

BlackBerry Enterprise Server for Microsoft Exchange

Version: 5.0
Service Pack: 4
Maintenance Release: 3



Maintenance Release Notes

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Related resources

To read the following guides, visit www.blackberry.com/go/serverdocs.

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

What's new in BlackBerry Enterprise Server 5.0.4 MR3

Support for Microsoft Windows Server 2012

BlackBerry Enterprise Server now supports the Microsoft Windows Server 2012 operating system.

Installing the maintenance release

Where to install the maintenance release

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

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

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

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

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

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

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

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

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

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

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

Install the maintenance release

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

Before you begin:

- On the computer that hosts the BlackBerry Enterprise Server, make sure that you can access the installation files that were used to install the BlackBerry Enterprise Server. Depending on how the software was installed, the files might be located on a product CD or in a network location.
- This maintenance release includes updates to the BlackBerry Configuration Database. You must back up the BlackBerry Configuration Database so that you can restore it if the BlackBerry Enterprise Server upgrade process does not complete. For more information about backing up the BlackBerry Configuration Database, see the *BlackBerry Enterprise Server Upgrade Guide*.

1. Using the service account (for example, BESAdmin), log in to the computer that you want to install the maintenance release on.
2. In the Windows Services, stop all BlackBerry Enterprise Server services.
3. Close the Windows Services.
4. Extract the installation files from **besx504mr3.zip** to a folder on the computer.
5. Browse to the location of the setup program files.
6. Double-click **setup.exe**.
7. Complete the configuration screens.
8. Click **Finish**.
9. In Windows Services, restart all BlackBerry Enterprise Server services.

Note: If you add a BlackBerry component or change the BlackBerry Configuration Database using the BlackBerry Enterprise Server 5.0.4 Gold installer, you must reinstall the maintenance release, using the steps above.

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

1. On the **Start** screen, click **Control Panel**.
2. Click **Programs and Features**.
3. If the window does not display the **Version** column, perform the following actions:
 - a. Right-click on any column heading. Click **More**.
 - b. In the dialog box, click **Version**.
 - c. Click **OK**.
4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for Microsoft Exchange**.
5. Verify that the version number is 5.0.4 MR3 (Bundle 86).

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

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

5. Verify that the version number is 5.0.4 MR3 (Bundle 86).

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

1. On the taskbar, click **Start > Control Panel**.
2. Click **Add or Remove Programs**.
3. In the list of programs, click **BlackBerry Enterprise Server for Microsoft Exchange**.
4. Click **Click here for support information**.
5. Verify that the version number is 5.0.4 MR3 (Bundle 86).

Fixed issues

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

BlackBerry Administration Service

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

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

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

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

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

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

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

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

BlackBerry Attachment Service

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

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

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

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

BlackBerry Collaboration Service

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

BlackBerry Dispatcher

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

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

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

BlackBerry Enterprise Server Maintenance Release Installer

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

BlackBerry Instant Messaging Service

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

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

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

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

BlackBerry MDS Connection Service

Starting with BlackBerry Enterprise Server 5.0.3 MR6, you could configure BlackBerry MDS Connection Service to route direct Transport Layer Security (TLS) connections through a proxy server, but some connections would fail as BlackBerry MDS Connection Service did not support proxy auto-configuration (PAC) files for direct TLS connections. You can now configure BlackBerry MDS Connection Service to use PAC files to route direct TLS connections through a proxy server. (DT 2737990).

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

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

BlackBerry Mail Store Service

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

BlackBerry Messaging Agent

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

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

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

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

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

BlackBerry Router

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

BlackBerry Synchronization Service

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

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

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

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

Logging

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

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

Microsoft Exchange Calendar

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

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

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

Security

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

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

Wireless calendar synchronization

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

Known issues

BlackBerry MDS Connection Service

Kerberos authentication does not complete and is replaced with Microsoft NT LAN Manager (NTLM) authentication when you use Java Runtime Environment (JRE) 1.6 Update 37. The JRE version was updated from 33 to 37 as part of BlackBerry Enterprise Server 5.0.4 MR1. (DT 6721494).

Workaround: Revert the JRE to an earlier version, such as JRE 1.6 Update 31 or 33. For more information, visit the Knowledge Base at blackberry.com/support to read article KB33449.

Microsoft Exchange Calendar

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

For more information, visit the Knowledge Base at blackberry.com/support to read article KB33406.

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

For more information, visit the Knowledge Base at blackberry.com/support to read article KB33406.

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

For more information, visit the Knowledge Base at blackberry.com/support to read article KB33406.

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Published in Canada