BlackBerry Enterprise Server for Novell GroupWise

Release Notes

::: BlackBerry®

Contents

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BlackBerry Enterprise Server Policy Reference Guide	• Descriptions of available IT policy rules and application control policy rules • Descriptions of Wi-Fi configuration settings and VPN configuration settings

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Fixed in this release

Activation fixed issues

When the ForceMsgPrepopOnActivation registry key was set, prepopulation did not occur on device activation. For more information, visit blackberry.com/btsc to read KB30328. (DT 3208542)

If a user tried to activate a new device when their old device was turned off, or out of coverage, the Enterprise Activation message was not processed and the new device was not activated. (DT 1139004)

If you created a new user and selected **Create a user with a generated activation password**, the BlackBerry Administration Service did not always send the activation email. (DT 1059145)

Address book synchronization fixed issues

The Novell GroupWise SOAP Connector (GWSC) retrieved contact data from Novell GroupWise using the old method of contact retrieval (SOAPGetItemByFilter), which created an increased load on the Post Office Agent because of the use of filters in each GWSC getItemsRequest for new address book entries. (DT 2101594)

If the system failed to synchronize the address book, it did not initiate another synchronization. (DT 1886518)

In large Novell GroupWise environments, it took a longer period of time to synchronize the system address book if the contacts were hidden. (DT 1452999)

Contacts on BlackBerry devices were not always synchronized properly with the Novell GroupWise address book. (DT 1059274)

If a Novell GroupWise user account was set to limited or hidden visibility in Novell GroupWise, the user account still synchronized with the device or BlackBerry Administration Service and appeared on the device during address look ups. (DT 1075895)

When a user added a new contact in Novell GroupWise and included a value in the Other Messenger ID field, an error occurred and the contact information was not saved on the device. (DT 1090734)

When contact information included values in the PIN field or DCID field, this contact information did not synchronize in Novell GroupWise. (DT 1101011)

BlackBerry Administration Service fixed issues

In the BlackBerry Web Services, the BWS.assignUsersToGroup method and the BWS.unassignUsersFromGroup method did not function as expected. As a result, applications that called these methods, such as the BlackBerry Directory Sync Tool, could not assign user accounts to groups or remove user accounts from groups. (DT 5974875)

If the cluster JBoss messaging service did not start on the BlackBerry Administration Service, in some circumstances a large number of cached messages were generated, which might have caused an out-of-memory error and slowed performance of the BlackBerry Administration Service. (DT 3552569)

The BlackBerry Administration Service was slow to respond when the Synch SQL table was large and database table indexes were not implemented. (DT 1994939)

You could not delete a user from the BlackBerry Enterprise Server if their user account was first changed or deleted in Novell GroupWise, and the Novell GroupWise system address book was synchronized with the BlackBerry Configuration Database. (DT 1230469)

If you disabled redirection for a user's account, any new or pending SOAP jobs for this user did not complete. (DT 1173640)

You could not delete a user from the BlackBerry Enterprise Server if the user's Novell GroupWise account was not accessible using SOAP. (DT 1169506)

If one BlackBerry Administration Service instance sent a reconciliation task to a second instance, and the connection between the instances dropped so that the reconciliation task could not complete, reconciliation stopped on all BlackBerry Administration Service instances. The first BlackBerry Administration Service instance then wrote the following error to its log file: "org.jboss.remoting.CannotConnectException: Cannot get connection to server. Problem establishing socket connection for InvokerLocator [sslsocket:". The BlackBerry Administration Service checked for unprocessed reconciliation events every 24 hours and restarted them at that time. For more information, contact Research in Motion Support. (DT 1159175)

If a user switched to another device, the BlackBerry Administration Service sent applications to the device before the device had completed the activation process, and the device could not properly install the applications. (DT 1120052)

When the BlackBerry Administration Service generated an activation password, it did not write anything in its log files or the BlackBerry Configuration Database log files about this event. (DT 1103690)

The list of users in the BlackBerry Administration Service did not refresh properly if the number of users in the Novell GroupWise system address book became very large (over 48,000 users). (DT 1100936)

The Wi-Fi configuration screen still mentioned VoIP profiles, even though they had been removed. (DT 1096681)

If there were thousands of software configuration jobs pending, the BlackBerry Administration Service became unresponsive and administrators were unable to log in. (DT 1087186)

If you moved a user to another BlackBerry Enterprise Server, the BlackBerry Administration Service pushed all applications to the device again. (DT 1080148)

When you exported the asset summary, the BlackBerry Administration Service displayed a Java error message for some user accounts that were associated with activated devices, if the status for the devices was **initializing**. (DT 1066666)

When the BlackBerry Administration Service lost a connection to the BlackBerry Configuration Database, the BlackBerry Administration Service was restarted and some events were not processed. (DT 1042891)

The interval for the fail safe mechanism in the BlackBerry Administration Service was too long (24 hours), which meant that some events were not processed in a timely manner. (DT 1014960)

In some environments, you could not include proxy connection credentials when you saved a proxy configuration. (DT 1011264)

When you assigned (or removed) a Wi-Fi profile that contained a VPN profile to a large number of users directly, you sometimes saw an exception error in the logs. (DT 992746)

You sometimes experienced performance issues if the BlackBerry Configuration Database contained large numbers of entries in the following tables:

• BASUserApplicationNonReconciliationSubReason
• BASUserApplicationNonReconciliationSubReasonParameters

(DT 980881)

In some circumstances, if you clicked the boundary between rows in the search results after manually re-sizing a column, you caused the resized column to expand again by the same amount it was previously re-sized. (DT 891650)

The description for the Alert component in the BlackBerry Administration Service was incorrect. (DT 855011)

If you had permissions to View an IT Policy and View a Component, you were able to select **Edit** even though you could not complete any changes. (DT 852223)

You could not assign a group to the user that was currently logged in to the BlackBerry Administration Service. (DT 840611)

If you used Mozilla Firefox as the browser for the BlackBerry Administration Service, you could not select a value for Service Group when you changed the configuration sets for the BlackBerry MDS Connection Service. (DT 840327)

If you attempted to create a user account that already existed on the BlackBerry Enterprise Server, the BlackBerry Administration Service displayed the error message: The BlackBerry Administration Service cannot find the records you were looking for. All users matching the search criteria have been created. Verify the search criteria you specified and try again. (DT 455396)

BlackBerry Attachment Service fixed issues

BlackBerry devices did not display the date and time in .xls file attachments correctly if the date and time were included in a single cell. (DT 1219993)

When a BlackBerry device user viewed a Microsoft Word 2007 or 2010 attachment on a BlackBerry device, the round bullets in lists changed to square bullets. (DT 1035460)

A user could not view attachments when you installed a BlackBerry Enterprise Server pair and then installed a BlackBerry Attachment Service on a remote computer. (DT 888216)

Date and time data does not appear correctly when a user opens an Excel spreadsheet that is set to use Japanese. (DT 6044493)

You cannot open files created with Microsoft Office LibreOffice on the some BlackBerry devices. (DT 5975763)

When viewing a Microsoft Excel spreadsheet (.xls, .xlsx) using the Basic Viewer option on a device, if a cell contains a negative value in parentheses for example, (1024), the value is presented as a positive value. (DT 5799453)

When the BlackBerry Enterprise Server ran on Windows Server 2008, users could not open .mp3 files on their devices. (DT 395150)

BlackBerry Collaboration Service fixed issues

In some circumstances users could not sign into the Enterprise Messenger client, and received a message stating that the user was logged in from a different computer, even when the user was not. (DT 5273918, 3855406)

Enterprise Messenger contact information (presence and display name) were not displayed properly. (DT 3686259)

In Microsoft Office Communications Server 2007, users could not add contacts using the contacts' SIP addresses. (DT 3167193)

In Microsoft Office Communications Server, users were unable to log in to Enterprise IM due to an issue related to subdomains and cross-domain authentication. (DT 2976494)

Some valid characters were not permitted in the username or domain name for Microsoft Office Communications Server. (DT 2081919)

Users were unable to log in to Enterprise IM when the BlackBerry Enterprise Server pool and the instant messaging server pool appeared in different DNS subdomains. (DT1115118)

If a BlackBerry device user using Microsoft Office Communications Server sent instant messages to a recipient that was logged in to both a BlackBerry device client and Microsoft Communicator Web Access, the messages were not received. (DT 525962)

Users were unable to re-invite participants to an expired conference. (DT 353483)

BlackBerry Configuration Database fixed issues

The BlackBerry Enterprise Server components did not start if the Microsoft SQL Server had a certificate larger than 4 KB with JDBC Driver 1.2. The connection to the database failed with a TDS error. (DT 230816)

BlackBerry Configuration Panel fixed issues

The BlackBerry Configuration Panel permitted you to change the Microsoft Active Directory domain name, which could have caused conflicts with the Microsoft Active Directory information configured in the BlackBerry Administration Service if the **Global Catalog Server Discovery** field was not set to **Automatic**. (DT 316060)

In the BlackBerry Configuration Panel, the **SQL Server** field in the **Database Connectivity** tab did not include the instance name of the database server. (DT 137254)

BlackBerry Dispatcher fixed issues

If you configured a device to use Wi-Fi connections only, and the device could not connect to the BlackBerry Router, the BlackBerry Dispatcher dropped the messages that it should have queued so that the BlackBerry Enterprise Server could forward the messages to the device when Wi-Fi connectivity returned. (DT 650456)

If two device users swap devices and then failover occurs, the BlackBerry Dispatcher detects duplicate PINs and resets the PIN to 0 for one of the devices, causing the device to stop functioning. (DT 454394)

BlackBerry Mail Store Service fixed issues

The BlackBerry Mail Store Service did not use the correct columns in the BlackBerry Configuration Database to determine computer names and instance names. (DT 625895)

BlackBerry MDS Connection Service fixed issues

Images do not display on devices running BlackBerry device software 5.x and older when using BlackBerry MDS Connection Service connected through a proxy server. (DT 2970171).

If you browsed to a website that had a security issue with its certificate, the BlackBerry MDS Connection Service marked the proxy as invalid, causing the proxy to be blacklisted for a short period of time and preventing communication with the BlackBerry MDS Connection Service. (DT 2998545).

In certain circumstances, an app was not pushed to all BlackBerry device users because the central push BlackBerry MDS Connection Service server sent push messages to the wrong BlackBerry MDS Connection Service server. (DT 2612676)

When a TCP connection stopped responding and the BlackBerry MDS Connection Service retried the connection, the BlackBerry Enterprise Server logged an unnecessary stack trace for the connection attempt. (DT 2476461)

The BlackBerry MDS Connection Service did not successfully push data to users in specific high-availability configurations. (DT 2329511)

The BlackBerry MDS Connection Service did not send an error message to the device when it dropped a connection request. (DT 2082262)

Users were unable to browse to internal and external websites from their devices because the BlackBerry MDS Connection Service stopped responding to incoming IPPP requests. (DT 2036927)

The BlackBerry MDS Connection Service could not authenticate users' devices when a domain alias was used. (DT 2031227)

Users were unable to load a map image when a direct request was made to the website. (DT 1995079)

When a device was activated with a SIM card, and then the SIM card was removed, the BlackBerry Enterprise Server was unable to push data to the device over a Wi-Fi connection. (DT 1437011)

If you gave the Microsoft SQL Server a name that contained a dollar symbol ($), the BlackBerry MDS Connection Service did not start. (DT 1429111)

You could not send push messages to large numbers of users in groups that were on different BlackBerry Enterprise Server instances. (DT 1404460)

If a web server returned a 401 error because the BlackBerry MDS Connection Service provided an expired cookie, the BlackBerry MDS Connection Service could not authenticate with the website. (DT 1221613)

If the list of supported BlackBerry Dispatcher instances for the BlackBerry MDS Connection Service exceeded 256 characters, the BlackBerry MDS Connection Service was unable to process any push requests. (DT 1175023)

If you submitted a certificate request to a certification authority a second time for the same profile, the enrollment might not have succeeded. (DT 1175008)

When you disabled the Use scalable HTTP feature of the BlackBerry MDS Connection Service, users could not access some HTTPS sites. (DT 1170693, 1049666)

If a group in the BlackBerry Administration Service had users that resided on multiple BlackBerry Enterprise Server instances, push messages to that group might not have succeeded. (DT 1125058)

In certain circumstances, the BlackBerry MDS Connection Service experienced a deadlock. (DT 1051874)

If you set the language on a BlackBerry device to Japanese, set **Pull authorization** to **Yes** in the BlackBerry Enterprise Server, and tried to use the device to access a shared folder that has full-width characters in its name, the device displayed an **unauthorized access** error. (DT 987056)

If your organization used a proxy server for web browsing on a device, users could not log in to an application that had been coded with the TLS setting: **EndToEndRequired** (for example, BlackBerry App World). (DT 914899)

The BlackBerry MDS Connection Service wrote low-level messages to the Windows Event Log which might fill the Windows Event Log. (DT 805879)

When a user used the Files application to open a Microsoft Word document that contained Japanese characters and that was located on a shared network drive, BlackBerry MDS Connection Service did not transcode the information as expected and the device did not display Japanese characters correctly. (DT 711282)

Users could not use the Files application to open an RTF document that was located on a shared network drive. (DT 693659)

After you configured the BlackBerry MDS Connection Service to support Microsoft Active Directory authentication, if the user's user name or password included a space, authentication did not complete successfully when a user searched for files from a shared location. (DT 490943)

If you import a self-signed certificate into the proxy server keystore, users cannot install an application that the BlackBerry MDS Connection Service accesses using HTTPS as the secure status of the certificate is not maintained. The users see an HTTP 500 error on the device. (DT 344187)

BlackBerry Messaging Agent fixed issues

The user login name was case sensitive so the BlackBerry Messaging Agent did not login a user if the username was returned from Novell GroupWise in the wrong case. (DT 5926438)

In some circumstances, the BlackBerry Messaging Agentdid not validate the login information received from Novell GroupWise. (DT 5706750)

Recipients names were displayed in a different format depending on whether the email message was sent from Novell GroupWise or from the device. (DT 3257036)

Embedded message text was printed in plain text in the log for the BlackBerry Messaging Agent. (DT 2990479)

In certain circumstances, when a user replied to, or forwarded an HTML email message from their BlackBerry device, the HTML message was not formatted correctly. (DT 2968083)

In some circumstances, when a messaging rule was applied to an email message, the BlackBerry Enterprise Server threw an exception error. (DT 2624119)

When the BlackBerry Messaging Agent could not send a an email message because of a document attachment, instead of updating the delivery log, the BlackBerry Messaging Agent kept attempting to send the message. (DT 2618550)

The BlackBerry Messaging Agent did not send an email message if it included a document reference. (DT 2618419)

The BlackBerry Messaging Agent SCS thread did not complete startup tasks (InitializePolling and startGWSC) if one or more starter threads were not responding. (DT 2412883)

The BlackBerry Messaging Agent tried to synchronize the same contacts repeatedly. The BlackBerry Messaging Agent was unable to synchronize specific contacts and printed an exception in the logs. (DT 2392531)

In some cases, the BlackBerry Messaging Agent restarted a user that was already running and the BlackBerry Messaging Agent was able to add a second instance of the same user to the UserControlMap. (DT 2363041, 2363009)

BlackBerry device users were unable to send an email to a Resource mailbox from their device, if the Resource existed in the Frequent Contacts address book. (DT 2055441)

When there were connectivity problems, the BlackBerry Messaging Agent restarted each user and the user was unable to receive email. (DT 2022057)

If a meeting organizer updated an appointment on their BlackBerry device, the updated invitation was successfully sent to invitees but a red X appeared on the organizer's message list. (DT 2011768)

When you filed an email message, the device presented the Mailbox folder and not the folder that you selected the last time. (DT 1822252)

If you sent an email with an attachment that did not end with a file extension, the recipient did not receive the attachment. (DT 1656654)

If you received an email message with an attachment and then forwarded it, the recipient did not receive the attachment. (DT 1515367)

When the BlackBerry Messaging Agent synchronized contacts with Novell GroupWise, it reported an exception. When the attempted to synchronize the second time, it completed successfully. (DT 1477852)

If an email was in plain text and greater than a certain size, the email body did not appear on the screen of the BlackBerry device. (DT 1388535)

When users read messages on a device and immediately moved the email messages to a folder, the messages appeared as unread in the folder. (DT 1224486)

When users searched for messages on their devices, the BlackBerry Messaging Agent added many lines to its log file (for example, "[20000] (11/04 16:17:41.888):{0x1B18} PMDatabaseSQLImp::GetMbMailSyncItem, Table MBMailSync; item not found (userid 12)"). These lines might have filled up the Event Viewer in Windows and overwritten events that were not related to the BlackBerry Enterprise Server. (DT 1029358)

Files that exceeded the maximum attachment size still appeared as attachments in email messages, even though the recipient could not open them. (DT 1006347)

If you ran BlackBerry Enterprise Server 5.0 SP1 with Novell GroupWise 8.0.2, if the Novell GroupWise Post Office sent a notification with the Novell GroupWise object ID in lower case, the notification took up to 15 minutes to deliver. (DT 903568)

If you ran BlackBerry Enterprise Server 5.0 SP1 with Novell GroupWise 8.0.2, and a user deleted more than 2000 messages in his or her Novell GroupWise email application, some of the deleted messages remained on the device, and some messages took more than 30 minutes to arrive on the device. (DT 880226)

In some circumstances the Novell GroupWise SOAP Connector did not start and was not restarted by the BlackBerry Messaging Agent. (DT 853136)

In certain circumstances, when all of the threads for the Novell GroupWise Post Office were busy, the performance of the BlackBerry Enterprise Server slowed. (DT 818658)

BlackBerry Policy Service fixed issues

In some circumstances, the BlackBerry Policy Service stopped responding when processing a SET_ITPOLICY_REQUEST and had to be restarted manually. (DT 2378942)

If the BlackBerry Policy Service needed to synchronize many IT policies and service books, it sometimes caused an SQL timeout and constantly resent the same requests to the device. (DT 1097147)

In certain circumstances, the BlackBerry Policy Service stopped responding because of a null pointer error. (DT 1006866)

If the BlackBerry Policy Service could not connect to the BlackBerry Configuration Database, it crashed. (DT 850530)

BlackBerry Synchronization Service fixed issues

In certain circumstances, the BlackBerry Synchronization Service incorrectly handled a string, which caused the BlackBerry Synchronization Service to stop responding and restart. (DT 5230488)

When a user was migrated from BlackBerry Enterprise Server 4.x to 5.x, the BlackBerry Synchronization Service did not trigger a versioning check so users could not see records belonging to any newly added databases or updated syncable databases. (DT 2077524)

When the BlackBerry Synchronization Service tried to synchronize data for many devices that were not in service, a high CPU usage resulted. (DT 1839166)

In certain circumstances, the throttling code scheduled more slow synchronization requests than expected, which might have increased the CPU usage on the computer where the BlackBerry Synchronization Service is installed. (DT 1008489)

In certain circumstances, when backing up PIN messages for a particular user account, the BlackBerry Synchronization Service stopped responding. (DT 796168)

When a user account initialized, and the synchronization information for the user account was not correct, the BlackBerry Synchronization Service might have stopped responding. (DT 506252)

BlackBerry Web Desktop Manager fixed issues

When you used the default version of USB drivers to connect a BlackBerry device to BlackBerry Web Desktop Manager, sometimes the attached device was not recognized and could not be activated. (DT 1168677)

High availability fixed issues

If a failover occurred when a user was flagged as being out of coverage on the active server, the user remained in that state after failback to the active server even if the device was not out of coverage before the failback occurred. (DT 3639766)

Logging fixed issues

The Novell GroupWise SOAP connector (GWSC) logged unneccessary exception errors. (DT 5330465)

The Novell GroupWise ID was not included in the BlackBerry Enterprise Server logs for items that failed with a handled exception. (DT 1175432)

If you activated a BlackBerry device with the Middle East language pack on BlackBerry Enterprise Server 5.0 SP2 or later, changed the input language on the device to Arabic, and turned on logging for BlackBerry Messenger using an IT policy rule in the BlackBerry Administration Service (set the Disable BlackBerry Messenger Wireless Synchronization IT policy rule from the PIM Synchronization policy group to No), when you sent a message in Arabic to another device using BlackBerry Messenger, the log displayed the Arabic characters as question marks in the message. (DT 1014073)

SMS log files truncated the first two characters from email addresses in the **To** field. (DT 711626)

Organizer data synchronization fixed issues

In some circumstances, address book updates were not processed on the device. (DT 5436351)

When a user's contact list synchronized to their device, if any of the contacts created in Novell GroupWise had a large number of categories, the BlackBerry Messaging Agent sometimes stopped responding. (DT 2833649)

PIM rescans were not scheduled for all users due to PIM Rescan Throttling, and PIM synchronization may have been delayed. (DT 2098222)

If you changed the Mappings settings for organizer data synchronization at the component level, the organizer data was not synchronized. (DT 1396390)

Security fixed issues

The BlackBerry Enterprise Server was unable to find the BlackBerry device's long-term public key during a re-key. (DT 2103227)

Vulnerabilities existed in how the BlackBerry Collaboration Service and the BlackBerry Messaging Agent processed PNG images and 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 1238271 and DT 1125216)

These issues are resolved by this release. The update replaces the image.dll file that the affected components uses with an image.dll file that is not affected by the vulnerabilities. For more information, visit www.blackberry.com/btsc to read KB27244.

A vulnerability existed in the BlackBerry Administration API which could have allowed an attacker to read files that contain only printable characters on the BlackBerry Enterprise Server, including unencrypted text files. Binary file formats, including those used for message storage, were not affected. This issue could have caused resource exhaustion and therefore could have been leveraged as a partial Denial of Service. The vulnerability was limited to the user permissions granted to the BlackBerry Administration API. (DT 1183849)

For more information, visit www.blackberry.com/btsc and read KB27258.

After a user enrolled certificates successfully numerous times with an enterprise certification authority or stand-alone certification authority, an enrollment process sometimes failed while the device was waiting for an approved certificate. (DT 1116098)

If you set the **BlackBerry Device Software deployment managed by BlackBerry Administration Service** option to **Yes**, the BlackBerry Administration Service did not hide the Allow Wireless Security Updates IT policy rule, though it was no longer applicable. (DT 1056730)

If you send the "Delete all device data and remove device" IT administration command and set a one hour delay, the BlackBerry Enterprise Server deletes the device PIN after the hour passes. However, if the user cancels the process to delete all device data, the device loses its connection with the BlackBerry Enterprise Server. (DT 1043425)

By default, the standard unlisted optional application control policy required users to respond to a prompt each time they wanted to run the applications. (DT 1040480)

A security vulnerability existed in the PDF distiller of the BlackBerry Attachment Service. This vulnerability could have allowed a malicious individual to cause buffer overflow errors, which may have resulted in arbitrary code execution on the computer that hosts the BlackBerry Attachment Service. While code execution was possible, an attack was more likely to result in the PDF rendering process terminating before it completed. In the event of such an unexpected process termination, the PDF rendering process restarted automatically but did not resume processing the same PDF file.

Successful exploitation of this issue required a malicious individual to persuade a device user to open a specially crafted PDF file on a device that is associated with a user account on a BlackBerry Enterprise Server. The PDF file may have been attached to an email message, or the user may have retrieved it from a website using the Get Link menu item on the device. (DT 1038261)

This issue was resolved in an earlier interim security software update. For more information, visit www.blackberry.com/btsc to read KB25382.

If you sent the "Delete all device data and disable device" IT administration command before you upgraded, and the BlackBerry Enterprise Server received an acknowledgment from the device that it received the IT administration command after you upgraded the BlackBerry Enterprise Server, the BlackBerry Enterprise Server wrote a NullPointerException error message to its log file. (DT 1027898)

This issue potentially prevented the BlackBerry Enterprise Server from automatically regenerating the device transport key. The device user could regenerate this encryption key manually, as a workaround. The BlackBerry Enterprise Server now regenerates the device transport key automatically. (DT 1020903)

The descriptions for the BlackBerry App World policy rules incorrectly stated that you must use BlackBerry Device Software 5.0 or later. You can use BlackBerry Device Software 4.5 or later with BlackBerry App World 2.0. (DT 788440)

A security vulnerability existed in the PDF distiller of the BlackBerry Attachment Service. This vulnerability could have allowed a malicious individual to cause buffer overflow errors, leading to a Denial of Service (DoS) condition or possibly arbitrary code execution on the computer that the BlackBerry Attachment Service runs on. Successful exploitation of the issue would have required a malicious individual to embed a specially crafted font in a PDF file and then persuade a

BlackBerry device user to open that PDF file on a BlackBerry device that is associated with a user account on a BlackBerry Enterprise Server. (DT 786899)

This issue was resolved in an earlier interim security software update. For more information, visit www.blackberry.com/btsc to read KB24547.

You could not change the password for the key store file that permits the BlackBerry Administration Service to open HTTPS connections. (DT 224771)

Setup application fixed issues

The setup application overwrote the MSI installation log file when you reran it. (DT 1102412)

If you installed the BlackBerry Enterprise Server and then you installed the BlackBerry Attachment Service on a different computer in the BlackBerry Domain, the remote BlackBerry Attachment Service was missing the BlackBerry Controller instance and logging instance in the BlackBerry Administration Service. (DT 998837)

When you installed the BlackBerry Enterprise Server, and when you entered the SRP and BlackBerry Client Access License information, if you did not click the **Verify** button before clicking **OK**, you were prompted to verify that you had entered the correct SRP and CAL information. (DT 959420)

If you installed BlackBerry Administration Service in a BlackBerry Domain that included an earlier version of the BlackBerry Administration Service running on another computer, the setup application stopped the services for the BlackBerry Administration Service, but did not automatically select BlackBerry Administration Service. This could have left your organization without a running BlackBerry Administration Service. (DT 636597)

You could not remove the BlackBerry Administration Service when you ran the setup application a second time. (DT 630701)

CE events were not formatted correctly in the Windows Event Viewer. (DT 630448)

When you ran the setup application for a second time and the setup application could not connect to the BlackBerry Configuration Database, the setup application displayed the "Error initializing system" error message and did not permit you to change the BlackBerry Configuration Database information. (DT 601826)

When you installed a standby BlackBerry Enterprise Server, if you selected BlackBerry Administration Service in the **Setup options** dialog box, you could not cancel the selection. (DT 525015)

The setup application did not include the disk space requirements for third-party applications that it must install with the BlackBerry Enterprise Server in the **Setup options** dialog box when you installed a BlackBerry Enterprise Server for the first time. (DT 493105)

Upgrade process fixed issues

If you upgraded from 5.0 SP1, software configurations that were set to Editable and Visible or Hidden were changed to Read-only and Visible. (DT 1073979)

The upgrade process did not preserve the logging level that you set for the BlackBerry Attachment Service. (DT 1028329)

The BlackBerry Enterprise Server now stores passwords that the BlackBerry MDS Connection Service uses to connect to external servers in protected format in the BlackBerry Configuration Database. This change means that when you upgrade to BlackBerry Enterprise Server 5.0 SP3, the proxy credentials for the BlackBerry MDS Connection Service and BlackBerry Collaboration Service were lost. (DT 890282)

If you upgraded from BlackBerry Enterprise Server 5.0 SP1, and you upgraded the only BlackBerry Administration Service instance in the BlackBerry Domain, the setup application permitted you to remove the BlackBerry Administration Service. This could leave your organization without a running BlackBerry Administration Service. (DT 637461)

Wireless calendar synchronization fixed issues

If you changed the time for one instance of a recurring appointment using the drag and drop method, the instance was updated on the meeting organizer's device, but removed from other devices. (DT 5779325)

When a user created a recurring appointment in Novell GroupWise, and then updated the time for one instance of the appointment on the device, the appointment was duplicated on the device. (DT 5176774)

In certain circumstances, a meeting notice was not automatically removed from the inbox on the device when the user accepted the meeting request. If the user then manually deleted the meeting notice, the meeting was also removed from the user's calendar. (DT 5079146)

In some circumstances, when a user created a recurring appointment on the device, and updated one instance of the appointment in Novell GroupWise, all other instances of the appointment were deleted on the device. (DT 4639570)

When a user updated the date or time of the first instance of a recurring posted appointment in Novell GroupWise, the updates did not synchronize correctly on the device. (DT 3559171)

In some circumstances, if you updated one instance of a recurring posted appointment, the update did not synchronize with the participants' devices. (DT 2436838)

If you changed the Start Date and Time or End Date and Time for an appointment on your device, the calendar on the device did not synchronize with Novell GroupWise and the changes reverted to the original date and time. (DT 2032230)

When a user made updates to calendar appointments that did not have invitees, the updates did not synchronize from the device to Novell GroupWise. (DT 2031998)

If the BlackBerry Enterprise Server was in certain GMT+ time zones, the calendar may not have delivered meeting invitations to the devices. (DT 1987204)

For a device in a GMT or GMT+ time zone, when a user created an all day calendar appointment on their device, the appointment synchronized to Novell GroupWise with a reminder note one day prior to the actual appointment, creating a discrepancy between the Novell GroupWise calendar and the device calendar. (DT 1224527)

When a user created a recurring monthly meeting on a device and did not select the Relative Date option, and the first instance of the meeting was on the 30th day of a month with only 30 days, each instance of the meeting that occurred in a month with 31 days appeared on the 31st day in the Novell GroupWise email application and the 30th day on the device. (DT 850575)

If a user selected "Delete Prior" to remove unaccepted meeting requests from the device, if an unaccepted meeting request was moved to a different folder in the Novell GroupWise email application, an updated meeting request was sent to the device. (DT 621291)

If calendar notifications were not enabled in the Novell GroupWise email application for a user, and the user created on the device a recurring weekly meeting starting on the following day and continuing for four months, and an invitee deleted the fourth instance of the meeting, the fourth instance still appeared in the invitee's email application. (DT 442311)

Known issues

Activation known issues

If you activate a device using a wired connection with the BlackBerry Administration Service, and the device has wireless connections turned off, a full synchronization is not triggered. (DT 5748624)

When a device user who has a BlackBerry Internet Service account and a BlackBerry Enterprise Server account activates a new BlackBerry device, the user cannot send email messages using the BlackBerry Internet Service account. (DT 617358)

Workaround: Reactivate the BlackBerry Internet Service account. For more information, visit blackberry.com/btsc to read KB23193.

BlackBerry Administration Service known issues

If you have been inactive in the BlackBerry Administration Service and must log in again, if you click on a user name you are not redirected to the log in screen. A file dialog box opens. (DT 6094066)

Workaround: Close the window and log into the BlackBerry Administration Service again.

When viewing the sortable columns in the Manage Users screen of the BlackBerry Administration Service console, you cannot drag and drop any columns over to the locked/anchored section on the left. (DT 5897303)

You cannot successfully edit a deployment job with a status of Ready to run if the start date is today or tomorrow. If the start date is today, you cannot save the change and receive a misleading error message. If the start date is tomorrow, you can save the change but the job is saved with today's date. (DT 5821782)

Setting the Allow Third Party Apps to Use Persistent Store IT policy rule to No blocks application content for all devices, even though the rule is described as obsolete in BlackBerry Enterprise Server 3.6 SP2. (DT 5587752)

Workaround: Set the "Allow Third Party Apps to Use Persistent Store" IT policy rule to No only for policies that manage devices with BlackBerry Device Software 3.6 and earlier. Use the "Is access to the interprocess communication API allowed" application control policy rule for devices with BlackBerry Device Software 4.0 and later.

You cannot remove an Enterprise Messenger application when the Disposition is set to disallowed at the application level. (DT 5631415)

The BlackBerry Administration Service is unable to delete obsolete tasks or jobs. (DT 5519949)

In certain circumstances, when you search for users in the BlackBerry Administration Service in different parts of the user interface (Create User, Manage Users, and Manage Group), the maximum number of search results differs and the search might return the following error message: "The search result contains too many records." (DT 4242359)

Workaround: Change the values of the following traits to allow more search results:
BAS_PRESENTATION_SEARCH_RESULT_PAGE_SIZE_TRAIT and
BAS_PRESENTATION_MAXIMUM_NUMBER_OF_SEARCH_RESULT_PAGES_TRAIT

If there are duplicate records in the MBAddressLookup table, you cannot delete a user account in the BlackBerry Administration Service console. For more information, visit blackberry.com/btsc to read KB31122. (DT 3225955)

In some circumstances, when you move a user account from BlackBerry Enterprise Server 4.1.x to a 5.0.1 server, the device PIN is not updated and users cannot complete PIN lookups. (DT 2591824)

Workaround: For information, visit blackberry.com/btsc to read KB27971.

In some circumstances, users cannot look up the PIN for other users from their BlackBerry device. (DT 1833777, DT 1837472)

Workaround: For information, visit blackberry.com/btsc to read KB27971.

If you assigned software tokens to user accounts in a BlackBerry Enterprise Server 4.1 SP6 environment, you cannot remove the software tokens after you upgrade. (DT 1123537)

The BlackBerry Administration Service does not perform as expected when it needs to complete many tasks (more than 2100 tasks) and verify dependencies and optimizations. (DT 1108098)

Workaround: Restart the computer that hosts the BlackBerry Administration Service.

The BlackBerry Administration Service does not use the email address that you specify in the **Sender Address** field in **Devices** > **Wireless activations** > **Device activation settings** to send activation email messages. (DT 1101095)

The BlackBerry Administration Service does not permit you to load applications with 5 number groups. The application version must match the following format: XXX.YYY.YYY.YYY, where X and Y are numeric characters. Only XXX is required. (DT 1093369)

In a Japanese environment, if you click the **?** icon in the **Calendar** option under **Manage applications** in the BlackBerry Administration Service, the words "About this calendar" are not translated into Japanese. (DT 1082172)

The BlackBerry Administration Service does not display a descriptive error message when it encounters an issue assigning a device to a user account. (DT 1053380)

Workaround: For information, visit www.blackberry.com/btsc to read KB20015.

If you try to create an administrator account with Microsoft Active Directory authentication and enter a password incorrectly, the BlackBerry Enterprise Server indicates that the **Password** and **Confirm Password** fields are required. However, these fields are only required for BlackBerry Administration Service authentication. (DT 1036448)

In the BlackBerry Administration Service, when you select TCP as the transport protocol for Microsoft Office Communications Server 2007 R2, the **Instant messaging server pool is load balanced** and **Listening Port** fields can still be edited even though they only apply to the TLS transport protocol. (DT 990614)

You cannot log in to the BlackBerry Administration Service if the DNS environment contains an invalid service record. (DT 860600)

Workaround: For information, visit www.blackberry.com/btsc to read KB24377.

When you add or remove users, the BlackBerry Administration Service does not update the list of BlackBerry Client Access License instances accordingly until the next day. (DT 849107)

In some circumstances when you upgrade the BlackBerry Enterprise Server from 5.0 to 5.0 SP2 or later, the BlackBerry Administration Service fails to start because of a blank cluster-service.xml file. (DT 810830)

Workaround: For information, visit www.blackberry.com/btsc to read KB23794.

For organizations with a very large number of license keys (several thousand BlackBerry CAL instances), when you try to manage the license keys using the BlackBerry Administration Service, the browser times out or becomes unresponsive. (DT 810241)

When you search for updated BlackBerry Device Software bundles in the BlackBerry Administration Service, the browser session times out and you are logged out of the BlackBerry Administration Service. This issue is the result of missing locale information in the BlackBerry Configuration Database. (DT 755985)

When moving user accounts to another BlackBerry Enterprise Server, the BlackBerry Administration Service displays the BlackBerry Enterprise Server that the user account is currently associated with as a destination server. (DT 735296)

If you install the BlackBerry Enterprise Server and the BlackBerry Administration Service on the same computer, change the FQDN of the computer while keeping the IP address the same, and ensure that the previous FQDN is still reachable to the same IP address, the BlackBerry Enterprise Server does not update the BlackBerry Configuration Database correctly and runs jobs at incorrect times, which can cause the database size to increase unexpectedly. (DT 633315)

Workaround: Remove the DNS alias for the previous FQDN and restart the BlackBerry Administration Service.

If you enter an invalid LDAP port value during the installation process, you cannot access the BlackBerry MDS Connection Service settings using the BlackBerry Administration Service. For example, if you enter a value that is not within the range of 1 and 65,535 the LDAP value will be set to NULL. (DT 596589)

Workaround: Contact RIM Technical Support.

When you configure single sign-on authentication for the BlackBerry Administration Service, and do not add the web address of the BlackBerry Administration Service pool to the list of trusted intranet sites in Windows Internet Explorer, the browser displays an HTTP 404 error when you try to access the BlackBerry Administration Service. (DT 571241)

Workaround: Configure the browser appropriately. For more information, see the *BlackBerry Enterprise Server Installation and Configuration Guide*.

If you assign the SPNs for the two Kerberos services hosted by the BlackBerry Administration Service (HTTP \<*BAS_pool_FQDN*> and BASPLUGIN111\<*BAS_pool_FQDN*>) to more than one Microsoft Active Directory account, when you specify the account information in the BlackBerry Administration Service and click **Save all**, the BlackBerry Administration Service displays the "The username, password or domain name is not correct, Please re-enter" error message. This error message is misleading because it does not inform you that the SPNs are not configured correctly. For more information about resolving this issue, visit www.blackberry.com/btsc to read KB22775. (DT 506774)

When you click on a BlackBerry MDS Connection Service instance in the **Servers** and **Components** sections, the BlackBerry Administration Service displays a "The request could not be completed" error message if the **Default Server Base Query** field has an empty value. (DT 400528)

Workaround: The valid values for the **Default Server Base Query** field are Null or 1 to 1024.

BlackBerry Attachment Service known issues

BlackBerry device users running software version 6 or earlier cannot open attachment files larger than 3MB. The attachment file size increase from 3MB to 10MB implemented in BlackBerry Enterprise Server 5.0 SP4 requires BlackBerry device software version 7.x or later. (DT 6941032)

When users attempt to open large Microsoft Word files or Microsoft PowerPoint files from a remote file location, on an intermittent basis the device cannot display the files. This is due to an issue with how the BlackBerry MDS Connection Service and the BlackBerry Attachment Service communicate. (DT 661572)

If you configure a BlackBerry Enterprise Server to use a remote BlackBerry Attachment Service, stop the local BlackBerry Attachment Service, and upgrade the BlackBerry Enterprise Server, the remote BlackBerry Attachment Service cannot process attachments. (DT 658624)

Workaround: In the BlackBerry Administration Service, modify any of the settings for the BlackBerry Attachment Connector, save your changes, and then change the settings back to their previous values.

BlackBerry Collaboration Service known issues

Users on the desktop client for Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010 sometimes see the following error message: "<user> is active on a device that can't receive IM" when sending an instant message to a user logged into the Enterprise Messenger client. (DT 1123476)

BlackBerry Configuration Database known issues

The BlackBerry Enterprise Server does not remove old messages from the MBMailSync table, which might cause large databases and SQL timeout issues. (DT 3483993)

Workaround: Contact RIM Technical Support. For more information, visit blackberry.com/btsc to read KB31281.

In some circumstances, if you change the name of a user account in Novell GroupWise, the BlackBerry Configuration Database might not synchronize the email properties with the new user account, and the user might not receive email messages. (DT 1251326, 1256772)

Workaround: For information, visit blackberry.com/btsc to read KB27074.

In certain circumstances, you cannot delete an old BlackBerry Enterprise Server instance from the BlackBerry Administration Service. (DT 1005498)

The BlackBerry Enterprise Server components will not start if the Microsoft SQL Server has a certificate larger than 4 KB with JDBC Driver 1.2. The connection to the database fails with a TDS error. (DT 230816)

Workaround: You can either reduce the size of the certificate, issue a smaller certificate, or remove the certificate from the Microsoft SQL Server.

BlackBerry Configuration Panel known issues

A BlackBerry Configuration Panel can update BlackBerry Administration Service information in the BlackBerry Configuration Database even though the BlackBerry Configuration Panel is not at the same version as the BlackBerry Configuration Database. For example, you can edit the Microsoft Active Directory settings for the BlackBerry Administration Service in an earlier version of the BlackBerry Configuration Panel. If you do so, you cannot access the BlackBerry Administration Service page in the Components view of the BlackBerry Administration Service and the BlackBerry Administration Service displays the "The application has encountered a system error. Please report this error to the System Administrator. (EXCEPTION-com.rim.bes.bas.servicemanager.ServiceNotFoundException)" error message. This issue only applies to BlackBerry Administration Service. (DT 750369)

BlackBerry Controller known issues

When the BlackBerry Controller is running and a user shuts down Windows using Remote Desktop Connection, Windows writes the following error message to the System Event Log indicating that the computer did not shut down correctly: "The previous system shutdown was unexpected". (DT 989942)

Workaround: Stop the BlackBerry Controller manually before you shut down Windows using Remote Desktop Connection.

BlackBerry Dispatcher known issues

BlackBerry MDS Connection Service known issues

After upgrading the BlackBerry Enterprise Server, the BlackBerry MDS Connection Service may repeatedly write NullPointerException error messages to its log file which may result in insufficient disk space. (DT 5765689)

Proxy mapping settings do not support the plus sign (+) as part of the proxy rule expression. (DT 1195239)

Workaround: Try using an asterisk (*) instead.

If a URL includes escaped Unicode characters (for example, %u00), the BlackBerry MDS Connection Service attempts to convert the URL and the device displays an Invalid Authority error message. (DT 606970)

When a user browses to websites that contain Microsoft PowerPoint presentations, the browser on the device might not display slides correctly. (DT 349191)

Workaround: On the computer that hosts the BlackBerry MDS Connection Service, in C:\Program Files\Research In Motion \BlackBerry Enterprise Server\MDS\Servers\instance\config, in the rimpublic.property file, add the following property: AsClientConfig.ChunkSizeKBytes=1024.

BlackBerry Messaging Agent known issues

If a BlackBerry device user forwards an email message as an attachment using the Novell GroupWise Client or selects Get Plain Text on a BlackBerry device for an email message with embedded content, the email message on the device does not contain an embedded message section. (DT 5916421)

When a user replies to or forwards an HTML email message from a device, the message does not contain the body of the original email message. (DT 3248487)

If a user sends an email message from the Novell GroupWise email application to themself, the sender's name does not appear in the To field on the device. (DT 3226401)

In some circumstances, embedded message text is not formatted correctly. (DT 3000109)

With certain devices, the To and From data in email messages is removed after restoring a backup file to the device. (DT 2407010)

In certain circumstances, images and text in an HTML email message overlap, making it difficult to read on the device. (DT 2084433)

In some circumstances, sent items do not show up in the user's Sent Items folder. (DT 2019412)

In certain circumstances, if users reach their disk space limit for a mailbox, and then you increase the limit, the users still cannot send mail. (DT 2006831)

In certain circumstances, if several users attempt repeated logins within a very short amount of time (for example, one second), then the Novell GroupWise Post Office stops responding. (DT 1888678)

BlackBerry Policy Service known issues

If you change the SRP ID to an invalid ID and then change the SRP ID again to a valid ID, the BlackBerry Policy Service does not send the valid ID to the device and the device only receives the invalid ID. (DT 598250)

The BlackBerry Enterprise Server returns out-of-office messages when a user sends a duress message from a BlackBerry device. (DT 263970)

BlackBerry Router known issues

Organizer data synchronization known issues

When a contact is created on the BlackBerry device with a picture that exceeds the maximum 850 bytes, the contact information will not synchronize to Novell GroupWise. (DT 4931538)

Updates made in the Novell GroupWise personal address book do not synchronize with the device in the same way as updates made on the device. (DT 1849162)

Performance known issues

When you upgrade the BlackBerry Enterprise Server from 5.0 SP1, the setup application does not register the performance counters for the BlackBerry Messaging Agent or BlackBerry Router. (DT 628488)

If you install the BlackBerry Enterprise Server on a 64-bit version of Windows Server and you want to run Windows Performance Monitor on a computer that does not host the BlackBerry Enterprise Server, you must run the 64-bit version of Windows Performance Monitor, uninstall the 32-bit counters on the BlackBerry Enterprise Server computer, and install the 64-bit counters. (DT 450279)

Personal Information Manager processing known issues

When a user modifies a contact's information on the device, it changes the associated picture in Novell GroupWise and the picture is not displayed properly. (DT 2736377)

When a user creates a contact in Novell GroupWise, the contact is sometimes duplicated in Novell GroupWise if wireless address book synchronization is toggled off and on. (DT 2835480)

Workaround: Do not toggle wireless address book synchronization on the device.

In some circumstances, when a user updates a memo in Novell GroupWise or on the device, the updates do not synchronize correctly. (DT 2882957)

Security known issues

The description for the Generate Encrypted Backup Files IT policy rule does not indicate that if a user performs a backup on a non-enterprise version of BlackBerry Desktop Software, the backup might not be encrypted. (DT 1074244)

If you send the "Delete only the organization data and remove device" command to a BlackBerry device, the device does not send an acknowledgment to the BlackBerry Enterprise Server so that the BlackBerry Administration Service can delete the user account. (DT 1034973, 1034949)

Workaround: Delete the user account manually.

Setup application known issues

When you remove the MDS Connection Service components, the Mobile Data Service tab appears on the BlackBerry Server Configuration Panel even though it has been removed.   (DT 5447094)

The setup application indicates that services started successfully even though they might not have. (DT 1073106)

If you install the BlackBerry Enterprise Server in Italian, the advertisements include some Spanish. (DT 1065265)

If you change the User name and Organization information when reinstalling or upgrading the BlackBerry Enterprise Server, the setup application does not record the change. (DT 1040901)

Workaround: After the setup application closes, manually edit the following registry settings:

- for a 32-bit version of Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\OwnerInformation
- for a 64-bit version of Windows: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\OwnerInformation

If you rerun the setup application, it will mistakenly show the BlackBerry Collaboration Service as installed if you do the following:

- select Microsoft Lync Server 2010
- click Next

- go back to the Setup Options page and deselect the BlackBerry Collaboration Service

- complete the setup process without the BlackBerry Collaboration Service (DT 1039504)

You cannot reinstall the BlackBerry Enterprise Server with the BlackBerry Administration Service on the same computer using the same BlackBerry Configuration Database. (DT 1030904)

Workaround: For more information, visit blackberry.com/btsc to read KB25036.

During the BlackBerry Enterprise Server installation process, the text in the dialog box that prompts you to shut down services is incomplete in the German language. (DT 1015289)

If you install the BlackBerry Administration Service on a computer that you already installed 1.6.18 on, the BlackBerry Enterprise Server installation process displays the "Error to writing to a database" error message when you click on "Start services" and you cannot start the BlackBerry Administration Service. (DT 1006683)

When you install the BlackBerry Enterprise Server software, if you set the DebugLogLevel registry key in HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Setup\ to six, the installation process changes the value of the DebugLogLevel registry key to four and the installation process does not produce the expected level of detail in the log files. (DT 992506)

The installation process might appear to stop responding for approximately one minute when installing a BlackBerry Router in the DMZ. Do not cancel the installation process; the process is working as designed. (DT 990609)

In BlackBerry Enterprise Server, you can find the BBSRPTool in C:\Program Files\Research In Motion\BlackBerry Enterprise Server. This location is new as of BlackBerry Enterprise Server 5.0 SP4. (DT 534090)

You cannot run a BlackBerry Enterprise Server pair with different instant messaging servers configured for the primary and standby, but the setup application allows you to install the BlackBerry Enterprise Server instances with different instant messaging servers. (DT 426882, SDR 280876)

On certain dialog boxes in the setup application (for example, the **Administration Settings** dialog box), the setup application highlights **Back** as the default button rather than **Next**. (DT 330239)

In the setup application, in the **Database options** screen, the name for the **Use a Microsoft SQL Server database** option should be **Use an existing Microsoft SQL Server to host my database**. (DT 233462)

SNMP known issues

On the computer that hosts the BlackBerry Enterprise Server, if you configure SNMP with a trap destination that does not resolve into an IP address, even if the BlackBerry Enterprise Server does not use the SNMP community, the BlackBerry Enterprise Server does not initialize the SNMP service. (DT 810353)

Upgrade process known issues

During the upgrade process, if the MSI fails you might see the following error message when you try to run the setup application again: "SQL query failed, see logs for more information". (DT 1094204)

Workaround: For more information, visit blackberry.com/btsc to read KB25621.

If you installed the BlackBerry Collaboration Service with BlackBerry Enterprise Server, when you upgrade and select Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server as the instant messaging server, the port numbers do not display the default values (5061 for TLS or 5060 for TCP, and 65061 for the listening port). (DT 1000050)

Workaround: You must type the port numbers to specify the instant messaging settings.

When you upgrade the BlackBerry Enterprise Server, if you change the pool name for the BlackBerry Administration Service, the setup application should prompt you to log in to the computers in the BlackBerry Domain that host the BlackBerry Administration Service and synchronize the local property files and registry entries with the BlackBerry Configuration Database. (DT 853637)

Workaround:

1. On each computer in the BlackBerry Domain that hosts the BlackBerry Administration Service, open the BlackBerry Configuration Panel.

2. Click the **Administration Service - High Availability** tab.

3. Click **Synchronize**.

When you upgrade the BlackBerry Enterprise Server, the setup application does not upgrade the Microsoft SQL Server Native Client. (DT 732061)

Workaround: Manually install the latest version of the Microsoft SQL Server Native Client when upgrading from BlackBerry Enterprise Server 5.0.

When you upgrade to BlackBerry Enterprise Server, the setup application does not preserve the logging level that you configure for the ASRV and ACNV log files in the BlackBerry Configuration Panel. (DT 600379)

Workaround: Use the BlackBerry Administration Service to configure the logging levels.

After you upgrade a BlackBerry Domain from version 4.1, the BlackBerry Administration Service may display one or more BlackBerry MDS Connection Service instances that do not exist. (DT 490746)

Workaround: Use the BlackBerry Administration Service to remove the BlackBerry MDS Connection Service instances that do not exist, if possible. Removing them by using the BlackBerry Administration Service is not always possible because the BlackBerry Administration Service may request that the software be removed first and this is not possible since the software does not exist.

During an upgrade, if you configure the BlackBerry Enterprise Server to use Microsoft Office Communicator 2007 in the **Instant messaging settings** dialog box, the setup application displays the incorrect Microsoft Office Live Communications Server 2005 (Office Communicator) in the **Summary** dialog box. (DT 427065)

If you uninstall BlackBerry Enterprise Server 4.1 or later and install BlackBerry Enterprise Server 5.0 or later on the same computer, the setup application finds software and registry keys for BlackBerry Enterprise Server 4.1 when it performs the BlackBerry Policy Service configuration validations and does not allow the upgrade process to proceed. (DT 427051)

Workaround: Reinstall BlackBerry Enterprise Server 4.1 SP6 and then upgrade to BlackBerry Enterprise Server 5.0.

Wireless calendar synchronization known issues

If a user creates an appointment in Novell GroupWise in plain text and adds a note, or if the user creates an appointment in Novell GroupWise with one attachment and then later adds a note, the first attachment will not open on the device. (DT 5831603)

Workaround: For information, visit blackberry.com/btsc to read KB33071.

If a user changes the time on more than one instance of a recurring posted appointment in theNovell GroupWise calendar, the instance that the user changed last might not synchronize to the calendar on the device. (DT 5758456)

If a user creates a recurring appointment on the device, and then edits an appointment in the series, all of the appointments except the edited one are removed from the device but not Novell GroupWise. (DT 4926878)

If one calendar item is not synchronized successfully, the full synchronization of calendar items does not continue. (DT 1258635)

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