BlackBerry Enterprise Server for Microsoft Exchange

Installing and Upgrading a BlackBerry Enterprise Server in a Japanese Environment

Version: 5.0
Service Pack: 4
## Contents

1  Overview........................................................................................................................................... 4
   Related resources.................................................................................................................................. 4
2  Supported environments................................................................................................................... 5
   English-only environments................................................................................................................ 5
3  Tested environments........................................................................................................................ 6
   Tested and suggested Japanese environments for BlackBerry Enterprise Server 5.0 SP4 for Microsoft Exchange.............. 6
   What's new in tested and suggested environments............................................................................. 7
4  Language options and selections....................................................................................................... 8
5  Installing BlackBerry Enterprise Server 5.0 SP4 for Microsoft Exchange.............................................. 9
6  Upgrading to BlackBerry Enterprise Server 5.0 SP4 for Microsoft Exchange........................................ 10
7  Postinstallation tasks for Japanese environments............................................................................... 11
   Install the East Asian Language code page for Windows operating systems........................................ 11
   Configure support for the Japanese language in a Microsoft Exchange environment............................ 11
   Configure support for Unicode text in calendars on BlackBerry devices in a Microsoft Exchange environment........................................ 12
   Using Microsoft Exchange Web Services in a Microsoft Exchange 2007 or 2010 environment............... 13
8  File attachments.................................................................................................................................. 14
9  Using the BlackBerry Enterprise Trait Tool......................................................................................... 15
10 Limitations in a Japanese environment............................................................................................... 16
    Limitations for IT policies.................................................................................................................. 16
    Limitations for contact list lookups................................................................................................... 16
11 Fixed issues.......................................................................................................................................... 17
12 Functioning as designed..................................................................................................................... 18
13 Issues with workarounds.................................................................................................................... 19
14 Known issues for BlackBerry Enterprise Server 5.0 SP4..................................................................... 20
    BlackBerry Administration Service known issues............................................................................... 20
    BlackBerry Attachment Service known issues..................................................................................... 20
    BlackBerry Messaging Agent known issues......................................................................................... 21
    Japanese localization known issues.................................................................................................... 21
15 Glossary.............................................................................................................................................. 22
16 Provide feedback................................................................................................................................. 23
17 Legal notice......................................................................................................................................... 24
Overview

This document provides information about installing and upgrading to the BlackBerry Enterprise Server version 5.0 SP4 in a Japanese environment. It includes the following information:

- Environments that are supported for the BlackBerry Enterprise Server version 5.0 SP4
- Tasks that you need to perform to upgrade the BlackBerry Enterprise Server to version 5.0 SP4 in a Japanese environment
- Known issues in previous versions of the BlackBerry Enterprise Server that have been resolved, and known issues that exist in the BlackBerry Enterprise Server version 5.0 SP4

This document focuses on issues that are specific to the BlackBerry Enterprise Server in a Japanese environment. For detailed information about how to install and manage the BlackBerry Enterprise Server, see the BlackBerry Enterprise Server version 5.0 SP4 documentation.

Related resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>Information</th>
</tr>
</thead>
</table>
| BlackBerry Enterprise Server Installation and Configuration Guide | • System requirements  
  • Instructions for new installations |
| BlackBerry Enterprise Server Upgrade Guide        | • Instructions for upgrading a BlackBerry Enterprise Server |
| BlackBerry Enterprise Server Administration Guide | • System setup and management  
  • BlackBerry device implementation instructions |
| BlackBerry Enterprise Server Release Notes        | • What’s new in the release  
  • Fixed and known issues |
Supported environments

The minimum requirements for the BlackBerry Enterprise Server are listed in the *BlackBerry Enterprise Server Installation and Configuration Guide*. The following versions of the BlackBerry Enterprise Server are certified for a Japanese environment: 4.1 SP4J, 4.1 SP6, 4.1 SP7, 5.0 SP1, 5.0 SP2, 5.0 SP3, and 5.0 SP4.

You should not install any version of the BlackBerry Enterprise Server that is not listed as fully supported on a Japanese Windows operating system, because this configuration has not been tested and unexpected results might occur. If you require support for a non-certified version that you installed on a Japanese Windows operating system, it is considered a supported best effort. Best effort support might require you to upgrade to a Japanese-certified version of the BlackBerry Enterprise Server, or you might be required to reinstall the English Windows operating system. In these and other related scenarios, Research In Motion might decide not to update the BlackBerry Enterprise Server for a particular issue, recommend that you not install the environment, or direct you to find a solution from a third-party developer.

After the software is released, you might encounter other issues that affect Japanese users of the BlackBerry Enterprise Server and BlackBerry devices. Post-release issues are documented in the BlackBerry Technical Solution Center at [www.blackberry.com/support](http://www.blackberry.com/support).

English-only environments

You can use BlackBerry devices with Japanese set as the input language with a non-certified, English-only version of the BlackBerry Enterprise Server that is installed on an English Windows operating system. However, users might encounter unexpected issues because this is an untested and non-certified configuration. A best practice is to use a Japanese-certified BlackBerry Enterprise Server version with devices that are set to use Japanese as the input language. If an issue is encountered and it is determined that the issue might be due to devices that are being used on a BlackBerry Enterprise Server not certified for Japanese, you might need to update the BlackBerry Enterprise Server to a Japanese-certified version.
Tested environments

You can use the Japanese-certified versions of the BlackBerry Enterprise Server outside of what is listed in the Supported environments topic, provided that you satisfy the minimum requirements that are listed in the BlackBerry Enterprise Server Installation and Configuration Guide. You can install the BlackBerry Enterprise Server in a Japanese Windows network, an English Windows network, or a mixed Japanese Windows and English Windows network. You can install the Japanese-certified versions of the BlackBerry Enterprise Server on a Japanese Windows or English Windows operating system.

Tested and suggested Japanese environments for BlackBerry Enterprise Server 5.0 SP4 for Microsoft Exchange

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Exchange</td>
<td>Operating system of host computer</td>
<td>As required by Microsoft</td>
</tr>
<tr>
<td></td>
<td>Messaging server software</td>
<td>• Microsoft Exchange Server 2010 SP2 (64-bit) (Japanese)</td>
</tr>
<tr>
<td>BlackBerry Enterprise Server</td>
<td>Operating system of host computer</td>
<td>• Windows Server 2008 SP2 (32-bit) (Japanese)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Windows Server 2008 R2 (64-bit) (Japanese)</td>
</tr>
<tr>
<td>BlackBerry Configuration</td>
<td>Operating system of host computer</td>
<td>• Windows Server 2008 SP2 (32-bit) (Japanese)</td>
</tr>
<tr>
<td>Database</td>
<td></td>
<td>• Windows Server 2008 R2 (64-bit) (Japanese)</td>
</tr>
</tbody>
</table>
### What's new in tested and suggested environments

- In April 2008, Microsoft stopped Mainstream Support of MSDE, but offers Extended Support until April 2013.
- For information about system requirements for Microsoft Exchange 2010, see the *BlackBerry Enterprise Server Installation and Configuration Guide*.
- The installation of third-party software on various Windows operating systems is subject to any limitations and requirements that Microsoft indicates.

---

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>BlackBerry Configuration</td>
<td>Database server</td>
<td>• Microsoft SQL Server 2008 R2 (64-bit) (Japanese)</td>
</tr>
<tr>
<td>Database</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Language options and selections

When you install the BlackBerry Enterprise Server, the language settings are as follows:

- If you install the BlackBerry Enterprise Server on a Japanese Windows operating system, the setup application and the BlackBerry Configuration Panel are localized in Japanese.
- If you install the BlackBerry Enterprise Server on an English Windows operating system, the setup application and the BlackBerry Configuration Panel are localized in English.
- If you install the BlackBerry Enterprise Server on an operating system that is in a language other than Japanese, the setup application and the BlackBerry Configuration Panel are localized in English.

When you administer the BlackBerry Enterprise Server using the BlackBerry Administration Service, the language options are as follows:

- When you log in to the BlackBerry Administration Service, you can select a language.
- To change the language option, you must log out, select the new language, and then log in to the BlackBerry Administration Service again.
Installing BlackBerry Enterprise Server 5.0 SP4 for Microsoft Exchange

If you are installing the BlackBerry Enterprise Server for the first time, see the BlackBerry Enterprise Server for Microsoft Exchange Installation and Configuration Guide for planning, prerequisites, and installation information.

When you finish installing the BlackBerry Enterprise Server, complete the postinstallation tasks for Japanese environments.
Upgrading to BlackBerry Enterprise Server 5.0 SP4 for Microsoft Exchange

If you are upgrading the BlackBerry Enterprise Server, see the *BlackBerry Enterprise Server for Microsoft Exchange Upgrade Guide* for planning, prerequisites, and installation information.

When you finish upgrading the BlackBerry Enterprise Server, complete the postinstallation tasks for Japanese environments.
Postinstallation tasks for Japanese environments

Install the East Asian Language code page for Windows operating systems

Complete this task if the computer that hosts the BlackBerry Attachment Service has an English Windows operating system.

1. On the computer that hosts the BlackBerry Attachment Service, click Start > Control Panel > Regional and Language Options.
2. On the Languages tab, select the Install files for East Asian languages check box.
3. Click OK.

Configure support for the Japanese language in a Microsoft Exchange environment

You can make sure that the messaging application can display the Unicode messages that the BlackBerry device sends by configuring the BlackBerry Enterprise Server to support Unicode languages.

1. On the computer that hosts the BlackBerry Enterprise Server, click Start > Run.
2. Type regedit.
3. Click OK.
4. Perform one of the following actions:
• If you are running a 32-bit version of Windows, go to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents.

• If you are running a 64-bit version of Windows, go to HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node \Research In Motion\BlackBerry Enterprise Server\Agents.

5. If the MAPIEncoding registry key exists, perform one of the following actions:
   • Delete the key.
   • Change the value of the key to 1.

6. Perform one of the following actions:
   • If you are running a 32-bit version of Windows, go to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion \BlackBerry Enterprise Server\Setup.
   • If you are running a 64-bit version of Windows, go to HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node \Research In Motion\BlackBerry Enterprise Server\Setup.

7. Verify that the ConfigKeystoreCountry registry key is set to JP for Japanese.

8. In the Windows Services, restart the BlackBerry Dispatcher.

---

Configure support for Unicode text in calendars on BlackBerry devices in a Microsoft Exchange environment

**Before you begin:** In a Microsoft Exchange 2003 environment, install the following hotfixes for wireless calendar synchronization:

- Visit [http://support.microsoft.com/kb/913643](http://support.microsoft.com/kb/913643) to download and install the required hotfix on the messaging server.
- Visit [http://support.microsoft.com/kb/923537/en-us](http://support.microsoft.com/kb/923537/en-us) to download and install the required hotfix on the computer that will host the BlackBerry Enterprise Server.

You must complete this task for all Microsoft Exchange versions to ensure calendar items use the correct Unicode characters in fields such as subject, location, or notes.

1. On the BlackBerry Enterprise Server, on the **Start** menu, click **Run**.
2. Type `regedit`.
3. Click **OK**.
4. Perform one of the following actions:
• If you are running a 32-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Agents.

• If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\Software\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\Agents.

5. Create a DWORD value that is named SetLocaleIDs.

6. Set the value to 1.

7. In the Windows Services, restart the BlackBerry Messaging Agent.

Using Microsoft Exchange Web Services in a Microsoft Exchange 2007 or 2010 environment

If you are running BlackBerry Enterprise Server 5.0 SP4 in an environment that includes users that are on Microsoft Exchange 2007 SP1 or later, you can configure the calendar to use the Microsoft Exchange Web Services interface. Using the Microsoft Exchange Web Services interface corrects the issues described in KB14757 and KB19494 on www.blackberry.com/support.

Microsoft Exchange Web Services does not use MAPI and CDO libraries. MAPI and CDO libraries are part of Microsoft Exchange 2003 and are currently end of life with Microsoft. Microsoft only offers Extended Support for MAPI and CDO libraries.

Except for managing calendars, all functions of the BlackBerry Enterprise Server continue to use MAPI profiles.

To configure the BlackBerry Enterprise Server to use Microsoft Exchange Web Services, see the "Managing Calendars" section in the BlackBerry Enterprise Server Administration Guide.
File attachments

The BlackBerry Enterprise Server versions 4.1 SP6 and later support file attachments in RTF and TXT formats that are encoded in Shift-JIS.

The BlackBerry Enterprise Server 5.0 SP4 supports file attachments in Microsoft Office formats and Open Office formats that are encrypted with a password.

For more information about the file formats that the BlackBerry Attachment Service supports, see the BlackBerry Enterprise Server Feature and Technical Overview.
You can use the BlackBerry Enterprise Trait Tool in Japanese environments and operating systems. However, the BlackBerry Enterprise Trait Tool is English-only, and accepts commands, command line options, and characters in the English language only.

For more information about the BlackBerry Enterprise Trait Tool, see the *BlackBerry Enterprise Server Administration Guide*. 
Limitations in a Japanese environment

Limitations for IT policies

IT policy rules and Wi-Fi configuration settings that accept string values do not support Unicode text. If you attempt to submit an IT policy that contains Japanese characters, you receive an error message similar to the following:

<Policy Name> contains an invalid entry. Unicode strings are not supported for this field. Please use Latin characters only.

You can only use Latin characters in the corresponding IT policy rule.

For more information about IT policy rules, see the BlackBerry Enterprise Server Policy Reference Guide.

Limitations for contact list lookups

The BlackBerry Enterprise Server does not support contact list lookups that use Yomi address fields. Users cannot look up contacts using the phonetic Yomi reading for address book fields. This limitation affects the following tasks:

- Adding contacts to contact lists on BlackBerry devices
- Looking up contacts when sending messages on devices
- Looking up meeting participants when creating meetings on devices

This limitation exists because Microsoft Exchange does not support Yomi fields in the user directory.

Yomi fields are added to the contact list for devices that use BlackBerry Device Software 4.2.2 and later. These fields synchronize with the device and the messaging server when you run BlackBerry Enterprise Server version 4.1 SP4J or later.
### Fixed issues

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DT 1217791</td>
<td>There was a linguistic issue on Japanese error messages during the upgrade to the BlackBerry Enterprise Server 5.0.3.</td>
</tr>
<tr>
<td>DT 1245881, DT 5443512</td>
<td>In BlackBerry Enterprise Server 5.0.3 environments, when a user tries to reactivate the same device immediately after a remote wipe from BlackBerry Administration Service 5.0.3, PIN information disappears on the BlackBerry Administration Service.</td>
</tr>
<tr>
<td>DT 2970171</td>
<td>When using BlackBerry MDS Connection Service 5.0.3 MR6 with proxy server, images were not displayed on BlackBerry 5.0.0 and older devices (KB 29850).</td>
</tr>
</tbody>
</table>
## Functioning as designed

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DT 659238</td>
<td>In the BlackBerry Administration Service, the Browser time zone (GMT) is blank on the Home page.</td>
</tr>
<tr>
<td>SDR 332840</td>
<td>When you apply the External Domain application control policy to an application on BlackBerry devices, the application can still access other domains. The device can automatically attempt to use an internal connection. You need to specify both internal and external restrictions to restrict connections to websites correctly. If only external connections are made from the device, you do not need to specify internal restrictions.</td>
</tr>
<tr>
<td>SDR 133621</td>
<td>In a BlackBerry Enterprise Server for Microsoft Exchange environment, if a user sends a message with Japanese text that is larger than 16,000 bytes from a device, the text displays correctly in Microsoft Outlook. Any text beyond 16,000 bytes is truncated on the recipient’s device. For more information, visit <a href="http://www.blackberry.com/support">www.blackberry.com/support</a> to read KB03727.</td>
</tr>
</tbody>
</table>
## Issues with workarounds

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
</table>
| SDR 176144 | In BlackBerry Enterprise Server for Microsoft Exchange, a half-sized katakana character in the subject line of a message becomes full-sized when viewed on the device and in Microsoft Outlook. This could mean that the user selected the International Option, Auto select encoding for outgoing messages feature. Microsoft Outlook 2007 will choose ISO-2022-JP and the half width katakana is converted to full width.  
**Workaround:**  
Turn off the Auto select encoding for outgoing messages feature. |
| SDR 143513 | In certain circumstances, when you upgrade the BlackBerry Enterprise Server, wireless synchronization options might not be rendered on the device, and some users cannot synchronize the address book, tasks, or memos wirelessly.  
**Workaround:**  
Delete and restore the sync service books to correct this issue. Wireless synchronization options appear and wireless synchronization is possible for both memos and tasks. For more information, visit [www.blackberry.com/support](http://www.blackberry.com/support) to read KB14294.  
1. On the device, in the device options, click **Advanced Options**.  
2. Click **Service Books**.  
3. Highlight the SYNC service book.  
4. Press the **Menu** key.  
5. Click **Delete**.  
6. When the confirmation message displays, click **Delete**.  
7. Wait for approximately 30 seconds.  
8. Press the **Menu** key.  
9. Click **Undelete**. |
Known issues for BlackBerry Enterprise Server 5.0 SP4

BlackBerry Administration Service known issues

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DT 495446, DT 570469</td>
<td>When the BlackBerry Enterprise Server synchronizes flag requests in Japanese, the status message in Microsoft Outlook is changed to English.</td>
</tr>
</tbody>
</table>

BlackBerry Attachment Service known issues

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DT 640539</td>
<td>If a user on a BlackBerry Enterprise Server opens a vCard attachment using Shift-JIS, the Japanese string that is encoded QUOTED-PRINTABLE is not displayed correctly.</td>
</tr>
<tr>
<td>DT 1038479</td>
<td>If BlackBerry Enterprise Server users with Japanese names are exported to a file in CSV format, the Japanese text may not display correctly in Microsoft Excel.</td>
</tr>
</tbody>
</table>
BlackBerry Messaging Agent known issues

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DT 543428</td>
<td>When a BlackBerry device user with 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.</td>
</tr>
</tbody>
</table>

Japanese localization known issues

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DT 1062458</td>
<td>The Japanese translation of the &quot;Carrier&quot; field is not standardized in BlackBerry Enterprise Server 5.0 and later.</td>
</tr>
<tr>
<td>DT 1082172</td>
<td>The question mark in the calendar is not localized in BlackBerry Administration Service 5.0 and later.</td>
</tr>
<tr>
<td>DT 2359227</td>
<td>The Japanese translation of &quot;Erase Data Delay (hours)&quot; was not correct.</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>CDO</td>
<td>Collaboration Data Object</td>
</tr>
<tr>
<td>GMT</td>
<td>Coordinated Universal Time (Greenwich Mean Time)</td>
</tr>
<tr>
<td>JIS</td>
<td>Japanese Industrial Standards</td>
</tr>
<tr>
<td>MAPI</td>
<td>Messaging Application Programming Interface</td>
</tr>
<tr>
<td>MSDE</td>
<td>Microsoft SQL Server Desktop Engine</td>
</tr>
</tbody>
</table>
Provide feedback

To provide feedback on this content, visit www.blackberry.com/docsfeedback.
©2014 BlackBerry. All rights reserved. BlackBerry® and related trademarks, names, and logos are the property of BlackBerry Limited and are registered and/or used in the U.S. and countries around the world.

Microsoft, Excel, Outlook, SQL Server, Windows, and Windows Server are trademarks of Microsoft Corporation. IBM, Domino, Lotus, and Notes are trademarks of International Business Machines Corporation. vCard is a trademark of the Internet Mail Consortium. Wi-Fi is a trademark of the Wi-Fi Alliance. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at www.blackberry.com/go/docs is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.
TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry’s products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry’s products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.
Certain features outlined in this documentation require a minimum version of BlackBerry Enterprise Server, BlackBerry Desktop Software, and/or BlackBerry Device Software.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Certain features outlined in this documentation might require additional development or Third Party Products and Services for access to corporate applications.


This product includes software developed by the Apache Software Foundation (www.apache.org/) and/or is licensed pursuant to one of the licenses listed at (www.apache.org/licenses/). For more information, see the NOTICE.txt file included with the software.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada