

What's New in BlackBerry Enterprise Server 5.0 SP4 for Novell GroupWise

| Feature | Description |
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| Upgrade paths | <p>Administrators can upgrade to BlackBerry Enterprise Server 5.0 SP4 for Novell GroupWise from BlackBerry Enterprise Server 5.0 SP1 for Novell GroupWise.</p> <p>There is no direct upgrade path from BlackBerry Enterprise Server 4.x.</p> |
| Enhancements to the setup application | <p>The setup application can perform the following actions:</p> <ul style="list-style-type: none"> • Stops BlackBerry Administration Service services on remote computers during the upgrade process • Verifies the disk space that is available on the computer to make sure that the installation process or upgrade process completes successfully • Verifies whether the SRP ID that the administrator specified is available for use • Changes the default log folder when the installation folder is changed • Verifies whether the setup application can connect to IBM Lotus Sametime if needed <p>Administrators can perform the following actions during the installation process or upgrade process:</p> <ul style="list-style-type: none"> • Export the console web addresses of the BlackBerry Enterprise Server components to a .txt file after the installation process or upgrade process completes • When a BlackBerry Enterprise Server is installed, choose not to include the BlackBerry MDS Connection Service or BlackBerry Attachment Service |
| Enhancements to the upgrade application for service packs | <p>Previously, the upgrade application for service packs verified whether a BlackBerry Enterprise Server was installed on the computer before it upgraded the BlackBerry Enterprise Server. In BlackBerry Enterprise Server 5.0 SP4, if the upgrade application supports the version of the BlackBerry Configuration Database that the BlackBerry Enterprise Server connects to, the upgrade application can install a new BlackBerry Enterprise Server instance on a computer or upgrade a BlackBerry Enterprise Server instance from version 5.0 SP1.</p> |
| Enhancements to the BlackBerry Administration Service | <p>The BlackBerry Administration Service includes the following enhancements:</p> <ul style="list-style-type: none"> • Ability for you to delete only work data from BlackBerry devices • Two new permissions that allow you to delete data from devices: "Delete all device data and remove device" and "Delete only the organization data and |

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| | <p>remove device permissions" (the "Edit a device" permission no longer permits you to delete all device data)</p> <ul style="list-style-type: none"> • Option for you to delete or disable a user account from the BlackBerry Enterprise Server after you delete only work data or all data from devices • Option for the BlackBerry Administration Service to automatically select and authenticate with proxy servers • Improved search results including additional user information and the option to sort and move columns for a customized display • Option to export the data from the user search results into .csv files or .xml files • Option to configure BlackBerry Administration Service instances to communicate with each other using additional protocols • Option to specify and display the column that the user search results are sorted by • Option to configure database mirroring for a BlackBerry Domain to simplify the configuration of database mirroring • Option to view which BlackBerry Enterprise Server components have been removed in the Component view page • Administrator account is locked for 15 minutes if the administrator types an incorrect password 10 times <p>The BlackBerry Administration Service displays whether each BlackBerry Administration Service instance can connect to the BlackBerry Administration Service singleton and the protocol that they use to connect to the BlackBerry Administration Service singleton.</p> |
| Enhancements to the BlackBerry Web Desktop Manager | <p>If administrators configure the appropriate option in the BlackBerry Administration Service, the BlackBerry Web Desktop Manager permits users to perform the following administrative tasks:</p> <ul style="list-style-type: none"> • Specify new BlackBerry device passwords and lock BlackBerry smartphones • Delete all BlackBerry device data and turn off BlackBerry devices |
| BlackBerry Device Software updates | <p>The BlackBerry Enterprise Server includes the following enhancements to the software update process:</p> <ul style="list-style-type: none"> • Administrators can choose to make software updates optional for BlackBerry device users • Users have the option to rollback an optional software update |
| Online help for BlackBerry Enterprise Transporter | <p>The BlackBerry Enterprise Transporter, a tool available in the BlackBerry Enterprise Server Resource Kit, includes online help.</p> |
| Enhancements to the online help for BlackBerry Administration Service | <p>The online help for the BlackBerry Administration Service and BlackBerry Web Desktop Manager is now available online. It includes the following enhancements:</p> |

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| and BlackBerry Web Desktop Manager | <ul style="list-style-type: none"> Improved search capabilities Easier navigation Search function for the Japanese language Re-organized content <i>BlackBerry Enterprise Server Policy Reference Guide</i> information |
| Enhancements to SRP connections | <p>The BlackBerry Enterprise Server includes the following enhancements to SRP connections:</p> <ul style="list-style-type: none"> When a BlackBerry Enterprise Server is installed or the BlackBerry Dispatcher is started, a BlackBerry Enterprise Server can verify whether the SRP ID is currently in use by another BlackBerry Enterprise Server. If it is in use, the BlackBerry Enterprise Server does not open the SRP connection. The BlackBerry Administration Service displays the status of the SRP connection. |
| Increased efficiency of reconciliation process | <p>The BlackBerry Enterprise Server includes enhancements that reduce the workload on the computer that hosts the BlackBerry Configuration Database.</p> |
| Support for assigning additional configurations to groups | <p>You can assign VPN profiles and Wi-Fi profiles to groups using the same method that you use to assign IT policies, software configurations, and roles to groups.</p> |
| Default groups with preconfigured roles | <p>The BlackBerry Administration Service includes default groups that have preconfigured roles. Different types of administrator accounts can be added to the default groups. The default groups make sure users without administrative permissions cannot escalate their permissions. For example, junior administrators cannot escalate their roles to senior administrator roles.</p> <p>The group names are Administrators, Help desk representatives, and BlackBerry Web Desktop Manager users.</p> <p>For upgrade implications, see the <i>BlackBerry Enterprise Server Upgrade Guide</i>.</p> |
| RSA authentication for specific intranet sites | <p>Administrators can configure the intranet sites that BlackBerry device users must use RSA authentication to access.</p> |
| Single sign-on authentication | <p>If administrators or users log in to their computers using Microsoft Active Directory accounts, the BlackBerry Administration Service can be configured to use the Microsoft Active Directory accounts to log the administrators or users in to the BlackBerry Administration Service and BlackBerry Web Desktop Manager automatically, without requiring the users to provide their login information again.</p> |
| BlackBerry MDS Connection Service integrated authentication | <p>Administrators can configure the BlackBerry MDS Connection Service to authenticate BlackBerry device users to the organization's network automatically using their Microsoft Active Directory accounts.</p> |
| Enhancements to logging | <p>The BlackBerry Enterprise Server now logs the following information:</p> |

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| | <ul style="list-style-type: none"> • CPU use of the BlackBerry Messaging Agent • Event 20634 and event 20489 at the information logging level rather than the warning logging level • Additional information when the LogReceiver of the BlackBerry Controller cannot bind to a socket <p>The BlackBerry Enterprise Server includes an option in the BlackBerry Administration Service to configure a maximum age for the daily log file for all BlackBerry Enterprise Server components.</p> <p>By default, the logging level for deployment jobs is increased to debug to help you more easily identify, diagnose and solve issues with incomplete jobs.</p> |
| BlackBerry Configuration Panel logging | <p>When the BlackBerry Configuration Panel is used to configure high availability or change Microsoft Active Directory account information, the BlackBerry Configuration Panel can write the following information to its log file:</p> <ul style="list-style-type: none"> • Name of the Windows account that is used to log in to the computer • Date and time <p>By default, the BlackBerry Configuration Panel stores its log file in the C:\Program Files\Research In Motion\BlackBerry Enterprise Server\Logs\Installer folder.</p> |
| Increased message size limit | The BlackBerry Enterprise Server increases the maximum size of HTML email messages from 32KB to 300KB. |
| Increased attachment size limit | The BlackBerry Enterprise Server increases the default maximum attachment size from 3MB to 10MB. |
| Support for password-protected attachments | The BlackBerry Attachment Service in BlackBerry Enterprise Server supports password-protected attachments. |
| Full synchronization of sent email messages | The BlackBerry Enterprise Server synchronizes the full body of sent messages to the BlackBerry device. |
| Changes to sent message timestamps | The BlackBerry Enterprise Server uses the time from the BlackBerry device to indicate the time a message was sent instead of using the time on the server. Sent messages now display the correct sent time even if the device is in a time zone that is different from the BlackBerry Enterprise Server. |
| Enhancements to email prepopulation | <p>The BlackBerry Enterprise Server enhances the email prepopulation process in the following ways:</p> <ul style="list-style-type: none"> • Includes both header and body information in prepopulated messages • Increases the default number of messages to prepopulate to 1000 or 14 days of messages |

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| | <ul style="list-style-type: none"> Performs prepopulation at every activation, not just when a PIN changes (for example if all data and applications are deleted and the device is activated again) |
| Canceled meeting options | The BlackBerry Enterprise Server allows you to leave canceled meetings in the calendar on your BlackBerry device instead of automatically removing them. |
| Support for synchronizing contact pictures and ringtones | When users are added to the BlackBerry Enterprise Server, the BlackBerry Enterprise Server retains customized pictures and ringtones associated with contacts. |
| Support for sending more content for calendar entries in the initial data packet | The default body size of calendar entries that the BlackBerry Enterprise Server synchronizes with BlackBerry devices is now larger. |
| Character set support | The BlackBerry Enterprise Server includes support for sending messages that use Latin characters along with Hebrew or Arabic characters. |
| New traits | For more information about traits, see the <i>BlackBerry Enterprise Server Administration Guide</i> . |
| New IT policy rules | For information about new IT policy groups and IT policy rules, see the <i>BlackBerry Enterprise Server Policy Reference Guide</i> . |
| Support for applying multiple IT policies to user accounts and resolving conflicts | If IT policies are assigned to user accounts and groups, all the IT policies can be applied to BlackBerry devices. Administrators can configure rules that the BlackBerry Enterprise Server uses to determine which IT policy rules to apply to BlackBerry devices and resolve conflicts between the IT policy rules and BlackBerry device settings. |
| Enhancements to access control policies | The BlackBerry Enterprise Server allows administrators to assign access control policies to both individuals and groups. |
| New IT administration command | The BlackBerry Enterprise Server includes a new Delete all organizational device data IT administration command that permits administrators to permanently delete only the organization's data and messaging services from BlackBerry devices. |
| Enhancements to security features | The BlackBerry Enterprise Server includes security enhancements that are designed to allow verification of data integrity and authenticity for organizations that use multiple layers of encryption. |
| Improvements to certificate administration | Administrators can configure VPN profile certificates for BlackBerry devices so that the user does not need to perform this task. |
| Enhancements to media file downloads | The default settings for media file downloads changed to allow users to download larger amounts of content using the BlackBerry Browser or an HTTP connection using the BlackBerry MDS Connection Service. |

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| Support for additional instant messaging servers | <p>The BlackBerry Enterprise Server is designed to support the following instant messaging servers:</p> <ul style="list-style-type: none"> • IBM Lotus Sametime 7.0 Community Server • IBM Lotus Sametime 7.5 Community Server • IBM Lotus Sametime 8.0 Community Server • IBM Lotus Sametime 8.0.1 Community Server • IBM Lotus Sametime 8.0.2 Community Server • IBM Lotus Sametime 8.5 Community Server • Microsoft Office Live Communications Server 2005 SP1 Standard or Enterprise • Microsoft Office Communications Server 2007 Standard or Enterprise • Microsoft Office Communications Server 2007 R2 • Microsoft Lync Server 2010 • Novell GroupWise Messenger 2.0 or later |
| Support for web browsers | <p>Any of the following browsers can be used to access the BlackBerry Administration Service:</p> <ul style="list-style-type: none"> • Windows Internet Explorer 7.0 to 8.0 • Mozilla Firefox 3.6 • Safari 4 for Mac • Google Chrome 4 |
| Support for Microsoft SQL Server | <p>The BlackBerry Enterprise Server supports</p> <ul style="list-style-type: none"> • Microsoft SQL Server 2005 SP4 (32-bit or 64-bit) • Microsoft SQL Server 2005 Express SP3 • Microsoft SQL Server 2008 SP2 (32-bit or 64-bit) • Microsoft SQL Server 2008 SP3 (32-bit or 64-bit) • Microsoft SQL Server 2008 R2 SP1 (32-bit or 64-bit) • Microsoft SQL Server 2008 Express SP2 (32-bit or 64-bit) • Microsoft SQL Server 2008 Express SP3 (32-bit or 64-bit) • Microsoft SQL Server 2008 R2 Express SP1 (32-bit or 64-bit) <p>Administrators can configure database mirroring or transactional replication to provide high availability for the BlackBerry Configuration Database.</p> |
| Support for additional shapes in Microsoft PowerPoint | <p>The BlackBerry Attachment Service for BlackBerry Enterprise Server displays more shapes from Microsoft PowerPoint attachments.</p> |
| Upgraded Java support | <p>The BlackBerry Enterprise Server supports JRE v6.31 or higher</p> |

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| JDBC driver upgrade | By default, the logging level for deployment jobs is increased to debug to help you more easily identify, diagnose, and solve issues with incomplete jobs. |
| Support for Microsoft Office 2010 file attachments | The BlackBerry Enterprise Server is designed to support Microsoft Office 2010 file attachments in messages. |
| Support for a Microsoft Active Directory instance that is configured for multi-tenancy | The BlackBerry Enterprise Server can be configured to complete scoped LDAP searches to find user accounts and calendar information if the organization's Microsoft Active Directory instance is configured for multi-tenancy. |
| BlackBerry Domain Search tool removed | The BlackBerry Enterprise Server Resource Kit does not include the BlackBerry Domain Search tool because BlackBerry Management Studio includes the features the tool offered. |
| Discontinued BlackBerry MDS Integration Service | The BlackBerry MDS Integration Service is no longer in production. If you installed the BlackBerry MDS Integration Service, you must remove the component before you can upgrade to the latest BlackBerry Enterprise Server version. For more information, see the BlackBerry Enterprise Server Upgrade Guide. |
| End of support for Microsoft SQL Server 2000 | The BlackBerry Enterprise Server no longer supports Microsoft SQL Server 2000 and MSDE. If the installer detects Microsoft SQL Server 2000 or MSDE, the setup application displays a warning message and you cannot continue to install or upgrade the BlackBerry Enterprise Server until you upgrade the database server. |

Glossary

HTTP

Hypertext Transfer Protocol

PIN

personal identification number

SRP ID

The SRP ID is a unique identifier for the BlackBerry Enterprise Server that the BlackBerry Enterprise Server uses to identify itself to the BlackBerry Infrastructure during SRP authentication.

JRE

Java Runtime Environment

SRP

Server Routing Protocol

VPN

virtual private network