responding when processing a SET_ITPOLICY_REQUEST and had to be restarted manually. (DT 2378942)

If the BlackBerry Policy Service needed to synchronize many IT policies and service books, it sometimes caused an SQL timeout and constantly resent the same requests to the device. (DT 1097147)

In certain circumstances, the BlackBerry Policy Service stopped responding because of a null pointer error. (DT 1006866)

If the BlackBerry Policy Service could not connect to the BlackBerry Configuration Database, it crashed. (DT 850530)

BlackBerry Synchronization Service fixed issues

In certain circumstances, the BlackBerry Synchronization Service incorrectly handled a string, which caused the BlackBerry Synchronization Service to stop responding and restart. (DT 5230488)

When a user was migrated from BlackBerry Enterprise Server 4.x to 5.x, the BlackBerry Synchronization Service did not trigger a versioning check so users could not see records belonging to any newly added databases or updated syncable databases. (DT 2077524)

When the BlackBerry Synchronization Service tried to synchronize data for many devices that were not in service, a high CPU usage resulted. (DT 1839166)

In certain circumstances, the throttling code scheduled more slow synchronization requests than expected, which might have increased the CPU usage on the computer where the BlackBerry Synchronization Service is installed. (DT 1008489)

In certain circumstances, when backing up PIN messages for a particular user account, the BlackBerry Synchronization Service stopped responding. (DT 796168)

When a user account initialized, and the synchronization information for the user account was not correct, the BlackBerry Synchronization Service might have stopped responding. (DT 506252)

BlackBerry Web Desktop Manager fixed issues

When you used the default version of USB drivers to connect a BlackBerry device to BlackBerry Web Desktop Manager, sometimes the attached device was not recognized and could not be activated. (DT 1168677)

High availability fixed issues

If a user was migrated to a different messaging server, the user could not send or receive email messages when the BlackBerry Enterprise Server failed over to the secondary server in a high-availability configuration. (DT 2101195)

Logging fixed issues

Unnecessary errors related to time zone appeared in the BlackBerry Messaging Agent (MAGT) logs when a user changed their Windows time zone. (DT 1384985)

If you activated a BlackBerry device with the Middle East language pack on BlackBerry Enterprise Server 5.0 SP2 or later, changed the input language on the device to Arabic, and turned on logging for BlackBerry Messenger using an IT policy rule in the BlackBerry Administration Service (set the Disable BlackBerry Messenger Wireless Synchronization IT policy rule from the PIM Synchronization policy group to No), when you sent a message in Arabic to another device using BlackBerry Messenger, the log displayed the Arabic characters as question marks in the message. (DT 1014073)

SMS log files truncated the first two characters from email addresses in the **To** field. (DT 711626)

Organizer data synchronization fixed issues

PIM rescans were not scheduled for all users due to PIM Rescan Throttling, and PIM synchronization may have been delayed. (DT 2098222)

If you changed the Mappings settings for organizer data synchronization at the component level, the organizer data was not synchronized. (DT 1396390)

When synchronizing organizer data for a BlackBerry device user, the BlackBerry Enterprise Server crashed. (DT 1271859)

Security fixed issues

A vulnerability in the BlackBerry Collaboration Service could have allowed a potentially malicious BlackBerry device user within an organization to log in to the BlackBerry Collaboration Service as another BlackBerry Collaboration Service user within the same organization. The potentially malicious user could then impersonate the legitimate user within the enterprise instant messaging environment. The vulnerability was present in the component that provides connectivity between the BlackBerry Collaboration Service and the following clients on a BlackBerry device:

- BlackBerry Client for use with Microsoft Office Communications Server 2007 R2
- BlackBerry Client for use with Microsoft Lync Server 2010

For more information about the issue, visit www.blackberry.com/btsc to read article KB28524. (DT 2047669)

Insufficient exception handling during the processing of certain PIM items resulted in the agent process of the BlackBerry Enterprise Server restarting. (DT 1271859)

Some BlackBerry Enterprise Server ports allowed weak cipher suites that should have been excluded on certain SSL encrypted connections. (DT 1254022)

Vulnerabilities existed in how the BlackBerry Collaboration Service and the BlackBerry Messaging Agent processed PNG images and 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 1238271 and DT 1125216)

These issues are resolved by this release. The update replaces the image.dll file that the affected components uses with an image.dll file that is not affected by the vulnerabilities. For more information, visit www.blackberry.com/btsc to read KB27244.

A vulnerability existed in the BlackBerry Administration API which could have allowed an attacker to read files that contain only printable characters on the BlackBerry Enterprise Server, including unencrypted text files. Binary file formats, including those used for message storage, were not affected. This issue could have caused resource exhaustion and therefore could have been leveraged as a partial Denial of Service. The vulnerability was limited to the user permissions granted to the BlackBerry Administration API. (DT 1183849)

For more information, visit www.blackberry.com/btsc and read KB27258.

After a user enrolled certificates successfully numerous times with an enterprise certification authority or stand-alone certification authority, an enrollment process sometimes failed while the device was waiting for an approved certificate. (DT 1116098)

If you set the **BlackBerry Device Software deployment managed by BlackBerry Administration Service** option to **Yes**, the BlackBerry Administration Service did not hide the Allow Wireless Security Updates IT policy rule, though it was no longer applicable. (DT 1056730)

By default, the standard unlisted optional application control policy required users to respond to a prompt each time they wanted to run the applications. (DT 1040480)

If you sent the "Delete all device data and disable device" IT administration command before you upgraded, and the BlackBerry Enterprise Server received an acknowledgment from the device that it received the IT administration command after you upgraded the BlackBerry Enterprise Server, the BlackBerry Enterprise Server wrote a NullPointerException error message to its log file. (DT 1027898)

The descriptions for the BlackBerry App World policy rules incorrectly stated that you must use BlackBerry Device Software 5.0 or later. You can use BlackBerry Device Software 4.5 or later with BlackBerry App World 2.0. (DT 788440)

You could not change the password for the key store file that permits the BlackBerry Administration Service to open HTTPS connections. (DT 224771)

Setup application fixed issues

The setup application overwrote the MSI installation log file when you reran it. (DT 1102412)

If you installed BlackBerry Enterprise Server 5.0 SP3 and you wanted to view the BlackBerry Configuration Panel, it took a few minutes to open. (DT 1012449)

If you installed the BlackBerry Enterprise Server and then you installed the BlackBerry Attachment Service on a different computer in the BlackBerry Domain, the remote BlackBerry Attachment Service was missing the BlackBerry Controller instance and logging instance in the BlackBerry Administration Service. (DT 998837)

When you installed the BlackBerry Enterprise Server, and when you entered the SRP and BlackBerry Client Access License information, if you did not click the **Verify** button before clicking **OK**, you were prompted to verify that you had entered the correct SRP and CAL information. (DT 959420)

If you installed BlackBerry Administration Service in a BlackBerry Domain that included an earlier version of the BlackBerry Administration Service running on another computer, the setup application stopped the services for the BlackBerry Administration Service, but did not automatically select BlackBerry Administration Service. This could have left your organization without a running BlackBerry Administration Service. (DT 636597)

You could not remove the BlackBerry Administration Service when you ran the setup application a second time. (DT 630701)

CE events were not formatted correctly in the Windows Event Viewer. (DT 630448)

When you ran the setup application for a second time and the setup application could not connect to the BlackBerry Configuration Database, the setup application displayed the "Error initializing system" error message and did not permit you to change the BlackBerry Configuration Database information. (DT 601826)

When you installed a standby BlackBerry Enterprise Server, if you selected BlackBerry Administration Service in the **Setup options** dialog box, you could not cancel the selection. (DT 525015)

The setup application did not include the disk space requirements for third-party applications that it must install with the BlackBerry Enterprise Server in the **Setup options** dialog box when you installed a BlackBerry Enterprise Server for the first time. (DT 493105)

Upgrade process fixed issues

After an upgrade completed, if you were in the India Standard timezone, the BlackBerry Enterprise Server wrote error messages to its log file indicating that it failed to find the timezone. (DT 1384985)

In certain circumstances, you could not upgrade the BlackBerry Configuration Database from 4.1 SP7 to 5.0 SP3. The following errors appeared in the database installer log file:

```
[CBESDBInstaller::executeRetryDDL] SQL Error COM Error 0x80040E2F - IDispatch error #3119 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "Cannot insert the value NULL into column 'ServiceId', table 'DaveTest.dbo.BASServiceInstances'; column does not allow nulls. UPDATE fails." Native error = 515  
[CBESDBInstaller::executeRetryDDL] SQL Error COM Error 0x80040E2F - IDispatch error #3119 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "The statement has been terminated." Native error = 3621 (DT 1113715)
```

If you upgraded from 5.0 SP1, software configurations that were set to Editable and Visible or Hidden were changed to Read-only and Visible. (DT 1073979)

If you upgraded from BlackBerry Enterprise Server 5.0 SP1 or 5.0 SP2 using a different account than the account you installed with, the upgrade process might not have completed. The setup application wrote the following message to the log file: "[CBESDBInstaller::executeRetryDDL] COM Error 0x80040E37 - IDispatch error #3127 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "Cannot drop the table 'ServerConnectionVTemp', because it does not exist in the system catalog." Native error = 3701". (DT 1036048)

The upgrade process did not preserve the logging level that you set for the BlackBerry Attachment Service. (DT 1028329)

In some circumstances, the IBM Sametime server name was not automatically prepopulated when upgrading to BlackBerry Enterprise Server 5.0 SP3. (DT 984685)

The BlackBerry Enterprise Server now stores passwords that the BlackBerry MDS Connection Service uses to connect to external servers in protected format in the BlackBerry Configuration Database. This change means that when you upgrade to BlackBerry Enterprise Server 5.0 SP3, the proxy credentials for the BlackBerry MDS Connection Service and BlackBerry Collaboration Service were lost. (DT 890282)

If you upgraded from BlackBerry Enterprise Server 5.0 SP1, and you upgraded the only BlackBerry Administration Service instance in the BlackBerry Domain, the setup application permitted you to remove the BlackBerry Administration Service. This could leave your organization without a running BlackBerry Administration Service. (DT 637461)

Wireless calendar synchronization fixed issues

In certain circumstances, a meeting notice was not automatically removed from the inbox on the device when the user accepted the meeting request. If the user then manually deleted the meeting notice, the meeting was also removed from the user's calendar. (DT 5079146)

When a user imported holidays into their calendar, the dates were changed after synchronization. (DT 2386958, DT 1885062)

A user could not complete an activation because the BlackBerry Enterprise Server did not send all calendar packets to the device. The activation process stopped at 99% and the log file displayed the "OTAC too big error" message. (DT 1048907)

When a user rescheduled an instance of a recurring meeting in IBM Notes, the meeting did not always update correctly on the device. (DT 1408883)

If a user accepted an invitation for a meeting on the device, a reminder for the meeting was not set and the user did not receive reminder notices for the meeting. (DT 978589)

When you modified an Anniversary on the device, that was originally created in IBM Notes, and then synchronized with Notes, the duration of the Anniversary was changed to an all day event. (DT 960557)

If a meeting invitee deleted a meeting series and then was reinvited to the meeting series, the meeting invitee could not accept or decline the invitation on a device or using Notes. (DT 685185)

Known issues

Activation known issues

If you activate a device using a wired connection with the BlackBerry Administration Service, and the device has wireless connections turned off, a full synchronization is not triggered. (DT 5748624)

When a device user who has a BlackBerry Internet Service account and a BlackBerry Enterprise Server account activates a new BlackBerry device, the user cannot send email messages using the BlackBerry Internet Service account. (DT 617358)

Workaround: Reactivate the BlackBerry Internet Service account. For more information, visit blackberry.com/btsc to read KB23193.

When a user exceeds the maximum number of attempts for entering the enterprise activation password, there is no notification message displayed on the device. The user has to manually cancel the enterprise activation. (DT 253518)

The BlackBerry Enterprise Server cannot activate a user who uses a Portuguese mail template. (DT 107411)

Workaround: Change the value of the name field to \$inbox.

BlackBerry Administration Service known issues

If you have been inactive in the BlackBerry Administration Service and must log in again, if you click on a user name you are not redirected to the log in screen. A file dialog box opens. (DT 6094066)

Workaround: Close the window and log into the BlackBerry Administration Service again.

If you select the Delete only the organization data and remove device command, the description in the BlackBerry Administration Service incorrectly states that the command removes applications from the device. (DT 6011397)

Workaround: Follow the instruction in the BlackBerry Enterprise Server Administration Guide to delete applications before removing the device.

When viewing the sortable columns in the Manage Users screen of the BlackBerry Administration Service console, you cannot drag and drop any columns over to the locked/anchored section on the left. (DT 5897303)

You cannot successfully edit a deployment job with a status of Ready to run if the start date is today or tomorrow. If the start date is today, you cannot save the change and receive a misleading error message. If the start date is tomorrow, you can save the change but the job is saved with today's date. (DT 5821782)

Setting the Allow Third Party Apps to Use Persistent Store IT policy rule to No blocks application content for all devices, even though the rule is described as obsolete in BlackBerry Enterprise Server 3.6 SP2. (DT 5587752)

Workaround: Set the "Allow Third Party Apps to Use Persistent Store" IT policy rule to No only for policies that manage devices with BlackBerry Device Software 3.6 and earlier. Use the "Is access to the interprocess communication API allowed" application control policy rule for devices with BlackBerry Device Software 4.0 and later.

You cannot remove an Enterprise Messenger application when the Disposition is set to disallowed at the application level. (DT 5631415)

The BlackBerry Administration Service is unable to delete obsolete tasks or jobs. (DT 5519949)

When you remove an IT policy and apply a new IT policy to a user in one action, the IT policy is not immediately applied to the user. (DT 5196177)

In certain circumstances, when you search for users in the BlackBerry Administration Service in different parts of the user interface (Create User, Manage Users, and Manage Group), the maximum number of search results differs and the search might return the following error message: "The search result contains too many records." (DT 4242359)

Workaround: Change the values of the following traits to allow more search results:

BAS_PRESENTATION_SEARCH_RESULT_PAGE_SIZE_TRAIT and

BAS_PRESENTATION_MAXIMUM_NUMBER_OF_SEARCH_RESULT_PAGES_TRAIT

If you assign a customized role to an administrator account, and the administrator assigns a software configuration to a user account that is assigned a customized IT policy, the BlackBerry Administration Service sends the Default IT policy to the device instead. (DT 1227269)

If your organization's Domino domain includes an ampersand (&) in the name, then you cannot edit users' organizer data settings in the BlackBerry Administration Service. (DT 1224473)

If you assigned software tokens to user accounts in a BlackBerry Enterprise Server 4.1 SP6 environment, you cannot remove the software tokens after you upgrade. (DT 1123537)

The BlackBerry Administration Service does not perform as expected when it needs to complete many tasks (more than 2100 tasks) and verify dependencies and optimizations. (DT 1108098)

Workaround: Restart the computer that hosts the BlackBerry Administration Service.

The BlackBerry Administration Service does not use the email address that you specify in the **Sender Address** field in **Devices > Wireless activations > Device activation settings** to send activation email messages. (DT 1101095)

The BlackBerry Administration Service does not permit you to load applications with 5 number groups. The application version must match the following format: XXX.YYY.YYY.YYY, where X and Y are numeric characters. Only XXX is required. (DT 1093369)

In a Japanese environment, if you click the **?** icon in the **Calendar** option under **Manage applications** in the BlackBerry Administration Service, the words "About this calendar" are not translated into Japanese. (DT 1082172)

The BlackBerry Administration Service does not display a descriptive error message when it encounters an issue assigning a device to a user account. (DT 1053380)

Workaround: For information, visit www.blackberry.com/btsc to read KB20015.

If you try to create an administrator account with Microsoft Active Directory authentication and enter a password incorrectly, the BlackBerry Enterprise Server indicates that the **Password** and **Confirm Password** fields are required. However, these fields are only required for BlackBerry Administration Service authentication. (DT 1036448)

In the BlackBerry Administration Service, when you select TCP as the transport protocol for Microsoft Office Communications Server 2007 R2, the **Instant messaging server pool is load balanced** and **Listening Port** fields can still be edited even though they only apply to the TLS transport protocol. (DT 990614)

The BlackBerry Administration Service does not update the status of a job when there are tasks in the job that have been optimized out. (DT 968575)

The BlackBerry Administration Service removes access control rules from a user account when the email address for that BlackBerry device user changes. (DT 879969)

You cannot log in to the BlackBerry Administration Service if the DNS environment contains an invalid service record. (DT 860600)

Workaround: For information, visit www.blackberry.com/btsc to read KB24377.

When you add or remove users, the BlackBerry Administration Service does not update the list of BlackBerry Client Access License instances accordingly until the next day. (DT 849107)

In some circumstances when you upgrade the BlackBerry Enterprise Server from 5.0 to 5.0 SP2 or later, the BlackBerry Administration Service fails to start because of a blank cluster-service.xml file. (DT 810830)

Workaround: For information, visit www.blackberry.com/btsc to read KB23794.

For organizations with a very large number of license keys (several thousand BlackBerry CAL instances), when you try to manage the license keys using the BlackBerry Administration Service, the browser times out or becomes unresponsive. (DT 810241)

You must initiate an organizer data synchronization from the BlackBerry Enterprise Trait Tool rather than the BlackBerry Administration Service. (DT 758496)

When you search for updated BlackBerry Device Software bundles in the BlackBerry Administration Service, the browser session times out and you are logged out of the BlackBerry Administration Service. This issue is the result of missing locale information in the BlackBerry Configuration Database. (DT 755985)

If a user has a personal folder with a name that includes characters that the BlackBerry Administration Service does not support, the BlackBerry Administration Service cannot display the organizer data synchronization pages or email configuration pages for the user. (DT 753954)

After you log in to the BlackBerry Administration Service, the BlackBerry Administration Service might write a socket write error message to its log file. (DT 752116)

When moving user accounts to another BlackBerry Enterprise Server, the BlackBerry Administration Service displays the BlackBerry Enterprise Server that the user account is currently associated with as a destination server. (DT 735296)

If you search for a large number of users in the BlackBerry Administration Service, in certain circumstances, the JVM might run out of memory and no results are returned. (DT 712427)

The way that you can configure the maximum file size for attachments using the Maximum Native Attachment MTH attachment size IT policy rule and the **Maximum Download Attachment Size (KB)** field in the BlackBerry Administration Service is confusing. The BlackBerry Enterprise Server implements the most restrictive setting. (DT 705600)

If you import IT policies from an earlier version of the BlackBerry Enterprise Server into BlackBerry Enterprise Server 5.0 SP1 and later, and the BlackBerry Enterprise Server has different SRP information from the BlackBerry Enterprise Server that it was imported from, you cannot edit the IT policies in BlackBerry Enterprise Server 5.0 SP1 and later and therefore BlackBerry device users cannot send or receive email messages. (DT 695990)

If the SyncFolderList in the BlackBerry Configuration Database contains negative folder ID numbers, you cannot click on the Default Configuration link in the BlackBerry Administration Service. (DT 687309)

If you configure BlackBerry Administration Service single sign-on authentication, the BlackBerry Administration Service does not automatically log in an administrator after the session times out and instead displays the login page. (DT 685800)

If the unique identifier in a user's Person document changes (for example, the user is moved to another IBM Domino domain), the user can no longer log in to the BlackBerry Administration Service using Domino authentication. (DT 649036)

If you delete the authentication type for a user account on the **User Information** tab and then try to add Microsoft Active Directory authentication to the user account, the BlackBerry Administration Service unexpectedly logs out and displays an error. (DT 640074)

If you install the BlackBerry Enterprise Server and the BlackBerry Administration Service on the same computer, change the FQDN of the computer while keeping the IP address the same, and ensure that the previous FQDN is still reachable to the same IP address, the BlackBerry Enterprise Server does not update the BlackBerry Configuration Database correctly and runs jobs at incorrect times, which can cause the database size to increase unexpectedly. (DT 633315)

Workaround: Remove the DNS alias for the previous FQDN and restart the BlackBerry Administration Service.

In certain browsers (for example, Windows Internet Explorer), after you configure the BlackBerry Administration Service to support single sign-on, if you access the BlackBerry Administration Service from a browser that is located on the same computer as the BlackBerry Administration Service, you see the login page. (DT 618098)

Workaround: Use a different computer to login to the BlackBerry Administration Service.

In certain circumstances, when you reconcile IT policies for large groups (for example, 30,000 users), the reconciliation process might stop unexpectedly. (DT 605175)

If you enter an invalid LDAP port value during the installation process, you cannot access the BlackBerry MDS Connection Service settings using the BlackBerry Administration Service. For example, if you enter a value that is not within the range of 1 and 65,535 the LDAP value will be set to NULL. (DT 596589)

Workaround: Contact RIM Technical Support.

When you configure single sign-on authentication for the BlackBerry Administration Service, and do not add the web address of the BlackBerry Administration Service pool to the list of trusted intranet sites in Windows Internet Explorer, the browser displays an HTTP 404 error when you try to access the BlackBerry Administration Service. (DT 571241)

Workaround: Configure the browser appropriately. For more information, see the *BlackBerry Enterprise Server Installation and Configuration Guide*.

If you use the Wi-Fi Link Security EAP-PEAP, you cannot set the **Wi-Fi Inner Authentication Mode** configuration setting in a Wi-Fi profile. (DT 525943)

If you assign the SPNs for the two Kerberos services hosted by the BlackBerry Administration Service (HTTP \<BAS_pool_FQDN> and BASPLUGIN111\<BAS_pool_FQDN>) to more than one Microsoft Active Directory account, when you specify the account information in the BlackBerry Administration Service and click **Save all**, the BlackBerry Administration Service displays the "The username, password or domain name is not correct, Please re-enter" error message. This error message is misleading because it does not inform you that the SPNs are not configured correctly. For more information about resolving this issue, visit www.blackberry.com/btsc to read KB22775. (DT 506774)

When an Enterprise Service Policy prevents a BlackBerry device from being activated, the BlackBerry Administration Service still displays the "The device that is connected to your computer has been activated" message. (DT 491663)

When you click on a BlackBerry MDS Connection Service instance in the **Servers** and **Components** sections, the BlackBerry Administration Service displays a "The request could not be completed" error message if the **Default Server Base Query** field has an empty value. (DT 400528)

Workaround: The valid values for the **Default Server Base Query** field are Null or 1 to 1024.

The **Set Owner Information** field in the BlackBerry Administration Service has a character limit of 125 characters. This is inconsistent with the **Set Owner Info** field on the BlackBerry device which can save up to 127 characters. (DT 354917)

Workaround: Restrict the number of characters you enter into the **Set Owner Information** field in the BlackBerry Administration Service and the **Set Owner Info** field on the users' BlackBerry device to under 125 characters.

In the German version of the BlackBerry Administration Service, when you restart a BlackBerry Enterprise Server, the BlackBerry Administration Service displays question marks (?) for the status. (DT 354723)

After you upgrade the BlackBerry Configuration Database, the user search page might take longer than expected to display. (DT 354697)

If the name of a public folder includes an underscore (_) and the public folder includes subfolders, the BlackBerry Administration Service displays the public folder twice (once with the underscore and once without the underscore). (DT 354629)

When a user enables the option "encrypt all incoming messages" in their person document, enterprise activation fails but the BlackBerry Configuration Database is not updated accordingly and the BlackBerry Administration Service console does not display a message to indicate the failure. (DT 232352)

BlackBerry Attachment Service known issues

Date and time data does not appear correctly when a user opens an Excel spreadsheet that is set to use Japanese. (DT 6044493)

BlackBerry device users running software version 6 or earlier cannot open attachment files larger than 3MB. The attachment file size increase from 3MB to 10MB implemented in BlackBerry Enterprise Server 5.0 SP4 requires BlackBerry device software version 7.x or later. (DT 6941032)

You cannot open files created with Microsoft Office LibreOffice on the some BlackBerry devices. (DT 5975763)

When viewing a Microsoft Excel spreadsheet (.xls, .xlsx) using the Basic Viewer option on a device, if a cell contains a negative value in parentheses for example, (1024), the value is presented as a positive value. (DT 5799453)

When a user views a Microsoft PowerPoint 2007 or 2010 attachment on a device, text in tables might not display correctly or at all. (DT 1030847, DT 1030472)

In certain circumstances, the device does not display a Microsoft PowerPoint document correctly. (DT 91523, SDR 336357)

When users attempt to open large Microsoft Word files or Microsoft PowerPoint files from a remote file location, on an intermittent basis the device cannot display the files. This is due to an issue with how the BlackBerry MDS Connection Service and the BlackBerry Attachment Service communicate. (DT 661572)

If you configure a BlackBerry Enterprise Server to use a remote BlackBerry Attachment Service, stop the local BlackBerry Attachment Service, and upgrade the BlackBerry Enterprise Server, the remote BlackBerry Attachment Service cannot process attachments. (DT 658624)

Workaround: In the BlackBerry Administration Service, modify any of the settings for the BlackBerry Attachment Connector, save your changes, and then change the settings back to their previous values.

Users cannot view .doc files created using Kingsoft Office 2009. (DT 527857)

Users cannot view text in columns in a .pdf file when they use the "View as text" option. (DT 473169)

When users view .pptx files on their devices, the sizing and spacing of tables might not display properly. (DT 208027)

BlackBerry Collaboration Service known issues

Users on the desktop client for Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010 sometimes see the following error message: "<user> is active on a device that can't receive IM" when sending an instant message to a user logged into the Enterprise Messenger client. (DT 1123476)

BlackBerry Configuration Database known issues

If a user updates the auto-signature while the BlackBerry Configuration Database is offline, the BlackBerry Enterprise Server does not synchronize the update and it is lost. (DT 1383443)

When you are using the BlackBerry database notification system, you cannot change the pool name of the BlackBerry Administration Service using the BlackBerry Configuration Panel. (DT 1010745)

Workaround: Uninstall the BlackBerry database notification system, change the pool name of the BlackBerry Administration Service, and reinstall the BlackBerry database notification system.

In certain circumstances, you cannot delete an old BlackBerry Enterprise Server instance from the BlackBerry Administration Service. (DT 1005498)

The current LoadPlugSynchronization.sql script removes duplicate table IDs from the SyncDeviceMgmt table, however it does not remove redundant counts. (DT 595731)

The BlackBerry database notification system does not always function correctly because the extended stored procedures required to obtain the host name, machine name, and computer name of the BlackBerry Configuration Database server are stored in the master database that is not accessible for some organizations, for security reasons. (DT 564423)

When you upgrade the BlackBerry Enterprise Server without installing the BlackBerry database notification system, the dbo.GetHostName stored procedure is also installed in the BlackBerry Configuration Database, though it is not required. (DT 560408)

The BlackBerry Administration Service stops responding when adding user accounts if there is a large number of groups (more than 3000) in the BlackBerry Configuration Database. (DT 493278)

If you use the user and server statistics in Microsoft SQL Server, performance issues might occur. (DT 399135, SDR 188502)

The BlackBerry Enterprise Server components will not start if the Microsoft SQL Server has a certificate larger than 4 KB with JDBC Driver 1.2. The connection to the database fails with a TDS error. (DT 230816)

Workaround: You can either reduce the size of the certificate, issue a smaller certificate, or remove the certificate from the Microsoft SQL Server.

If you are using the BlackBerry database notification system, RimEsp.dll might cause memory fragmentation in the Microsoft SQL Server. (DT 104132)

Workaround: Remove the BlackBerry database notification system from the Microsoft SQL Server.

BlackBerry Configuration Panel known issues

The log file for the setup application does not contain information about the BlackBerry Configuration Panel. (DT 835622)

A BlackBerry Configuration Panel can update BlackBerry Administration Service information in the BlackBerry Configuration Database even though the BlackBerry Configuration Panel is not at the same version as the BlackBerry Configuration Database. For example, you can edit the Microsoft Active Directory settings for the BlackBerry Administration Service in an earlier version of the BlackBerry Configuration Panel. If you do so, you cannot access the BlackBerry Administration Service page in the Components view of the BlackBerry Administration Service and the BlackBerry Administration Service displays the "The application has encountered a system error. Please report this error to the System Administrator. (EXCEPTION-com.rim.bes.bas.servicemanager.ServiceNotFoundException)" error message. This issue only applies to BlackBerry Administration Service. (DT 750369)

BlackBerry Controller known issues

When the BlackBerry Controller is running and a user shuts down Windows using Remote Desktop Connection, Windows writes the following error message to the System Event Log indicating that the computer did not shut down correctly: "The previous system shutdown was unexpected". (DT 989942)

Workaround: Stop the BlackBerry Controller manually before you shut down Windows using Remote Desktop Connection.

If the BlackBerry Controller creates multiple consecutive dumps on hung threads, the latest dump file overwrites the previous dump file if the latest file is created in the same minute as the previous dump file; the dump files are named based on the minute that they are created. (SDR 214488)

BlackBerry Dispatcher known issues

If a Wi-Fi connection is opened between the BlackBerry Enterprise Server and a BlackBerry device while keys are being generated, the BlackBerry Enterprise Server may send the device two KEY_ACCEPT packets which leaves the device without an encryption key. (DT 904881)

Workaround: Users should regenerate the encryption key manually.

If two device users swap devices and then failover occurs, the BlackBerry Dispatcher detects duplicate PINs and resets the PIN to 0 for one of the devices, causing the device to stop functioning. (DT 454394)

Workaround: Restart the standby BlackBerry Dispatcher before the failover occurs, or reactivate the user when the PIN is reset to 0.

In certain circumstances, the BlackBerry Dispatcher removes user accounts and then re-adds them at a later time. (DT 403695)

If the BlackBerry Dispatcher does not have an active SRP connection, it is unable to promote its standby connection to active, which might prevent the BlackBerry Enterprise Server from communicating with devices. (DT 3467500)

BlackBerry Enterprise Server Alert Tool known issues

In certain circumstances, on Windows Server 2008 operating systems, BlackBerry Enterprise Server version 5.0 alert console messages are not supported. (SDR 281079)

BlackBerry Mail Store Service known issues

The BlackBerry Mail Store Service does not try to connect to the global catalog server again if MAPI returns the error "0x80040200" to the BlackBerry Enterprise Server. (DT 5862645)

When you configure the folder redirection settings in the BlackBerry Administration Service, you receive an error message and the process fails. (DT 5923952)

The BlackBerry Enterprise Server only makes contact databases available for BlackBerry device users if the user's name is explicitly listed in the ACL or if the Default access level grants the permission. The user cannot view a contact database on the device if the user is a member of a group with the appropriate ACL. (DT 1200410)

It can take longer than expected to receive email messages on a BlackBerry 9300 smartphone. (DT 1121063)

In certain circumstances, a null value might be passed to MailStoreDomino:GetServersList as the list of available servers, causing the server to stop responding. (DT 892790)

In an environment that includes multiple IBM Domino domains that are cross-certified, when you add a user account in the BlackBerry Administration Service using the "Add user from company directory" option, the BlackBerry Administration Service does not create the user account correctly and the user cannot log in to BlackBerry Web Desktop Manager. (DT 619027)

Workaround:

1. Verify that all Domino servers and address books are added in the BlackBerry Administration Service. To do so, in the BlackBerry Administration Service, go to **BlackBerry Solution topology > Component view > Email > <Instance_Name>**.
2. Remove and add the user account again.

The BlackBerry Mail Store Service only populates Domino servers that are in the same Notes Named Network in the BlackBerry Configuration Database. This means that if you try to change the **Location - server** field in the Organizer data synchronization options in the BlackBerry Administration Service, the BlackBerry Administration Service only displays the Domino servers that are in the same Notes Named Network as the BlackBerry Mail Store Service in the list. (DT 579807)

Workaround: Verify that all Domino servers and address books are added in the BlackBerry Administration Service. To do so, in the BlackBerry Administration Service, go to **BlackBerry Solution topology > Component view > Email > <Instance_Name>**.

If a user has duplicated person documents in the address book, when the BlackBerry Mail Store Service updates the contact list information in the BlackBerry Configuration Database, the BlackBerry Mail Store Service attempts to add the same user twice to the BlackBerry Configuration Database and logs the following message in its log file: "MailStoreDomino::RefreshEntriesFromNAB - Duplicate entry found. Record not inserted into the MSAddresses table - tuser@testnet.rim.net." The email address included in the message is not necessarily the email address of the duplicated user, but the last email address of the batch that the BlackBerry Mail Store Service processed. (DT 507418)

BlackBerry MDS Connection Service known issues

After upgrading the BlackBerry Enterprise Server, the BlackBerry MDS Connection Service may repeatedly write `NullPointerException` error messages to its log file which may result in insufficient disk space. (DT 5765689)

If a web server returns a 401 error because the BlackBerry MDS Connection Service provide an expired cookie, the BlackBerry MDS Connection Service cannot authenticate with the web site. (DT 122613)

Workaround: Instruct the user to delete all the cookies, browser cache, and browser passwords from the device.

Proxy mapping settings do not support the plus sign (+) as part of the proxy rule expression. (DT 1195239)

Workaround: Try using an asterisk (*) instead.

The BlackBerry MDS Connection Service does not write any information to its log file indicating whether a push was successful or not. (DT 819201)

If a device is connected to a Wi-Fi network only (mobile network is turned off) and the user browses to a .pdf file, the user cannot save the .pdf file and the .pdf file opens as a blank page. This issue is because the device tries to use a browser transport that uses the BlackBerry Enterprise Server if direct Wi-Fi transport does not work. (DT 809117)

When a user browses to a file using the Files application, and the device specifies an Accept header but the BlackBerry MDS Connection Service cannot identify the MIME content type, the HTTP handler can forward the content to the device, but the DFTP handler cannot and returns status code 406. (DT 807485)

If a URL includes escaped Unicode characters (for example, %u00), the BlackBerry MDS Connection Service attempts to convert the URL and the device displays an Invalid Authority error message. (DT 606970)

When the BlackBerry MDS Connection Service downloads an attachment from a web server that uses HTTPS, the BlackBerry MDS Connection Service writes an `IOCancelledException` error message to its log file and cannot download the attachment. (DT 531836)

When a user browses to websites that contain Microsoft PowerPoint presentations, the browser on the device might not display slides correctly. (DT 349191)

Workaround: On the computer that hosts the BlackBerry MDS Connection Service, in `C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\Servers\instance\config`, in the `rimpublic.property` file, add the following property: `AsClientConfig.ChunkSizeKBytes=1024`.

If you import a self-signed certificate into the proxy server keystore, users cannot install an application that the BlackBerry MDS Connection Service accesses using HTTPS as the secure status of the certificate is not maintained. The users see an HTTP 500 error on the device. (DT 344187)

Workaround: Use certificates that are signed by certification authorities.

BlackBerry Messaging Agent known issues

In some circumstances, if a user account is part of a group that has an SMTP address, when you perform a look up on the group, the SMTP address is returned instead of the group name. (DT 5817623)

If an email address contains multiple domains appended to the SMTP address (for example, user@internet.domainA@domainB@domainC), only the first and last domains are recognized by the BlackBerry device. (DT 5779249)

If you remove a user account, the BlackBerry Messaging Agent may crash. (DT 5730533)

When a BlackBerry device user replies or forwards an email message and uses a different font than the original message, the font changes to match the font from the header of the previous email message. (DT 5485984)

With certain devices, the To and From data in email messages is removed after restoring a backup file to the device. (DT 2407010)

In certain circumstances, images and text in an HTML email message overlap, making it difficult to read on the device. (DT 2084433)

In certain circumstances, when a user forwards a message with inline attachments from a device, the BlackBerry Enterprise Server replaces the images with image place holders. (DT 1081660)

If you change the location of a user's mail file when both Domino and the BlackBerry Enterprise Server are not running, the BlackBerry Enterprise Server writes an unclear message to its log file. Instead of writing "Mail File changing from mail \jlambier.nsf to mail\lambierj.nsf for user James Lambier/Marketing/Example" it writes the user name in canonical format: "Mail File changing from CN=James Lambier/OU=Marketing/O=Example to mail\lambierj.nsf for user James Lambier/Marketing/Example". (DT 1057099)

If the BlackBerry Messaging Agent cannot connect to the BlackBerry Configuration Database when it is synchronizing organizer data after the user's mail file is updated, the BlackBerry Enterprise Server crashes. (DT 1057086)

After the BlackBerry Messaging Agent synchronizes all content, it requests that the device delete any duplicate entries in the contact list. However, if the BlackBerry Synchronization Service and the device have not yet completed the synchronization process, the device might fail the deletion process. (DT 1054438)

If you turn on the out-of-office feature on the BlackBerry Enterprise Server and the device, the BlackBerry Messaging Agent log file and the Windows Event Viewer include Level 1 error messages that are not relevant. (DT 1049961)

If you migrate users that have Inboxes with folders using the BlackBerry Enterprise Transporter, the BlackBerry Enterprise Server does not re-synchronize the folder structure on the device and the device cannot create folders. (DT 1049385)

Workaround: Instruct the user to turn off wireless reconciliation for at least a minute and then turn it back on again.

The BlackBerry Enterprise Server does not deliver email messages to a standby instance of a Domino server in another domain when the primary instance of a Domino is unavailable. (DT 969288)

Workaround: You can create connection documents on the BlackBerry Enterprise Server and the standby instance of the Domino server which schedules mail routing and results in email messages being routed to the other domain. Note that this may result in delays in the delivery of email messages.

When a Domino server is unavailable, users lose their public folder contacts on their devices. (DT 960509, DT 960502)

If you attempt to migrate a user using the BlackBerry Enterprise Transporter, the migration fails. (DT 914268, DT 484418)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. 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\Dispatcher.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
4. Create a DWORD key named **DbCheckIntervalSec**.
5. Change the value of the key to a low value (for example, 10) which should reduce the number of failures.
6. Restart the BlackBerry Dispatcher service.

Note that this registry setting value should be removed or changed after the BlackBerry Enterprise Transporter migrates the user to eliminate needless database traffic.

If a user clicks on an inline image in a rich text email message on the device, the user does not receive consistent results. For example, the user sometimes views the correct short menu, receives a "Continue to nullunid.txt?" message, or receives the following error message: "The protocol specified is not supported by the handheld. Please try a different URL". (DT 903903)

In certain circumstances, a valid email message that arrives in the Inbox is processed but the message is assigned MessageState="10" and is not sent to the device. (DT 862331)

If a user receives an email message that was forwarded from a Novell GroupWise user, when the user opens the message on a device and selects "More" or "More All", the following error message displays and the user cannot view the original message: "Error formatting More Result for device, or not enough data to send". (DT 834647)

In certain circumstances, the BlackBerry Messaging Agent stops responding while processing messages for a user mailbox. (DT 821883)

If a user receives a Notes Native Encryption email message and the user does not have an ID file in the mail file, the email message is deleted and a file with the date and time of the email message appears in the trash folder of the mail file.

Workaround: Import the ID file into the user's mail file to support Notes Native Encryption on the device. (DT 818659)

When you move a user account using the BlackBerry Enterprise Transporter from a BlackBerry Enterprise Server pair, high availability does not work for the BlackBerry Enterprise Server pair. (DT 773527, DT 760017)

If a user sends an email message from the device but the user's mailbox is over quota, the device incorrectly indicates that the message is sent. (DT 765940)

In some cases, email messages sent from devices are encoded using binary instead of base64. The incorrect encoding can result in validation software rejecting the email messages. (DT 761410)

When you stop the BlackBerry Enterprise Server, the BlackBerry Enterprise Server might still attempt to process system statistics, which can cause the BlackBerry Enterprise Server to crash. (DT 716687)

The following log entries in the BlackBerry Messaging Agent log file show up when you set the logging level to informational, even though they are debug level messages: 40015, 40375, 40352, 40429, 45058, 40057, and 40243. (DTs 685401, 685389, 685361, 685354, 685345, 685343, and 685331)

When the BlackBerry Enterprise Server synchronizes a large address book, it might use more memory than expected and might reinitialize the synchronization process. (DT 616546)

Workaround: Remove unnecessary contacts from the address book.

If a Notes user replies from a device to a message sent from Microsoft Outlook, the recipients cannot open the message using Notes. (DT 602743)

Workaround: Instruct senders to send messages in opaque format.

If users create new folders on the device using Japanese characters, the folders are not synchronized to the users' email applications. (DT 596277)

The BlackBerry Messaging Agent might stop responding because it caches too many unread messages. (DT 587607)

Workaround: Remove the affected users or switch their mail database to a clean mail database.

If you configure the BlackBerry Enterprise Server to prepopulate messages on the device, activate the device, cancel the activation process and reactivate the device, the messages that were cancelled are not present until the BlackBerry Enterprise Server restarts. (DT 556404)

If a user receives an email message that was sent with the Prevent Copying delivery option, and then sends a reply, the error message "Attachment upload failed on server" appears on the device. (DT 541645)

When a user sends a Base-64 encoded message that includes UTF-8 characters from Notes, the device cannot display the message. (DT 540326)

When you migrate a user using the BlackBerry Enterprise Transporter while the device is out of the wireless coverage area, the device might reject queued messages if it has not yet received updated service books from the destination BlackBerry Enterprise Server. This issue also applies to folders, calendars, and other packet types. (DT 523005)

Workaround: Resend the messages.

If users send a plain text email message that is smaller than 2 KB to devices, devices display the "More available: 1 bytes" message at the end of the message. (DT 502079)

Workaround: In the Email options on the device, turn on Auto More.

If the BlackBerry Enterprise Server is restarted between the point that the messages are queued up and then resubmitted to the device, the BlackBerry Enterprise Server can send messages that are 2 years old to the device. (DT 491629)

If you move a user account from a BlackBerry Enterprise Server that is not running to a BlackBerry Enterprise Server that is, the BlackBerry Enterprise Server recreates the profile database and creates a new data source ID for the user account. This issue results in a full synchronization process. (DT 485933)

The device cannot display images that are embedded in rich-text email messages. (DT 470732)

A user may be denied access to a public folder even though they are members of a group that is included in the access control list in Notes. (DT 461809, DT 448774)

Workaround: Manually add the user account to the access control list.

If a user is restricted from accessing a public folder using Notes while the BlackBerry Enterprise Server is not running, when the BlackBerry Enterprise Server is restarted the user still has access to the public folder. (DT 451773)

Workaround: Permit the user access to the public folder and then restrict access to that folder when the BlackBerry Enterprise Server is running.

When the SRP thread stops responding, the BlackBerry Controller does not restart the threads and messages cannot be delivered to the device. (DT 445451)

Workaround: Restart the BlackBerry Controller.

In certain circumstances, the BlackBerry Messaging Agent attempts to delete memory handles that it did not create and writes the "Assertion failed: Deleted Memory handle which we did not allocate" error message to the log file. (DT 403648)

The average message latency (the average length of time between the message arriving on the mail server and the delivered message appearing on the user's device) is not calculated correctly. An event error 40181 appears in the log file every 15 minutes. (DT 403553)

In certain circumstances, when a user uses a device to send email messages that contain HTML and rich content, the email messages do not display on the recipients' devices. (DT 403549)

In certain circumstances, if an email message contains images, the device does not display the images and the "Assertion failed: Deleted MEMHANDLE handle which we did not allocate" error message appears in the BlackBerry Messaging Agent log file. (DT 403542)

In certain circumstances, users receive email messages in a different order than how they arrived in the messaging server. (DT 403427)

In certain circumstances, if you reactivate a user account, the BlackBerry Messaging Agent cannot synchronize the user's address book or journal over the wireless network. (DT 403206)

Workaround: Connect the device to a computer that can access the BlackBerry Administration Service and populate the user's address book and journal. The user's address book and journal will successfully update over the wireless network.

When a user changes the email address of a contact on a device, the update does not synchronize to Notes. (DT 401884)

Workaround: Use Notes to change the email addresses of contacts.

After you move a user to a new BlackBerry Enterprise Server, organizer data synchronization does not occur. (DT 401036)

Workaround: Restart the BlackBerry Controller to restart the BlackBerry Messaging Agent.

If a user forwards a message with a .wav file attachment, the recipient cannot open the attachment on the device if support for rich-content email messages is turned on for the device. (DT 400595, SDR 218023)

Workaround: Turn off support for rich-content email messages for the device.

If a user forwards a message to a large number of recipients (over 350) using their device, the body of the original message might be blank. (DT 395576)

Workaround: Select the "Prefers Notes Rich Text" option in the **Format preference for incoming mail** field in Notes when sending an email to a large number of recipients (over 350).

If you change the name of a user in Domino and replicate the change to the BlackBerry Enterprise Server, the BlackBerry Administration Service does not display the updated name. (DT 392812)

Workaround: Restart the BlackBerry Dispatcher.

In certain circumstances, after adding a user's email address to the contact list, the email address on the device does not include the domain information. (DT 375379)

Workaround: On the device, add the domain information to the email address.

If a user sends a message to more than 32 recipients, all recipients receive the message, but only the first 32 recipients display in each of the To, CC, and BCC fields on a recipient's device. If a user selects Reply To All from the device, the reply is sent to the truncated list of 32 recipients only. (DT 375175)

Workaround: If you want message replies to be sent to all recipients, including those that are not listed in the To field, in HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents, create the DWORD value HonorInsertOriginalRecipients and set the value to a non-zero number.

If you do not replicate the BlackBerry state databases to the standby BlackBerry Enterprise Server, when you start the standby BlackBerry Enterprise Server for the first time, user initialization might take longer than expected. (DT 359879)

Workaround: Replicate the BlackBerry state databases to the computer before installing the standby BlackBerry Enterprise Server.

If you add another email address to a user account in Domino and separate the email addresses using a carriage return, the log file for the BlackBerry Messaging Agent includes the carriage return. (DT 357088)

Workaround: Use only one email address for each user account.

When the BlackBerry Enterprise Server sends a new key to a device, or a device is reactivated, the Activation status does not update correctly in the BlackBerry Administration Service. (DT 356625)

After sending an email message that includes a large attachment to a device, the pending packets count on the BlackBerry Enterprise Server increases. (DT 351346)

Workaround: Restart the BlackBerry Enterprise Server.

When a user configures the option "Encrypt all incoming messages" in the person document, and you configure the BlackBerry Enterprise Server so that it does not support rich text formatting, unencrypted copies of encrypted MIME and RTF email messages appear in the user's Trash folder. (DT 345273)

Workaround: In the BlackBerry Administration Service, configure the BlackBerry Enterprise Server to support rich text formatting and inline images in email messages.

The BlackBerry Messaging Agent does not send messages that include .vcf file attachments that are larger than 127 KB to a device. (DT 306156)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. 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\Dispatcher.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
4. Create a DWORD key named **MaxUncompDataSizeBytes**.
 5. Change the value of the key to the maximum size, in bytes, of .vcf file attachments that you want the BlackBerry Messaging Agent to send to a device. The default value is 130048 bytes (127 KB).
 6. Restart the BlackBerry Dispatcher service.

BlackBerry Policy Service known issues

In certain circumstances when a user tries to update device software over the wireless network, from version 6.0.0.461 to 6.0.0.666, specifically if the device is a BlackBerry Bold 9700, the following error occurs: "not consistent with device version or vendorid". (DT 5876335)

The BlackBerry Policy Service logs "Skip processing as a check is already in progress" as a warning message, though it is an informational message. (DT 1093070)

In certain circumstances, the BlackBerry Policy Service stops responding because of a null pointer error. (DT 1014472)

Workaround: Restart the BlackBerry Policy Service.

For certain BlackBerry smartphones (for example, BlackBerry Storm 9530), you cannot push applications and the BlackBerry Policy Service includes the following error message in its log file "Device info for hardwareID 0x7001504 could not be found." This error occurs because the hardware IDs for newer devices do not include a 0, as expected. (DT 785193)

Workaround: Update the vendor.xml and device.xml files to include a duplicate section for new devices and change the hardware IDs to not include a leading 0. For example, for BlackBerry Storm 9530 devices, ensure the files include both the 0x700150 and 0x0700150 IDs.

When you move a user account, the BlackBerry Policy Service writes misleading messages to its log file. For example, "No rows found to update." and "DATA = "PendingSBBlob". The BlackBerry Policy Service does not wait for the user information to be updated in the ITPolicyStatus table in the BlackBerry Configuration Database. (DT 600132)

If you change the SRP ID to an invalid ID and then change the SRP ID again to a valid ID, the BlackBerry Policy Service does not send the valid ID to the device and the device only receives the invalid ID. (DT 598250)

If an administrator saves an invalid BlackBerry Enterprise Server SRP, despite a warning in the BlackBerry Administration Service, and then changes the SRP to a valid SRP, the service books with the valid SRP are never sent to the devices and the devices cannot send or receive email messages. (DT 403634)

The BlackBerry Enterprise Server returns out-of-office messages when a user sends a duress message from a BlackBerry device. (DT 263970)

BlackBerry Router known issues

If the BlackBerry Router cannot make an SRP connection because it cannot open a port, the BlackBerry Router writes the error message EVENTMSG="No one ready to listen" to the log file in an excessive manner. (DT 1053544)

Workaround: Reset the logging level of the BlackBerry Router.

If too many log files exist on the computer that hosts the BlackBerry Router, when you restart the computer, the BlackBerry Router does not start automatically. (DT 834770)

Workaround: Remove older log files from the computer and start the BlackBerry Router manually.

The BlackBerry Router writes the following log message to its log file, but there is insufficient information about the MaxServiceQueueSize registry key: "Pausing service receiver. Maximum relay session send queue size exceeded. Service: S47613137. Current relay send queue size: 18268. Max relay send queue size: 10240.To change the maximum queue size limit set the following DWORD value in the registry: HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion \BlackberryRouter\MaxServiceQueueSize=[New Limit MB]". (DT 612937)

If you change the **SRP Host Port (Outbound)** value in the BlackBerry Configuration Panel and restart the BlackBerry Router, the BlackBerry Router starts using the port you configured rather than the default port (3101). (DT 541717)

Workaround:

1. Open the BlackBerry Configuration Panel.
2. Verify the SRP address and SRP host port information.
3. Change the **BlackBerry Service Connection Port** to another port number (for example, 3105) and click **Apply**.
4. Change the **BlackBerry Service Connection Port** back to 3101 and click **Apply**.
5. Restart the BlackBerry Router.

BlackBerry Web Desktop Manager known issues

A device user cannot restore a backup file to their device using BlackBerry Web Desktop Manager if the browser on their computer is Windows Internet Explorer 9.

High availability known issues

If the BlackBerry Enterprise Server fails over, certain features in BlackBerry Desktop Software (for example, importing a Notes .ID file), no longer work. (DT 1212601)

Workaround: Restart the BlackBerry Messaging Agent on the BlackBerry Enterprise Server that is active while the issue is occurring.

If you configured the BlackBerry Enterprise Server for high availability and the BlackBerry Enterprise Server stops responding while loading users, the BlackBerry Enterprise Server might still report 100% health. (DT 890306)

Logging known issues

When you have a primary and secondary BlackBerry Configuration Database, if both databases go offline at the same time and then both come back online at the same time, the log file does not specifically record the successful reconnection with the SQL database. (DT 5693608)

The BlackBerry Enterprise Server writes Notes API exceptions to its log file as though the exceptions were BlackBerry Enterprise Server exceptions. (DT 1274689)

When the BlackBerry Enterprise Server crashes, the BlackBerry Messaging Agent writes an empty stack trace to its log file. (DT 771491)

If you trigger a stack trace for the BlackBerry Messaging Agent on a 64-bit Windows Server using a 32-bit application, the stack information does not include the threading context. (DT 597288)

The location of each user's Tasks should be listed as each user's mail file in the BlackBerry Messaging Agent log file, but instead the location is blank in the BlackBerry Messaging Agent log file. (DT 401077, SDR 301360)

You cannot configure the logging for the BlackBerry Mail Store Service. (DT 235409)

The log files for the BlackBerry Mail Store Service are automatically deleted after 14 days. (DT 231153)

Workaround: In the Windows registry, change the DebugLogMaxDailyFileAge value for the BlackBerry Mail Store Service.

On a computer that hosts a BlackBerry Administration Service, the BlackBerry MDS Application Console might lock the log file for the BlackBerry MDS Application Console and the log file cannot be archived or removed. (DT 187802)

Organizer data synchronization known issues

When a contact is created on the BlackBerry device with a picture that exceeds the maximum 850 bytes, the contact information will not synchronize to Novell GroupWise. (DT 4931538)

When synchronizing organizer data for a BlackBerry device user, the BlackBerry Enterprise Server crashes. (DT 1271859)

If a user saves a draft PIN message but doesn't send it, the PIN log files write random user accounts in the TO, CC, and BCC fields. (DT 1053080)

If you change one of the global mappings for organizer data synchronization and create a new address book contact from a BlackBerry device and IBM Notes, wireless address book synchronization stops working. (DT 990409)

Workaround: Reactivate the BlackBerry device user.

The log files for organizer data synchronization indicate an error but do not indicate which calendar entry caused the error. (DT 788365)

When users modify tasks on a device, the start date and the due date might become the same. (DT 705818)

Workaround: Instruct users to only modify tasks from Notes.

If you configure roaming users with journals, you cannot configure organizer data synchronization in the BlackBerry Administration Service. (DT 687054)

The BlackBerry Synchronization Service does not periodically check for a valid connection to the BlackBerry Configuration Database. This issue can cause organizer data synchronization to take longer than expected. (DT 613310)

In some circumstances, if you attempt to synchronize previous versions of the BlackBerry Enterprise Server using the **Mapping versions** section on the **Mappings for organizer data synchronization** tab in the BlackBerry Administration Service, selecting a version other than 4.0 might not work. (DT 517424)

The BlackBerry device displays duplicate email addresses for contacts that users create to support IBM iNotes. (DT 468239)

Overdue items in the To Do list in Notes are not synchronized to a user's BlackBerry device. (DT 438725, SDR 144850)

If you assign a BlackBerry device to a user immediately after adding the user to the BlackBerry Enterprise Server, multiple organizer data synchronizations will occur potentially causing excess CPU load and problems for the user until the synchronizations are complete. (DT 221467)

Workaround: Make sure that organizer data has been populated before assigning a device to a new user.

Performance known issues

When you upgrade the BlackBerry Enterprise Server from 5.0 SP1, the setup application does not register the performance counters for the BlackBerry Messaging Agent or BlackBerry Router. (DT 628488)

If you install the BlackBerry Enterprise Server on a 64-bit version of Windows Server and you want to run Windows Performance Monitor on a computer that does not host the BlackBerry Enterprise Server, you must run the 64-bit version of Windows Performance Monitor, uninstall the 32-bit counters on the BlackBerry Enterprise Server computer, and install the 64-bit counters. (DT 450279)

If you install the BlackBerry Enterprise Server on Windows Server 2003 (64-bit), you can see BlackBerry Server counters when you open the Performance Monitoring console using perfmon /wmi. The BlackBerry Server counters do not function as expected. (DT 339324)

Workaround:

1. Stop the BlackBerry Enterprise Server services.
2. Using Windows Explorer, in the BlackBerry Enterprise Server installation package, navigate to tools\WMI\64.
3. Copy the AgentPerfSession.dll file to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server.
4. Using Windows Explorer, in the BlackBerry Enterprise Server installation package, navigate to tools\WMI.
5. Copy the AAgentWMIPerf.mof file to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server.
6. At a command prompt, go to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server.

7. Type **regsvr32 AgentPerfSession.dll** and press ENTER to register the DLL.
8. Type **mofcomp.exe AgentWMIPerf.mof** and press ENTER.
9. Using Windows Explorer, in the BlackBerry Enterprise Server installation package, navigate to tools\WMI\x64.
10. Copy RouterPerfClient.dll and RouterPerfSession.dll to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server\BypassRouter.
11. At a command prompt, go to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server\BypassRouter.
12. Type **regsvr32 RouterPerfClient.dll** and press ENTER to register the DLL.
13. Type **regsvr32 RouterPerfSession.dll** and press ENTER to register the DLL.
14. Type **mofcomp.exe RouterSessionPerf.mof** and press ENTER.
15. Type **mofcomp.exe RouterClientPerf.mof** and press ENTER.
16. Restart the BlackBerry Enterprise Server services.

Security known issues

If you send the "Delete only the organization data and remove device" IT administration command to a BlackBerry device, the BlackBerry Administration Service may display the "Enterprise applications will be removed from the device" message but your organization's applications are not removed from the device. (DT 5728775)

Workaround: Create a software configuration to remove your organization's applications from the device before you send the "Delete only the organization data and remove device" IT administration command to the device. Create a software configuration that includes your organization's applications and set the disposition of all work applications to Disallowed in the software configuration. Assign the software configuration to the user account to send it to the device. For more information about deleting only work data from a device, see the BlackBerry Enterprise Server Administration Guide.

You cannot turn off support for native Notes encryption using the NNECapable registry key. The BlackBerry Enterprise Server still processes native Notes encrypted messages. (DT 1222511)

Workaround: Turn off secure messaging using the NNEWritingCapable registry key instead.

If a user requests more of an attachment in an S/MIME signed message, the BlackBerry Enterprise Server might crash. (DT 1113741)

If you turn on the Disable Forwarding Between Services IT policy rule, users cannot forward memos or tasks from their devices using their email accounts. (DT 1092691)

The description for the Generate Encrypted Backup Files IT policy rule does not indicate that if a user performs a backup on a non-enterprise version of BlackBerry Desktop Software, the backup might not be encrypted. (DT 1074244)

A user cannot send an email message encrypted using IBM Notes native encryption to a recipient who is located on a foreign domain. (DT 1060197)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user forwards an HTML message with an inline image to the device that is signed and encrypted using PGP/MIME, the recipient cannot open the attachment. The device displays the attachment as an unknown attachment. (DT 1048997)

If you send the "Delete all device data and remove device" IT administration command and set a one hour delay, the BlackBerry Enterprise Server deletes the device PIN after the hour passes. However, if the user cancels the process to delete all device data, the device loses its connection with the BlackBerry Enterprise Server. (DT 1043425)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user forwards an HTML message with a background image to the device that is signed using PGP/MIME from a Notes Client, the recipient does not see the background image attached to the message. (DT 1041759)

If you send the "Delete only the organization data and remove device" command to a BlackBerry device, the device does not send an acknowledgment to the BlackBerry Enterprise Server so that the BlackBerry Administration Service can delete the user account. (DT 1034973, 1034949)

Workaround: Delete the user account manually.

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user sends a PGP partitioned signed message that includes Greek characters from Microsoft Outlook, the Greek characters are not displayed correctly on the recipient's device. (DT 1012882)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user sends from a device a PGP partitioned signed message that includes Japanese characters in the subject and body and attaches a certificate to the email message, when a recipient opens the message on the recipient's device, the Japanese characters in the body are not displayed correctly. (DT 1012716)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if the device is running BlackBerry 6, when a user sends an email message that is 32 KB or larger and PGP signed, the signature cannot be verified. (DT 896454)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if the device is running BlackBerry 6, when a user sends a partitioned email message that is 32 KB or larger and PGP signed, the user is not prompted to provide the key store access password, and the message appears as plaintext. (DT 896446)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if the device is running BlackBerry 6, when a user sends an email message with an attachment that is PGP protected, the device displays unnecessary information about the attachment. (DT 896290)

In an environment that includes the S/MIME Support Package for BlackBerry smartphones, a BlackBerry device can send S/MIME-signed messages before it receives service books from a BlackBerry Enterprise Server. (DT 512559)

If you attempt to assign a BlackBerry device that has been deactivated with an IT administration command using the BlackBerry Administration Service, the BlackBerry Administration Service displays a message indicating the activation process is a success, when in fact the device is not activated. (DT 491663)

If an email message encrypted using Notes encryption includes a zipped Microsoft Office attachment, a BlackBerry device cannot open the attachment. (DT 403642)

Workaround: Cache the password for Notes encryption.

If a user regenerates the encryption key on a BlackBerry device, and then pulls the battery a few seconds after receiving the "Encryption Verified" message, the BlackBerry Enterprise Server does not confirm with the device that the device received the KEY_CONFIRM_PROMOTE and messages are blocked at the firewall. (DT 402026)

Workaround: Generate the encryption key again.

Setup application known issues

When the setup application tries to install a local Microsoft SQL Server 2008 R2 Express Edition on a computer that is running Windows Server 2003 R2, the setup application stops responding. (DT 5775763)

Workaround: Install with remote database or install Microsoft SQL Server 2008 R2 Express Edition (mixed mode with SQL authentication) before installing the BlackBerry Enterprise Server.

When you remove the MDS Connection Service components, the Mobile Data Service tab appears on the BlackBerry Server Configuration Panel even though it has been removed. (DT 5447094)

You cannot install a standby BlackBerry Enterprise Server on a computer that already hosts a BlackBerry Administration Service. (DT 1123791)

Workaround: Uninstall the BlackBerry Administration Service before installing a standby BlackBerry Enterprise Server with BlackBerry Administration Service.

The setup application indicates that services started successfully even though they might not have. (DT 1073106)

If you install the BlackBerry Enterprise Server in Italian, the advertisements include some Spanish. (DT 1065265)

If you change the User name and Organization information when reinstalling or upgrading the BlackBerry Enterprise Server, the setup application does not record the change. (DT 1040901)

Workaround: After the setup application closes, manually edit the following registry settings:

- for a 32-bit version of Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\OwnerInformation
- for a 64-bit version of Windows: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\OwnerInformation

If you rerun the setup application, it will mistakenly show the BlackBerry Collaboration Service as installed if you do the following:

- select Microsoft Lync Server 2010
- click Next
- go back to the Setup Options page and deselect the BlackBerry Collaboration Service
- complete the setup process without the BlackBerry Collaboration Service (DT 1039504)

You cannot reinstall the BlackBerry Enterprise Server with the BlackBerry Administration Service on the same computer using the same BlackBerry Configuration Database. (DT 1030904)

Workaround: For more information, visit blackberry.com/btsc to read KB25036.

If you install a standby BlackBerry Enterprise Server with BlackBerry MDS Connection Service, map the BlackBerry MDS Connection Service to the primary BlackBerry Administration Service, and then run the setup application again on the standby BlackBerry Enterprise Server, the BlackBerry MDS Connection Service is remapped to the standby BlackBerry Enterprise Server. (DT 1024145)

Workaround: Use the BlackBerry Administration Service to remap the BlackBerry MDS Connection Service.

During the BlackBerry Enterprise Server installation process, the text in the dialog box that prompts you to shut down services is incomplete in the German language. (DT 1015289)

If you install the BlackBerry Administration Service on a computer that you already installed 1.6.18 on, the BlackBerry Enterprise Server installation process displays the "Error to writing to a database" error message when you click on "Start services" and you cannot start the BlackBerry Administration Service. (DT 1006683)

When you install the BlackBerry Enterprise Server software, if you set the DebugLogLevel registry key in HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Setup\ to six, the installation process changes the value of the DebugLogLevel registry key to four and the installation process does not produce the expected level of detail in the log files. (DT 992506)

The installation process might appear to stop responding for approximately one minute when installing a BlackBerry Router in the DMZ. Do not cancel the installation process; the process is working as designed. (DT 990609)

When installing the BlackBerry Enterprise Server in German, some buttons in the user interface appear in English. For example, when completing a step, the buttons Yes and No will be in English. (DT 946825)

If you installed or upgrade the BlackBerry Enterprise Server to version 5.0 SP2 or later, upgrade JDK and JRE, and then upgrade the BlackBerry Enterprise Server, the setup application reinstalls the versions of JDK and JRE that existed on your system just after you installed BlackBerry Enterprise Server 5.0 SP2 or later. (DT 769397)

If the BlackBerry Enterprise Server uses an evaluation license key and you upgraded using an in-place upgrade process, the BlackBerry Administration Service does not permit you to log in. (DT 743460)

If the BlackBerry Domain includes a primary BlackBerry Enterprise Server that is not part of a high availability pair, if you remove a BlackBerry Administration Service and run the setup application again, you cannot install a standby BlackBerry Enterprise Server. (DT 615520)

If you use Japanese characters when specifying the name of the BlackBerry Enterprise Server, after the installation process completes, the BlackBerry Messaging Agent cannot initialize users and the BlackBerry Controller log file and the Windows Event Viewer include the "AnalyzeEntry: Bad entry received" error message. (DT 580230)

In BlackBerry Enterprise Server, you can find the BBSRPTool in C:\Program Files\Research In Motion\BlackBerry Enterprise Server. This location is new as of BlackBerry Enterprise Server 5.0 SP4. (DT 534090)

If you install a BlackBerry MDS Connection Service that supports multiple BlackBerry Enterprise Server instances, if the computer does not have sufficient virtual memory, the BlackBerry MDS Connection Service cannot start. In the JVM path, the -Xmx flag is set to 1024. (DT 520221)

Workaround: Change the maximum heap size from -Xmx1024M to -Xmx768M.

If you install the BlackBerry Enterprise Server for the first time in a pair, the PrepopulatePIMForNotesUsers trait is created more than once. There should only be one PrepopulatePIMForNotesUsers trait for the ServerConfigId for each high availability pair. This has no effect on how the BlackBerry Enterprise Server works because it only uses the first instance of the trait. (DT 480241)

Workaround: You can disregard the second instance of the PrepopulatePIMForNotesUsers trait.

If you try to uninstall a BlackBerry Enterprise Server 5.0 and then reinstall the BlackBerry Enterprise Server on the same computer with a different BlackBerry Enterprise Server name and configure it to use the same database, an error message appears stating that the setup application found duplicate entries for the computer names in the BlackBerry Configuration Database and you cannot install the BlackBerry Enterprise Server. (DT 453844)

Workaround: Use the BlackBerry Administration Service to remove the entries from the BlackBerry Enterprise Server instances that no longer exist in your organization's environment before you continue with the upgrade process.

During disaster recovery, if you change the BlackBerry Configuration Database on a primary BlackBerry Enterprise Server to a new BlackBerry Configuration Database, and then try to change the BlackBerry Configuration Database on the standby BlackBerry Enterprise Server, the setup application cannot complete the installation of the standby BlackBerry Enterprise Server. (DT 427076)

Workaround: Uninstall the standby BlackBerry Enterprise Server from the computer and reinstall it.

You cannot run a BlackBerry Enterprise Server pair with different instant messaging servers configured for the primary and standby, but the setup application allows you to install the BlackBerry Enterprise Server instances with different instant messaging servers. (DT 426882, SDR 280876)

The setup application does not provide a notification that the Terminal Service Application mode is installed and that you cannot install the BlackBerry Enterprise Server. (DT 364214)

On certain dialog boxes in the setup application (for example, the **Administration Settings** dialog box), the setup application highlights **Back** as the default button rather than **Next**. (DT 330239)

When the setup application tries to install Microsoft SQL Server on a computer that hosts an MSDE that includes an MSDE instance named "BlackBerry", the setup application stops responding. (DT 315437)

During the installation process, if you choose to install the BlackBerry Enterprise Server in a non-default location, the setup application cannot create the key store for the BlackBerry MDS Integration Service. (DT 313541)

Workaround:

1. Close the setup application.
2. Perform one of the following actions:
 - Create the C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\webserver path.
3. Create the C:\Program Files\
4. Restart the setup application.

In certain circumstances, if you have previously installed the BlackBerry Enterprise Server on a computer without enabling **Use Active Directory authentication** on the **Setup options** page, and then run the setup application and enable **Use Active Directory authentication**, the setup application does not check whether it can communicate with global catalog servers. (DT 307428)

If you install a standalone BlackBerry Router and do not connect to the BlackBerry Configuration Database, the setup application displays an empty **Console addresses** dialog box. (DT 263430)

In the setup application, in the **Database options** screen, the name for the **Use a Microsoft SQL Server database** option should be **Use an existing Microsoft SQL Server to host my database**. (DT 233462)

The default for the DebugLogMaxDailyFileAge logging registry key in HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Logging Info is 14 and therefore the BlackBerry Mail Store Service logs are automatically deleted after 14 days. This does not match the default of 0 for the other logging registry keys. (DT 231153)

Workaround: You can manually update the setting in the registry to 0.

When you install the BlackBerry Enterprise Server on a 64-bit operating system, if you specify a new location for the installation folder, the setup application prompts you to confirm the creation of the folder and then reverts to the default installation folder. (DT 218745)

Workaround: Specify the new location of the installation folder again.

The BlackBerry Collaboration Service does not start after you change the database for a BlackBerry Enterprise Server. (DT 126765)

SNMP known issues

On the computer that hosts the BlackBerry Enterprise Server, if you configure SNMP with a trap destination that does not resolve into an IP address, even if the BlackBerry Enterprise Server does not use the SNMP community, the BlackBerry Enterprise Server does not initialize the SNMP service. (DT 810353)

Upgrade process known issues

When you upgrade from BlackBerry Enterprise Server 5.0 SP3 MR8 or reinstall BlackBerry Enterprise Server 5.0 SP4, if you use Microsoft Lync Server 2010, the existing settings are not preserved in the Instant messaging settings dialog box. (DT 5645527)

Workaround: Select Microsoft Lync Server 2010 again from the Instant messaging server drop-down list to populate the correct settings.

During the upgrade process, if the MSI fails you might see the following error message when you try to run the setup application again: "SQL query failed, see logs for more information". (DT 1094204)

Workaround: For more information, visit blackberry.com/btsc to read KB25621.

If you are upgrading an environment that includes many users who can log in to the BlackBerry Administration Service using BlackBerry Enterprise Server authentication, the setup application might appear to have stopped responding in the **Installing the BlackBerry Enterprise Server files and required third-party applications** dialog box. The setup application is applying additional migration steps to these user accounts which can take some time. (DT 1045857)

If you installed the BlackBerry Collaboration Service with BlackBerry Enterprise Server, when you upgrade and select Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server as the instant messaging server, the port numbers do not display the default values (5061 for TLS or 5060 for TCP, and 65061 for the listening port). (DT 1000050)

Workaround: You must type the port numbers to specify the instant messaging settings.

If you run a "Set no count on" SQL statement before you upgrade the BlackBerry Enterprise Server, the upgrade fails when the installation is finalizing and an "Error writing to Database" message is displayed. (DT 992357)

When you upgrade the BlackBerry Enterprise Server, if you change the pool name for the BlackBerry Administration Service, the setup application should prompt you to log in to the computers in the BlackBerry Domain that host the BlackBerry Administration Service and synchronize the local property files and registry entries with the BlackBerry Configuration Database. (DT 853637)

Workaround:

1. On each computer in the BlackBerry Domain that hosts the BlackBerry Administration Service, open the BlackBerry Configuration Panel.
2. Click the **Administration Service - High Availability** tab.
3. Click **Synchronize**.

If you upgrade from BlackBerry Enterprise Server 4.1 SP7 using an in-place upgrade process, BlackBerry devices running BlackBerry Device Software 5.0 no longer receive data from the BlackBerry Synchronization Service and the BlackBerry Synchronization Service log file includes the following message: "[SYNC-UserControl] Configuration Channel data will not be sent until key is generated. [DisplayName:UserID]". (DT 833081, DT 821972)

Workaround: Perform one of the following actions:

- Instruct the user to delete the Sync service book from the device and resend the service book.
- Instruct the user to generate new encryption keys on the device.

For more information about this issue, visit www.blackberry.com/btsc to read KB24264.

In some circumstances, if you upgrade to the latest , and then upgrade the BlackBerry Enterprise Server, an earlier version of JRE is installed with the BlackBerry Enterprise Server software. (DT 769397)

If the BlackBerry Enterprise Server includes evaluation license keys and enterprise license keys, and you upgrade, the setup application does not prompt you to fix this issue before starting the upgrade process. (DT 743460)

When you upgrade the BlackBerry Enterprise Server, the setup application does not upgrade the Microsoft SQL Server Native Client. (DT 732061)

Workaround: Manually install the latest version of the Microsoft SQL Server Native Client when upgrading from BlackBerry Enterprise Server 5.0.

If a BlackBerry Administration Service upgrade failed because of insufficient disk space and you reinstall it, the setup application completes successfully, but the value of the "JVM Option Number 8" registry key is blank. (DT 622976)

Workaround: Add the registry key manually.

1. Click **Start > Run**.

2. Type **regedit**.
3. Navigate to \\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BAS-AS\Parameters.
4. Change the value of **JVM Option Number 8** to -
Djboss.partition.name=RIM_BES_BAS_HA_#####_BLACKBERRYNEW.
5. Restart the BlackBerry Administration Service.

When you upgrade to BlackBerry Enterprise Server, the setup application does not preserve the logging level that you configure for the ASRV and ACNV log files in the BlackBerry Configuration Panel. (DT 600379)

Workaround: Use the BlackBerry Administration Service to configure the logging levels.

If during an upgrade process you remove the local BlackBerry Attachment Service, and later reinstall the local BlackBerry Attachment Service but configure the BlackBerry Enterprise Server to use a remote BlackBerry Attachment Service, users cannot view attachments on devices. (DT 578530)

Workaround: Start the local BlackBerry Attachment Service.

When you upgrade the BlackBerry Enterprise Server without installing the BlackBerry database notification system, the dbo.GetHostName stored procedure is also installed in the BlackBerry Configuration Database, though it is not required. (DT 560408)

After you upgrade the BlackBerry Enterprise Server, the version numbers of the BlackBerry Enterprise Server components are not updated in the BlackBerry Administration Service until you start the BlackBerry Enterprise Server components. (DT 491613)

Workaround: Start all of the BlackBerry Enterprise Server components.

After you upgrade a BlackBerry Domain from version 4.1, the BlackBerry Administration Service may display one or more BlackBerry MDS Connection Service instances that do not exist. (DT 490746)

Workaround: Use the BlackBerry Administration Service to remove the BlackBerry MDS Connection Service instances that do not exist, if possible. Removing them by using the BlackBerry Administration Service is not always possible because the BlackBerry Administration Service may request that the software be removed first and this is not possible since the software does not exist.

During an upgrade, if you configure the BlackBerry Enterprise Server to use Microsoft Office Communicator 2007 in the **Instant messaging settings** dialog box, the setup application displays the incorrect Microsoft Office Live Communications Server 2005 (Office Communicator) in the **Summary** dialog box. (DT 427065)

If you uninstall BlackBerry Enterprise Server 4.1 or later and install BlackBerry Enterprise Server 5.0 or later on the same computer, the setup application finds software and registry keys for BlackBerry Enterprise Server 4.1 when it performs the BlackBerry Policy Service configuration validations and does not allow the upgrade process to proceed. (DT 427051)

Workaround: Reinstall BlackBerry Enterprise Server 4.1 SP6 and then upgrade to BlackBerry Enterprise Server 5.0.

Wireless calendar synchronization known issues

If the BlackBerry Enterprise Server does not receive all calendar entries from a device during the full synchronization process, enterprise activation stops at 99% and does not complete. (DT 5859843)

If a user receives an appointment request with an attachment and then delegates the request to another user, the attachment is not forwarded with the appointment request. (DT 5687265)

If a device is out of network coverage when calendar updates are sent to it, the updates are not automatically made when the device returns to the coverage area. (DT 5542830)

Workaround: Use SmartSync to update the calendar

A BlackBerry device user cannot complete activation because the BlackBerry Enterprise Server does not send all calendar packets to the BlackBerry device. The activation process stops at 99% and the log file displays the "OTAC too big error" message. (DT 1048907)

Workaround: Wipe the device and start the activation process again.

If a user accepts an invitation for a meeting on the BlackBerry device, a reminder for the meeting is not set and the user will not receive reminder notices for the meeting. (DT 978589)

Workaround: Users can accept invitations for meetings in IBM Notes or set reminders for meetings manually after they accept invitations for meetings.

If a calendar invitation contains a corrupted RepeatDates field, it results in a spike in the BlackBerry Messaging Agent CPU and causes the thread to go into an unresponsive state. (DT 914623)

In certain circumstances (for example, when Notes users turn on the ghosting or auto-cancel options), when a meeting invitee receives a recurring meeting request and accepts the meeting request, duplicate reference IDs might appear in the user's BlackBerry state database. (DT 695344)

If a meeting invitee deletes a meeting series and then is reinvited to the meeting series, the meeting invitee cannot accept or decline the invitation on a device or using Notes. (DT 685185)

Users can set the follow-up flag for meeting invitations on devices, even though this is not permitted by Notes. Once the follow-up flag is set, users cannot remove it using Notes. (DT 678612)

If a meeting invitee accepts a meeting series, sends a counter proposal for one of the occurrences of the meeting series from Notes, and the meeting organizer accepts the counter proposal, the meeting invitee receives the rescheduled meeting request as an email message and cannot accept or decline the rescheduled meeting request. (DT 661014)

If you set the Disable Calendar Wireless Synchronization IT policy rule to Yes to turn off calendar synchronization over the wireless network, and then later change the policy and set the Disable Wireless Synchronization IT policy rule to No to turn on calendar synchronization again, calendar information is not synchronized between the device and the email application. (DT 643217)

If users include an alarm time in calendar entries, the alarm time is changed from minutes to hours on devices. For example, if the reminder time is set to 30 minutes in Notes, the device changes the reminder time to 30 hours. (DT 639501)

Workaround: Consider one of the following actions:

- Change the reminder time on the device.
- Remove \$AlarmTime from the calendar property when adding a calendar entry using a button and use Lotus Notes default settings.

Draft calendar entries that do not include any invitees are synchronized to the device when the BlackBerry Enterprise Server performs a full synchronization process. (DT 607316)

If a user updates an instance of a recurring meeting on the device, and indicates that attendees should not receive an update, the attendees are still updated. (DT 579997)

If a meeting organizer sets up a recurring meeting and then updates two different instances of the meeting, the recipient can accept the first update from a device, but not the second update. The device displays "The meeting may have been updated or deleted since this message was sent" error message. (DT 491553)

Workaround: Use Notes instead to accept the updated meeting invitation.

When a meeting organizer reschedules a meeting using Notes, the device removes the last acceptance message that it receives. (DT 482802)

If a user configures conference call information in Notes and creates a meeting invitation that includes a room and specifies the "Include conference call information in the Location" option, the device does not display the room information. (DT 472866)

Workaround: Do not configure the conference call information to auto-populate.

If you delegate recurring meeting requests, the meeting requests do not show up correctly on the device. (DT 432970)

Workaround: Resynchronize the device calendar.

In certain circumstances, changes made to the notification message for a recurring meeting using the device are not synchronized with the calendar in Notes. (DT 400600, SDR 257729)

When the BlackBerry Enterprise Server processes, for a large number of users, a calendar entry that includes a large number of attachments, the BlackBerry Enterprise Server might stop responding. (DT 382640)

In certain circumstances, the BESExtentionAPI fails to open an attachment that is sent from a user's device. (SDR 264758)

In certain circumstances, if a meeting is accepted using a device, the meeting status for all participants is not updated in the calendar. For example, the meeting organizer might appear as having accepted the meeting on a participant's device, but might appear as invited on another participant's device. (SDR 257304)

If a user declines a meeting invitation from the device, the user cannot use the option to be kept informed of changes to the invitation, as the user can from Notes. (DT 225443)

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