



Known Issues List

Bayalink Liberty v1.7

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Users experience failures when browsing the internet through the Liberty Solution

Affected Products: All versions of Liberty

Problem Description: With the “Browse the Enterprise” option enabled within the Liberty Viewer, users are able to browse intranet websites but not internet websites.

This problem may affect BlackBerry users whose BlackBerry Enterprise Server operates in a network that uses web proxy servers to manage internet traffic.

Workaround: Configure the firewall / proxy server to allow web related traffic originating with the BlackBerry Enterprise Server to have direct (non Proxy) access to the internet.

For customers where this change is not possible, a solution is being investigated that would resolve this issue within the Liberty solution.

Status: Bayalink has acknowledged this is a problem in the Liberty 1.x products. A fix for this problem is being investigated for inclusion in a future version of Liberty.

Failure to send attachments from Liberty when using BlackBerry OS version 4.2.x

Affected Products: All versions of Liberty

Problem: Liberty users who to send email with attachments from the Liberty Viewer experience a failure to deliver the attachment.

Resolution: An investigation into the nature of this problem revealed an issue with the 4.2.x BlackBerry operating system. Bayalink has confirmed that this problem was resolved with the release of the BlackBerry operating system version 4.3.1.

Bayalink recommends that customers upgrade their BlackBerry Smartphone to OS version 4.3.1 if they experience this problem.

Status: Bayalink considers this problem to be a known issue affecting Liberty users who use BlackBerry Curve Smartphones with BlackBerry OS versions prior to 4.3.1

Bayalink Liberty experiences periodic disconnects when connecting to BlackBerry Curve (8300, 8310, 8320, 8330)

Affected Products: All versions of Liberty

Problem: Liberty users who have a BlackBerry Curve Smartphone have experienced periodic disconnects with their Bluetooth connectivity. It has been observed that disconnects often happen that when users are browsing through Liberty and receive email at the same time. Other occurrences are more random when users are simply receiving email.

Resolution: Bayalink investigated this issue thoroughly and determined that the root cause of this issue was resident in the BlackBerry handheld operating system. RIM has included a fix to resolve this issue in the BlackBerry version 4.5.x operating system. Bayalink recommends that you upgrade your BlackBerry operating system if you are experiencing this issue.

Status: Bayalink considers this a problem to be a known issue potentially affecting Liberty users who have BlackBerry devices that use BlackBerry OS versions prior to 4.5

Liberty may experience errors with BlackBerry 8700 series devices running 4.2.x operating system

Affected Products: All versions of Liberty

Problem: Recent enhancements to the Liberty Viewer Software make use of operating system components that are only available within the BlackBerry version 4.2.1.101 operating system. In the event that Liberty is installed on an 8700 series device with an older operating system, it is highly probably that the user will experience errors or a failure to start the Liberty software. .

Resolution: Bayalink has investigated this issue and has determined that the issue has been resolved in the BlackBerry version 4.2.1.101 operating system. The upgrade of 8700 series Smartphones to BlackBerry operating system to 4.2.1.101 or greater is required in order to ensure the successful operation of Liberty.

Status: Bayalink considers this a problem to be a known issue potentially affecting Liberty users who have a BlackBerry 8700 series device that use BlackBerry OS versions prior to 4.2.1.101. Bayalink advises that the BlackBerry operating system version 4.2.1.101 should be considered the minimum system requirement for all 8700 series devices

Certain messages fail to send when attachments are attached

Affected Products: All versions of Liberty

Problem: When a user attaches a file to a message that they are replying to or are forwarding, the message will become stuck in the Liberty outbox. This message is subsequently never sent. However, new messages act as expected when files are attached.

Resolution: Bayalink has investigated this issue and has determined that it is a problem with the BlackBerry operating system. To date all versions of the BlackBerry OS are affected. When sending files is required, do so with a new message as opposed to a forward or reply.

Status: Bayalink considers this a problem to be resolved with the release of Bayalink Liberty 1.7 software. Customers experiencing this problem are advised to upgrade to Liberty software version 1.7 or later on the Liberty Key and BlackBerry handheld.

BlackBerry Bold Bluetooth disconnects may be experienced with early versions of the BlackBerry Bold operation system

Problem: Liberty users who have a BlackBerry Bold Smartphone have experienced disconnects of their Bluetooth connectivity. No specific pattern has been identified for these disconnects.

Resolution: Bayalink investigated this issue thoroughly and determined that the root cause of this issue resident in the BlackBerry handheld operating system.

Customers experiencing this issue should upgrade to version 4.6.0.210 or later of the BlackBerry Operating system.

Status: Bayalink considers this a problem to be a known issue with early versions of the BlackBerry Bold operating system. There is every indication that this issue is resolved in 4.6.0.210 and greater of the BlackBerry operating system.