



Critical Issue Advisory

Upgrading the BlackBerry Connectivity Node to Version 12.17.1 Fails with an Unsuccessful Error Message

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Upgrading the BlackBerry Connectivity Node to version 12.17.1 fails with an Unsuccessful error message

Summary

When you upgrade the BlackBerry Connectivity Node to version 12.17.1, the following error message might be displayed: "Unsuccessful See the log file for details".

Impact

- BlackBerry Connectivity Node for UEM versions 12.16.1 and 12.17.0 are affected by this upgrade issue.
- The BlackBerry Connectivity Node for BlackBerry UEM Cloud is not impacted.
- Other setup types for BlackBerry UEM such as Primary BlackBerry UEM components and management console installations are not affected.

Workaround

For a workaround, [visit support.blackberry.com/community](https://support.blackberry.com/community) to read article 106650.

Resolution

Upgrade to BlackBerry UEM version 12.17.1a or later.

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