

BlackBerry Enterprise Server for Microsoft Exchange

Version: 5.0
Service Pack: 4
Maintenance Release: 5



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 SP4 MR5

BlackBerry device support

BlackBerry Enterprise Server now supports the BlackBerry 9720 device.

BlackBerry Enterprise Server setup application

Upgrades to BlackBerry Enterprise Server 5.0 SP4 MR5 include JRE 1.6, update 45.

The BlackBerry Enterprise Server Installer now dynamically selects an acceptable installed version of JDK during an upgrade.

IT policies

The following new IT policies are available through the BlackBerry Administration Service console:

| Policy Group | Policy Name |
|----------------------|--------------------------------|
| BlackBerry Messenger | BBM Voice |
| Device Configuration | CCL Data Collection |
| Security | Use Camera When Locked |
| Security | Use Media Controls When Locked |

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 **besx504mr5.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 MR5 (Bundle 116).

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 MR5 (Bundle 116).

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 MR5 (Bundle 116).

Fixed issues

Issues 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 318855).

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 and will return to their original position. (DT 5897303).

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

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

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

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

* A BlackBerry Administration Service JVM runs out of memory and becomes unavailable when a software configuration containing 5 applications is assigned to a group of 5000 users or more, who are enrolled with at least 3 devices each (15,000 or more devices total). (DT 7280978).

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 JRE 1.6 to update 37 during the initial installation of the maintenance release. (DT 5763463).

BlackBerry Enterprise Server setup application

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

BlackBerry Instant Messaging Service

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).

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

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).

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

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

BlackBerry MDS Connection Service

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

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

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

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

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

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).

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

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

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).

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

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

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

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

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

BlackBerry Policy Service

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

BlackBerry Router

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

BlackBerry Synchronization Service

The BlackBerry Synchronization Service 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).

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

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

BlackBerry Web Services

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

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).

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

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

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

BlackBerry Administration Service

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

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

BlackBerry Enterprise Server setup application

* BlackBerry Enterprise Server setup application does not unregister the BlackBerry Messaging Agent and the BlackBerry Router in the Windows Management Instrumentation (WMI) counters before uninstalling the old files during an upgrade. (DT 628488).

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

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

BlackBerry MDS Connection Service

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

Workaround: Revert JRE to an earlier version, such as JRE 1.6 update 31 or update 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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