

# BlackBerry Enterprise Server for Novell GroupWise

Version: 5.0  
Service Pack: 4  
Maintenance Release: 5



# Maintenance Release Notes



# Contents

1	Related resources.....	4
2	What's new in BlackBerry Enterprise Server 5.0 SP4 MR5.....	5
3	Installing the maintenance release.....	6
	Where to install the maintenance release.....	6
	Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2012.....	6
	Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2008.....	7
	Install the maintenance release.....	7
	Verify that you installed the maintenance release on a computer that runs Windows Server 2012.....	8
	Verify that you installed the maintenance release on a computer that runs Windows Server 2008.....	9
4	Fixed issues.....	10
5	Known issues.....	17
6	Legal notice.....	18

# Related resources

To read the following guides, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs).

Guide	Information
<i>BlackBerry Enterprise Server Feature and Technical Overview</i>	<ul style="list-style-type: none"><li>• BlackBerry Enterprise Server features</li><li>• System architecture</li><li>• Data workflows</li></ul>
<i>BlackBerry Enterprise Server Installation and Configuration Guide</i>	<ul style="list-style-type: none"><li>• System requirements</li><li>• Installation instructions</li></ul>
<i>BlackBerry Enterprise Server Upgrade Guide</i>	<ul style="list-style-type: none"><li>• System requirements</li><li>• Installation instructions</li></ul>
<i>BlackBerry Enterprise Server Administration Guide</i>	<ul style="list-style-type: none"><li>• System setup and management</li><li>• BlackBerry device implementation instructions</li></ul>

# 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 Novell GroupWise.

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 Novell GroupWise**.
5. Verify that the version number is at least 5.0.4 (Bundle 45).

# 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 Novell GroupWise.

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 Novell GroupWise**.
5. Verify that the version number is at least 5.0.4 (Bundle 45).

## 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 **besg504mr5.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 Novell GroupWise**.
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 Novell GroupWise**.
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.

## Activation

Email messages on the BlackBerry device do not reflect the same status as Novell GroupWise. That is, email messages read/opened in Novell GroupWise show as unread/unopened on the device. (DT 6134019).

Logging issues in the BlackBerry Messaging Agent occur during prepopulation in certain cases. For example, during activation, a user has numerous entries in the Sent Items folder. The frequency of the errors implies there is a problem with prepopulation. (DT 6201074).

Occasionally, prepopulation fails for some or all email messages during activation of a new BlackBerry device. This issue occurs when prepopulating email messages are not completely processed when the BlackBerry Messaging Agent detects an MbMailSyncId value of 0 for items that are actually present in MbMailSync. (DT 6255037).

## BlackBerry Administration Service

Personal identification numbers (PINs) are not synchronized to the database when users are moved to a GroupWise 5.0.1 server using BlackBerry Administration Service. Therefore, any lookup results after the move would not include PIN data. (DT 2591824).

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).

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 will and 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 ).

Changes to multiple users in eDirectory are not reflected in the BlackBerry Enterprise Server. Only changes made to single users are reflected in the BlackBerry Enterprise Server. (DT 921018).

## BlackBerry Attachment Service

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).

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 Resource Kit

You cannot perform personal identification number (PIN) lookups on users who have been migrated to BlackBerry Enterprise Server for Novell GroupWise 5.0.1 using Enterprise Transporter. (DT 1837472).

## 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 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 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

\* The BlackBerry Mail Store Service service does not detect a display name format change when it is made through the Novell GroupWise console. (DT 7135400).

## BlackBerry Messaging Agent

Users cannot send email messages from their BlackBerry devices after a change to their disc space user limits. The BlackBerry Messaging Agent does not reload the change after receiving a sentItemResponse notification with a status of 58652 (attempt to add/modify past disk space limit) from the Novell GroupWise Post Office Agent. (DT 2006831).

Email messages on the device move from the Sent Items folder to the Mailbox folder after the recipient reads the message even though the message still appears in the Sent Items folder in the Novell GroupWise client. (DT 2019412).

Email messages with embedded content forwarded between Novell GroupWise users, and then to/from a BlackBerry device, results in the email message of the original sender being unidentifiable. (DT 3000109).

When you update the body content of a memo created in Novell GroupWise with a BlackBerry device, the changes made to the memo are not synchronized to Novell GroupWise. (DT 6279590).

Embedded images that should be displayed within the body text must be downloaded manually from the attachment. (DT 6424624).

Personal identification number (PIN) values are updated when a PIN change has been detected by the BlackBerry Mail Store Service during a synchronization of the GroupWise address book. This only occurs once every 24 hours by default. Consequently, when BlackBerry devices are being recycled amongst employees, the lookup results for UserA may contain a PIN that is now assigned to UserB. (DT 6755384).

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

\* Email messages viewed from the Novell GroupWise client Sent Items folder appear differently when sent from a BlackBerry device than messages sent from the Novell GroupWise client or Novell GroupWise Web Access. (DT 7099427).

\* When a user is migrated to or activated on BlackBerry Enterprise Server 5.0 SP4 MR2 or later for Novell GroupWise, the BlackBerry Messaging Agent processes every organizer data synchronization item during each rescan. This causes unnecessary load on the BlackBerry Messaging Agent, BlackBerry Synchronization Service, and BlackBerry device users experience increased data usage, device temperatures, and battery drain. (DT 7176400).

\* The BlackBerry Messaging Agent continues to run PIM rescans while BlackBerry device users are not in a wireless coverage area and updates are repeatedly sent to the PIM connector. This happens until the BlackBerry device is in a wireless coverage area. (DT 7224679).

## 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).

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).

\* SQL query results, displayed at log level 6, have "no value for ptr" where variable data should be displayed. (DT 6703482).

## Novell GroupWise Address Book

Address lookup results do not contain personal identification number (PIN) data if same lookup request is sent within minutes of the first request. This results in users being unable to send a PIN message to users on the same server using the address lookup functionality. It also results in users being unable to add PIN information to a contact to the address book on the BlackBerry. (DT 1111055).

BlackBerry users cannot send and receive email messages after the user is renamed in GroupWise. Synchronization of the GroupWise address book does not update the required database fields and the BlackBerry Agent cannot log in the user. (DT 1256772).

BlackBerry users cannot view department information for a contact when they perform a contact lookup from their BlackBerry devices. (DT 1274616).

When an update to a contact (with an associated picture) is made from the device, the picture no longer displays correctly in the Novell GroupWise Client. (DT 2736377).

When a user creates a contact and associates a picture with it using a BlackBerry device, the picture does not synchronize to the Novell GroupWise client if it exceeds the Novell GroupWise size requirements. The picture is not re-sized to meet the Novell GroupWise size requirements. (DT 5992168).

## Novell GroupWise Calendar

\* The BlackBerry Messaging Agent stops slow synchronization when it finds an exception assigned to a single calendar entry, and all remaining calendar entries are not delivered to the device. (DT 1258635).

\* Novell GroupWise calendar entries do not synchronize after the BlackBerry Enterprise Server regional settings are changed and the BlackBerry device has been wiped, re-activated, or a calendar database reset was triggered from the BlackBerry device. (DT 1260102).

Updates to appointments without any invitees made with a BlackBerry device do not synchronize with, and are not reflected in, Novell GroupWise. (DT 2031998).

Any changes made from a BlackBerry device to a plain-text memo that was created in Novell GroupWise do not synchronize to Novell GroupWise. Subsequent changes (two or three edits) made from a BlackBerry device to a plain-text memo that was created with the same BlackBerry device do not synchronize to Novell GroupWise. (DT 2882957).

Updates to an instance of a recurring distributed appointment series originally created using a BlackBerry device, and made with the same device, cause the series to be deleted from the device. (DT 4639570).

After updates to at least two instances in a posted reoccurring series, further updates to any of the instances do not synchronize to the BlackBerry device. (DT 5758456).

After updates to subsequent instances in a posted reoccurring series, an update to the final instance results in the removal of the entire series from the BlackBerry device. (DT 5758529).

The first attachment on a calendar appointment cannot be opened from a BlackBerry device. (DT 5831603).

\* Outdated meetings and recurring series remain on the organizer's BlackBerry device after changing the date or time of the event if an invitee who does not have a user account on the BlackBerry Enterprise Server accepted the original event. (DT 6184302).

\* Novell GroupWise users who are invitees to an event can change the event entry using a BlackBerry device. Invitees should not be able to make changes to an event they did not create. (DT 6481381).

When an invitee reads, accepts, or declines an event meeting, that action is not synchronized to the event in the organizer's BlackBerry device. (DT 6626468).

The acceptance status of each invitee is not hidden from all users except the organizer. When the BlackBerry Messaging Agent is processing an acceptance for a recipient, it retrieves the status of all other invitees and synchronizes this to the BlackBerry device. (DT 6660159).

\* When a recurring series has been accepted by someone other than the organizer, and then the organizer deletes the series, only the first instance of the series is deleted on invitee's BlackBerry device. (DT 6869642).

## Novell GroupWise SOAP Connector

The GroupWise Simple Object Access Protocol (SOAP) connector sends login requests for users with redirection turned off. (DT 2847786).

The Novell GroupWise Soap Connector does not try to reconnect to the Novell GroupWise Post Office Agent (POA) after a restart. It only makes one connection attempt to the POA before it quits. It should make multiple attempts to access the Novell GroupWise POA with a configurable delay between each attempt. (DT 6400630).

## 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](http://blackberry.com/support) to read article KB33425.



# 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).

## 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](http://blackberry.com/support) to read article KB33449.

## BlackBerry Messaging Agent

\* Contacts are duplicated on the BlackBerry device and on the Novell GroupWise client after a user is migrated from BlackBerry Enterprise Server 4.1 SP7 to 5.0 SPx using BlackBerry Enterprise Transporter 5.0 SP4 B9 or later with the Trigger SlowSync option selected. (DT 7357094).

**Workaround:** Make sure the Trigger SlowSync option is cleared when you migrate users with BlackBerry Enterprise Transporter.

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