BlackBerry Desktop Manager

Version: 1.0.3

Release Notes

Contents

Product information

BlackBerry® Desktop Manager 1.0.3 synchronizes your organizer data (calendar entries, contacts, tasks, and notes and memos) between your BlackBerry device and your Mac computer. If you have an iTunes library on your computer, you can synchronize your music to your device.

You can also use the BlackBerry Desktop Manager to perform the following actions:
- charge your device
- back up and restore your device data
- add, update, or remove device applications

You need to meet the following requirements to use BlackBerry Desktop Manager:

Item	Requirement
BlackBerry® device	• BlackBerry® Device Software version 4.2 or later • To synchronize your music from your computer to your device, you must have a media card or on-board device memory.
computer	• Mac OS 10.5.5 or later • an active Internet connection
iTunes library	To synchronize your music from your computer to your device, you must have iTunes version 7.7.1 or later.

New in this release

BlackBerry® Desktop Manager 1.0.3 build 19 introduces improvements to device connectivity, synchronization and various fixes, and support for the following Asian languages:
- Japanese
- Korean
- Simplified Chinese
- Traditional Chinese

Fixed issues

This section lists fixed and closed issues from BlackBerry® Desktop Manager 1.0.2 build 08 to BlackBerry Desktop Manager 1.0.3 build 19.

General	
MKS 374925	BlackBerry Desktop Manager did not connect with some BlackBerry® 7130 Series smartphones using BlackBerry® Device Software 4.2.

Synchronizing data	
MKS 101502	Modifying an occurrence or the full series of a recurring event on your device resulted in a duplicated entry on Microsoft® Entourage®. This was intermittent.
Calendar	
MKS 614811	Appointments were deleted from iCal after updating your BlackBerry Desktop Manager. This issue was previously unreported.
MKS 403184	Attendee status changed from "Accepted" to "Invited" after changing the meeting details after synchronization.
Contacts	
MKS 606380	Contacts were deleted from your computer after updating your BlackBerry Desktop Manager. This issue was previously unreported.
MKS 346493	Home fields were duplicated on your computer, if a different home number is added on the device and on the computer to an existing contact.
MKS 350583	Synchronizing a company contact from your device to your computer didn't select the Company check box in the Apple Address Book.
MKS 426043	After synchronization, you could not use the "Find" function in your contacts application for your device or when composing an email message.
MKS 433321	Changing the "Other" fields for a contact on your device created a duplicate "Other phone" and "Other email" in Apple Address Book.
MKS 351660	Home 2, Work 2 and Other phone numbers were deleted from your device after changing a contact in Entourage and synchronizing; these numbers appear under different phone labels in Entourage and Apple Address Book.
MKS 128146	With Entourage, if you have two work and home phone numbers on your computer, only one of them was synchronized.

Known issues

This section lists known issues for BlackBerry® Desktop Manager 1.0.3 build 19.

Applications	
MKS 508239	You receive the following error message when you update your device during a slow Internet connection: "BlackBerry Desktop Manager failed to validate your BlackBerry device update." **Impact:** You cannot update your device software. **Workaround:** None.
MKS 530811	Your data is not restored after updating your device software if your device has content protection turned on. You receive the following error message: "BlackBerry Desktop Manager failed to update. You cannot update your device." **Impact:** Your device is updated but your data is not restored. **Workaround:** If you've encountered this problem, you can restore your data manually. For future updates, turn off content protection on your device.

Backup and Restore	
MKS 465858	Your on-board device memory database persists in a .bbb file after replacing a backup file without on-board device memory. **Impact:** The contents of the backup file are replaced, but the on-board device memory remains. **Workaround:** None.
MKS 349826	You cannot complete an encrypted backup with a large amount of data in your on-board device memory. **Impact:** You cannot back up a large amount of this type of data and encrypt it. **Workaround:** Turn off encryption or delete some data from your on-board device memory.
MKS 229616	If a backup directory has insufficient disk space, the backup fails and you are told to try again. **Impact:** You aren't given an explanation. **Workaround:** None.
MKS 226350	You don't receive a warning message if you try and restore a backup (.bbb) files with on-board device memory to a device without on-board device memory or with mass storage mode turned off. **Impact:** You cannot restore the backup file. **Workaround:** Perform the following actions:

Backup and Restore
1. Change the extension of the .bbb backup file to .zip.
2. Extract the backup file.
3. Navigate to the **Database** folder.
4. Use the Databases.ipd file to restore the data without on-board memory.

General	
MKS 528846	If you cancel any of the following tasks - backing up, restoring, updating software - your content protected device is unable to connect to BlackBerry Desktop Manager. **Impact:** You should be able to return to BlackBerry Desktop Manager without any problems. **Workaround:** Remove and re-insert your device's battery.
MKS 455401	Progress bar is stuck after disconnecting your device while loading BlackBerry Device Software. **Impact:** BlackBerry Desktop Manager is frozen. **Workaround:** Force quit BlackBerry Desktop Manager.
MKS 215914	If you force quit BlackBerry Desktop Manager in the middle of synchronizing, future operations might be blocked. **Impact:** You receive a duplicate key error from Sync Services the next time you try and synchronize. **Workaround:** None.
MKS 359036	If you are using Mac OS 10.5, the search feature does not function properly in the BlackBerry Desktop Manager help. **Impact:** You receive a "No help topics found" message after performing a search in the BlackBerry Desktop Manager help. **Workaround:** You can navigate to all help topics using the list of help topics in the BlackBerry Desktop Manager help.

Synchronizing data	
MKS 619494	Changing a key field that exists on your device and your computer results in duplicated entries after refreshing your synchronization. **Impact:** Only the changed entry should be synchronized. **Workaround:** None.
MKS 620319	Changing a non-key field that exists on your device and your computer triggers a conflict after refreshing your synchronization.

Synchronizing data	
	Impact: Only the changed entry should be synchronized.
	Workaround: None.
MKS 621174	A conflict occurs when attempting to synchronize your organizer data that has a different data format on your computer compared to your device.
	Impact: There shouldn't be a conflict.
	Workaround: None.
MKS 621260	If you delete entries on your device, they are added to your computer again after refreshing your synchronization.
	Impact: Entries are not deleted from your computer.
	Workaround: None.
MKS 358106	An incorrect error message is displayed when attempting to sync with an application that doesn't exist on your device: "The [application] database cannot not be accessed for synchronization. For help resolving the issue, refer to KB19454 in the BlackBerry Desktop Manager Knowledge Base."
	Impact: The error message should tell you to install the application.
	Workaround: None.
MKS 529972	BlackBerry Desktop Manager hangs when syncing to an unmounted device.
	Impact: You cannot sync your data.
	Workaround: Close then re-open BlackBerry Desktop Manager.
MKS 353972	You receive an error when synchronizing with BlackBerry Desktop Manager after having synchronized with PocketMac without uninstalling PocketMac.
	Impact: A "Sync error occurred" message pops up every time you try to synchronize.
	Workaround: Uninstall PocketMac and BlackBerry Desktop Manager and then reinstall BlackBerry Desktop Manager.
MKS 122278	Reminder time reverts back to its original value after changing it on the device and syncing again with Microsoft® Entourage®.
	Impact: Reminder time hasn't changed.
	Workaround: None.
Calendar	
MKS 624178	The URL field in iCal is deleted during when you synchronize for a second time and you have slow sync selected.
	Impact: The URL field shouldn't be deleted.
	Workaround: None.

Synchronizing data	
MKS 618214	Monthly recurring entries created on the 31st day of the month don't synchronize for months that don't have 31 days. **Impact:** Your computer doesn't have the same amount of entries as your device. **Workaround:** None.
MKS 569465	Recurring, all-day calendar appointments that were created before the first Sunday of November 2006 are pushed forward by 1 hour on your device. **Impact:** The all-day recurring appointment can display the incorrect time or date. **Workaround:** None.
MKS 569719	Recurring events that occur in the past are synced to device when synchronizing with "Future events only" selected. **Impact:** Past events shouldn't be synchronized. **Workaround:** None.
MKS 501760	Changing a field in a synced calendar entry and synchronizing again causes errors. **Impact:** Synchronization errors occur. **Workaround:** None.
MKS 518005	There are issues with multiple calendars when synchronizing with BlackBerry Device Software 5.0.0.400 and later. **Impact:** 1. Entries aren't properly color-coded to their calendars. 2. You cannot delete the appointment from the main calendar view. 3. You receive an error if you change an appointment in iCal and sync the entries again. **Workaround:** None.
MKS 519976	You receive sync errors if synchronizing the Meeting calendar category in iCal. **Impact:** BlackBerry Desktop Manager freezes and you need to complete a Force Quit to exit the application. **Workaround:** Sync all categories except for the Meeting calendar.
MKS 525554	Only one all-day entry is synced to the device when creating monthly recurring, multiple all-day events. **Impact:** All recurring entries aren't synced. **Workaround:** None.
MKS 532306	You receive a sync error when adding or removing a BlackBerry Internet Service calendar for the first time after synchronizing. **Impact:** After selecting the "Replace device data" option to the "Service for your device's calendar has changed" message, your data should sync.

Synchronizing data	
	Workaround: None.
MKS 542649	A random reminder is synced to your device when multiple reminders are set up for the same entry in iCal.
	Impact: You don't know which reminder will be synced.
	Workaround: None.
MKS 365497	There are multiple Entourage calendar entries in iCal when configuring Entourage 2004.
	Impact: Only one Entourage entry should appear in iCal.
	Workaround: Delete the extra entries in iCal.
MKS 382912	You don't receive a warning when a new calendar event from your device cannot be added to a deleted calendar.
	Impact: Calendar events are added to a different calendar.
	Workaround: None.
MKS 424446	When synchronizing a daily or weekly all-day recurring event, the end date is one day behind on the device.
	Impact: The last occurrence should keep the same date as the computer.
	Workaround: None.
MKS 424576	Changing a single instance of an all-day recurring event creates a duplicate entry on your device.
	Impact: The entry shouldn't be duplicated.
	Workaround: None.
MKS 431336	There is an extra entry on your device calendar when synchronizing a daily, all-day recurring event.
	Impact: The recurring event ends a day later on your device than on your computer.
	Workaround: None.
MKS 456610	There might be problems synchronizing all-day events from your computer to your device if your device has a different time zone.
	Impact: After synchronizing, the **All Day Event** check box isn't selected on your device and the start time isn't updated to the correct time.
	Workaround: None.
MKS 356242	In Entourage, if you synchronize a meeting (with attendees) again without making any changes, the organizer name is added to the attendee list with a status of "Accepted" using the safer sync option.
	Impact: Organizer name shouldn't be added to the attendee list.
	Workaround: In BlackBerry Desktop Manager, click Device Options and select the faster sync option.

Synchronizing data	
MKS 355548	Calendar entries turn into all-day events and end dates roll back by one day, if you synchronize an event again from 12:00AM to 12:00AM using the safer sync option. **Impact:** Changes shouldn't be made to these entries. **Workaround:** In BlackBerry Desktop Manager, click Device Options and select the faster sync option.
MKS 355496	If you change one entry from a recurring event from iCal, a duplicate entry is created on your device. **Impact:** Synchronizing to the device shouldn't create a duplicate entry. **Workaround:** None.
MKS 355486	iCal is always showing completed date as 2000-12-31 when synchronizing completed tasks from the device. **Impact:** Completed date should be the actual date, not 2000-12-31. **Workaround:** None.
SDR 340719	Modifying an instance of a recurring calendar entry creates a new entry. **Impact:** There are no changes to the existing recurring entry. **Workaround:** None.
Contacts	
MKS 622274	Custom fields are synchronizing incorrectly from your Address Book to your device. **Impact:** Some custom fields aren't being synchronized. **Workaround:** None.
MKS 565755	The Conflict Resolver window is displayed when you delete a contact picture in the Apple Address Book and sync your data. **Impact:** There shouldn't be a conflict. **Workaround:** None.
MKS 564383	Contacts in subgroups are not synchronizing to the device. **Impact:** All contacts are not synchronized. **Workaround:** None.
MKS 534211	The third line under a contact's street address is deleted from the Apple Address Book after changing a field from your device and syncing again. **Impact:** Lines from the address fields shouldn't be deleted. **Workaround:** None.

Synchronizing data	
MKS 541893, 555779	The "Home" email address label changes to "Work" after adding a contact's home email to your computer's address book, synchronizing it to the device, changing it on the device, and synchronizing it again.
	Impact: The label name shouldn't change.
	Workaround: None.
MKS 540616	Multiple home or work numbers for contacts aren't synced from Entourage to your device.
	Impact: If two home or work numbers are included for contacts in Entourage, only one of them is synced.
	Workaround: None.
MKS 543742	You cannot use the Find feature in your device's MemoPad application after syncing with BlackBerry Desktop Manager.
	Impact: No results are returned.
	Workaround: Remove and re-insert your device's battery.
MKS 445249	Your contact images are synchronizing to your device as different sizes depending on the quality of the source image, even though the source image is large.
	Impact: The synchronized image is a different size.
	Workaround: None.
MKS 128146	With Entourage, if you have two work and home phone numbers on your computer, only one of them is synchronized.
	Impact: You only have one work and home number after synchronizing.
	Workaround: Add number in Apple Address book.
MKS 256959	BlackBerry Desktop Manager might become unresponsive if Entourage is configured to be synchronized with .Mac and both perform a background sync.
	Impact: Performance is impacted.
	Workaround: None.
Notes/Memos	
MKS 473156	The note entry that is synced from your device to Apple Mail Notes is getting deleted from Apple Mail Notes when you open and close the note.
	Impact: The note is deleted.
	Workaround: None.
MKS 361078	Notes stored in Microsoft Exchange are not synchronized to your device.
	Impact: Only notes that are locally stored on your computer are synchronized.

Synchronizing data	
	Workaround: None.
MKS 396172	Notes are duplicating on your device and your computer when synchronizing with Entourage and Apple Mail.
	Impact: Notes shouldn't be duplicated.
	Workaround: None.
MKS 313238	Duplication occurs after synchronizing with Mail Notes after clicking Forget Device and then synchronizing again after reconnecting the device.
	Impact: Notes that were synchronized the first time are duplicated.
	Workaround: None.
Tasks	
MKS 358644	The Category field in your device tasks is deleted after changing any field in your iCal or Entourage Tasks.
	Impact: Category field shouldn't be deleted after synchronization.
	Workaround: None.
MKS 358782	The time stamp in the due date for the device task becomes 12:00AM after changing fields in Entourage.
	Impact: The time should remain the same after synchronization.
	Workaround: None.
MKS 356655	When the value in the Status field in your device tasks is set to "In Progress," "Waiting," or "Deferred," the value in the Status field in your device tasks is deleted and set to "Not Started" after modifying any field in your iCal Tasks.
	Impact: Status field changes to a misleading value.
	Workaround: None.
MKS 351086	You receive the following message when you synchronize your tasks: "There are no Calendars available for syncing on this computer. Please launch iCal or Entourage and create a new calendar."
	Impact: You might not be able to configure your tasks for synchronization.
	Workaround: Close BlackBerry Desktop Manager and create a new calendar in iCal. Launch BlackBerry Desktop Manager again.
MKS 212418	Tasks in Entourage are duplicated after synchronizing without making any changes.
	Impact: There should only be 1 task.
	Workaround: None.
Music	
MKS 570554	Partial music files are not deleted when a device is disconnected during synchronization.

Synchronizing data	
	Impact: The partial music file is duplicated during the next synchronization.
	Workaround: None.
MKS 484051	Songs from albums that end with a period (.) don't play from the playlist.
	Impact: The song is marked as red and indicates that the file location is incorrect.
	Workaround: Delete the period by highlighting the songs in iTunes and going to **File > Get Info**. Click the Info tab and remove the period in the **Album** field. Click **OK**. Sync again.
MKS 509294	After updating your iTunes library, all songs and playlists show 0MB.
	Impact: The number of songs and playlists is not accurate.
	Workaround: Close then re-open BlackBerry Desktop Manager.

Localization	
MKS 483791	An error message appears when you're syncing a changed entry as part of a recurring meeting from Entourage to your device. This problem occurs in the Japanese, Korean and Simplified Chinese versions only.
	Impact: There is no error with the synchronization and an error message shouldn't appear.
	Workaround: None.

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