Critical Issue Advisory

Upgrading the BlackBerry Connectivity Node to Version 12.17.1 Fails with an Unsuccessful Error Message
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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 to read article 106650.

Resolution

Upgrade to BlackBerry UEM version 12.17.1a or later.
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