



# BlackBerry Enterprise Server for Novell GroupWise

Version 4.0 Service Pack 5a

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



**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 Novell GroupWise requires one of the following operating systems:

- Microsoft® Windows® 2000 SP4 (Server or Advanced Server editions)
- Microsoft Windows Server™ 2003 SP1

The BlackBerry Enterprise Server Version 4.0 SP5a for Novell GroupWise 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.

The BlackBerry Enterprise Server Version 4.0 SP5a for Novell GroupWise also requires the Novell® GroupWise® client Version 6.5.6 installed on the BlackBerry Enterprise Server computer.

## Functional change

Feature	Description
more descriptive logging	<p>In previous versions of the BlackBerry Enterprise Server, more information about the Keep Alive Threshold Exceeded value for the BlackBerry Controller was required in the Ctrl log files to assist with troubleshooting.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, additional log information is provided. (SDR 69237)</p>

## Fixed issues

Key issues	
SDR 94474	<p>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.</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>

Key issues	
SDR 82931	<p>In BlackBerry Enterprise Server Version 4.0, if the BlackBerry Messaging Agent attempted to process a message with a large attachment (for example, 500 MB), it might cause the GroupWise Connector to attempt to restart repeatedly.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a, you enable the BlackBerry Enterprise Server to handle messages with large attachments by adding a key to the registry.</p> <ol style="list-style-type: none"> <li>1. At the command prompt, type regedit.</li> <li>2. In the left pane, browse to HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\GroupWise.</li> <li>3. Create a registry key called <b>MaxAttachmentSize</b>.</li> <li>4. Set a value, in kilobytes, in hexadecimal format.</li> <li>5. Click <b>OK</b>.</li> </ol>
SDR 79009	<p>In BlackBerry Enterprise Server Version 4.0 SP2, in an environment that uses the Microsoft Exchange connector to connect the Novell GroupWise server to a Microsoft Exchange messaging and collaboration server, if a user on the Novell GroupWise messaging and collaboration server replied from the BlackBerry device to a message from a user on the Microsoft Exchange Server, the intended recipient did not receive the reply.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, all users receive a reply message, regardless of their messaging platform.</p>
SDR 78894	<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> <p><b>Note:</b> This prepended disclaimer works only for BlackBerry devices running BlackBerry Device Software Version 4.1 and later.</p>
SDR 78782	<p>In previous versions of the BlackBerry Enterprise Server, the Purge Pending option in the BlackBerry Manager clears pending messages, but the messages remain in the MbMailSync table.</p>
SDR 77626	<p>In previous versions of the BlackBerry Enterprise Server, a user could not activate a BlackBerry device wirelessly if the BlackBerry Enterprise Server flagged the user as being outside of a wireless coverage area.</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 77025	<p>In previous versions of the BlackBerry Enterprise Server, in certain circumstances, if a user created an appointment on the BlackBerry device, duplicates of the appointment might display on the BlackBerry device after synchronization with the GroupWise client.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, duplicate appointments do not display on the BlackBerry device.</p>
SDR 76262	<p>In BlackBerry Enterprise Server Version 4.0 SP2, if a user created a memo or task on the BlackBerry device and, after waiting for it to synchronize, changed the memo or task in the GroupWise client, the update did not always synchronize back to the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, an updated memo or task synchronizes correctly on the GroupWise client.</p>
SDR 75413	<p>In BlackBerry Enterprise Server Version 4.0 and later, in certain circumstances, the BlackBerry Messaging Agent did not update the read status of a message that a user read on the GroupWise client.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the read status updates correctly.</p>
SDR 75115	<p>In BlackBerry Enterprise Server Version 4.0 SP2, the BlackBerry Dispatcher might stop responding because of a memory allocation problem.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 73847	<p>In previous versions of the BlackBerry Enterprise Server, when a calendar appointment was updated or deleted on the GroupWise client, the Reference ID was logged in the GroupWise Connector GWCO log file but not in the BlackBerry Messaging Agent log file.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the Reference ID is also logged in the BlackBerry Messaging Agent log file.</p>
SDR 73554	<p>In BlackBerry Enterprise Server Version 4.0, all user accounts on a shared BlackBerry Configuration Database, regardless of the BlackBerry Enterprise Server they were on, were selected when you sent an emergency all-points bulletin (APB) message by email or PIN.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a, only users on the selected BlackBerry Enterprise Server receive the APB.</p>

Key issues	
SDR 71824	<p>In previous versions of the BlackBerry Enterprise Server, the last contact time and IT policy received information that displayed in the BlackBerry Manager might not be accurate.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a, the last contact time and IT policy received information display correctly in the BlackBerry Manager.</p>
SDR 71317	<p>In BlackBerry Enterprise Server Version 4.0 SP2, the value reported for RefID in the GWPA log file was different from the value for the RefID that was correctly reported in the GWCO log file. The GWPA log incorrectly substituted the row of the MbPimSynch table when the Ref Id was unavailable.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a, the GWPA log file no longer includes a RefID value when it is inappropriate.</p>
SDR 69241	<p>In BlackBerry Enterprise Server Version 4.0 SP2, users might not have been able to look up groups or distribution lists on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 68824	<p>In previous versions of the BlackBerry Enterprise Server, after a user read and deleted an email message on the BlackBerry device, the message might not change in the GroupWise client. The BlackBerry Messaging Agent moved the message to the Deleted folder.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the message status updates correctly in the GroupWise client.</p>
SDR 43986	<p>In BlackBerry Enterprise Server Version 4.0, if a personal identification number (PIN) was already associated with a user, email prepopulation might not work when you activated a new BlackBerry device for the user.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, message prepopulation works correctly when you activate a new BlackBerry device for an existing user.</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 83230	<p>In BlackBerry Enterprise Server Version 4.0, in certain circumstances, large attachments might have caused the GroupWise Connector process to restart constantly. The attachments were not sent to the BlackBerry device successfully.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a, this issue is resolved.</p>
SDR 71543	<p>In BlackBerry Enterprise Server Version 4.0 SP3, log files for the BlackBerry Attachment Service were not created in the BlackBerry Enterprise Server Logs folder.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a, log files are created successfully in the BlackBerry Enterprise Server Logs folder.</p>

#### BlackBerry Enterprise Server

SDR 56230	<p>In BlackBerry Enterprise Server Version 4.0, the GetReloadUser function was called every hour.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
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#### BlackBerry Manager

SDR 82685	<p>In BlackBerry Enterprise Server Version 4.0 SP3, the BlackBerry Manager might stop responding if two users in the BlackBerry Configuration Database had a DisplayName value of Null.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
SDR 61489	<p>In certain circumstances, in BlackBerry Enterprise Server Version 4.0 SP2, after you added a user to the BlackBerry Enterprise Server and successfully activated the BlackBerry device wirelessly, the user could no longer send and receive messages. In the BlackBerry Manager, on the User List tab, the user's BlackBerry device PIN was "0" and the status of the BlackBerry device was "No Pin."</p> <p>Visit <a href="http://www.blackberry.com/knowledgecenterpublic">www.blackberry.com/knowledgecenterpublic</a> to read article KB-04234 for more information.</p>

#### BlackBerry Messaging Agent

SDR 85660	<p>In previous versions of the BlackBerry Enterprise Server, if a user replied to a sent message from the BlackBerry device using the Reply to All option, an error message appeared and the reply was not sent.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, users can use the Reply to All option successfully on the BlackBerry device.</p>
SDR 80030	<p>In BlackBerry Enterprise Server Version 4.0 SP3, if a user sent a message specifying certain delivery options in the subject line, the BlackBerry Messaging Agent might have ignored them.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, the four delivery options are supported.</p>

<b>BlackBerry Mobile Data Service</b>	
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 was not passed. This might have been an issue in environments 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>
<b>BlackBerry Policy Service</b>	
SDR 93813	<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 79809	<p>In previous versions of the BlackBerry Enterprise Server, 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 IT policy rules.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP4, the script verifies whether IT policy rules are present and adds them if they are not. It does not delete existing IT policy rules. As a result, IT policy rules that were removed from the IT policy template might not be removed from the BlackBerry Enterprise Server during an upgrade.</p>
SDR 74440	<p>In BlackBerry Enterprise Server Version 4.0 SP1, if the BlackBerry Policy Service could not locate MSXML Version 4.0, it failed to start, and a "5003" error message appeared.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
<b>BlackBerry Synchronization Service</b>	
SDR 84882	<p>In BlackBerry Enterprise Server Version 4.0 SP4, if a user created a recurring meeting that started between 12:00 AM and 12:59 AM using the BlackBerry device, the appointments might have displayed incorrectly in the GroupWise client. The appointment might have appeared on the scheduled start date and again the next day, with each recurring instance displaying ahead by one day.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, appointments synchronize correctly on the GroupWise client.</p>
SDR 75520	<p>In BlackBerry Enterprise Server Version 4.0 SP2, in certain circumstances, the BlackBerry Synchronization Service tried to add records to the BlackBerry Configuration Database repeatedly, even though content protection was enabled. This action created unnecessary log entries.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
<b>Setup program</b>	
SDR 76062	<p>If you upgraded the BlackBerry Enterprise Server Version 4.0 SP1 to Version 4.0 SP2, duplicated folders might have appeared on users' BlackBerry devices or folders might have been missing from users' BlackBerry devices.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, this issue is resolved.</p>
<b>Unified logging</b>	
SDR 70320	<p>In previous versions of the BlackBerry Enterprise Server, if you set the debug log maximum daily file age, the GroupWise-specific logs, BlackBerry Mobile Data Service logs, and BESAlert logs were not deleted after the configured limit.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, log files are deleted after the configured number of days.</p>
<b>Wireless calendar synchronization</b>	
SDR 77304	<p>In previous versions of the BlackBerry Enterprise Server, if a user accepted an invitation for a recurring meeting in the GroupWise client, the BlackBerry Enterprise Server did not remove the meeting request from the BlackBerry device. If the user deleted the invitation from the BlackBerry device manually after accepting it in the GroupWise client, the BlackBerry Enterprise Server removed the meeting from both the BlackBerry device and from the GroupWise client.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, users can accept meeting requests from either the BlackBerry device or the GroupWise client.</p>
<b>Wireless enterprise activation</b>	
SDR 76061	<p>In previous versions of the BlackBerry Enterprise Server, the GroupWise Connector might not have processed folder list requests from the BlackBerry device correctly. As a result, users might not have been able to view folders on their BlackBerry devices.</p> <p>In BlackBerry Enterprise Server Version 4.0 SP5a and later, folders display correctly on the BlackBerry device.</p>

## Known issues

Key issues	
SDR 91547	In BlackBerry Enterprise Server Version 4.0 SP4, a user might receive meeting invitations on the BlackBerry device and meetings might be added to the calendar when wireless calendar synchronization is turned off for the BlackBerry device.
SDR 88809	In BlackBerry Enterprise Server Version 4.0 SP3, if the time zone for the BlackBerry Enterprise Server is ahead of the time zone for the BlackBerry device and the GroupWise Client, assigned tasks that are synchronized to the BlackBerry device have incorrect due dates.
SDR 88622	In BlackBerry Enterprise Server Version 4.0 SP3, if your database environment is Microsoft SQL Server, after database connection problems are resolved, messages that are sent to users' GroupWise Clients might not be sent to their BlackBerry devices.
SDR 87279	In BlackBerry Enterprise Server Version 4.0 SP3, the BlackBerry Controller restarts the GroupWise Connector and the GWQM each time that it executes the account refresh function.
SDR 87238	In BlackBerry Enterprise Server Version 4.0 SP3, after a user is deleted from the BlackBerry Enterprise Server, the GroupWise system address book, and the Novell eDirectory™, users can perform an address look up for the deleted user from the BlackBerry device.
SDR 84805	In BlackBerry Enterprise Server Version 4.0 SP3, in some circumstances, the GWPA might stop logging messages in the BlackBerry Controller log file.
SDR 82939	In BlackBerry Enterprise Server Version 4.0 SP3, after you use wireless enterprise activation to activate a new BlackBerry device, the wireless message reconciliation setting in the BlackBerry Manager is not updated on the BlackBerry device and the settings do not match.
SDR 71366	In BlackBerry Enterprise Server Version 4.0 SP3, if a user creates a recurring annual meeting on the BlackBerry device, invitees might receive duplicate invitations and see duplicate instances in the GroupWise client.
SDR 51971	In BlackBerry Enterprise Server Version 4.0 SP2, attachments that contain Czech characters might not display correctly on the BlackBerry device.
SDR 42977	If you upgrade from BlackBerry Enterprise Server Version 4.0 to Version 4.0 SP4, the Administration user name field is blank.
SDR 37084	In BlackBerry Enterprise Server Version 4.0, if you move a BlackBerry user from one GroupWise post office to another post office in the same domain, the GroupWise Connector attempts to log in to the user account on the original post office.
	<p><b>Workaround</b></p> <ul style="list-style-type: none"> <li>&gt; Restart the BlackBerry Controller to restart the GroupWise processes.</li> </ul>
BlackBerry Attachment Service	
SDR 56666	In certain circumstances, Adobe Acrobat Version 1.3 PDF attachments might not display correctly on the BlackBerry device.
SDR 44322	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 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.
	<p><b>Workaround</b></p> <ol style="list-style-type: none"> <li>1. Create a new shared network drive.</li> <li>2. Copy the BlackBerry Application Loader into the new shared network drive.</li> <li>3. Point the blank software configuration to the new shared network drive.</li> </ol>
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.
	<p><b>Workaround</b></p> <ul style="list-style-type: none"> <li>&gt; Re-index the BlackBerry Device Software. See the <i>BlackBerry Enterprise Server Handheld Management Guide</i> for more information.</li> </ul>
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 72129	In BlackBerry Enterprise Server Version 4.0 SP3, in certain circumstances, if you clear all statistics for users and for the BlackBerry Enterprise Server, the statistics restore after a short time.

#### BlackBerry Manager

SDR 66234 In BlackBerry Enterprise Server Version 4.0 SP2, if you use the Erase Data and Disable Handheld command in a remote BlackBerry Manager, the user's status does not update.

#### BlackBerry Messaging Agent

SDR 79950 In BlackBerry Enterprise Server Version 4.0 SP3, the GroupWise Connector might continue to process queued message delete commands on a thread that has been requested to shut down.

SDR 78335 In BlackBerry Enterprise Server Version 4.0 SP3, if a user is in a different time zone from the BlackBerry Enterprise Server and replies to a message from the BlackBerry device, the timestamp displays the time set on the BlackBerry Enterprise Server.

SDR 61646 In BlackBerry Enterprise Server Version 4.0 SP2, if a user sends a message to more than 32 recipients, all recipients receive the message. If a user views the message on the BlackBerry device, only 32 recipient addresses appear. If a user replies to all from the BlackBerry device, the reply is sent only to the truncated list of 32 recipients, not to the original recipient list.

**Note:** Each of the To, CC, and BCC message fields support 32 recipients.

#### Setup program

SDR 63634 When you upgrade to BlackBerry Enterprise Server Version 4.0 SP2, the Admin User field in the GroupWise Settings configuration screen of the installation program does not display the value from your previous BlackBerry Enterprise Server installation.

#### Wireless calendar synchronization

SDR 61781 In certain circumstances, when a user who is not configured for wireless calendar synchronization connects the BlackBerry device to the BlackBerry Desktop Software to use Intellisync, calendar information does not synchronize to the BlackBerry device.

##### Workaround

1. Turn off calendar synchronization on the BlackBerry device.
2. Turn on the Disable Calendar Wireless Sync IT policy.
3. Apply the IT policy to the user.

#### Wireless PIM synchronization

SDR 68779 In BlackBerry Enterprise Server Version 4.0 SP3, if a user performs a lookup from the BlackBerry device based on user name, the result is not correct.