

# Critical Issue Advisory DT6873904

Version: 5.0.4  
Maintenance Release: 2



Critical Issue Advisory



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# Critical issue advisory DT6873904

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## Summary

After updating to BlackBerry Enterprise Server 5.0.4 MR2, if SMS Audit Logging is enabled, processing certain types of SMS data for logging could result in the BlackBerry Synchronization Service stopping and restarting. Use BlackBerry Controller log files to determine if this is happening. A message appears in the log stating that the BlackBerry Synchronization Service has terminated and then restarted.

## Recommendation

If you are running BlackBerry Enterprise Server 5.0.4 MR2, there is a Quick Fix available. Contact BlackBerry Technical Support Services and reference DT6873904.

## Resolution

This issue is corrected in the upcoming BlackBerry Enterprise Server 5.0.4 MR3 release.

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