

## BlackBerry Operating System Wireless Updates: Known Issues and Best Practices

### Known Issues

There are several known issues with the performance of wireless operating system updates on BlackBerry devices.

#### DATA LOSS

Due to a device limitation, loss of data - not just NotifySync data - has been known to occur when performing wireless OS updates. It is therefore recommended that users make a practice of doing a full back up of the device before performing a wireless update to the BlackBerry operating system.

Depending on the OS update, you may also be required to re-register or possibly re-install your NotifySync client.

#### SYNCHRONIZATION STOPS

After applying a wireless device software update obtained from the carrier, NotifySync automatic synchronization ceases and manual synchronization results in an error message indicating that the account cannot be synchronized.

**Error Message:** Unable to synchronize account.

**Error Details:** IllegalStateException: URL not created

**Solution:** The wireless update is causing a problem with the NotifySync network connection database. The solution is to force NotifySync to re-initialize the network connection type it is using by following the directions below.

- 1 Go into the Push Settings Screen and change the Network Type to anything other than what is selected when the screen is loaded.
- 2 Save the changes and exit the Push Settings Screen.
- 3 Re-enter the Push Settings Screen and set the Network Type back to the desired value.
- 4 Save the changes and exit the Push Settings Screen.
- 5 Return to the Inbox and execute a manual Get/Send. This should re-establish automatic synchronization.

### Best Practices for Upgrading your BlackBerry Device Operating System Software

#### LOCATING THE SOFTWARE

Upgrading your BlackBerry device software using your computer requires the BlackBerry Desktop Manager that is available from the [BlackBerry web site \(http://na.blackberry.com/eng/services/desktop/\)](http://na.blackberry.com/eng/services/desktop/). Always make sure that you have the latest version of the BlackBerry Desktop Manager software installed when updating your device operating system software.

#### EXECUTING THE SYSTEM SOFTWARE UPDATE

After confirming that the latest version of the BlackBerry Desktop Manager is installed, connect the BlackBerry device to the computer using the USB cable. As long as you have BlackBerry Desktop Manager version 4.7 or later installed, you can check for updates for your particular device directly through the Application Installer in the BlackBerry Desktop Manager. If there is an update available for your device, you can step through the Application Installer wizard to complete the update.

When upgrading your BlackBerry device operating system software, you must choose to back up the existing information on the device or you will lose all of the information on your device such as email, contacts, calendar items, or task items.

#### UPDATING YOUR NOTIFYSYNC SOFTWARE

Any time you install updated device operating system software you should also make sure that you have all of the appropriate NotifySync updates. Open NotifySync and choose "Check for Updates" from the menu. If there are any updates to the software, including updates that may have been unlocked due to the operating system software update, you will have the opportunity to install them.