

Release Notes

Good Control and Good Proxy



Contents

- Good Control version 4.2.57.48 and Good Proxy version 4.2.57.48..... 4
- Good Control version 4.1.57.49 and Good Proxy version 4.1.57.51..... 6
- Legal notice..... 8

Good Control version 4.2.57.48 and Good Proxy version 4.2.57.48

What's new in Good Control version 4.2.57.48 and Good Proxy version 4.2.57.48

This release of Good Control version 4.2.57.48 features the following enhancements:

- Open issues resolved, as documented below

Supported upgrades

You can upgrade to the latest version from any of the following versions:

- 4.1.57.49
- 4.0.57.102
- 3.0.562.39
- 3.0.56.79
- 3.0.56.70
- 2.3.53.72
- 2.3.53.62

Fixed Issues

The following issues are resolved in this release:

- "Cannot connect to Good NOC servers" error could occur during BlackBerry Proxy upgrade when using web proxy. (FIRST-14073)
- Unable to add user to Good Control with duplicate display names. (FIRST-14159)
- Internal hostnames are automatically added to SAN for Direct connect Certificates. (FIRST-14449)
- BlackBerry Proxy's network performance improvements. (FIRST-14169)
- BlackBerry Control (BC) v4.0.57.102 service crashes. (FIRST-14277)
- Added error handling protection for Kerberos related network errors. (FIRST-14009)

- "Offline" - Container unable to connect to Good Control ("invalid auth token") until Good Control restart. (FIRST-14359)

Known Issues

- The Good Control installer program does not accept double quotation marks. Supported characters for the input fields for the Good Control installer are listed in the *Good Control/Good Proxy Installation Guide*.
- Any change made to Good Proxy properties requires the Good Proxy server to be restarted: You can now change the values of Good Proxy properties directly in the Good Control console and send the property updates to all defined Good Proxy servers. For changes to property values to take effect, you must restart the Good Proxy servers.
- Unable to add Good Control with web proxy to cluster under certain conditions: This occurs when the installed Good Control has connecting settings: it is NOT using a web proxy. These two options cannot be used together.
- Good Control Cloud: Internet Explorer v11.1184 causes UI issues when loading Good Cloud Control. There are no such issues when using older versions of Internet Explorer.

Known Limitations

- There are no additional known limitations introduced in this release.

Good Proxy 4.2.57.48

No new features have been introduced with this release of Good Proxy, which corresponds to the release of Good Control.

Good Control version 4.1.57.49 and Good Proxy version 4.1.57.51

What's new in Good Control version 4.1.57.49 and Good Proxy version 4.1.57.51

- **Support for multi-subnet failover and mirroring:** Configuration details are in the Good Control server installation guide at <http://help.blackberry.com/en/good-control-good-proxy/current/>.
- **Improved synchronization:** When upgrading from Good Control to BlackBerry UEM, Good Control can communicate with BlackBerry Dynamics apps during the synchronization process, which helps to remove the risk of downtime for end users.

Fixed issues

The following issues are resolved in this release:

- Users cannot log in to BlackBerry Connect. (FIRST-14419)
- BlackBerry Control service version 4.0.57.102 crashes. (FIRST-14277)
- Users with identical accounts in Active Directory but unique first names cannot be activated. (FIRST-14159)
- Additional logging is required to identify why a CA cannot initialize. (FIRST-14107)

Known issues

- **The Good Control installer program does not accept double quotation marks.** Supported characters for the input fields for the Good Control installer are listed in the *Good Control/Good Proxy Installation Guide*.
- **Any change made to Good Proxy properties requires the Good Proxy server to be restarted:** You can now change the values of Good Proxy properties directly in the Good Control console and send the property updates to all defined Good Proxy servers. For changes to property values to take effect, you must restart the Good Proxy servers.
- **Good Proxy property updates apply to all Good Proxy servers and not per cluster:** In the Good Control console, in **GP Server Properties > Default GP Server Properties**, there is text that says that **Default GP server properties apply to all GPs in cluster**. This is not correct and the default Good Proxy server properties apply to all Good Proxy servers.
- **Unable to add Good Control to cluster under certain conditions:** This occurs when the installed Good Control has conflicting settings: it is using a web proxy and the **Use as Default** option is enabled in server properties. These two options can not be used together.
- Internet Explorer 11 cannot render the **Server Properties** page in Good Control if the browser's document mode has been set to "8". **Workaround:** Use development mode in Internet Explorer (press F12), browse to **Emulation**, and reset the **Document mode** pulldown to be the current Internet Explorer version.

- Logging properties (log4j) for Good Control revert to their default settings after upgrade to this release. Correction is shown below.
 1. Before the upgrade, change directory to *yourGC_installation_directory*\Good Control\webapps\gc-server\WEB-INF\classes and make a copy of the log4j.properties file.
 2. Perform the upgrade.
 3. After the upgrade, log in to Good Control.
 4. Navigate to **Logging Properties** in the leftnav.
 5. Examine the values displayed and, if necessary, reset them to the values you have in the backup of the original log4j.properties file.

Note: Not all log4j properties are listed in the Good Control UI. If a property you have set before upgrade is not visible in the UI, edit the new log4j.properties file and reset the value of the properties not displayed in the Good Control UI.

Good Proxy 4.1.57.51

No new features have been introduced with this release of Good Proxy, which corresponds to the release of Good Control.

Legal notice

©2017 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, MOVIRTU and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

Android is a trademark of Google Inc. Moto Gis a trademark of Motorola Trademark Holdings, LLC. Internet Explorer is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries.. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-

PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES 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 HEREIN 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 <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada