

BlackBerry Enterprise Server
Resource Kit

Version: 5.0
Service Pack: 4



Release Notes

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Revision history

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Date	Description
July 2013	<ul style="list-style-type: none">• Added DT 1837472 to the BlackBerry Enterprise Transporter fixed issues for the 5.0.4 MR5 release.• DT 1025038 (if a Wi-Fi profile with the same name existed in the source domain and the destination domain, exceptions were written to the BBAS-AS log file) was removed from the BlackBerry Enterprise Transporter known issues, as investigation revealed that it was an obsolete issue.• Added DT 7543180 to the BlackBerry Enterprise Transporter known issues section for the 5.0 SP4 MR5 release.

BlackBerry Analysis, Monitoring, and Troubleshooting Tools

BlackBerry Analysis, Monitoring, and Troubleshooting Tools fixed issues

When the BlackBerry Directory Sync Tool 5.0.4 connects to the BlackBerry Administration Service, it verifies that the FQDN that you configured the tool to use matches the SSL certificate of the BlackBerry Administration Service. You can configure the tool to skip this verification process for specific servers. For more information, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Analysis, Monitoring, and Troubleshooting Tools Administration Guide*.

In the BlackBerry Web Services released with the BlackBerry Enterprise Server for Novell GroupWise 5.0.4, 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)

In the BlackBerry Web Services released with the BlackBerry Enterprise Server for Novell GroupWise 5.0.4 MR1, the BWS.assignUsersToGroup method and the BWS.unassignUsersFromGroup method function as expected.

In previous versions of the BlackBerry Directory Sync Tool, if you configured a mapping for a large number of users (13,000, for example), the synchronization process did not complete successfully. (DT 5951924)

In the BlackBerry Directory Sync Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Directory Sync Tool, the tool removed users from groups if you started the synchronization process after an LDAP bind failure occurred. (DT 5911801)

In the BlackBerry Directory Sync Tool 5.0.4, if an LDAP bind failure occurs, the tool does not try to synchronize the group.

If you ran the BlackBerry System Requirements Tool from the command prompt, the tool did not run successfully because it could not parse valid arguments. (DT 5906987)

In the BlackBerry System Requirements Tool 5.0.4, this issue is resolved.

If you used the BlackBerry IT Policy Import and Export Tool to import the “Individual-Liable Devices” IT policy to a different BlackBerry Configuration Database, the import did not complete successfully. An error message about the Service Exclusivity values appeared. (DT 5886922)

In the BlackBerry IT Policy Import and Export Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Historical Statistics Tool, if you used the tool in a Microsoft Exchange environment, and the tool detected log event 30331, the tool stopped running and displayed the following error message: "Error: You chose to process the Exchange platform. This log was not identified as an Exchange BlackBerry Enterprise Server log". (DT 2750423)

In the BlackBerry Historical Statistics Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Directory Sync Tool, if you used the tool on an operating system with UAC features enabled (for example, Windows 2008), an error might have occurred when you tried to open the tool or create a new group mapping because the tool could not access the appropriate configuration file. (DT 2415516)

In the BlackBerry Directory Sync Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Directory Sync Tool, the tool did not synchronize the group membership of different user accounts that used the same display name. (DT 2024412)

In the BlackBerry Directory Sync Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry MAPI and CDO Error Monitoring Tool, the contents of the .csv output file might not have been formatted correctly. (DT 1974298)

In the BlackBerry MAPI and CDO Error Monitoring Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Message Flow Reporting Tool, the contents of the .csv output file might not have been formatted correctly. (DT 1971487)

In the BlackBerry Message Flow Reporting Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools, if you specified in the setup application that you were installing the tools in a Novell GroupWise environment, the field that required you to specify your organization's messaging server was not appropriately labeled. (DT 1299935)

In the setup application or the BlackBerry Analysis, Monitoring, and Troubleshooting Tools 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools, the BlackBerry Message Flow Reporting Tool and BlackBerry Historical Statistics Tool might not have been able to parse lines that contained five character thread IDs. (DT 1269935)

In the BlackBerry Message Flow Reporting Tool and BlackBerry Historical Statistics Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Message Flow Reporting Tool, if you did not specify the location of the log files, the tool might have tried to search for the log files in the wrong default location, or the tool tried to search for the log files in a UAC-compliant file path even though you did not configure the tool to use a UAC-compliant file path. (DT 1222310)

In the BlackBerry Message Flow Reporting Tool 5.0.4, this issue is resolved.

If you ran the BlackBerry System Log Monitoring and Reporting Tool on an operating system that did not allow an application to store and modify information in the registry without administrator or local administrator permissions (for example, Windows 2008 or later), the tool did not save the information that you entered unless you ran the tool as an administrator. (DT 1028820)

In the BlackBerry System Log Monitoring and Reporting Tool 5.0.4, error messages have been added to indicate that the tool must be run as an administrator.

In the BlackBerry Message Flow Reporting Tool 5.0.2, changes were made to the way that the tool recorded date and time information in the log files. As a result, the reported Server Time was larger than the Total Time for some messages. (DT 962620)

In the BlackBerry Message Flow Reporting Tool 5.0.4, this issue is resolved.

In the BlackBerry Message Flow Reporting Tool 5.0.2, changes were made to the way that the tool recorded date and time information in the log files. As a result, the information in the Mail Del/ Sent field was sometimes incorrect. (DT 961138)

In the BlackBerry Message Flow Reporting Tool 5.0.4, this issue is resolved.

In the BlackBerry IT Policy Import and Export Tool 5.0.3, if you used the tool to export an IT policy from BlackBerry Enterprise Server 4.1.6 or earlier, you could not import the IT policy into a destination BlackBerry Enterprise Server if any of the policy rules were named differently in the destination BlackBerry Enterprise Server. (DT 898557)

In the BlackBerry IT Policy Import and Export Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry IT Policy Import and Export Tool, if you exported an IT policy and the Service Exclusivity policy group contained rules that were set to False/No, when you imported the IT policy into a BlackBerry Enterprise Server that used different SRP IDs than the source BlackBerry Enterprise Server, various services might not have functioned as expected for the user accounts that were assigned the IT policy. (DT 821627)

In the BlackBerry IT Policy Import and Export Tool 5.0.4, if you export an IT policy and the Service Exclusivity policy group (BlackBerry Enterprise Server only) contains rules that are set to False/No, you must use the new `-correct_data` subparameter when you import the IT policy to the destination BlackBerry Enterprise Server so that the tool can change the IT policy information to include the appropriate SRP ID for the destination domain.

In previous versions of the BlackBerry IT Policy Import and Export Tool, the tool did not copy IT policy descriptions to the destination BlackBerry Administration Service. (DT 448800)

In the BlackBerry IT Policy Import and Export Tool 5.0.4, this issue is resolved.

BlackBerry Analysis, Monitoring, and Troubleshooting Tools known issues

If you want to use the BlackBerry IT Policy Import and Export Tool to list the contents of an IT policy file, you must specify the `-db <database>` and `-n <database_address>` parameters, even though this information should not be required. (DT 539406)

BlackBerry Enterprise Server User Administration Tool

BlackBerry Enterprise Server User Administration Tool fixed issues

When the BlackBerry Enterprise Server User Administration Tool 5.0.4 connects to the BlackBerry Administration Service, it verifies that the FQDN that you configured the tool to use matches the SSL certificate of the BlackBerry Administration Service. You can configure the tool to skip this verification process for specific servers. For more information, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Server User Administration Tool Administration Guide*.

In previous versions of the BlackBerry Enterprise Server User Administration Tool, when a Runtime exception occurred, the word "occurred" was not spelled correctly in the log message. (DT 5936926)

In the BlackBerry Enterprise Server User Administration Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Enterprise Server User Administration Tool, if you used the `-handheld_info` or `-hhstats` parameters, the command would only output user information until a user without a device was found. (DT 5602299)

In the BlackBerry Enterprise Server User Administration Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Enterprise Server User Administration Tool, when you searched for a user account by canonical name, the error message "Cannot find user" might have appeared even though multiple results were returned. (DT 2377079)

In the BlackBerry Enterprise Server User Administration Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Enterprise Server User Administration Tool, you could use the `-delete` command to delete BlackBerry-enabled user accounts only. (DT 1027315)

In the BlackBerry Enterprise Server User Administration Tool 5.0.4, you can use the `-delete` command to delete user accounts that are not BlackBerry-enabled (for example, administrator accounts).

In previous versions of the BlackBerry Enterprise Server User Administration Tool, if you used the `-stats` or `-hhstats` parameters to retrieve user statistics, the tool might have taken longer than expected to return results, or the request might have timed out. (DT 1014617)

In the BlackBerry Enterprise Server User Administration Tool 5.0.4, this issue is resolved.

In previous versions of the BlackBerry Enterprise Server User Administration Tool, if you specified a canonical name for the `-u` subparameter, the command might have failed with a timeout error. (DT 602249)

In the BlackBerry Enterprise Server User Administration Tool 5.0.4, this issue is resolved.

BlackBerry Enterprise Server User Administration Tool known issues

If you use the `-list` parameter and enter invalid information for the `-u` subparameter, the BlackBerry Enterprise Server User Administration Tool returns a list of every user account on the BlackBerry Enterprise Server. The list might be incomplete. (DT 987352)

The BlackBerry Enterprise Server User Administration Tool was modified in the 5.0.1 release to use a thin-client architecture. As a result, the BlackBerry Enterprise Server User Administration Tool log files contain less detailed information for troubleshooting purposes. (DT 474818)

If you use the `-handheld_info -appname` command, no results are returned. (DT 107413)

BlackBerry Enterprise Transporter

BlackBerry Enterprise Transporter fixed issues

When the BlackBerry Enterprise Transporter 5.0 SP4 connects to the BlackBerry Administration Service, it verifies that the FQDN that it reads from the BlackBerry Configuration Database matches the SSL certificate of the BlackBerry Administration Service. You can configure the tool to skip this verification process for specific servers. For more information, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Transporter Installation and Administration Guide*.

When using a previous version of the BlackBerry Enterprise Transporter in a Novell GroupWise environment, the tool did not migrate user accounts without a unique MessageUID. (DT 5693736)

In the BlackBerry Enterprise Transporter 5.0 SP4, this issue is resolved.

If you used the BlackBerry Enterprise Transporter to move user accounts from a source BlackBerry Enterprise Server that is version 5.0 SPx to a destination BlackBerry Enterprise Server 4.1 SPx, a UserMigrationHandler exception error might have occurred. As a result, the user account was not migrated, and the tool might not have been able to roll the user back to the source BlackBerry Enterprise Server. (DT 5032373)

In the BlackBerry Enterprise Transporter 5.0 SP4, this issue is resolved.

In previous versions of the BlackBerry Enterprise Transporter, if you moved user accounts with VoIP configurations from BlackBerry Enterprise Server 4.1 SPx to BlackBerry Enterprise Server 5.0 SP3 or later using live mode, the migration might not have completed successfully. The BlackBerry Enterprise Server 5.0 SP3 and later does not support VoIP profiles. (DT 5026409)

In the BlackBerry Enterprise Transporter 5.0 SP4, the tool does not migrate VoIP configurations.

When using a previous version of the BlackBerry Enterprise Transporter in a Novell GroupWise environment, if a user changed a recurring calendar item after you migrated the user account from BlackBerry Enterprise Server 4.1 SPx to

BlackBerry Enterprise Server 5.0 SPx, multiple instances of the calendar item might have appeared in the user's calendar. (DT 3575478)

In the BlackBerry Enterprise Transporter 5.0 SP4, this issue is resolved.

When using a previous version of the BlackBerry Enterprise Transporter in a Novell GroupWise environment, if a user changed a recurring calendar item after you migrated the user account from BlackBerry Enterprise Server 4.1 SPx to BlackBerry Enterprise Server 5.0 SPx, the update might not have synchronized to the user's device. (DT 3575463)

In the BlackBerry Enterprise Transporter 5.0 SP4, this issue is resolved.

In the BlackBerry Enterprise Transporter 5.0 SP3, if you moved user accounts from BlackBerry Enterprise Server 4.1 SPx to BlackBerry Enterprise Server 5.0 or later, a few days after the migration process completed, contact information might have disappeared from the contact list on each user's device. (DT 2077524)

In the BlackBerry Enterprise Transporter 5.0 SP4, this issue is resolved.

In a Novell GroupWise environment, if you moved a user account from a BlackBerry Enterprise Server 4.1 SP7 to a BlackBerry Enterprise Server 5.0 SPx, or from a BlackBerry Enterprise Server 5.0 SP1 to a BlackBerry Enterprise Server 5.0 SP4, the following issues occurred: (DT 1837472)

- If you tried to change the user's default configuration settings in the BlackBerry Administration Service, the following error message appeared: "The request cannot be completed."
- The user's PIN did not appear in lookup results in the destination domain. Other device users in the destination domain could not search for the user by the user's PIN.

In the BlackBerry Enterprise Transporter 5.0 SP4 MR5, these issues are resolved.

In previous versions of the BlackBerry Enterprise Transporter, in the Find Users window, localized group names might have appeared in the Groups drop-down list. (DT 1025165)

In the BlackBerry Enterprise Transporter 5.0 SP4, this issue is resolved.

In previous versions of the BlackBerry Enterprise Transporter, if the BlackBerry Administration Service of the destination BlackBerry Enterprise Server stopped running while you were moving user accounts in live mode, the default assignments for groups, IT policies, and software configurations were not applied to the user accounts. (DT 1019239)

The BlackBerry Enterprise Transporter 5.0 SP4 stops the migration process if a set number of operations using the BlackBerry Administration Service fail.

In previous versions of the BlackBerry Enterprise Transporter, if an SQL exception occurred due to a SQL deadlock while the BlackBerry Enterprise Transporter was moving a user account, the BlackBerry Enterprise Transporter might not have moved the user account. (DT 1018860)

In the BlackBerry Enterprise Transporter 5.0 SP4, this issue is resolved.

In the BlackBerry Enterprise Transporter 5.0 SP3, if you tried to move a user account from the source BlackBerry Enterprise Server and a user account already existed on the destination BlackBerry Enterprise Server with the same first name, last name, and displayname, but a different email address, you could not move the user account. (DT 995375)

In the BlackBerry Enterprise Transporter 5.0 SP4, this issue is resolved.

In the BlackBerry Enterprise Transporter 5.0 SP3, if the SkipDominoBBSDBReplication and SkipDominoBBSDBValidation parameters were set to true in the BlackBerry Enterprise Transporter configuration file (EnterpriseTransporter.exe), after a migration process completed successfully, an IBM Notes exception might have appeared and the BlackBerry Enterprise Transporter might have shut down. (DT 958526)

In the BlackBerry Enterprise Transporter 5.0 SP4, this issue is resolved.

In previous versions of the BlackBerry Enterprise Transporter, if you tried to move user accounts to a new BlackBerry Enterprise Server using bulk mode, and some of the user accounts had null values in the email address field in the BlackBerry Configuration Database, you could not move the user accounts. (DT 757027)

In the BlackBerry Enterprise Transporter 5.0 SP4, when using bulk mode, the tool ignores all user accounts with a blank email address.

BlackBerry Enterprise Transporter known issues

In a Novell GroupWise environment, if you move user accounts from BlackBerry Enterprise Server 4.1 SP7 to BlackBerry Enterprise Server 5.0 SPx and you select the Trigger SlowSync option, duplicate contacts may appear on users' BlackBerry devices and in users' email clients. (DT 7543180).

Workaround: Do not select the Trigger SlowSync option when you move user accounts to the destination domain.

If you use the BlackBerry Enterprise Transporter to move user accounts from a source BlackBerry Enterprise Server 4.1 SPx to a destination BlackBerry Enterprise Server 5.0 SPx, and then add and activate new user accounts on the BlackBerry Enterprise Server 5.0 SPx, an SQL error might occur if you try to move the new user accounts to the BlackBerry Enterprise Server 4.1 SPx. (DT 489507)

Related resources

For more information about the BlackBerry Enterprise Server Resource Kit and the BlackBerry Enterprise Server, visit blackberry.com/go/serverdocs.

Guide	Information
<i>BlackBerry Enterprise Server Installation and Configuration Guide</i>	<ul style="list-style-type: none"> • system requirements • installation instructions
<i>BlackBerry Enterprise Server Upgrade Guide</i>	<ul style="list-style-type: none"> • system requirements • upgrade instructions
<i>BlackBerry Enterprise Server Feature and Technical Overview</i>	<ul style="list-style-type: none"> • BlackBerry Enterprise Server features • system architecture • data and process flows
<i>BlackBerry Enterprise Server Administration Guide</i>	<ul style="list-style-type: none"> • system configuration and management
<i>BlackBerry Enterprise Server Resource Kit Installation Guide</i>	<ul style="list-style-type: none"> • system requirements • installation instructions
<i>BlackBerry Analysis, Monitoring, and Troubleshooting Tools Administration Guide</i>	<ul style="list-style-type: none"> • configuration instructions • usage instructions • output reference information
<i>BlackBerry Enterprise Server User Administration Tool Administration Guide</i>	<ul style="list-style-type: none"> • configuration instructions • usage instructions • parameter reference information

Guide	Information
<i>BlackBerry Enterprise Transporter Installation and Administration Guide</i>	<ul style="list-style-type: none">• system requirements• compatibility information• installation instructions• usage instructions

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