Maintenance Release Notes

BlackBerry Enterprise Server for IBM Domino
Version 5.0.4
Maintenance Release 13

Contents

Related resources

To read the following guides, visit www.blackberry.com/go/serverdocs.

Guide	Information
BlackBerry Enterprise Server Feature and Technical Overview	• BlackBerry Enterprise Server features • System architecture • Data workflows
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BlackBerry Enterprise Server Upgrade Guide	• System requirements • Installation instructions
BlackBerry Enterprise Server Administration Guide	• System setup and management • BlackBerry device implementation instructions

What's new in BlackBerry Enterprise Server 5.0 SP4 MR13

No new features are included in BlackBerry Enterprise Server 5.0 SP4 MR13.

Installing the maintenance release

Where to install the maintenance release

Install this maintenance release on any computer that hosts a BlackBerry Enterprise Server and on any remote computer that hosts a BlackBerry MDS Connection Service, BlackBerry Collaboration Service, BlackBerry Attachment Service, BlackBerry Administration Service, or BlackBerry Web Desktop Manager.

Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2012

This maintenance release works with BlackBerry Enterprise Server 5.0.4 for IBM Domino.

1. On the **Start** screen, click **Control Panel**.

2. Double-click **Programs and Features**.

3. If the window does not display the **Version** column, perform the following actions:

    a. Right-click on any column heading. Click **More**.

    b. In the dialog box, click **Version**.

    c. Click **OK**.

4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for IBM Domino**.

5. Verify that the version number is at least 5.0.4 (Bundle 38).

Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2008

This maintenance release works with BlackBerry Enterprise Server 5.0.4 for IBM Domino.

1. On the taskbar, click **Start** > **Control Panel**.

2. Double-click **Programs and Features**.

3. If the window does not display the **Version** column, perform the following actions:

    a. Right-click on any column heading. Click **More**.

    b. In the dialog box, click **Version**.

    c. Click **OK**.

4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for IBM Domino**.

5. Verify that the version number is at least 5.0.4 (Bundle 38).

Verify the BlackBerry Enterprise Server software version on a computer that runs Windows Server 2003

This maintenance release works with BlackBerry Enterprise Server 5.0.4 for IBM Domino.

1. On the taskbar, click **Start** > **Control Panel**.

2. Double-click **Add or Remove Programs**.

3. In the list of currently installed programs, click **BlackBerry Enterprise Server for IBM Domino**.

4. Click **Click here for support information**.

5. Verify that the version number is at least 5.0.4 (Bundle 38).

Install the maintenance release

If you configured BlackBerry Enterprise Server high availability to limit the downtime of BlackBerry services, you can install the maintenance release on the standby BlackBerry Enterprise Server instance, fail over to the standby BlackBerry Enterprise Server, and then install the maintenance release on the primary BlackBerry Enterprise Server.

Before you begin:
-   On the computer that hosts the BlackBerry Enterprise Server, make sure that you can access the installation files that were used to install the BlackBerry Enterprise Server. Depending on how the software was installed, the files might be on a product CD or in a network location.

-   On the computer that hosts the BlackBerry Administration Service, make sure that the service ports are synchronized with the BlackBerry Configuration Database. For more information, visit the Knowledge Base at blackberry.com/support to read article KB26557.

-   This maintenance release includes updates to the BlackBerry Configuration Database. You must back up the BlackBerry Configuration Database so that you can restore it if the BlackBerry Enterprise Server upgrade process

does not complete. For more information about backing up the BlackBerry Configuration Database, see the *BlackBerry Enterprise Server Upgrade Guide.*

Note:

- There are two sets of executables for updating BlackBerry OS support. One set is used for updating BlackBerry Enterprise Server 5.0 SP4 environments and the other set is used for updating BlackBerry OS support in BES12 environments.

- If you have a new installation of BES12 (not BlackBerry Enterprise Server 5.0 SP4 upgraded to BES12), you cannot run the BlackBerry Enterprise Server 5.0 SP4 installer to add BlackBerry OS support.

- If you are running BlackBerry Enterprise Server 5.0 SP4, you can upgrade this maintenance release to BES12.

1. Using the service account (for example, BESAdmin), log in to the computer that you want to install the maintenance release on.

2. In the Windows Services, stop all BlackBerry Enterprise Server services.

3. Close the Windows Services.

4. Download the installation files to a folder on the computer. Download the installation files from Software & Downloads support.

5. Browse to the location of the setup program files.

6. Double-click **besn_upgrader_5.0.4_mr13.exe**.

7. Complete the configuration screens.

8. Click **Finish**.

9. In Windows Services, restart all BlackBerry Enterprise Server services.

Note:

- Depending upon the number of users, it may take longer for the BlackBerry Enterprise Server services to fully start the first time after an upgrade because the state database designs must complete a one-time refresh.

- If you add a BlackBerry component or change the BlackBerry Configuration Database using the BlackBerry Enterprise Server 5.0.4 Gold installer, you must reinstall the maintenance release, using the steps above.

Verify that you installed the maintenance release on a computer that runs Windows Server 2012

1. On the **Start** screen, click **Control Panel**.

2. Click **Programs and Features**.

3. If the window does not display the **Version** column, perform the following actions:

    a. Right-click on any column heading. Click **More**.

    b. In the dialog box, click **Version**.

    c. Click **OK**.

4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for IBM Domino**.

5. Verify that the version number is BlackBerry Enterprise Server 5.0.4 MR13 (Bundle 278).

Verify that you installed the maintenance release on a computer that runs Windows Server 2008

1. On the taskbar, click **Start** > **Control Panel**.

2. Click **Programs and Features**.

3. If the window does not display the **Version** column, perform the following actions:

    a. Right-click on any column heading. Click **More**.

    b. In the dialog box, click **Version**.

    c. Click **OK**.

4. In the list of currently installed programs, search for **BlackBerry Enterprise Server for IBM Domino**.

5. Verify that the version number is BlackBerry Enterprise Server 5.0.4 MR13 (Bundle 278).

Verify that you installed the maintenance release on a computer that runs Windows Server 2003

1. On the taskbar, click **Start** > **Control Panel**.

2. Click **Add or Remove Programs**.

3. In the list of programs, click **BlackBerry Enterprise Server for IBM Domino**.

4. Click **Click here for support information**.

5. Verify that the version number is BlackBerry Enterprise Server 5.0.4 MR13 (Bundle 278).

Fixed issues

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Issues marked with an asterisk (*) are newly fixed in this release. All other issues were fixed in previous maintenance releases.

Activation

A delay of over 10 minutes in the OTAKEYGEN process leaves devices in a disconnected state. When promotion of the key fails, the device is left using the old key while the BlackBerry Enterprise Serveris left using the new key. In this state, the device can send but not receive (decrypt) packets from the BlackBerry Enterprise Server. (DT 6738489).

If moving a user fails because the application acknowledgment of the move request was not received, the user remains in a pending state, preventing all subsequent activation attempts. This state requires administrator intervention to remove, re-add, and reactivate the user. (DT 6390380).

BlackBerry Administration API

The BlackBerry Administration API becomes unavailable after upgrading to BlackBerry Enterprise Server 5.0 SP4 MR7. (JI 670055).

BlackBerry Administration Service

The "Override the organizer data location" setting does not toggle between Yes and No in the BlackBerry Administration Service. (JI 991035).

After an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR10, legacy Client Access Licenses generate the following error message: "License key is not valid for BES12. Obtain and add valid BlackBerry OS licenses for BES12, then delete this license key." This situation happens when BES12 is not installed. (JI 856319).

IBM Domino mail servers are not listed alphabetically in the BlackBerry Administration Service drop down list for mail servers. (JI 854172).

When activating a Client Access License in a BES12 / BlackBerry Enterprise Server 5.0 SP4 MR10 environment, the following error message is generated: "License key is not valid for BES12. Obtain and add valid BlackBerry OS licenses for BES12, then delete this license key." (JI 846470).

* Published apps are removed from the software configuration after it is edited by an administrator with custom role permissions. (JI 725858).

After an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7, the JVM Option 8 registry value for BlackBerry Administration Service AS and NCC is omitted and those services,BlackBerry Enterprise ServerJVMBlackBerry Administration Service do not start correctly. (JI 682802).

Device initiated reconciliation events cause slow throughput in multiple node environments and environments with large numbers of devices. (JI 675633).

After an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7, the BlackBerry Administration Service becomes unresponsive during startup because the 'BASTimerHandles' table has an old value in the 'EJBTimerHandle' field. (JI 674338).

After an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7, the BlackBerry Administration Service NCC JVM options registry keys are updated incorrectly when the Server Configuration utility is used to update the BlackBerry Administration Service NCC internal ports. (JI 665092).

High CPU usage happens for extended periods of time on the BlackBerry Administration Service during reconciliation because of repeated XML validation of internal ACP Data. (JI 598141)

A BlackBerry Administration Service JVM runs out of memory and becomes unavailable when a software configuration containing five applications is assigned to a group of 5000 users or more, who are enrolled with at least three devices each (15,000 or more devices in total). (DT 7280978).

After the BlackBerry Collaboration Service is upgraded from Microsoft Lync Server 2010 to Lync 2013, the instance, collaboration client type, and transfer protocol name is not represented as Lync 2013 in the BlackBerry Administration Service. (DT 6721800).

The BlackBerry Administration Service database reconciliation process slows and then stops when it processes certain jobs that contain bad data. When this occurs, you cannot log in to the BlackBerry Administration Service. The reconciliation process should operate normally when processing these jobs. (DT 6635949).

When an IT policy change is made through the BlackBerry Administration Service Console, the previous IT Policy is resent before the new IT Policy is sent. (DT 6545760).

After an administrator moves a messaging server from primary to back up, the 'Location - server' and 'Location - relative path' database fields are cleared. This situation happens even if the value of 'Agent who determines organizer data location' was set to 'Administrator only' and the value of 'Override the organizer data location' was set to 'Yes' for all user accounts in BlackBerry Administration Service. (DT 6534093).

The BlackBerry Administration Service does not restart after applying BlackBerry Enterprise Server 5.0 SP4 MR1 or MR2 in a Windows Server 2012 environment. (DT 6489174).

You cannot customize the **Manage Users** view by moving columns to the left side of the view as you did in BlackBerry Administration Service 5.0.3. The columns are anchored and will return to their original position. (DT 5897303).

The BlackBerry Administration Service cannot specify a Server Routing Protocol (SRP) address that begins with a numeral as a fully qualified domain name (FQDN). The associated method within the code assumes that it is an IP address and tries to validate it as such. (DT 4405948).

BlackBerry Attachment Service

PDFs containing FreeType fonts cause memory corruption issues which can result in a stoppage of the BlackBerry Attachment Service process. (JI 830354).

ASCL logging does not identify when an BlackBerry Attachment Service server connector is not configured during attachment processing. (JI 742570).

There are missing symbols in the BlackBerry Attachment Service memory dumps. This causes difficulties when troubleshooting issues with BlackBerry Attachment Service because the outputs are not legible. (DT 6488503).

The BlackBerry Attachment Service does not convert date and time data in the Japanese version of Microsoft Excel spreadsheets. (DT 6044493).

Certain Microsoft Office files created with LibreOffice cannot be opened on the BlackBerry device using the basic viewer. Only files saved in Microsoft Excel 97-2003, 2007, and XP or Microsoft PowerPoint 97-2003, 2007, and XP file formats open on the BlackBerry device. It is expected that all Microsoft Office files created with LibreOffice open on the BlackBerry device. (DT 5975763).

On the BlackBerry device, in the Basic Viewer for Microsoft Excel, negative numbers for the 1000 (thousandth) separator-enabled format appear incorrectly. Parentheses "()" should appear around such negative numbers. (DT 5799453).

BlackBerry Collaboration Service

During startup, the BlackBerry Collaboration Service does not complete the certification validation process on a Windows Server running a non-English language operating system. (JI 813855).

When the BlackBerry Collaboration Service encounters missing heartbeats between itself and the OCS Connector, the OCS Connector is restarted but no messages are processed and Enterprise IM feature is lost until after a restart of the BlackBerry Collaboration Service. (DT 8331922).

On BlackBerry Enterprise Server instances configured for high-availability, the BlackBerry Collaboration Service that uses Microsoft Office Communications Server 2007 R2 or Microsoft Lync Server 2010 fails to start when **Instant messaging server pool is load balanced** is set to **Yes**. The high-availability pair creates duplicate Trusted Service Entries (TSEs) within Microsoft Active Directory for the load balanced instant messaging server pool. (DT 2019072).

BlackBerry Dispatcher

If no BlackBerry Messaging Agents are connected to the BlackBerry Dispatcher when it broadcasts a failover mode alert (during a failover), the function that handles the broadcast returns an error, preventing BlackBerry Dispatcher from updating itself accordingly. When the next failover occurs, BlackBerry Dispatcher will not attempt to broadcast a failover mode alert to the BlackBerry Messaging Agents. (DT 6503927).

A high availability server configured for automatic failover is flagged as "unhealthy" after a connection to port 5096 is established and dropped. (DT 1889799).

When two users swap their BlackBerry devices before a failover, the BlackBerry Dispatcher incorrectly detects duplicate personal identification numbers (PINs) and resets the PIN to **0** for one of the users after the failover. (DT 454394).

BlackBerry Enterprise Server Maintenance Release Installer

When upgrading to BlackBerry Enterprise Server 5.0 SP4 MR9 (Bundle #188, released on September 10, 2014), the BlackBerry Attachment Service may become unavailable. (JI 774719).

When upgrading only the BlackBerry Enterprise Server core components to 5.0 SP4 MR8, BlackBerry Administration Service is also installed on the core server if no BlackBerry Web Desktop Manager node is installed in the BlackBerry Domain. (JI 755351).

During an upgrade to BlackBerry Enterprise Server 5.0 SP4 MR7, the BlackBerry Enterprise Server Maintenance Release Installer does not prompt you to update the BlackBerry Collaboration Service for Microsoft Lync Server 2013 support, and the BlackBerry Collaboration Service defaults to Microsoft Lync Server 2010 support. (JI 675413).

The correct version information is not displayed in Windows Control Panel after installing BlackBerry Enterprise Server 5.0 SP4 MR7. (JI 662815).

When upgrading from BlackBerry Enterprise Server 5.0 SP2 to BlackBerry Enterprise Server 5.0 SP3 MR3, the upgrade of the BlackBerry Administration Service is unsuccessful and stalls at the "please wait while the loading process completes" prompt when you use "HTTP:8080." (JI 598324).

The BlackBerry Dispatcher service is removed if you attempt to reinstall BlackBerry Enterprise Server 5.0 SP4 MR7. (JI 675346).

If the installation drive is set to something different from the default (C:) when installing BlackBerry Enterprise Server 5.0 SP4 MR5 on Windows Server 2012, then the JRE installation does not complete and services are mapped to a nonexistent version of JRE. (JI 598379).

The BlackBerry Enterprise Server Maintenance Release Installer does not automatically update JRE 1.6 to update 37 during the initial installation of the maintenance release. (DT 5763463).

BlackBerry Enterprise Server setup application

When you upgrade to BlackBerry Enterprise Server 5.0.4 from BlackBerry Enterprise Server 5.0.3, the version number in the BlackBerry Administration Service is not updated accordingly. This blocks importing IT policies from the upgraded BlackBerry Enterprise Server to a BlackBerry Enterprise Server with a fresh installation of version 5.0.4. (DT 7217060).

When you upgrade the BlackBerry Enterprise Server after installing a newer version of JDK and removing the older version of JDK, you must reinstall the older version of JDK to successfully complete the upgrade. The BlackBerry Enterprise Server Installer does not dynamically select the newer version of JDK. (DT 6982727).

BlackBerry MDS Connection Service

Attempts to push data to a user present on more than one BlackBerry Enterprise Server instance are unsuccessful. (JI 1007640).

Attempts to push data to a recently moved user are unsuccessful when referencing their previous BlackBerry MDS Connection Service push server. (JI 602524).

The BlackBerry MDS Connection Service's service book push process has a small memory leak. (JI 598470).

The BlackBerry MDS Connection Service stops processing incoming requests from devices when it encounters a Java-level deadlock (that is when two or more threads are permanently blocked waiting for the others to resolve). (DT 7717570).

Kerberos authentication does not complete and is replaced with Microsoft NT LAN Manager (NTLM) authentication when you use JRE 1.6 update 37. The version was updated from JRE 1.6 update 33 to JRE 1.6 update 37 as part of BlackBerry Enterprise Server 5.0 SP4 MR1. (DT 6721494).

When all devices in an organization are configured to use BlackBerry MDS Connection Service for web traffic, and that traffic is directed through a proxy server, the Twitter application becomes unavailable. (DT 6399750).

The BlackBerry MDS Connection Service occasionally sends a disconnect notification to the device because it falsely diagnosed that the connection to the remote host was lost. (DT 6008209).

The proxy autoconfiguration (PAC) file retrieval process may cause other applications within your network to run slowly. Currently, there is no method to specify a domain in the rimpublic.property file to bypass the added PAC file code for exempted servers. (DT 5959365).

When the secure remote password (SRP) connection is lost between the BlackBerry MDS Connection Service and the BlackBerry Dispatcher due to a timeout when BlackBerry MDS Connection Service is processing a large browser request, the BlackBerry MDS Connection Service remains in standby mode after reconnection even though the BlackBerry Dispatcher is reporting the BlackBerry MDS Connection Service. (DT 5896462).

BlackBerry device users cannot authenticate using RSA for URLs that are using HTTPS because the BlackBerry MDS Connection Service times out while redirecting to the RSA login webpage. (DT 5894839).

BlackBerry device users cannot browse using BlackBerry MDS Integration Service authentication if they are within a Microsoft Active Directory domain that is separate from the target website. The BlackBerry MDS Connection Service can query Microsoft Active Directory users via a Lightweight Directory Access Protocol (LDAP) only if they are in the same domain as the web server of the targeted website. (DT 4994857, DT 6110523).

Starting with BlackBerry Enterprise Server 5.0 SP3 MR6, you could configure BlackBerry MDS Connection Service to route direct Transport Layer Security (TLS) connections through a proxy server, but some connections would fail as BlackBerry MDS Connection Service did not support proxy autoconfiguration (PAC) files for direct TLS connections. You can now configure BlackBerry MDS Connection Service to use PAC files to route direct TLS connections through a proxy server. (DT 2737990).

BlackBerry Management Studio / BlackBerry Web Services

When you add users to a BlackBerry Enterprise Server domain from the BlackBerry Management Studio, the call to get the list of servers may take more than 60 seconds, which then causes the connection to drop. (DT 7197839).

In domains with numerous instances of the BlackBerry Dispatcher, calls from the BlackBerry Management Studio to retrieve a select list of servers may time out (after 60 seconds by default) while attempting to retrieve a createUsers().server object. (DT 6312656).

BlackBerry Messaging Agent

The BlackBerry Messaging Agent becomes unresponsive during startup when it tries to process the command to get device capabilities information. (JI 677849).

An inaccurate health status for BlackBerry Enterprise Server is seen when pending counts for the delivery of "Other" packets are not reduced after being acknowledged as received. The packets causing this issue are those sent by "More" requests to view large messages. (JI 598226).

BlackBerry Messaging Agent counters are not accessible or visible in Perfmon. This happens because the BlackBerry Messaging Agent is unable to access the memory share upon startup. (DT 7913126).

After restarting the BlackBerry Controller Service, BlackBerry Enterprise Server performance counters may become unavailable. (DT 7036898).

You cannot perform address lookups against person documents if the search string contains a partial first name and a partial last name. (DT 7001892).

The return dates of "Out of Office" notifications are set to the day before to the correct return date on devices when BlackBerry Enterprise Server is set to the GMT+8 timezone. (DT 6779157).

You cannot forward email messages received in Multipurpose Internet Mail Extension (MIME) format using Notes Native Encryption (NNE). (DT 6449714).

Scans, refreshes, and health checks randomly remove handle locks on public folders, causing users to become unsubscribed from public folders after the message: **(SDT00022582) "User has insufficient access privileges to public folder <<publicfolder>> and must be re-subscribed"** is received. (DT 6309158, DT 6309328).

If the **When receiving unencrypted mail, encrypt before storing in your mail file** value is set to **Yes**, the original body text of the email message is not included when a user forwards or replies to messages from outside the domain. (DT 6237681).

Email messages return to the original inbox when an Over-the-air Folder Manager (OTAFM) scan encounters duplicate folder documents in the BlackBerry State database. (DT 3165118).

The due date of a follow-up message is synchronized to six hours earlier on BlackBerry devices than on the mail client. (DT 1033794).

BlackBerry Policy Service

In large databases, the SQL command to requeue pending commands requires a large amount of resources and causes the BlackBerry Policy Service server to enter a throttled state for an undefined period, which, prevents application pushes going to devices. (DT 7091315).

BlackBerry Router

BlackBerry Router counters are not accessible or visible in Perfmon. This happens because the BlackBerry Router is unable to access the memory share upon startup. (DT 7913126).

On a BlackBerry Enterprise Server instance that is running on a 64-bit computer, the router client counter and the router session counter may become unavailable when they are used at the same time. This is because the two counters access the same shared memory block. (DT 6316873).

BlackBerry Synchronization Service

* SMS log file lines are truncated, restricting the message body to 256 characters. (JI 1260996).

The BlackBerry Synchronization Service may become unavailable and require a restart after a connection drop with the Microsoft SQL Server. (JI 925668).

The BlackBerry Synchronization Service becomes unavailable and requires a restart after encountering an SMS item that has an invalid value in the date/time field. (DT 8820509).

The BlackBerry Synchronization Service becomes unavailable if you attempt to use the same shared network path for audit logging on more than one server. (DT 7105697).

When the Microsoft SQL Server is unavailable during a restart of the BlackBerry Synchronization Service, the event to retry start-up of the PIM connectors is not sent. (DT 6877457).

Processing Short Message Service (SMS) data from large (over 160 character) messages for logging causes the BlackBerry Synchronization Service to become unresponsive, and BlackBerry device users experience interrupted service. (DT 6873904).

Having numerous organizer data items may cause a low memory condition within the BlackBerry Synchronization Service. Support for XML chunking between the BlackBerry Synchronization Service and its connectors is required to avoid creating exceedingly large XML packages. (DT 4930615, DT 4415679, DT 6255659).

The BlackBerry Synchronization Service produces Short Message Service (SMS) logs that can contain unreadable text or truncated lines after processing a Unicode message. This is due to an issue in the Unicode where least significant bytes are switched for most significant bytes (or conversely). (DT 2599450).

The BlackBerry Synchronization Service drops responses when BlackBerry Enterprise Server is slow to respond to a command to initialize synchronization from/for the address book. This leads to the BlackBerry device retrying the command and the synchronization process is not started. (DT 2087862).

IBM Domino Calendar

Online meeting details are not updated after you accept a meeting update sent by Domino Notes, running on a new IBM Domino 9.0.1 server, with your BlackBerry device. (DT 7778935).

Multiple calendar synchronization requests simultaneously arrive to the BlackBerry device when a user returns to a wireless coverage area. This results in calendar synchronization conflicts and users experience synchronization sessions that stop, restart, and eventually timeout. (DT 6296084).

BlackBerry Enterprise Server restart after reaching the wait count limit when processing an over-the-air calendar uninvite. (DT 6202395).

When an instance of a recurring meeting is rescheduled twice, the second update that is sent to the BlackBerry device is identical to the first. (DT 6029270).

Logging

Since BlackBerry Enterprise Server 5.0.3 MR7, the BlackBerry MDS Connection Service logs Java Null Pointer Exceptions (NPEs) repeatedly when requesting a push message for a user with no personal identification number (PIN). Depending on the frequency of the push message, the BlackBerry MDS Connection Service can repeatedly log NPEs, causing the logs to grow rapidly to several gigabytes in size and resulting in a disk drive running out of space. (DT 5765689).

Security

A vulnerability existed in the implementation of the logging of exceptions encountered during user or session management that could have allowed an attacker to gain access to logged shared secrets or domain credentials from the exception log. The vulnerability was limited by default access controls on the server. (DT 8770510, DT 8770535).

These issues were resolved by this interim security software update. For more information, visit www.blackberry.com/btsc to read KB35647.

Vulnerabilities existed in how the BlackBerry MDS Connection Service, BlackBerry Collaboration Service, and the BlackBerry Messaging Agent processed TIFF images for rendering on BlackBerry devices. These vulnerabilities could have allowed a potentially malicious user to execute arbitrary code using the privileges of the BlackBerry Enterprise Server login account. (DT 5468999, DT 5542642, DT 5890761, and DT 6098370).

These issues were resolved by an interim security software update. The update replaces the image.dll file that the affected components use with an image.dll file that is not affected by the vulnerabilities. For more information, visit the Knowledge Base at blackberry.com/support to read article KB33425.

Wireless calendar synchronization

The full calendar synchronization process may not complete if a server rejects device updates for meetings that are canceled or deleted in IBM Notes. (DT 5859843).

An invalid calendar synchronization state prevents a server-initiated full synchronization if a full synchronization session was stopped with a non-retry-able error, such as session mismatch error. This can occur when a server attempts to initiate a full synchronization process while the device is offline. Starting with BlackBerry Enterprise Server 5.0.4 MR1, in a case of a non-retry-able error, the server waits one hour and resolves any relevant values (such as session number) to allow a new server-initiated full synchronization process to be scheduled. (DT 5291872).

Known issues

<div style="float:right">**5**</div>

Issues marked with an asterisk (*) are newly found in this release. All other issues were found in previous maintenance releases.

BlackBerry Administration Service

After upgrading to BlackBerry Enterprise Server 5.0 SP4 MR11, you cannot access the BlackBerry Administration Service web console using Windows Internet Explorer 9 or 11. (JI 857422).

Workaround: Use Google Chrome or Mozilla Firefox to access the BlackBerry Administration Service web console. For more information, visit the Knowledge Base at blackberry.com/support to read article KB36671.

Changes to the membership of a group to which you belong may not succeed, and a Kerberos Clock Skew error may be displayed, when you make the changes more than 5 minutes after logging in to the BlackBerry Administration Service using Single Sign-on (SSO). (DT 6918388).

Workaround: Begin making group membership changes within 5 minutes after logging in to the BlackBerry Administration Service console via SSO.

BlackBerry Enterprise Server Maintenance Release Installer

An error message stating, "Error initializing system" is displayed when the BlackBerry Enterprise Server Maintenance Release Installer cannot connect with the database during initialization. (JI 712250).

Workaround: Ensure the installer can connect with the database before an upgrade.

Depending upon the number of users, it may take longer for the BlackBerry Enterprise Server services to fully start the first time after an upgrade because the state database designs must complete a one-time refresh. (JI 645279).

After applying BlackBerry Enterprise Server 5.0 SP4 MR1 or BlackBerry Enterprise Server 5.0 SP4 MR2 in a Microsoft Windows Server 2012 environment, the BlackBerry Administration Service web client becomes unresponsive. (DT 6489174).

Workaround: Configure the BlackBerry Administration Service to use TCP, rather than UDP, before applying the MR.

BlackBerry Enterprise Server setup application

During Service Pack upgrades, the BlackBerry Enterprise Server setup application does not unregister the BlackBerry Messaging Agent and the BlackBerry Router in the Windows Management Instrumentation (WMI) counters before uninstalling the old files. (DT 628488).

Performance monitoring counters are not automatically installed during BlackBerry Enterprise Server installations on 64-bit versions of Windows Server. (DT 3562704, DT 7059449).

Workaround: Add performance monitoring counters manually after installation. For more information, visit the Knowledge Base at blackberry.com/support to read article KB21534.

BlackBerry MDS Connection Service

BlackBerry MDS Connection Service does not establish a connection if the web server is set up to use TCP PAC file processing and the proxy address returned is an IP address rather than an FQDN. (DT 8980289).

Workaround: Create the appropriate entries in DNS so a host name is used and update the PAC file.

BlackBerry Management Studio / BlackBerry Web Services

After applying BlackBerry Enterprise Server 5.0 SP4 MR8, you cannot execute "getReportData" calls. (JI 712919).

BlackBerry Resource Kit

After applying BlackBerry Enterprise Server 5.0 SP4 MR10, you cannot delete users with BESUserAdminClient.exe. (JI 816498).

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