

# BlackBerry Enterprise Server for Microsoft Exchange

Version: 5.0  
Service Pack: 4  
Maintenance Release: 12



# Maintenance Release Notes



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# Related resources

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

Guide	Information
<i>BlackBerry Enterprise Server Feature and Technical Overview</i>	<ul style="list-style-type: none"><li>• BlackBerry Enterprise Server features</li><li>• System architecture</li><li>• Data workflows</li></ul>
<i>BlackBerry Enterprise Server Installation and Configuration Guide</i>	<ul style="list-style-type: none"><li>• System requirements</li><li>• Installation instructions</li></ul>
<i>BlackBerry Enterprise Server Upgrade Guide</i>	<ul style="list-style-type: none"><li>• System requirements</li><li>• Installation instructions</li></ul>
<i>BlackBerry Enterprise Server Administration Guide</i>	<ul style="list-style-type: none"><li>• System setup and management</li><li>• BlackBerry device implementation instructions</li></ul>

# What's new in BlackBerry Enterprise Server 5.0 SP4 MR12

## BlackBerry Enterprise Server Resource Kit

BlackBerry Enterprise Server 5.0 SP4 MR12 requires BlackBerry Enterprise Server Resource Kit version 5.0 SP4.

## BlackBerry Enterprise Server setup application

Updates to BlackBerry Enterprise Server 5.0 SP4 MR12 include installation of Azul Zulu JRE version 7, update 79 (7u79).

## BlackBerry Messaging Agent

Autodiscover Microsoft Exchange Web Services calls now have X-AnchorMailbox information.

## IT Policies

Updates to BlackBerry Enterprise Server 5.0 SP4 MR12 include a new IT policy: Use BBM Protected. The setting default is "No."

# Installing the maintenance release

## Where to install the maintenance release

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

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

This maintenance release works with BlackBerry Enterprise Server 5.0.4 for Microsoft Exchange.

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

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

This maintenance release works with BlackBerry Enterprise Server 5.0.4 for Microsoft Exchange.

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

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

This maintenance release works with BlackBerry Enterprise Server 5.0.4 for Microsoft Exchange.

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

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

## Install the maintenance release

If you configured BlackBerry Enterprise Server high availability to limit the downtime of BlackBerry services, you can install the maintenance release on the standby BlackBerry Enterprise Server instance, fail over to the standby BlackBerry Enterprise Server, and then install the maintenance release on the primary BlackBerry Enterprise Server.

### Before you begin:

- On the computer that hosts the BlackBerry Enterprise Server, make sure that you can access the installation files that were used to install the BlackBerry Enterprise Server. Depending on how the software was installed, the files might be on a product CD or in a network location.
- On the computer that hosts the BlackBerry Administration Service, make sure that the service ports are synchronized with the BlackBerry Configuration Database. For more information, visit the Knowledge Base at [blackberry.com/support](http://blackberry.com/support) to read article KB26557.
- This maintenance release includes updates to the BlackBerry Configuration Database. You must back up the BlackBerry Configuration Database so that you can restore it if the BlackBerry Enterprise Server upgrade process does not complete. For more information about backing up the BlackBerry Configuration Database, see the *BlackBerry Enterprise Server Upgrade Guide*.

### Note:

- There are two sets of executables for updating BlackBerry OS support. One set is used for updating BlackBerry Enterprise Server 5.0 SP4 environments and the other set is used for updating BlackBerry OS support in BES12 environments.
- If you have a new installation of BES12 (not BlackBerry Enterprise Server 5.0 SP4 upgraded to BES12), you cannot run the BlackBerry Enterprise Server 5.0 SP4 installer to add BlackBerry OS support.
- If you are running BlackBerry Enterprise Server 5.0 SP4, you can upgrade this maintenance release to BES12.

1. Using the service account (for example, BESAdmin), log in to the computer that you want to install the maintenance release on.
2. In the Windows Services, stop all BlackBerry Enterprise Server services.
3. Close the Windows Services.
4. Download the installation files to a folder on the computer. Download the installation files from [Software & Downloads support](#).
5. Browse to the location of the setup program files.



6. Double-click **besx\_upgrader\_5.0.4\_mr12.exe**.
7. Complete the configuration screens.
8. Click **Finish**.
9. In Windows Services, restart all BlackBerry Enterprise Server services.

**Note:**

- Depending upon the number of users, it may take longer for the BlackBerry Enterprise Server services to fully start the first time after an upgrade because the state database designs must complete a one-time refresh.
- If you add a BlackBerry component or change the BlackBerry Configuration Database using the BlackBerry Enterprise Server 5.0.4 Gold installer, you must reinstall the maintenance release, using the steps above.

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

1. On the **Start** screen, click **Control Panel**.
2. Click **Programs and Features**.
3. If the window does not display the **Version** column, perform the following actions:
  - a. Right-click on any column heading. Click **More**.
  - b. In the dialog box, click **Version**.
  - c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for Microsoft Exchange**.
5. Verify that the version number is BlackBerry Enterprise Server 5.0.4 MR12 (Bundle 261).

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

1. On the taskbar, click **Start > Control Panel**.
2. Click **Programs and Features**.
3. If the window does not display the **Version** column, perform the following actions:
  - a. Right-click on any column heading. Click **More**.
  - b. In the dialog box, click **Version**.
  - c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for Microsoft Exchange**.
5. Verify that the version number is BlackBerry Enterprise Server 5.0.4 MR12 (Bundle 261).

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

1. On the taskbar, click **Start > Control Panel**.
2. Click **Add or Remove Programs**.
3. In the list of programs, click **BlackBerry Enterprise Server for Microsoft Exchange**.
4. Click **Click here for support information**.
5. Verify that the version number is BlackBerry Enterprise Server 5.0.4 MR12 (Bundle 261).

# Fixed issues

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

## BlackBerry Administration API

The BlackBerry Administration API becomes unavailable after upgrading to BlackBerry Enterprise Server 5.0 SP4 MR7. (JI 670055).

## BlackBerry Administration Service

After an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR10, legacy Client Access Licenses generate the following error message: "License key is not valid for BES12. Obtain and add valid BlackBerry OS licenses for BES12, then delete this license key." This situation happens when BES12 is not installed. (JI 856319).

When activating a Client Access License in a BES12 / BlackBerry Enterprise Server 5.0 SP4 MR10 environment, the following error message is generated : "License key is not valid for BES12. Obtain and add valid BlackBerry OS licenses for BES12, then delete this license key." (JI 846470).

After an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7, the JVM Option 8 registry value for BlackBerry Administration Service AS and NCC is omitted and those services, BlackBerry Enterprise Server JVM BlackBerry Administration Service do not start correctly. (JI 682802).

Device initiated reconciliation events cause slow throughput in multiple node environments and environments with large numbers of devices. (JI 675633).

After an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7, the BlackBerry Administration Service becomes unresponsive during startup because the 'BASTimerHandles' table has an old value in the 'EJBTimerHandle' field. (JI 674338).

After an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7, the BlackBerry Administration Service NCC JVM options registry keys are updated incorrectly when the Server Configuration utility is used to update the BlackBerry Administration Service NCC internal ports. (JI 665092).

High CPU usage happens for extended periods of time on the BlackBerry Administration Service during reconciliation because of repeated XML validation of internal ACP Data. (JI 598141)

A BlackBerry Administration Service JVM runs out of memory and becomes unavailable when a software configuration containing five applications is assigned to a group of 5000 users or more, who are enrolled with at least three devices each (15,000 or more devices in total). (DT 7280978).

After the BlackBerry Collaboration Service is upgraded from Microsoft Lync Server 2010 to Lync 2013, the instance, collaboration client type, and transfer protocol name is not represented as Lync 2013 in the BlackBerry Administration Service. (DT 6721800).

The BlackBerry Administration Service database reconciliation process slows and then stops when it processes certain jobs that contain bad data. When this occurs, you cannot log in to the BlackBerry Administration Service. The reconciliation process should operate normally when processing these jobs. (DT 6635949).

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

The BlackBerry Administration Service does not restart after applying BlackBerry Enterprise Server 5.0 SP4 MR1 or MR2 in a Windows Server 2012 environment. (DT 6489174).

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

The number of Microsoft Exchange activations within the BlackBerry Administration Service are not available for viewing if the **View a User** option is set only to **Listed Groups**. (DT 5818825).

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

In the BlackBerry Administration Service console, the maximum number of results allowed for searches is not consistent across all the different searches within the user interface. (DT 4242359).

BlackBerry Administration Service identifies RIM signed applications (those pushed through a software configuration) as third-party applications and designates them as blockable/removable. Those applications are blocked or removed if the Disallow Third Party Application Downloads policy rule is set to true. (DT 3188855).

There is a 24-hour delay in displaying the actual number of BlackBerry Client Access Licenses (CALs) in the BlackBerry Administration Service License Summary page after adding or removing BlackBerry users through the BlackBerry Administration Service Console. (DT 849107).

Browsing issues such as unresponsiveness or session timeouts occur when the BlackBerry Administration Service License Key page tries to display large numbers (more than 500) of BlackBerry Client Access Licenses (BlackBerry CALs). (DT 810241).

## BlackBerry Attachment Service

PDFs containing FreeType fonts cause memory corruption issues which can result in a stoppage of the BlackBerry Attachment Service process. (JI 830354).

ASCL logging does not identify when an BlackBerry Attachment Service server connector is not configured during attachment processing. (JI 742570).

You cannot access password protected zip files via the Attachment Viewer in BlackBerry Enterprise Server 5.0.4 MR3 or later. (DT 7904391).

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

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

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

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

## BlackBerry Collaboration Service

\* During start up, the BlackBerry Collaboration Service does not complete the certification validation process on a Windows Server running a non-English language operating system. (JI 813855).

When the BlackBerry Collaboration Service encounters missing heartbeats between itself and the OCS Connector, the OCS Connector is restarted but no messages are processed and Enterprise IM feature is lost until after a restart of the BlackBerry Collaboration Service. (DT 8331922).

If the BlackBerry Collaboration Service does not cleanly recover from a missed heartbeat, it stops communicating with the Microsoft Office Communications Server and stops. (JI 828033).

When using SQL authentication, you cannot log in to the BlackBerry Collaboration Service if your password is exactly 16 characters. (DT 2091858).

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

## BlackBerry Dispatcher

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

A high availability server configured for automatic failover is flagged as "unhealthy" after a connection to port 5096 is established and dropped. (DT 1889799).

The duplicate personal identification number (PIN) detection process mistakenly detects users without a PIN. (DT 454394, DT 6543832).

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

## BlackBerry Enterprise Server Maintenance Release Installer

When upgrading to BlackBerry Enterprise Server 5.0 SP4 MR9 (Bundle #188, released on September 10, 2014), the BlackBerry Attachment Service may become unavailable. (JI 774719).

When upgrading only the BlackBerry Enterprise Server core components to 5.0 SP4 MR8, BlackBerry Administration Service is also installed on the core server if no BlackBerry Web Desktop Manager node is installed in the BlackBerry Domain. (JI 755351).

During an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7, the BlackBerry Enterprise Server Maintenance Release Installer does not prompt you to update the BlackBerry Collaboration Service for Microsoft Lync Server 2013 support, and the BlackBerry Collaboration Service defaults to Microsoft Lync Server 2010 support. (JI 675413).

The correct version information is not displayed in Windows Control Panel after installing BlackBerry Enterprise Server 5.0 SP4 MR7. (JI 662815).

When upgrading from BlackBerry Enterprise Server 5.0 SP2 to BlackBerry Enterprise Server 5.0 SP3 MR3, the upgrade of the BlackBerry Administration Service is unsuccessful and stalls at the "please wait while the loading process completes" prompt when you use "HTTP:8080." (JI 598324).

The BlackBerry Dispatcher service is removed if you attempt to reinstall BlackBerry Enterprise Server 5.0 SP4 MR7. (JI 675346).

If the installation drive is set to something different from the default (C:) when installing BlackBerry Enterprise Server 5.0 SP4 MR5 on Windows Server 2012, then the JRE installation does not complete and services are mapped to a nonexistent version of JRE. (JI 598379).

The BlackBerry Enterprise Server Maintenance Release Installer does not automatically update JRE 1.6 to update 37 during the initial installation of the maintenance release. (DT 5763463).

## BlackBerry Enterprise Server setup application

When you upgrade to BlackBerry Enterprise Server 5.0.4 from BlackBerry Enterprise Server 5.0.3, the version number in the BlackBerry Administration Service is not updated accordingly. This blocks importing IT policies from the upgraded BlackBerry Enterprise Server to a BlackBerry Enterprise Server with a fresh installation of version 5.0.4. (DT 7217060).

When you upgrade the BlackBerry Enterprise Server after installing a newer version of JDK and removing the older version of JDK, you must reinstall the older version of JDK to successfully complete the upgrade. The BlackBerry Enterprise Server Installer does not dynamically select the newer version of JDK. (DT 6982727).

## BlackBerry Instant Messaging Service

After updating JRE 1.6 from update 43 to update 45, all users across BlackBerry Collaboration Service instances are unable to sign in to the BlackBerry Instant Messaging Service. (DT 7209491).

The Microsoft Office Communications Server Connector becomes unavailable when a remote registry call finds a 5.0.x version number of Microsoft Lync Server. Version 5.0.x is not listed as one of the supported versions of Lync. (DT 7030583).

In environments with multiple BlackBerry Enterprise Server and BlackBerry Business Cloud Services instances, having one instance with duplicate Trusted Service Entries (TSEs) causes the other instances to fail to start if they have Auto Provisioning enabled. (DT 6136957).

Login fails, and you are alerted that you are not an enabled user, if you have multiple, identically named accounts in separate Windows domains and attempt to log in to Microsoft Office Communicator through Microsoft Lync Server using a BlackBerry device. (DT 6069948).

You cannot log in to the BlackBerry Instant Messaging service when the BlackBerry Enterprise Server is configured in a resource domain where the resources and user forests are configured separately in the Active Directory domain. (DT 4267167).

Newly added contacts using a Session Initiation Protocol (SIP) address appear as "Presence Unknown" until you sign out and then back into the BlackBerry Collaboration Service. (DT 3167193, DT 6570720).

If your account was activated on a Unified Communications Managed API (UCMA) BlackBerry Enterprise Server with Microsoft Office Communications Server 2007 R2, and you send a message that starts a new conversation using a BlackBerry device to someone signed into the desktop client, they receive the following alert: "<user> is active on a device that can't receive IM". (DT 1123476).

## BlackBerry MDS Connection Service

\* Attempts to push data to a user present on more than one BlackBerry Enterprise Server instance are unsuccessful. (JI 1007640).

Attempts to push data to a recently moved user are unsuccessful when referencing their previous BlackBerry MDS Connection Service push server. (JI 602524).

The BlackBerry MDS Connection Service's service book push process has a small memory leak. (JI 598470).

The BlackBerry MDS Connection Service stops processing incoming requests from devices when it encounters a Java-level deadlock (that is when two or more threads are permanently blocked waiting for the others to resolve). (DT 7717570).

Kerberos authentication does not complete and is replaced with Microsoft NT LAN Manager (NTLM) authentication when you use JRE 1.6 update 37. The version was updated from JRE 1.6 update 33 to JRE 1.6 update 37 as part of BlackBerry Enterprise Server 5.0 SP4 MR1. (DT 6721494).

When all devices in an organization are configured to use BlackBerry MDS Connection Service for web traffic, and that traffic is directed through a proxy server, the Twitter application becomes unavailable. (DT 6399750).

The BlackBerry MDS Connection Service occasionally sends a disconnect notification to the device because it falsely diagnosed that the connection to the remote host was lost. (DT 6008209).

The proxy autoconfiguration (PAC) file retrieval process may cause other applications within your network to run slowly. Currently, there is no method to specify a domain in the rimpublic.property file to bypass the added PAC file code for exempted servers. (DT 5959365).

When the secure remote password (SRP) connection is lost between the BlackBerry MDS Connection Service and the BlackBerry Dispatcher due to a timeout when BlackBerry MDS Connection Service is processing a large browser request, the BlackBerry MDS Connection Service remains in standby mode after reconnection even though the BlackBerry Dispatcher is reporting the BlackBerry MDS Connection Service. (DT 5896462).

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

BlackBerry device users cannot browse using BlackBerry MDS Integration Service authentication if they are within a Microsoft Active Directory domain that is separate from the target website. The BlackBerry MDS Connection Service can query Microsoft Active Directory users via a Lightweight Directory Access Protocol (LDAP) only if they are in the same domain as the web server of the targeted website. (DT 4994857, DT 6110523).

Starting with BlackBerry Enterprise Server 5.0 SP3 MR6, you could configure BlackBerry MDS Connection Service to route direct Transport Layer Security (TLS) connections through a proxy server, but some connections would fail as BlackBerry MDS Connection Service did not support proxy autoconfiguration (PAC) files for direct TLS connections. You can now



configure BlackBerry MDS Connection Service to use PAC files to route direct TLS connections through a proxy server. (DT 2737990).

When using SQL authentication, you cannot log in to the BlackBerry MDS Connection Service if your password is exactly 16 characters. (DT 2091858).

## BlackBerry Mail Store Service

Public folders may become unavailable when attempting to assign users to them because, depending on the format of a company's address book entries. (DT 7156484).

The BlackBerry Mail Store Service may become unavailable if an email activation password is generated for a user while the global address list is being refreshed using Messaging Application Programming Interface (MAPI). (DT 7056723).

When using Lightweight Directory Access Protocol (LDAP) with the LDAPSearch key set, and the legacyExchangeDN setting left blank, the BlackBerry Mail Store Service becomes unresponsive. (DT 2092053).

## BlackBerry Management Studio / BlackBerry Web Services

When you add users to a BlackBerry Enterprise Server domain from the BlackBerry Management Studio, the call to get the list of servers may take more than 60 seconds, which then causes the connection to drop. (DT 7197839).

In domains with numerous instances of the BlackBerry Dispatcher, calls from the BlackBerry Management Studio to retrieve a select list of servers may time out (after 60 seconds by default) while attempting to retrieve a createUsers().server object. (DT 6312656).

## BlackBerry Messaging Agent

\* Microsoft Exchange users with their mailbox timezone set to 'Russia Time Zone 10 (UTC+11:00)' cannot use their email account. (JI 1008864).

\* In Microsoft Exchange 2013 environments, Update Message rescans can cause reduced BlackBerry Enterprise Server performance due to high RPC latency. (JI 850578).

The BlackBerry Messaging Agent becomes unresponsive during startup when it tries to process the command to get device capabilities information. (JI 677849).

\* Out of Office replies can't be turned on or turned off from a BlackBerry device in Microsoft Exchange 2013 environments. (JI 665707).

The BlackBerry Messaging Agent does not initialize when using BlackBerry Enterprise Server for Microsoft Exchange 5.0 SP4 MR6 and newer in Microsoft Exchange 2013 environments. (JI 598272).

BlackBerry Messaging Agent counters are not accessible or visible in Perfmon. This happens because the BlackBerry Messaging Agent is unable to access the memory share upon startup. (DT 7913126).

In Microsoft Exchange 2013 environments and Microsoft Exchange 2010 and Microsoft Exchange 2013 mixed environments with BlackBerry Enterprise Server 5.0.4 MR2 or later, the 'BESProfile' tool does not create a usable MAPI profile. (DT 7769040).

The BlackBerry Messaging Agent becomes unavailable when attempting to process a folder that does not have a defined BlackBerry folder identification property. (DT 7235862).

Message prepopulation is automatically triggered when moving a user from one BlackBerry Enterprise Server instance to another. (DT 7212547).

Public contact folders do not synchronize when the 'LegacyExchangeDN' value is changed to match the formatting (display name or email address) of the environment. (DT 7135855).

After restarting the BlackBerry Controller Service, BlackBerry Enterprise Server performance counters may become unavailable. (DT 7036898).

When forwarding attachments from a BlackBerry 7.1 or earlier device that is active on the BlackBerry Enterprise Server to a BlackBerry PlayBook or BlackBerry 10 device, the file name is changed to "ATT\*\*\*". (DT 6913373).

When attempting to access a user using the Zimbra connector for Microsoft Outlook, that user may experience a temporary loss of service until the BlackBerry Messaging Agent has been restarted. (DT 6883827).

The resizing of inline images for devices with larger screen sizes can result in the image not being delivered to the device. (DT 6788358).

Users are purged from the BlackBerry Enterprise Server when the BlackBerry Messaging Agent is low on virtual memory. Affected users are continuously restarted and need to be reactivated in order to receive service. (DT 6738503)

When you update IT policy information in users' mailboxes, it can cause the BlackBerry Messaging Agent to make numerous SQL connections and it is possible to reach SQL connection limit. (DT 6644660)

When the DISABLE\_CONFIRM\_EMAIL\_DELIVERY\_TRAIT is enabled or modified on a BlackBerry Enterprise Server server, the other servers in the environment detect the change and reload the trait for all users. This causes the BlackBerry Messaging Agent to make numerous SQL connections and it is possible to reach SQL connection limit. (DT 6623367).

Address lookups via Lightweight Directory Access Protocol (LDAP) fail in hosted environments when there's a comma in the display name (the LegacyExchangeDN field). (DT 6391505).

## BlackBerry Policy Service

In large databases, the SQL command to requeue pending commands requires a large amount of resources and causes the BlackBerry Policy Service server to enter a throttled state for an undefined period, which, prevents application pushes going to devices. (DT 7091315).

## BlackBerry Router

BlackBerry Router counters are not accessible or visible in Perfmon. This happens because the BlackBerry Router is unable to access the memory share upon startup. (DT 7913126).

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

## BlackBerry Synchronization Service

\* The BlackBerry Synchronization Service may become unavailable and require a restart after a connection drop with the Microsoft SQL Server. (JI 925668).

The BlackBerry Synchronization Service becomes unavailable and requires a restart after encountering an SMS item that has an invalid value in the date/time field. (DT 8820509).

The BlackBerry Synchronization Service becomes unavailable if you attempt to use the same shared network path for audit logging on more than one server. (DT 7105697).

When the Microsoft SQL Server is unavailable during a restart of the BlackBerry Synchronization Service, the event to retry start-up of the PIM connectors is not sent. (DT 6877457).

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

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

BlackBerry Synchronization Service does not start up a user, which prevents activation after an exception occurs in the User Control: Start command. (DT 3526828).

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

## Logging

BlackBerry Messaging Agent logs can grow rapidly because Event ID 40719 is not being suppressed. (DT 5791198).

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

## Microsoft Exchange Calendar

Messages queued for delivery gradually increase due to processing timing issues. This causes long response times and potential memory usage issues. (DT 6989470).

Updating an occurrence of a recurring Unicode meeting or appointment causes the Unicode characters from the updated occurrence to be removed from the BlackBerry device and replaced with question marks (“?”) and regular (non-Unicode) characters. (DT 6677515).

Find Item calls fail in Microsoft Exchange 2010 SP2 RU4 due to a change in the mailbox throttling policy for Microsoft Exchange Web Services calls. (DT 6353796).

Using a BlackBerry device to update an appointment that was created in Microsoft Outlook causes the appointment to convert to a meeting when Microsoft Exchange Web Services synchronizes the calendar. (DT 5986289).

## Security

A vulnerability existed in the implementation of the logging of exceptions encountered during user or session management that could have allowed an attacker to gain access to logged shared secrets or domain credentials from the exception log. The vulnerability was limited by default access controls on the server. (DT 8770510, DT 8770535).

These issues were resolved by this interim security software update. For more information, visit [www.blackberry.com/btsc](http://www.blackberry.com/btsc) to read KB35647.

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

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

## Wireless calendar synchronization

Calendar synchronization stops and does not resume until after a restart of the BlackBerry Messaging Agent when a user's Microsoft Exchange Web Services connection to the Client Access Server ends with an HTTP status of "503: Service Unavailable". (DT 8802367).

The mail agents for Microsoft Exchange users stop responding during a calendar full synchronization process if the **PR\_IPM\_APPOINTMENT\_ENTRYID** value is not set correctly. (DT 5847439).

# Known issues

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

## BlackBerry Administration Service

After upgrading to BlackBerry Enterprise Server 5.0 SP4 MR11, you cannot access the BlackBerry Administration Service web console using Windows Internet Explorer 9 or 11. (JI 857422).

**Workaround:** Use Google Chrome or Mozilla Firefox to access the BlackBerry Administration Service web console. For more information, visit the Knowledge Base at [blackberry.com/support](http://blackberry.com/support) to read article KB36671.

Changes to the membership of a group to which you belong may not succeed, and a Kerberos Clock Skew error may be displayed, when you make the changes more than 5 minutes after logging in to the BlackBerry Administration Service using Single Sign-on (SSO). (DT 6918388).

**Workaround:** Begin making group membership changes within 5 minutes after logging in to the BlackBerry Administration Service console via SSO.

## BlackBerry Enterprise Server Maintenance Release Installer

An error message stating, “Error initializing system” is displayed when the BlackBerry Enterprise Server Maintenance Release Installer cannot connect with the database during initialization. (JI 712250).

**Workaround:** Ensure the installer can connect with the database before an upgrade.

After applying BlackBerry Enterprise Server 5.0 SP4 MR1 or BlackBerry Enterprise Server 5.0 SP4 MR2 in a Microsoft Windows Server 2012 environment, the BlackBerry Administration Service web client becomes unresponsive. (DT 6489174).

**Workaround:** Configure the BlackBerry Administration Service to use TCP, rather than UDP, before applying the MR.

## BlackBerry Enterprise Server setup application

During Service Pack upgrades, the BlackBerry Enterprise Server setup application does not unregister the BlackBerry Messaging Agent and the BlackBerry Router in the Windows Management Instrumentation (WMI) counters before uninstalling the old files. (DT 628488).

Performance monitoring counters are not automatically installed during BlackBerry Enterprise Server installations on 64-bit versions of Windows Server. (DT 3562704, DT 7059449).

**Workaround:** Add performance monitoring counters manually after installation. For more information, visit the Knowledge Base at [blackberry.com/support](http://blackberry.com/support) to read article KB21534.

## BlackBerry MDS Connection Service

BlackBerry MDS Connection Service does not establish a connection if the web server is set up to use TCP PAC file processing and the proxy address returned is an IP address rather than an FQDN. (DT 8980289).

**Workaround:** Create the appropriate entries in DNS so a host name is used and update the PAC file.

## BlackBerry Management Studio / BlackBerry Web Services

After applying BlackBerry Enterprise Server 5.0 SP4 MR8, you cannot execute "getReportData" calls. (JI 712919 ).

## BlackBerry Messaging Agent

The BlackBerry Messaging Agent does not initialize in Microsoft Exchange 2013 environments because the 'homeMTA' attribute in Active Directory is no longer used in Microsoft Exchange 2013 Cumulative Update 3. (DT 8812579).

**Workaround:** Use ADSIEdit to populate the 'homeMTA' attribute in Active Directory for the BlackBerry service account.

## BlackBerry Resource Kit

After applying BlackBerry Enterprise Server 5.0 SP4 MR10, you cannot delete users with BESUserAdminClient.exe. (JI 816498).

## Microsoft Outlook Address Book

Parent-level contact folders other than the default Contacts folder do not synchronize with the BlackBerry device when the 'EnableSyncContactSubFolders' trait value is set to 'true'. (DT 7426203).

**Workaround:** Set the trait value to 'false' or move the folder under the default Contacts folder.

## Microsoft Exchange Calendar

When you remove a meeting invitee from an occurrence of a recurring meeting with a BlackBerry device, the status of the meeting invitee still displays as Invited for the occurrence. (DT 6748175).

For more information, visit the Knowledge Base at [blackberry.com/support](http://blackberry.com/support) to read article KB33406.

The status of meeting invitees who tentatively accept an update to an occurrence of a recurring meeting is displayed on their BlackBerry device as Accepted instead of Tentative. Their status displays as Tentative in their email client application, on the organizer's BlackBerry device, and in the organizer's email client application. (DT 6740066).

For more information, visit the Knowledge Base at [blackberry.com/support](http://blackberry.com/support) to read article KB33406.

When you update the start date of a recurring meeting series from the email client application, meeting invitees retain an orphaned meeting from the original start date on their BlackBerry devices. The updated occurrence displays correctly in the email client application. (DT 6730637).

For more information, visit the Knowledge Base at [blackberry.com/support](http://blackberry.com/support) to read article KB33406.



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