BlackBerry Desktop Protect
agent 1584 for Windows
Critical Issue Advisory

Microsoft IIS might stop responding when BlackBerry Desktop Protect agent 1584 for Windows version 2.1.1584.45 is running on the same computer (KB 88116)
Contents

Microsoft IIS might stop responding when BlackBerry Desktop Protect agent 1584 for Windows version 2.1.1584.45 is running on the same computer (KB 88116)................................................................................................................................. 4

Legal notice.................................................................................................................................................................................. 5
Microsoft IIS might stop responding when BlackBerry Desktop Protect agent 1584 for Windows version 2.1.1584.45 is running on the same computer (KB 88116)

Updates
- The Resolution section was updated on October 27th with a release date for BlackBerry Protect Desktop agent 1584 for Windows version 2.1.1584.46
- The Resolution section was updated on November 2 with information about how the fix will be released

Summary
Microsoft Internet Information Services (IIS) might stop responding if you are using the following:
- Microsoft Internet Information Services (IIS) or IIS Express is running on a computer
- BlackBerry Desktop Protect agent 1584 for Windows version 2.1.1584.45 is running on the same computer
- Script Control is enabled in the computer's device policy

The Windows processes that typically stop responding are iisexpress.exe and w3wp.exe. For more information, refer to KB88116.

Impact
This problem occurs because of the way BlackBerry Desktop Protect agent 1584 for Windows version 2.1.1584.45 uses the Microsoft .NET libraries. Other versions of BlackBerry Protect Desktop agent for Windows, all versions of BlackBerry Protect Desktop agent for macOS, and all versions of BlackBerry Protect Desktop agent for Linux operating systems are not affected.

Resolution
To fix the IIS issue with BlackBerry Protect Desktop agent 1584 for Windows version 2.1.1584.45, BlackBerry released BlackBerry Protect Desktop agent 1584 for Windows version 2.1.1584.46 on November 2. This new version changes the way BlackBerry Protect Desktop interacts with the .NET libraries. To manage this change for customers, BlackBerry is making the new version 2.1.1584.46 available by request only. Please contact BlackBerry Support to request this version of BlackBerry Protect Desktop Agent version 1584 for Windows be made available on the UES console. Note that once the new version of BlackBerry Protect Desktop agent 2.1.1584.46 is made available on the console, any endpoints running version 2.1.1584.45 will be automatically upgraded to the new version.
WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREBIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at https://www.blackberry.com/us/en/legal/third-party-software