



BlackBerry Enterprise Mobility Server (BEMS) Release Notes

3.4

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What's new in BEMS 3.4.3.3

- **MSAL Authentication:** BEMS now uses the Microsoft Authentication Library for authentication and authorization to the in BlackBerry Mail and BlackBerry Docs services to authenticate to Microsoft Outlook, Microsoft SharePoint Online, Microsoft OneDrive for Business, and Microsoft Azure Information Protection (Azure-IP). No additional actions are required if your environment is already configured for modern authentication.
- **Contact Service API for developers:** The Contact Service API now supports additional contact folders and subfolders. For more information, see the [Contact Service API content](#).
- **Security enhancement:** log4j2 library has been updated to version 2.17.1.

Supported upgrades

- BEMS 3.3 > BEMS 3.4.3.3
- BEMS 3.2 > BEMS 3.4.3.3

Fixed issues

When BEMS was upgraded to version 3.3.10 or later, BEMS displayed the following message: "Upgrade BEMS Docs failed and will be rolled back" and the upgrade wasn't complete. For more information, see support.blackberry.com/community to read article 91923. (GEMSS-10240)

In BEMS 3.3 and BlackBerry UEM 12.15 environments, users could not log in to the BlackBerry Connect app from an Android device. For more information, see support.blackberry.com/community to read article 92287. (FIRST-17785, GEMSS-10254)

When BEMS was upgraded and the BlackBerry Connect app was in the background or in an idle state for several minutes, users did not receive notifications for received messages. For more information, see support.blackberry.com/community to read article 90843. (FIRST-17761, G3SERVER-10836)

In environments configured for Skype for Business on-premises, when BlackBerry Connect app users had 40 contacts, all of the contacts displayed as offline. For more information, see support.blackberry.com/community to read article 88215. (FIRST-17752)

Users could not create a contact when the contact name included a special character such as an apostrophe ('). (FIRST-17746)

Some users could not log in to the BlackBerry Connect app. The BEMS log files logged a "System.InvalidOperationException: Sequence contains more than one matching element" message". For more information, see support.blackberry.com/community to read article 48624.(FIRST-17725)

Known issues

BEMS 3.2 has deprecated the "BEMS Presence Keystore File Location" field in Presence service. For more information, see [What's new in BEMS 3.2.7.8](#). In a Cisco Unified Communications Manager IM and Presence service environment, when the environment is configured with a custom certificate keystore, and you upgrade from a BEMS version earlier than 3.1, the Presence service in the BEMS Dashboard test fails and displays the error message "untrusted connection to CUP server". (FIRST-17507, GEMSS-9709)

Workaround: Copy the Java certificates from a custom certificate keystore to the BEMS JAVA_Home keystore. For more information, visit support.blackberry.com/community to read article 73128.

In BEMS System Settings > Troubleshooting > Upload Log Credentials, the BlackBerry Online Portal link redirects to an incorrect webpage. (FIRST-15579)

Workaround: Manually open a browser and use the login credentials for <https://account.blackberry.com/>.

After a new silent installation of BEMS, you can't uninstall BEMS or a BEMS component from the control panel. For more information, visit support.blackberry.com/community to read article 82384. (G3SERVER-10400)

Workaround: Uninstall the BEMS component using the user interface or command prompt.

- Using the user interface
 1. On the computer that hosts BEMS, open a command prompt and navigate to the Good Installation folder. By default the folder is located at <drive>:\Program Files\BlackBerry\BlackBerry Enterprise Mobility Server\Good Server Installation
 2. Type the folder name of the component folder that you want to uninstall. For example, if you want to uninstall the Connect service, type `cd GEMS-Connect_installation`
 3. Type, "Change BlackBerry Enterprise Mobility Server - Connect Installation.exe" -i gui
 4. Press **Enter**.
 5. Follow the onscreen steps.
- Using the command prompt
 1. On the computer that hosts BEMS, open a command prompt and navigate to the Good Installation folder.
 2. Type the folder of the component or BEMS folder that you want to uninstall. For example, if you want to uninstall the Connect service, type `cd GEMS-Connect_installation`
 3. Type "Change BlackBerry Enterprise Mobility Server - <name of component that you are uninstalling>" -DUSER_INPUT_USERNAME=<BEMS account> -DUSER_UPDATED_PASSWORD=<password> -DUSER_INPUT_DOMAIN=<domain>

For example, "Change BlackBerry Enterprise Mobility Server - Connect Installation.exe" -DUSER_INPUT_USERNAME=BEMSadmin -DUSER_UPDATED_PASSWORD=password -DUSER_INPUT_DOMAIN=example.net
 4. Press **Enter**.
 5. Follow the onscreen steps.

After upgrading to the latest JRE and restarting BEMS, the Good Technology Common Services doesn't start. For more information, visit support.blackberry.com/community to read article 48312. (G3SERVER-9828)

Workaround: Run the installer and select **Repair** for the installation type.

When installing a new BEMS, administrators can't log in to the BEMS Dashboard and the following error message is displayed: **Invalid username and password**. For more information, visit support.blackberry.com/community to read article 60037. (G3SERVER-9827)

Workaround: Install Microsoft Visual C++ 2010 SP1 Redistributable Package (x64) on the computer.

1. Download Microsoft Visual C++ 2010 SP1 Redistributable Package (x64). To download the file, visit www.microsoft.com/download and search for ID=13523.
2. Restart the computer.
3. Log in to the BEMS Dashboard.

When upgrading BEMS, the certificate authority (CA) certificates are not available in all of the BEMS instances dashboard (BEMS System Settings > BEMS Configuration > Dashboard Administrators). (G3SERVER-9709)

Workaround: After uploading the certificates, wait at least five minutes before logging in to additional instances using certificate-based authentication.

When upgrading to BEMS 2.12 or later and your environment uses Microsoft SQL Server 2012 or 2014 and SSL encryption is enabled for the SQL Server instance, the BEMS Dashboard can't be accessed and displays the error message: **HTTP ERROR 404 Problem accessing /dashboard. Reason: Not Found**. For more information, visit support.blackberry.com/community to read article 56865. (G3SERVER-9441)

Workaround: Upgrade the Microsoft SQL Server to support TLS 1.2.

When you upgrade an existing BEMS instance and the existing instance is running JRE 8u192 or earlier, the following message appears and BEMS isn't upgraded: **Failed to validate AD user: <BEMS admin accountname>**. The BEMS log files log the following error message: **java.security.InvalidAlgorithmParameterException: Prime size must be multiple of 64, and can only range from 512 to 2048 (inclusive)**. (G3SERVER-9373)

Workaround: Upgrade the JRE to a supported version that is later than 8u192 before you upgrade the BEMS instance. For more information, visit support.blackberry.com/community to read article 57245.

After you upgrade from BEMS 2.10.4.8 to 2.12 or later and the BEMS log file compression is enabled, the last BEMS log file remains in a .txt format instead of a zipped format in c:\blackberry\bemslogs. For more information, visit support.blackberry.com/community to read article 57410. (G3SERVER-9317)

When BEMS is configured to use Client Certificate based authentication for Autodiscover and EWS, the IIS Server log files log an HTTP Status 413. (G3SERVER-8009)

For more information, visit support.blackberry.com/community to read article 57420.

BEMS installation and upgrade becomes corrupt if the uninstall fails because it can't remove the install folder due to locks such as a command prompt open to the installation folder bin directory. (G3SERVER-7392)

Note: Close all connections to the installer folder before performing a removal or upgrade of the BEMS instance.

The Badge Count might display incorrectly if your environment is running in mixed mode, where one node is running a new version of BEMS and another node is running an older version of BEMS, and Mail settings in the BlackBerry Work app is set to New Mail. For more information, visit support.blackberry.com/community to read article 55396. (G3SERVER-7102)

Note: BlackBerry does not recommend running BEMS in a mixed mode.

When you upgrade BEMS and the upgrade rolls back, if a secure certificate is bound to port 8082, the rollback process unbinds the certificate. (GEMSS-10105)

Workaround: Perform the upgrade again and then bind the secure certificate. For more information about binding the secure certificate, see '[Configure the Connect service to receive SSL communications for a new installation](#)' in the [Configuring the BlackBerry Connect service content](#).

After you upgrade BEMS, the Docs, the Connect, or the Presence service might not display in the dashboard. (GEMSS-9962, GEMSS-9965)

Workaround: Run the installer and select **Repair** for the installation type.

In a Cisco Unified Communications Manager IM and Presence service environment when FIPS is enabled in the BEMS Dashboard, and you upgrade BEMS from an earlier version, the users' presence status might stop working. (GEMSS-9959)

Workaround: Restart the Good Technology Common Services.

If you uninstall only the Docs service, the BEMS Dashboard might not be available after the service is uninstalled. (GEMSS-9957)

Workaround: Restart the Good Technology Common Services.

After uninstalling BEMS, the Good Technology folder isn't removed from the following registry location: HKEY_LOCAL_MACHINE\SOFTWARE\. (GEMSS-9886)

Workaround: Manually remove the Good Technology folder. **Important:** Make a backup of the registry before making any changes.

The BlackBerry Connect service fails to start and the Connect log files log the following error message: **Initialization failed.** (GEMSS-9783)

Workaround: Use friendly names for certificates and add the certificate friendly name to the BlackBerry Connect server configuration file. For more information, visit support.blackberry.com/community to read article 63178.

Accessing the Docs Self-Service web console using Mozilla Firefox Private Windows is not supported. (GEMSS-9654)

After force-closing the BlackBerry Work app and then opening the app, user statuses did not update. (G3ANDROID-20438)

Workaround: Complete one of the following actions:

- Move the BlackBerry Work app to the background and then to the foreground.
- Wait a few minutes to allow user statuses to update.

After enabling FIPS and restarting the Good Technology Common Services in a Cisco Unified Communications Manager IM and Presence service environment, users can't view other user's Presence status. The BEMS log files log the following error message: **Invalid session key Ensure the user is logged in or try logging in the user again.** (GEMSS-9365)

Workaround: Stop and then start the Good Technology Common Services twice.

In environments configured for Skype for Business on-premises using not-trusted application mode, BlackBerry Connect users might not see the presence status of other users. (GEMSS-9177)

Workaround: Move the BlackBerry Connect app to the background and then to the foreground.

After enabling FIPS in a Cisco Unified Communications Manager IM and Presence Service environment that is already configured with the BEMS-Presence service, the Presence status of users disappears in the BlackBerry Work app. For more information, visit support.blackberry.com/community to read article 58255. (GEMSS-9158, GEMSS-9018)

Workaround: Complete the following steps:

1. In the BEMS dashboard, enable FIPS.
2. On the computer that hosts BEMS, open the **com.good.gcs.jabber.presenceprovider.config.impl.JabberPresenceProviderConfigImpl.cfg** file. By default, the file is located at C:\Program Files\BlackBerry\BlackBerry Enterprise Mobility Server\Good Server Distribution\gems-quickstart-<version>\etc.
3. Search for **jabber.application.user.password** and delete the value.
4. Save the file.
5. In the Windows Service Manager, restart the Good Technology Common Services service.
6. In the **BlackBerry Enterprise Mobility Server Dashboard**, under **BlackBerry Services Configuration**, click Presence.
7. Click **Jabber**.
8. In the **Application Password** field, enter the password.
9. Click **Test** to verify the fields are completed. The test does not verify that the information in the fields is accurate.
10. Click **Save**.
11. In the Windows Service Manager, restart the Good Technology Common Services service.
12. Close the BlackBerry Work app. Start the BlackBerry Work app.

In some environments configured for Skype for Business on-premises using non-trusted application mode, a user's contacts presence status disappears from BlackBerry Work. For more information, visit support.blackberry.com/community to read article 57489. (GEMSS-8815, GEMSS-8924)

Workaround: Restart the Good Technology Common Services after you modify the Presence service the first time in the BEMS Dashboard.

For more information, visit support.blackberry.com/community to read article 57489.

When you run a diagnostic report in the BlackBerry Work app, the Out of office setting isn't displayed, might display <empty>, or Not determined in the Presence section of the report. (GEMSS-8319)

When enabling proxy support for the Connect service, if you do not enter the same Web Proxy information for the Connect service (BlackBerry Services Configuration > Connect > Web Proxy) and the BEMS System Settings (BEMS Configuration > Web Proxy), the proxy settings might not work as expected. For more information, visit support.blackberry.com/community to read article 56355. (GEMSS-7122)

Workaround: You must enter the Web Proxy settings in both locations of the BEMS Dashboard.

Users in an Microsoft Office Web Apps (OWA) or Office Online Server environment cannot to view or edit Microsoft Office files in BlackBerry Access. The Office Online Server log files display **Could not create SSL/TLS secure channel**. (GEMSS-7056)

Workaround: Complete the following steps:

1. On the computer hosting Microsoft Office Web Apps or Office Online Server, open the registry and navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NETFramework\v4.0.30319**.
2. Right-click the version, click **New > DWORD (32-bit) Value**.
3. In the **Value name** field, type `SchUseStrongCrypto`.
4. In the **Value data** field, type `1`.
5. In the **Base** section, select **Hexadecimal**.
6. Click **OK**.
7. Restart the Microsoft Internet Information Services server.

Sometimes when users upload a file to a group discussion the upload fails and the Connect log files log the message **Exception while writing file to temp dir**. (GEMSS-6969, GEMSS-7753)

In an on-premises Skype for Business with the Connect service configured for non-trusted mode, users do not receive a notification to indicate that they are logged in to more than one BlackBerry Connect app. (GEMSS-6834)

In an on-premise Skype for Business environment that is configured for non-trusted mode, a contact's work phone number is not displayed. (GEMSS-6527)

In an on-premises Skype for Business environment with the Connect service configured for non-trusted application mode, users can't log in to BlackBerry Connect when users' email addresses are different than their login name. (GCC-7752)

Workaround: In the BlackBerry UEM management console, enable "Use explicit UPN" in the BlackBerry Dynamics global properties before users log in to BlackBerry Connect. For more information, see ["Configure BlackBerry Dynamics properties" in the BlackBerry UEM Configuration content](#).

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