



BlackBerry Enterprise Server for Microsoft Exchange

Version 4.0 Service Pack 5a

Release Notes

Note

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Part number: 9329061 Version 3

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

BlackBerry Enterprise Server Version 4.0 SP5a for Microsoft Exchange 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 SP5a for Microsoft Exchange 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
setup program detects compatible BESUserAdmin tool files	Before upgrading the BlackBerry Enterprise Server, the setup program now performs a check to make sure that the existing client and server BESUserAdmin tool files (BESUserAdminClient and BESUserAdminService) are compatible with the new installation. If the files are not compatible, the setup program removes them before installing the new version of the BlackBerry Enterprise Server. (SDR 36486)
more descriptive logging	The capability to monitor event IDs for Starter and Stopper threads that had stopped responding was added in a previous release, but Starter and Stopper threads can now report their state in agent logs. (SDR 80446)
addition of user .dmp file capability	If you force the termination of a worker thread that has stopped responding, a stack is printed to assist with troubleshooting. Now, if a user .dmp file is configured, the BlackBerry Enterprise Server also automatically takes a user .dmp file to assist with troubleshooting. (SDR 81673)
easier management of all-points bulletin (APB) messages	You can now send APBs to all BlackBerry users on all computers on which the BlackBerry Enterprise Server is running. (SDR 70395)
improvements in SRP information handling	If new SRP information exists, the BlackBerry Enterprise Server now updates the SRP information for all user accounts, regardless of whether they are currently active or inactive. (SDR 79799)
disclaimer text enhancements	Disclaimer text can now be 15000 characters in length. (SDR 78622)

Fixed issues

Key issues	
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 SP5a and later, this issue is resolved.

Key issues	
SDR 89101	<p>In previous versions of the BlackBerry Enterprise Server, moving a user account from one BlackBerry Enterprise Server on to another BlackBerry Enterprise Server that was running on the same BlackBerry Configuration Database might have caused the BlackBerry Manager to stop responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
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 SP5a and later, this issue is resolved.</p>
SDR 86365	<p>In previous versions of the BlackBerry Enterprise Server, a user's mailbox folder names might have displayed in the BlackBerry Enterprise Server log files.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, mailbox folder names do not display in log files.</p>
SDR 86074	<p>In BlackBerry Enterprise Server Version 4.0 SP3 and later, high memory use might have occurred in the BlackBerry Handheld Configuration Tool, even if it had not been used over a period of several hours.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 84101	<p>In previous versions of the BlackBerry Enterprise Server, if a domain controller stopped responding, messages might not have been sent to the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 83655	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if you attempted to move a user account between computers on which the BlackBerry Enterprise Server was running, the move might have failed under the following circumstances:</p> <ul style="list-style-type: none"> • you added the user account to an IT policy rule and the IT policy BLOB was larger than 256 bytes • you generated a peer-to-peer encryption key <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 81311	<p>In BlackBerry Enterprise Server Version 4.0 SP3, the ServerDN compare was case-sensitive.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 79945	<p>In BlackBerry Enterprise Server Version 4.0 SP3, incorrect values displayed for the Last Contact Time and IT Policy Received times in the BlackBerry Manager user display.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the correct values appear.</p>
SDR 78893	<p>In previous versions of the BlackBerry Enterprise Server, the BlackBerry Messaging Agent did not support disclaimers at the top of a message.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, you can include a disclaimer at the top of a message.</p>
SDR 78606	<p>In previous versions of the BlackBerry Enterprise Server, if the BlackBerry Messaging Agent did not bind to an open User Datagram Protocol (UDP) port on its first try, it did not increment to the next available port. The BlackBerry Controller could not receive any log events from the BlackBerry Messaging Agent and restarted the BlackBerry Messaging Agent repeatedly.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 78482	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if the BlackBerry Messaging Agent stopped responding and the BlackBerry Controller attempted to restart it, the BlackBerry Messaging Agent might not have initialized correctly. The BlackBerry Messaging Agent restarted repeatedly until you restarted the BlackBerry Enterprise Server.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 77843	<p>In BlackBerry Enterprise Server Version 4.0 SP4, in certain circumstances, a meeting that was deleted from Microsoft Outlook might have continued to display in the calendar on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, a cancelled meeting is deleted from the calendar on the BlackBerry device.</p>
SDR 77507	<p>In previous versions of the BlackBerry Enterprise Server, when the BlackBerry Enterprise Server created new log files at midnight, it might not have been able to determine the system time, and so it stopped responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the BlackBerry Enterprise Server can create log files for time periods that span midnight.</p>
SDR 77479	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if a user dismissed a reminder window for a recurring meeting in Microsoft Outlook Web Access, a duplicate instance of the meeting might have displayed on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, a duplicate meeting instance does not display on the BlackBerry device if a user dismisses a reminder window in Microsoft Outlook Web Access.</p>
SDR 77282	<p>In BlackBerry Enterprise Server Version 4.0 SP2, if the BlackBerry Policy Service could not connect to the BlackBerry Configuration Database, the BlackBerry Policy Service might have stopped responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 76969	<p>In BlackBerry Enterprise Server Version 4.0 SP3, the BlackBerry Messaging Agent might have stopped responding if it encountered an exception in one of the threads.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>

Key issues	
SDR 76576	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if a user created a new group schedule in Microsoft Outlook, an unexpected appointment might have displayed on the BlackBerry device but not in Microsoft Outlook.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, an unexpected appointment does not display on the BlackBerry device when a user creates a new group schedule in Microsoft Outlook.</p>
SDR 76316	<p>In previous versions of the BlackBerry Enterprise Server, if an appointment was deleted from the messaging and collaboration server while wireless synchronization was turned off, the appointment was deleted from the BlackBerry device when wireless synchronization was turned on again, starting a wireless initial bulk synchronization, and the appointment did not reappear on the messaging server.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, an appointment that is deleted from the Microsoft Exchange messaging server is re-created after the slow synchronization.</p>
SDR 75115	<p>In BlackBerry Enterprise Server Version 4.0 SP2, the BlackBerry Dispatcher might have stopped responding because of memory corruption.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 74895	<p>In previous versions of the BlackBerry Enterprise Server, in certain circumstances, vCard attachments sent from one BlackBerry device were not delivered to another BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, a BlackBerry device can send and receive vCard attachments correctly.</p>
SDR 73700	<p>In previous versions of the BlackBerry Enterprise Server, if a user changed an instance of a recurring meeting using Microsoft Outlook Web Access, a duplicate entry might have displayed on the BlackBerry device.</p> <p>If the user deleted an instance of a recurring entry using Outlook Web Access, the BlackBerry Enterprise Server did not delete that instance from the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, duplicate entries do not display on the BlackBerry device if a user changes a recurring meeting.</p>
SDR 73014	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if a user opened a meeting invitation using Microsoft Outlook Web Access, the BlackBerry Enterprise Server might have removed the invitation and sent cancellations to all attendees.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, opening an invitation in Microsoft Outlook Web Access does not initiate updates or cancellations for all attendees.</p>
SDR 71717	<p>In previous versions of the BlackBerry Enterprise Server, the BlackBerry Enterprise Server might have stopped responding if the connection to the BlackBerry Configuration Database was lost.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the BlackBerry Enterprise Server does not stop responding if it cannot connect to the BlackBerry Configuration Database.</p>
SDR 69489	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if you deleted an instance of a recurring meeting and then updated a different instance of the meeting, the deleted instance might appear again on an attendee's BlackBerry device. Also, if you updated an instance of a recurring meeting and then deleted a different instance of the meeting, the deleted instance might not be removed from the meeting organizer's BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, recurring meeting instances update correctly, and exceptions in the series are not overwritten.</p>
SDR 68039	<p>In BlackBerry Enterprise Server Version 4.0 SP1, in certain circumstances, meeting cancellations might occur without user intervention.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a, this issue is resolved.</p>
SDR 64166	<p>In BlackBerry Enterprise Server Version 4.0, the BlackBerry Enterprise Server could enter a state in which it continuously sent SwitchService commands to BlackBerry devices.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the SwitchService command is sent only once.</p>
SDR 60975	<p>In previous versions of the BlackBerry Enterprise Server, certain MAPI errors might have interfered in the construction of the user's personal information management (PIM) synchronization folder structure, which might have resulted in PIM synchronization issues.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, it is not necessary to restart the BlackBerry Controller to reconstruct the PIM synchronization folder structure.</p>
SDR 59819	<p>In previous versions of the BlackBerry Enterprise Server, if the BlackBerry Enterprise Server could not resolve a user name while it was processing a meeting request, the request that was not sent to the user's BlackBerry device was picked up with each email rescan.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, there is better error handling for unresolved names in calendar requests.</p>
SDR 59202	<p>In BlackBerry Enterprise Server Version 4.0 SP2, calendar updates might have been sent to BlackBerry devices, even though the Disable All Wireless Sync IT policy rule was set to True.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, new calendar entries are not sent to BlackBerry devices if the Disable All Wireless Sync IT policy rule is set to True.</p>

Key issues	
SDR 56128	<p>In certain circumstances, in BlackBerry Enterprise Server Version 4.0 SP4 and earlier, if the computer on which Microsoft SQL Server was running stopped responding, the BlackBerry Messaging Agent might have also stopped responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, user accounts restart correctly after operation is restored to a nonresponsive computer on which Microsoft SQL Server is running.</p>
SDR 43776	<p>During an upgrade from the BlackBerry Enterprise Server Version 3.6 SP3 to Version 4.0, messaging application programming interface (MAPI) errors meant that some user accounts required a long time to restart, and other accounts were prevented from restarting.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, user accounts restart correctly.</p>

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 SP5a and later, the BlackBerry Attachment Service only processes attachments that are 62 KB or smaller.</p>
SDR 83620	<p>In BlackBerry Enterprise Server Version 4.0 SP4, the BlackBerry Enterprise Server prevented BlackBerry Connect™ device users from viewing attachments that were larger than 32 KB in size.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, BlackBerry Connect device users can view attachments that are up to 60 KB in size.</p>
SDR 81517	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if an attached Microsoft Excel® spreadsheet used red text and parentheses (()) to indicate negative values, these values might have displayed as positive values on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, negative values display correctly.</p>
SDR 78623	<p>In previous versions of the BlackBerry Enterprise Server, no warning message appeared if the disclaimer text exceeded the permitted length.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, a warning message appears when the text exceeds the allowed limit.</p>
SDR 70662	<p>In BlackBerry Enterprise Server Version 4.0, attachment files that were larger than 61440 bytes were reported as 61440 bytes in size.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the correct attachment size appears.</p>
SDR 62555	<p>In BlackBerry Enterprise Server Version 4.0 SP2, an error message might have appeared when a user clicked More to retrieve a native attachment that was larger than 30 KB in size.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, users can view native attachments that are larger than 30 KB in size.</p>

BlackBerry Configuration Database	
SDR 86060	<p>In previous versions of the BlackBerry Enterprise Server, if the BlackBerry services did not restart after an upgrade, the configuration tool automatically set the BESversion value in the BlackBerry Configuration Database to 4.0.0.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the BlackBerry Enterprise Server version updates during an upgrade, even if the BlackBerry services are not restarted.</p>

BlackBerry Dispatcher	
SDR 74760	<p>In previous versions of the BlackBerry Enterprise Server, the BlackBerry Dispatcher might not have connected with the BlackBerry Infrastructure correctly in a network environment where service startup times were slow and SRP IDs were mapped to other SRP IDs. As a result, a user could not send messages from a BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the BlackBerry Dispatcher can start multiple SRP IDs.</p>

BlackBerry Handheld Configuration Tool	
SDR 82240	<p>In BlackBerry Enterprise Server Version 4.0 SP3 and later, the path name to the BlackBerry Desktop Software must be a universal naming convention (UNC) path name. A local path name is not valid because the path must resolve to the same location from all computers.</p> <p>In an environment in which the BlackBerry Handheld Configuration Tool is installed on a computer running on Microsoft Windows 2003, you might incorrectly type \\localhost\ when you specify the location of the BlackBerry Desktop Software.</p>
SDR 50094	<p>In BlackBerry Enterprise Server Version 4.0 and later, in certain circumstances, when separate application control policy rules are assigned to different versions of an application that will be pushed out to a BlackBerry device, the BlackBerry Handheld Configuration Tool resets the policy rule on both versions of the application to the second policy rule that you selected. This behavior occurs during both wired and wireless application distribution in the following situations:</p> <ul style="list-style-type: none"> • when two versions of the same application are indexed • when two applications have the same name in the Handheld Configuration Tool

BlackBerry Manager	
SDR 82685	<p>In BlackBerry Enterprise Server Version 4.0 SP3 and later, the BlackBerry Manager might have stopped responding in an environment in which you mapped IT policy rules to a large number of users at one time.</p> <p>Workaround:</p> <ul style="list-style-type: none"> > Perform one of the following actions: <ul style="list-style-type: none"> • On the Users tab, click multiple users. Click IT Admin. Click Assign IT Policy. • Assign IT policy rules in each user's properties individually.
SDR 78353	<p>In BlackBerry Enterprise Server Version 4.0 SP2 and SP3, in large BlackBerry Enterprise Solution™ environments, the Edit Policy user list might have taken an unexpectedly long period of time to generate.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 77909	<p>In BlackBerry Enterprise Server Version 4.0 SP3, the BlackBerry Manager might have closed unexpectedly when you closed the Help Topics window in the BlackBerry Manager on a computer running Microsoft Windows 2003.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 72588	<p>In previous versions of the BlackBerry Enterprise Server, if you assigned users to a new IT policy rule and then checked the user properties in the BlackBerry Manager, an incorrect IT policy rule might have appeared.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the user properties that display in the BlackBerry Manager show that the new IT policy rule was applied.</p>
SDR 58921	<p>In BlackBerry Enterprise Server Version 4.0 and later, if you removed users in Microsoft Active Directory in Microsoft Exchange, other users might also have been removed from the BlackBerry Manager.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 57392	<p>In BlackBerry Enterprise Server Version 4.0 SP2 and later, as a result of a manual restart of the Microsoft SQL Server on the computer on which the BlackBerry Configuration Database is running, the following actions might have occurred:</p> <ul style="list-style-type: none"> • memory dump might be logged in the BlackBerry Enterprise Server log file • communication error messages in the BlackBerry Messaging Agent log file might have indicated that the connection to the BlackBerry Configuration Database failed • BlackBerry Manager might have stopped responding <p>In BlackBerry Enterprise Server Version 4.0. SP5a and later, this issue is resolved.</p>
SDR 57066	<p>In previous versions of the BlackBerry Manager, the Auto Signature field displayed a maximum of 1024 bytes of text.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the maximum available text size has been increased. If the proposed text exceeds the limit, a notification message appears, and the user must shorten the text before saving it.</p>
SDR 55528	<p>In BlackBerry Enterprise Server Version 4.0 and later, if you viewed users in the BlackBerry Manager on the BlackBerry Enterprise Server Version 3.6, the user IT policy statistics did not appear.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 42694	<p>In BlackBerry Enterprise Server Version 4.0 and later, if, in the BlackBerry Manager, you turned off S/MIME encryption for signed and weakly encrypted messages, you had to restart the BlackBerry Enterprise Server for the change to take effect.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
BlackBerry Messaging Agent	
SDR 83405	<p>In BlackBerry Enterprise Server Version 4.0 SP4 and earlier, the BlackBerry Messaging Agent might have stopped responding while sending a bad packet during a calendar slow synchronization.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 77283	<p>In previous versions of the BlackBerry Enterprise Server, if you added users to the BlackBerry Enterprise Server using an automated account creation process in Microsoft Active Directory®, it might have caused a loss of service to those users.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 74085	<p>In previous versions of the BlackBerry Enterprise Server, the BlackBerry Messaging Agent log files did not include the time zone of the BlackBerry Enterprise Server.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a, the BlackBerry Messaging Agent log files include time zone information for the BlackBerry Enterprise Server.</p>
SDR 71719	<p>In BlackBerry Enterprise Server Version 4.0 SP2, the BlackBerry Messaging Agent might have stopped responding if it had trouble connecting to the BlackBerry Configuration Database.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 51736	<p>In previous versions of the BlackBerry Enterprise Server, where encryption was enabled on the BlackBerry Enterprise Server, log files did not indicate that a message was encrypted.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the log file indicates when the BlackBerry Enterprise Server has encrypted a message.</p>

BlackBerry Mobile Data Service	
SDR 79328	<p>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 (UAS) was not passed. This might have been an issue in an environment where the Internet firewall blocked any transmissions that do not have a valid user agent.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the transcoder passes a user agent string when an RDF is requested.</p>
BlackBerry Policy Service	
SDR 93728	<p>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.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 66156	<p>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.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 77282	<p>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.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the BlackBerry Policy Service does not stop responding if it cannot find user configuration information.</p>
SDR 61943	<p>After the BlackBerry Enterprise Server was upgraded to Version 4.0, an error message indicating that you could not delete an existing IT policy rule because users were still assigned to the policy appeared, even if no users were assigned to the policy.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, users are not incorrectly reported as assigned to an IT policy rule.</p>
BlackBerry Router	
SDR 81641	<p>In BlackBerry Enterprise Server Version 4.0 SP2, routing for certain users was switched unexpectedly to the BlackBerry Desktop Redirector from the BlackBerry Enterprise Server when the BlackBerry Messaging Agent was restarted.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, routing for a user is not changed from the BlackBerry Enterprise Server.</p>
BlackBerry Synchronization Service	
SDR 86362	<p>In BlackBerry Enterprise Server Version 4.0 and later, if a single synchronization session had more than 256 datagrams, the last sequence in the 256th datagram might have become corrupted.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 83746	<p>In BlackBerry Enterprise Server Version 4.0 SP2 and later, in certain circumstances, an exception occurred and a stylesheet transformation failed in the BlackBerry Synchronization Service, which caused the BlackBerry Synchronization Service to stop responding.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
Wireless calendar synchronization	
SDR 88133	<p>In BlackBerry Enterprise Server Version 4.0 SP4 and earlier, a change to an IT policy rule in the PIM Sync policy group might have turned off calendar traffic on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 87195	<p>In BlackBerry Enterprise Server Version 4.0 SP4 and earlier, the calendar on a BlackBerry device might not have displayed the status of meeting attendees on a Microsoft Outlook® distribution list who accepted a meeting invitation.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, attendance status appears correctly for both individual attendees and attendees who are on a distribution list.</p>
SDR 86163	<p>In BlackBerry Enterprise Server Version 4.0 SP4, when the parent of a recurring appointment or meeting was modified in Microsoft Outlook, the entire series of recurring appointments or meetings (including children) was sent to the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, only the updated appointment or meeting is sent to the BlackBerry device.</p>
SDR 85612	<p>In previous versions of the BlackBerry Enterprise Server, if more than 32 recipients were invited to a meeting and one attendee accepted the meeting from a BlackBerry device, that attendee became the meeting organizer.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the meeting organizer does not change, regardless of the number of meeting attendees.</p>

Wireless calendar synchronization	
SDR 83410	In BlackBerry Enterprise Server Version 4.0 SP4 and earlier, in environments that used Microsoft Outlook 2003, slow synchronization might have caused a corruption of the CalcSyncState table and the removal of a meeting series. In BlackBerry Enterprise Server Version 4.0 SP5a and later, slow synchronization does not result in table corruption or the removal of a meeting series.
SDR 81648	In BlackBerry Enterprise Server Version 4.0 SP4 and earlier, if a meeting attendee declined an instance of a recurring meeting, the meeting organizer received the update on the BlackBerry device as a message instead of as a meeting response. The attendee's status displayed as "Invited." In BlackBerry Enterprise Server Version 4.0 SP5a and later, meeting responses display as meeting responses and not as messages on the meeting organizer's BlackBerry device.
SDR 79957	In BlackBerry Enterprise Server Version 4.0 SP4, in certain circumstances, meeting responses that were sent from the BlackBerry device failed with an unlisted message error. In BlackBerry Enterprise Server Version 4.0 SP5a and later, meeting responses are sent and received correctly.
SDR 74067	In BlackBerry Enterprise Server Version 4.0 SP2, if a meeting organizer attempted to make changes to a meeting in Outlook while the message was open in Outlook on a different computer and the changes were not saved successfully in Outlook, the organizer received a message that the function could not be performed because the message had been changed, and meeting attendees received a meeting update that did not contain changes to the meeting. In BlackBerry Enterprise Server Version 4.0 SP5a, this issue is resolved.
SDR 69108	In BlackBerry Enterprise Server Version 4.0 SP2, text might be truncated in both the meeting request message and the calendar notes on an attendee's BlackBerry device. In BlackBerry Enterprise Server Version 4.0 SP5a and later, the meeting request correctly synchronizes to the organizer's mail client and each attendee's mail client and BlackBerry device.
SDR 68671	In previous versions of the BlackBerry Enterprise Server, in an environment that included a Microsoft Exchange Server Version 5.5, it might not be possible to delete an instance of a recurring meeting request if another instance was previously updated on a BlackBerry device. In BlackBerry Enterprise Server Version 4.0 SP5a, this issue is resolved.
Wireless enterprise activation	
SDR 65665	In BlackBerry Enterprise Server Version 4.0 SP2, only the CMIME (for messages) and CICAL (for wireless calendar updates) service books were sent to BlackBerry Connect devices during provisioning. In BlackBerry Enterprise Server Version 4.0 SP5a and later, the ALP (for address lookup) service book is also sent to the BlackBerry Connect device.
SDR 65195	In BlackBerry Enterprise Server Version 4.0 SP2, enterprise activation passwords could be set for only 247 users. In BlackBerry Enterprise Server Version 4.0 SP5a and later, enterprise activation passwords can be set for up to 2000 users.

Known issues

Key issues	
SDR 87568	The BESAgent might encounter threads that have stopped responding and might stop responding while attempting to activate multiple BlackBerry devices wirelessly at the same time.
SDR 87500	In BlackBerry Enterprise Server Version 4.0 SP4, the BlackBerry Enterprise Server might set a running user's PIN to 0, with the result that the user can no longer send or receive messages.
SDR 85540	Some SQL transactions might become deadlocked because of the load on the Microsoft SQL Server or the size of the BlackBerry Configuration Database. These transactions might not be retired.
SDR 51971	In BlackBerry Enterprise Server Version 4.0 SP2 and later, attachments that contain Czech characters might not display correctly on the BlackBerry device.
SDR 42728	In BlackBerry Enterprise Server Version 4.0 and later, calendar entries in Polish, Czech, or Hungarian do not synchronize between the Microsoft Outlook calendar and the BlackBerry device.
BlackBerry Attachment Service	
SDR 56666	In BlackBerry Enterprise Server Version 4.0 and later, in certain circumstances, Acrobat Version 1.3 PDF attachments that third-party applications generate might not display correctly on the BlackBerry device.
SDR 52269	In BlackBerry Enterprise Server Version 4.0 SP2 and later, attachments that contain Polish characters might not display correctly on the BlackBerry device.
SDR 44322	In BlackBerry Enterprise Server Version 4.0 and later, if the registry key (located at HKLM\SYSTEM\CurrentControlSet\Services\BBAttachServer\Parameters\EnableLog) is not set to 5, the BlackBerry Attachment Service and Attachment Conversion log files might not generate.

BlackBerry Attachment Service

SDR 40992 After you upgrade the BlackBerry Enterprise Server to Version 3.6 or Version 4.0, the BlackBerry Attachment Service settings revert to the default values, and you must reconfigure them manually.

BlackBerry Enterprise Server administration

SDR 88553 Reassigning a BlackBerry device to a new user while the BlackBerry Enterprise Server for the previous user account is temporarily shut down might result in BlackBerry Enterprise Server conflicts.

SDR 88273 In BlackBerry Enterprise Server Version 4.0 SP3 and later, in certain circumstances, the thread status of a working thread might incorrectly report as being in a wait state.

SDR 88151 In BlackBerry Enterprise Server Version 4.0 SP3 and later, in certain circumstances, the BlackBerry Enterprise Server might stop responding as it tries to cycle a connection to the BlackBerry Configuration Database.

SDR 87789 In BlackBerry Enterprise Server Version 4.0 SP3 and later, during threadpool optimization, a stop is issued on threads before they are removed. If a thread does not stop, an infinite timeout condition might occur.

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 *BlackBerry Enterprise Server Handheld Management Guide* for more information.

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 88426 CurrentKey, PreviousKey, and PendingKey encryption data might appear in the debug file or the Event Viewer when g_verbose is set to True.

BlackBerry Messaging Agent

SDR 88178 In BlackBerry Enterprise Server Version 4.0 SP3 and later, if one thread for a BlackBerry Messaging Agent stops responding, by default after five waitcounts, the agent sends a [20226] event to the BlackBerry Controller, which attempts to restart the agent. However, if multiple threads stop responding, the BlackBerry Controller does not attempt to restart the BlackBerry Messaging Agent until the thread with the fewest waitcounts against it reaches the threshold value.

SDR 78762 In BlackBerry Enterprise Server Version 4.0 SP3 and later, if the BlackBerry Messaging Agent stops responding, the BlackBerry Controller might not attempt to restart the BlackBerry Messaging Agent because it is waiting for the BlackBerry Messaging Agent to shut down.

Setup program

SDR 83082 If you upgrade two BlackBerry Enterprise Servers at Version 3.6.x to Version 4.0, and the BlackBerry Enterprise Servers share a BlackBerry Configuration Database, when you run the setup program to upgrade the second BlackBerry Enterprise Server and attempt to connect to the remote database using SQL authentication, the "Unable to get all necessary database information" message appears and the upgrade of the second BlackBerry Enterprise Server fails.

Workaround:

1. Log in to the second BlackBerry Enterprise Server using a Windows account that has the required permissions on the database server.
2. Start the upgrade of the second BlackBerry Enterprise Server.
3. When prompted, select Windows (Trusted) Authentication as the database authentication type.

SDR 72900 In BlackBerry Enterprise Server Version 4.0 SP3 and later, if you type an SRP ID in lowercase letters for BlackBerry Enterprise Server Version 3.6 and then attempt to upgrade to Version 4.0, users on that BlackBerry Enterprise Server cannot send or receive messages.

Unified logging

SDR 91619 In certain circumstances, the "ReadEventLog failed: 122" message prints repeatedly in the BESAlert logs, which increases the size of the log file and uses an increased amount of system resources.

Workaround:

- > Restart the BESAlert service.

Wireless calendar synchronization

SDR 90616 If an attendee tentatively accepts a meeting request but is subsequently removed from the list of attendees, the meeting is removed from the attendee's calendar on the BlackBerry device, but the attendee's status might still appear as Invited on the organizer's BlackBerry device.

SDR 93202 If user A invites user B, who is a BlackBerry user, to one instance of a recurring meeting, and then user B accepts the meeting instance using Microsoft Outlook Web Access, the meeting appointment appears twice in User B's Microsoft Outlook client. One instance of the meeting shows user B's acceptance as "tentative," and the other instance of the meeting appears as a recurring meeting and shows user B's status as "busy."

SDR 90358 If a user turns off email redirection from the BlackBerry device and then accepts a calendar invitation from Microsoft Outlook, the invitation might not appear in the calendar on the BlackBerry device.

SDR 90038 If a user edits the subject line of a meeting request on the BlackBerry device and updates the meeting request from a single event to a recurring meeting, the meeting request that attendees receive in Microsoft Outlook contains the previous subject line.

SDR 89330 If an attendee accepts a cancelled meeting request from the BlackBerry device, the cancelled meeting might again display in the calendar on the attendee's BlackBerry device.

SDR 84243 In BlackBerry Enterprise Server Version 4.0 and later, in certain circumstances, an accepted meeting request might be deleted from both the Microsoft Outlook calendar and the calendar on the BlackBerry device when the request is deleted from the Microsoft Exchange messaging server.

SDR 77845 In BlackBerry Enterprise Server Version 4.0 SP4 and later, the attendee list for a meeting might not appear on the BlackBerry device for attendees with delegates who are included in the same meeting.

SDR 76198 When creating an appointment on the BlackBerry device, there does not seem to be a limit on the number of characters that can be typed into the subject line. When the appointment synchronizes wirelessly to the Microsoft Outlook client, the appointment appears on the client with a blank subject line.