

BlackBerry Desktop Software

Version 3.6.3

Release Notes and Known Issues List

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Installing

System requirements

The following components are necessary to install the desktop software:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or higher and has an available USB port, or that has an available serial port
- Microsoft® Windows® 98, Windows NT 4.0 SP6 (supported only for handhelds that use serial ports) serial , Windows 2000, or Windows ME, or Windows XP

i **Notes:** To synchronize data, the data being synchronized must be in the same language (use the same code page) as the one your Windows operating system is configured to use.

If you use Windows 98 (not Windows 98 Second Edition), you must download an update from [http:// www.microsoft.com/com/dcom/dcom98/dcom1_3.asp](http://www.microsoft.com/com/dcom/dcom98/dcom1_3.asp) for the USB drivers to work properly.

Email program requirements

To use the Intellisync tool for PIM synchronization, you must use personal information management (PIM) software such as one of the following:

- Microsoft Outlook® 98/2000/2003/XP (corporate or workgroup Installation)
- Lotus Notes® 4.6/5.0/6.0/6.5

To integrate your handheld with a desktop email program, you must have an email account on one of the following:

- Microsoft Exchange Server version 5.5/2000/2003
- Lotus® Domino™ Server version 4.6/5.0/6.5

Supported organizers

The following organizers are supported for use with Intellisync:

- ACT!™ 4.0.2/2000/6.0
- ASCII Text File Importer/Exporter
- GroupWise® 5.5/6.0
- Lotus Notes 4.5/4.6/5.0/6.0/6.5
- Lotus Organizer® 5.0/6.0
- Microsoft Outlook 97/98/2000/2002/2003 (XP)
- Microsoft Outlook Express
- Microsoft Schedule+ 7.5
- Microsoft Schedule+ Default
- Netscape®

Browser requirements

To set up a BlackBerry Web Client account, the following browser requirements must be met:

- Operating System: Microsoft Windows 95, Windows 98, Windows ME, Windows NT (version 4), Windows 2000, Windows XP, or Mac OS® 9.0 or 10.0.
- Internet Browser: Microsoft® Internet Explorer version 5.01, 5.5, or 6.0 or Netscape Communicator version 4.08 to 4.58 with JavaScript™ enabled.

Installing the desktop software

To receive email messages on your handheld, during installation you must integrate your handheld with an email account by choosing one of the following setup options during installation:

- **BlackBerry Enterprise Server or BlackBerry Desktop Redirector:** use this option if you want to receive email from your corporate Outlook or Lotus Notes email account. If you use Microsoft Outlook, ask your system administrator whether a BlackBerry Enterprise Server or BlackBerry Desktop Redirector will redirect your email messages.
- **BlackBerry Web Client:** use this option if you received a new email address with your handheld, or if you want to receive email from an existing Internet or Internet service provider email account


Install the desktop software

1. Insert the BlackBerry Desktop Software installation CD into your CD-ROM drive.
2. On the Windows taskbar, click the **Start** button.
3. Click **Run**.
4. In the **Open** field, type d:\setup.exe where d is the name of your CD-ROM drive.
5. Click **OK**.
6. Follow the on-screen instructions.
7. Read the license agreement carefully and, if you accept the terms, click **Yes**. Do not click **Yes** if you do not agree to the terms of the license agreement. Please contact Research In Motion if you have any questions or concerns about the terms of the license agreement.
8. Complete the on-screen instructions.

Adding handheld applications to the desktop software

After you install the desktop software, add handheld applications to the desktop software manually to perform one of the following actions:

- upgrade your handheld
- install software from a different service provider
- switch to a different handheld model
- add third-party applications to your handheld

 **Note:** To add handheld applications to the desktop software, your desktop software must be version 3.6 or later. You are solely responsible for the selection, implementation, and performance of any third-party applications that you use with the desktop software or the handheld. Research In Motion does not in any way endorse or guarantee the security, compatibility, performance, or trustworthiness


of any third-party application, and shall have no liability to you or any third party for issues arising from such third-party applications.

Verify that handheld applications are added to the desktop software

1. Open the Desktop Manager.
2. Click the **Handheld Software** tab.
 - If the handheld applications that you require appear, you can load new applications using the Application Loader. See Loading handheld applications for more information.
 - If the handheld applications that you require do not appear, add the applications to the desktop software. See Add handheld applications to the desktop software for more information.
3. Click **Close**.

Add handheld applications to the desktop software

1. Close the Desktop Manager.
2. Download handheld applications.

 **Note:** Depending on your system administrator or service provider, you can download the latest handheld applications from your service provider web site. You are solely responsible for verifying that the handheld applications that you download are appropriate for, and compatible with, your handheld.

3. Double-click the .exe file that you downloaded in step 2.
4. Follow the on-screen instructions.
5. On the License Agreement screen, read the license agreement carefully and, if you accept the terms, click **Yes**. Do not click **Yes** if you do not agree to the terms of the license agreement. Please contact Research In Motion if you have any questions or concerns about the terms of the license agreement.

You can now connect your handheld to your computer, start the desktop software, and use the Application Loader tool to load applications onto your handheld. See Loading handheld applications for more information.

Connecting to the desktop software

Before you load handheld applications, verify that there is a connection between the handheld and your desktop software.

Verify the desktop-to-handheld connection

1. Connect your cradle or USB cable to your computer.
2. Perform one of the following actions:
 - Insert your handheld in the cradle.
 - Connect the USB cable to your handheld.
3. Open the Desktop Manager.
4. Select **Options > Connection Settings**.
5. Click **Detect**.
6. Click **OK** twice.

Loading handheld applications

1. Connect the handheld to your computer.
2. Open the Desktop Manager.
3. Click **Programs > BlackBerry > Desktop Manager**.
4. Perform one of the following actions:
 - If the Application Updates Available dialog box appears, the software on your handheld is not current. Click **Update Now**.
 - If the Application Updates Available dialog box does not appear, double-click the Application Loader icon.
5. Click **Next**.
6. If necessary, perform the following actions:
 - If the **Handheld Security Password** dialog box appears, type your password. Click **Next**.
 - If the **Communication Port Selection** dialog box appears, select a port from the drop-down list or select the **Detect communication port** check box. Click **Next**.
 - If the **Handheld Application Version** dialog box appears, the available system software is older than the software that is already installed. Choose to replace the handheld's applications with the older version, then click **Next**, or leave the applications on the handheld unchanged, then click **Cancel**.
7. Perform any of the following actions:

Action	Procedure
Add online Help.	Select the check box beside Help.
Add an application.	Select the check box beside the application name.
Remove an application.	Clear the check box beside the application name.
Remove an application from your handheld and delete it from the application selection list.	Click the application name. Click Delete .
Add a handheld application that does not appear on the list.	Click Add . Select the application loader file (.alx or .ali). Click Open .



Warning: Loading an older version of an application onto your handheld might impact the support available for your handheld and might negatively affect the warranty applicable to your handheld. In particular, loading a version of the software onto your handheld that is older than the software provided with the handheld might cause it to malfunction and perform in a non-optimal manner. For this reason, Research In Motion does not recommend that you install previous software versions.

8. Click **Next**.
9. Choose whether you want to back up and restore handheld data.

10. Click **Next**.

11. Click **Finish**.



Warning: Do not disconnect your handheld from your computer until the loading process is complete. If the loading process is interrupted, your handheld applications might not work properly. If this occurs, repeat the process.

After the loading process is complete, you might need to turn on your handheld wireless radio. See the documentation that came with your handheld for more information.

Product information

This version of the Desktop Manager is intended for use with BlackBerry Wireless Handhelds running version 3.8 software.

New in this release

This release includes support for the following new field mappings in Intellisync:

- **Categories:** available in the address book, tasks, and memos
- **Private Flag:** available in the calendar
- **Home & Business Address, Web Page, Home2 Phone #, Work2 Phone #:** available in the address book

Functional changes

This section lists functional changes for the BlackBerry Desktop Software version 3.6.3.

Address Book	The Desktop Manager no longer supports the ability to import addresses and edit the address book using the Backup and Restore tool.
AutoText	The Desktop Manager no longer supports the ability to edit AutoText entries using the Backup and Restore tool.

Fixed issues

This section lists fixed issues for the BlackBerry Desktop Software version 3.6.3.

SDR 15767	Previously, if you reconciled your handheld with a local replica of your mailbox before updating the replica, messages that you deleted from your handheld might not have been deleted from your desktop. This issue occurred because it is possible to delete a message from the handheld before the message reaches the desktop. The desktop software now maintains a record of deleted messages that can not be located upon initial reconciliation, and attempts to delete them from the desktop the next time that you reconcile your messages.
SDR 16308	Previously, when upgrading the Desktop Manager from 2.1.2 to 3.6.1, some Intellisync settings were not preserved.

SDR 19667	Previously, when using IBM® Lotus Notes®, Intellisync personal information management (PIM) synchronization settings were not applied properly after a silent install using default settings.
SDR 21492	Previously, if using Microsoft® Outlook® 2003, it was not possible to select desktop folders for redirection. See the Desktop Manager Online Help for information on folder redirection.
SDR 21918	Previously, some field mappings in the Italian Intellisync interface appeared in Spanish instead of Italian.
SDR 23814	Previously, certain third-party applications could not be loaded until the handheld system software was installed on the desktop.
SDR 24735, SDR 19233	Previously, multiple password prompts appeared under some circumstances when using Lotus Notes.
SDR 25236	Previously, installing the desktop software to a directory with a name that contained accented characters prevented Intellisync PIM synchronization.

Known issues

This section lists known issues for the BlackBerry Desktop Software version 3.6.3.

SDR 25098	<p>This following issue occurs only on Windows XP Professional SP2, or other operating systems with Windows Installer 3.0 package installed. The Desktop Manager may experience problems communicating with your handheld if you have installed older versions of handheld software on your desktop. This problem could be exhibited during key generation or data synchronization.</p> <p>Workaround: Re-install the desktop software, and select the Repair option on the Program Maintenance screen.</p>
SDR 33544	<p>When working offline and running the desktop software, attempts to restore data to a BlackBerry Wireless Handheld may fail because the desktop attempts to synchronize with the email server rather than the local database.</p> <p>Impact: You cannot restore handheld data while offline. Workaround: Ensure that your computer is online, then use the desktop software to restore handheld data.</p>
SDR 16926	<p>If you are using Microsoft Outlook 2003 in Cached Exchange mode, when you reconcile your email messages between your desktop and your handheld, very recent changes made on your desktop might not be reconciled immediately. Similarly, if you change the name of a previously synchronized folder in Outlook, then synchronize again, the folder is not renamed on the handheld.</p>
SDR 23366	<p>In Outlook 2003, if you set the sensitivity of an appointment to Normal, it is not marked private on your handheld upon synchronization. If you set the sensitivity of the appointment to Personal, Confidential, or Private, the appointment is marked as private on your handheld. This is expected behavior.</p>
SDR 25403, SDR 27991	<p>This release does not support the synchronization of task categories between Lotus Notes and your handheld.</p>
SDR 26208	<p>If you type an incorrect password on your handheld, the password count increases</p>

from 1 to 10. If you type an incorrect password on your desktop, the password count decreases from 10 to 1. In each case, you have a total of ten attempts to type the password correctly.

SDR 26614

If you upgrade the Desktop Manager from version 3.6.0 to version 3.6.3, handheld applications mapped to Lotus Organiser 6.0 are mapped to Lotus Notes 5.0/6.0. This issue will not occur if you upgrade the desktop software from version 3.6.2 to 3.6.3.

SDR 27607

If you upgrade the Desktop Manager from version 3.6.1/3.6.2 to 3.6.3, the Home address fields in the address book do not map to the Home address street fields as expected.

If you are using Microsoft Outlook and you change your desktop software to synchronize with a public folder only, and not the default local folder, when you synchronize your desktop and handheld, the desktop software stops responding and closes.

Workaround: When you configure your PIM data using the desktop software, include both the default address book folder and the public address book folder.

It might not be possible to use Intellisync to synchronize Lotus Notes data that contains accented characters.
