



# BlackBerry Desktop Software

Version 4.0 Service Pack 1 (4.0.1.10 - Bundle 16)

## Release Notes

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## Product information

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

## New in this release

- The Application Loader has been updated for use with the Application Loader remote feature. This feature enables basic provisioning of handhelds (service books and encryption keys, for example) for BlackBerry Enterprise Server™ version 4.0 for Microsoft® Exchange and BlackBerry Enterprise Server version 4.0 for IBM® Lotus® Domino® users. This update avoids the current requirement to perform a Wireless Enterprise Activation after using Application Loader remotely and offers a more seamless and scalable "No Desktop" upgrade solution.
- The Intellisync Corporation™ SDK (version 5.3.4) has been updated. This update includes PIM (personal information management) support for Novell® Groupwise® version 6.5. Support for IBM Lotus Notes® version 4.5/4.6, Novell Groupwise version 5.5, Microsoft Schedule+® version 7.5 and Microsoft Schedule+ Default has been discontinued.
- Handheld USB driver (version 1.3.0) has been updated.

## Fixed issues

This section lists fixed issues for BlackBerry Desktop Software in version 4.0 Service Pack 1.

SDR 5540	Previously, Intellisync might have failed to synchronize correctly if the user's login name contained accented characters.
SDR 19480	Previously, if you were using Microsoft Outlook® and you changed your desktop software to synchronize with a public folder only (not the default local folder), when you synchronized your desktop and handheld the desktop software stopped responding and closed.
SDR 25236	Previously, installing the desktop software to a directory with a name that contained accented characters prevented Intellisync personal information management (PIM) synchronization.
SDR 25403, SDR 27991	Previously, the synchronization of task categories between IBM Lotus Notes and the handheld was not supported.
SDR 27607	Previously, if you upgraded the desktop software from version 3.6.2 to version 4.0, the Home address fields in the address book did not map to the Home address street fields as expected.
SDR 30390, SDR 16747	Previously, Intellisync might have failed to synchronize if a mailserver's name featured accented characters.
SDR 37928	Previously, if you were using Microsoft Outlook, and you deleted a contact's email address field and then you synchronized with the handheld, the email address on the handheld failed to clear.
SDR 46583	Previously, the desktop software did not update the encryption key properly during manual key generation, which caused decryption errors when sending email from the handheld to the BlackBerry Enterprise Server.

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SDR 50647 Previously, if a security certificate encoded with UTF-8 format attributes in the Issuer or Subject DNs (Distinguished Names) were downloaded to the handheld, certificate chains could not be built properly for these certificates, causing them to be rejected.

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## Known issues

This section lists known issues for BlackBerry Desktop Software version 4.0 Service Pack 1.

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SDR 26614 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.

**Impact:** Handheld applications are mapped to Lotus Notes 5.0/6.0 instead of Lotus Organizer 6.0.

**Workaround:** 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.

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SDR 42224 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.

**Impact:** Reminders with an interval of less than a day appear blank in Lotus Notes.

**Workaround:** Correct the task reminders in Notes manually.

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SDR 49839 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.

**Impact:** 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.

**Workaround:** Re-enter MemoPad translation settings manually after upgrade.

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SDR 50099 In some cases, desktop software install files might fail to register.

**Impact:** Installation will not succeed until dependent files are downloaded.

**Workaround:** See knowledge base article KB-03928 in the Public Technical Knowledge Center at [http://www.blackberry.com/knowledgecenterpublic/lisapi.dll/fetch/2000/8021/7919/8125/Support\\_-\\_Error\\_1904\\_appears\\_during\\_installation\\_of\\_Desktop\\_Software\\_4.0\\_Service\\_Pack\\_1?nodeid=832175&vernum=1](http://www.blackberry.com/knowledgecenterpublic/lisapi.dll/fetch/2000/8021/7919/8125/Support_-_Error_1904_appears_during_installation_of_Desktop_Software_4.0_Service_Pack_1?nodeid=832175&vernum=1) for more details.

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SDR 51953 When upgrading from version 4.0 of the desktop software to version 4.0.1 of the desktop software, the RIM Virtual Serial COM port is removed.

**Impact:** The IP modem will not function without a RIM Virtual Serial COM port.

**Workaround:** After installing version 4.0.1, 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 [http://www.blackberry.com/knowledgecenterpublic/lisapi.dll/fetch/2000/8021/7919/8125/Support\\_-\\_RIM\\_Virtual\\_Serial\\_COM\\_port\\_is\\_removed\\_from\\_Device\\_Manager.html?nodeid=973905&vernum=1](http://www.blackberry.com/knowledgecenterpublic/lisapi.dll/fetch/2000/8021/7919/8125/Support_-_RIM_Virtual_Serial_COM_port_is_removed_from_Device_Manager.html?nodeid=973905&vernum=1) for more details.

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SDR 56205 When a Windows IT policy longer than 1024 bytes is applied to the desktop software, the desktop software will crash when the handheld is cradled.

**Impact:** Desktop software crashes.

**Workaround:** None

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SDR 56298 The desktop software version 4.0.1 installation process fails to install the Standard Modem device.

**Impact:** The IP modem will not function without the Standard Modem device.

**Workaround:** Install the Standard Modem device manually after installing version 4.0.1 of the desktop software:

1. On the Windows taskbar, click **Start → Settings → Control Panel → Phone and Modem Options**.
2. Click on the **Modems** tab.
3. Click **Add**.
4. Select **Don't detect my modem, I will select it from a list**.
5. Click **Next**.
6. Select one of the 56000 bps modems from the **Models** list.
7. Click **Next**.
8. Select **Selected ports**.
9. Select the COM port where the RIM Virtual Serial COM Port is installed. This is usually COM3.
10. Click **Next**.
11. When the modem has finished installing, click **Finish**.

See knowledge base article KB-04129 in the Public Technical Knowledge Center at [http://www.blackberry.com/knowledgecenterpublic/lisapi.dll/fetch/2000/8021/7919/8125/Known\\_Issue\\_S\\_-\\_Standard\\_Modem\\_device\\_not\\_installed\\_during\\_desktop\\_software\\_4.0.1\\_installation?nodeid=974096&vernum=1](http://www.blackberry.com/knowledgecenterpublic/lisapi.dll/fetch/2000/8021/7919/8125/Known_Issue_S_-_Standard_Modem_device_not_installed_during_desktop_software_4.0.1_installation?nodeid=974096&vernum=1) for more 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/fetch/2000/8021/7919/8125/Support\\_-\\_Standard\\_modem\\_driver\\_does\\_not\\_appear\\_in\\_Device\\_Manager.html?nodeid=831845&vernum=0](http://www.blackberry.com/knowledgecenterpublic/livelink.exe/fetch/2000/8021/7919/8125/Support_-_Standard_modem_driver_does_not_appear_in_Device_Manager.html?nodeid=831845&vernum=0) for more details.

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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 Text File Importer/Exporter
- Novell GroupWise 6.0.1/6.5 (not available to non latin 1 languages)
- IBM Lotus Notes 5.0.6 or later/6.0/6.5
- IBM Lotus Organizer 5.0/6.0 (not available to non latin 1 languages)
- Microsoft Outlook 97/98/2000/2002/2003/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.

## 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

1. On the taskbar, click **Start**.
2. Click **Programs > BlackBerry > Desktop Manager**.
3. On the **Help** menu, click **About Desktop Manager**.
4. 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.
5. 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> .



**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.