

BlackBerry Enterprise Server for IBM Domino

Installing and Upgrading a BlackBerry
Enterprise Server in a Japanese Environment

Version: 5.0
Service Pack: 4



Technical Note

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Overview

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

- Environments that are supported for the BlackBerry Enterprise Server version 5.0 SP4
- Tasks that you need to perform to upgrade the BlackBerry Enterprise Server to version 5.0 SP4 in a Japanese environment
- Known issues in previous versions of the BlackBerry Enterprise Server that have been resolved, and known issues that exist in the BlackBerry Enterprise Server version 5.0 SP4

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

Related resources

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

Supported environments

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The minimum requirements for the BlackBerry Enterprise Server are listed in the *BlackBerry Enterprise Server Installation and Configuration Guide*. The following versions of the BlackBerry Enterprise Server are certified for a Japanese environment: 4.1 SP4J, 4.1 SP6, 4.1 SP7, 5.0 SP1, 5.0 SP2, 5.0 SP3, and 5.0 SP4.

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

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

English-only environments

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

Tested environments

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

Tested and suggested Japanese environments for BlackBerry Enterprise Server 5.0 SP4 for IBM Domino

Item	Requirement	Version
IBM Domino	Operating system of host computer	As required by IBM
IBM Domino messaging server	Messaging server software	<ul style="list-style-type: none"> IBM Domino 8.5.2 (32-bit) (Japanese Language Pack)
BlackBerry Enterprise Server	Operating system of host computer	<ul style="list-style-type: none"> Windows Server 2008 SP2 (32-bit) (Japanese) Windows Server 2008 R2 (64-bit) (Japanese)
BlackBerry Configuration Database	Operating system of host computer	<ul style="list-style-type: none"> Windows Server 2008 SP2 (32-bit) (Japanese) Windows Server 2008 R2 (64-bit) (Japanese)

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

What's new in tested and suggested environments

- In April 2008, Microsoft stopped Mainstream Support of MSDE, but offers Extended Support until April 2013.
- The installation of third-party software on various Windows operating systems is subject to any limitations and requirements that IBM indicates.

Language options and selections

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

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

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

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

Installing BlackBerry Enterprise Server 5.0 SP4 for IBM Domino

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

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

Upgrading to BlackBerry Enterprise Server 5.0 SP4 for IBM Domino

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

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

Postinstallation tasks for Japanese environments

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Install the East Asian Language code page for Windows operating systems

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

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

File attachments

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The BlackBerry Enterprise Server versions 4.1 SP6 and later support file attachments in RTF and TXT formats that are encoded in Shift-JIS.

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

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

Using the BlackBerry Enterprise Trait Tool

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

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

Limitations in a Japanese environment

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Limitations for IT policies

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

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

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

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

Limitations for contact list lookups

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

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

This limitation exists because IBM Domino does not support Yomi fields in the user directory.

Yomi fields are added to the contact list for devices that use BlackBerry Device Software 4.2.2 and later. These fields synchronize with the device and the messaging server when you run BlackBerry Enterprise Server version 4.1 SP4J or later.

Fixed issues

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

Functioning as designed

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Item	Description
DT 659238	In the BlackBerry Administration Service, the Browser time zone (GMT) is blank on the Home page.
SDR 332840	<p>When you apply the External Domain application control policy to an application on BlackBerry devices, the application can still access other domains.</p> <p>The device can automatically attempt to use an internal connection. You need to specify both internal and external restrictions to restrict connections to websites correctly. If only external connections are made from the device, you do not need to specify internal restrictions.</p>

Issues with workarounds

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Item	Description
SDR 143513	<p>In certain circumstances, when you upgrade the BlackBerry Enterprise Server, wireless synchronization options might not be rendered on the device, and some users cannot synchronize the address book, tasks, or memos wirelessly.</p> <p>Workaround:</p> <p>Delete and restore the sync service books to correct this issue. Wireless synchronization options appear and wireless synchronization is possible for both memos and tasks. For more information, visit www.blackberry.com/support to read KB14294.</p> <ol style="list-style-type: none">1. On the device, in the device options, click Advanced Options.2. Click Service Books.3. Highlight the SYNC service book.4. Press the Menu key.5. Click Delete.6. When the confirmation message displays, click Delete.7. Wait for approximately 30 seconds.8. Press the Menu key.

Known issues for BlackBerry Enterprise Server 5.0 SP4

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BlackBerry Administration Service known issues

Item	Description
DT 495446, DT 570469	When the BlackBerry Enterprise Server synchronizes flag requests in Japanese, the status message in IBM Lotus Notes is changed to English.

BlackBerry Attachment Service known issues

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

BlackBerry Desktop Manager known issues

Item	Description
SDR 180748	In an IBM Domino environment, a user cannot use the BlackBerry Desktop Manager to select folders to forward messages from the messaging server to the device.

BlackBerry Messaging Agent known issues

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

Documentation known issues

Item	Description
DT 517424	In BlackBerry Enterprise Server 5.0 for IBM Domino, three mapping versions for organizer data synchronization are displayed in the BlackBerry Administration Service but some of them cannot map for data synchronization. This information is not available in the <i>BlackBerry Enterprise Server Administration Guide</i> .

Japanese localization known issues

Item	Description
DT 596277	In the BlackBerry Enterprise Server for IBM Domino, if you create a Japanese folder name on a device, the folder cannot be created in IBM Domino.
DT 1062458	The Japanese translation of the "Carrier" field is not standardized in BlackBerry Enterprise Server 5.0 and later.
DT 1082172	The question mark in the calendar is not localized in BlackBerry Administration Service 5.0 and later.
DT 2359227	The Japanese translation of "Erase Data Delay (hours)" was not correct.

Glossary

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

Provide feedback

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