



BlackBerry Desktop Software

Version: 6.0.0

Release Notes

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Product information

The BlackBerry® Desktop Software works with BlackBerry devices to complete the following tasks:

- Add, update, or remove device applications and BlackBerry® Device Software
- Back up and restore your device data
- Switch your device to a new BlackBerry device
- Synchronize your organizer data
- Synchronize your media

New in this release

This version of BlackBerry® Desktop Software 6.0 includes these new features:

- An improved, simpler design for the software
- Added BlackBerry® Media Sync features to import and synchronize your media files (music, pictures, and videos) from one location
- Option to synchronize your music by artist and genre
- Support for the BlackBerry® Torch™ 9800 Smartphone and the BlackBerry® Curve™ 9300 Smartphone
- If your device is using BlackBerry® Device Software 6.0, you can use the Wi-Fi® music sync feature to download or remove songs from your computer's music collection using your device when you connect to your home's Wi-Fi network

Fixed issues

This section lists fixed and closed issues from BlackBerry® Desktop Software 5.0.1 bundle 73 to BlackBerry Desktop Software 6.0 bundle 42.

Backup and Restore

SDR 179157	Autoplay dialogs popped up while backing up or restoring on-board device memory.
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Bluetooth Connection

SDR 328127	Device could not connect to BlackBerry Desktop Manager using Bluetooth technology on 64-bit machines with Widcomm stack.
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Localization

SDR 252474	"Error 1904" was displayed when trying to install BlackBerry Desktop Manager in Arabic.
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Windows Vista

SDR 109696	The IBM Lotus Notes login dialog for BlackBerry Desktop Manager did not display expected information when you loaded BlackBerry Desktop Manager for the first time.
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Known issues

This section lists known issues for BlackBerry® Desktop Software 6.0.0 bundle 42.

Installation/Connection

DT 743522	<p>The memory information on the last screen of the device switch or new device wizard isn't displayed if your device fails to connect with the BlackBerry Desktop Software.</p> <p>Impact: The memory information isn't available.</p> <p>Workaround: None.</p>
DT 697124	<p>If you install BlackBerry Desktop Software 6.0, you can install earlier versions of BlackBerry Desktop Software.</p> <p>Impact: You might have more than one version of BlackBerry Desktop Software installed on your computer.</p> <p>Workaround: Uninstall the earlier version of BlackBerry Desktop Software.</p>
DT 642229	<p>You are not warned when you are connecting your device and Caps Lock is turned on.</p> <p>Impact: The password prompt window should indicate that Caps Lock is turned on.</p> <p>Workaround: None.</p>

Bluetooth Connection

DT 758189	<p>The Tools > Add a Bluetooth device menu option is dimmed when you are already connect to the BlackBerry Desktop Software with a Bluetooth® device.</p> <p>Impact: This option should be available.</p> <p>Workaround: None.</p>
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Applications

DT 693806	<p>It might take longer than expected to display device application information or device application summaries.</p> <p>Impact: Applications might take some time before they appear.</p> <p>Workaround: None.</p>
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Backing up and restoring data

DT 755153	<p>If your device is associated with a BlackBerry® Enterprise Server, if you do a custom restore and the databases are read-only or already synchronizing wirelessly, you don't receive any warning that your data didn't restore.</p>
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Backing up and restoring data

Impact: You shouldn't be allowed to select these databases to restore.

Workaround: None.

DT 751826

You receive an error when you back up your data and your device name is longer than the hard drive file system limit or longer than the backup file name:

"There was an error backing up. There could have been a problem with the device or connection during the backup. Verify that the device is turned on and connected."

Impact: Your data isn't backed up.

Workaround: None.

Synchronizing organizer data

DT 735195

If you disconnect your device when your organizer data is being synced after clicking **Sync All**, you still receive a synchronization complete status.

Impact: You receive two Intellisync errors, "Connector specific error" and "Unable to complete synchronization", but the sync status shows as complete.

Workaround: None.

DT 599780

When a Notes contact has been added with only a first name and no last name, you are not notified that this contact will not be synchronized.

Impact: You should receive a notification that contacts with no last name are not synchronized.

Workaround: None.

DT 624882

The status of an attendee from an appointment with multiple attendees doesn't update on your device when synchronizing from a Microsoft® Outlook® calendar.

Impact: Your appointment with multiple attendees isn't synchronized.

Workaround: None.

DT 648561

A priority for a posted task appears on your device when you synchronize a posted task without a priority.

Impact: Your posted task is not synchronized.

Workaround: None.

DT 648559

A category for a posted task appears on your device when you synchronize a posted task without a category.

Impact: Your posted task is not synchronized.

Workaround: None.

Synchronizing organizer data

DT 677881	Occasionally, the error message "The operation terminated unexpectedly" might appear when you synchronize MemoPad. Impact: MemoPad is not synchronized. Workaround: None.
DT 598687	The start date for a Microsoft Outlook task resets to the due date when changing the time zone your device uses. Impact: The start date for the task resets to the due date. Workaround: None.

Device switch

DT 757762	After backing up your data while switching your device, if you click the back arrow to return to the "Select optional data" screen and change your backup options and then continue, your backup should start again. Impact: The backup doesn't start and you can't cancel out of the screen. Workaround: None.
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Media

DT 774101	When you sync Windows Media® Player playlists using BlackBerry Desktop Software 6.0, playlists that you previously synced using BlackBerry Media Sync 2.0 might appear duplicated on your device. Playlists that you synced using BlackBerry Media Sync 2.0 will also not appear selected when you sync using BlackBerry Desktop Software 6.0 Impact: Windows Media Player playlists might appear twice. Workaround: Delete your Windows Media Player playlists from your device and sync your music again. Or, you can install BlackBerry Media Sync 3.0 from www.blackberry.com/go/softwaredownloads before installing BlackBerry Desktop Software 6.0.
DT 767058	In some cases, when you attempt to sync video files over 1.5 gigabytes in size, the sync is not completed. Impact: You are unable to sync the video file. Workaround: None.
DT 747783	If you disconnect your device after clicking Sync All , the synchronization doesn't stop immediately and it eventually fails with the following message: Some files were not synced. Impact: The synchronization process doesn't stop.

Media	
	Workaround: None.
DT 728916	<p>If the size of the BlackBerry Desktop Software screen has been minimized, you cannot select the last item in the video or music lists.</p> <p>Impact: You cannot select some music and videos.</p> <p>Workaround: Enlarge the BlackBerry Desktop Software screen.</p>
DT 715886	<p>You can install BlackBerry Media Sync 3.0 on the same system as BlackBerry Desktop Software 6.0.</p> <p>Impact: You shouldn't be able to install BlackBerry Media Sync.</p> <p>Workaround: None.</p>
Music	
DT 758713	<p>In the Music view, the text is cut off in the bottom of the screen when music isn't selected.</p> <p>Impact: You can't read the complete message.</p> <p>Workaround: None.</p>
DT 758229	<p>The BlackBerry Desktop Software doesn't detect new music added to a blank music library.</p> <p>Impact: You receive the message "No songs in your Windows Media Player library." When you've added music.</p> <p>Workaround: Restart the BlackBerry Desktop Software.</p>
DT 758120	<p>If an error occurred when synchronizing your iTunes music and importing album art, the text for the error link is cut off.</p> <p>Impact: The text should be visible.</p> <p>Workaround: None.</p>
DT 755250	<p>The Unknown artist and genre always show 0 songs in the summary .</p> <p>Impact: These songs don't appear in the song count.</p> <p>Workaround: None.</p>
DT 734936	<p>The Random music option is turned on again, if you have already synchronized with the random music option on and then turned it off.</p> <p>Impact: This option shouldn't be turned on, and previously synchronized music is removed from your media card.</p> <p>Workaround: None.</p>
DT 734852	<p>You receive an error after synchronizing your music for the first time.</p> <p>Impact: You shouldn't receive an error.</p> <p>Workaround: Synchronize your music again.</p>

Media	
DT 730851	<p>You receive an error when you connect a second device to the BlackBerry Desktop Software while synchronizing music with another device.</p> <p>Impact: The synchronization should continue without error.</p> <p>Workaround: None.</p>
DT 695091	<p>If you create a playlist in iTunes and a playlist in Windows Media Player with the same name, if you modify one of the playlists to contain different songs, that playlist might be renamed.</p> <p>Impact: Playlists might not have the same name.</p> <p>Workaround: None.</p>
Pictures	
DT 752364	<p>You receive a synchronization error when you synchronize some pictures and you run out of space on your device.</p> <p>Impact: Your pictures aren't synchronized.</p> <p>Workaround: None.</p>
DT 716237	<p>BlackBerry Desktop Software crashes after adding a picture folder with a long name (256 characters).</p> <p>Impact: The pictures folder isn't added.</p> <p>Workaround: Use a shorter folder name, or none.</p>
Videos	
DT 757288	<p>On Windows 7, AVI files with AC 3 audio are transcoded with no sound.</p> <p>Impact: The movie plays with no sound.</p> <p>Workaround: None.</p>
DT 733679	<p>Sometimes, audio and video for MP4 videos are out of sync.</p> <p>Impact: Audio and video should work together.</p> <p>Workaround: None.</p>
DT 733547	<p>At times, videos with a supported status fail to sync.</p> <p>Impact: Supported videos should sync without error.</p> <p>Workaround: None.</p>
DT 728733	<p>WMV video is transcoded with audio and video out of sync.</p> <p>Impact: The encoding isn't working.</p> <p>Workaround: None.</p>

Media

DT 711671	<p>Sometimes, when the BlackBerry Desktop Software is installed on Vista, it crashes when transcoding a certain group of avi files at the same time.</p> <p>Impact: It should not crash during synchronization.</p> <p>Workaround: None.</p>
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Wi-Fi music sync

DT 759258	<p>The status window for the Wi-Fi® music sync installation doesn't close if your device is disconnected.</p> <p>Impact: The status window shouldn't stay open.</p> <p>Workaround: Once your device is restarted, reconnect your device.</p>
DT 759000	<p>iTunes album art isn't imported after installing Wi-Fi music sync.</p> <p>Impact: Your album art isn't on your device.</p> <p>Workaround: Try importing your album art again in the BlackBerry Desktop Software by going to Tools > Refresh album art.</p>
DT 758226	<p>You receive an incorrect message when you change your music library between iTunes and Windows Media Player.</p> <p>Impact: The message states that your device is already set up for Wi-Fi music sync with a computer, when it should state that Wi-Fi music sync is already using a music library and prompt you to confirm your choice.</p> <p>Workaround: None.</p>

Localization

DT 710017	<p>In the Turkish version, the translated text for "<storage amount> after sync" is incorrect.</p> <p>Impact: This text is incorrect.</p> <p>Workaround: None.</p>
DT 709850	<p>In some languages, {0} Pictures is not translated correctly in the Device Pictures screen.</p> <p>Impact: This text is incorrect.</p> <p>Workaround: None.</p>
SDR 322711	<p>Installations fail with a Japanese user name and non-Japanese regional options on 64-bit machines.</p> <p>Impact: Users receive several errors.</p> <p>Workaround: Change regional and language settings to Japanese.</p>

Intellisync

SDR 354997

New **Nickname** and **Home Fax** fields are mapped by default when upgrading Intellisync.

Impact: New fields should not be mapped by default.

Workaround: Clear the field mappings manually.

System requirements: BlackBerry Desktop Software

Item	Requirement
Hardware	<ul style="list-style-type: none"> Intel® compatible 1GHz or higher processor 512 MB of RAM USB 1.1 or higher USB port Screen resolution of 1024x768 or greater
Software	<ul style="list-style-type: none"> Microsoft® Windows® XP SP2 or later, Windows Vista™, Windows 7 Microsoft® .NET Framework 3.5 SP1 or an active Internet connection iTunes version 7.7.1 or later or Windows Media® Player version 10 or later for music synchronization
BlackBerry® devices	<ul style="list-style-type: none"> For media synchronization, BlackBerry® Device Software 4.2 or later and a media card or built-in media storage For the Wi-Fi music sync feature, BlackBerry Device Software 6.0 For other desktop features: BlackBerry Device Software 4.1 or later
Desktop email programs	<p>For enterprise integration with BlackBerry® Enterprise Server, one of the following email program requirements must be met:</p> <ul style="list-style-type: none"> Microsoft® Outlook® 2000, 2003, 2007, or 2010 (only 32-bit mode is supported) (corporate or workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 Service Pack 4 or later that can receive messages from the Internet IBM® Lotus Notes® 5.0.6 or later with an email account on an IBM® Lotus® Domino® Server version 5.03 or later (5.0.12 or later recommended) that can receive messages from the Internet
Organizers	<p>The following organizers are supported for use with Intellisync:</p> <ul style="list-style-type: none"> IBM Lotus Notes 6, 6.5, 7, 8, 8.5 Microsoft Outlook 2002, 2003, 2007, 2010 (only 32-bit mode is supported) Microsoft Outlook Express 6, Microsoft Windows Contacts (Vista Address Book) Novell GroupWise 6.5, 7 Yahoo!®

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