

BlackBerry Enterprise Server for  
Microsoft Office 365

Version: 1.0  
Maintenance Release: 1



Release Notes



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# New in this release

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Item	Description
Microsoft Exchange 2013 compatibility	BlackBerry Enterprise Server for Microsoft Office 365 is now compatible with Microsoft Exchange 2013.

# Fixed issues

## BlackBerry Administration Service

If a device was wiped and activated for a new user, the PIN for the previous user of the device was set to 0 until a new device was assigned or the previous user account was deleted. If device updates were sent to a group that the user account belonged to, BlackBerry Enterprise Server for Microsoft Office 365 tried to send the updates to the non-existent device. (DT 1500019)

In certain circumstances, if a RegisterAccount job was cancelled, the user's connection could become orphaned and stuck in an unhealthy state. (DT 6429237)

## BlackBerry MDS Connection Service

In certain circumstances the BlackBerry MDS Connection Service stopped responding and you had to restart it. (DT 5831689)

## BlackBerry Policy Service

The BlackBerry Policy Service may have temporarily stopped responding when the connection to the database was lost. (DT 6492697)

## Data synchronization

When you sent an email message from a BlackBerry device activated on BlackBerry Enterprise Server for Microsoft Office 365, you might have seen a duplicate sent email message on the device but not in the mailbox. (DT 6159136)

## Installation

If you selected a non-North American country/region during installation, the default SRP host name that was displayed in the BlackBerry CAL and SRP information window was the default SRP host name for North America, `srp.na.blackberry.net`. Even if you changed it, the default SRP host name was propagated to the registries and the BlackBerry Enterprise Server did not function. (DT 6525326)

## Security

If you sent the "Delete only the organization data and remove device" IT administration command to a BlackBerry device, the BlackBerry Administration Service may have displayed the "Enterprise applications will be removed from the device" message but your organization's applications were not removed from the device. (DT 5728775)

# Known issues

## BlackBerry Administration Service

You cannot add user accounts in an Active Directory environment that does not have an extended schema from Microsoft Exchange 2010. (DT 6742616)

In certain circumstances, you may not be able to create or delete a user account. (DT 6669382, DT 6926299)

The BlackBerry MDS Connection Service and the BlackBerry Collaboration Service services stop if you unmap them from the BlackBerry Dispatcher. (DT 6520261)

**Workaround:** Restart these services manually when you remap them to the BlackBerry Dispatcher.

If the primary BlackBerry Configuration Database and the primary Messaging State Database both fail and the mirror database server takes over, and then you disable mirroring on the mirror database server, the connection to the BlackBerry Administration Service is lost. (DT 6519676)

In the BlackBerry Administration Service, in the Manage Microsoft Active Directory access section, tabs for ALP configuration and ALP mappings are displayed, but are not relevant. (DT 6456563)

You might not be able to create a large number of user accounts at the same time before the default browser time-out limit is reached. (DT 2421787)

**Workaround:** When creating user accounts, select fewer than 100 user accounts at one time.

When you view the list of applications that are installed on a BlackBerry device in the BlackBerry Administration Service, Japanese application names may not appear correctly. (DT 2417078)

After you import multiple user accounts from a .csv file, using the "Manage multiple users from an import list" command, a user search may not find users. (DT 2136049)

**Workaround:** Click **Clear** to clear the search fields and search again.

## Data synchronization

When you install a standalone BlackBerry Router, the BlackBerry Controller service may stop. (DT 6487823)

**Workaround:** Manually restart the BlackBerry Controller service.

## High availability

After a failover, user accounts remain attached to the server connector of the new standby BlackBerry Enterprise Server and after you uninstall the new standby server you cannot delete the adaptor instances. (DT 6415518)

## Installation

If RIMWebComponents is updated before upgrading BlackBerry Enterprise Server for Microsoft Office 365 version 1.0 to BlackBerry Enterprise Server for Microsoft Office 365 version 1.1, the upgrade may not complete. (DT 7309172)

If the operating system is Windows Server 2012, the Preinstallation checklist window displays “Server” as the operating system. (DT 6487970)

If you type the wrong Microsoft Office 365 user name and password during installation, and then update the information later, it will not be updated in the Exchange Web Services file. (DT 6345160)

During installation, an incorrect Readme file is displayed. (DT 6302501)

The BlackBerry Enterprise Server Installer might stop responding during the installation process. (DT 5890570)

## Messaging State Database

Email data remains in the Messaging State Database for longer than is required. (DT 6513067 )

**Workaround:** Set the registry key to mark items for deletion earlier than 60 days by changing the registry key: DeletedMessageItemRetentionDays to a value less than 60. The Purge Script also has a default setting of removing items 60 days after they have been marked for deletion which could be changed to a much shorter period of time.

## BlackBerry Web Desktop Manager

During a device swap, the contents of a backup file may not be completely transferred to the new device, and the backup file is deleted. (DT 2388362)

## Attachment service

Users may be able to send file attachments that are larger than the maximum set limit. (DT 6856341)

## Microsoft Exchange Web Services adapter

Users who do a remote contact search may encounter an error if one of the returned results does not contain a valid SMTP email address. (DT 7108010)

**Workaround:** Narrow the search to exclude users with non-SMTP email addresses.



If a user at an organization uses a BlackBerry device to forward an email to another user at the same organization, and the sender of the forwarded email is from a different organization, the email address of the sender of the forwarded email may not appear. (DT 5426971)

## BlackBerry Enterprise Server Resource Kit

The BlackBerry Enterprise Transporter displays an incorrect version number. (DT 7454817)

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