



BlackBerry Enterprise Mobility Server Critical Issue Advisory

Install or upgrade to BEMS 3.1 must be done on C drive

3.1

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An installation of BEMS 3.1 or upgrade to BEMS 3.1 does not complete successfully unless you use drive 'C'

Summary

When you use a drive other than 'C' (for example the 'D' or 'E' drive) to install or upgrade to BEMS 3.1, the installation or upgrade fails and the following error displays in the BEMS Installer log: KARAF console cannot be launched due to SSH_MSG_USERAUTH_FAILURE

Impact

You cannot upgrade from a previous version of BEMS to BEMS 3.1, or install a new instance of BEMS 3.1.

Resolution

If you are performing an upgrade, a rollback to the previously installed BEMS version will restore services.

If you are installing a new instance of BEMS 3.1, use the 'C' drive.

The issue is currently under investigation. For more information, visit support.blackberry.com/community to read article [67672](#).

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