

Overview

In BlackBerry Enterprise Server software version 4.1, Hard Deletes Reconciliation can be enabled so that email messages permanently deleted in Microsoft Outlook are removed from the email message list on the BlackBerry smartphone. This feature is disabled by default.

The support for hard deletes uses a Message State Database stored in the computer memory. This database is enabled by default even if the Hard Deletes Reconciliation feature is disabled. By default, the last 100 email messages are tracked for hard delete support in the Message State Database. This number can be changed.

The Message State Database may be reset so that email messages redirected to a BlackBerry smartphone during a previous BlackBerry Enterprise Server session will not be deleted, even if they are hard deleted in the BlackBerry smartphone user's mailbox. Any of the following actions will reset the Message State Database:

- Either of the BlackBerry Enterprise Server or BlackBerry Professional Software are restarted.
- The BlackBerry smartphone user is moved to another BlackBerry Enterprise Server or BlackBerry Professional Software.
- The BlackBerry smartphone user's mailbox is moved to another Microsoft Exchange Server.
- The BlackBerry Enterprise Server administrator sends a Reload User command from BlackBerry Manager.

The requirements to enable Hard Deletes Reconciliation are listed in the following table:

Component	Requirement
BlackBerry Enterprise Server software version 4.1	Must be enabled for wireless folder management
BlackBerry® Device Software for BlackBerry smartphones based on Java®	Version 3.6 or later
BlackBerry Device Software for BlackBerry smartphones based on C++	Version 2.6 or later

To enable Hard Deletes Reconciliation

If using BlackBerry Enterprise Server, complete the following steps:

Open BlackBerry Manager.

In the Explorer view, click **Server**.

On the Server Configuration tab, click **Edit Properties**, then click **Messaging**.

For the **Hard Deletes Reconciliation** option, choose **True** from the drop-down menu.

Restart the BlackBerry Enterprise Server services.

Important: Restarting certain BlackBerry Enterprise Server services will delay email message delivery to BlackBerry smartphones. For more information, see [KB04789](#).

If using BlackBerry Professional Software, complete the following steps:

Open the BlackBerry Professional Manager.

Select the **Home** tab.

Click **Server Properties**.

Select **Messaging**.

Set **Hard Deletes Reconciliation** to **True**.

To change the number of tracked messages

Open BlackBerry Manager.

In the Explorer view, click **Server**.

On the Server Configuration tab, click **Edit Properties**, then click **Messaging**.

In the Performance section, change the value of the **Message State Database Size** field to the number of messages you want to track for hard delete support (the maximum is 1000).

Restart the BlackBerry Enterprise Server services.

Important: Restarting certain BlackBerry Enterprise Server services will delay email message delivery to BlackBerry smartphones. For more information, see [KB04789](#)