



BlackBerry Enterprise Server for IBM Lotus Domino
Version 4.1 Service Pack 4

Release Notes

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Related resources

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

Visit www.blackberry.com/go/serverdocs for more product documentation. To view the guides, you must have Adobe® Acrobat® Reader® 3.0 or later installed on your computer.

Product information

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 2.5.2. 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 this 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.

Functional changes

Feature	Description
product documentation	For current documentation, visit www.blackberry.com/go/serverdocs . In BlackBerry Enterprise Server Version 4.1 SP4 and later, Research In Motion has discontinued the distribution of documentation on the product CD.
more database task information added to log files	In BlackBerry Enterprise Server Version 4.1 SP4, in the BlackBerry Enterprise Server log files, you can view the number of rows that are deleted during Microsoft® SQL Server™ tasks. (SDR 124827)
support for Japanese Unicode-encoded characters in PDF attachments	<p>In BlackBerry Enterprise Server Version 4.1 SP3 and later, Japanese Unicode-encoded characters might not display correctly in PDF attachments that users open on BlackBerry devices.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, you can configure the BlackBerry Attachment Service to display Unicode-encoded characters in PDF attachments.</p> <ol style="list-style-type: none"> 1. Visit www.foolabs.com/xpdf/download.html to download the Xpdf Japanese language support package. 2. Install the language support package. 3. On the computer that hosts the BlackBerry Attachment Service, start the Registry Editor. 4. In the left pane, navigate to HKEY_LOCAL_MACHINE\Software\Research In Motion\BBAttachEngine\Distillers\LoadPDFDistiller. 5. Right-click the ConfigFile STRING registry value, and click Modify. 6. In the Value data field, type the path and name of the configuration file that specifies the path of the language files. 7. Click OK. <p>(SDR 123252)</p>

Feature	Description
changes to registry keys that control outbound and inbound port connections	<p>Previously, when you changed the outbound TcpPort registry key at HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerryRouter\TcpPort, you also changed the internal service port on which the BlackBerry Router listens. By default, the BlackBerry Router uses the same port (port 3101) for both inbound and outbound connections.</p> <p>Also, the BlackBerry Server Configuration tool did not provide a configuration screen for you to configure the internal service port on which the BlackBerry Router listens.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, the TcpPort registry key controls only the outbound connection port to the BlackBerry Infrastructure, and the configuration screen specifies "SRP host port (outbound)".</p> <p>BlackBerry Enterprise Server Version 4.1 SP4 also adds the ServicePort registry key at HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerryRouter\, and the configuration screen specifies "BlackBerry services connection port (inbound)".</p> <p>(SDR 114433, SDR 114436)</p>
ability to control the number of messages that the BlackBerry Enterprise Server processes	<p>In BlackBerry Enterprise Server Version 4.1 and earlier, the performance of the messaging server that hosted user mail files was affected when the mail files contained a large number of documents (for example, 1000).</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, to improve the performance of the BlackBerry Enterprise Server, you can control the number of messages that the BlackBerry Enterprise Server processes at one time. Perform the following actions:</p> <ol style="list-style-type: none"> 1. On the computer that hosts the BlackBerry Messaging Agent, start the Registry Editor. 2. In the left pane, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents. 3. Create a DWORD value called MaxMessagesPerWRP. 4. Right-click the MaxMessagesPerWRP value, and click Modify. 5. In the Value data field, type the number of messages that you want the BlackBerry Enterprise Server to process at one time. The default value is 100. The maximum permitted value is 1000. 6. Click OK. <p>(SDR 114431)</p>
password and user information added to the BlackBerry Manager	<p>In BlackBerry Enterprise Server Version 4.1 SP4, you can now view the status of passwords and owner information for individual users on the User tab in the BlackBerry Manager.</p> <p>(SDR 106076)</p>
changes in an error message for BlackBerry® Instant Messaging for Microsoft® Office Live Communications Server 2005	<p>In BlackBerry Enterprise Server Version 4.1 and later, if a user typed an incorrect user name or password while logging in to BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 on the BlackBerry device, an "Invalid user name or password" error message appeared on the BlackBerry device.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, to improve product usability, the error message has been changed to "Your password was not accepted by the system. Please check your Windows account, whether your password has changed or whether the spelling is correct".</p> <p>(SDR 87234)</p>
new functionality to populate the ServiceName field automatically	<p>In BlackBerry Enterprise Server Version 4.1 SP4, the BlackBerry Enterprise Server automatically populates the ServiceName field in user profile documents when users activate their BlackBerry devices.</p> <p>(SDR 63421)</p>

Fixed issues

BlackBerry Attachment Service	
SDR 116041	<p>In the BlackBerry Enterprise Server Version 4.1 SP3, the BlackBerry Attachment Service did not display Unicode-encoded characters correctly in PDF attachments that users opened on BlackBerry devices.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.</p>
BlackBerry Configuration Database	
SDR 125589	<p>In BlackBerry Enterprise Server Version 4.1 SP3, a "[DB] Database Schema version is 4.1.2 with build date of yyyy/mm/dd" message appeared in the BlackBerry Messaging Agent log file after you installed the BlackBerry Enterprise Server.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.</p>

BlackBerry Configuration Database

SDR 115321	<p>In BlackBerry Enterprise Server Version 4.1 SP2 and later, if your environment was localized in German, users received incorrect delivery confirmation messages on their BlackBerry devices. These confirmation messages indicated that messages were not delivered to recipients.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.</p>
SDR 113031	<p>In BlackBerry Enterprise Server Version 4.1 SP1 and later, organizer data items on the users' computers were not synchronized with BlackBerry devices, and duplicate entries were created when users added organizer data items on their BlackBerry devices. This issue occurred because rows were not added to the BlackBerry Configuration Database correctly.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.</p>

BlackBerry Dispatcher

SDR 121949	<p>In BlackBerry Enterprise Server Version 4.1 SP3, the BlackBerry Dispatcher stopped responding repeatedly if you allowed a user account to override the Enterprise Service Policy. A "[10000] (02/19 19:23:15.742):{0x1D3C} DefaultHandler - exception caught thread Id=0x1D3C [10000] (02/19 19:23:15.742):{0x1D3C} DefaultHandler - Killing program" error appeared in the BlackBerry Dispatcher log files.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.</p>
SDR 97703	<p>In BlackBerry Enterprise Server Version 4.1 and later, if you received a "[20642] (07/12 20:21:22):{0xADC} Database error in UpdateAgentId (err=0x80040E31, native err=0) - Timeout expired" message in your BlackBerry Dispatcher log file and then restarted the BlackBerry Enterprise Server, the BlackBerry Dispatcher could not restart.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.</p>

BlackBerry Instant Messaging for IBM Lotus Sametime

SDR 105202	<p>In previous versions of BlackBerry® Instant Messaging for IBM® Lotus® Sametime®, if you set the Allow Public IM Services IT policy rule to false in the BlackBerry Manager, the enterprise instant messaging application could not be used on the BlackBerry device when the IT policy was applied.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4 and BlackBerry Instant Messaging for IBM Lotus Sametime Version 1.1.32, this issue is resolved.</p>
SDR 100946	<p>In BlackBerry Enterprise Server Version 4.1 SP2, if you turned off the BlackBerry MDS Connection Service and the BlackBerry Collaboration Service, users who were online when the services were turned off were not notified that they were no longer connected.</p> <p>In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.</p>
SDR 54287	<p>In previous versions of BlackBerry Instant Messaging for IBM Lotus Sametime, when a user added a contact in the desktop instant messaging client whose name contained certain special characters, the contact name appeared incorrectly. If the user added the same contact to the enterprise instant messaging application, the contact name appeared correctly. Both the correct and incorrect names were included in the user's contact list.</p> <p>In BlackBerry Instant Messaging for IBM Lotus Sametime Version 1.1.32, this issue is resolved.</p>

BlackBerry Instant Messaging for Microsoft Office Live Communications Server

SDR 99007	<p>In previous versions of BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005, if Public IM Connectivity was turned on for a user, and the user tried to invite a public instant messaging contact to a conference, an unclear error message appeared.</p> <p>In BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 Version 1.1.18, if Public IM Connectivity is turned on for a user, and the user tries to invite a public instant messaging contact to a conference, an error message appears in the conference with the notification that the user cannot start a conference with a public instant messaging contact.</p>
SDR 98758	<p>In previous versions of BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005, if a Microsoft Office Communicator user blocked a contact, the user could still send messages to and receive messages from that contact.</p> <p>In BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 Version 1.1.18, this issue is resolved.</p>
SDR 96070	<p>In previous versions of BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005, if a user was using Microsoft Office Communicator, the Remove Contact from Group menu item did not appear.</p> <p>In BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 Version 1.1.18, this issue is resolved.</p>
SDR 95013	<p>In previous versions of BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005, if a user was on a Microsoft Office Live Communications Server and was forced from one pool to another, the user's contact list was automatically deleted. The user then received new add requests for contacts. If the user clicked Accept & Add, an uncaught exception was thrown.</p> <p>In BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 Version 1.1.18, this issue is resolved.</p>
SDR 90660	<p>In previous versions of BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005, if a Microsoft Office Communicator user searched for a contact on a BlackBerry® 7100 Series device, the contact list did not snap to already known contacts.</p> <p>In BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 Version 1.1.18, this issue is resolved.</p>

BlackBerry Instant Messaging for Microsoft Office Live Communications Server

SDR 80345 In previous versions of BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005, if a user copied a conversation history that contained emoticons into a conversation, an "ArrayIndexOutOfBounds" error message appeared.
In BlackBerry Instant Messaging for Microsoft Office Live Communications Server 2005 Version 1.1.18, this issue is resolved.

BlackBerry Instant Messaging for Novell GroupWise Messenger

SDR 100872 In previous versions of BlackBerry® Instant Messaging for Novell® GroupWise® Messenger, if a user tried to move a contact that already existed in all folders in the contact list, a "Command Failed" error appeared.
In BlackBerry Instant Messaging for Novell GroupWise Messenger Version 1.1.31, this issue is resolved.

SDR 99326 In BlackBerry Enterprise Server Version 4.1 SP2, if the BlackBerry Collaboration Service was stopped while the enterprise instant messaging application was processing an activity, for example, logging in or sending a message, the user was logged out from the enterprise instant messaging application and an unclear error message, containing the user's user name and an exclamation mark, appeared.
In BlackBerry Enterprise Server Version 4.1 SP4, if the BlackBerry Collaboration Service is stopped while the enterprise instant messaging application is processing an activity, the user is logged out and a "Device has been denied access by server" error message appears.

SDR 98950 In previous versions of BlackBerry Instant Messaging for Novell GroupWise Messenger, if a user attempted to delete the default Novell GroupWise folder on the BlackBerry device, a "Command failed" error appeared.
In BlackBerry Instant Messaging for Novell GroupWise Messenger Version 1.1.31, users do not have the option to delete the Novell GroupWise folder on the BlackBerry device.

SDR 82867 In previous versions of BlackBerry Instant Messaging for Novell GroupWise Messenger, if a user logged in to Novell GroupWise Messenger on the computer while a conversation that was opened from the messages list was open in the enterprise instant messaging application on the BlackBerry device, an "Uncaught Exception" error occurred.
In BlackBerry Instant Messaging for Novell GroupWise Messenger Version 1.1.31, if a user logs in to Novell GroupWise Messenger on the computer while a conversation opened from the messages list is open in the enterprise instant messaging application, the user is logged off from the enterprise instant messaging application, and the conversation is removed from the messages list.

SDR 82325 In previous versions of BlackBerry Instant Messaging for Novell GroupWise Messenger, if a user sent an instant message to a contact and then invited the same contact to a conference, if the contact accepted the conference using Novell GroupWise Messenger on the computer, two conversations were opened on the contact's computer.
In BlackBerry Instant Messaging for Novell GroupWise Messenger Version 1.1.31, if a user sends an instant message to a contact from the enterprise instant messaging application and then invites the same contact to a conference, if the contact accepts the conference using Novell GroupWise Messenger on the computer, only one conversation is opened on the contact's computer.

SDR 81919 In previous versions of BlackBerry Instant Messaging for Novell GroupWise Messenger, if users changed their status to Appear Offline during a conference, their status appeared as Unknown in any active conversations.
In BlackBerry Instant Messaging for Novell GroupWise Messenger Version 1.1.31, if users change their status to Appear Offline while they have one or more conversations open, a prompt informs them that if they change their status to Appear Offline, any open conferences will be closed.

SDR 81196 In previous versions of BlackBerry Instant Messaging for Novell GroupWise Messenger, when several events occurred in rapid succession, one of the events might not have displayed correctly in the enterprise instant messaging application. For example, if a user closed a conversation in the enterprise instant messaging application while a contact in the conversation was still typing, the contact's status remained at "typing" until the user logged out from the enterprise instant messaging application and logged back in.
In BlackBerry Instant Messaging for Novell GroupWise Messenger Version 1.1.31, this issue is resolved.

SDR 79905 In previous versions of BlackBerry Instant Messaging for Novell GroupWise Messenger, users were unable to set a status message on the My Status window when using the enterprise instant messaging application in French, Italian, German, or Spanish.
In BlackBerry Instant Messaging for Novell GroupWise Messenger Version 1.1.31, this issue is resolved.

SDR 79377 In previous versions of BlackBerry Instant Messaging for Novell GroupWise Messenger, if a user was in both a conference and a conversation with a contact, and ignored that contact in the conference, the user still received messages from the ignored contact.
In BlackBerry Instant Messaging for Novell GroupWise Messenger Version 1.1.31, this issue is resolved.

BlackBerry Manager

SDR 127743 In BlackBerry Enterprise Server Version 4.1 SP3, if you used the BlackBerry Manager to assign a BlackBerry device to a user account located on a secondary BlackBerry Enterprise Server, that BlackBerry device received service books that contained an incorrect Server Routing Protocol (SRP) address.
In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.

BlackBerry Manager	
SDR 121875	In BlackBerry Enterprise Server Version 4.1 and later, senior help desk administrators could not use the Import Users from Legacy Server option to import users. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 114175	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if you manually populated the Location–Server or Location–Relative Path field when you created a group, that information was lost when you added a user to the group. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 109034	In BlackBerry Enterprise Server Version 4.1 SP1 and later, if your BlackBerry Configuration Database contained numerous rows, you could not successfully remove a user from the BlackBerry Enterprise Server. The following error appeared in the BlackBerry Manager log file: [20000] (10/23 16:50:08):{0x1394} [ODBCRecord::DeleteRecord] SQL error: [0x80040E31 Timeout expired] Source: [Microsoft OLE DB Provider for SQL Server] SQLState: [HYT00] NativeError: [0] [20000] (10/23 16:50:08):{0x1394} [ODBCRecord::DeleteRecord] COM Error 0x80040E31 - 125161760 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "Timeout expired" In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 105393	In BlackBerry Enterprise Server Version 4.1 and later, in some circumstances, when you selected certain user account names and clicked Edit Properties on the Users tab, the User Properties dialog box did not display. A "[40000] (09/27 16:59:06.124):{0x13CC} (!) unknown exception was caught at <path>userframe.cpp, line 478" error appeared in the BlackBerry Manager log files. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 103624	In BlackBerry Enterprise Server Version 4.1 SP2 and later, when you viewed the second page or subsequent pages of a user list in the BlackBerry Manager, the BlackBerry Manager automatically refreshed the list every few seconds and reverted to the first page of the user list. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 103106	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if you typed an invalid SRP address or authentication key in the BlackBerry Manager, the BlackBerry Manager stopped responding temporarily and a dialog box did not notify you that you typed invalid information. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 97811	In BlackBerry Enterprise Server Version 4.0 SP4 and later, if you configured a user-defined filter in the BlackBerry Manager or on the BlackBerry device and then set an activation password for the user in the BlackBerry Manager, the filter was deleted. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 81079	Previously, if a user account associated with a BlackBerry device with BlackBerry® MDS Services installed was removed from the BlackBerry Enterprise Server, the pin for the BlackBerry device remained in the Device Registered pane for BlackBerry MDS Services, and the status of the BlackBerry device appeared as "online". In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
BlackBerry MDS Services	
SDR 115844	In BlackBerry Enterprise Server Version 4.1 and earlier, if you created a pull rule to prevent users from viewing content on HTTPS web sites, when users visited an HTTPS web site and then visited a web site that they were permitted to view on their BlackBerry devices, they received a "403" error. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 103963	In BlackBerry Enterprise Server Version 4.1 SP3, messages did not appear in the Monitor Messages list in the BlackBerry Manager after you set up BlackBerry MDS Services message monitor definitions. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
BlackBerry Messaging Agent	
SDR 127041	In BlackBerry Enterprise Server Version 4.1 SP3, in some circumstances, users could not send or receive messages on their BlackBerry devices. A locked "BIPP" receiver thread prevented the BlackBerry Enterprise Server from performing tasks. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 124582	In BlackBerry Enterprise Server Version 4.1 and earlier, in some circumstances, the BlackBerry Enterprise Server displayed C++ runtime error dialog boxes when users responded to messages on their BlackBerry devices. When you clicked OK in an error dialog box, the BlackBerry Enterprise Server stopped responding. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 123692	In BlackBerry Enterprise Server Version 4.1 SP3 and earlier, if you restarted the computer that hosted the BlackBerry Enterprise Server frequently (for example, once every four days), the BlackBerry Enterprise Server did not delete pending messages that were older than the message expiration time you specified in the registry key HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents\MessageExpiration. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.

BlackBerry Messaging Agent	
SDR 123351	In BlackBerry Enterprise Server Version 4.1 and earlier, if you switched a user's BlackBerry device in the BlackBerry Manager and the user had five or more pending messages, messages were not sent to the user's BlackBerry device unless you restarted the BlackBerry Enterprise Server. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 117982	In BlackBerry Enterprise Server Version 4.1 and earlier, when you moved a user account from one BlackBerry Enterprise Server to another, that user could not send or receive messages on the BlackBerry device. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 115066	In BlackBerry Enterprise Server Version 4.1 and earlier, when users replied or forwarded a MIME message on their BlackBerry devices, the message text appeared at the bottom of the message. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 112311	In BlackBerry Enterprise Server Version 4.1 and later, if the userdump.exe tool was not installed or configured correctly, a "Generating userdump" error appeared in the BlackBerry Messaging Agent log files. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 107064	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if a "[40073] (10/10 14:53:52.311):{0xDC4} {John Smith/Organization name} Unable to render original message text for user John Smith/Organization" error appeared in the BlackBerry Messaging Agent log file and the BlackBerry Enterprise Server sent blank messages to users. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 107021	In BlackBerry Enterprise Server Version 4.1 SP2, if users replied to Base64-encoded messages on their BlackBerry devices, the messages were sent without a message body. A "[40073] (10/10 14:53:52.311):{0xDC4} {John Smith/Company Name} Unable to render original message text for user John Smith/Company Name" message appeared in the BlackBerry Enterprise Server log files. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 106904	In BlackBerry Enterprise Server Version 4.1 SP3, if you enabled soft deletions for mail files on your IBM Lotus Domino server, a "[40285] (10/20 11:12:15.143):{0xFD4} {John Smith/CompanyName} OTAFM (user John Smith/Company Name): queued notification for device" message appeared in the BlackBerry Enterprise Server log files when users emptied the Trash folder on their BlackBerry devices. This message should have appeared only when users moved messages to the Trash folder. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 105956	In BlackBerry Enterprise Server Version 4.1 and later, when users received a return receipt message on their BlackBerry devices, "RECEIVED" text did not appear in the message subject line. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 101509	In BlackBerry Enterprise Server Version 4.1 SP2 and later, pending messages that users received more than 7 days in the past were not included in the Expired message count in the BlackBerry Manager and the BlackBerry Messaging Agent log files incorrectly indicated that the messages were sent to BlackBerry devices. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 95927	In BlackBerry Enterprise Server Version 4.1 and later, if you enabled performance monitoring on the BlackBerry Enterprise Server, the error "Event ID: 1023 Windows cannot load extensible counter DLL BlackBerry Router, the first DWORD in data section is the Windows error code" appeared in the event viewer because the registry key HKEY_LOCAL_MACHINE\System\Current Control Set\Services\BlackBerry Router\Performance did not reference the correct BlackBerryRouterPerf.dll file. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
BlackBerry Policy Service	
SDR 117896	In BlackBerry Enterprise Server Version 4.1 and earlier, in certain circumstances, when you used an application control policy to send a third-party application to an individual user, IT policy changes were sent to all users. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 117188	In BlackBerry Enterprise Server Version 4.1 and later, if you moved a user account from one BlackBerry Enterprise Server to another while the BlackBerry Policy Service sent an application control policy for a push application, a "transaction already queued" error appeared and the push application was not sent to BlackBerry devices successfully. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 114986	In BlackBerry Enterprise Server Version 4.1 SP3, in a IBM DB2 Universal Database environment, the BlackBerry Policy Service did not update the peer-to-peer encryption key correctly. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
Setup program	
SDR 116634	In BlackBerry Enterprise Server Version 4.1 SP1 and later, if you used a proxy auto-configuration (PAC) file to configure your proxy server connection settings for the BlackBerry MDS Connection Service, you were prompted to reconfigure your proxy server connection settings when you ran the Change Database wizard. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.

Setup program	
SDR 114759	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if you specified invalid BlackBerry MDS Services proxy server information during an upgrade, a runtime error appeared in the log files, and the upgrade did not complete successfully. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 114606	In BlackBerry Enterprise Server Version 4.1 and later, if you turned on SQL replication on the BlackBerry Configuration Database before you upgraded the BlackBerry Enterprise Server, the upgrade did not complete successfully and a "Database data upgrade failed. BlackBerry Enterprise Server will now terminate." error appeared. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
BlackBerry Synchronization Service	
SDR 115016	In BlackBerry Enterprise Server Version 4.1 and earlier, a C++ runtime error appeared in the BlackBerry Manager when the BlackBerry Enterprise Server processed certain organizer data items. If you clicked OK in the error dialog box, the BlackBerry Enterprise Server stopped responding, and did not synchronize organizer data items. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 114569	In BlackBerry Enterprise Server Version 4.1 and earlier, if you changed a user's mail file template, the user could not delete messages on a BlackBerry® Pearl™ 8100 smartphone. Existing messages that were open when you changed the mail file template appeared incorrectly as filed messages on the BlackBerry device. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 113981	In BlackBerry Enterprise Server Version 4.1 SP3, in certain circumstances, if the BlackBerry Enterprise Server found duplicate Lotus Notes® address book entries and deleted them to create a new entry, the BlackBerry Enterprise Server might have attempted to synchronize with the deleted address book entry and stopped responding. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 113029	In BlackBerry Enterprise Server Version 4.1 SP1, when a user created a new organizer data item, the BlackBerry Messaging Agent called an UPDATE SQL function before calling the INSERT function. The extra call to the UPDATE function might have affected BlackBerry Enterprise Server performance. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 111654	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if users created an IBM Lotus Notes address book entry that contained numeric or special characters in the Middle Initial field, duplicate entries appeared in the address books on the users' BlackBerry devices. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
SDR 109101	In BlackBerry Enterprise Server Version 4.0 SP3 and later, when a contact's first name or last name was updated on a BlackBerry device, the BlackBerry Enterprise Server replaced the contents of the Full Name field with the first and last name. In IBM Lotus Notes, a new line was appended to the field with the new first and last name. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.
Wireless calendar synchronization	
SDR 115390, SDR 115388	In BlackBerry Enterprise Server Version 4.1 SP2 and earlier, if the time zone on a user's BlackBerry device was set to Santiago (-4) and the time zone on the BlackBerry Enterprise Server was set to Eastern time (-5), when that user created a recurring meeting or All Day meeting on the BlackBerry device, not all meeting instances synchronized with the IBM Lotus Notes client application. In BlackBerry Enterprise Server Version 4.1 SP4, this issue is resolved.

Known issues

Key issues	
SDR 99190	In BlackBerry Enterprise Server Version 4.1 SP2 and later, the contents of meeting invitations sent from an organizer in a Microsoft Exchange environment appear as "meeting.ics" on the user's BlackBerry device. The meeting contents appear correctly in the email application on the user's computer, unless the user accepts the invite from the BlackBerry device, and then the BlackBerry Messaging Agent changes the body content to "meeting.ics".
SDR 87023	If a user forgets the password for a BlackBerry device on which content protection is turned on, if you reset the user's password remotely, the content-protected BlackBerry device prompts the user to type the BlackBerry device password, which the user has forgotten, before the user types a new password, because content protection uses the password to encrypt the content protection key. You must use the Erase Data and Disable Device task in the BlackBerry Manager to remotely erase all user information and application data that the BlackBerry device stores. Workaround Do not use the Set a Password and Lock Handheld command to reset the password remotely.

BlackBerry Collaboration Service

SDR 115751	If a user clicks the View Contact Info menu item on a contact that is listed as Away or Out of Office a "Java.lang.ArrayOutOfBounds" error might appear.
SDR 92584	If your instant messaging environment is IBM Lotus Sametime, when a user adds a contact to the Buddy List in the desktop instant messaging program and then starts a conversation with that contact, and the contact receives the invitation on the BlackBerry device the user on the desktop instant messaging program appears offline. When the contact joins the conversation on the BlackBerry device, the user on the desktop instant messaging program continues to appear offline until the user types the first message of the conversation.

BlackBerry Configuration Panel

SDR 101690	In certain circumstances, if you change the path to the folder where the BlackBerry services create log files from a local drive to a network drive, the BlackBerry Configuration Panel completes the process, but the BlackBerry services cannot create log files in the network drive. Workaround Specify a local drive as the destination folder for the log files, and contact BlackBerry Technical Support.
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BlackBerry Dispatcher

SDR 135302	The BlackBerry Dispatcher might stop responding if "BIPPe_Session::Stop" and "BIPPe_Controller::ConnectionEstablished" are called at the same time.
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BlackBerry Instant Messaging for IBM Lotus Sametime Version 1.1.32

SDR 92584	If a user adds a contact to the contact list on the computer, then starts a conversation with the contact, the contact sees the user as offline in the enterprise instant messaging application.
SDR 75641	When a user uses the enterprise instant messaging application to open a conversation with a contact, then invites more contacts to join the conversation, an invitation is sent to all contacts. If a contact on a different BlackBerry Enterprise Server refuses the invitation, the user is unable to invite the contact to join the conversation again.
SDR 69400	If a user logs in to the enterprise instant messaging application, presence notification is turned off on the email application on the user's computer.
SDR 53744	Users are unable to create a new group when they add a contact to the enterprise instant messaging application.

BlackBerry Instant Messaging for Microsoft Office Live Communications Server Version 1.1.18

SDR 95012	If a user is using Microsoft Office Communicator with a BlackBerry 7100 Series device or a BlackBerry Pearl 8100 smartphone, the enterprise instant messaging application does not send typing indicators to other BlackBerry devices, and it does not receive typing indicators from other BlackBerry devices.
SDR 92584	If a user adds a contact to the contact list on the computer, then starts a conversation with the contact, the contact sees the user as offline in the enterprise instant messaging application.

BlackBerry Instant Messaging for Novell GroupWise Messenger Version 1.1.31

SDR 95012	If a user is using a BlackBerry 7100 Series device or a BlackBerry Pearl 8100 smartphone, the enterprise instant messaging application does not send typing indicators to other BlackBerry devices, and it does not receive typing indicators from other BlackBerry devices.
SDR 92584	If a user adds a contact to the Novell GroupWise Messenger contact list on the computer, then starts a conversation with the contact, the contact sees the user as offline in the enterprise instant messaging application.
SDR 79969	If a user deletes a contact in the contact list, any conversations that include that contact are deleted as well.
SDR 75641	When a user uses the enterprise instant messaging application to open a conversation with a contact, then invites more contacts to join the conversation, an invitation is sent to all contacts. If a contact on a different BlackBerry Enterprise Server refuses the invitation, the user is unable to invite the contact to join the conversation again.

BlackBerry Manager

SDR 138326	In the All Users view in the BlackBerry Manager, if there is a blank record in either the phone number or the serial number column, and you sort by one of those columns, the sorting does not work correctly.
SDR 137878	In BlackBerry Enterprise Server Version 4.1 SP3, a custom activation message is written to one row in the GlobalSettings table but is read from a different row, and the activation message is not sent.
SDR 129405	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if the connection to the BlackBerry Configuration Database is lost and then restored, the BlackBerry Manager might continue to stop responding.
SDR 121875	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if you manage the roles for a Microsoft SQL Server user who has only the Security Administrator role and not the System Administrator role, a permissions error message appears.

BlackBerry Manager

SDR 121116	In BlackBerry Enterprise Server Version 4.1 SP2 and later, if you use the Remote Administrator option to remove the rim_db_admin_security role for a user, you are prompted to remove the user from the sysadmin and security administrator Microsoft SQL Server roles. If you remove the role using the List Administrators option, you are not prompted to remove the user from the additional roles.
SDR 104469	In BlackBerry Enterprise Server Version 4.1 SP2 and later, when you assign the security administrator role to a user, you also assign System Administrator permissions to that user in Microsoft SQL Server.
SDR 104467	In BlackBerry Enterprise Server Version 4.1 SP2 and later, when you try to manage roles for a Microsoft SQL Server user who has only the security administrator role and not the system administrator role, a permissions error message displays.
SDR 101945	After you upgrade your BlackBerry Enterprise Server to Version 4.1 SP2, if you create a new IT policy by copying an IT policy that existed before the upgrade, the copied IT policy does not contain the settings of the original.
SDR 76363	The BlackBerry Manager is not compatible with Microsoft .NET Framework 2.0.

BlackBerry Messaging Agent

SDR 96768	In some circumstances, if users have 10,000 to 30,000 messages in the email applications on their computers, messages might take an unexpected amount of time to synchronize with their BlackBerry devices. Workaround In their desktop email program, users can move their messages to a folder that is not configured to synchronize with the BlackBerry device. Alternatively, you can turn off wireless synchronization.
SDR 69377	If a request to receive more of a long message on the BlackBerry device fails, no message indicating that the request failed appears on the BlackBerry device.
SDR 121677	In BlackBerry Enterprise Server Version 4.1 SP2 and later, in certain circumstances, if a user replies to certain messages on the BlackBerry device, the message recipient receives a message that does not contain the reply.

BlackBerry MDS Services

SDR 100135	If you remove a user who previously used a BlackBerry device that was registered with a BlackBerry MDS Services server from the BlackBerry Enterprise Server, that user's BlackBerry device entry remains in the Devices Registered list in the BlackBerry Manager and errors appear in the BlackBerry MDS Services log file.
SDR 110758	If you install BlackBerry Enterprise Server Version 4.1 SP2 or later with the BlackBerry MDS Services, the server.xml log file located in <drive>\Program Files\Research In Motion\Blackberry Enterprise Server displays the password for the BlackBerry MDS Services database in plain text.
SDR 95252	In some 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 Services log file after you restart the BlackBerry MDS Services.
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.

BlackBerry MDS Runtime

SDR 114803	If a user installs a BlackBerry® MDS Studio Application on a BlackBerry device and you publish another version of the application, if the user installs the second version while running the original version, both versions of the application are installed on the BlackBerry device.
SDR 80850	When you try to push upgrade a running BlackBerry MDS Application that uses an onExit event, a dialog box prevents the BlackBerry MDS Studio Application from closing automatically, and the upgrade does not occur until the BlackBerry MDS Studio Application closes. This issue occurs only when the onExit script displays a modal dialog. Workaround The user must close the dialog box to proceed with the upgrade.
SDR 89844	When an OnInit event for a control calls a script which displays the same screen, a StackOverflow error occurs, and the BlackBerry MDS Studio Application stops. Workaround Make sure that OnInit events do not call a script that displays the same screen.

Setup program

SDR 135067	During an upgrade to BlackBerry Enterprise Server Version 4.1 SP4, the files "krb5.conf" and "MdsLogin.conf in the folder \\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\Servers\<server>\config" are overwritten.
SDR 101698	In BlackBerry Enterprise Server Version 4.1 SP2 and later, you cannot use a mapped network drive to create the BlackBerry Enterprise Server logs during the installation process.

BlackBerry Synchronization Service

SDR 99972 In certain circumstances, task list reminders on the BlackBerry device do not synchronize with the IBM Lotus Notes client applications on the users' computers.

Wireless calendar synchronization

SDR 81449 If a meeting organizer receives an invitee's acceptance notice on the email application on the computer but not on the BlackBerry device, the invitee's status remains as "invited".