

# Release Notes

BlackBerry Collaboration Service and BlackBerry  
Enterprise IM app  
Version 12.7





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# New in this release

1

Item	Description
Environment	BlackBerry Collaboration Service 12 version 12.7 is now compatible with BlackBerry UEM version 12.7.

# Known issues

## 2

When installing the BlackBerry Collaboration Service on a computer running Windows Server 2016, the Preinstallation checklist screen in the installer displays the operating system as Windows Server 2012. (JI 2214873)

When users in a Microsoft Lync 2010 or 2013 environment log in to their desktop client, avatars that are set for contacts in Microsoft Active Directory domains are displayed. When the avatars are tagged with only the DisplayADPhoto tag and users log in to the BlackBerry Enterprise IM app, the avatar set for contacts are not displayed. (JI 1511446)

For more information, visit [support.blackberry.com/kb](http://support.blackberry.com/kb) to read article 35950.

If you assign a proxy profile that specifies the use of a proxy server with a proxy exclusion for the BlackBerry Collaboration Service to the enterprise connectivity profile, and BlackBerry 10 devices connect to your organization's network using BlackBerry Secure Connect Plus, the BlackBerry Enterprise IM app tries to connect to the BlackBerry Collaboration Service through the proxy server. The BlackBerry Enterprise IM app connection does not adhere to the proxy exclusion list and displays the error message: **Login failed. No response from server.** (JI 1383825)

**Workaround:** Assign a PAC configuration instead of a Manual configuration when configuring a proxy profile for user accounts using the BlackBerry Enterprise IM app. For more information, visit [support.blackberry.com/kb](http://support.blackberry.com/kb) to read article 37696. For more information about creating and assigning a proxy profile, see the [BlackBerry UEM Administration content](#).

When users in a Skype for Business environment move a contact to a new group, the chat history associated with that contact is deleted. (JI 1331122)

When users in a Skype for Business environment send messages in multiple one-on-one chats, the read and unread notifications might not display for the recipient. (JI 1328740)

When users in the Microsoft Lync 2010 or Microsoft Lync 2013 environment delete a contact from their Search window, the contact remains in the Search list until the user refreshes the window. (JI 1301871)

When the BlackBerry Collaboration Service is enabled for certificate-based authentication and users log in to a version of the BlackBerry Enterprise IM app that does not support certificate-based authentication, the following generic error message displays: **The server is currently unavailable.** (JI 1267548)

**Workaround:** Install BlackBerry Enterprise IM app version 3.2.0 or later. For more information, visit [support.blackberry.com/kb](http://support.blackberry.com/kb) to read article 37362.

When the BlackBerry World for Work Organization name is specified in the BlackBerry UEM management console, BlackBerry 10 devices that are activated before the BlackBerry Collaboration Service is installed, do not receive the updated ApplicationSettings file. (JI 1008434)

**Workaround:** Complete one of the following workarounds:

- Reactivate the BlackBerry 10 device to send the applicationSettings.json file to the BlackBerry 10 device.
- In the BlackBerry UEM management console, clear the **Organizational name** field on the BlackBerry World for Work settings tab.
- Run the applicable SQL script to remove the organization name from BlackBerry World for Work.

For more information, visit [support.blackberry.com/kb](http://support.blackberry.com/kb) to read article 37279.

If you install the BlackBerry Collaboration Service, and run the setup application again using settings other than the default settings, the settings are not updated to all of the BlackBerry Collaboration Service instances. (JI 853521)

**Workaround:** In the BlackBerry UEM management console, on the menu bar, click **Settings > Collaboration > Device Settings** and click **Save**.

When a user tries to log in to the BlackBerry Enterprise IM app, the user cannot log in to the BlackBerry Enterprise IM app and receives the following error message displays **Cannot Sign In The sign-in information is incorrect**. (JI 850890)

**Workaround:** Add the default domain to the RIMPUBLIC.PROPERTY file. For instructions, visit [support.blackberry.com/kb](http://support.blackberry.com/kb) to read article 36739.

Users with many groups and using a smaller screen BlackBerry 10 device cannot view the groups not displayed on the screen when the groups are collapsed. For example, if you have two groups that are not displayed on the screen when the groups are collapsed, you cannot scroll to these groups and expand them. (JI 597806)

**Workaround:** Expand a group before scrolling to the bottom of the group list. For more information, visit [support.blackberry.com/kb](http://support.blackberry.com/kb) to read article 37669.

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

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