

BLACKBERRY ENTERPRISE SERVER SOFTWARE MAINTENANCE RELEASES: OVERVIEW AND FREQUENTLY ASKED QUESTIONS

OVERVIEW

SERVICE PACKS

Service packs are software releases that contain product updates, including fixes for identified issues and feature enhancements. They are bundled separately for the following types of BlackBerry® Enterprise Server software:

- BlackBerry® Enterprise Server for Microsoft® Exchange
- BlackBerry® Enterprise Server for IBM® Lotus® Domino®
- BlackBerry® Enterprise Server for Novell® GroupWise®
- BlackBerry® Enterprise Server for MDS Applications

MAINTENANCE RELEASES

The two types of maintenance releases (MRs) that you can install are hotfixes and rollups.

HOTFIX

A hotfix contains fixes for identified defects or potential security vulnerabilities in BlackBerry Enterprise Server software. Because of the often urgent and reactive nature of a hotfix, a release schedule is not followed. A hotfix can be specific to customers or BlackBerry Enterprise Server software types. Before you download and install a hotfix, it is recommended that you read the corresponding Release Notes to determine whether it applies to your environment and addresses an issue important to your organization's BlackBerry Enterprise Server installation.

ROLLUP

A rollup contains a small set of fixes. It can include the same types of fixes as hotfixes, but it is intended to release important fixes on a schedule. A rollup can be expected to be released approximately six weeks after the previous MR is posted.

For example, an organization with BlackBerry Enterprise Server software version 4.1 Service Pack 4 (4.1.4) can install any of the following posted maintenance releases:

- BlackBerry Enterprise Server software version 4.1.4 MR1 (Rollup)
- BlackBerry Enterprise Server software version 4.1.4 MR2 (Hotfix)
- BlackBerry Enterprise Server software version 4.1.4 MR3 (Rollup)
- BlackBerry Enterprise Server software version 4.1.4 MR4 (Rollup)

In this example, each MR (MR1 through MR4) contains all fixes from previous MRs. MR2, which is a hotfix, contains new fixes as well as fixes for all issues from MR1, which is a rollup.

FREQUENTLY ASKED QUESTIONS (FAQ)

Q: What are rollups, what is their purpose, and when are they released?

A: Rollups were introduced during the release of BlackBerry Enterprise Server software version 4.0 Service Pack 7 (4.0.7) and BlackBerry Enterprise Server software version 4.1 Service Pack 4 (4.1.4). They contain a small set of fixes and are released approximately six weeks after the previous MR is posted. Rollups are intended to make important fixes available to customers in a timely manner. By planning the release date, Research In Motion is better able to schedule resources to address and fix issues.

Q: How are rollups different from hotfixes or service packs?

A: A rollup usually contains a maximum of ten fixes, whereas a hotfix usually contains a maximum of three fixes. A service pack, however, may contain a large number of fixes and can also include functional changes.

Q: Must I apply the latest rollup or apply every MR in order?

A: Both types of MRs are cumulative. For example, MR3 includes all the fixes released in MR1 and MR2, regardless of whether MR1 and MR2 were rollups or hotfixes; furthermore, the Release Notes detail the fixes in the MR.

Q: If a hotfix MR is released prior to the scheduled release of a rollup, how is the release schedule changed?

A: The rollup will be released approximately six weeks after the hotfix.

Q: Do rollups contain schema changes to the BlackBerry Configuration Database?

A: Similar to hotfixes, rollups do not contain schema changes; only service packs contain schema changes.

Q: What are the differences between a service pack and an MR?

A: An MR is a small set of fixes released between service packs in order to make important fixes available in a timely manner.

Q: Do hotfixes still exist?

A: Hotfixes exist, but they are reserved for widespread, urgent or critical issues that affect security or service. A hotfix would be released to address such issues if the current or typical rollup development cycle does not allow for a timely release.

Q: How do I determine if an MR is a hotfix or a rollup?

A: The www.blackberry.com web site and Release Notes clearly identify the MR as either a hotfix or rollup. In addition, the MR setup application indicates that the update is either a hotfix or a rollup during installation.

Q: Does it matter if an MR is a hotfix or rollup?

A: The scope of a rollup is larger because it includes more fixes than an average hotfix. For more information on fixes addressed in the MR, refer to the corresponding Release Notes.

Q: Must I install all of the MRs if some do not pertain to my organization's BlackBerry Enterprise Server installation?

A: You do not have to install all of them. You can install the MRs that pertain to your organization, but they will be cumulative; MRs include fixes that existed in all previous ones.

Q: Do the Release Notes that accompany an MR list all the SDRs addressed in the release, or do they only list the new SDRs?

A: Release Notes include all the issues from previous MRs and mark the issues that are fixed in the current MR with an asterisk (*). For example, if MR2 is released, its Release Notes would include a list of all the issues fixed in MR1, in addition to a list of all the issues fixed in MR2, which are marked with asterisks.