



BlackBerry Enterprise Server for IBM Lotus Domino

Version 4.0 Service Pack 5

Release Notes

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Related resources

Guide	Information
<i>BlackBerry Enterprise Server Feature and Technical Overview</i>	<ul style="list-style-type: none"> BlackBerry® Enterprise Server features system architecture data workflow
<i>BlackBerry Enterprise Server Handheld Management Guide</i>	<ul style="list-style-type: none"> system configuration BlackBerry device installation and management
<i>BlackBerry Enterprise Server Installation Guide</i>	<ul style="list-style-type: none"> system requirements installation instructions upgrade instructions
<i>BlackBerry Enterprise Server Maintenance Guide</i>	<ul style="list-style-type: none"> system customization monitoring and maintenance
<i>BlackBerry Enterprise Server Quick Start Guide</i>	<ul style="list-style-type: none"> hardware requirements overview of the installation instructions
<i>BlackBerry Enterprise Server System Administration Guide</i>	<ul style="list-style-type: none"> system setup and management



Tip: To view the guides, you must have Adobe® Acrobat® Reader® 3.0 or later installed on your computer.

Product information

The BlackBerry Enterprise Server Version 4.0 SP5 for IBM Lotus Domino requires one of the following operating systems:

- Microsoft® Windows® 2000 (Server or Advanced Server editions)
- Microsoft Windows Server™ 2003 SP1

BlackBerry Enterprise Server Version 4.0 SP5 for IBM Lotus Domino requires Microsoft Data Access Components (MDAC) Version 2.8 SP1 or later installed on the BlackBerry Enterprise Server computer. See the *BlackBerry Enterprise Server Installation Guide* for more information.

Functional changes

Feature	Description
customized service name for IBM® Lotus® Domino® messaging and collaboration server	You can now customize the IBM Lotus Domino service name that the BlackBerry Controller uses. (SDR 66232)
upgrade enhancement	The BlackBerry Mobile Data System now maintains HTTP and HTTP verbose logging settings during an upgrade. (SDR 69609)
improvement in administrator control over threads that have stopped responding	<p>You can now configure the length of time that the BlackBerry Controller waits before attempting to restart the BlackBerry Enterprise Server when problems, such as threads that have stopped responding, occur by adding two DWORD values to the registry.</p> <ol style="list-style-type: none"> At the command prompt, type regedit. In the left pane, browse to HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\BlackBerryController. Create a DWORD value called RestartAgentOnHungBlackoutFrom. Set the value to the start time of the wait period, in hours and seconds, using the 24-hour clock. Create a DWORD value called RestartAgentOnHungBlackoutTo. Set the value to the end time of the wait period, in hours and seconds, using the 24-hour clock (SDR 36733)
improvements in user handling	The full user name, instead of a truncated version, now displays in the BlackBerry Manager, in the Status box. (SDR 79884)

Feature	Description
more descriptive logging	<p>The BlackBerry Messaging Agent log file (MAGT) now displays the UserID in addition to the user's first name, last name, and assigned domain when you remove a user. (SDR 81702)</p> <p>BlackBerry Enterprise Server log files now record when you open or close the IBM Lotus Notes database. (SDR 73583)</p> <p>BlackBerry Enterprise Server log files now include more descriptive logging for the scanfornewmail function. (SDR 73053)</p> <p>BlackBerry Enterprise Server log files now display the name of folders for which a filing conflict occurs. (SDR 68684)</p>
improved SNMP logging	In BlackBerry Enterprise Server Version 4.0 SP5 and later, the log line 10475 "Already attempted to open message %X for user %s: skipping now" message is logged as an informational message instead of as an error message. (SDR 73609)
improved usability	The reference ID now displays in the same format, regardless of where you view it. (SDR 45423)

Key fixed issues

BlackBerry Attachment Service	
SDR 87676	<p>In BlackBerry Enterprise Server Version 4.0 SP3, vCard attachments that contained incorrect formatting might have created a memory allocation issue that caused the BlackBerry Enterprise Server to stop responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, vCard attachments that contain incorrect formatting are not processed by the BlackBerry Enterprise Server.</p>
SDR 50160	<p>In previous versions of the BlackBerry Enterprise Server, if a user's Person document was set to the Prefers MIME format preference for incoming messages, and the user forwarded a message from the BlackBerry device that included an attachment, the recipient could not open the attachment on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
BlackBerry Dispatcher	
SDR 86465, SDR 78610	<p>In BlackBerry Enterprise Server Version 4.0 SP3, the BlackBerry Dispatcher SRP thread might have stopped responding, which could have resulted in mail flow issues until the BlackBerry Dispatcher was restarted manually.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 75115	<p>In BlackBerry Enterprise Server Version 4.0 SP2, the BlackBerry Dispatcher might have stopped responding because of a memory allocation problem.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 70897	<p>In BlackBerry Enterprise Server Version 4.0 SP2, the BlackBerry Dispatcher might have stopped responding while it attempted to clean the connection lists.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
BlackBerry Enterprise Server	
SDR 95298	<p>In BlackBerry Enterprise Server Version 4.0 SP4 and later, in certain circumstances, the BlackBerry Enterprise Server encountered a general memory allocation issue that caused it to stop responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 85245	<p>In BlackBerry Enterprise Server Version 4.0 SP3, an infinite timeout condition might have occurred during threadpool optimization if a stop was issued on a thread before it was removed. The thread did not stop.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
BlackBerry Enterprise Server management	
SDR 94451	<p>In previous versions of the BlackBerry Enterprise Server, if you deleted a user from the BlackBerry Enterprise Server, the BlackBerry Enterprise Server might have stopped responding when it attempted to delete the user's email messages.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Enterprise Server does not stop responding when you delete a user from the BlackBerry Enterprise Server.</p>
SDR 68368	<p>In BlackBerry Enterprise Server Version 4.0 SP1, in certain circumstances, if the BlackBerry Enterprise Server received several large wireless folder management requests (for example, when users moved a large number of messages in IBM Lotus Notes), the requests might have consumed an increased amount of processing resources. This increased use of processing resources caused other BlackBerry functions, such as message redirection, to perform more slowly than expected.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>

BlackBerry Enterprise Server management

SDR 68180 In BlackBerry Enterprise Server Version 4.0 SP2, the BBDummyMailbox.nsf database might have grown to an unexpected size. In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Enterprise Server compacts this database automatically once a day.

BlackBerry Manager

SDR 81961 In BlackBerry Enterprise Server Version 4.0 SP3, during a restart, the BlackBerry Enterprise Server might have stopped responding during initialization.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.

SDR 78777 In previous versions of the BlackBerry Enterprise Server, a BlackBerry device might not have received updated information after an SRP change, which might have affected a move from a temporary to a production environment.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.

SDR 76386 In previous versions of the BlackBerry Enterprise Server, the BlackBerry Enterprise Server might have stopped responding as a result of a bad work-request process.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.

SDR 76385 In BlackBerry Enterprise Server Version 4.0 SP3, the BlackBerry Enterprise Server might have stopped responding while cancelling pending or unfinished messages from a user.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, checks are performed both to verify that each list item points to a message and to catch other errors that might occur. If the checks are not sufficient to prevent the BlackBerry Enterprise Server from stopping responding, the message ID is logged to assist with troubleshooting.

SDR 74749 In previous versions of the BlackBerry Enterprise Server, after a user account was made unavailable on the BlackBerry Enterprise Server, a UserControl object started automatically for the user.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, you can configure the BlackBerry Enterprise Server to not start a UserControl object for a user account that you have made unavailable.

SDR 72019 In BlackBerry Enterprise Server Version 4.0 SP2, if you changed the SRP ID, or the client access license key, or both, in the BlackBerry Manager while the BlackBerry services were stopped, when the BlackBerry services were restarted, the routing information was not updated in users' BlackBerry profiles databases.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, this information is updated on each BlackBerry device when the BlackBerry services restart.

SDR 66716 In previous versions of the BlackBerry Enterprise Server, a user's PIN could have a value of Null, <blank>, 0, or the actual PIN. In certain circumstances, there could be issues with a Null value.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, the components of the BlackBerry Enterprise Server can handle all four options.

SDR 61068 In BlackBerry Enterprise Server Version 4.0, if you changed a user's IT policy rule configuration when the user was outside of a wireless coverage area, the time stamp that was written to the user's profile was the creation time of the IT policy rule instead of the current time.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, the ITPolicy time stamp reports the current time.

SDR 59287 In BlackBerry Enterprise Server Version 4.0 SP2, two user accounts on the BlackBerry Enterprise Server might be assigned the same personal identification number (PIN) from the UserConfig table.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.

SDR 57849 In BlackBerry Enterprise Server Version 4.0 SP1, if you added a user to a BlackBerry Enterprise Server but did not assign a BlackBerry device to the user, the Last forward time, Last contact time, and Last sent time fields showed incorrect information.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, the Last forward time, Last contact time, and Last sent time fields display correct information.

SDR 40144 In an upgrade to BlackBerry Enterprise Server Version 4.0, if a user's account was not enabled in the BlackBerry Manager, the user's status in the BlackBerry Manager might have indicated that redirection was not enabled.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.

BlackBerry Messaging Agent

SDR 86041 In BlackBerry Enterprise Server Version 4.0 SP4, if the BlackBerry Enterprise Server was running on an IBM Lotus Domino Version 6 messaging server in an environment that included an IBM Lotus Domino Version 5 server, the BlackBerry Enterprise Server checked user mail files on the IBM Lotus Domino Version 5 server for unread updates, even if the CheckMailTemplateVersionForOTAFM registry key was set to 0.

In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Enterprise Server responds correctly to the value set in this registry key.

BlackBerry Messaging Agent	
SDR 83160	<p>In previous versions of the BlackBerry Enterprise Server, after you activated a user's BlackBerry device, the user might not have been able to open the attachment in a prepopulated message, or reply to or forward a prepopulated message.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, users can view attachments in prepopulated messages and can also reply to or forward prepopulated messages.</p>
SDR 81337	<p>In previous versions of the BlackBerry Enterprise Server, in an environment that included an IBM Lotus Domino Version 7 messaging server, if the BlackBerry Enterprise Server could not connect to the IBM Lotus Domino messaging server, the db open backoff command did not prevent the BlackBerry Enterprise Server from repeatedly trying to open the connection.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 77447	<p>In BlackBerry Enterprise Server Version 4.0 SP4, if the BlackBerry Enterprise Server was not running and you deleted the BlackBerry profiles database and then sent a message to a BlackBerry device, when the BlackBerry Enterprise Server restarted and the BlackBerry profiles database was created, the user's BlackBerry device activation date was reset to the creation date of the BlackBerry profiles database, and the message was not forwarded to the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, messages are forwarded to the BlackBerry device when the BlackBerry Enterprise Server restarts.</p>
SDR 77289	<p>In BlackBerry Enterprise Server Version 4.0 SP2, in certain circumstances, when the BlackBerry Enterprise Server attempted to remove two different state databases for the same user, the BlackBerry Enterprise Server might have stopped responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 76854	<p>In BlackBerry Enterprise Server Version 4.0 SP3, you could send more than five APBs to BlackBerry devices, which could provide a heavy load on the BlackBerry Infrastructure.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 76837	<p>In BlackBerry Enterprise Server Version 4.0 SP2, if you removed a user account from the BlackBerry Enterprise Server, then added the user account again and activated the user's BlackBerry device wirelessly, the BlackBerry Enterprise Server and the IBM Lotus Domino messaging server might have stopped responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Enterprise Server and the IBM Lotus Domino messaging server do not stop responding when you re-add a user account to the BlackBerry Enterprise Server and then activate the user's BlackBerry device wirelessly.</p>
SDR 76699	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if the BlackBerry profiles database was not running, the BlackBerry Enterprise Server might have stopped responding if it could not access the database.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Enterprise Server does not stop responding if it cannot access the BlackBerry profiles database.</p>
SDR 76190	<p>In BlackBerry Enterprise Server Version 4.0 SP2, in certain circumstances, if a user performed a More request on the BlackBerry device, the BlackBerry Enterprise Server might have stop responding silently.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Enterprise Server does not stop responding if a user performs a More request on the BlackBerry device.</p>
SDR 75595	<p>In BlackBerry Enterprise Server Version 4.0 SP3, when you re-added a user who had an out-of-office message turned on to the BlackBerry Enterprise Server, the user's name in the Subject field of the out-of-office message might be replaced with the user's common name and organization.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, the user's name appears correctly.</p>
SDR 75137	<p>In BlackBerry Enterprise Server Version 4.0 SP2, if you sent out an APB message and then sent a message from the BlackBerry device, if the APB and message were assigned the same tag number, the message was not sent successfully.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 73461	<p>After an upgrade to BlackBerry Enterprise Server Version 4.0 SP3, the BlackBerry Enterprise Server might have stopped responding if it was low on memory and tried to allocate memory.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 71283	<p>In BlackBerry Enterprise Server Version 4.0 SP1, if a user deleted multiple messages from a BlackBerry device, the messages were removed individually instead of together in a batch process, which might have resulted in a slow deletion process on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, multiple messages are deleted in a batch process.</p>
SDR 69468	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if you added a user to the BlackBerry Enterprise Server, then renamed the user on the IBM Lotus Domino messaging server, when you activated the BlackBerry device wirelessly, messages were not prepopulated on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, message prepopulation occurs for renamed users.</p>
SDR 69131	<p>In previous versions of the BlackBerry Enterprise Server, if a user deleted a message from IBM Lotus Notes before it was delivered to the BlackBerry device, the BlackBerry Enterprise Server removed the message entry from the state database and the message was not removed from the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, messages that are deleted in IBM Lotus Notes are also removed from the BlackBerry device.</p>

BlackBerry Messaging Agent

SDR 67448	In certain circumstances in BlackBerry Enterprise Server Version 4.0 SP2, the BlackBerry Enterprise Server might have stopped responding while initializing users during startup. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.
SDR 58254	In previous versions of the BlackBerry Enterprise Server, the BlackBerry Messaging Agent did not support disclaimers at the top of a message. In BlackBerry Enterprise Server Version 4.0 SP5 and later, you can include a disclaimer at the top of a message.
SDR 46710	In previous versions of the BlackBerry Enterprise Server, in certain circumstances, while you rebuilt the folder view, the BlackBerry Enterprise Server might have silently stopped responding. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.

BlackBerry Policy Service

SDR 94474	In previous versions of the BlackBerry Enterprise Server, when the BlackBerry Policy Service was restarted, it resent outstanding IT Admin commands that were sent to but not accepted by BlackBerry devices. This might have caused BlackBerry devices to be deactivated from the BlackBerry Enterprise Server. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.
SDR 93814	In previous versions of the BlackBerry Enterprise Server, time stamps for IT policies that the BlackBerry Enterprise Server delivered to BlackBerry devices wirelessly did not accurately display the time at which they were delivered. Subsequent attempts to deliver IT policies to BlackBerry devices failed. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.
SDR 77282	In previous versions of the BlackBerry Enterprise Server, if the BlackBerry Policy Service could not connect to the BlackBerry Configuration Database, it might have stopped responding. In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Policy Service does not stop responding if it cannot find user configuration information.

Setup program

SDR 38043	If you installed and configured the BlackBerry Enterprise Server Version 4.0 but did not start the IBM Lotus Domino messaging server, the "Userdump.exe not found in system folder " or "BlackBerry Agent Controller won't generate userdump files" messages might have appeared. If you installed and configured the BlackBerry Enterprise Server Version 4.0 correctly, but did not start the IBM Lotus Domino messaging server, the BlackBerry Dispatcher and the BlackBerry Controller generated warnings in the Event Log. Visit www.blackberry.com/knowledgecenterpublic to read article KB-05001 for more information.
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Wireless calendar synchronization

SDR 87881	In BlackBerry Enterprise Server Version 4.0 SP3, if an organizer rescheduled an accepted meeting from a BlackBerry device, the reschedule notification might not have been sent to the invitee's All Documents view and not to the inbox. In BlackBerry Enterprise Server Version 4.0 SP5, reschedule notifications are sent to both the All Documents view and the inbox.
SDR 86572	In previous versions of the BlackBerry Enterprise Server, in certain circumstances, a recurring meeting update might have caused the BlackBerry Enterprise Server to run out of shared memory. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.
SDR 66621	In previous versions of the BlackBerry Enterprise Server, appointments might have disappeared from the calendar on the BlackBerry device when the following circumstances occur: <ul style="list-style-type: none"> • A delegate of the organizer updated a single instance of a recurring appointment in IBM Lotus Notes. • Invitees accepted the appointment update on their BlackBerry devices. • The delegate made another update to the recurring appointment and applied the changes to the current instance and all future instances. • Invitees accepted the change on their BlackBerry devices. In BlackBerry Enterprise Server Version 4.0 SP5 and later, when a delegate makes changes to a recurring appointment, the updated appointment continues to display in the calendar on each invitee's BlackBerry device.
SDR 66616	In BlackBerry Enterprise Server Version 4.0 SP2, if a meeting organizer's delegate updated an instance of a recurring meeting, then the meeting organizer updated another instance of the recurring meeting, an invitee could not accept the second meeting update from the BlackBerry device, and an error message appeared. In BlackBerry Enterprise Server Version 4.0 SP5, meeting updates appear correctly on an invitee's BlackBerry device.
SDR 66586	In BlackBerry Enterprise Server Version 4.0 SP2, if a delegate updated an instance of a recurring meeting for the meeting organizer, the entire meeting series was updated on an invitee's BlackBerry device. In BlackBerry Enterprise Server Version 4.0 SP5, meetings update correctly.

Wireless calendar synchronization

SDR 63797	<p>In BlackBerry Enterprise Server Version 4.0 SP1, if wireless calendar synchronization was turned off on a BlackBerry device, when the BlackBerry Device Software was upgraded, wireless calendar synchronization was turned on for the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, if wireless calendar synchronization is turned off before an upgrade of the BlackBerry Device Software, it remains turned off after the upgrade.</p>
SDR 63129	<p>In BlackBerry Enterprise Server Version 4.0 SP1, in certain circumstances, when a user deleted an instance of a recurring appointment on the IBM Lotus Notes client, the change was not synchronized on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, appointments that are deleted from the IBM Lotus Notes client are also deleted on the BlackBerry device.</p>

Fixed issues

BlackBerry Attachment Service

SDR 85568	<p>In BlackBerry Enterprise Server Version 4.0 SP4, the BlackBerry Attachment Service did not limit the size of attachments that it could send. As a result, the BlackBerry Dispatcher might have stopped responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Attachment Service only processes attachments that are 62 KB or smaller.</p>
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BlackBerry Dispatcher

SDR 83926	<p>In BlackBerry Enterprise Server Version 4.0 SP3 and SP4, the BlackBerry Dispatcher might have stopped responding when a call to Send Status was made to a session object that did not exist.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
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BlackBerry Manager

SDR 84837	<p>In BlackBerry Enterprise Server Version 4.0 SP4, the AccountsByID view in the BlackBerry profiles database displayed a list of user accounts by PIN number instead of by SQL ID. When the BlackBerry Enterprise Server did not find a SQL ID for a user, it performed a second check for a user name, which might have slowed startup times in large environments.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 82685	<p>In BlackBerry Enterprise Server Version 4.0 SP3, the BlackBerry Manager might have stopped responding in an environment in which you were mapping IT policy rules to a large number of BlackBerry devices at one time.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5, you can successfully map IT policy rules to multiple BlackBerry devices.</p>
SDR 80185	<p>In BlackBerry Enterprise Server Version 4.0 SP4, a user's settings in the BlackBerry Configuration Database might not have been removed after the BlackBerry device was wiped.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5, the settings in the UserConfig table are reset to the default values</p>
SDR 78505	<p>In BlackBerry Enterprise Server Version 4.0 SP4, if you generated and sent an activation password from the BlackBerry Manager to a user whose name included an accent character, the user's name might not have displayed correctly in the email message.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5, accented characters display correctly in user names.</p>

BlackBerry Messaging Agent

SDR 85842	<p>In previous versions of the BlackBerry Enterprise Server, a meeting organizer might have received unnecessary corrections to invitee names or status.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 76960	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if a user account resided on an IBM Lotus Domino messaging server with a different version from the version on the IBM Lotus Domino messaging server on which the BlackBerry Enterprise Server resided, the BlackBerry Messaging Agent might not flag read or unread messages correctly for wireless folder reconciliation.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.</p>
SDR 75170	<p>In BlackBerry Enterprise Server Version 4.0 SP2, if you moved a user from one BlackBerry Enterprise Server to another that already had a profile document for that user, the BlackBerry Enterprise Server might have stopped responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, you can successfully move a user to a BlackBerry Enterprise Server on which a profile document exists for the user.</p>
SDR 74645	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if you created a global filter that prevented users from receiving messages on their BlackBerry devices, when the BlackBerry Enterprise Server filtered a message, the BlackBerry Enterprise Server name and user name were not logged correctly.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Enterprise Server name and user name display correctly in the BlackBerry Messaging Agent log file (MAGT).</p>

BlackBerry Messaging Agent

SDR 68684	In previous versions of the BlackBerry Enterprise Server, if a message was filed to different locations in the mail file and on the BlackBerry device, the conflict was logged without a reference ID. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved
SDR 47020	In BlackBerry Enterprise Server Version 4.0 SP1, after you removed a user from the BlackBerry Enterprise Server, the BlackBerry Messaging Agent and console logs continued to show transaction errors for that user. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.

BlackBerry Mobile Data Service

SDR 84294	In BlackBerry Enterprise Server Version 4.0 SP3, push notifications might have taken an unexpectedly long period of time to deliver. In BlackBerry Enterprise Server Version 4.0 SP5 and later, push notification is immediate.
SDR 79328	In previous versions of the BlackBerry Enterprise Server, when the transcoder requested the resource description framework (RDF) for a BlackBerry device, a user agent string was not passed. This might have been an issue in an environment where the Internet firewall blocks any transmissions that do not have a valid user agent. In BlackBerry Enterprise Server Version 4.0 SP5 and later, the transcoder passes a user agent string when an RDF is requested.

BlackBerry Policy Service

SDR 79809	In BlackBerry Enterprise Server Version 4.0 SP4 and later, during an upgrade of the BlackBerry Enterprise Server, the SQL script that was used to add IT policy rules deleted all existing policy rules and then added a new set of policy rules. In BlackBerry Enterprise Server Version 4.0 SP5 and later, policy rules that were previously removed from the IT policy template are not added again during an upgrade.
SDR 66156	In BlackBerry Enterprise Server Version 4.0 SP2, if a user activated a BlackBerry device wirelessly on a BlackBerry Enterprise Server that did not have Secure Multipurpose Internet Mail Extensions (S/MIME) support enabled, the option to send Pretty Good Privacy® (PGP)® messages did not display. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.

BlackBerry Synchronization Service

SDR 83746	In BlackBerry Enterprise Server Version 4.0 SP2, in certain circumstances, an exception might have occurred and the stylesheet transformation might have failed. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.
SDR 80081	In BlackBerry Enterprise Server Version 4.0 SP4, an increase in memory use might have been observed over a period of several hours. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.

BlackBerry Configuration Database

SDR 79491	In BlackBerry Enterprise Server Version 4.0 SP4, if the Microsoft SQL Server on which the BlackBerry Configuration Database was running stopped responding, a status message might have incorrectly reported that the connection to the database was re-established. In BlackBerry Enterprise Server Version 4.0 SP5 and later, an incorrect status message does not display if the BlackBerry Configuration Database stops responding.
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Setup program

SDR 70738	During an upgrade to BlackBerry Enterprise Server Version 4.0 HF3, SRP authentication information did not display in the BlackBerry Server Configuration panel. In BlackBerry Enterprise Server Version 4.0 SP5 and later, authentication information appears correctly.
SDR 53002	An upgrade from BlackBerry Enterprise Server Version 4.0 to Version 4.1 might have failed if SQL replication was enabled on the BlackBerry Configuration Database. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved
SDR 49465	If you attempted to install BlackBerry Enterprise Server Version 4.0 HF1 or HF 2 using an account different from the one that you originally used to install the BlackBerry Enterprise Server, an error message appeared. In BlackBerry Enterprise Server Version 4.0 SP5 and later, any account with full system administration access can install hotfixes and service packs on the BlackBerry Enterprise Server.

Unified logging

SDR 76520	In BlackBerry Enterprise Server Version 4.0 SP3, the ODBCConnection log line printed repeatedly in the BlackBerry Synchronization Service log file. In BlackBerry Enterprise Server Version 4.0 SP5 and later, the log line prints only once.
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Unified logging	
SDR 60093	In BlackBerry Enterprise Server Version 4.0 SP1, ping responses were logged in the BESAlert log files. In BlackBerry Enterprise Server Version 4.0 SP5 and later, normal activity is not logged.
Wireless calendar synchronization	
SDR 87490	In BlackBerry Enterprise Server Version 4.0 SP3, if a user enabled wireless calendar synchronization after completing a slow synchronization, duplicate calendar entries might have displayed on the BlackBerry device for recurring calendar appointments that contained exceptions. In BlackBerry Enterprise Server Version 4.0 SP5 and later, duplicate calendar appointments do not appear.
SDR 86643	In BlackBerry Enterprise Server Version 4.0 SP4, if a user pasted more than 22 KB of text into a task on the BlackBerry device, only the first few lines of text displayed on the IBM Lotus Notes client after synchronization. In BlackBerry Enterprise Server Version 4.0 SP5 and later, a user can paste more than 22 KB of text into a task.
SDR 85698	In BlackBerry Enterprise Server Version 4.0 SP4, an organizer's meeting update might be unsuccessful in the following circumstances: <ul style="list-style-type: none"> • The organizer sends a single or recurring meeting request from the BlackBerry device. • After synchronization, the organizer turns off the BlackBerry device. • While the BlackBerry device is outside of a wireless coverage area, an invitee accepts the meeting request from either a BlackBerry device or a mail client. • The organizer updates the meeting time from the IBM Lotus Notes client. • The organizer turns on the BlackBerry device. In BlackBerry Enterprise Server Version 4.0 SP5 and later, the organizer's updated meeting request is sent successfully.
SDR 84745	In BlackBerry Enterprise Server Version 4.0 SP4, if an organizer cancelled a single instance of a recurring meeting from a BlackBerry device, when an attendee received the cancellation message on the IBM Lotus Notes client, a date was appended to the message's subject line, and the date was for a different instance of the recurring meeting. In BlackBerry Enterprise Server Version 4.0 SP5 and later, the cancellation message does not include an appended date in the subject line.
SDR 82843	In BlackBerry Enterprise Server Version 4.0 SP4, HF1, in an environment in which HF1 was not applied to the BlackBerry Enterprise Server, a meeting invitation sent from an IBM Lotus Notes client displayed as a message on certain BlackBerry devices. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.
SDR 82023	In previous versions of the BlackBerry Enterprise Server, if a meeting request contained a long description in the Subject line, part of the description other than the first 2 KB might have displayed on the BlackBerry device. In BlackBerry Enterprise Server Version 4.0 SP5 and later, the first 2 KB of the description display in the calendar on the BlackBerry device.
SDR 80094	In previous versions of the BlackBerry Enterprise Server, if a user created a recurring appointment on the BlackBerry device that used the Pencil in option, the Pencil in check box was not selected when the BlackBerry device was synchronized with the IBM Lotus Notes client. In BlackBerry Enterprise Server Version 4.0 SP5, appointments that include the Pencil in option synchronize correctly between the BlackBerry device and the IBM Lotus Notes client.
Wireless message reconciliation	
SDR 86248	In previous versions of the BlackBerry Enterprise Server, if a user added an email address to an existing contact on the BlackBerry device and then synchronized the BlackBerry device to the IBM Lotus Notes client, the user could not send a message from the IBM Lotus Notes client using the contact name that was edited on the BlackBerry device. In BlackBerry Enterprise Server Version 4.0 SP5 and later, a user can send message from the IBM Lotus Notes client using the contact information that was updated on the BlackBerry device and then synchronized.
Wireless PIM synchronization	
SDR 84880	In BlackBerry Enterprise Server Version 4.0 SP4, if wireless synchronization is turned off in the user account's properties, personal information management (PIM) synchronization activity might have still occurred for the user. In BlackBerry Enterprise Server Version 4.0 SP5 and later, the BlackBerry Enterprise Server recognizes when PIM synchronization is turned off for a user.
SDR 84141	In previous versions of the BlackBerry Enterprise Server, if a contact was created on the BlackBerry device and synchronized to the IBM Lotus Notes client, the contact might have been archived and removed from the IBM Lotus Notes client. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved.
SDR 81808	In BlackBerry Enterprise Server Version 4.0 SP3, a ToDo item created on the IBM Lotus Notes client might have displayed an unexpected start date when the item was synchronized on the BlackBerry device. In BlackBerry Enterprise Server Version 4.0 SP5 and later, the start date appears correctly.

Wireless PIM synchronization

SDR 81309	In BlackBerry Enterprise Server Version 4.0 SP3, if you changed a user's home messaging server, PIM synchronization did not change to reflect the move. In BlackBerry Enterprise Server Version 4.0 SP5 and later, this issue is resolved. It might take as long as several days for the messaging server information to change in the PIM section on the BlackBerry Enterprise Server.
SDR 74712	In previous versions of the BlackBerry Enterprise Server, if a user synchronized the address book on the BlackBerry device with the IBM Lotus Notes client wirelessly, an addressee's title might not have displayed correctly (for example, "Mr." might have appeared instead of "Herr"). In BlackBerry Enterprise Server Version 4.0 SP5 and later, the title displays correctly.

Known issues

Key issues

SDR 90695	In certain circumstances, the BlackBerry Enterprise Server might stop responding while attempting to access a certain map.
SDR 87901	In BlackBerry Enterprise Server Version 4.0 SP4 and earlier, in an environment that includes multiple IBM Lotus Domino domains and an SMTP-only domain that routes traffic between the other domains, email messages are successfully delivered from IBM Lotus Domino users, while there might be name lookup failures for email messages from a BlackBerry device.
SDR 77044	If any users in a list of selected users have No PIN status but have a PIN defined, then an error occurs when a PIN message is sent to them.
SDR 76256	In BlackBerry Enterprise Server Version 4.0 HF3, the BlackBerry Manager cannot differentiate between users who have the same mail path file name.
SDR 57058	If you upgrade to BlackBerry Enterprise Server Version 4.0 SP1 HF3, users might still receive APBs after replacing mail file templates. Workaround > See the <i>BlackBerry Enterprise Server Administration Guide</i> for information about turning off APBs.
SDR 51971	In BlackBerry Enterprise Server Version 4.0 SP3, attachments that contain Czech characters might not display correctly on the BlackBerry device.

BlackBerry Attachment Service

SDR 89834	When a message with an attachment is forwarded from either a BlackBerry device or the IBM Lotus Notes client, the attachment properties might change.
SDR 56666	In certain circumstances, Acrobat Version 1.3 PDF attachments that third-party applications generate might not display correctly on the BlackBerry device.
SDR 44322	If the registry key HKLM\SYSTEM\CurrentControlSet\Services\BBAttachServer\Parameters\EnableLog is not set to 5, the BlackBerry Attachment Service and Attachment Conversion logs do not generate.

BlackBerry Handheld Configuration Tool

SDR 70439	In BlackBerry Enterprise Server Version 4.0 SP2 and later, when you push an upgrade of an application to a user, if the BlackBerry device is running BlackBerry Device Software Version 4.0, the BlackBerry Device Agent does not update to the new version of the application, and the BlackBerry Enterprise Server continues to push the new version of the application to the BlackBerry device. Workaround 1. Create a new shared network drive. 2. Copy the BlackBerry Application Loader into the new shared network drive. 3. Point the blank software configuration to the new shared network drive.
SDR 55224	In BlackBerry Enterprise Server Version 4.0 SP3 and later, in certain circumstances, the BlackBerry Handheld Configuration Tool does not display branch information correctly on the configuration tab. Workaround > Re-index the BlackBerry Device Software. See the <i>BlackBerry Enterprise Server Handheld Management Guide</i> for more information.

BlackBerry Dispatcher

SDR 89514	When a BIPP connection drops and is re-established frequently, the BlackBerry Dispatcher might show unexpectedly high memory use.
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BlackBerry Enterprise Server	
SDR 93310	In BlackBerry Enterprise Server Version 4.0, if the BlackBerry Enterprise Server is unable to access a userInfo document for a user, it re-queues the request, causing an infinite loop to occur. Workaround > Delete the user from the BlackBerry Enterprise Server and then re-add the user.
SDR 92495	In BlackBerry Enterprise Server Version 4.0 SP4, the BlackBerry Enterprise Server processes status updates for messages
SDR 91563	In certain circumstances, the SRP key conversion from the 40-character string to a 20-byte array does not validate the entered SRP key.
SDR 90712	Calling CheckableThreadBusy is intended to set a thread in a busy state so that it is omitted from health checks while in the busy state. Currently, when the CheckableThreadBusy object is created, it is immediately destroyed, which sets the thread back to a checkable state.
SDR 90701	When a worker thread queues a new WRP in the work queue, another thread might set the Worker::m_pCurWorkerThread before the current thread sets it to NULL. As a result, the GetCurWorkerThread might return a NULL pointer.
SDR 88947	In BlackBerry Enterprise Server Version 4.0 SP3, the BlackBerry Enterprise Server might stop responding if it attempts to close the handle for a process that it does not own.
SDR 88434	In BlackBerry Enterprise Server Version 4.0 SP2, if the BlackBerry Enterprise Server attempts to release resources from the IBM Lotus Notes database, the BlackBerry Enterprise Server might stop responding silently.
SDR 87929	In BlackBerry Enterprise Server Version 4.0 SP2, if an attempt by the BlackBerry Enterprise Server to close a document fails, the BlackBerry Enterprise Server might stop responding silently.
SDR 87873	If two threads attempt to create a timer at the same time, one thread might stop responding.
SDR 85205	In BlackBerry Enterprise Server Version 4.0 SP3, during threadpool optimization, if a thread cannot be created, an infinite timeout condition might occur.
SDR 85203	In BlackBerry Enterprise Server Version 4.0 SP3, if a thread fails to start, the entire threadpool stops responding.
SDR 85202	In BlackBerry Enterprise Server Version 4.0 SP3, in some circumstances, if you attempt to perform an administrative action, the action might fail if the BlackBerry Enterprise Server is unable to start a thread. The cause of the failed attempt might not be added to the BlackBerry Enterprise Server log file.
BlackBerry Manager	
SDR 92088	If you add multiple versions of the same application to a software configuration, it incorrectly appears that the BlackBerry Enterprise Server supports this configuration. Only when you open the software configuration for edit does an error message indicating that only one version of an application can exist appear.
SDR 86851	If you upgrade from BlackBerry Enterprise Server Version 2.2 to Version 4.0 SP4, the information about a user's BlackBerry device type displays as "Unknown" if the user has a BlackBerry device that is running BlackBerry Device Software Version 4.0 or Version 4.1.
BlackBerry Messaging Agent	
SDR 89457	When you add a user to the BlackBerry Enterprise Server from the BlackBerry Manager, and the BlackBerry Configuration Database is running on a remote computer with a Microsoft SQL 2000 database, an error might be reported in the BlackBerry Messaging Agent log.
SDR 76737	If you perform an address lookup on the BlackBerry device for an ACL-only group, the group is resolved. When you send a message to the group, the message is not sent successfully.
SDR 72335	If you remove a user from a BlackBerry Enterprise Server Version 2.2, then add the user to a BlackBerry Enterprise Server Version 4.0 and activate a BlackBerry device, duplicate folder IDs occur in the state database. Visit www.blackberry.com/knowledgecenterpublic to read article KB-04381 for more information.
SDR 69748	If an exception occurs while the BlackBerry Enterprise Server checks for messages and the BlackBerry Enterprise Server cannot process a message, an APB might not be sent.
Setup program	
SDR 50610	If you upgrade from BlackBerry Enterprise Server Version 2.2 SP5 or SP6 to Version 4.0, the BlackBerry Mobile Data Service configuration settings and Notes.ini file are not retained and are set to the default settings.
Wireless calendar synchronization	
SDR 92971	If a meeting organizer creates a custom recurring meeting using the Pencil in option on the IBM Lotus Notes client, an incorrect recurrence pattern might display on an invitee's BlackBerry device.
SDR 89429	In BlackBerry Enterprise Server Version 4.0 and later, if you update the room resource on the IBM Lotus Notes client for a recurring appointment, the location of the appointment is not updated on invitees' BlackBerry devices.
SDR 86999	In BlackBerry Enterprise Server Version 4.0 SP3, in certain circumstances, an exception might occur when the BlackBerry Enterprise Server attempts to process custom calendar items and the items are not sent to the BlackBerry device.

Wireless calendar synchronization

SDR 83834	In certain circumstances, in BlackBerry Enterprise Server Version 4.0 SP3 and later, if an organizer updates a recurring meeting request, then sends a further update that includes a comment, the comment might not display correctly on an attendee's BlackBerry device.
SDR 66727	In BlackBerry Enterprise Server 4.0 SP1, if you create a recurring meeting with the absolute rescheduling option selected, and you change the meeting time to an instance of the meeting series, then update the meeting time for the meeting series (for example, one hour earlier than the original time), the first instance that was changed appears off by the time changed to the meeting series (for example, one hour earlier than the changed time) on the attendee's BlackBerry device.
SDR 58690	In BlackBerry Enterprise Server Version 4.0 and later, if you turn off wireless calendar synchronization on the BlackBerry device and then enable wireless calendar synchronization, it might take the BlackBerry Enterprise Server a long time to enable the user for wireless calendar synchronization.

Wireless message reconciliation

SDR 85473	In BlackBerry Enterprise Server Version 4.0 SP3, if filing synchronization is turned off on a user's BlackBerry device, message status changes on the IBM Lotus Notes client might not update on or be removed correctly from the BlackBerry device.
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Wireless PIM synchronization

SDR 87834	If an IBM Lotus Notes user has multiple first name options in a semi-colon delimited list (for example, Mark;Marcus;Marc), a name search might return MarkMarcusMarc instead of a single name option.
SDR 83124	In BlackBerry Enterprise Server Version 4.0 SP3 and SP4, when a contact's first name or last name is updated on the BlackBerry device, the BlackBerry Enterprise Server replaces the contents of the Full Name field with the first and last name. In IBM Lotus Notes, a new line is appended to the field with the new first and last name.