



BlackBerry Enterprise Mobility Server Release Notes

2.13

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What's new in BlackBerry Enterprise Mobility Server 2.13.12.16 SP1

- **Security enhancements:** BEMS now supports LDAP over SSL when using certificate-based authentication. When enabled, data tunnels through an SSL-encrypted connection.
- **For developers: Docs REST API enhancements:** The Docs REST API now includes API calls to allow authorized users to manage user-defined repositories through the Docs Self-Service web console. Cross-origin resource sharing (CORS) for Docs self-service API calls is supported. Authorized users can perform the following actions for their own user-defined repositories:
 - Search for user-defined repositories
 - Search for a specific user-defined repository
 - Create, update, and delete user-defined repositories

Supported upgrades

- BEMS 2.13.9.13 > BEMS 2.13.12.16
- BEMS 2.12.12.13 > BEMS 2.13.12.16
- BEMS 2.10.6.10 > BEMS 2.13.12.16

For more information on upgrade paths, visit support.blackberry.com/community to read article 53472.

Fixed Issues

After upgrading BEMS, clicking Docs > Settings, and saving the page, the following error message was displayed: **Can not Validate LDAPuseSSL**. (GEMSS-9415)

The email badge count in BlackBerry Work might not have updated correctly for users in an environment with multiple BEMS instances (for example, the badge count might not have been updated after messages were read). For more information, visit support.blackberry.com/community to read article 61463. (G3SERVER-9929)

After upgrading BEMS, the BEMS log files grew larger than expected. (FIRST-17138)

When users tried to download a file using the BlackBerry Work Docs app, the download request failed and no error message was returned. (FIRST-17098, GEMSS-9409)

The BEMS log files logged a large number of the following error message: **MSG=NTLM authentication error: Authentication Failed while getToken() during clientCred initialization**. (FIRST-17009)

Known issues

In a Cisco Unified Communications Manager IM and Presence Service environment, if users' SIP address or Cisco Directory URI is not the same as their Windows user name identifier they can't search for other BlackBerry Connect users to start a conversation with. BlackBerry Connect app users can respond to conversations initiated from the computer. For more information, visit support.blackberry.com/community to read article 61557. (FIRST-17158, GEMSS-9506)

Administrators can't log in to the Connect service when the service account begins with an underscore. For more information, visit support.blackberry.com/community to read article 61359. (FIRST-17154, GEMSS-9505)

Workaround: Use a service account that doesn't begin with an underscore.

In BEMS System Settings > Troubleshooting > Upload Log Credentials, the BlackBerry Online Portal link redirects to an incorrect webpage. (FIRST-15579)

Workaround: Manually open a browser and use the login credentials for <https://account.blackberry.com>.

After upgrading to the latest JRE and restarting BEMS, the Good Technology Common Services doesn't start. (G3SERVER-9828)

Workaround: Run the installer and select **Repair** for the installation type.

When installing a new BEMS, administrators can't log in to the BEMS Dashboard and the following error message is displayed: **Invalid username and password**. For more information, visit support.blackberry.com/community to read article 60037. (G3SERVER-9827)

Workaround: Install Microsoft Visual C++ 2010 SP1 Redistributable Package (x64) on the computer.

1. Download Microsoft Visual C++ 2010 SP1 Redistributable Package (x64). To download the file, visit www.microsoft.com/download and search for ID=13523.
2. Restart the computer.
3. Log in to the BEMS Dashboard.

When upgrading BEMS, the certificate authority (CA) certificates are not available in all of the BEMS instances dashboard (BEMS System Settings > BEMS Configuration > Dashboard Administrators). (G3SERVER-9709)

Workaround: After uploading the certificates, wait at least five minutes before logging in to additional instances using certificate-based authentication.

When upgrading to BEMS 2.12 or later and your environment uses Microsoft SQL Server 2012 or 2014 and SSL encryption is enabled for the SQL Server instance, the BEMS Dashboard can't be accessed and displays the error message: **HTTP ERROR 404 Problem accessing /dashboard. Reason: Not Found**. For more information, visit support.blackberry.com/community to read article 56865. (G3SERVER-9441)

Workaround: Upgrade the Microsoft SQL Server to support TLS 1.2.

When you upgrade an existing BEMS instance and the existing instance is running JRE 8u192 or earlier, the following message appears and BEMS isn't upgraded: **Failed to validate AD user: <BEMS admin accountname>**. The BEMS log files log the following error message: **java.security.InvalidAlgorithmParameterException: Prime size must be multiple of 64, and can only range from 512 to 2048 (inclusive)**. (G3SERVER-9373)

Workaround: Upgrade JRE to a supported version that is later than 8u192 before you upgrade the BEMS instance. For more information, visit support.blackberry.com/community to read article 57245.

After you upgrade from BEMS 2.10.4.8 to 2.12 or later and the BEMS and log file compression is enabled, the last BEMS log file remains in a .txt format instead of a zipped format in c:\blackberry\bemsls. For more information, visit support.blackberry.com/community to read article 57410. (G3SERVER-9317)

When BEMS is configured to use Client Certificate based authentication for Autodiscover and EWS, the IIS Server log files log an HTTP Status 413. (G3SERVER-8009)

BEMS installation and upgrade becomes corrupt if the uninstall fails because it can't remove the install folder due to locks such as a command prompt open to the installation folder bin directory. (G3SERVER-7392)

Note: Close all connections to the installer folder before performing a removal or upgrade of the BEMS instance.

The Badge Count might display incorrectly if your environment is running in mixed mode, where one node is running a new version of BEMS and another node is running an older version of BEMS, and Mail settings in the BlackBerry Work app is set to New Mail. (G3SERVER-7102)

Note: Running BEMS in a mixed mode is not a recommended configuration.

When you analyze logs stored on a shared drive using the BEMS Lookout Tool, you receive an **Internal Server Error** message. Clicking the timestamp from the Audit logs section doesn't display the logs from the file. (G3SERVER-6871)

Workaround: Copy the log files to a local drive and then analyze the log files using the BEMS Lookout Tool.

Autodiscover fails for remote accounts when using NTLM authentication for web proxy, in a hybrid Microsoft Exchange environment, and when **Enforce cert check** is selected. (G3SERVER-6868)

There is a date and time conversion error when using the BEMS Lookout tool. (G3SERVER-6652)

In a Cisco Unified Communications Manager IM and Presence Service environment, when users enter the wrong password, followed by the correct password, they can't log in to the BlackBerry Connect app. The BEMS log files log the following error message: **Error in client method BeginSession call**. (GEMSS-9477)

Workaround: Force close BlackBerry Connect, restart it, and enter the correct password.

After force closing the BlackBerry Work app and then opening the app, user statuses did not update. (GEMSS-9406)

Workaround: Complete one of the following actions:

- Move the BlackBerry Work app to the background and then the foreground.
- Wait a few minutes to allow user statuses to update.

After enabling FIPS and restarting the Good Technology Common Services in a Cisco Unified Communications Manager IM and Presence Service environment, users can't view other user's presence status. The BEMS log files log the following error message: **Invalid session key Ensure the user is logged in or try logging in the user again**. (GEMSS-9365)

Workaround: Stop and then start the Good Technology Common Services twice.

In environments configured for Skype for Business Online or Skype for Business on-premises using not-trusted application mode, BlackBerry Connect users might not see the presence status of other users. (GEMSS-9177)

Workaround: Place the BlackBerry Connect app in the background and then in the foreground.

After enabling FIPS in a IM and Presence Service environment that is already configured with the BEMS-Presence service, the presence status of users disappears in the BlackBerry Work app. For more information, visit support.blackberry.com/community to read article 58255. (GEMSS-9158, GEMSS-9018)

Workaround: Complete the following steps:

1. In the BEMS Dashboard, enable FIPS.
2. On the computer that hosts BEMS, open the **com.good.gcs.jabber.presenceprovider.config.impl.JabberPresenceProviderConfigImpl.cfg** file. By default, the file is located at C:\Program Files\BlackBerry\BlackBerry Enterprise Mobility Server\Good Server Distribution\gems-quickstart-<version>\etc.
3. Search for **jabber.application.user.password** and delete the value.
4. Save the file.
5. In the Windows Service Manager, restart the Good Technology Common Services service.
6. In the **BlackBerry Enterprise Mobility Server Dashboard**, under **BlackBerry Services Configuration**, click **Presence**.
7. Click **Jabber**.
8. In the **Application Password** field, enter the password.
9. Click **Test** to verify the fields are completed. The test does not verify that the information in the fields is accurate.
10. Click **Save**.
11. In the Windows Service Manager, restart the Good Technology Common Services service.
12. Close the BlackBerry Work app. Start the BlackBerry Work app.

In some environments configured for Skype for Business Online or Skype for Business on-premises using non-trusted application mode, a user's contacts presence status disappears from BlackBerry Work. For more information, visit support.blackberry.com/community to read article 57489. (GEMSS-8815, GEMSS-8924)

Workaround: Restart the Good Technology Common Services after you modify the Presence service the first time in the BEMS Dashboard.

When you run a diagnostic report in the BlackBerry Work app, the Out of office setting isn't displayed, might display <empty>, or Not determined in the Presence section of the report. (GEMSS-8319)

When enabling proxy support for the Connect service, if you do not enter the same Web Proxy information for the Connect service (BlackBerry Services Configuration > Connect > Web Proxy) and the BEMS System Settings (BEMS Configuration > Web Proxy), the proxy settings might not work as expected. For more information, visit support.blackberry.com/community to read article 56355. (GEMSS-7122)

Workaround: You must enter the Web Proxy settings in both locations of the BEMS Dashboard.

Users in an Microsoft Office Web Apps (OWA) or Office Online Server environment cannot to view or edit Microsoft Office files in BlackBerry Access. The Office Online Server log files display **Could not create SSL/TLS secure channel**. (GEMSS-7056)

Workaround: Complete the following steps:

1. On the computer hosting Microsoft Office Web Apps or Office Online Server, open the registry and navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\NETFramework\v4.0.30319**.
2. Right-click the version, click **New > DWORD (32-bit) Value**.
3. In the **Value name** field, type `SchUseStrongCrypto`.
4. In the **Value data** field, type `1`.
5. In the **Base** section, select **Hexadecimal**.
6. Click **OK**.
7. Restart the Microsoft Internet Information Services server.

Sometimes when users upload a file to a group discussion the upload fails and the Connect log files log the message **Exception while writing file to temp dir**. (GEMSS-6969, GEMSS-7753)

In a environment or on-premises Skype for Business with the Connect service configured for non-trusted mode, users do not receive a notification to indicate that they are logged in to more then one BlackBerry Connect app. (GEMSS-6834)

In an on-premise Skype for Business environment that is configured for non-trusted mode, a contact's work phone number is not displayed. (GEMSS-6527)

In a Skype for Business Online environment, you receive the following error message when you configure the web proxy for Basic or NTLM authentication: **Unauthorized: Access is denied due to invalid credentials issue is coming for proxy "<proxy server domain name>"**. For more information, visit support.blackberry.com/community to read article 56356. (GEMSS-6451)

What's new in BlackBerry Enterprise Mobility Server 2.13.9.13

- **Trusted connection to the Microsoft Exchange Server enhancements:** You can now import and remove individual CA and Intermediate certificates from the BEMS certificate store using the BEMS Dashboard. This allows administrators to import and replace individual self-signed and custom CA certificates to create the trusted connection between BEMS and the Microsoft Exchange Server.
- **BEMS Dashboard login enhancements:** You can configure BEMS to require users to use certificate-based authentication to log in to the BEMS Dashboard. Certificate-based authentication is not supported when the environment is configured to use LDAP over SSL.
- **Notification enhancements for devices running Android OS:** BEMS now supports sound notifications on Google Chromebook devices when instant messages, invitations to chats, and group discussions are received.

This feature requires an updated BlackBerry Connect app. An updated BlackBerry Connect app will be released in the near future.

- **Compatibility with Cisco Unified Communications Manager for IM and Presence 12.x:** BEMS and the BEMS-Connect and BEMS-Presence services are now compatible with Cisco Unified Communications Manager for IM and Presence 12.x.
- **Offline messaging enhancements:** In a Cisco Unified Communications Manager and Cisco IM and Presence servers 10.x, 11.x, and 12.x environment, when users are not signed in to the BlackBerry Connect app and receive offline messages from other users, the messages are received when the user logs in to the BlackBerry Connect app.
- **Installer enhancements:** With this release of BEMS, the installation step to replace the Java Cryptography Extension (JCE) policy files is no longer required as Oracle Java 8 and OpenJDK 8 have changed the lib\security folder to include the necessary unlimited local_policy.jar and US_export_policy.jar files used by BEMS to communicate with the BlackBerry Proxy server and other BEMS nodes.
- **Software requirements**
 - Compatibility with Microsoft Windows Server 2019.
 - BlackBerry Mail service is now compatible with Microsoft Exchange Server 2019. The Connect service compatibility with Microsoft Exchange Server 2019 is pending.
 - Windows Server 2008 is no longer supported.

For more information about software compatibility, see the [BlackBerry Enterprise Mobility Server Compatibility Matrix](#).

Supported upgrades

- BEMS 2.12.12.13 > BEMS 2.13.9.13
- BEMS 2.12.5.6 > BEMS 2.13.9.13
- BEMS 2.10.6.10 > BEMS 2.13.9.13

For more information on upgrade paths, visit support.blackberry.com/community to read article 53472.

Fixed issues

The BlackBerry Connect app signed out users when their inactive status was set as Away after Never and the app went into the background or the user left the app for a period of time. (GEMSS-9284)

In an environment that is configured with Skype for Business Online or Skype for Business on-premises using non-trusted application mode, if the BEMS-Connect server experienced a heavy work-load, users might have experienced issues such as being unable to add a contact, see a contact's updated presence status, or send messages. The BEMS log files logged **statusCode=404, code='NotFound', subcode='ApplicationNotFound', message='An error occurred'**. (GEMSS-8953, GEMSS-8912)

In BlackBerry Services Configuration > Connect, when the administrator entered the service account credentials that included a period (.) in the service account name, they couldn't login and the BEMS Dashboard displayed the following error message: **Error Detail - Can not validate service Username**.

For more information, visit support.blackberry.com/community to read article 59902. (FIRST-17075, GEMSS-9376)

When upgrading BEMS, the upgrade failed during the BEMS-Docs service upgrade and the BEMS Installation log file logged the following error message: **The server failed to resume the transaction**. (FIRST-17028, GEMSS-9337)

In an environment that was configured with Microsoft OneDrive for Business or Microsoft SharePoint Online, when BlackBerry Work users tried to access their files in a repository, the files were slow to render and the following error message displayed: **Data sources could not be retrieved. Server Unreachable**. (FIRST-17007, GEMSS-9310)

In BlackBerry Services Configuration > Docs > Repositories, if the repository path used a wildcard (for example, <SAMAaccountName> or <homedirectory>), users couldn't download all of the files in a Docs repository folder. (FIRST-17002, GEMSS-9294)

BEMS failed to connect to the BlackBerry Proxy server when BEMS was configured for SSL connection and the SSL certificates were uploaded. (FIRST-16996, G3SERVER-9727)

When administrators tried to modify Mail > Microsoft Exchange, they were logged out of the BEMS Dashboard and the changes weren't saved. (FIRST-16985, G3SERVER-9754)

When installing BEMS, the Prerequisites screen displayed Microsoft .NETMicrosoft .NET Framework 4.5 instead of the updated minimum requirement of the Microsoft .NET Framework 4.6. (FIRST-16974, GEMSS-9259)

Some BlackBerry Work users were unable to send S/MIME-protected email messages and the following error messages were displayed: **Unable to Encrypt, Unable to find certificates for any recipients**. (FIRST-16965, G3SERVER-9669)

BEMS-Connect log file lines that included null characters caused issues when using log tools (for example, log lines couldn't be copied when using TextPad. (FIRST-16944, GEMSS-9180)

Users trying to access files in their corporate Box repository experienced delays in displaying the list of folders and the app displayed the following error message: **Retrieving directory content**. The BEMS log files might have logged the following error message: **Data sources could not be retrieved. unable to connect to the servers**. (FIRST-16921, GEMSS-9210)

Users couldn't log in to the BlackBerry Connect app and saw one of the following messages: **Connecting, Not Connected** or **Retrying**. The BEMS-Connect logs displayed the following error message: **errorCode="RT_EXCEPTION"**. (FIRST-16779)

For more information, visit support.blackberry.com/community to read article 57188.

BlackBerry Work users were prompted for authentication when trying to access docs in top-level Microsoft SharePoint sites after they were migrated from a Good Share Server. (FIRST-16734, GEMSS-8943)

For more information, visit support.blackberry.com/community to read article 57253.

Known issues

Administrators can't log in to the Connect service when the service account begins with an underscore. For more information, visit support.blackberry.com/community to read article 61359. (FIRST-17154, GEMSS-9505)

Workaround: Use a service account that doesn't begin with an underscore.

In BEMS System Settings > Troubleshooting > Upload Log Credentials, the BlackBerry Online Portal link redirects to an incorrect webpage. (FIRST-15579)

Workaround: Manually open a browser and use the login credentials for <https://account.blackberry.com>.

The email badge count in BlackBerry Work might not update correctly for users in an environment with multiple BEMS instances (for example, the badge count might not update after messages are read). For more information, visit support.blackberry.com/community to read article 61463. (G3SERVER-9929)

After upgrading to the latest JRE and restarting BEMS, the Good Technology Common Services doesn't start. (G3SERVER-9828)

Workaround: Run the installer and select **Repair** for the installation type.

When installing a new BEMS, administrators can't log in to the BEMS Dashboard and the following error message is displayed: **Invalid username and password**. For more information, visit support.blackberry.com/community to read article 60037. (G3SERVER-9827)

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Workaround: Upgrade the Microsoft SQL Server to support TLS 1.2.

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After you upgrade from BEMS 2.10.4.8 to 2.12 or later and the BEMS and log file compression is enabled, the last BEMS log file remains in a .txt format instead of a zipped format in c:\blackberry\bemslogs. For more information, visit support.blackberry.com/community to read article 57410. (G3SERVER-9317)

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Note: Running BEMS in a mixed mode is not a recommended configuration.

When you analyze logs stored on a shared drive using the BEMS Lookout Tool, you receive an **Internal Server Error** message. Clicking the timestamp from the Audit logs section doesn't display the logs from the file. (G3SERVER-6871)

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Autodiscover fails for remote accounts when using NTLM authentication for web proxy, in a hybrid Microsoft Exchange environment, and when **Enforce cert check** is selected. (G3SERVER-6868)

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After upgrading BEMS, clicking Docs > Settings, and saving the page, the following error message is displayed: **Can not Validate LDAPuseSSL.** (GEMSS-9415)

Workaround: Select and then clear the **Use SSL for LDAP** checkbox. Click **Save**.

After force closing the BlackBerry Work app and then opening the app, user statuses did not update. (GEMSS-9406)

Workaround: Complete one of the following actions:

- Move the BlackBerry Work app to the background and then the foreground.
- Wait a few minutes to allow user statuses to update.

After enabling FIPS and restarting the Good Technology Common Services in a Cisco Unified Communications Manager IM and Presence Service environment, users can't view other user's presence status. The BEMS log files log the following error message: **Invalid session key Ensure the user is logged in or try logging in the user again.** (GEMSS-9365)

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Workaround: Complete the following steps:

1. In the BEMS dashboard, enable FIPS.
2. On the computer that hosts BEMS, open the **com.good.gcs.jabber.presenceprovider.config.impl.JabberPresenceProviderConfigImpl.cfg** file. By default, the file is located at C:\Program Files\BlackBerry\BlackBerry Enterprise Mobility Server\Good Server Distribution\gems-quickstart-<version>\etc.
3. Search for **jabber.application.user.password** and delete the value.
4. Save the file.
5. In the Windows Service Manager, restart the Good Technology Common Services service.
6. In the **BlackBerry Enterprise Mobility Server Dashboard**, under **BlackBerry Services Configuration**, click Presence.
7. Click **Jabber**.
8. In the **Application Password** field, enter the password.
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Workaround: You must enter the Web Proxy settings in both locations of the BEMS Dashboard.

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In a Skype for Business Online environment or on-premises Skype for Business with the Connect service configured for non-trusted mode, users do not receive a notification to indicate that they are logged in to more than one BlackBerry Connect app. (GEMSS-6834)

In an on-premise Skype for Business environment that is configured for non-trusted mode, a contact's work phone number is not displayed. (GEMSS-6527)

In a Skype for Business Online environment, you receive the following error message when you configure the web proxy for Basic or NTLM authentication: **Unauthorized: Access is denied due to invalid credentials issue is coming for proxy "<proxy server domain name>"**. For more information, visit support.blackberry.com/community to read article 56356. (GEMSS-6451)

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

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

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