



BlackBerry 2FA

Release Notes

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What's new in BlackBerry 2FA

This section highlights the latest features for this release of BlackBerry 2FA.

Item	Description
Improved OTP authentication experience for users	Users now have the option include their OTP code after their username, separated with a comma. Users can see and verify the OTP code that they type when it is included with the username instead of the password. For example, the user can type "janedoe,555123" (no spaces) when authenticating.
Improved user experience on iOS devices	<p>If the device cannot send the confirmation response to UEM (for example, because of poor connectivity), the BlackBerry UEM Client now suggests alternative 2FA solutions that are available to the user.</p> <p>This requires BlackBerry UEM version 12.10 and a version of BlackBerry UEM Client for iOS later than 12.38.2127.</p>

BlackBerry 2FA server

This section highlights the latest features for BlackBerry 2FA server 3.4.

Item	Description
Improved BlackBerry 2FA server installation and upgrade experience	<p>If you are running a previous version of BlackBerry 2FA server, you can now upgrade to the latest server without uninstalling the previous version. When upgrading, server configuration settings are backed up and automatically reapplied after the upgrade. After installation, the BlackBerry 2FA service is now automatically restarted. The server can now also be uninstalled from the Windows Control Panel.</p> <p>Note: The BlackBerry 2FA server requires Java Runtime Environment 8 for Windows x64 bundle 151 or later.</p> <p>For the latest server compatibility information, see the BlackBerry 2FA server compatibility matrix.</p>

Fixed issues

Fixed issues in BlackBerry UEM

There are no fixed issues for BlackBerry 2FA in BlackBerry UEM version 12.10.

Fixed issues in BlackBerry UEM Cloud

There are no fixed issues for BlackBerry 2FA in the latest version of BlackBerry UEM Cloud.

BlackBerry 2FA server fixed issues

The following are the fixed issues for BlackBerry 2FA server version 3.4.

When configuring the REST API endpoint connectivity, the policy values for active and passive device password were switched. The correct policy value for active device password is "3". The correct policy value for passive device password is "2". (JI 2550334)

Known issues

Issues that are new in this release are noted with an asterisk (*).

General known issues

* Software OTP tokens are not appearing in the BlackBerry UEM Client even though an appropriate BlackBerry 2FA profile has been assigned to the user. This issue affects BlackBerry UEM Client for Android version 12.34.0.154893 and earlier, and BlackBerry UEM Client for iOS version 12.38.2127 and earlier.

Workaround: Update the BlackBerry UEM Client to the latest version.

When manually resyncing a hardware OTP token, if you enter the time-step window value that is just enough to accommodate the token, a success message appears even though it is not properly synced. The time-step window is not updated. (JI 2496282)

Workaround: When entering the time-step window value, increase it by 1.

After successfully adding a BlackBerry 2FA server in the BlackBerry UEM management console, an error message appears when you click "Next". (JI 2250781)

Workaround: On the menu bar, click **Settings > External Integration > BlackBerry 2FA server**. In the server list, click the server that you added.

When a BlackBerry 2FA prompt arrives to an iOS device that is locked or the screen is off, the timer starts after the device is unlocked or the screen is turned on, rather than when the prompt first arrived. (JI 839771, 821128)

BlackBerry 2FA server known issues

The following are the known issues for BlackBerry 2FA server.

When you add a new BlackBerry 2FA server and you copy the configuration settings from another server, the group assignments are also copied without warning. (JI 2193240)

When a VPN server is configured to use MS-CHAP v2 or EAP/MS-CHAP v2 authentication protocols, BlackBerry 2FA does not complete the second factor of authentication for a Microsoft Active Directory user if their email address does not match their the username. (JI 1639563)

When a VPN server is configured to use MS-CHAP v2 or EAP/MS-CHAP v2 authentication protocols, BlackBerry 2FA does not complete the authentication request for a Microsoft Active Directory user with the [user]@[domain] email address syntax. (JI 1637204)

BlackBerry 2FA does not support an MS-CHAP v2 password change over RADIUS for a Barracuda SSL VPN gateway. (JI 1564368)

When you configure the BlackBerry 2FA server to support BlackBerry UEM high availability, if the BlackBerry 2FA server receives an error from the BlackBerry UEM server, it immediately tries the next server on the list and doesn't check the status code. (JI 865385)

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