

# BlackBerry Enterprise Server

Critical Issue Advisory JI755351

Version: 5.0

Service Pack: 4



Critical Issue Advisory



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# Critical issue advisory JI755351

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## Summary

When you upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7 or BlackBerry Enterprise Server 5.0 SP4 MR8, if your environment does not have a BlackBerry Web Desktop Manager instance installed with every BlackBerry Administration Service instance, an instance of the BlackBerry Web Desktop Manager might be installed during the upgrade. Also, if you are upgrading the server where the core components are installed, an instance of the BlackBerry Administration Service might be installed during the upgrade.

## Recommendation

Do not upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7 or BlackBerry Enterprise Server 5.0 SP4 MR8. Instead upgrade to BlackBerry Enterprise Server 5.0 SP4 MR9a.

## Resolution

This behavior is solved in BlackBerry Enterprise Server 5.0 SP4 MR9a. However, BlackBerry Enterprise Server 5.0 SP4 MR9a does not remove any BlackBerry Web Desktop Manager or BlackBerry Administration Service instances that might have been installed if you upgraded to BlackBerry Enterprise Server 5.0.4 MR7 or BlackBerry Enterprise Server 5.0 SP4 MR8. If you have upgraded and you do not know if you have a BlackBerry Web Desktop Manager instance or BlackBerry Administration Service instance installed, contact BlackBerry Technical Support. If you have a business requirement to upgrade before the next maintenance release, contact BlackBerry Technical Support for assistance.

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