



BlackBerry Web Desktop Manager for Microsoft Exchange

Version 1.0.0 Bundle 30

Known Issues

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Related resources

Guide	Information
<i>BlackBerry Web Desktop Manager Installation and Administration Guide</i>	<ul style="list-style-type: none"> • system requirements • installation instructions • BlackBerry® Web Desktop Manager setup instructions
<i>BlackBerry Web Desktop Manager User Guide</i>	<ul style="list-style-type: none"> • End user client documentation

Product information

BlackBerry Web Desktop Manager is a web-based version of the BlackBerry® Desktop Manager. It enables users to manage and configure their BlackBerry® devices to receive messages, in addition to performing a variety of maintenance related tasks (for example, backup and restore, define email settings, and load new applications).

However, unlike BlackBerry Desktop Manager, the BlackBerry Web Desktop Manager is specifically designed to address the needs of Enterprise and Small Business organizations that would like to reduce their Total Cost of Ownership (TCO) by providing end-user self service options, without having to deploy and install client-based BlackBerry Desktop Manager software on every end-user's workstation.

You can customize the end user experience with an interface that reflects the corporate environment in which the BlackBerry Web Desktop Manager is being deployed. Customization includes font colors and a header logo.

An Advanced Feature tab provides end users of Microsoft® Exchange, IBM® Lotus® Domino®, or Novell® GroupWise®, with additional information and functionality related to their BlackBerry device. These include service statistics, message status (forwarded, sent, pending, expired, filtered), last contact time, and last message sent or received. Users will also be able to set wireless activation passwords.

System requirement for email setting management

If you want to allow users to manage email filters, message redirection, and signatures in the BlackBerry Web Desktop Manager, you must have the BlackBerry® Enterprise Server Version 4.1 or later installed in your environment. The Email settings tab is not available in the BlackBerry Web Desktop Manager if you use BlackBerry Enterprise Server Version 4.0.x.

System requirements for user computers

To use the BlackBerry Web Desktop Manager, users must have Microsoft® Internet Explorer® Version 5.5 or later and one of the following operating systems installed on their computers:

- Microsoft® Windows® 2000 Professional SP4 or later
- Microsoft Windows XP Professional

Differences between BlackBerry Desktop Manager and BlackBerry Web Desktop Manager

Feature	BlackBerry Desktop Manager	BlackBerry Web Desktop Manager
Client operating system	Supports Microsoft® Windows Vista™	Microsoft Windows Vista is not supported
	Supports 64-bit systems	64-bit systems are not supported
Supported BlackBerry devices and BlackBerry Device Software versions	Supports all BlackBerry devices and BlackBerry® Device Software versions	Supports Java® devices that run BlackBerry Device Software Version 4.0.0 or later.
	The BlackBerry® Desktop Manager saves all backup files	Users cannot save back up files if you set an IT policy rule in the Web Desktop Manager config file to prevent this action.

BlackBerry Web Desktop Manager

Feature	BlackBerry Desktop Manager	BlackBerry Web Desktop Manager
application loader tool	Users install the BlackBerry Device Software on their computers, and run the application loader tool in the BlackBerry Desktop Manager	You install the BlackBerry Device Software on a shared network drive, and then users run the application loader tool in the BlackBerry Web Desktop Manager to install the BlackBerry Device Software
	The BlackBerry Desktop Manager notifies users when new BlackBerry Device Software is available on their computers	The BlackBerry Web Desktop Manager only notifies users when new BlackBerry Device Software is available if the Force Load Count IT policy is implemented.
Switching BlackBerry devices	Users can switch from a Palm® or Windows Mobile® device to a BlackBerry device Users can start the Switch Device Wizard by double-clicking the Switch Device Wizard icon in the BlackBerry Desktop Manager	Users can only switch from one BlackBerry device to another BlackBerry device Users can start the Switch Device Wizard by connecting a BlackBerry device to their computer that their BlackBerry services are not associated with.
media manager tool	Available	Not available
Connection settings	User must direct the BlackBerry Desktop Manager to the BlackBerry device Users can connect to one device at a time Users can choose to automatically switch from a Bluetooth® connection to a USB connection when a USB connection is available.	BlackBerry Web Desktop Manager connects to all connected BlackBerry devices Users can connect to more than one device at a time The switch from a Bluetooth connection to a USB connection occurs automatically
Profile settings	Available	Not available
IBM® Lotus Notes® Native encryption	Available	Not available
Account statistics	Users can view Microsoft Exchange account statistics in the BlackBerry® Desktop Redirector Users can clear BlackBerry device statistics in the BlackBerry Desktop Redirector Users can purge pending messages in the BlackBerry Desktop Redirector	Users can view statistics for Microsoft Exchange, IBM Lotus Domino, or Novell GroupWise in the BlackBerry Web Desktop Manager Users cannot clear statistics Users cannot purge pending messages in the BlackBerry Web Desktop Manager
BlackBerry Desktop Redirector	Available	Not available
Connected to the desktop	Users can turn off message redirection when the BlackBerry device is connected to their computer	Not available
Certificate synchronization	Available	Not available
email settings tool	The email settings tool is available.	The Email Settings tab does not appear if you are using the BlackBerry Web Desktop Manager with BlackBerry Enterprise Server Version 4.0.x.
Email Settings - Filters	Users can import data for a new filter from a Global Address List Some default email message filters are included.	Users cannot import data for a new filter from a Global Address List Not available
Email Settings - Security	Users generate encryption keys	Users are not required to generate encryption keys
Email Settings - Advanced options	The following advanced options are available: Override email address, Message Service Display Name, Profile Settings, Notes Native Encryption, Folder Redirection	Not available
Modem	If the BlackBerry Desktop Manager or BlackBerry® Device Manager is running on a user's computer, the BlackBerry device can be used as a modem. BlackBerry Desktop Manager installs the required serial drivers.	The BlackBerry device cannot be used as a modem.
Serial synchronization of organizer data, email, add-ins, and date and time	Available	Not available

Feature	BlackBerry Desktop Manager	BlackBerry Web Desktop Manager
Starting BlackBerry Device Manager	Users can start the BlackBerry Device Manager using the shortcut in the Start menu	Users must log in, or set the BlackBerry Device Manager to start automatically.
BlackBerry device user guide	Users can access the user guide for their BlackBerry device from the BlackBerry Desktop Manager Help menu.	Not available
Navigation	Users do not need to save updated data in a tab before leaving the tab.	User must click Save before leaving a tab, or the updated data is lost.

Known issues

BlackBerry Web Desktop Manager installation and administration

Application loader tool	
SDR 120804	<p>If you assign a software configuration to users in the BlackBerry Manager, the BlackBerry Web Desktop Manager does not notify users when new BlackBerry Device Software or applications are available to be installed.</p> <p>Workaround: To prompt users to update their BlackBerry devices when new BlackBerry Device Software or applications are available, set the Force Load Count IT policy value to 0 or greater.</p>
SDR 123964	<p>If no device software share location has been specified for the user - either through an assigned software configuration or a setting in the Web Desktop server config file - the application loader will run in 'local' mode. In this mode, the loader tool will look for software on the user's machine, and the Add button will be enabled.</p>
Authentication and authorization	
SDR 125293	<p>If you delete a BlackBerry Web Desktop Manager user account from your BlackBerry Enterprise Server and then add that user account to the BlackBerry Enterprise Server again, if that user previously logged in to the BlackBerry Web Desktop Manager, the user's login attempt fails once when the user types the correct login credentials.</p> <p>Workaround: After receiving the "The User Name, Password, or Domain is incorrect. Please re-enter" message once, users must type their login credentials a second time to log in to the BlackBerry Web Desktop Manager successfully.</p>
BlackBerry Administration Service tools	
SDR 122228	<p>When you run the basConfig.bat script to customize the BlackBerry Web Desktop Manager UI or change the BlackBerry® Administration Service settings, if you use the incorrect syntax or type an incorrect character, a "java.lang.ArrayIndexOutOfBoundsException" stack trace error appears in the command prompt window. This error does not affect BlackBerry Web Desktop Manager or BlackBerry Administration Service functionality.</p>
Client installation	
SDR 123899	<p>If you use Microsoft Windows Group Policy to install the RIMWebComponents.msi file on to user computers, RIMWebComponents-Install.log files are not created on user computers.</p>
IT policy	
SDR 127577	<p>If you set the WirelineActivationPolicy IT policy rule to WIRELINE_ACTIVATE_UNUSED_PIN_ONLY, users are prompted to switch their BlackBerry devices when they connect a BlackBerry device that another user has already activated to a computer.</p>
SDR 129388	<p>If you set the Force Load Count IT policy to a positive value in the BlackBerry Manager, when a user closes the application loader tool wizard, the application loader tool sets the number of deferrals to 0 automatically. Note this issue only occurs if the user started the application loader tool from the Device Software tab.</p>
SDR 129732	<p>If you include an accented character (for example, â) in the Force Load Message IT policy, users are not forced to update their BlackBerry Device Software when the number of deferrals is 0.</p>
SDR 128492	<p>If you turn on the Force Load Count and Force Load Message IT policies, the Force Load Message text appears in the BlackBerry Web Desktop Manager only when the number of deferrals is 0.</p>
SDR 129777	<p>If you set the Force Load Count IT policy to 0 or greater, after the forced load, the user's serial BlackBerry device is not automatically activated. BlackBerry devices also do not receive service books correctly.</p> <p>Workaround: After updating their BlackBerry devices, in the BlackBerry Web Desktop Manager, users must resend service books to their BlackBerry devices.</p>
SDR 144700	<p>New users are unable to login to BlackBerry Web Desktop Manager if an IT Policy exists whereby 'Auto Backup Exclude Sync' is set to True and 'Auto Backup Include All' IT Policy is not set. Unless the user has logged in prior to this policy being set, the login fails and an error is displayed.</p>
SDR 144691	<p>New users are unable to login to BlackBerry Web Desktop Manager if an IT Policy exists whereby 'Auto Backup Exclude Messages' is set to True and 'Auto Backup Include All' IT Policy is not set. Unless the user has logged in prior to this policy being set, the login fails and an error is displayed.</p>

BlackBerry Web Desktop Manager client application

Application loader tool	
SDR125219	If the installation of applications using the Application Loader tool requires longer than 75 minutes, the BlackBerry Web Desktop Manager session will time out and the user will need to log in again at the end of the installation process. Their device will not be activated.
Browser	
SDR 119592, SDR 123580, SDR 123580, SDR 121315, SDR 127567, SDR 127572, SDR 127578, SDR 126411	If the user presses the F5 key, clicks the Refresh button or presses the Back button in the Internet browser that hosts the BlackBerry Web Desktop Manager, they might experience unexpected results such as the appearance of error messages, redirection to other tabs, duplicate records, device connection issues, or loss of data.
SDR 144691	Users are unable to browse to BlackBerry Web Desktop Manager if the server on which BAS is installed also has the World Wide Web Publishing Service installed. This service prevents the BAS-AS service from binding with port 443, resulting in the browser error "Cannot find server - The Page cannot be displayed". Workaround: Stop the World Wide Web Publishing Service and then restart the BAS-AS service so that it can bind with port 443.
Client installation	
SDR 123458	If the user attempts to install BlackBerry Web Desktop Manager ActiveX components on their computer, they might be prompted to restart their computer at the end of the installation process.
SDR 118181	The installation of the BlackBerry Device Communications Components that happens when the user logs in to the BlackBerry Web Desktop Manager for the first time can become unresponsive if the user's BlackBerry device is connected to their computer during the installation process.
SDR 124848	The user is not informed that they require system administrator permissions to install the BlackBerry Web Desktop Manager Microsoft® ActiveX® components on their computer. The components are not installed. Workaround: Create a Group Policy Object to install BlackBerry Web Desktop Manager Microsoft ActiveX components on user computers. For more information, see Installing the BlackBerry Web Desktop Manager client components on user computers in the <i>BlackBerry Web Desktop Manager Installation and Administration Guide</i> .