

BlackBerry Enterprise Server for
Microsoft Office 365

Version: 1.0



Release Notes

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Known issues

Activation known issues

When a user is activated, they might not receive a notification. (DT 6398116)

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

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

BlackBerry Administration Service known issues

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, do not select more 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.

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

The BlackBerry Administration Service displays the "Delete all device data and disable device" command to administrators who do not have the permissions to complete this action. If the administrator clicks the command, the BlackBerry Administration Service displays an error message and logs out the administrator. (DT 1186306)

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)

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

BlackBerry Enterprise Server for Microsoft Office 365 removes access control rules from a user account when the email address for the user account changes. (DT 879969)

If you set Wi-Fi Link Security to EAP-PEAP, you cannot set the Wi-Fi Inner Authentication Mode option in a Wi-Fi profile. (DT 525943)

If you enter multiple accounts with the same domain for the same resource forest, the BlackBerry Administration Service displays a message that does not correctly explain the error. (DT 506774)

If you try to assign a device that was deactivated with an IT administration command using the BlackBerry Administration Service, the BlackBerry Administration Service displays a message indicating that the activation process is a success, when in fact the device is not activated. (DT 491663)

BlackBerry MDS Connection Service known issues

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

When the BlackBerry Enterprise Server is not installed on the primary drive on the computer that hosts the BlackBerry MDS Connection Service, the keystore (the webserver.keystore file) is not installed on the computer. (DT 3633820)

Workaround: Create the keystore file and save it to <drive>:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\webserver .

BlackBerry Policy Service known issues

The BlackBerry Policy Service may temporarily stop responding when the connection to the database is lost. (DT 6492697)

BlackBerry Web Desktop Manager known issues

The Save button does not work on the Back up device dialog window. (DT 6103366)

The onboarding wizard incorrectly appears in the BlackBerry Web Desktop Manager. (DT 6047058)

If the user restores device data using the BlackBerry Web Desktop Manager, the user may not correctly restore all files and messages. (DT 2591373, DT 2407010)

Data synchronization known issues

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

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

Workaround: Manually restart the BlackBerry Controller service.

When a user has an extreme number of address book contacts, it might cause a memory problem. (DT 6103114)

After a user switches devices, the key might take some time to regenerate and email messages might not synchronize. (DT 2495792)

The notifications screen on a device might display old, read email messages and calendar entries. (DT 2103291)

For devices running BlackBerry 6 or BlackBerry 7, headers in HTML-formatted messages might not appear correctly. (DT 2084433)

When a user turns off Email Reconciliation and moves an email message to a folder, and then turns on Email Reconciliation and selects Reconcile Now, Microsoft Office 365 does not synchronize this change with the device. (DT 2074924)

When a user's display name is the email address, using the Reply to All command on the device adds the sender to the recipient list. (DT 1926180)

If a user replies to an HTML-formatted message that includes the tag in the title, the email message appears blank in the recipient's Inbox. (DT 1391058)

If a user sets email reconciliation to device wins on the device, BlackBerry Enterprise Server for Microsoft Office 365 does not synchronize this change and the mailbox still wins. (DT 1385309)

If a user creates a recurring appointment with the time duration set to 0, and then the user changes one of the appointment instances on the device, the change is not synchronized to the email application and the device deletes the instance. (DT 1256362)

During calendar synchronization, if BlackBerry Enterprise Server for Microsoft Office 365 cannot find the time zone for a calendar entry, the calendar synchronization process does not complete. (DT 1064478)

Workaround: Delete and recreate the calendar entry in BlackBerry Enterprise Server for Microsoft Office 365 and then start calendar synchronization manually for the user account.

When a user views a Microsoft PowerPoint 2007 or 2010 attachment on a device, text in tables might not display correctly or might not appear. (DT 1030847, DT 1030472)

If a device encounters a problem receiving data from BlackBerry Enterprise Server for Microsoft Office 365, the device might not retry after receiving the message ERROR_RETRY_OPERATION. (DT 1008511)

In some circumstances, if the Junk-Email folder is selected for redirection on a device, and the Hide Files Messages option is set to Yes, email messages are displayed in the Messages folder instead of being hidden. (DT 962661)

If a Wi-Fi connection is opened between BlackBerry Enterprise Server for Microsoft Office 365 and a device while keys are being generated, BlackBerry Enterprise Server for Microsoft Office 365 may send the device two KEY_ACCEPT packets, which leaves the device without an encryption key. (DT 904881)

Workaround: Users should regenerate the encryption key manually.

If a user sends a large inline animated GIF (for example, 100 KB or larger) in an HTML message, BlackBerry Enterprise Server for Microsoft Office 365 does not process the image and it does not display on the device. (DT 675818)

When a user searches for contact information on a device, if the sort order is by first name, the device does not display the results in alphabetical order. (DT 645112)

If a user opens a vCard attachment that uses the Shift-JIS character set on the device, the QUOTED-PRINTABLE information does not display correctly. (DT 640539)

Emails do not sync to the device until at least two minutes after device activation is complete. (DT 6464310)

In certain circumstances, when a user uses a device to send email messages that contain HTML and rich content, the email messages do not display on the recipients' devices. (DT 403549)

If a user regenerates the encryption key on a device, and then pulls the battery a few seconds after receiving the "Encryption Verified" message, BlackBerry Enterprise Server for Microsoft Office 365 does not confirm with the device that the device received the KEY_CONFIRM_PROMOTE and messages are blocked at the firewall. (DT 402026)

BlackBerry Enterprise Server for Microsoft Office 365 returns out-of-office messages when a user sends a duress message from a device. (DT 263970)

High availability known issues

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)

If the standby adaptor is not correctly configured, the standby agent attempts to start all the assigned accounts. If the account start failure is due to an adaptor error, possibly caused by being incorrectly configured, the Agent periodically tries to start the account. After this time period is exceeded, the Agent no longer attempts to start the account. If the standby agent becomes active, any account that has already exceeded this retry time period will not be started. The retry time period is 35 days. (DT 6175660)

Installation known issues

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

Workaround:

After installation, use the BlackBerry Configuration Panel to change the SRP host name to the correct one for your country, then restart the BlackBerry Router service

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

If the Microsoft SQL Server is turned off when you run `setup.exe`, it takes up to 50 minutes for the installer to start. (DT 6425966)

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

Messaging State Database known issues

Email data remains in the Messaging State Database for a longer period of time 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.

Security known issues

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

Workaround: Create a software configuration to remove your organization's applications from the device before you send the "Delete only the organization data and remove device" IT administration command to the device. Create a software configuration that includes your organization's applications and set the disposition of all work applications to Disallowed in the software configuration. Assign the software configuration to the user account to send it to the device.

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