



BlackBerry Enterprise Server for Microsoft Exchange

Version 4.1 Service Pack 6

Release Notes

Note

This document is provided for informational purposes only, and does not constitute a binding legal document unless specifically incorporated by reference into a binding legal agreement between you and Research In Motion (RIM). In the event that you enter into a binding legal agreement with RIM, all provisions contained in such binding legal agreement shall apply, regardless of whether such provisions conflict with information contained herein.

©2008 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType® and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used as trademarks in the U.S., Canada, and countries around the world.

IBM and Sametime are trademarks of International Business Machines Corporation. Microsoft, Outlook, Exchange, SQL Server, Active Directory, and Windows are trademarks of Microsoft Corporation. VMware is a registered trademark of VMware. Java is a trademark of Sun Microsystems, Inc. Wi-Fi is a trademark of the Wi-Fi Alliance. All other brands, product names, company names, trademarks and service marks are the properties of their respective owners.

The BlackBerry smartphone and other devices and/or associated software are protected by copyright, international treaties, and various patents, including one or more of the following U.S. patents: 6,278,442; 6,271,605; 6,219,694; 6,075,470; 6,073,318; D445,428; D433,460; D416,256. Other patents are registered or pending in the U.S. and in various countries around the world. Visit www.rim.com/patents for a list of RIM (as hereinafter defined) patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at www.blackberry.com/go/docs is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS

AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Installation or use of Third Party Products and Services with RIM's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Certain features outlined in this documentation require a minimum version of BlackBerry Enterprise Server Software, BlackBerry Desktop Software, and/or BlackBerry Device Software and may require additional development or Third Party Products and Services for access to corporate applications.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>) and/or licensed pursuant to Apache License, Version 2.0 (<http://www.apache.org/licenses/>). For more information, see the NOTICE.txt file included with the software. Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

Document ID: 19612966

Last modified: 10 July 2008

Related resources

Guide	Information
<i>BlackBerry Enterprise Server Installation Guide</i>	<ul style="list-style-type: none"> • system requirements • installation instructions
<i>BlackBerry Enterprise Server Upgrade Guide</i>	<ul style="list-style-type: none"> • system requirements • upgrade instructions
<i>BlackBerry Enterprise Server Feature and Technical Overview</i>	<ul style="list-style-type: none"> • BlackBerry® Enterprise Server features • system architecture • data and process flows
<i>BlackBerry Enterprise Server Administration Guide</i>	<ul style="list-style-type: none"> • system setup and management • BlackBerry device implementation instructions

Visit www.blackberry.com/go/serverdocs for more product documentation.

Product information

Research In Motion (RIM) plans to discontinue support for the “You were BCC’d” portion of messages as of BlackBerry Enterprise Server version 5.0 (SDR 79671).

RIM certifies that the BlackBerry Enterprise Server operates on VMware® ESX Server version 3.0.1. As with any deployment of the BlackBerry Enterprise Server, consider taking baseline measurements of performance after you install the BlackBerry Enterprise Server, and then add users in stages to the server. In a VMware environment, other virtual machines might be running on that server, which might impact how many users the BlackBerry Enterprise Server can support. See the *BlackBerry Enterprise Server Version 4.1 Performance Benchmarking* guide for more information about performance measurements.

RIM has deemphasized support for BlackBerry® Instant Messaging for Microsoft® Office Live Communications Server 2005 for Windows® Messenger users. RIM does not plan to release new versions of the BlackBerry Instant Messaging Connector and collaboration client for Windows Messenger. BlackBerry Enterprise Server version 4.1 SP5 and later maintenance releases will continue to include the connector that is compatible with the last release of the device client only (version 1.1.0.28). The connector will not be included in BlackBerry Enterprise Server version 5.0 or later.

Functional changes

Feature	Description
Rich content email messages	<p>BlackBerry Enterprise Server version 4.1 SP6 supports HTML and rich-content email messages for BlackBerry devices running BlackBerry® Device Software version 4.5 or later. This feature is turned on by default.</p> <p>For more information about the impact of supporting HTML and rich-content email messages on system resources, visit www.blackberry.com/go/serverdocs to see the <i>Impact of supporting HTML and rich-content email messages</i> document.</p> <p>The BlackBerry Enterprise Server and its components support HTML email and rich-content email in a Japanese environment with the following options selected in the regional and language settings of the computer: Install files for complex script and right-to-left languages, and Install files for East Asian languages.</p>
Changes to the BlackBerry Configuration Database schema	BlackBerry Enterprise Server version 4.1 SP6 contains changes to the BlackBerry Configuration Database schema. The changes occur in the upgrade file that is named UpgradeV20080410.sql.
Support for Microsoft® Office Communications Server 2007	The BlackBerry Collaboration Service supports the Microsoft Office Communications Server 2007. BlackBerry Enterprise Server version 4.1 SP6 supports a new collaboration client for use with this instant messaging server: the BlackBerry® Client for use with Microsoft Office Communications Server 2007.
Support for IBM® Lotus® Sametime® version 8.0	The BlackBerry Collaboration Service supports IBM Lotus Sametime version 8.0.

Feature	Description
New naming conventions for the collaboration clients	<p>In previous versions of the BlackBerry Enterprise Server documentation, the BlackBerry Applications used for instant messaging were referred to collectively as enterprise instant messaging applications. BlackBerry Applications used for instant messaging are now referred to collectively as collaboration clients.</p> <p>The collaboration client that was previously named BlackBerry® Instant Messaging for Microsoft® Office Live Communications Server 2005 is now named the BlackBerry® Client for use with Microsoft® Office Live Communications Server 2005.</p> <p>The collaboration client that was previously named BlackBerry® Instant Messaging for IBM® Lotus® Sametime® is now named the BlackBerry® Client for IBM® Lotus® Sametime®.</p> <p>The collaboration client that was previously named BlackBerry® Instant Messaging for Novell® GroupWise® Messenger is now named the BlackBerry® Client for Novell® GroupWise® Messenger.</p>
Connecting the BlackBerry Collaboration Service to a remote BlackBerry Attachment Service to support file transfer for the BlackBerry Client for IBM Lotus Sametime	<p>Users can use the BlackBerry Client for IBM Lotus Sametime to send files to the contacts in their contact lists. To optimize files for viewing on BlackBerry devices, the BlackBerry Collaboration Service must be able to connect to the BlackBerry Attachment Service.</p> <p>If you have not installed the BlackBerry Attachment Service on the same computer as the BlackBerry Collaboration Service, you must connect the BlackBerry Collaboration Service to the remote BlackBerry Attachment Service.</p> <p>For more information, see the <i>BlackBerry Enterprise Server Installation Guide</i>.</p>
BlackBerry® Calendar Synchronization Tool	<p>You can run the BlackBerry Calendar Synchronization Tool on a BlackBerry Enterprise Server to find and correct differences between the calendar entries on users' BlackBerry devices and the calendar entries on users' computers. You can specify the recurring day and time the tool runs at, how many days in advance of the current date the tool checks users' calendars for synchronization errors, and whether the tool checks calendar entries for all users, the users on a particular messaging server, or a specific user.</p> <p>By default, the BlackBerry Calendar Synchronization Tool writes information about calendar synchronization errors to the BlackBerry Messaging Agent log file. You can configure the tool to automatically correct the calendar synchronization errors that it finds.</p> <p>The BlackBerry Calendar Synchronization Tool (TraitTool.exe) is located in the Tools directory on the BlackBerry Enterprise Server installation media.</p> <p>The BlackBerry Calendar Synchronization Tool is not supported in Japanese environments.</p> <p>For more information about the BlackBerry Calendar Synchronization Tool, visit www.blackberry.com/go/serverdocs to see the <i>BlackBerry Calendar Synchronization Tool</i> documentation.</p>
Control value-added applications provided by RIM	<p>You can use new and existing IT policy rules to control value-added applications provided by RIM. For more information on new IT policy rules, see the <i>Policy Reference Guide</i>.</p>
Improvements to the reconciliation of permanently deleted messages	<p>BlackBerry Enterprise Server version 4.1 and later support the reconciliation of permanently deleted messages from Microsoft® Outlook®. If users permanently delete messages in Microsoft Outlook (using SHIFT + DELETE) or archive messages in personal folders, the messages are removed from the users' BlackBerry devices. BlackBerry Enterprise Server version 4.1 SP6 features improvements to the reconciliation of permanently deleted messages.</p> <p>This feature uses a message state database that is stored in the memory of the BlackBerry Messaging Agent. The message state database is used to associate messages on your organization's messaging server with messages on the BlackBerry devices of users in your organization. In previous releases of the BlackBerry Enterprise Server, the size of the message state database determined how many permanently deleted messages could be reconciled for each user.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, the BlackBerry Messaging Agent uses recurring message scans to detect permanently deleted messages on the messaging server and remove them from the users' BlackBerry devices. The size of the message state database no longer limits how many permanently deleted messages the BlackBerry Messaging Agent can reconcile for each user.</p> <p>By default, reconciliation for permanently deleted messages is turned off on the BlackBerry Enterprise Server. You can turn on this feature using the BlackBerry Manager.</p> <p>When reconciliation for permanently deleted messages is turned on, the BlackBerry Messaging Agent uses approximately $64 \times n$ bytes of additional memory for each user on the computer that hosts the BlackBerry Messaging Agent, where n represents the number of records in the message state database. For example, if an organization's environment has 2000 users and 100 records in the message state database, the computer that hosts the BlackBerry Messaging Agent uses 12.2 MB of additional memory.</p>

Feature	Description
New naming conventions for the BlackBerry Mobile Data System (MDS) and related software	<p>The component of the BlackBerry Enterprise Server that was previously referred to as the BlackBerry MDS Services is now referred to as the BlackBerry MDS Integration Service. The term BlackBerry MDS Services now refers collectively to the BlackBerry MDS Integration Service and the BlackBerry MDS Connection Service.</p> <p>BlackBerry® MDS Studio Applications are now named BlackBerry® MDS Runtime Applications. Java® applications that are developed for and used on BlackBerry devices are now named BlackBerry® Java Applications. Browser applications that are developed for and used on BlackBerry devices are now named BlackBerry® Browser Applications. The term BlackBerry Application refers collectively to BlackBerry MDS Runtime Applications, BlackBerry Java Applications, and BlackBerry Browser Applications.</p> <p>The BlackBerry Manager and the BlackBerry Enterprise Server documentation reflect these new naming conventions.</p>
Configure the minimum number of characters that a contact list lookup performs a query on (SDR 170465)	<ol style="list-style-type: none"> In HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Agents, create a DWORD value that is named ADLMinLength. Double-click the new DWORD value. In the Value data field, type the minimum number of characters that you want the contact list lookup to perform a query on. <p>The default value is 2 characters.</p>
Product documentation	For current documentation, visit www.blackberry.com/go/serverdocs . In BlackBerry Enterprise Server Version 4.1 SP4 and later, Research In Motion has discontinued the distribution of documentation on the product CD.

Fixed issues

Key issues	
SDR 175195	<p>In BlackBerry Enterprise Server version 4.1 SP3 and later, if you moved users from one BlackBerry Enterprise Server to another BlackBerry Enterprise Server, users' BlackBerry devices might have received incorrect service books. As a result, users might not have been able to send messages from their BlackBerry devices.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 170850	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if you applied the SQL script for Daylight Saving Time (DST) to your BlackBerry Domain, when a timezone change occurred only one of the BlackBerry Enterprise Servers in your BlackBerry Domain might have processed it.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 167934	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if a large number of security certificates were stored in the mailbox on a user's computer (for example, over 6 MB of certificates), when the security certificates were synchronized to the user's BlackBerry device using the BlackBerry® Desktop Manager, the user account might not have started on the BlackBerry Enterprise Server after the daily restart.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 166976	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if you applied a software configuration to users that contained multiple .cod files for an application for different versions of BlackBerry® Device Software and a single .alx file for that application, some BlackBerry devices might have received the .cod file that was not compatible with the version of BlackBerry Device Software used by the BlackBerry devices.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>

BlackBerry Attachment Service

SDR 174394	<p>In the previous versions of the BlackBerry Enterprise Server, if a user attached a UTF-8 encoded .txt file with Unicode characters to an email message, recipients received a "Document is empty" error when they tried to open the message attachment.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
------------	--

BlackBerry Client for IBM Lotus Sametime version 2.1.10

SDR 132210	<p>In previous versions of the collaboration client, users could not delete a personal group from their contact lists without first deleting the individual members of the group.</p> <p>In the BlackBerry Client for IBM Lotus Sametime version 2.1.10, this issue is resolved.</p>
SDR 75641	<p>In previous versions of the collaboration client, when a user opened a conversation with a contact, then invited more contacts to join the conversation, an invitation was sent to all contacts. If a contact on a different BlackBerry Enterprise Server refused the invitation, the user was unable to invite the contact to join the conversation again.</p> <p>In the BlackBerry Client for IBM Lotus Sametime version 2.1.10, this issue is resolved.</p>

BlackBerry Client for use with Microsoft Office Live Communications Server 2005 version 2.1.10

SDR 132210 In previous versions of the collaboration client, users could not delete a personal group from their contact lists without first deleting the individual members of the group.
In the BlackBerry Client for use with Microsoft Office Live Communications Server 2005 version 2.1.10, this issue is resolved.

BlackBerry Client for Novell GroupWise Messenger version 2.1.10

SDR 151305 In previous versions of the collaboration client, if a user changed their status to "Appear offline" while in a conversation, the conversation window remained open, but the user could not send messages. If the user changed their status back to "Online", the user could not be invited into the same conversation again.
In the BlackBerry Client for Novell GroupWise Messenger version 2.1.10, this issue is resolved.

SDR 132210 In previous versions of the collaboration client, users could not delete a personal group from their contact lists without first deleting the individual members of the group.
In the BlackBerry Client for Novell GroupWise Messenger version 2.1.10, this issue is resolved.

SDR 75641 In previous versions of the collaboration client, when a user used the collaboration client to open a conversation with a contact, then invited more contacts to join the conversation, an invitation was sent to all contacts. If a contact on a different BlackBerry Enterprise Server refused the invitation, the user was unable to invite the contact to join the conversation again.
In the BlackBerry Client for Novell GroupWise Messenger version 2.1.10, this issue is resolved.

BlackBerry Configuration Database

SDR 173385 In BlackBerry Enterprise Server version 4.1 SP4 and later, the BlackBerry database notification system might have caused memory fragmentation in the Microsoft® SQL Server®.
In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

SDR 171648 In BlackBerry Enterprise Server version 4.1 SP4 and later, if you installed the BlackBerry database notification system and cleared the statistics for one or more users, the BlackBerry database notification system might have caused recomputations on the Microsoft SQL Server, resulting in high CPU usage.
In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

SDR 158538 In BlackBerry Enterprise Server version 4.1 SP4 and later, if you viewed the information for the BlackBerry Configuration Database using your database management console, no information was available for the MDSdailyStat, MDShourlyStat, and MDSmonthlyStat views.
In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

SDR 158473 In BlackBerry Enterprise Server version 4.1 SP4 and later, if Microsoft SQL Server 2005 Express Edition was installed on the computer that hosted the BlackBerry Enterprise Server, the BlackBerry Enterprise Server services that were dependent on the BlackBerry Configuration Database, including the BlackBerry Dispatcher, the BlackBerry Synchronization Service, and the BlackBerry Policy Service, might have stopped responding or might not have started successfully if you restarted Microsoft® Windows®.
In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

BlackBerry Configuration Panel

SDR 158898 In BlackBerry Enterprise Server version 4.1 SP5, after you installed the BlackBerry Enterprise Server, on the OTA WIFI Activation tab in the BlackBerry Configuration Panel, you could not set an SMTP server port number lower than 1024. You could set an SMTP server port number lower than 1024 during the initial setup program.
In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

BlackBerry Controller

SDR 165274 In BlackBerry Enterprise Server version 4.1 SP3 and later, the BlackBerry Controller did not detect when the timer thread of the BlackBerry Messaging Agent stopped responding. As a result, the BlackBerry Controller did not restart the BlackBerry Messaging Agent when the timer thread stopped responding.
In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

SDR 137576 In BlackBerry Enterprise Server version 4.1 SP3 and later, the BlackBerry Controller did not restart the BlackBerry Messaging Agent after 2 missed heartbeats.
In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

BlackBerry Dispatcher

SDR 158479 In BlackBerry Enterprise Server version 4.1 SP3 and later, if users were outside of a wireless coverage area and then entered a wireless coverage area when there was not an SRP connection, the BlackBerry Dispatcher did not communicate the users' updated coverage status successfully to the BlackBerry Messaging Agent. As a result, the BlackBerry Messaging Agent did not send messages to BlackBerry devices that it considered to be out of coverage.
In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

BlackBerry Manager	
SDR 174527	In BlackBerry Enterprise Server version 4.1 SP5, if you viewed the amount of available memory for a user's BlackBerry device, the amount of free memory displayed in KB instead of the correct value in MB. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 164610	In BlackBerry Enterprise Server version 4.1 SP4 and later, if you added a BlackBerry® 8707 smartphone to the BlackBerry Enterprise Server, in the BlackBerry Manager, the network type for this device type displayed as "7" instead of the correct value of "3G". In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 160762	In BlackBerry Enterprise Server version 4.1 SP4 and later, certain group names had the word "user group" appended while other group names did not. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 159030	In BlackBerry Enterprise Server version 4.1 SP4 and later, if you created two URL patterns with the same URL and different service names (for example, HTTP for the first and HTTPS for the second), and allowed one URL pattern and denied the other URL pattern in the same URL pattern rule, a database error message displayed. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 159004	In BlackBerry Enterprise Server version 4.1 SP4 and later, if you tried to search for a user using the BlackBerry Manager, the user information was not always displayed correctly in the preview window in the BlackBerry Manager. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 158101	In BlackBerry Enterprise Server version 4.1 SP4 and later, if a user's last name contained an apostrophe, you were not able to search for that user using the BlackBerry Manager. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 152729	In BlackBerry Enterprise Server version 4.1 SP4 and later, the description for Certificate Summary Data in the Global PIM Sync section of the BlackBerry Manager was incorrect. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 146174	In previous versions of the BlackBerry Enterprise Server, if you cleared the PIN range of the Enterprise Service Policy, older BlackBerry devices in your organization might have had to activate over the wireless network again. In BlackBerry Enterprise Server version 4.1 SP6, the BlackBerry Manager displays a warning message if you try to remove the PIN range of the Enterprise Service Policy.
SDR 145678	In BlackBerry Enterprise Server version 4.1 SP4 and later, if you allowed a user to override the Enterprise Service Policy, the field for this setting was blank in the BlackBerry Manager. The override setting was successfully applied to the user. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 142119	In BlackBerry Enterprise Server version 4.1 SP3 and later, if you sorted users using the BlackBerry Device Model column, the users might not have been sorted correctly. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 138326	In BlackBerry Enterprise Server version 4.1 SP4 and later, in the All Users view in the BlackBerry Manager, if you tried to sort users using the phone number column or the serial number column, the BlackBerry Manager was not able to sort the users correctly if either column contained a blank record. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 91947	In previous versions of the BlackBerry Enterprise Server, if you turned off message forwarding for a specific user from the BlackBerry Manager, this setting might not have been applied to the user's BlackBerry device. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 81031	In BlackBerry Enterprise Server version 4.1 and later, if you moved a user from one BlackBerry Enterprise Server to another BlackBerry Enterprise Server, the user's BlackBerry device entries were not deleted from the BlackBerry MDS Integration Service of the original BlackBerry Enterprise Server. New device entries were not added to the BlackBerry MDS Integration Service of the BlackBerry Enterprise Server that the user was moved to. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
BlackBerry MDS Runtime	
SDR 114803	In previous versions of the BlackBerry Enterprise Server, if a user installed a BlackBerry MDS Runtime Application on a BlackBerry device, and you published another version of the application, if the user installed the second version while running the original version, both versions of the application were installed on the BlackBerry device. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

BlackBerry Messaging Agent

SDR 161796	In BlackBerry Enterprise Server version 4.1 SP4 and later, if a user's BlackBerry device was out of a wireless coverage area, and more than 5 messages were pending delivery for that user, the filter total for that user and for the BlackBerry Enterprise Server increased if any pending messages after the first 5 were deleted from the user's email application before they were delivered to the user's BlackBerry device. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 157690	In BlackBerry Enterprise Server version 4.1 SP4 and later, in certain circumstances, messages might have had a reference ID of 0. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 151454	In BlackBerry Enterprise Server version 4.1 SP5, when users downloaded attachments in their native format from email messages, the BlackBerry Enterprise Server used higher amounts of CPU resources than expected. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 131677	In BlackBerry Enterprise Server version 4.1 SP3 and later, if the body of a clear text signed email message contained a leading space, the body of the message did not display on BlackBerry devices that did not have S/MIME support enabled. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

BlackBerry Mobile Data System

SDR 177066	In BlackBerry Enterprise Server version 4.1 SP4 and later, the BlackBerry MDS Connection Service threw a Java exception if it received a data packet that was larger than 64 KB after it was decompressed by the BlackBerry Dispatcher. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 175131	In previous versions of the BlackBerry Enterprise Server, in certain circumstances, the BlackBerry MDS Connection Service sent an invalid "Expires" cookie that might have caused web servers to stop responding. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 165641	In BlackBerry Enterprise Server version 4.1 SP4 and later, if the push notification server did not send an HTTP response, the push notification thread was blocked. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 165581	In BlackBerry Enterprise Server version 4.1 SP3 and later, in certain circumstances, users might have had to log in to secure web sites more than once. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 153309	In previous versions of the BlackBerry Enterprise Server, if you configured the BlackBerry MDS Connection Service to use a Microsoft® ISA 2004 proxy server, and if you turned on "Use Mobile Data Service for Authentication" and "Allow the Mobile Data Service to support HTTP Authentication" in the BlackBerry Manager, a 502 error displayed on users' BlackBerry devices if users browsed to web addresses that contained a " " character. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 145126	In BlackBerry Enterprise Server version 4.1 SP3 and later, if a user browsed to a web page with HTML errors, certain contents of the web page might not have been displayed on the user's BlackBerry device. The user did not receive an error message indicating that some of the contents of the web page were not displayed. In BlackBerry Enterprise Server version 4.1 SP6, if a user browses to a web page where certain contents are not displayed because of HTML errors, an error message displays on the BlackBerry device.

BlackBerry Policy Service

SDR 176628	In BlackBerry Enterprise Server version 4.1 SP4 and later, if you applied an IT policy to user accounts that contained a custom IT policy rule for a third-party application and you had configured settings in the Service Exclusivity policy group to False, the settings from the Service Exclusivity policy group were not applied to users' BlackBerry devices. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 167837	In BlackBerry Enterprise Server version 4.1 SP4 and later, if you moved a user to a different BlackBerry Enterprise Server, the BlackBerry Enterprise Server might have sent an incorrect SRP ID to the user's BlackBerry device with the BlackBerry MDS Integration Service service book. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 161551	In BlackBerry Enterprise Server version 4.1 SP4 and later, if you moved a user from one BlackBerry Enterprise Server to another BlackBerry Enterprise Server while the user was out of a wireless coverage area, the BlackBerry Enterprise Server did not send updated service books to the user's BlackBerry device. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 151239	In BlackBerry Enterprise Server version 4.1 SP3 and later, if the BlackBerry Policy Service used the BlackBerry database notification system, in certain circumstances the BlackBerry Policy Service did not receive events for database changes, or did not process events for database changes. As a result, BlackBerry devices could not be activated on the BlackBerry Enterprise Server. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

BlackBerry Policy Service	
SDR 139130	<p>In previous versions of the BlackBerry Enterprise Server, in certain circumstances, if you restarted the BlackBerry Policy Service, and moved users between BlackBerry Enterprise Servers or resent service books to BlackBerry devices, certain user accounts might not have been able to send or receive data because they received duplicate or idle IT policies that contained old data.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
BlackBerry Router	
SDR 172093	<p>In BlackBerry Enterprise Server version 4.1 SP5, if you installed the BlackBerry Router version 4.1 SP5 remotely and ran the BBSRPTTest to verify the setup of your environment, the BBSRPTTest did not complete successfully.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
BlackBerry Synchronization Service	
SDR 149986	<p>In BlackBerry Enterprise Server version 4.1 SP2, the BlackBerry Synchronization Service did not verify if the m_LastThreadActivity was not null. If the m_LastThreadActivity was null, the BlackBerry Synchronization Service might have stopped responding.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
Logging	
SDR 161248	<p>In BlackBerry Enterprise Server version 4.1 SP5, if you turned on the PolicyThrottlingEnabled and PolicyThrottleLimit registry keys in HKEY_LOCAL_MACHINE\Software\Research in Motion\BlackBerry Enterprise Server\BlackBerry IT Admin Server, there was no information in the BlackBerry Policy Service log file that indicated when the IT policy throttling limit was reached.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 161219	<p>In BlackBerry Enterprise Server version 4.1 SP5, if you restarted the BlackBerry Controller, the following event IDs did not have full descriptions: 50093, 50090, 50092, and 50000.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 158250 SDR 44322	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, you could not turn on extended logging for the BlackBerry Attachment Service using the BlackBerry Configuration Panel.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
MMC snap-in	
SDR 149749	<p>In BlackBerry Enterprise Server version 4.1 SP4 or later, in certain circumstances, the MMC snap-in might have stopped responding during startup.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 101827	<p>In previous versions of the BlackBerry Enterprise Server, if you created a global filter using the MMC snap-in, the global filter did not display in the BlackBerry Manager.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
Organizer data synchronization	
SDR 144870	<p>In earlier versions of the BlackBerry Enterprise Server, if the BlackBerry Messaging Agent did not process the getconfig packet before it expired, only the default contact properties would display when a user performed a contact list lookup on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
Setup application	
SDR 168917	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if the Recursive Trigger Enabled option was set to True for the BlackBerry Configuration Database, the BlackBerry MDS Connection Service did not start after you installed the BlackBerry Enterprise Server, and if you started the BlackBerry MDS Connection Service manually, it stopped after a short time.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, the BlackBerry Enterprise Server setup application checks if this option is set to True during the installation process. If it is set to true, the setup program will set it to False.</p>
Wireless calendar synchronization	
SDR 176756	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, in certain circumstances, duplicate calendar items might have appeared in Microsoft Outlook after users accepted meeting invitations from their BlackBerry devices.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>

Wireless calendar synchronization

SDR 161011	<p>In BlackBerry Enterprise Server version 4.1 SP2 and later, the BlackBerry Enterprise Server might have taken longer than expected to synchronize a user's calendar and address information if the BlackBerry Enterprise Server could not synchronize a particular folder.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, if the BlackBerry Enterprise Server cannot synchronize a folder, it skips the folder and writes information to the log file.</p>
SDR 158481	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if a user deleted a calendar event while out of a wireless coverage area and the send queue was full, the deleted calendar event might not have synchronized correctly to the BlackBerry device when the user entered a wireless coverage area.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>

Known issues

Key issues	
SDR 190930	<p>Microsoft has recently released MAPI and CDO client download version 6.5.8022. If you install the MAPI and CDO client download version 6.5.8022 without completely uninstalling previous versions of the MAPI and CDO client download (including the associated .DLL files), users might experience unexpected behavior with the message lists and the calendars on their BlackBerry devices.</p> <p>Workaround</p> <ol style="list-style-type: none"> 1. Stop the BlackBerry Enterprise Server and any other processes that use the MAPI and CDO files. 2. Uninstall the current version of the MAPI and CDO files. 3. Verify that the following files are not present in C:\Windows\System32 (or any other directory in the path): <ul style="list-style-type: none"> • CDO.DLL • EMSABP32.DLL • EMSMDB32.DLL • EMSUI32.DLL • EMSUIX32.DLL • GAPI32.DLL • MAPISP32.EXE • MSPST32.DLL • WMSUI32.DLL 4. Run FixMapi.exe (in C:\Windows\System32). 5. Install the MAPI and CDO client download version 6.5.8022. 6. Restart the BlackBerry Enterprise Server and any other processes that use the MAPI and CDO files. <p>Note: If you run the BlackBerry Enterprise Server setup application after completing the steps above, when the setup application displays the pre-installation checklist, an error displays indicating that the MAPI and CDO files were not detected. This error displays because the MAPI and CDO files for version 6.5.8022 are installed in a different directory than in previous versions. This error does not prevent the BlackBerry Enterprise Server setup application from completing successfully.</p> <p>For more information, visit http://www.microsoft.com/downloads/details.aspx?FamilyID=E17E7F31-079A-43A9-BFF2-0A110307611E&displaylang=en.</p>
SDR 173400	To apply an allowed application list successfully in a mixed-version environment, all BlackBerry Manager, BlackBerry Configuration Database, and BlackBerry Policy Service components running in the environment must be at a minimum version of 4.1 SP6.
SDR 172273	In Microsoft Outlook, if a user that has an account on a BlackBerry Enterprise Server forwards a calendar appointment that has been updated, all of attendees are listed in the To field, and "FW:" is not included in the To field.
SDR 171688	When the BlackBerry Enterprise Server starts, if a user account fails to start due to MAPI errors, a large number of worker threads might be created.
SDR 169257	<p>BlackBerry® Connect™ software version 4.0 cannot activate successfully and displays an error. During the activation process, wireless synchronization stops responding when the BlackBerry Enterprise Server sends larger configuration packets than the BlackBerry Connect software expects.</p> <p>Visit www.blackberry.com/knowledgecenterpublic/livelink.exe?func=11&objId=1264708 to read the critical advisory for this issue.</p>
SDR 164270	<p>If you modify users' primary SMTP addresses using the Exchange Management Console in Microsoft® Exchange 2007, the mail attributes for the users might not be updated successfully on the BlackBerry Enterprise Server. As a result, the BlackBerry Enterprise Server might continually restart the users.</p> <p>Workaround</p> <p>Manually change the users' email addresses using Microsoft® Active Directory.</p>
SDR 161104	When LDAP search is enabled, the BlackBerry Enterprise Server searches all Microsoft Active Directory partitions even after it locates a user's mailbox. This might add additional load on your Microsoft Exchange server and domain controllers.
SDR 161090	When LDAP search is enabled, the BlackBerry Enterprise Server searches defaultNamingContext twice when it starts. This might add additional load on your Microsoft Exchange server and domain controllers.
SDR 158334	The BlackBerry Enterprise Server makes the same MAPI call twice for each user when the BlackBerry Enterprise Server starts.
BlackBerry Attachment Service	
SDR 153315	If you upgrade a remote BlackBerry Attachment Service, the maximum file size settings that you configured change to the default values.

BlackBerry Client for IBM Lotus Sametime version 2.1.10

SDR 189012	In certain circumstances, if a user invites a contact to a conference, the contact might be added to the conference without receiving a meeting request.
SDR 187633	If a contact's phone number is updated and a user tries to call the contact from their contact list, the collaboration client will call the user's previous phone number. Workaround The contact's phone number is updated when the user clicks View Person's Info.
SDR 181474	If the BlackBerry Collaboration Service uses a proxy server, in certain circumstances, users might not be able to log in to their collaboration clients, users might not be able to add contacts to their contact lists successfully, users might not be able to send or receive messages successfully, or the public groups in users' contact lists might not be fully populated.
SDR 177400	When a user uses the Add Person feature to add a contact from the collaboration client's contact list to the main contact list on the BlackBerry device, some of the contact's information is not added to the contact list entry.
SDR 174697	The time displayed in the View Person's Info screen might be incorrect due to issues associated with Daylight Saving Time.
SDR 171751	If a user uses the Link to Address Book feature and selects New Address, the first name and last name fields for the contact are blank.
SDR 171547	Users are not able to add a public group to their contact lists if their contact lists already have a personal group with the same name. Users are not able to add a personal group to their contact lists if their contact lists already have a public group with the same name. Users cannot create a personal group with the same name as a public group that already exists in their contact lists.
SDR 69400	If a user logs in to the collaboration client, presence notification is turned off in the email application on the user's computer.
SDR 53744	Users are unable to create a new group when they add a contact to the collaboration client.

BlackBerry Client for use with Microsoft Office Live Communications Server 2005 version 2.1.10

SDR 182032	In certain circumstances, when a user sends a message in a conversation, the message might be displayed three times instead of once in the conversation on the receiver's client.
SDR 182031	In rare circumstances, if a user adds a contact to the contact list using the BlackBerry device, the contact might not receive an Add Request notification.
SDR 181128	In certain circumstances, an "An existing connection was forcibly closed by the remote host" error might display and the user might be logged out of the collaboration client. The collaboration client automatically attempts to log in again and begin a new instant messaging session.
SDR 136586	If a user sends a request to the BlackBerry Collaboration Service to add a contact to their contact list, and the request contains an invalid group ID or group name, the BlackBerry Collaboration Service does not respond to the request and the client does not display an error message.
SDR 126325	If you upgrade the BlackBerry Client for use with Microsoft Office Live Communications Server 2005 to version 1.1.18, which was released with BlackBerry Enterprise Server version 4.1 SP4, the client does not work as expected with BlackBerry Enterprise Server version 4.1 SP6. The contact list does not update successfully. If users press Escape to exit the contact list update, all of the contacts on their contact lists appear as offline, and users cannot receive messages from their contacts.

BlackBerry Client for use with Microsoft Office Communications Server 2007 version 2.1.10

SDR 185831	If a user performs a contact lookup and adds a contact to their contact list from the lookup results, the contact's email address is added to the collaboration client but not their SIP login name. If a contact's email address is not the same as the contact's SIP login name, the contact does not function normally.
SDR 182031	If a user adds a contact to the contact list using the BlackBerry device, the contact does not receive an Add Request notification.

BlackBerry Client for Novell GroupWise Messenger version 2.1.10

SDR 126325	If you upgrade the BlackBerry Client for Novell GroupWise Messenger to version 1.1.31, which was released with BlackBerry Enterprise Server version 4.1 SP4, the client does not work as expected with BlackBerry Enterprise Server version 4.1 SP6. The contact list does not update successfully. If users press Escape to exit the contact list update, all of the users on their contact lists appear as offline, and users cannot receive messages from their contacts.
------------	--

BlackBerry Configuration Database

SDR 173464	If you install the BlackBerry database notification system, a certain SELECT statement might cause multiple SQL recomputations, which could increase the CPU utilization of the Microsoft SQL Server. Workaround Uninstall the BlackBerry database notification system.
------------	--

BlackBerry Configuration Database	
SDR 171352	If you upgrade the BlackBerry Configuration Database from version 4.0 SP7 to version 4.1 SP4, the BlackBerry Enterprise Server might create duplicate job schedules for the following SQL jobs: RIMPurgeHistoryBESMgmt, RIMPurgeMDSMsgBESMgmt, RIMPurgeMDSStatsBESMgmt, RIMPurgeWorkQueueBESMgmt. Workaround Delete the duplicate jobs.
SDR 171273	If you try to install the BlackBerry database notification system, the installation fails if you have configured more than one non-default Microsoft SQL Server.
SDR 146177	You are unable to upgrade the BlackBerry Configuration Database if you turn on database replication.
BlackBerry Controller	
SDR 155101	In certain circumstances, if you stop and then restart the BlackBerry Controller, the BlackBerry Controller does not start the BlackBerry Messaging Agent. As a result, users cannot send or receive messages.
BlackBerry Enterprise Server Alert Tool	
SDR 181271	If the SMTP server becomes unavailable, the BlackBerry Enterprise Server Alert Tool causes the TCP/IP stack to run out of memory due to the number of queued alerts. As a result, the BlackBerry Enterprise Server might stop responding.
BlackBerry Manager	
SDR 180681	If you create URL patterns and assign them to a pull rule, an unknown exception error displays each time you edit the pull rule and click OK.
SDR 172399	If you log into the BlackBerry Manager using the device administrator role, you cannot use the "Deploy Applications" option when you select a single user. You can use this option when you select multiple users.
SDR 167355	After an enterprise activation password for a user expires, the BlackBerry Manager displays "Initializing - Activation Password Set" instead of "Initializing - Activation Password Expired".
SDR 163432	You cannot delete a BlackBerry Enterprise Server using the BlackBerry Manager.
SDR 140695	If you turn off S/MIME message processing for a BlackBerry device using the BlackBerry Manager, S/MIME message processing turns on for the BlackBerry device a short time later.
SDR 124825	If you add a user to the BlackBerry Enterprise Server, the BlackBerry Manager might retrieve an incorrect email address for that user if the user has multiple SMTP addresses. The BlackBerry Manager might retrieve the first SMTP address for that user in alphabetical order, instead of the primary SMTP address. Workaround Refresh the view in the BlackBerry Manager. The primary SMTP address might display a few hours after you add the user.
SDR 107089	If you create a global or user message filter using the BlackBerry Manager, the BlackBerry Manager might retrieve an incorrect SMTP address for user accounts that have multiple SMTP addresses and a primary address that was changed at some point in Microsoft Active Directory.
BlackBerry Messaging Agent	
SDR 182839	If your organization uses a mixed messaging environment with Microsoft Exchange 2003 and Microsoft Exchange 2007, users are only able to check the availability of meeting invitees that use the same version of Microsoft Exchange.
SDR 179365	In certain circumstances, if a user deletes a folder that is configured for message redirection, the BlackBerry Messaging Agent might stop responding.
SDR 178403	If you assign a folder ID to a message folder that is monitored by the BlackBerry Enterprise Server, the folder is synchronized to the user's BlackBerry device, but if the user files messages in this folder on the BlackBerry device, the messages are not synchronized to the email application on the user's computer.
SDR 174787	If a message has more than 32 recipients in the To or Cc field, the field is truncated when the message is received on users' BlackBerry devices. As a result, the recipient's name might not be listed in the To or Cc field.
SDR 174554	
SDR 171235	If a user's messaging account is on a Microsoft Exchange 2007 server, the user might receive an error when the user tries to send a message with a vCard attachment from the BlackBerry device. The message is not delivered successfully.
BlackBerry MDS Integration Service	
SDR 97174	If a user backs up the data on the BlackBerry device, upgrades the BlackBerry MDS Runtime, and then attempts to unsubscribe from a push application subscription, a "Processor Failed to process message. ErrorCode=SOAP_BACKEND_ERROR; MsgType=Unknown; ErrCause=Subscription not found" error appears on the BlackBerry device.
SDR 95252	In certain circumstances, a "[FATAL][2006-07-06 09:30:21,046][ThreadPool]Thread Thread is blocked. Restart server or contact system administrator. Name=default" error appears in the BlackBerry MDS Integration Service log file after you restart the BlackBerry MDS Integration Service.

BlackBerry Policy Service

SDR 175714	If you move users to a different BlackBerry Enterprise Server, for some user accounts, the BlackBerry Policy Service might use the source server's SRP address or IT policy commands instead of the destination server's SRP address. As a result, the correct IT policy might not be applied to users until you restart the BlackBerry Enterprise Server.
SDR 171638	In certain circumstances, the BlackBerry Policy Service sends the update service data command to a BlackBerry device after it sends the switch service command to the BlackBerry device. As a result, the BlackBerry device might receive incorrect SRP information.

Logging

SDR 180187	When a BlackBerry device is activated over the wireless network after the initial wireless activation, a log entry for the activation is repeated three times in the BlackBerry Messaging Agent log file.
SDR 178356	If the BlackBerry Enterprise Server tries to file a message to a folder ID that does not exist, an error condition is not returned to the user's BlackBerry device, and no information about the error is written to the BlackBerry Messaging Agent log file.
SDR 153791	If the EnableExceptionStackTrace registry key is enabled, first chance exceptions are logged and might be recognized as an uncaught exception by the monitoring software used in your environment.
SDR 61188	The "PollForMissingApps failed" error is written to the BlackBerry Policy Service log file after the log information for all users on the BlackBerry Enterprise Server is written to the log file. This log line may be confusing because the information that precedes it does not give more details.

Monitoring

SDR 166533	If you restart the BlackBerry Dispatcher with no SRP connection, the dispSysHealthSRPTotalSecNotConnected SNMP object might report an incorrect value.
------------	--

Setup application

SDR 177085	<p>When upgrading from BlackBerry Enterprise Server version 4.1 SP4 to BlackBerry Enterprise Server version 4.1 SP5 or later, the following error might display: "Failed to check the component GUID. Refer to the installation log for more information. Setup will now exit."</p> <p>Workaround</p> <p>Create a temporary registry key named Components in HKEY_LOCAL_MACHINE\Software\Wow6432Node\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18. Delete this registry key after the installation process completes successfully.</p>
SDR 169735	The BlackBerry Enterprise Server setup application might stop responding at the Preinstallation Checklist screen.
SDR 135348	A user with the junior help desk administrator role has the ability to modify the mapping between the BlackBerry Enterprise Server and the environment's instant messaging server during the installation process. If a user does not select the appropriate mapping settings during the installation process, your instant messaging service could be disrupted.