

# Understanding BlackBerry Enterprise Server software events for versions 3.6 through 4.1 that affect service in a Microsoft Exchange environment

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## Affected software versions

BlackBerry® Enterprise Server software version 3.6 through 4.1 for Microsoft® Exchange

## Summary

This document outlines the most common service-impacting events recorded in the BlackBerry Enterprise Server versions 3.6 through 4.1 for Microsoft Exchange debug log files. It is intended to assist BlackBerry Enterprise Server administrators with determining and troubleshooting BlackBerry device user account problems and BlackBerry Enterprise Server functionality.

## Debug log event ID entries

Event ID	Sample log entry	Description and troubleshooting
10000	[SRP] Ping Response not received	The BlackBerry Enterprise Server sent a ping to the BlackBerry® Infrastructure but did not receive a response. This takes place during normal operation. This lack of response, which occurs when the normal ping response time of 60 seconds is not met, will not impact BlackBerry device users unless it continues repeatedly.
	DefaultHandler - Killing program	A series of events has occurred that cause the BlackBerry Enterprise Server to stop responding. This entry should be accompanied by a stack trace. <b>Troubleshooting:</b> BlackBerry® Technical Support Services may ask for the debug log and a Process Dump to diagnose the root cause.

10019	All worker threads seem to be blocked	<p>All worker threads are not responding and cannot be allocated for work.</p> <p><b>Troubleshooting:</b> Restart the applicable BlackBerry Enterprise Server services.</p> <p><b>Important:</b> Restarting certain BlackBerry Enterprise Server services will delay email message delivery to your BlackBerry device users. For more information, see Knowledge Base article KB04789.</p>
10061	[SRP] Memory or Resource failure	<p>A memory or resource problem has occurred.</p> <p><b>Troubleshooting:</b> Restart the BlackBerry Enterprise Server.</p> <p><b>Important:</b> Restarting certain BlackBerry Enterprise Server services will delay email message delivery to your BlackBerry device users. For more information, see KB04789.</p>
20000	Send() failed: ERR_MAILBOX_FULL, Tag=-1000000000	<p>The BlackBerry device user has reached the mailbox storage limit and is not permitted to send email messages until the Microsoft Information Store size returns to an acceptable range. The BlackBerry device user can receive email messages, but cannot send email messages.</p> <p><b>Troubleshooting:</b> Delete email messages from the BlackBerry device user's mailbox and empty their Deleted Items folder.</p>
20045	CalICSAgent::Synch: Could not save synchronization state for <user_name>	<p>The BlackBerry device user's synchronization state cannot be saved.</p>
20048	CalICSAgent:: - SaveSyncInfo SaveProps for PR_RIM_SYNCH_x(0x8004010f) failed for <user_name>	<p>The Messaging Application Programming Interface (MAPI) connection to the Microsoft Exchange Server has been lost. This is usually caused by the Microsoft Exchange Server being unavailable.</p> <p><b>Troubleshooting:</b> When the Microsoft Exchange Server is functioning normally again, restart the BlackBerry Enterprise Server services or restart the BlackBerry Enterprise Server. For more information, see Knowledge Base article KB02385.</p> <p><b>Important:</b> Restarting certain BlackBerry Enterprise Server services will delay email message delivery to BlackBerry device users. For more information, see Knowledge Base article KB04789.</p>
20154	{0xFC} User BBUser, Test not started	<p>This entry typically follows a 20171 Event ID entry. The BlackBerry device user account is not started and the BlackBerry device user cannot send or receive email messages.</p>

20163	Could not find server distinguished name. user: <user_name>, User	This is related to Event ID 40210 and <b>ScanGAL; User cannot be found</b> events. The BlackBerry device user's mailbox may have been moved or deleted.
20171	ReloadPagerConfig() failed	The BlackBerry Enterprise Server could not load a BlackBerry device user's configuration. The BlackBerry device user account is not started and the BlackBerry device user cannot send or receive email messages.  This error usually occurs when the Microsoft Information Store cannot be accessed due to a network failure or if the hidden <b>BlackBerry</b> folder in a BlackBerry device user's mailbox is corrupt.
20176	GetNewMessages() failed: ERR_NETWORK_PROBLEM	This entry typically follows a 20265 Event ID entry and refers to the network condition.  <b>Troubleshooting:</b> List all BlackBerry device users experiencing this error. A system administrator can cross-reference this list with the accounts on the Microsoft Exchange Server to investigate the cause.
20265	*** MAPI *** MAPIMailbox::GetNewMessages - GetContentsTable (0x80040115) failed for User.	The BlackBerry Enterprise Server attempted to query the Microsoft Information Store to process a request for a BlackBerry device user account, but it was unable to connect due to a network issue.  There are network connectivity problems or the Microsoft Information Store is unavailable.

<p>20265</p>	<pre>(&lt;timestamp&gt;):{0x1BC} {&lt;user&gt;@&lt;domain&gt;} *** MAPI ***_ MAPIMailbox::DefineCustomProp s - m_pRootFolder &gt;GetIDsFromNames (0x80070005) failed.  (&lt;timestamp&gt;):{0x1BC} {&lt;user&gt;@&lt;domain&gt;} *** MAPI ***_ MAPIMailbox::Construct - DefineCustomProps (0x80070005) failed.  (&lt;timestamp&gt;):{0x8C8} {&lt;user&gt;@&lt;domain&gt;} *** MAPI ***_ MAPIMailbox::DefineCustomProp s - m_pRootFolder- &gt;GetIDsFromNames (0x80070005) failed.  (&lt;timestamp&gt;):{0x8C8} {&lt;user&gt;@&lt;domain&gt;} *** MAPI ***_ MAPIMailbox::Construct - DefineCustomProps (0x00000000) failed.</pre>	<p>The <b>Everyone</b> group has not been given the <b>Create named properties in the Information store</b> permission at the Microsoft Exchange organization level.</p> <p>If this permission is not granted, some BlackBerry device user accounts will not be started and email message redirection will not occur.</p>
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20266	At least one worker thread seems to be blocked (1)	<p>One of the worker threads is blocked and unable to process email messages. The parameter in parentheses indicates a wait count. This value indicates how long the thread has been unresponsive, as shown in the following examples:</p> <ul style="list-style-type: none"> <li>▪ 1 = 10 minutes</li> <li>▪ 2 = 20 minutes</li> <li>▪ 3 = 30 minutes</li> </ul> <p><b>Note:</b> BlackBerry Enterprise Server functionality should automatically free these threads and resume email message processing unless the Microsoft Exchange Server is not responding. If the system administrator cannot free these threads, the BlackBerry Enterprise Server services or BlackBerry Enterprise Server may need to be restarted. If either of these needs to be restarted, please see <a href="#">KBO4789</a> beforehand. If further troubleshooting is required, please see Event 20315 in this document.</p>
20297	<p>User &lt;user&gt;@&lt;domain&gt; appears to be running on a BES administered with separate database. Other database's stamp =</p> <pre>&lt;original_BlackBerry_Configuration_Database_database_timestamp&gt; ours = &lt;_new_BlackBerry_Configuration_Database_database_timestamp&gt;</pre>	<p>The BlackBerry device user exists on two separate BlackBerry Configuration Databases.</p> <p><b>Troubleshooting:</b> Remove the BlackBerry smartphone user from the original BlackBerry® Configuration Database before adding the BlackBerry device user to the new BlackBerry Configuration Database.</p>
20301	{<user>@<domain>} Unable to save configuration settings or statistics	The BlackBerry device user's configuration settings and information cannot be saved.
20315	Thread: *** No Response *** Thread Id=0xFC, Handle=0x238, WaitCount=7, SCS thread not responding, SCS - duplicate PIN check	<p>An unresponsive thread is located. For the duration of the problem, the thread cannot complete its task. The WaitCount value indicates (in 10 minute increments) how long the thread has been in this condition.</p> <p><b>Troubleshooting:</b> In situations where the WaitCount value exceeds 10, the thread is unlikely to recover on its own. In this example, the main worker thread (the SCS thread) has been assigned a warning level Event ID.</p>
20400	<pre>{&lt;user&gt;@&lt;domain&gt;} MAPIMailbox::MAPIMailbox(2) - OpenMsgStore (0x8004011d) failed, MailboxDN=/o=CONTAINER/cn=Recipients/cn=&lt;user_name&gt;, ServerDN=/o=CONTAINER/cn=Configuration/cn=Servers/cn=&lt;server_name&gt;/cn=Microsoft Private MDB.</pre>	<p>The BlackBerry device user account may not be active on the BlackBerry Enterprise Server, or the BlackBerry device user's mailbox is not accessible in the mailbox store.</p> <p><b>Troubleshooting:</b> Confirm whether the BlackBerry device user's mailbox is available and accessible.</p>

20401	<pre>{&lt;user&gt;@&lt;domain&gt;} MAPIMailbox::MAPIMailbox(2) - GetMsgStore (0x80070057) failed, MailboxDN=/O=CONTAINER/cn=Recipients/cn=&lt;user_name&gt;, ServerDN=/o=CONTAINER/cn=Configuration/cn=Servers/cn=&lt;server_name&gt;/cn=Microsoft Private MDB.</pre>	<p>The BlackBerry device user account may not be active on the BlackBerry Enterprise Server, or the BlackBerry device user's mailbox is not accessible in the mailbox store.</p> <p><b>Troubleshooting:</b> Confirm whether the BlackBerry device user's mailbox is available and accessible.</p>
20530	<pre>{&lt;user&gt;@&lt;domain&gt;} ConstructPIMFolder - Failed to open the memo folder for user (0x80040107)</pre>	<p>The BlackBerry device user account may not be active on the BlackBerry Enterprise Server, or the BlackBerry device user's mailbox is not accessible in the mailbox store.</p> <p><b>Troubleshooting:</b> Confirm whether the BlackBerry device user's mailbox is available and accessible.</p>
30000	[SRP] Connection lost	<p>The Server Routing Protocol (SRP) connection to the BlackBerry Infrastructure has been lost or stopped.</p>
30038	<pre>{0xD3} Thread: *** No Response ***</pre>	<p>Similar to entry 20315, this Event ID refers to a worker thread. This event is only assigned an information level Event ID because the condition should recover without the need to restart the BlackBerry Enterprise Server.</p> <p>If the system administrator cannot free these threads, the BlackBerry Enterprise Server services or BlackBerry Enterprise Server may need to be restarted. If either of these needs to be restarted, please see <a href="#">KB04789</a>.</p> <p>If further troubleshooting is required, please see Event 20315.</p>
30155	<pre>{0x12E} SRP connection dropped, Error=10054</pre>	<p>The SRP connection is lost. This is a minor concern as long as the connection is re-established within the acceptable limit of your organization.</p> <p>There are a number of reasons the connection may be lost and they are indicated by the Winsock error code (for example, 10054 in the sample log entry). For a list of Winsock error codes, search the <a href="#">Microsoft Help and Support</a> web site.</p>
40000	SRPClient::SendPacket: Pipe full	<p>The SRP connection is congested, usually due to a restart of the BlackBerry Enterprise Server or an interruption in the Internet connection. The BlackBerry Enterprise Server congestion should eventually clear itself.</p> <p>If the SRP connection remains congested, BlackBerry Enterprise Server services may need to be restarted or further troubleshooting may be necessary. If either of these needs to be restarted, please see <a href="#">KB04789</a>.</p>

40210	{0x234} Failed to Resolve Name in ScanGAL. user: User, Test, hResult: <8004010f>	<p>The BlackBerry Enterprise Server cannot find the BlackBerry device user's mailbox while scanning the Global Address Book. This usually occurs when the BlackBerry device user's mailbox is deleted.</p> <p><b>Troubleshooting:</b> The BlackBerry device user's account should be removed from the BlackBerry Enterprise Server, or the mailbox should be restored in Microsoft Exchange.</p>
40239	{0xA74} {<user>@<domain>} Still handled by desktop	<p>The BlackBerry device user account has been added to the BlackBerry Enterprise Server but BlackBerry® Desktop Redirector is still handling email message redirection.</p> <p><b>Troubleshooting:</b> If the BlackBerry device user should be using BlackBerry Desktop Redirector, remove the account from the BlackBerry Enterprise Server so that the mailbox is not scanned every 15 minutes.</p> <p>If the BlackBerry device user should be using the BlackBerry Enterprise Server, the BlackBerry device user must connect the BlackBerry device to the computer and generate an encryption key.</p>
50020	{0xC3} Some worker threads have been blocked for 6 health checks	<p>Some worker threads have not responded for 6 health checks (60 minutes). For more information, see Event ID 30088.</p>
50023	All worker threads of one of the pools seem to be blocked	<p>All threads assigned to a particular Microsoft Exchange Server are not responding. This may indicate a communication issue with that Microsoft Exchange Server or it may indicate more widespread problems.</p> <p><b>Troubleshooting:</b> Further investigation is required to determine the cause of the problem.</p>
50079	'<number>' user(s) failed to initialize.	<p>A number of BlackBerry device users are not initializing on the BlackBerry Enterprise Server.</p> <p><b>Troubleshooting:</b> BlackBerry device users may be added, but not activated yet. Remove inactive BlackBerry device user accounts.</p> <p><b>Note:</b> Activating several accounts at the same time may affect BlackBerry Enterprise Server performance.</p>

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