



BlackBerry Enterprise Mobility Server (BEMS)

Release Notes

3.9

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BEMS 3.9.3.2 and BEMS Cloud Release Notes

What's new in this release?

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

Supported upgrades for BEMS on-premises

- BEMS 3.8.10.38 > BEMS 3.9.3.2
- BEMS 3.7.x.x > BEMS 3.9.3.2
- BEMS 3.7.x.x > BEMS 3.8.10.38 > BEMS 3.9.3.2

Known issues in BEMS 3.9 and BEMS Cloud

The upgrade of a BEMS node in a cluster may reset the uploaded SSL certificate to a self-signed certificate. (G3SERVER-11672)

Workaround: Upload a valid SSL certificate to the BEMS instance after the upgrade. For more information, see [Upload and replace the self-signed BEMS SSL certificate with a SAN or wildcard certificate for use by all nodes in a cluster](#).

In environments that are configured to use the Firebase Cloud Messaging HTTP v1 API and use a proxy server that is configured for NTLMv2 Authentication, Android device users do not receive notifications, and the Dashboard test fails (BEMS System Settings > BEMS Configuration > Firebase Push Notification). The BEMS log files logged the following error message: **Failed to authenticate GoogleCredentials: Error getting access token for service account: 407 Proxy Authentication Required**. For more information, visit support.blackberry.com and read article 116309. (G3SERVER-11593)

When the Docs service uses the Microsoft SharePoint Online repository storage provider and documents are RMS protected, users with View Only permissions cannot view files on their mobile devices and the error message "The resource may have been deleted or you do not have the permission to access its location" is displayed. The BEMS log file logs the following error message: **rmsHttpWrapper.exe is stopped**. (GEMSS-10337)

After a new silent installation of BEMS on-premises, 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.

When upgrading BEMS on-premises, 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 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.

The BEMS on-premises 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.

When you upgrade the BEMS on-premises 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 the BEMS on-premises, 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 on-premises 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 on-premises BEMS Dashboard might not be available after the service is uninstalled. (GEMSS-9957)

Workaround: Restart the Good Technology Common Services.

After uninstalling the BEMS on-premises, 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 on-premises 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 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 on-premises 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 a Microsoft Office Web Apps (OWA) or Office Online Server environment cannot 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 OWA 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, in a BEMS on-premises environment 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-premises 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](#).

Considerations for connecting to the Microsoft SQL Server

The BEMS 3.8 installer now includes the upgraded Microsoft SQL Server driver version 12.8.0 and supports Java 17. The upgraded driver assumes that the encryption is enabled by default. To allow BEMS to communicate with the SQL Server, the installer prepopulates the “Additional properties” with default settings during the installation and upgrade process, and in the dashboard, allowing BEMS to function as it has in previous versions. Additional properties settings that have been configured in an existing BEMS instance are retained. You can change the settings during installation or upgrade, and in the dashboard.

Note: If you enable encryption for all data that is sent between BEMS and the SQL Server, it may cause higher than normal CPU usage.

You can configure the following settings to control how BEMS communicates with the SQL Server:

Additional properties settings	Description
Encrypt=false	The default setting is prepopulated in "Additional properties". The setting does not encrypt data that is sent between BEMS and the SQL Server or validate the TLS certificate from the SQL Server. For example, if the CA certificate that is signing your SQL Server certificate is imported into the Java certificate store, it is ignored. No additional action is required by the administrator. This setting allows the BEMS instance to function as it has in previous versions.
Encrypt=true;trustServerCertificate=true	These settings use encryption that is set on the SQL Server for all the data that is sent between BEMS and the SQL Server, and the Microsoft SQL Server driver does not validate the TLS certificate from the SQL Server.

Additional properties settings	Description
Encrypt=true;trustServerCertificate=false	This setting uses encryption that is set on the SQL Server, and the Microsoft SQL Server driver validates the TLS certificate from the SQL Server to ensure that BEMS is connecting to the correct SQL Server. These settings provide the most security. Before you change the additional properties settings, verify the following: • The SQL Server in your environment is configured to require encryption. • The CA certificate that is signing your SQL Server certificate is imported into the Java certificate store. For more information, see Import the CA certificate into the Java certificate store. Note that if the SQL Server is not setup to require encryption or the certificate is not trusted by the Java certificate store, the following database connection error is returned: "Cannot connect to the DB: "encrypt" property is set to "true" and "trustServerCertificate" property is set to "false" but the driver could not establish a secure connection to SQL Server by using Secure Sockets Layer (SSL) encryption: Error: PKIX path building failed."

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Published in Canada