



# BlackBerry Enterprise Server for Microsoft Exchange

**Version 4.1 SP3 and 4.1 SP4**

**Critical Issue Advisory**

**SDR 162722**

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## Key issue

SDR	Description
SDR 162722	In a Microsoft® Exchange 2007 environment, in certain circumstances, updates that users make to out-of-office messages using BlackBerry® devices are not updated in Microsoft Exchange. This issue occurs when users update out-of-office messages from multiple clients.

## Impact

Users send outdated out-of-office messages from Microsoft® Outlook® and Microsoft Outlook Web Access.

## Probability of occurrence

The probability of occurrence is low.

## Monitoring the issue

Instruct BlackBerry device users to check that the correct out-of-office messages are being sent and ensure the correct text is set in Microsoft Outlook or Microsoft Outlook Web Access.

## Recommendations

Instruct BlackBerry device users to set their out-of-office messages from one client only. If users notice that the out-of-office message is not being updated properly, instruct users to set or update the message from Microsoft Outlook or Microsoft Outlook Web Access.

Upgrade to BlackBerry® Enterprise Server version 4.1 SP5 MR1 once it is available.

## Resolution

This issue will be resolved in a future release of BlackBerry Enterprise Server.

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