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Summary
Users added but not yet configured with a PIN might incorrectly be detected as duplicates and cause the BlackBerry Dispatcher to crash.

Impact
If you have two or more users added to the BlackBerry Enterprise Server without a set PIN, the BlackBerry Dispatcher may hang and require a manual restart.

Recommendation
If you are running BlackBerry Enterprise Server 5.0.4 MR1, there is a QuickFix available. Reference DT6543832.

Resolution
This issue is corrected in the upcoming BlackBerry Enterprise Server 5.0.4 MR2 release.
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