



# **BlackBerry Enterprise Server for IBM Lotus Domino**

**Version 4.1 Service Pack 6**

## **Release Notes**

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## Related resources

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

Visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) for more product documentation.

## Product information

You can install BlackBerry® Enterprise Software version 4.1.4 for IBM® Lotus® Domino® on a Windows Server® 2003 64-bit operating system. However, the Lotus Domino server installed on the BlackBerry Enterprise Server must be 32-bit version.

Research In Motion (RIM) plans to discontinue support for IBM® Lotus® Domino® version 5.0 as of BlackBerry Enterprise Server version 5.0.

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.

If you are using IBM DB2 UDB as your database, you cannot upgrade BlackBerry Enterprise Server version 4.1 SP4 with the BlackBerry MDS Integration Service to BlackBerry Enterprise Server version 4.1 SP6 with the BlackBerry MDS Integration Service. The setup application upgrades the BlackBerry Configuration Database successfully, but an error occurs during the upgrade of the BlackBerry MDS Integration Service databases that prevents the setup application from completing successfully. You can upgrade BlackBerry Enterprise Server version 4.1 SP4 with the BlackBerry MDS Integration Service to BlackBerry Enterprise Server version 4.1 SP5 with the BlackBerry MDS Integration Service; you can then upgrade BlackBerry Enterprise Server version 4.1 SP5 with the BlackBerry MDS Integration Service to BlackBerry Enterprise Server version 4.1 SP6 with the BlackBerry MDS Integration Service. (SDR 194297)

The TraitTool.exe file, located in the Tools directory on the BlackBerry Enterprise Server installation media, is intended for the BlackBerry Enterprise Server for Microsoft Exchange only.

## 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>IBM® Lotus® Domino® version 7.0.2 or later is required to support rich-content email messages on the BlackBerry Enterprise Server. For more information about the impact of supporting HTML and rich-content email messages on system resources, visit <a href="http://www.blackberry.com/go/serverdocs">www.blackberry.com/go/serverdocs</a> 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	<p>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.</p>
Support for IBM® Lotus Notes® links	<p>In IBM Lotus Notes, users can include document links, anchor links, view links, or database links (application links) in their email messages. BlackBerry Enterprise Server version 4.1 SP6 supports IBM Lotus Notes links in the email messages that users receive on their BlackBerry devices. The BlackBerry Enterprise Server retrieves the target information from the appropriate IBM Lotus Domino server and converts it into HTTP format. In plain text messages, the link appears as a web address. In HTML messages, the link appears as an icon.</p> <p>Users can click the HTTP links to view documents, folders, views, or database information in the BlackBerry® Browser. If the target information is stored on a secure IBM Lotus Domino server, the BlackBerry device might prompt users to type their login information after they click the link.</p> <p>This feature is turned on by default.</p> <p>For more information, visit <a href="http://www.blackberry.com/go/serverdocs">www.blackberry.com/go/serverdocs</a> to see the <i>Support for IBM Lotus Notes Links on BlackBerry Devices</i> document.</p>
Support for IBM Lotus Notes hotspot links (SDR 108876)	<p>In previous versions of the BlackBerry Enterprise Server, if users included hotspot links in their email messages using IBM Lotus Notes, the BlackBerry Messaging Agent removed the links from the messages before users received them on their BlackBerry devices.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, the BlackBerry Messaging Agent retains the hotspot links in the messages that users receive on their BlackBerry devices.</p>
Support for Microsoft® Office Communications Server 2007	<p>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.</p>
Support for IBM® Lotus® Sametime® version 8.0	<p>The BlackBerry Collaboration Service supports IBM Lotus Sametime version 8.0.</p>
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>

Feature	Description
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>
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>
Support for IBM Lotus Domino version 8.0.1 and IBM Lotus Notes version 8.0.1	<p>BlackBerry Enterprise Server version 4.1 SP6 supports IBM Lotus Domino version 8.0.1 and IBM Lotus Notes version 8.0.1.</p>
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>
Control the interval at which the BlackBerry Messaging Agent reconciles the read and unread status for messages between users' BlackBerry devices and the email applications on users' computers (SDR 103724, SDR 171419)	<ol style="list-style-type: none"> <li>In HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents, create a DWORD value that is named <b>FolderRescanTime</b>.</li> <li>Double-click the new DWORD value.</li> <li>In the <b>Value data</b> field, type the interval, in seconds, that you want the BlackBerry Messaging Agent to reconcile the read and unread status of messages for users. The default value is 1800 seconds (30 minutes).</li> <li>Restart the BlackBerry Messaging Agent.</li> </ol> <p><b>Note:</b> If you set the reconciliation interval too low, there might be a potential performance impact on the BlackBerry Enterprise Server and your organization's messaging server. If you set the value to 0, the BlackBerry Enterprise Server might stop responding.</p>
Prevent users' organizer data synchronization settings from changing to the default settings when users use the IBM® iNotes™ web client (SDR 109968)	<p>In previous versions of the BlackBerry Enterprise Server, if you configured settings for organizer data synchronization for a user, the settings changed to the default settings if the user used the IBM® iNotes™ web client, or if you moved the user's iNotes mail file to another server.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, you can prevent users' settings for organizer data synchronization from changing to the default settings in these circumstances using the PrepopulatePIMForiNotesUsers registry value.</p> <ol style="list-style-type: none"> <li>In HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents, create a DWORD value that is named <b>PrepopulatePIMForiNotesUsers</b>.</li> <li>Double-click the new DWORD value.</li> <li>In the <b>Value data</b> field, type 0.</li> <li>Restart the BlackBerry Messaging Agent.</li> </ol>
Configure the frequency of memory dumps for the BlackBerry Messaging Agent when a thread is hung (SDR 157194)	<ol style="list-style-type: none"> <li>In HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents, create a DWORD value that is named <b>DumpThreadStackInfo</b>.</li> <li>Double-click the new DWORD value.</li> <li>In the <b>Value data</b> field, type 1.</li> <li>In HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents, create a DWORD value that is named <b>DumpThreadStackInfoFrequency</b>.</li> <li>Double-click the new DWORD value.</li> <li>In the <b>Value data</b> field, type the interval of wait counts at which the BlackBerry Messaging Agent dumps a stack trace.</li> </ol> <p>For example, if you type 2, the BlackBerry Messaging Agent will dump a stack trace at every 2 wait counts when a thread is hung.</p> <ol style="list-style-type: none"> <li>Restart the BlackBerry Messaging Agent.</li> </ol>

Feature	Description
Product documentation	For current documentation, visit <a href="http://www.blackberry.com/go/serverdocs">www.blackberry.com/go/serverdocs</a> . 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	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. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 170850	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. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 166976	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. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 144517	In previous versions of the BlackBerry Enterprise Server, the BlackBerry Enterprise Server only validated the SQL connection when it experienced a COM error. In BlackBerry Enterprise Server version 4.1 SP6, the BlackBerry Enterprise Server validates the SQL connection periodically.

### BlackBerry Attachment Service

SDR 189456	In earlier versions of the BlackBerry Enterprise Server, a security vulnerability existed in the PDF distiller of some released versions of the BlackBerry Attachment Service. This vulnerability could have enabled a malicious individual to send an email message containing a specially crafted PDF file, which when opened for viewing on a BlackBerry smartphone, could have caused memory corruption and could have possibly led to arbitrary code execution on the computer that the BlackBerry Attachment Service runs on. This issue has been resolved by an interim security software update. For more information, visit <a href="http://www.blackberry.com/support">www.blackberry.com/support</a> to see article KB15766.
SDR 174394	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. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

### BlackBerry Client for IBM Lotus Sametime 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 IBM Lotus Sametime version 2.1.10, this issue is resolved.
SDR 75641	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. In the BlackBerry Client for IBM Lotus Sametime version 2.1.10, this issue is resolved.

### 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.
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**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.
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**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 149511	In previous versions of the BlackBerry Enterprise Server, if threads became hung, after those threads reached a waitcount of 2, the BlackBerry Enterprise Server might not have printed a stack trace.  In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 141675	In previous versions of the BlackBerry Enterprise Server, the BlackBerry Controller did not reset the heartbeat count when it restarted the BlackBerry Messaging Agent. As a result, if there was a delay when you restarted the BlackBerry Messaging Agent, the BlackBerry Controller might have continuously restarted the BlackBerry Messaging Agent.  In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
SDR 133464	In previous versions of the BlackBerry Enterprise Server, in certain circumstances, the BlackBerry Controller might have restarted the BlackBerry Messaging agent due to thread optimization issues.  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 138075 In previous versions of the BlackBerry Enterprise Server, if you added a user to the BlackBerry Enterprise Server using the BlackBerry Manager, the user did not initialize (for example, the user account was deleted from the IBM Lotus Domino directory), and you deleted the user using the BlackBerry Manager, the user was not removed from the BlackBerry profiles database.  
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.

<b>BlackBerry Manager</b>	
SDR 81031	<p>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.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
<b>BlackBerry MDS Runtime</b>	
SDR 114803	<p>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.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
<b>BlackBerry Messaging Agent</b>	
SDR 181121	<p>In previous versions of the BlackBerry Enterprise Server, the BlackBerry Enterprise Server might have stopped responding if a user replied to a message and attached the original message to the reply.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 175754	<p>In previous versions of the BlackBerry Enterprise Server, if a user sent a message to a large number of recipients (more than 1000) on multiple messaging servers, the computer that hosted the BlackBerry Messaging Agent might have used more memory than expected.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 174339	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, when users opened a message and chose Reply to All, the reply was sent to all recipients of the message, even though only 32 recipients were listed in the To and Cc fields. Users might not have been aware that they were sending a reply to recipients that were not listed in the To or Cc field.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, message replies are sent only to users that are listed in the To field. If you want message replies to be sent to all recipients, including those that are not listed in the To field, in HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents, create the DWORD value HonorInsertOriginalRecipients and set the value to a non-zero number.</p>
SDR 165008	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if you set the polling interval for the BlackBerry Messaging Agent to 0, the BlackBerry Enterprise Server stopped responding.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 164665	<p>In BlackBerry Enterprise Server version 4.1 SP5, if you activated a Wi-Fi® enabled BlackBerry device over the enterprise Wi-Fi network and then tried to activate the BlackBerry device again at a later time, the second activation attempt was not successful.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6 and later, this issue is resolved.</p>
SDR 162421	<p>In BlackBerry Enterprise Server version 4.1 SP5, if a user sent a message from the BlackBerry device, the message could not be recalled using IBM Lotus Notes version 8.0.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 156933	<p>If you upgraded to BlackBerry Enterprise Server version 4.1 SP4 or later from BlackBerry Enterprise Server Version 4.0, users could not view the body of S/MIME signed messages that were received in HTML format.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 154909	<p>In previous versions of the BlackBerry Enterprise Server, pending messages might have been deleted from the BlackBerry state database when you restarted the BlackBerry Enterprise Server.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 151454	<p>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.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 103623	<p>In BlackBerry Enterprise Server version 4.1 SP2 and later, in certain circumstances, when a user sent a clear-signed S/MIME message with an attachment, the message signature was not properly verified when the message was received on a user's BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 101641	<p>In BlackBerry Enterprise Server version 4.1 SP2 and later, if a user sent a signed S/MIME message from IBM Lotus Notes, the receiver might have received the message on their BlackBerry device with a duplicate certificate attached to it.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>

**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 161212	In BlackBerry Enterprise Server version 4.1 SP5, if the BlackBerry Configuration Database was installed on an IBM® DB2® Universal Database and you ran the script to turn on a separate messages list on users’ BlackBerry devices for messages received from BlackBerry Enterprise Servers (visit <a href="http://www.blackberry.com/support">www.blackberry.com/support</a> to see article KB15003), the BlackBerry Enterprise Server was unable to update the server capabilities documents for certain BlackBerry Enterprise Server services, and level 2 errors were written to the BlackBerry Policy Service log file. 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.
SDR 139130	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. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.

**BlackBerry Router**

SDR 172093	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. In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.
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<b>BlackBerry Synchronization Service</b>	
SDR 149986	<p>In BlackBerry Enterprise Server version 4.1 SP2, the BlackBerry Synchronization Service did not verify if the <code>m_LastThreadActivity</code> was not null. If the <code>m_LastThreadActivity</code> 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>
<b>Logging</b>	
SDR 161248	<p>In BlackBerry Enterprise Server version 4.1 SP5, if you turned on the <code>PolicyThrottlingEnabled</code> and <code>PolicyThrottleLimit</code> registry keys in <code>HKEY_LOCAL_MACHINE\Software\Research in Motion\BlackBerry Enterprise Server\BlackBerry IT Admin Server</code>, 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 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>
SDR 155797	<p>In BlackBerry Enterprise Server version 4.1 SP3 and later, if a backlog of entries from the previous day was written to the BlackBerry Messaging Agent log file when a new day began, the BlackBerry Enterprise Server might not have been able to write new information to the BlackBerry Messaging Agent log file, and the BlackBerry Enterprise Server might have stopped responding.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 155517	<p>In BlackBerry Enterprise Server version 4.1 SP2 and later, if the BlackBerry Enterprise Server could not write information to the daily log file for the BlackBerry Messaging Agent, for example, if anti-virus software or some other process made the log file read-only, the BlackBerry Enterprise Server could not write information to the daily log file for the following day.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
<b>Organizer data synchronization</b>	
SDR 141926	<p>In BlackBerry Enterprise Server version 4.1 SP3 and later, if a user's contact list contained a blank document, the contact list did not synchronize successfully to the BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 133509	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if you moved a roaming user to a different messaging server, the location server and relative path for the wireless address book and journal were not updated for the user.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
<b>Setup application</b>	
SDR 168917	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if the <code>Recursive Trigger Enabled</code> option was set to <code>True</code> 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 <code>True</code> during the installation process. If it is set to <code>true</code>, the setup program will set it to <code>False</code>.</p>
<b>Wireless calendar synchronization</b>	
SDR 166895	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, wireless calendar synchronization might have caused high CPU usage on the computer that hosted the BlackBerry Synchronization Service if a large number of changes needed to be synchronized.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 162729	<p>In BlackBerry Enterprise Server version 4.1 SP5, in IBM Lotus Notes, if a user had the calendar preference "Types of Meetings to be shown in your inbox" set to <code>None</code>, this preference was not synchronized correctly to the user's BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
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>

<b>Wireless calendar synchronization</b>	
SDR 156758	<p>In BlackBerry Enterprise Server version 4.1 SP5, if a user used “Request Information” in a calendar appointment in IBM Lotus Notes to send a message to the meeting organizer, the message did not contain any body text when it was received on the meeting organizer’s BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 155881	<p>In previous versions of the BlackBerry Enterprise Server, in certain circumstances, meetings might have been removed from the calendar on the BlackBerry device because data packets were being sent to the BlackBerry device with the wrong “Recurrence Until” date.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 150857	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if a user chose the "Remove meeting from Calendar but leave in Meetings view" option when cancelling a meeting in IBM Lotus Notes, the meeting might have remained in the calendar on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 146373	<p>In BlackBerry Enterprise Server version 4.1 SP4 and later, if a user configured the Out of Office settings using the IBM iNotes web client and selected “Mark these dates busy in my calendar” for certain dates, the start date and end date did not synchronize correctly to the user’s BlackBerry device.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>
SDR 130395	<p>In BlackBerry Enterprise Server version 4.1 SP3 and later, if a meeting organizer updated a meeting with a new time, invitees might not have been able to accept the updated meeting invite on their BlackBerry devices.</p> <p>In BlackBerry Enterprise Server version 4.1 SP6, this issue is resolved.</p>

## Known issues

Key issues	
SDR 195683	<p>If you are using IBM DB2 UDB as your database, you cannot upgrade BlackBerry Enterprise Server version 4.1 SP4 to BlackBerry Enterprise Server version 4.1 SP6. During the upgrade process, the setup application stops responding while upgrading the BlackBerry Configuration Database.</p> <p><b>Workaround</b></p> <p>Upgrade BlackBerry Enterprise Server version 4.1 SP4 to BlackBerry Enterprise Server version 4.1 SP5, then upgrade BlackBerry Enterprise Server version 4.1 SP5 to BlackBerry Enterprise Server version 4.1 SP6.</p>
SDR 176909	<p>After you upgrade to BlackBerry Enterprise Server version 4.1 SP5 or later and start the BlackBerry Enterprise Server, the BlackBerry Enterprise Server might write incorrect information to the log files about a messaging server failover if the name of the messaging server obtained from the profile document does not match the casing of the name of the messaging server obtained from API calls.</p>
SDR 173400	<p>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.</p>
SDR 170644	<p>If the BlackBerry Enterprise Server experiences a timeout with the SQL Server while you are moving a user to a different BlackBerry Enterprise Server, the user might not be moved to the BlackBerry Enterprise Server successfully.</p>
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 <a href="http://www.blackberry.com/knowledgecenterpublic/livelink.exe?func=11&amp;objId=1264708">www.blackberry.com/knowledgecenterpublic/livelink.exe?func=11&amp;objId=1264708</a> to read the critical advisory for this issue.</p>
SDR 167354	<p>If a user's distinguished name is changed after the user has been added to the BlackBerry Enterprise Server, and the user's distinguished name is identical to the distinguished name of another user on the BlackBerry Enterprise Server, the two user accounts might be associated with the same IBM Lotus Notes messaging account.</p> <p><b>Workaround</b></p> <p>Restart the BlackBerry Enterprise Server, or remove and re-add the user to the BlackBerry Enterprise Server.</p>
BlackBerry Attachment Service	
SDR 153315	<p>If you upgrade a remote BlackBerry Attachment Service, the maximum file size settings that you configured change to the default values.</p>
BlackBerry Client for IBM Lotus Sametime version 2.1.10	
SDR 189012	<p>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.</p>
SDR 187633	<p>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.</p> <p><b>Workaround</b></p> <p>The contact's phone number is updated when the user clicks View Person's Info.</p>
SDR 181474	<p>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.</p>
SDR 177400	<p>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.</p>
SDR 174697	<p>The time displayed in the View Person's Info screen might be incorrect due to issues associated with Daylight Saving Time.</p>
SDR 171751	<p>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.</p>
SDR 171547	<p>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.</p>
SDR 69400	<p>If a user logs in to the collaboration client, presence notification is turned off in the email application on the user's computer.</p>
SDR 53744	<p>Users are unable to create a new group when they add a contact to the collaboration client.</p>

**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.
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**BlackBerry Configuration Database**

SDR 181269	If you move multiple users to a different BlackBerry Enterprise Server, the thread performing the operation might take longer than expected. As a result, the BlackBerry Enterprise Server reports the thread as non-responsive, which causes the BlackBerry Controller to restart the BlackBerry Messaging Agent.
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. <b>Workaround</b> Uninstall the BlackBerry database notification system.
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. <b>Workaround</b> 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 170295	When the BlackBerry Controller restarts a component of the BlackBerry Enterprise Server, it might cause debugging activities such as NSD to fail.
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**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.
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**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.

<b>BlackBerry Manager</b>	
SDR 170789	When a new user is assigned to a user group, the wireless synchronization settings for the members of the group might be deleted.
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 150208	If the UNID of BlackBerry device users in the IBM Lotus Domino directory changes (for example, users are accidentally deleted and restored in the directory by copying person documents from a backup into the directory), the BlackBerry Enterprise Server might be unable to find the users by their UNID. The BlackBerry Enterprise Server then searches for the users by name. The BlackBerry Enterprise Server might locate the wrong user. As a result, users might become associated with the wrong user account.
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. <b>Workaround</b> 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.
<b>BlackBerry Messaging Agent</b>	
SDR 194682	If a user searches for remote email messages from the BlackBerry device and the search text includes one or more unicode characters, the search might not complete successfully.
SDR 190050	If you have support for HTML format and RTF formal email messages turned on, when the BlackBerry Enterprise Server Alert tool sends a message to a user’s BlackBerry device, the body of the message is blank on BlackBerry Device Software version 4.5 or BlackBerry Device Software version 4.6. If the user clicks More, an error message displays. <b>Workaround</b> Instruct users to click Get Plain Text after they open the message instead of More or More All.
SDR 179162	In certain circumstances, if a user deletes a single instance of a repeating calendar entry from the BlackBerry device, the BlackBerry Messaging Agent might stop responding.
SDR 178517	In rare circumstances, the BlackBerry Messaging Agent might create duplicate tag IDs for messages. As a result, if a user deletes a message, other messages with the same tag ID are also deleted.
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 171175	In rare circumstances, the BlackBerry Messaging Agent might stop responding if a user soft-deletes a message.
SDR 169942	In rare circumstances, the BlackBerry Messaging Agent might throw an exception if it processes an incoming message for a user that contains pContentType with a value of null or 0.
SDR 136345	If a user turns on the Out of Office service in IBM Lotus Notes version 8.0, the user cannot turn on or turn off Out of Office notifications from the BlackBerry device. <b>Workaround</b> Instruct users to use the Out of Office agent instead of the Out of Office service.
<b>BlackBerry MDS Integration Service</b>	
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.
<b>BlackBerry Policy Service</b>	
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.

**BlackBerry Policy Service**

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 180186 If a user's address book is on a different server than the user's messaging account, the BlackBerry Messaging Agent might not write information about the user to the BlackBerry Messaging Agent log file successfully.

SDR 168466 If the BlackBerry Enterprise Server tries to write information to the AppLog while it is processing an exception, the BlackBerry Enterprise Server might stop responding.

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.

**Organizer data synchronization**

SDR 150752 If a user's UserInfo document is too large, the BlackBerry Messaging Agent might enter a loop while attempting to resolve the read and unread marks for the user's messages, resulting in an error on the BlackBerry device.

**Workaround**

Remove and re-add the user to the BlackBerry Enterprise Server.

SDR 150405 If a user has contacts added to the address book on their computer, and the contacts are then synchronized over the wireless network with the BlackBerry device, the email addresses of these contacts might not be formatted correctly when the user receives messages from those contacts on the BlackBerry device. As a result, the user cannot select certain options for those contacts on the BlackBerry device (for example, the user cannot call the contact by clicking the contact name).

SDR 149614 The contact list lookup on the BlackBerry device returns unexpected results when too many matches are found in the IBM Lotus Domino directory.

**Setup application**

SDR 177085 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."

**Workaround**

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.

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.

**Wireless calendar synchronization**

SDR 171564 When a user checks the availability of meeting invitees from the BlackBerry device, if the availability information cannot be retrieved for a single invitee, the availability information for the other meeting invitees might not be available as well, and an "Unable to find time where all attendees are available" error message displays.

SDR 151218 In certain circumstances, calendar invitations that users delete from IBM Lotus Notes still synchronize to users' BlackBerry devices.

SDR 144850 If a "To do" item is added to IBM Lotus Notes, it is moved to the next day in the calendar if it is not completed by the due date. This change is not reflected in the calendar on the BlackBerry device.