



# BlackBerry Desktop Software Version 4.0 Release Notes

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This document contains information on installing the BlackBerry® Desktop Software and the BlackBerry Handheld Software.

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## Product information

This version of the BlackBerry Desktop Software is intended for use with BlackBerry Wireless Handhelds™ that are running version 4.0 or later of the BlackBerry Handheld Software.

## Fixed issues

- Previously, if a location document pointed to a local replica of the mail file and a location type of Local Area Network and the Reconcile Email check box was selected, a message indicating that you must connect to your messaging and collaboration server before enabling wireless calendar synchronization constantly appeared. The message also appeared if you attempted to open the Redirector Settings tool. (SDR39660)
- Previously, when you used the desktop software offline, changing your Intellisync personal information management (PIM) configuration generated an error message. (SDR 34649)
- Management of IT policy using the desktop software did not function correctly with earlier versions of the BlackBerry Enterprise Server™ for IBM® Lotus® Domino®. This issue is resolved in BlackBerry Enterprise Server for IBM Lotus Domino version 4.0.0 bundle 48 or higher. (SDR31536)
- The following issue occurred only on Microsoft® Windows® XP Professional Service Pack 2, or other operating systems with the Windows Installer 3.0 package installed. The BlackBerry Desktop Software might have experienced problems communicating with your handheld if you had installed older versions of handheld software on your desktop. This problem might have appeared during key generation or data synchronization. (SDR25098)

## Known issues

- If you upgrade the desktop software from version 3.6.2 to 4.0, the Home address fields in the address book do not map to the Home address street fields as expected.  
**Impact:** Home address street fields are mapped incorrectly after upgrading.  
**Workaround:** Map the fields manually, or delete the existing configuration (PIN and PIN.cfg folders) to regenerate the field map. See the *Intellisync Online Help* for more information on field mapping.  
**Issue No.:** SDR27607
- If you upgrade the desktop manager from version 3.6.0 to version 4.0, handheld applications that you map to IBM Lotus Organizer® 6.0 are mapped to IBM Lotus Notes® 5.0/6.0.  
**Impact:** Handheld applications are mapped to Lotus Notes 5.0/6.0 instead of Lotus Organizer 6.0.  
**Workaround:** Upgrade to a more recent version before upgrading to 4.0. This issue will not occur if you upgrade the desktop software from version 3.6.1, 3.6.2, or 3.6.3 to 4.0.  
**Issue No.:** SDR26614
- This release does not support the synchronization of task categories between Lotus Notes and your handheld.  
**Impact:** If you are using Lotus Notes, you cannot synchronize task categories.  
**Workaround:** None.  
**Issue Nos.:** SDR25403, SDR27991
- Installing the desktop software to a directory with a name that contains accented characters prevents Intellisync personal information management (PIM) synchronization.  
**Impact:** Synchronization of PIM data is prevented.  
**Workaround:** Do not install the desktop software to a directory with a name that contains accented

characters.

**Issue No.:** SDR25236

- Downgrading the desktop software from 4.0 to 3.6 is not supported.  
**Impact:** After an attempt to downgrade, you cannot use the desktop software to synchronize your handheld.  
**Workaround:** Uninstall the desktop software version 4.0 before installing desktop software version 3.6.  
**Issue No.:** SDR24236
- Intellisync might not process data containing accented characters as expected.  
**Impact:** Some characters might not appear correctly after synchronization, and accents in user names and server names might prevent synchronization.  
**Workaround:** None.  
**Issue Nos.:** SDR5540, SDR30390
- If you are using Microsoft Outlook® and you change your desktop software to synchronize with a public folder only, and not the default local folder, when you synchronize your desktop and handheld the desktop software stops responding and closes.  
**Impact:** The desktop software stops responding and closes.  
**Workaround:** When you configure your PIM data using the desktop software, include both the default address book folder and the public address book folder.
- It might not be possible to use Intellisync to synchronize Lotus Notes data that contains accented characters.

## System requirements

The following components are necessary to install the desktop software:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or higher and has an available USB port, or that has an available serial port
- Microsoft Windows 98, Windows 2000, Windows ME, or Windows XP



**Note:** Data that you synchronize must use the same language as the Microsoft Windows operating system.

## Email program requirements

To integrate your handheld with a desktop email program, one of the following email program requirements must be met:

- Microsoft Exchange, Microsoft Outlook 98, 2000, 2003, or XP (corporate or workgroup Installation) with an email account on a Microsoft Exchange Server version 5.5 or later that can receive email messages from the Internet
- Lotus Notes 4.6 or later with an email account on an IBM Lotus Domino server version 4.6 or later that can receive email messages from the Internet

## Browser requirements

To set up a BlackBerry Internet Email account, the following browser requirements must be met:

- **Operating System:** Microsoft Windows 95, Windows 98, Windows ME, Windows NT® (version 4), Windows 2000, Windows XP, or Mac OS® 9.0 or 10.0

- **Internet Browser:** Microsoft Internet Explorer version 5.01, 5.5, or 6.0 or Netscape® Communicator version 4.08 to 4.58 with JavaScript™ enabled



**Note:** Netscape Communicator version 6 (and higher) is not supported.

## Installing the desktop software

To receive email messages on your handheld, you must integrate your handheld with an email account during installation, by choosing one of the following setup options:

- **BlackBerry Internet Email:** Use this option if you received a new email address with your handheld, or if you want to receive email from an existing Internet service provider email account.
- **BlackBerry Enterprise Server or BlackBerry Desktop Redirector:** Use this option to receive email from your corporate Microsoft Outlook or Lotus Notes email account. If you use Microsoft Outlook, ask your system administrator whether a BlackBerry Enterprise Server™ or BlackBerry Desktop Redirector will redirect your email messages.



**Note:** To integrate both your business email and your personal email with your handheld, select the BlackBerry Enterprise Server or BlackBerry Desktop Redirector option first, and then activate your handheld on the BlackBerry Internet Email web site.

### Install the desktop software

1. Insert the *BlackBerry Desktop Software* installation CD into your CD drive.
2. On the taskbar, click **Start**.
3. Click **Run**.
4. In the **Open** field, type **d:\setup.exe** where **d** is the name of your CD drive.
5. Click **OK**.
6. If the **Choose Setup Language** dialog box appears, select a language, and then click **OK**.
7. Click **Next**.
8. Select your country.
9. Click **Next**.
10. Read the license agreement carefully and, if you accept the terms, click **Yes**. Do not click **Yes** if you do not agree to the terms of the license agreement. Please contact Research In Motion if you have any questions or concerns about the terms of the license agreement.
11. Complete the on-screen instructions.

## Adding handheld applications to the desktop software

After you install the desktop software, add handheld applications to the desktop software manually to perform one of the following actions:

- upgrade your handheld
- install software from a different service provider
- switch to a different handheld model

- add third-party applications to your handheld



**Note:** To add handheld applications to the desktop software, your desktop software must be version 3.6 or later. You are solely responsible for the selection, implementation, and performance of any third-party applications that you use with the desktop software or the handheld. Research In Motion Limited does not in any way endorse or guarantee the security, compatibility, performance, or trustworthiness of any third-party application, and shall have no liability to you or any third party for issues arising from such third-party applications.

## Verify that handheld applications are added to the desktop software

1. On the taskbar, click **Start**.
2. Click **Programs > BlackBerry > Desktop Manager**.
3. On the **Help** menu, click **About Desktop Manager**.
4. Click the **Handheld Software** tab.
  - If the handheld applications that you require appear on this tab, you can load new applications using the Application Loader tool. See "Loading handheld applications" on page 5 for more information.
  - If the handheld applications that you require do not appear on this tab, add the applications to the desktop software. See "Add handheld applications to the desktop software" on page 5 for more information.
5. Click **Close**.

## Add handheld applications to the desktop software

1. Close the BlackBerry Desktop Manager.
2. Download handheld applications.



**Note:** Depending on your system administrator or service provider, you can download the latest handheld applications from your service provider web site. You are solely responsible for verifying that the handheld applications that you download are appropriate for, and compatible with, your handheld.

3. Double-click the .exe file that you downloaded in step 2.
4. Follow the on-screen instructions.

You can now connect your handheld to your computer, start the desktop software, and use the Application Loader tool to load applications onto your handheld. See "Loading handheld applications" on page 5 for more information.

# Loading handheld applications

## Verify the desktop-to-handheld connection


1. Connect your cradle or USB cable to your computer.
2. Perform one of the following actions:
  - Insert your handheld into the cradle.
  - Connect the USB cable to your computer.
3. On the taskbar, click **Start**.
4. Click **Programs > BlackBerry > Desktop Manager**.
5. Click **Options > Connection Settings**.
6. Click **Detect**.

7. Click **OK** twice.

### Load handheld applications

1. Verify that your handheld is connected to your computer.
2. On the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
3. Perform one of the following actions:
  - If the Application Updates Available dialog box appears, the software on your handheld is not current. Click **Update Now**.
  - If the Application Updates Available dialog box does not appear, double-click the **Application Loader** icon.
4. Click **Next**.
5. If necessary, perform the following actions:
  - If the **Handheld Security Password** dialog box appears, type your password. Click **Next**.
  - If the **Communication Port Selection** dialog box appears, select a port from the drop-down list or select the **Detect communication port** check box. Click **Next**.
  - If the **Handheld Application Version** dialog box appears, the available system software is older than the software that is already installed on your handheld. To replace the handheld applications with the older version, click **Next**. To leave the applications on the handheld unchanged, click **Cancel**.
6. Perform any of the following actions:

Action	Procedure
Add online Help.	Select the check box beside <b>Help</b> .
Add an application.	Select the check box beside the application name.
Remove an application.	Clear the check box beside the application name.
Remove an application from your handheld and delete it from the application selection list.	Click the application name. Click <b>Delete</b> .
Add a handheld application that does not appear in the list.	Click <b>Add</b> . Select the application loader file (.alx or .ali). Click <b>Open</b> .

 **Warning:** Loading an older version of an application onto your handheld might impact the support that is available for your handheld and might negatively affect the warranty applicable to your handheld. In particular, loading a version of the software onto your handheld that is older than the software provided with the handheld might cause it to malfunction and perform in a non-optimal manner. For this reason, Research In Motion does not recommend that you install previous software versions.

8. Click **Next**.
9. Click **Finish**.



**Warning:** Do not disconnect your handheld from your computer until the loading process is complete. If the loading process is interrupted, your handheld applications might not work properly. If this occurs, repeat the process.

After the loading process is complete, you might need to turn on your handheld wireless radio. See the printed documentation that accompanied your handheld for more information.

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SWD\_X\_DT(EN)-002.000

Last revised: November 17, 2004