



# BlackBerry Desktop Software

Version 4.1 (4.1.0.10 - Bundle 13)

## Release Notes

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## Product information

This version of the BlackBerry® Desktop Software is intended for use with BlackBerry devices that are running version 4.0 or later of the Java™-based BlackBerry device software or BlackBerry devices that are running version 2.7 or later of the C++-based BlackBerry device software.

## New in this release

- Bluetooth® radio connection functionality that enables a BlackBerry device that is running version 4.1 or later of the BlackBerry Device Software to communicate with BlackBerry Desktop Software that is running on a computer with Microsoft® Windows® XP Service Pack 2 or later over a Bluetooth wireless radio connection. See knowledge base article KB-04132 at <http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&nodId=1067250> for a complete list of Bluetooth transceivers that are supported in Windows XP Service Pack 2.
- PIM (Personal information management) and email redirection support for IBM® Lotus Notes® version 7.0 and IBM Lotus® Domino® version 7.0. PIM synchronization support requires an additional component download that is available in knowledge base article KB-04400 at <http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&nodId=1082449>.
- In the Desktop Manager's Intellisync™ section, users can click the Reset Configuration button to reset their PIM settings to the default.
- Added IBM Lotus Notes native encryption support for receiving and viewing encrypted messages. To use Lotus Notes native encryption, the BlackBerry device must be running BlackBerry Device Software version 4.1 or later with BlackBerry Enterprise Server™ for Lotus Domino version 4.1 or later. The desktop computer must be running Lotus Notes version 7.0 or later with an account on IBM Lotus Domino version 7.0 or later.
- The Application Loader remote function has been enhanced to allow system administrators to run basic device provisioning with little or no user interaction. For more information on this feature, see knowledge base article KB-04510 at <http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&nodId=1117503>
- Added data migration wizard that imports PIM data from a Palm®/Treo™ device or a Windows Mobile™-based device to a BlackBerry device. Contacts, calendar entries, tasks, and memos can be imported. Note that the BlackBerry Desktop Software must be running on a computer with Windows 2000 or later. For this release, the import functionality is available in the English Desktop Software install only.

The import wizard will support the following:

Windows Mobile-based devices running Microsoft Pocket PC 2003 SE, Microsoft Pocket PC 2003, Microsoft Pocket PC 2002, Microsoft Pocket PC 2000, Microsoft SmartPhone 2003 SE, Microsoft SmartPhone 2003, or Microsoft SmartPhone 2002

Palm Powered™-based devices that are used with Palm Desktop 4.0.1, Palm Desktop 4.1, Palm Desktop 4.1.2, Palm Desktop 4.1.4, or Palm Desktop 6.0.1

See knowledge base article KB-04346 for information on the data mapping that is performed by the data migration wizard:

<http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&nodId=1067367>

## Fixed issues

This section lists fixed issues for BlackBerry Desktop Software in version 4.1.

SDR 56205	Previously, When a Windows IT policy longer than 1024 bytes was applied to the desktop software, the desktop software crashed when the handheld was cradled.
SDR 56298	Previously, the Standard Modem device, which is required for the IP modem feature, was not installed with version 4.0.1 of the desktop software.

## Known issues

This section lists known issues for BlackBerry Desktop Software version 4.1.

SDR 26614	<p>If you upgrade the desktop manager from version 3.6.0 to version 4.0.1, handheld applications that you map to IBM Lotus Organizer® 6.0 are mapped to IBM Lotus Notes 5.0/6.0.</p> <p><b>Impact:</b> Handheld applications are mapped to Lotus Notes 5.0/6.0 instead of Lotus Organizer 6.0.</p> <p><b>Workaround:</b> Upgrade to a more recent version of the desktop software before upgrading to 4.0.1. This issue will not occur if you upgrade the desktop software from version 3.6.1, 3.6.2, 3.6.3, or 4.0 to 4.0.1.</p>
SDR 42224	<p>If you create a simple or a recurring task with a reminder on your handheld, and you attempt to synchronize the handheld with IBM Lotus Notes version 6.0 or later, the reminder does not synchronize properly.</p> <p><b>Impact:</b> Reminders with an interval of less than a day appear blank in Lotus Notes.</p> <p><b>Workaround:</b> Correct the task reminders in Notes manually.</p>
SDR 49839	<p>When upgrading to version 4.0.1 of the desktop software from an earlier version of the desktop software, the Intellisync MemoPad translator settings for Lotus Notes version 5.0, 6.0 and 6.5 are not preserved.</p> <p><b>Impact:</b> The translator password field is blank and the Database Name path is set back to Journal.nsf. MemoPad for Lotus Notes cannot be synched until these settings are restored.</p> <p><b>Workaround:</b> Re-enter MemoPad translation settings manually after upgrade.</p>
SDR 50099	<p>In some cases, desktop software install files might fail to register.</p> <p><b>Impact:</b> Installation will not succeed until dependent files are downloaded.</p> <p><b>Workaround:</b> See knowledge base article KB-03928 in the Public Technical Knowledge Center at <a href="http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&amp;nodId=832175">http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&amp;nodId=832175</a> for more details.</p>
SDR 51953, SDR 62688	<p>When upgrading from version 4.0 of the desktop software to version 4.1 of the desktop software, the RIM Virtual Serial COM port is removed. Note that this issue does not occur when upgrading from version 4.0.1 to 4.1.</p> <p><b>Impact:</b> The IP modem will not function without a RIM Virtual Serial COM port.</p> <p><b>Workaround:</b> After installing version 4.1, re-run the install and choose the Repair option to re-enable the COM port. See knowledge base article KB-04119 in the Public Technical Knowledge Center at <a href="http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&amp;nodId=973905">http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&amp;nodId=973905</a> for more details.</p> <p><b>Note:</b> After executing a repair install on Windows 2000 only, the existing Windows dial-up networking connection for your BlackBerry device must be replaced. See knowledge base article KB-04544 in the Public Technical Knowledge Center at <a href="http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&amp;nodId=1123357">http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&amp;nodId=1123357</a> for more</p>

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details.

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- SDR 57362 In rare circumstances, the driver file (mdmgen.inf) required for the successful installation of the Standard Modem device will not be present in your installation of Windows.
- Impact:** The IP modem will not function without the Standard Modem device.
- Workaround:** See knowledge base article KB-03981 in the Public Technical Knowledge Center at <http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&nodeld=831845> for more details.
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- SDR 58906 Attempting to Import more than 200 contacts using Netscape® as the translator for Address Book in Intellisync causes an error.
- Impact:** Fewer than 200 Netscape contacts can be imported at one time.
- Workaround:** None
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- SDR 61567,  
SDR 62267 Occasionally, if the Bluetooth radio connection from the BlackBerry device to the desktop software is lost, it is not possible to restore the connection. The menu bar of the Desktop Manager shows 'Disconnected'.
- Impact:** Bluetooth radio communication between the device and the desktop software is stopped.
- Workarounds:**
- Three possible remedies have been identified for this issue:
- In the BlackBerry device options, click the trackwheel. Click **Disable Bluetooth**. Click the trackwheel. Click **Enable Bluetooth**.
  - In the BlackBerry Device Manager, de-select the **Enable Bluetooth Support** checkbox, then select it again.
  - Close and re-open the Desktop Manager.
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- SDR 62886 If more than one user profile exists in your Palm Desktop, the Intellisync Palm/Treo data migration wizard will import data from the current profile only, regardless of the profile you select in the data migration wizard.
- Impact:** Data from the wrong Palm Desktop profile might be imported.
- Workaround:** Verify that the current Palm Desktop profile is the target for import before running the data migration wizard.
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- SDR 63835 If the desktop software is installed in a different language than the computer's operating system, some characters will not appear correctly when viewed in the desktop software during synchronization.
- Impact:** Characters may appear corrupt.
- Workaround:** None. This is a display issue only. Characters will appear normally on the device and in the PIM organizer.
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- SDR 65788 If a Turkish version of the desktop software is installed on a computer with a Turkish operating system, some characters will not appear correctly when viewed in the desktop software during synchronization.
- Impact:** Characters may appear corrupt.
- Workaround:** None. This is a display issue only. Characters will appear normally on the device and in the PIM organizer.
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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 2000, Windows ME, or Windows XP



**Note:** Data that you synchronize must use the same language as the Microsoft Windows operating system.

### Desktop email program requirements

To integrate your handheld with a desktop email program, one of the following email program requirements must be met:

- Microsoft Exchange, Microsoft Outlook® 98, 2000, 2003, or XP (corporate or workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 or later that can receive messages from the Internet
- Lotus Notes® 4.6 or later with an email account on an IBM® Lotus® Domino® Server version 4.6 or later that can receive messages from the Internet
- Novell® GroupWise® version 6.5 Service Pack 4 with an email account on a GroupWise server version 6.5 Service Pack 1 or later that can receive messages from the Internet

### Supported organizers

The following organizers are supported for use with Intellisync:

- ACT!® 4.0.2/2000/6.0 (not available to non latin 1 languages)
- ASCII character-separated text file
- Novell GroupWise 6.0.1/6.5 (not available to non latin 1 languages)
- IBM Lotus Notes 5.0.6 or higher, 6.0/6.5/7.0
- IBM Lotus Organizer 5.0/6.0 (not available to non latin 1 languages)
- Microsoft Outlook 97/98/2000/2003/XP
- Microsoft Outlook Express
- Netscape®

### Browser requirements

To set up a BlackBerry Internet Service 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



**Note:** Netscape Communicator version 6 (or later) is not supported.

## Installing the desktop software

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

**BlackBerry Internet Service:** Use this option if you received a new email address with your handheld, or if you want to receive messages from an existing Internet service provider email address.

**BlackBerry Enterprise Server** or **BlackBerry Desktop Redirector:** Use this option to receive messages from your corporate Microsoft Outlook, Lotus Notes or Novell Groupwise email account. If you use Microsoft Outlook, ask your system administrator whether a BlackBerry Enterprise Server™ or BlackBerry Desktop Redirector will redirect your messages.



**Note:** To integrate both your business email address and your personal email address with your handheld, select the BlackBerry Enterprise Server or BlackBerry Desktop Redirector option first, and then activate your handheld on the BlackBerry Internet Service web site.



**Note:** If you are planning to downgrade your desktop software (from version 4.0 to 3.6, for example), manually uninstall the newer version of the software before you install the older version of the software.

## Install the desktop software

1. Insert the *BlackBerry Desktop Software* installation CD into your CD drive.
2. On the taskbar, click **Start**.
3. Click **Run**.
4. In the **Open** field, type **d:\setup.exe** where **d** is the name of your CD drive.
5. Click **OK**.
6. If the **Choose Setup Language** dialog box appears, select a language, and then click **OK**.
7. Click **Next**.
8. Select your country.
9. Click **Next**.
10. 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. Contact Research In Motion if you have any questions or concerns about the terms of the license agreement.
11. Complete the on-screen instructions.

## Connecting your BlackBerry device to the desktop software using a Bluetooth radio



Note: You can use Bluetooth® technology to connect BlackBerry Device Software version 4.1 or later to BlackBerry Desktop Software that is running on Microsoft® Windows® XP Service Pack 2 or later. See knowledge base article KB-04132 at: <http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&nodeId=1067250> for a complete list of native Windows Bluetooth transceivers that are supported in Windows XP Service Pack 2.

1. See your BlackBerry User Guide for instructions on enabling the Bluetooth radio on your device and pairing it with the Bluetooth radio on your computer.
2. On the Windows taskbar, click **Start**.
3. Click **Programs > BlackBerry > BlackBerry Device Manager**.
4. Right-click on the BlackBerry Device Manager icon in your Windows system tray and click **Properties**.
5. Select **Enable Bluetooth Support**.
6. Click **Configure Bluetooth**.
7. Click **Add**.
8. In the Bluetooth devices list, click your device.
9. Click **OK**.
10. Open the Desktop Manager.
11. On the **Options** menu, click **Connection Settings**.
12. Click **Detect**.
13. To switch from a Bluetooth connection to a USB connection when you connect your device to your computer using a USB cable, select the **Automatically switch from Bluetooth to USB when USB is connected** option.
14. Click **OK**.



**Notes:** When connected with Bluetooth technology, all desktop software functionality should be available, except the Application Loader tool.

If the **Enable Bluetooth Support** checkbox and the **Configure Bluetooth** button are unavailable, your computer might have non-Windows native (unsupported) Bluetooth drivers installed. If your BlackBerry device is not present in the list of available Bluetooth devices, your system administrator might not have enabled your BlackBerry Desktop Software to accept Bluetooth radio connections. See knowledge base article KB-04132 at <http://www.blackberry.com/knowledgecenterpublic/livelink.exe/?func=doc.Fetch&nodeId=1067250> for more troubleshooting tips.

Transferring large amounts of data over the Bluetooth connection might take longer than expected.

If you select the **Automatically switch from Bluetooth to USB when USB is connected** option, any current processes are completed before the connection switches.

## 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 Limited 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

15. On the taskbar, click **Start**.
16. Click **Programs > BlackBerry > Desktop Manager**.
17. On the **Help** menu, click **About Desktop Manager**.
18. Click the **Handheld Software** tab.
  - If the handheld applications that you require appear on this tab, you can load new applications using the Application Loader tool. See "Loading handheld applications" for more information.
  - If the handheld applications that you require do not appear on this tab, add the applications to the desktop software. See "Add handheld applications to the desktop software" for more information.
19. Click **Close**.

## Add handheld applications to the desktop software

1. Close the BlackBerry 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's 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.

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.

## Loading handheld applications

### 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 into the cradle.
  - Connect the USB cable to your handheld.
3. On the taskbar, click **Start**.
4. Click **Programs > BlackBerry > Desktop Manager**.
5. Click **Options > Connection Settings**.
6. Click **Detect**.
7. Click **OK** twice.

### Load handheld applications

1. Verify that your handheld is connected to your computer.
2. On the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
3. 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.
4. Click **Next**.
5. 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 on your handheld. To replace the handheld applications with the older version, click **Next**. To leave the applications on the handheld unchanged, click **Cancel**.
6. Perform any of the following actions:

Action	Procedure
Add online help	Select the check box beside <b>Help</b> .
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 <b>Delete</b> .

Add a handheld application that does not appear in the list.	Click <b>Add</b> . Select the application loader file (.alx or .ali). Click <b>Open</b> .
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**Warning:** Loading an older version of an application onto your handheld might impact the support that is 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.

7. Click **Next**.
8. 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 printed documentation that accompanied your handheld for more information.