BlackBerry Enterprise Server for Microsoft Exchange

Version: 5.0
Service Pack: 4

Release Notes

::: BlackBerry®

Contents

Related resources

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

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BlackBerry Enterprise Server Policy Reference Guide	• 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)

The BlackBerry Administration Service was slow to respond when there were a large number of entries in the Applications tables. (DT 2353626)

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)

When an administrator who did not have the **Edit a group** permission tried to add users to a group, the BlackBerry Administration Service did not display any error messages. (DT 1290864)

You could not publish applications that did not have any attribute for the directory tag in the ALX file. (DT 1279526)

Outstanding on hold tasks in the BlackBerry Configuration Database sometimes caused purge jobs to fail. (DT 1275362)

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

If you used the Carrier search criteria, the BlackBerry Administration Service searched the Home Carrier fields instead of the Carrier fields. (DT 1238692)

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 you copied an IT policy and did not modify it, and then assigned it to a user account, the device did not accept the new IT policy. (DT 1186696)

When reconciling applications to devices, the BlackBerry Administration Service did not check if there were any identical modules from existing applications before determining if the device had enough memory to install the application. (DT 1186488)

The BlackBerry Administration Service reconciled applications to devices even though the device did not have sufficient memory. (DT 1177138)

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)

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 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

When a company that is hosting the BlackBerry Enterprise Server added a new user to their mail server, they had to wait up to 24 hours before they could add the user to the BlackBerry Enterprise Server. (DT 1391094)

If the BlackBerry Mail Store Service lost the MAPI connection to the Client Access Server, calls updating the address book would fail due to the MAPI session not terminating. (DT 990681)

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)

If you configured integrated Windows authentication for the BlackBerry MDS Connection Service, set the File URL Pattern to .*, and created the required access control rules, when a user tried to browse to a file that included an @ (at sign) in the file name, the device could not display the file. The BlackBerry MDS Connection Service truncated the file and removed every letter before the @. The BlackBerry MDS Connection Service also logged a DFTF/1.1 404 error message in its log file. (DT 846883)

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 you composed an email message containing both Hebrew and English characters on a device, the version that was received in Microsoft Outlook was not readable because the direction of the Hebrew characters was changed. (DT 2965323, 765816)

Support for bi-directional languages is also dependent on an update to BlackBerry Device Software. For more information, visit www.blackberry.com/btsc to read KB25037.

Email messages sent from users' smartphones were timestamped with the mail server time zone instead of the time zone of the smartphone location. (DT 1926582)

When a user created or modified a contact using Microsoft Outlook 2011 for Macintosh, the email address of the contact was not wirelessly synchronized if that contact had an email address that could be resolved in the Global Address List. (DT 1815349)

There is improved handling of partial name collisions that may have occurred in the LegacyExchangeDN field where the expected user account had been disabled. (DT 1448927)

When a user replied to an HTML email message, if the message did not contain body tags, the reply was misplaced. (DT 1430718)

When a user deleted an email folder with a filed email message on the device, an error message continued to appear in the BlackBerry Messaging Agent logs until the user emptied their deleted items folder. (DT 1198758)

When a missed call message was delivered to Microsoft Outlook, the same message was not delivered to the BlackBerry device. (DT 1161394)

The PFContactMonitor scan was running a full scan approximately every 20 minutes, instead of once a day or on restart. (DT 1147411)

In some circumstances, email messages were not delivered promptly because of high disk I/O on Microsoft Exchange 2010 mailbox servers. (DT 1141515)

When performing a user lookup using a device, fields in the user search results might have appeared blank if the user account had multiple values entered for a field. For example, if the user account had multiple home phone numbers, the search results did not display the user's home phone number. (DT 1002292)

The **Handheldcleanup -u** command listed all user accounts instead of isolating the user accounts that had a modified server domain name. (DT 995308)

The **Notes** field for contacts in the Public Folders Database in Microsoft Exchange Server 2010 did not synchronize with the device. The BlackBerry Enterprise Server displayed the "8007000e - MAPI_E_NOT_ENOUGH_MEMORY" error message in the **Notes** field. (DT 854487)

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)

The BlackBerry Messaging Agent log file did not always clearly indicate the issue. For example, the message "MAPIMailbox::RIMAttachtoMAPIAttach - OpenProperty (0x80004005) failed" could occur in the log file for various reasons, but it was not always clear what the reason was. (DT 742344)

If a user deleted an email address for a contact with multiple email addresses and then added the email address for the contact again later, one of the contact's other email addresses was sometimes deleted on the device. (DT 562443)

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 the BlackBerry Enterprise Server synchronized contact information with Microsoft Active Directory, the BlackBerry Enterprise Server recorded the Common Name of the contact instead of the SMTP address in the email address field. (DT 3225949)

When a user used the Address Lookup feature, and multiple phone numbers were returned to the device, the user could not dial the number from the search results. (DT 3010185)

In certain circumstances, when backing up PIN messages for a user account, the BlackBerry Synchronization Service stopped responding. (DT 2393688)

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

After a failover, in some circumstances the newly active BlackBerry Enterprise Server could not access a user's mailbox. (DT 1838303)

Logging fixed issues

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)

In rare circumstances, the BlackBerry Enterprise Server logs showed that BlackBerry devices were out of coverage when the devices were in coverage. (DT 468720)

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)

Contacts that used a custom message class, did not synchronize with Public Folders. (DT 1400600)

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

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)

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 the upgrade process completed, you could not configure message classifications without subject suffixes. (DT 1390787)

For mailboxes with Unicode display names that exceed 64 characters, after you upgraded from BlackBerry Enterprise Server 4.1 SP6, the BlackBerry Enterprise Server logged "String or binary data would be truncated" error messages in the Windows Event log. (DT 1206845)

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)

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)

In some circumstances a corrupted recurring meeting caused calendar synchronization to stop. (DT 1112412)

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)

If the BlackBerry Enterprise Server is unable to open an email message during the full synchronization process, enterprise activation stops at 99% and does not complete. (DT 2998589)

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.

If you set the ForceMsgPrepopOnActivation registry key to a value other than 0, and the ForceMsgPrepopDays and ForceMsgPrepopMessages registry keys are set to 0, email prepopulation is turned off. (DT 511315)

Workaround: Add the ForceMsgPrepopDays and ForceMsgPrepopMessages registry keys and set to a value other than 0.

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)

In some circumstances, when a junior helpdesk administrator tries to add or remove a user from a group, the following error occurs: "Failed to unassign user from group. Internal error." (DT 5876081)

Workaround: Restart the BlackBerry Administration Service.

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)

Administrators with the Junior Helpdesk Administrator role cannot see activation counts if the View a user privilege is set to Listed groups only. (DT 5818825)

Workaround: Set View a user to All groups instead of Listed groups only for the Junior Helpdesk Administrator role.

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)

Your default BlackBerry Administration Service configuration page does not display after setting up a global public folder. (DT 5374383)

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

When you assign OS or app settings to a user and the related tasks are delivered to the device, notification error messages are written to the BlackBerry Administration Service log file even though the notifications were sent. (DT 3166034)

The BlackBerry Administration Service detects logger timers and poller timers for decommissioned nodes and writes messages to its log file, even though checks for those timers should no longer be performed. DT 3165707

If you manually import an IT policy pack using the BlackBerry Administration Service, the timestamp in the BASTrait table is updated to the timestamp contained in the xml file for the IT policy pack. The currently released IT policy packs have a later timestamp than the IT policy template for the BlackBerry Enterprise Server, so after you upgrade the BlackBerry Enterprise Server, the IT policy definitions are not updated. (DT 3011445)

Workaround: After you upgrade the BlackBerry Enterprise Server, log in to the BlackBerry Administration Service and manually import the ITPolicyTemplate.xml file located in "<drive>:\Program Files\Research In Motion\BlackBerry Enterprise Server\BAS\server\default\conf".

You cannot switch from a custom application control policy to the default application control policy. (DT 1231478)

Workaround: Remove the application from the software configuration, wait until reconciliation completes, and then change the application control policy and re-add the application.

The BlackBerry Administration Service does not reconcile optional applications for users if there is insufficient memory on the devices. (1187596)

The BlackBerry Administration Service displays the "Delete all device data and disable device" command to administrators who do not have the permissions to complete this action. If the administrator clicks the command, the BlackBerry Administration Service displays an error message and logs the administrator out. (DT 1186306)

If you install the BlackBerry Enterprise Server and the BlackBerry Administration Service in separate Windows domains, you cannot configure logging using the BlackBerry Administration Service. (DT 1171529)

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)

You cannot change the settings for the private contact folder if the user created another folder named "Contacts" that appears earlier in the alphabetical list of folders. (DT 814782)

Workaround: Rename the folder called "Contacts" that was created by the user, or move it into a folder that appears after the default Contacts folder in the alphabetical list of folders.

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)

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)

When you configure Microsoft Active Directory authentication for the BlackBerry Administration Service and provide the global catalog server names (rather than permitting the BlackBerry Administration Service to discover the global catalog servers automatically), the BlackBerry Administration Service does not use these global catalog servers when performing Kerberos authentication. (DT 731603)

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 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)

You cannot add user accounts that are included in a segregated address list on a child Windows domain. (DT 493177)

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)

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 browsing a Microsoft PowerPoint presentation using BlackBerry Attachment Service 5.0 SP1, the page numbers of the file do not appear on the BlackBerry device. (DT 390868)

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

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)

The BlackBerry Configuration Panel is unable to validate the Microsoft Active Directory Service Account credentials. As a result, the BlackBerry Administration Service Microsoft Active Directory Authentication page does not display the account information. (DT 6069790)

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)

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

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

If the Microsoft Exchange Server 2010 SP1 does not include the public folder database, the BlackBerry Mail Store Service cannot connect to it and you cannot add users to the BlackBerry Enterprise Server. For more information, visit www.blackberry.com/btsc to read article KB24470. (DT 854245)

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)

A device user cannot see an animated gif file on a web page in the browser on a device with BlackBerry Device Software 5.0. (DT 4870361)

Integrated Windows authentication with the BlackBerry MDS Connection Service does not work if the user account has the msExchMasterAccountSid property set (DT 124062)

If a web server returns a 401 error because the 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

Private sub-folder contacts are not removed from a user's device after the user removes the parent folder in Microsoft Outlook . (DT 5874409, 5722472)

The BlackBerry Messaging Agent stops responding if the BlackBerry Enterprise Server finds an invalid calendar entry on a device during the full synchronization process. (DT 5847439).

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)

If public folders are updated while a device is out-of-coverage, the BlackBerry Enterprise Server repeatedly tries to synchronize the changes, which can cause a performance issue. (DT 1251446)

When moving user mailboxes to another Microsoft Exchange server, BlackBerry Messaging Agent instances might be assigned more user accounts than the maximum permitted, which might cause performance issues. (DT 1158615)

Workaround: Restart the BlackBerry Controller or BlackBerry Dispatcher services.

If the BlackBerry Enterprise Server cannot determine who the sender is of an email message, it does not write any error messages to the log files. (DT 1101865)

If a user adds a contact from a vCard attachment that has a last name but no first name, the device stores the last name in the first name field. (DT 1055796)

If you add a user account to the BlackBerry Enterprise Server but do not activate the device, the BlackBerry Enterprise Server performs unnecessary actions on the user account (for example, queuing changes to calendar entries). (DT 1043002)

When performing a user lookup using a BlackBerry device, the **Note** field will be populated differently based on whether you configure the BlackBerry Enterprise Server to use LDAP or MAPI to connect to Microsoft Active Directory. For example, if the user account populates both the **Description** field on the **General** tab and the **Notes** field on the **Telephones** tab, a BlackBerry Enterprise Server configured to use the MAPI protocol will return the value entered into the **Description** field; a lookup using LDAP will return the value entered in the **Notes** field. (DT 1014980)

If you configure the BlackBerry Enterprise Server to use LDAP to connect to Microsoft Active Directory directly, if a BlackBerry device user specifies a **Home2** phone number, the number will appear twice on the user's device in both the **Home2** and **Other** fields. (DT 1006092)

In some circumstances, if the Junk-Email folder is selected for redirection on a device, and the **Hide Files Messages** option is set to **Yes**, email messages are displayed in the Messages folder instead of being hidden. (DT 962661)

If a user is associated with a BlackBerry Enterprise Server that is configured to use LDAP ALP search and performs a remote search for another user from the device, the user cannot view the display name that is associated with the Remote Lookup search results. (DT 916520)

When you send a message from a device to a user in the same mail domain, some lines in a long signature might be appended to each other when the message is viewed in Microsoft Outlook. (DT 839591)

If you move user accounts from one Microsoft Exchange Server to another, and fail over a BlackBerry Enterprise Server pair, the new primary BlackBerry Enterprise Server does not start the user account. (DT 757160)

Workaround: Restart the BlackBerry Messaging Agent.

If you move user accounts from one Microsoft Exchange Server to another, and fail over a BlackBerry Enterprise Server pair, the new standby BlackBerry Enterprise Server continues to check the health of the Microsoft Exchange Server that you moved user accounts from, even though no user accounts exist any longer on that Microsoft Exchange Server. (DT 757158)

If a user sends a vCard that includes a picture as an attachment to an email message, the device does not receive the attached vCard. (DT 751035)

If you add and activate a user account on one BlackBerry Domain and then add the same user account to a second BlackBerry Domain without removing it from the first BlackBerry Domain, the second BlackBerry Domain starts the user account and changes the service books on the device. (DT 730081)

Workaround: Always remove user accounts from one BlackBerry Domain before adding them to another BlackBerry Domain.

If you move the Windows account that the BlackBerry Enterprise Server is using to connect to the Microsoft Exchange Server to another Microsoft Exchange Server, after some time, the health checks that the BlackBerry Enterprise Server completes start failing and the BlackBerry Enterprise Server continually restarts user accounts on the Microsoft Exchange Server that the Windows account was moved from. This can impact the flow of messages and calendar synchronization for the user accounts. (DT 686243)

Workaround: Restart the BlackBerry Messaging Agent.

If a user sends a large inline animated GIF (for example, 100KB or larger) in an HTML message, the BlackBerry Enterprise Server does not process the image and it does not display on the device. (DT 675818)

In rare circumstances, threads in a BlackBerry Messaging Agent might hang due to a thread waiting on BESAgent_pool_mutex within BMSI_SharedMem. (DT 660679)

When a user searches for contact information on a device, the device does not display the results in alphabetical order if the sort order is determined by the first name. (DT 645112)

If a user opens a vCard attachment that uses the Shift-JIS character set on the device, the QUOTED-PRINTABLE information does not display correctly. (DT 640539)

When a user whose account is on 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. (DT 543428)

If a user files an email message into a folder in Microsoft Outlook when the device is turned off, when the user turns on the device, the message that the user filed appears in the Inbox on the device. (DT 522100)

In an environment that includes MAPI and CDO 6.5.8147.0, the BlackBerry Messaging Agent and the BlackBerry Mail Store Service intermittently write memory dumps to their log files and the BlackBerry Mail Store Service also writes access control violations to its log file. (DT 396427)

Workaround: Choose one of the following options:

- If your organization is not using Microsoft Exchange 2010, downgrade to MAPI and CDO 6.5.8131.0.
- Wait for the pending fix from Microsoft.

When you run the IEMSTest.exe file and you receive an "Unable to find user in AD" error message, you may also receive a "No Send As permission" error message. (DT 498584)

Workaround: You can ignore the "No Send As permission" error message.

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)

If a user has a large number of folders in Microsoft Outlook (for example, 1000 folders) and you activate the user account, the BlackBerry Messaging Agent sends a packet to the BlackBerry Dispatcher that is too large. The BlackBerry Dispatcher rejects the packet and the folders are not synchronized correctly with the device. (DT 403353)

Workaround: Change the MaxUncompDataSizeBytes registry key in HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Dispatcher\ to a large value. Note that in certain circumstances, this workaround might not address this issue.

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)

When the BlackBerry Policy Service requeues and resends a policy to a device, any commands that are grouped with the policy, including commands to wipe the device, are also resent. (DT 3012345)

Workaround: Remove and readd the user after the first command to wipe the device is sent.

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)

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 Synchronization Service known issues

After upgrading the BlackBerry Enterprise Server, if a BlackBerry device encounters a problem receiving data from the BlackBerry Synchronization Service, the device might not retry after receiving ERROR_RETRY_OPERATION. (DT 1008511)

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.

Logging known issues

In some circumstances, if the server event ID 40599 is suppressed in the BlackBerry Enterprise Server log files, the associated event 40719 is not suppressed causing the log file to grow very large. (DT 5817623)

The BlackBerry Enterprise Server does not log the long term Entry ID for notifications. (DT 1178187)

The BlackBerry Messaging Agent logs RESCAN_ST_CHANGES messages instead of RELOAD_FOLDERS messages in its log file for busy worker threads. (DT 1156492)

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

If you specify a deletion date for static agent logs in the MAGT log, the search criteria used to remove old log files only searches for log files with an instance number of two digits but the static agent IDs have an instance number of three digits. Therefore the search is not successful and the static agent logs are not deleted. (DT 606891)

The setting that you configure for **Debug Log Maximum Daily File Age** in the BlackBerry Administration Service does not affect static agent logs in the MAGT log. You must manually delete the static agent logs in the MAGT log. (DT 606849)

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)

In the BlackBerry Enterprise Server log files, the warning "Ensure that IPv6 is disabled on the Microsoft Exchange Server or configure the BlackBerry Enterprise Server to use the closest global catalog server" is misleading. (DT 514844)

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)

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 configure a public folder to synchronize to a BlackBerry device, turn off synchronization, and then turn it on again, contacts are not synchronized. (DT 657834)

Workaround: Remove and re-add the Desktop service book on the device.

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)

If a user account in the address book has more than one email address associated with it, users can add the contact to their BlackBerry contact lists using each email address associated with the contact, resulting in more than one contact list entry for the contact. (SDR 279351)

Workaround: Add contacts to the contact list using Microsoft Outlook.

Performance known issues

Performance Monitor (perfmon) does not display correct data for Mailbox Agents. (DT 1278131)

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\x64.
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.

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)

The BlackBerry Enterprise Server does not forward .msg attachments in email messages that are signed, encrypted, or signed and encrypted using S/MIME. (DT 1056505)

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)

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 encrypted message that includes Greek characters in the body from Microsoft Outlook to a recipient who is also a Microsoft Outlook user, the Greek characters are not displayed correctly on the recipient's device. (DT 1014751)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user sends a PGP partitioned signed message that includes Arabic characters in the body from Microsoft Outlook, the Arabic characters are not displayed correctly on the recipient's device. (DT 1014465)

If a BlackBerry device user sends S/MIME encrypted email messages, the email messages are sent using the MS-TNEF MIME type instead of the X-PKCS7 MIME type. (DT 562356)

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)

In an environment that includes the S/MIME Support Package for BlackBerry smartphones, if a user sends an encrypted message that includes the Euro symbol (€) from Microsoft Outlook 2003 SP2 or Microsoft Outlook Web Access, the BlackBerry device displays an error when it receives the message. (DT 403545)

Workaround: Configure users to use UTF-8 encoding in Microsoft Outlook.

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)

If you install a second BlackBerry Administration Service into a BlackBerry Administration Service pool that uses the default pool name (which is the FQDN of the computer that hosts the first BlackBerry Administration Service), the setup application does not provide you with the option of changing the pool name. (DT 1159278)

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)

When you install the BlackBerry Enterprise Server and select German, the setup application does not display correct remaining disk space information. (DT 734056)

If you cancel an installation process at the Console addresses dialog box, you cannot use the same BlackBerry Configuration Database when you run the installation process again. (DT 648505)

The installation process cannot complete if the setup application cannot create the MAPI profile because it cannot find the domain controllers. (DT 642796)

Workaround: Before you run the setup application, use the BESProfile.exe tool and the —s command to create the MAPI profile.

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 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.

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

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 a BlackBerry device user creates a recurring appointment with the time duration set to 0, and then the user changes one of the instances on the BlackBerry device, the change is not synchronized to the email application and the device deletes the instance. (DT 1256362)

If a user creates a recurring meeting using Microsoft Outlook Web Access, the meeting is not synchronized to the device. (DT 1229655)

If the time zone on the device is set to GMT+10 Canberra, Sydney, and the BlackBerry Enterprise Server uses CDO to connect to the calendars, when the user creates a recurring meeting on the device, the times on the device and email application might differ. (DT 1351936)

Workaround: Use the GMT+10 Hobert time zone on the device instead.

When using calendar web services in an environment that includes both Microsoft Exchange 2007 and 2010, appointments might not synchronize to devices snf the log files might include the following message: "COM Exception: Code = 80131501 - Description = An internal server error occurred" (DT 1156803)

During calendar synchronization, if the BlackBerry Enterprise Server cannot determine the time zone for a calendar entry, the calendar synchronization process fails. (DT 1064478)

Workaround: Delete and recreate the calendar entry in Microsoft Outlook and run the calendar synchronization process again.

For certain BlackBerry 6 devices, after a user receives a meeting invitation on a device, when the meeting organizer sends an update, the device displays the update as an email message and not as a calendar entry. (DT 891984)

If you configure the BlackBerry Enterprise Server to support Unicode characters, and a user receives a meeting invitation on a device, the meeting organizer's display name shows as the alias name. (DT 697329)

Workaround: Change the value of **createCDOProfile** to **0** and restart the BlackBerry Enterprise Server services.

The BlackBerry Enterprise Server does not support the DST changes for Morocco or Pakistan. (DT 396380)

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