



# **BlackBerry Enterprise Mobility Server (BEMS) Release Notes**

3.5



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# What's new in BEMS 3.5.5.9

## What's new in this release?

To learn about the new features introduced in every supported release of BEMS on-premises, see [What's New in BEMS](#).

## Supported upgrades

- BEMS 3.5.4.5 > BEMS 3.5.5.9
- BEMS 3.4 > BEMS 3.5.5.9
- BEMS 3.3 > BEMS 3.5.5.9

## Fixed issues

There are no fixed issues in this release.

## Known issues

There are no known issues in this release.

# What's new in BEMS 3.5.4.5

## What's new in this release?

To learn about the new features introduced in every supported release of BEMS on-premises, see [What's New in BEMS](#).

## Supported upgrades

- BEMS 3.4 > BEMS 3.5.4.5
- BEMS 3.3 > BEMS 3.5.4.5

## Fixed issues

If the Windows audit logging was enabled when you performed an install or upgrade of BEMS, the security event log displayed the service account password in plain text. (G3SERVER-9493)

When cross-origin resource sharing was enabled for the BlackBerry Docs service, users received a 404 error instead of seeing a list of repositories that they could access.(FIRST-17859, GEMSS-10276)

## Known issues in BEMS 3.5.4.5

Microsoft has started to deprecate basic authentication for Exchange Online accounts. In the BEMS Dashboard (Mail > Microsoft Exchange), when you type an Office 365 email address to test connectivity to Microsoft Office 365 using the basic authentication type (Credential), the EWS test fails and displays a "No valid autodiscover endpoint found, please check the BEMS logs for more details" message. For more information, visit [techcommunity.microsoft.com](http://techcommunity.microsoft.com) and read 'Upcoming API Deprecations in Exchange Web Services for Exchange Online'.

When Windows Extended Protection is enabled for Windows authentication, BEMS cannot connect to EWS and stops responding. (FIRST-17903)

**Workaround:** On the computer that hosts BEMS, update the DWORD value for the SuppressExtendedProtection registry entry when Extended Protection is enabled.

1. On the computer that is hosting BEMS, navigate to `HKEY_Local_Machine\System\CurrentControlSet\Control\LSA\`.
2. Right-click **SuppressExtendedProtection** and click **Modify**.
3. Change the **Value data** to **1**.
4. Exit the registry.

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/>.

When silent installing BEMS using the command prompt, the service account password is logged in plain text in the Windows security audit log. (G3SERVER-11029)

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](http://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](http://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](http://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](http://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 Microsoft 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](http://support.blackberry.com/community) to read article 56865. (G3SERVER-9441)

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

After you upgrade from 2.10.4.8 to 2.12 or later and the log file compression is enabled, the last log file remains in a .txt format instead of a zipped format in c:\blackberry\bemslogs. For more information, visit [support.blackberry.com/community](http://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](http://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](http://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 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](http://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 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](http://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](http://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](http://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](http://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 a 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 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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