BlackBerry Enterprise Mobility Server

Release Notes

2.10

2018-11-27Z

Contents

What's new in BlackBerry Enterprise Mobility Server 2.10.4.8

This release of BlackBerry Enterprise Mobility Server features the following enhancements:

- **Support Modern Authentication for Microsoft SharePoint Online using the Microsoft Active Directory Authentication Library (ADAL)**: The Docs service supports modern authentication to sign-on to SharePoint Online.
- **Support Modern Authentication for the Presence service using the Microsoft Active Directory Authentication Library (ADAL)**: Users can view the Presence status of other users when the environment is configured for modern authentication.

  Administrators can choose to configure the Presence service to use one of the following instant messaging servers:

  - Skype for Business Online
  - Skype for Business on-premises with the Presence service configured as trusted by Skype for Business or non-trusted.

  The Presence service configured with modern authentication requires an updated BlackBerry Work app. An updated BlackBerry Work app will be released in the near future.
- **Security**: Users can receive and view Microsoft Azure IP or AD-RMS protected files in BlackBerry Work.

  For this release, BEMS doesn't support both AD RMS and Azure IP in the same environment.
- **Monitoring enhancements**: Administrators can now use the Java Management Extensions (JMX)-compliant monitoring tools to monitor the Push Notifications (Mail) service processing time, autodiscovery, databases, and health checks for success, failure, errors, and so on.
- **Notification support in shared mailboxes:** Delegates receive notifications to shared mailboxes in BlackBerry Work. For more information, view the BlackBerry Work User Guide content for your device.
- **Compatibly with Microsoft SQL Server 2017**

Supported upgrades

- BEMS 2.9.13.15 > BEMS 2.10.0.29
- BEMS 2.8.17.29 > BEMS 2.10.0.29
- If your environment is running an older version of BEMS, the recommended upgrade path is upgrading by two release versions. For example, if your environment is running BEMS 2.6.5.9, the upgrade path would be BEMS 2.6.5.9 > BEMS 2.8.17.29 > BEMS 2.10.0.29

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

Fixed issues

- After a new installation, Cisco Jabber users couldn't log in to BlackBerry Connect and didn't receive notifications after they logged in. (GEMSS-7690)
- In a Cisco Unified Communications Manager IM and Presence environment, when the Connect service was installed and you navigated to the following locations, the **Requested service is not available** message was displayed:

  - BlackBerry Services Configuration > Connect > BlackBerry Dynamics
  - BEMS Dashboard > BEMS Configuration > BlackBerry Dynamics

  (GEMSS-7686)

- After upgrading from BEMS 2.8.17.19 SR1 or earlier, BlackBerry Connect notifications weren't received on iOS devices. (GEMSS-7467)
- When you upgraded from BEMS 2.8 to BEMS 2.9, BEMS couldn't subscribe to user's mailboxes. The BEMS log files logged the error message **Failure to Subscribe to *<username>*@example.com**. (G3SERVER-8649)
- Sometimes when you upgraded BEMS and configured the BEMS Database (System Settings > BEMS Configuration > Database) username field using "sa", BEMS couldn't log in to the database and didn't start. (G3SERVER-8637)
- When upgrading to BEMS 2.9, the upgrade failed and the BEMS log files logged **Failed to save Karaf config**. (FIRST-16038, G3SERVER-8844)
- Content-available flag is set to true for all ApplePush Notifications. (G3SERVER-8811)
- After upgrading to BEMS 2.9, the Connect service didn't work when FIPS was enabled. (FIRST-16028, GEMSS-7961)
- In an environment that was configured with an Anonymous Proxy, uploading log files failed when using the Upload Logs tool in the Dashboard. (FIRST-16000)
- The diagnostic URLs for Push Channels and EWS Listener were not working and returned the warning **500 Internal Server Error**, although the Push Notification Service was working as expected. (FIRST-15994)
- Sometimes email notifications stopped being sent to devices. (FIRST-15955)
- After BEMS was upgraded to BEMS 2.9, users were unable to send encrypted S/MIME messages. (FIRST-15912)
- BEMS upgrade failed with the error message **Invalid Domain Name The domain name components must begin with a letter** when the domain name contained more than six characters (for example, bemsserver.example.net12345). For more information, visit support.blackberry.com/kb to read article 51535. (FIRST-15911)
- The BEMS web proxy was bypassed when Microsoft Office 365 was enabled for Modern Authentication. (FIRST-15898)
- Sometimes when upgrading BEMS from version 2.8, the upgrade failed due to invalid proxy configuration settings. For more information, visit support.blackberry.com/kb to read article 51167. (FIRST-15828)
- BEMS upgrade failed and returned the error message **Failed to validate AD user**. (FIRST-15738)
- When trying to bypass the load balancer in an environment that included two versions of Microsoft Exchange Server, users stopped receiving notifications in BlackBerry Work. (FIRST-15736, GEMSS-8807)
- After upgrading BEMS 2.4 to BEMS 2.8 directly, the Connect service consumed memory until the service stopped responding. (FIRST-15692, GEMS-7743)
- In a Cisco Unified Communications Manager IM and Presence environment, users didn't see other users' Presence status in BlackBerry Work. All users Presence status were displayed as gray dots. For more information, visit support.blackberry.com to read article 50396. (FIRST-15604, GEMSS-7517)
- Users that were marked for auto-rediscover in the BEMS log files sometimes appeared in the Event viewer. (FIRST-15613)
- Uploading log files using the Upload Logs tool in the Dashboard, when the login password contained special characters, failed. (FIRST-15585)
- Sometimes when a file was downloaded to BlackBerry Work from a network share the spinner icon appeared and the file didn't download. (FIRST-15518)

Known issues

- Skype for Business Online users can't sign in if their email address doesn't match their Skype for Business Sign in address. For more information, visit support.blackberry.com/kb to read article 50572. (FIRST-15840, GEMSS-7981, GEMSS-8005)
- 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://myaccount.blackberry.com.

- When configuring delegate permissions using custom permissions, the delegate notification isn't received on the device. (G3SERVER-8852, G3SERVER-8745)
- When configuring delegate permission from Microsoft Outlook Web Access (OWA), Microsoft Exchange Control Panel (ECP), or Windows PowerShell, the delegate notification isn't received on device. (G3SERVER-8650)

  Workaround: Configure delegate settings using Microsoft Outlook or EWS Editor.
- When BEMS is configured to use Client Certificate based authentication for Autodiscover and EWS, the IIS Server log files log an HTTP Status 413. For more information, visit support.blackberry.com/kb to read article 34678. (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)
- When you upgrade from JRE 7 to JRE 8, the certificates (for example, the BlackBerry Control and BlackBerry Proxy certificates) that were imported for JRE 7 are not carried forward to the JRE 8 folder. By default, the cacerts folder is located at `C:\Program Files\JAVA1.8.0_<version>\lib\security`. For more information, visit support.blackberry.com/kb to read article 48312. (G3SERVER-6808)

  Workaround: Complete one of the following workarounds:

  - Re-import the certificates again to the JRE 8 folder and start the Good Technology Common Services.
  - Disable SSL Certificate validation when communicating with the Microsoft Exchange Server and LDAP server.

    1. In the **BlackBerry Enterprise Mobility Server Dashboard**, under **BlackBerry Services Configuration**, click **Mail**.
    2. Click **Microsoft Exchange**.
    3. Under the **Autodiscover and Exchange Options** section, clear the **Enforce SSL Certificate validation when communicating with Microsoft Exchange and LDAP server** checkbox.
    4. Click **Save**.
- There is a date and time conversion error when using the BEMS Lookout tool. (G3SERVER-6652)
- Users don't see other user's Presence status when the Presence service configuration is changed from Microsoft SharePoint Online to Skype for Business using trusted mode or non-trusted-mode and vice versa. (GEMSS-7954)

  Workaround: Restart the Good Technology Common Services after you change the service.
- Sometimes after activating BlackBerry Connect on an iOS device, users can't log in to BlackBerry Connect . (GEMSS-7685)

  Workaround: Restart the Good Technology Connect service.

- 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. (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 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 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>"**. (GEMSS-6451)
- After the Good Technology Connect service is restarted, users might not receive some group discussion invitation notifications. (GEMSS-6219)

  Workaround: Have the user log out and log back in to BlackBerry Connect.
- When users upload a file using the BlackBerry Connect app, an unrelated message with the file name as a link appears on the Skype for Business and Lync desktop clients and the link does not work. Users can disregard the first message as a second message with a link that works for the same file and an icon or thumbnail appears immediately following it. (GEMSS-6138)
- When users upgrade the BlackBerry Connect app from version 2.4 to 2.5 with an active session, the persistent chat feature is not available. (GEMSS-5954)

  Workaround: Have the user log out and log back in to BlackBerry Connect.
- When upgrading BEMS 2.4 SR1 (2.4.18.19) Cisco Jabber to BEMS 2.6 and then configuring Jabber for the Connect service for autodiscovery, the AXL application user name, password, and subdomain are not saved. (GEMSS-5933)

  Workaround: Complete one of the following tasks:

  - Restart the Good Technology Common Services after upgrading BEMS.
  - Upgrade to BEMS 2.6.5.9 and then upgrade to the latest version of BEMS.
- Some users that are enabled for persistent chat and are members of more than 100 rooms don't receive invitations on the desktop client or BlackBerry Connect app when they are added as members to additional rooms. (GEMSS-5886, GCC-7019)

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