



# Nymi Connected Worker Platform Release Notes

CWP 1.18.1

2024-October-10 v2

# Contents

---

Contents.....	2
Nymi Connected Worker Platform 1.18.1 .....	3
New In This Release .....	4
Backwards Compatibility .....	5
Upgrading to CWP1.18.1.....	6
Known Issues and Limitations.....	7

**Table 1: Revision History**

Version	Date	Revision History
1	July 24, 2024	First release of document
2	October 10, 2024	Changed release info

# Nymi Connected Worker Platform 1.18.1

---

Nymi's Connected Worker Platform (CWP) connects people with technology through safe, simple, and secure solutions. The Connected Worker Platform supports numerous use cases and digital systems and combines point solutions into a single offering.

The goal of the Connected Worker Platform is to simplify the connection of workers to the digital space found in modern organizations. When the barriers to secure digital work are removed, workers can focus on what they do best.

The CWP 1.18.1 is a patch release with Risk Level 0. It can be used for use in production deployments or GxP environments.

## Nymi Connected Worker Platform components

CWP 1.18.1 includes the following component versions:

- Nymi Band™ 3.0
- Firmware version of Nymi Band 3.0 — 4.11.1.2
- Nymi Enterprise Server — 5.7.1.7
- Nymi Band Application — 5.7.0.24
- Nymi Lock Control— 3.8.0.3
- Nymi SDK — 5.22.0.5
  - Nymi Bluetooth Endpoint — 1.20.0.4
  - Nymi API DLL — 1.22.0.5
  - Nymi Agent —1.22.0.5
- Nymi iOS package — 0.4.9.20
- Nymi Enterprise Server Auto Deployment Scripts — 1.9.4
- CWP Infra Check — 1.1.0.20

## Nymi Documentation Package

Documentation has been updated in CWP 1.18.1. For latest documentations visit the Nymi Support site.

- To access all the core documents, visit: <https://support.nymi.com/hc/en-us/sections/360004058491-Release-Documentation>
- To access all the secondary documents, visit: <https://support.nymi.com/hc/en-us/sections/360012100892-Supplementary-Product-Documentation>



## NFC Reader Support

NFC readers were not explicitly tested under the present release. For a list of NFC readers supported in this release, please refer to the [Supported NFC Readers](#) document.

## New In This Release

---

### Improve NES Robustness

NES relies on Active Directory (AD) to verify user account validity. Improvement has been made to enable NES to handle invalid user account information provided by AD.

# Backwards Compatibility

Table 2: Backwards Compatibility Table

Legend:

- Compatible, fully verified
- Expect to be compatible, not verified
- Not compatible (empty box)

		Nymi Infrastructure											
		CWP 1.3.x	CWP 1.6.x	CWP 1.7.0	CWP 1.8.1	CWP 1.9.0	CWP 1.14.x	CWP 1.15.x	CWP 1.16.0	CWP 1.17.0	CWP 1.18.0		
Nymi Band Firmware	Nymi Band 3.0	CWP 1.3.x	•	• <sup>1</sup>				•	•	•	•	•	
		CWP 1.6.x	•	• <sup>1</sup>	•	•		○	○	○	○	○	
		CWP 1.7.0	○	•	•	•	•	•	•	○	○	○	
		CWP 1.8.1	○	•	•	•	•	○	○	○	○	○	
		CWP 1.9.0	○	•	•	•	•	○	○	•	•	•	
		CWP1.14.x							•	○	○	○	○
		CWP1.15.x								•	○	○	○
		CWP1.16.0									•	○	○
		CWP1.17.0									○	•	○
		CWP1.18.0									○	○	•

1. The NBA in CWP 1.6 requires the Firmware in CWP 1.6. The NBA in CWP 1.3 will be tested with CWP 1.6 to allow for customers with a mixture of firmware.  
 2. CWP1.13.0 (and CWP1.12.2) introduced breaking changes that prevent Nymi Band firmware to properly work with Nymi infrastructure CWP1.9.0 and below. The Nymi Band must be re-enrolled with CWP1.13 and above infrastructure.

# Upgrading to CWP1.18.1

Table 3: Upgradability Table

FROM	TO	Order of Upgrade
CWP1.14.X and below	CWP1.18.1	<p>Deployment with <b>centralized Nymi Agent</b></p> <ol style="list-style-type: none"> <li>1. <i>Evidian (if below EAM-v10.03b8573.12)</i></li> <li>2. Centralized Nymi Agent</li> <li>3. Lock Control with NBE [LC user terminals]</li> <li>4. NES</li> <li>5. NAPI DLL on app servers</li> <li>6. NBA with NBE [enrollment user terminals]</li> <li>7. NBE [non-LC user terminals]</li> <li>8. Firmware (enrolled Nymi Band from NEE3.X.X<sup>3</sup> requires re-enrolling after upgrade)</li> </ol> <p>Deployment with <b>local Nymi Agent</b></p> <ol style="list-style-type: none"> <li>1. <i>Evidian (if below EAM-v10.03b8573.12)</i></li> <li>2. Lock Control with full Nymi Runtime [LC user terminals]</li> <li>3. NES</li> <li>4. NBA with full Nymi Runtime [enrollment user terminals]</li> <li>5. Full Nymi Runtime [non-LC user terminals]</li> <li>6. Firmware (enrolled Nymi Band from NEE3.X.X<sup>3</sup> requires re-enrolling after upgrade)</li> </ol>

FROM	TO	Order of Upgrade
CWP 1.15.X and above	CWP1.18.1	<p>Deployment with <b>centralized Nymi Agent</b></p> <ol style="list-style-type: none"> <li>1. Centralized Nymi Agent</li> <li>2. NES</li> <li>3. NAPI DLL on app servers</li> <li>4. NBA with NBE [enrollment user terminals]</li> <li>5. Lock Control with NBE [LC user terminals]</li> <li>6. NBE [non-LC user terminals]</li> <li>7. Firmware</li> </ol> <p>Deployment with <b>local Nymi Agent</b></p> <ol style="list-style-type: none"> <li>1. NES</li> <li>2. NBA with full Nymi Runtime [enrollment user terminals]</li> <li>3. Lock Control with full Nymi Runtime [LC user terminals]</li> <li>4. Full Nymi Runtime [non-LC user terminals]</li> <li>5. Firmware</li> </ol>

3. The change implemented in CWP prevents Nymi Band running CWP 1.3.0 firmware and above to work properly with NEE 3.3.x SDK, specifically the Nymi Bluetooth Endpoint. To ensure the CWP function as expected, all CWP components must be upgraded.

## Known Issues and Limitations

Table 4: Resolved Issues in CWP 1.18.1

Issue Number	Description
NEM-3167	“Password Expired” error during e-signature creation

Table 5: Resolved Issues in CWP 1.18.0

Issue Number	Description
NEM-3192	Unable to import Nymi Band information to NES for enrolled Nymi Bands
NEM-3145	NES does not check for AD account expiry

**Table 6: Known Issues in CWP 1.18.0**

Issue Number	Description
NEM-3252	Issue: NBA can show “Insufficient memory on the Nymi Band” error if Nymi Band registration was previously interrupted.  Workaround: Perform delete user data on the Nymi Band and then retry enrollment and registration.
NEM-3242	Issue: NBA cannot proceed with enrollment/registration after the terminal recovers from a network connection loss.  Workaround: After a network connection loss and recovery, restart NBA to continue with enrollment/registration.

**Table 7: Resolved Issues in CWP 1.17.0**

Issue Number	Description
SDK5-2890	WSS not working for NBE
SDK5-2884	[iOS] Incorrect error messages is observed when Nymi App fails to connect to Agent
SDK5-2882	Nymi Application crash
SDK5-2873	cryptoutil.exe needs an option that does not force admin to place plain text credentials in a file
SDK5-2855	[WebAPI] Ble taps are observed after authenticating the band without tapping
SDK5-2854	phoenix does not detect network change
SDK5-2841	NFC and BLE tap events are not shown at INFO log level in NBE and Nymi Agent
SDK5-2835	iOS - Tapping as a deactivated AD User does not give an error
SDK5-2827	[BC - FW CWP 1.3 and SDK CWP 1.15] NEA receives an absent presence when user starts fingerprint authentication
SDK5-2774	NBE sends messages to all com ports on a computer which conflicts with scanner
SDK5-2369	Observing 3010 Operation interrupted while creating Multiple Symmetric keys



NEM-3171	Secure Nymi Band APIs failing if the user is not admin
NEM-3168	Generate new encryption IV to encrypt password when ever password change
NEM-3143	Incorrect error message - if we click on cancel at the time of providing password for fullchain in NES
NEM-3137	Revise wording for Nymi Band Import window
NEM-3115	Parent policy not enabled in NES UI but child policy values enabled in DB
NEM-3090	Enrollment failed due to NBA not performing a full NAPI init
NEM-3048	Update error message for OU failure
NEM-3005	Fetch 'application certificates' failed if dongle is plugged in after NBA launch
NEM-2803	Upgrading to CWP 1.3 will disable Liveliness detection on the current active global policy regardless if the default or user created policy
NEM-2781	NES diagnostic does not detect incorrect L1 / L2 configuration
LC-899	After AD password expired and user yet to set new password LC fails to update AD password
LC-889	NFC UID lookup key in user registry lookup for cache to be standardised.
LC-880	Incorrect Error message on login screen when user is trying Unlock with ble dongle missing.
LC-874	Incorrect Error message on login screen when Nymi Agent service is stopped
LC-873	Incorrect Error message on login screen when BLE service is stopped
LC-869	LC error message is misleading
LC-857	LC update does not automatically update SDK

Table 8: Known Issues in CWP 1.17.0

Issue Number	Description
SDK5-2942	Issue: Incorrect error message when performing NFC tap on a terminal without network connection.

	Workaround: Verify network connectivity and retry NFC tap.
SDK5-2918	<p>Issue: When TLS certs were not available to Nymi Agent, the logs does not provide descriptive enough errors to help identify the issue.</p> <p>Workaround: Verify the TLS certificate path specified in the nymi_agent.toml file. Log line “INFO – Running Smith. .... (https)” suggests that the Nymi Agent is not running in WSS mode.</p>
NEM-3230	<p>Issue: NES installer built-in test on the IIS tab does not indicate incorrect username or password for the user credentials provide as the Application Pool Identity.</p> <p>Workaround: Rely on the built-in tests on the Database tab or Review Settings tab. If observing “Windows NT user or group not found” error, go to the IIS tab and verify the credential entered for the Application Pool Identity.</p>

Table 9: Resolved Issues in CWP 1.16.0

Issue Number	Description
SDK5-2801	Issue: NymiApp does not indicate a success Nymi Band tap
SDK5-2800	Issue: NymiApp does not indicate when a user can tap Nymi Band
NF-4144	Issue: Nymi Band does not advertise unauthenticated state under certain conditions
NEM-3083	Issue: NES Admin Console user sign in fails if NES is configured with HTTPS protocol
NEM-3081	Issue: NES shows incorrect Nymi Band enrollment status (shows no active Nymi Band)
NEM-3018	Issue: NES installer discards external URL during upgrade
NEM-2940	Issue: Ambiguous enrollment events in NES Audit database
NEM-2849	Issue: NES Admin Console does not show any menu item after admin user signs in
LC-885	Issue: A pre-CWP1.15.0 Lock Control fails to unlock terminal if it is working with CWP1.15.0 NES or above
LC-848	Issue: Lock Control NFC unlock fails when the terminal is offline

Table 10: Known Issues in CWP 1.16.0

Issue Number	Description
SDK5-2881	<p>Issue: NBE failed to connect to Nymi Agent via websocket if multiple terminals have the same IP address.</p> <p>Workaround: Renew the IP address on the terminal and restart NBE.</p>
NEM-3115	<p>Issue: When policy "Allow a user to re-enroll their Nymi Band" is disabled, the "Allow a user to re-enroll to any active Nymi Band" policy is also disabled and no self-service re-enrollment is permitted. However, in the NES backend database, the "Allow a user to re-enroll to any active Nymi Band" policy is shown as enabled.</p> <p>Workaround: This issue does not affect the which policy is applied. The NES database can be manually updated to reflect the correct state of the policies.</p>

Table 11: Resolved Issues in CWP 1.15.1

Issue Number	Description
SDK5-2541	Issue: Nymi Bluetooth Endpoint connection to centralized Nymi Agent can fail when the terminal's network connection changes.
SDK5-2863	Issue: NES basic authentication through webapi does not use the certificates in the Windows certificate store.
SDK5-2874	Issue: When the CWP is configured to not use NEA certificates, a few operations requires secure session with Nymi Band can be blocked.

Table 12: Known Issues in CWP 1.15.1

Issue Number	Description
SDK5-2856	<p>Issue: After the iPad wakes up from a long period of inactivity, the first e-signature attempt might fail.</p> <p>Workaround: User is advised to re-try creating the e-signature, and the subsequent attempts will succeed.</p>

Table 13: Resolved Issues in CWP 1.15.0

Issue Number	Description
NF-4049	Issue: Nymi Band advertise incorrect presence status
SDK5-2741	Issue: SDK Installer stability issues

Table 14: Known Issues in CWP 1.15.0

Issue Number	Description
SDK5-2541	Issue: Nymi Bluetooth Endpoint connection to centralized Nymi Agent can fail when the terminal's network connection changes.
SDK5-2863	Issue: NES basic authentication through webapi does not use the certificates in the Windows certificate store.
SDK5-2874	Issue: When the CWP is configured to not use NEA certificates, a few operations requires secure session with Nymi Band can be blocked.

Table 15: Resolved Issues in CWP 1.14.2

Issue Number	Description
NEM-3009 NEM-3052	Issue: Users who belong to lots of Active Directory Groups (AD) or groups with long group names can experience slow response in Evidian, Evidian crashing, or NES admin console authentication failures.
SDK5-2730	Issue: Nymi Runtime installation can fail in non-English operating systems.
SDK5-2657	Issue: Nymi Runtime installation stability issue where an installation can fail

Table 16: Known Issues in CWP 1.14.2

Issue Number	Description
CWP-2750	Issue: Updating firmware from a version below 4.7.1.7 to a higher version can result in some operation to fail. Workaround: After the firmware update, re-enroll the Nymi Band.

LC-848	<p>Issue: Lock Control unlock through NFC tap can fail if the terminal does not have connection to NES.</p> <p>Workaround: Unlock the terminal by tapping Nymi Band on the Bluetooth Adapter. Alternatively ensure the terminal has connection to NES.</p>
--------	--

**Table 17: Known Issues in CWP 1.14.1**

Issue Number	Description
NEM-3009 NEM-3052	<p>Issue: Users who belong to lots of Active Directory Groups (AD) or groups with long group names can experience slow response in Evidian, Evidian crashing, or NES admin console authentication failures.</p> <p>Workaround: Reduce the number of AD groups or length of AD group names for users with issues with NES authentication.</p>
SDK5-2730	<p>Issue: Nymi Runtime installation can fail in non-English operating systems.</p> <p>Workaround: Install Nymi Runtime on English Operating system ensure the windows built-in accounts are in English, e.g. NT AUTHORITY\Authenticated Users</p>
SDK5-2657	<p>Issue: Nymi Runtime installation stability issue where an installation can fail</p> <p>Workaround: Re-running the Runtime installer can address the issue</p>
CWP-2750	<p>Issue: Updating firmware from a version below 4.7.1.7 to a higher version can result in some operation to fail.</p> <p>Workaround: After the firmware update, re-enroll the Nymi Band.</p>

**Table 18: Resolved Issues in CWP 1.14.1**

Issue Number	Description
LC-851	Lock Control shows sensitive user information in debug logs
NEM-3035	Incorrect user can be logged in NES audit data
NEM-3037	Incorrect timestamp can be logged in NES database

Table 19: Resolved Issues in CWP 1.14.0

Issue Number	Description
NF-4049	<p>Issue: Nymi Band cannot work with the following devices:</p> <ul style="list-style-type: none"> <li>• Zebra ET80 tablet</li> <li>• Getac F110 (G6) tablet</li> <li>• IDTronic NEO 2 desktop reader</li> </ul>

Table 20: Known Issues in CWP 1.13.0

Issue Number	Description
SDK5-2691	<p>Issue: When using BLE tap while the band is already near the reader when app is opened, tap doesn't register sometimes</p> <p>Workaround: Move band away from reader and tap again</p>

Table 21: Known Issues in CWP 1.9.0

Issue Number	Description
NEM-2936	<p>Issue: When installing NES, the installer shows a warning in "SelectedSiteBinding" the remote server reporting an error (403): forbidden</p> <p>Workaround: This warning can be ignored. The NES install will proceed as expected.</p>
NEM-2934	<p>Issue: when creating a new Individual User Policy in NES, the Enhanced Fingerprint Security option is not shown and is only shown when the Individual User Policy is saved.</p> <p>Workaround: When creating an Individual User Policy, it will have the same Enhanced Fingerprint Security setting as the active group policy. After saving an Individual User Policy, always verify the Enhanced Fingerprint Security option.</p>

Table 22: Known Issues in CWP 1.7.0

Issue Number	Description
--------------	-------------

SDK5-2437	<p><b>Issue:</b> On remote clients with NAPI DLL integration, the NBE reports connection issue with the remote client use multiple Network Interface Cards to access network</p> <p><b>Workaround:</b> Ensure the same network interface is used when connecting to Nymi Agent and the NEA from a remote client</p>
-----------	---

Table 23: Resolved Issues in CWP 1.6.1

Issue Number	Description
CWP-2726	<p><b>Issue:</b> The fix for NF-3977 creates an error if an L1 certificate is not found during Nymi Band enrollment.</p>

Table 24: Known Issues in CWP 1.6.1

Issue Number	Description
NEM-2885	<p><b>Issue:</b> The silent installer uses a configuration file for settings. This release adds new configuration items to the file which must be present before the installer will run correctly.</p> <p><b>Workaround:</b> The product documentation shows administrators what settings are required.</p>
CWP-2724	<p><b>Issue:</b> If a user that brings the Nymi Band very close to the Bluetooth Adapter and transitions it on/off body, an BLE-tap will not be registered.</p> <p><b>Workaround:</b> The issue is fixed moving the Nymi Band away from the Bluetooth Adapter.</p>

Table 25: Resolved Issues in CWP 1.3.6

Issue Number	Description
NF-3977	<p><b>Issue:</b> NEA cert cache full prevents establishment of BLE secure sessions</p>

Table 26: Resolved Issues in CWP 1.3.4

Issue Number	Description
--------------	-------------

NEM-2834	<b>Issue:</b> Upgrading issue when NES is not installed on C: drive
NEM-2835	<b>Issue:</b> NBA packages with older version of .NET framework

Table 27: Known Issues in CWP 1.3.3

Issue Number	Description
SDK5-2044	<b>Issue:</b> When two Nymi Bands simultaneously request create_symmetric_key, the operation ends in error for one of the requests <b>Workaround:</b> Retry the create_symmetric_key request

Table 28: Resolved Issues in CWP 1.3.3

Issue Number	Description
NEM-2818	<b>Issue:</b> Slow device authentication token enrollment
NEM-2826	<b>Issue:</b> Enrollment cannot succeed in a mixed Evidian and CWP only environment

Table 29: Known Issues in CWP 1.3.1

Issue Number	Description
SDK5-2043	<b>Issue:</b> Nymi Bluetooth Endpoint can crash after a long period where no Nymi Band is present. <b>Workaround:</b> Use SDK build 5.11.0+8-8 on non-iGel thin client environment

Table 30: Known Issues in CWP 1.3

The following section lists known issues as of the CWP 1.3 release.

Issue Number	Description
SDK5-1955	<b>Issue:</b> Silent installation of SDK does not install Bluegiga driver. <b>Workaround:</b> Run the standalone Bluegiga driver installer included in the SDK release package.
NEM-2803	<b>Issue:</b> Authentication related settings changes to the new default settings after upgrading to CWP 1.3.0.



	<b>Workaround:</b> Verify the group policy settings are desirable after upgrading to CWP 1.3.0.
NEM-2760	<b>Issue:</b> In the <i>Search</i> window, if you search with the none (group policy), not all users appear. <b>Workaround:</b> None. The <i>Search</i> results window only displays users that are in the NES database. Users appear in the NES database when an administrator has searched for them and viewed their properties or when a user has been enrolled to Nymi Band.
DOC-739	<b>Issue:</b> Not all CWP uses cases support multi-domain configurations. <b>Workaround:</b> None. Web Attestation and the Contact Tracing Dashboard use cases require user accounts to reside in the same domain as the infrastructure.

### Table 31: Known Issues in CWP 1.2.1

The following section lists known issues as of the CWP 1.2.1 release.

Issue Number	Description
SDK5-1880	<b>Issue:</b> The Lock Control may not function properly through a remote session if the Window or Windows Server is not installed on C:\ drive <b>Workaround:</b> Make sure the Windows and Windows Server is installed on C:\ drive.
CWP-2095	<b>Issue:</b> When cache expiry settings are changed by an administrator, settings will take effect after the current expiry period if over. If an administrator checks the settings within the cache expiry time, they will appear unchanged. <b>Workaround:</b> Administrator should wait for the change to be implemented, typically 5 minutes, and the system will recover itself; or disable cache.

### Table 32: Known Issues in CWP 1.2.0

The following section lists known issues as of the CWP 1.2.0 release.

Issue Number	Description
CWP-1931	<b>Issue:</b> When the user is signed into Health Check App across multiple device or in multiple browsers. Signing out in one session does not automatedly sign out all the other sessions. <b>Workaround:</b> Ensure the user signs out across all devices or close all browsers.
CWP-2018	<b>Issue:</b> The contact tracing information for a Nymi Band cannot be displayed when the Nymi Band is deleted in NES

	<p><b>Workaround:</b> First look up the MAC address of the deleted Nymi Band from the NES database, Nymi Band audit record. Then in the CT database, look up the contact events registered to that MAC address.</p>
DCS-253	<p><b>Issue:</b> When viewed on certain browsers, the Contact Tracing Dashboard's Most Contact Employees graph does not zoom properly.</p> <p><b>Workaround:</b> Return the browser to 100% zoom.</p>
LC-797	<p><b>Issue:</b> Unlocking the PC by NFC tap fails if the network connection to NES is unavailable.</p> <p><b>Workaround:</b> Unlocking the PC by typing in username then hit enter key or by tapping the Nymi Band on the Bluetooth adapter (if BLE tap is enabled).</p>
LC-827	<p><b>Issue:</b> The Lock Control does not contain the same SDK as the SDK released in CWP 1.2.0. The functionality of the Lock Control is not impacted. When updating from an earlier version, the SDK might not be automatically updated.</p> <p><b>Workaround:</b> For new install or update, first install the Nymi SDK, then run the Lock Control installer.</p>
NEM-2738	<p><b>Issue:</b> When updating the NES, at the Review Settings tab the installer may give a database login error.</p> <p><b>Workaround:</b> Navigate to the Database tab and click the Test button. Then go back to Review Settings tab and click Test.</p>
NEM-2744	<p><b>Issue:</b> The NES command prompt install tool fails when encryption is set to "None".</p> <p><b>Workaround:</b> Deploy or update NES either use NES installer executable or the NES auto deploy script.</p>
NEM-2546	<p><b>Issue:</b> When the user selects the Contact Support option from the Lock Control tray icon, a zip file of logs is generated but the location of the zip is not provided.</p> <p><b>Workaround:</b> See the documentation for the location of the zip file.</p>
NEM-2747	<p><b>Issue:</b> When updating the NBA to CWP 1.2.0, the installer does not automatically update the SDK to the latest version. Without updating the SDK, user might encounter errors during enrollment.</p> <p><b>Workaround:</b> Before upgrading the NBA, uninstall SDK that exists on the terminal.</p>
SKD5-1803	<p><b>Issue:</b> Nymi runtime fails to install when installing to a non-default location.</p> <p><b>Workaround:</b> Install the Nymi runtime at its default location: "C:\Program Files\Nymi"</p>
SDK5-1839	<p><b>Issue:</b> Occasionally, CWP data is not retrieved by the edge agent while the Nymi Band is on charger.</p> <p><b>Workaround:</b> The data will be retrieved when the Nymi Band is authenticated.</p>

SDK5-1854 SDK5-1855	<p><b>Issue:</b> nbed cannot be upgraded or uninstalled from some models of thin clients.</p> <p><b>Workaround:</b> Uninstall the nbed by reset the thin client. To upgrade the nbed, reset the thin client to a standard image and then install the newer version of nbed.</p>
------------------------	---

**Table 33: Known Issues in CWP 1.1.x**

The following known issues were reported in the CWP 1.1.x releases.

Issue Number	Description
DCS-260	<p><b>Issue:</b> log4j CVE-2021-44228 vulnerability</p>
CWP-1157	<p><b>Issue:</b> If multiple Nymi Bands are placed on the charger simultaneously, the Contact Tracing Collection Agent (CTCA) may not retrieve the contract events from all the Nymi Bands.</p> <p><b>Workaround:</b> Take the Nymi band off the charger and the contact events will be retrieved by CTCA.</p>
CWP-1081	<p><b>Issue:</b> If a user re-enrolls to a different Nymi Band, then any new contact data they collect will not show up for 24 hours in the dashboard.</p> <p><b>Workaround:</b> Wait 24 hours for the data to update, or restart the CTCA.</p>
CWP-1059	<p><b>Issue:</b> On the Contact Tracing dashboard, when searching for contact events by contact date, not all events may be returned for a specified day.</p> <p><b>Workaround:</b> Add one day to the end of the date range specified in order to ensure that all data is returned.</p>
CWP-1024, CWP-1012	<p><b>Issue:</b> In a multi-domain environment, the Contact Tracing dashboard only shows data from users in one domain.</p> <p><b>Workaround:</b> Ensure that all users of the Contact Tracing feature are in the same domain.</p>
CWP-1017	<p><b>Issue:</b> The Contact Tracing Collection Agent (CTCA) may take a long time to initialize the API.</p> <p>This is a benign issue as no data is lost.</p>
CWP-1015	<p><b>Issue:</b> Multi-instance functionality for CTCA is not currently supported.</p> <p>If multiple instances of the CTCA are started, errors will occur and only one of the instances will function correctly.</p>
CWP-1014	<p><b>Issue:</b> The Contact Tracing dashboard label for Contact Time, erroneously indicates that time is shown in UTC time zone.</p> <p>The time is shown is the local time of the web browser. This is a cosmetic issue that does not affect data.</p>

Issue Number	Description
CWP-1008	<p><b>Issue:</b> The format of the login name for the Contact Tracing dashboard is different from the format required by other Nymi product logins.</p> <p><b>Workaround:</b> Ensure the login name is entered in the appropriate format: &lt;username&gt;@example.domain.name</p>
CWP-1004	<p><b>Issue:</b> There is no input validation on user-specified queries for the Employee Timeline graph on the Contact Tracing dashboard. If an invalid query is entered, a blank graph is returned.</p>
CWP-1000	<p><b>Issue:</b> On the Contact Tracing dashboard, the Update button for the Most Contacted Employee Details does not update the view.</p> <p><b>Workaround:</b> Refresh the page to update the view.</p>
CWP-926	<p><b>Issue:</b> The contact tracing dashboard does not indicate when the display is blank because there is no data in the database. This is a cosmetic issue and does not affect functionality.</p>
CWP-691	<p><b>Issue:</b> Spurious warning messages about <i>ctca.properties</i> appear in the log when the configuration is correct. These warnings can be safely ignored. (This issue is only applicable for CWP 1.1.x)</p>
CWP-570	<p><b>Issue:</b> On the Contact Tracing dashboard, the list of user contact events in the User Timeline is not paginated.</p> <p><b>Workaround:</b> If too many results are returned, filter the search query to narrow the results.</p>
CWP-569	<p><b>Issue:</b> On the Contact Tracing dashboard, the axis labels for Unique Contact Count stack on top of each other, making the text illegible. This is a cosmetic issue that does not affect the data.</p>
NEM-2660	<p><b>Issue:</b> On Windows Server 2019, the SQL Express 2012 installer included in the NES installer may fail.</p> <p><b>Workaround:</b> Install SQL Express 2017 in Basic mode before running the NES installer on Windows Server 2019.</p>
NEM-2651	<p><b>Issue:</b> The <i>NesSupportTool.exe</i> is not able to extract and create a log zip file on Windows Server 2019.</p>
NEM-2632	<p><b>Issue:</b> The <i>.ninst</i> file generated by NES is not self-documented. Contact Nymi Support for any <i>.ninst</i> file related questions.</p>

Issue Number	Description
NEM-2553	<p><b>Issue:</b> Running the NES install.exe program for a second time causes a disabled NES Installer Maintenance dialog to appear.</p> <p><b>Workaround:</b> None. This dialog does not require user intervention.</p>
NEM-2270, NEM02280, NEM-2296	<p><b>Issue:</b> In some cases, after logging in to the NES Admin Console, the console page does not show that login succeeded.</p> <p><b>Workaround:</b> Navigate to another page to confirm that login was successful.</p>
NEM-1750	<p><b>Issue:</b> Any interruption in network connectivity during enrollment causes the system to become out of sync.</p> <p><b>Workaround:</b> If network connectivity is lost during enrollment, perform a Delete User Data operation on the Nymi Band, disconnect the device from the user in the NES Admin Console, and restart enrollment.</p>
NPM-363	<p><b>Issue:</b> By design, the Nymi Band firmware will not record a Proximity Event during the time that the Collection Agent is connected to download Proximity Events. In some rare cases, this can lead to a missed Contact Event.</p>
SDK5-1729	<p><b>Issue:</b> While using Lock Control, if a user moves their Nymi Band within 10cm of the BLE adapter, a login or unlock will occur even if that was not the user's intent. For example, this may occur if a user is reaching past the adapter to plug in a charger or access a USB hub.</p> <p>This is a benign issue and does not affect the behaviour of the system.</p>
LC-785	<p><b>Issue:</b> When a user without an active Nymi Band registered in NES attempts an NFC tap to unlock or login, no error message is shown.</p> <p>This is a benign issue as the NFC tap is expected to fail when the Nymi Band is deactivated in NES.</p>
NF-3748	<p><b>Issue:</b> In some rare instances, users may experience consecutive authentication failures due to the ECG measurement during Liveness Detection.</p> <p><b>Workaround:</b> If required, Liveness Detection can be disabled. See NF-3733 for important considerations before using this workaround.</p>
NF-3745	<p><b>Issue:</b> The fingerprint sensor does not respond to the user placing their finger on the sensor. Authentication times out.</p> <p><b>Workaround:</b> In this scenario, authentication failure now occurs quickly, and the user can retry authentication with a high chance of success.</p>
NF-3741	<p><b>Issue:</b> In some cases, the firmware update may take longer than 300 seconds.</p>

Issue Number	Description
NF-3739	<p><b>Issue:</b> In some cases, the firmware updater program may not make use of all available BLE adapters.</p> <p><b>Workaround:</b> If this issue occurs, stop and restart the updater.</p>
NF-3738	<p><b>Issue:</b> In some rare instances, the fingerprint sensor may not respond while a user is attempting to register their fingerprint template.</p> <p><b>Workaround:</b> Remove the Nymi Band from the wrist. Put the Nymi Band back on and restart the enrollment process.</p>
NF-3733	<p><b>Issue:</b> When Liveness Detection is disabled in the NES Policy, it is possible for users to authenticate the Nymi Band on objects other than a human body if the correct fingerprint is provided. This is a known and expected side effect of disabling Liveness Detection.</p> <p><b>Workaround:</b> Liveness Detection should be disabled only in environments where users are having difficulty authenticating due to liveness and no other remedy has resolved their issue.</p>
NF-3724	<p><b>Issue:</b> In some rare cases, when using the firmware updater to update the firmware on a Nymi Band that is in Recovery mode, the update may fail on the first attempt.</p> <p><b>Workaround:</b> No user intervention is required. The updater continues to retry the update until it is successful.</p>
NF-3694, NF-3693, NF-3687	<p><b>Issue:</b> In some cases, when using the Nymi Band as a FIDO2 security key to sign into a Windows PC, the user may have to hold their Nymi Band over the NFC reader for up to 400ms.</p> <p>If this issue occurs, a full authentication may take up to 2000ms.</p>

### Table 34: Known Issues in NEE 3.3.0

The following known issues were reported in the NEE 3.3.0 release.

Issue Number	Description
NEM-2643	<p><b>Issue:</b> If the Nymi Band Application loses the network connection or if the app is closed during the fingerprint enrollment process, the Nymi Band and the application will become desynchronized, and enrollment is interrupted.</p> <p><b>Workaround:</b> If this issue is encountered, the user must Delete User Data and start the enrollment process again.</p>

NEM-2453	<p><b>Issue:</b> When upgrading NES from NEE 2.6.X to NEE 3.3.0, if the NES Admin Console is left open in a browser page, there can be deprecation in functionality. The logout button will not work.</p> <p><b>Workaround:</b> Before performing an upgrade of NES, close all browsers with the NES Admin Console open.</p>
----------	--

### Table 35: Known Issues for NEE 3.2.1

The following known issues were reported in the NEE 3.2.1 release.

Issue Number	Description
SOL-365	<p><b>Issue:</b> During the import of the <i>fullchain.p12</i> file, no keys are found for the certificate during the NES installation. While <i>certlm.msc</i> displays a private key icon next to the NES L2 certificate, Windows is not able to access the private key. This results in a failure on the NES diagnostics page indicating that there was an error generating test certificates.</p> <p><b>Workaround:</b> Delete the entire certificate chain and then re-import the fullchain.p12 (right click - import PFX) resulting in the cert chain AND key being successfully imported. If the IIS application pool identity used by NES is not "LOCAL SYSTEM", then move the NES L2 certificate to the Intermediate CA certificate store, and run "iisreset".</p>
NEM-2302	<p><b>Issue:</b> Previously configured database logins are not saved in the generated .ninst file when loaded from a previous installation.</p> <p><b>Workaround:</b> To generate a complete .ninst file, Export Settings immediately after completing a fresh installation of NES.</p>
NEM-2295	<p><b>Issue:</b> NES does not have sufficient Application Pool identity permissions to support the infrastructure (NEA certificate generation, look-ups, etc.).</p> <p><b>Workaround:</b> Change the Application Pool identity setting to LocalSystem.</p>
NEM-2249	<p><b>Issue:</b> In the NES GUI installer, the user is unable to edit Database login details after initial entry of details.</p> <p><b>Workaround:</b> Use the original database user details entered for the new user/auditor, or close and restart the NES installer.</p>
NEM-2439	<p><b>Issue:</b> Completing a NES installation with a specific user account specified for the Application Pool identity, where the user account which does not have Database</p>

Issue Number	Description
	<p>privileges, results in database errors when running tests on the database page in the NES installer.</p> <p><b>Workaround:</b> If a NES installation is completed by a user who does not have Database permissions, complete the installation without running tests on the Database page of the installer.</p>
SDK5-1618	<p><b>Issue:</b> When upgrading the Nymi runtime from NEE 2.6 to NEE 3.2, the Nymi Websocket API stops working.</p> <p><b>Resolution:</b> Replace the original nymi_agent.toml file with the nymi_agent.toml file from the NEE 3.2.1 package.</p>
NEM-1954	<p><b>Issue:</b> To configure hardening on NES, configure the NES to use LocalSystem identity from the Application Pool Identity list. This can be changed on the IIS page in the NES installer.</p>





Copyright © 2023  
Nymi Inc. All rights reserved.  
Published in December 2023

Nymi Inc. (Nymi) believes the information in this document is accurate as of its publication date. The information is subject to change without notice.

The information in this document is provided as-is and Nymi makes no representations or warranties of any kind. This document does not provide you with any legal rights to any intellectual property in any Nymi product. You may copy and use this document for your referential purposes.

This software or hardware is developed for general use in a variety of industries and Nymi assumes no liability as a result of their use or application. Nymi, Nymi Band, and other trademarks are the property of Nymi Inc. Other trademarks may be the property of their respective owners.

Published in Canada.  
Nymi Inc.  
Toronto, Ontario  
[www.nymi.com](http://www.nymi.com)