



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)

2.1.1584.45

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.

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