



# Nymi Connected Worker Platform Release Notes

CWP 1.3.7

2023-April-28 v1.0

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## Table 1: Revision History

Version	Date	Revision History
1	April 28, 2023	First release of document



# Nymi Connected Worker Platform 1.3.7

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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 1.3.7 release is a patch to the CWP 1.3.6 release. The present release is suitable to be used in GxP environments.

## Nymi Connected Worker Platform components

CWP 1.3.7 includes the following component versions:

- Nymi Band™ 3.0
- **Firmware version of Nymi Band 3.0– 4.2.11-6**
- Nymi Band Application–4.2.3.3
- Nymi Lock Control–3.4.2.10
- Nymi Enterprise Server–4.2.3.3
- Nymi Enterprise Server Auto Deployment Scripts– 1.2.4
- Nymi SDK –5.11.4.4
- CWP backend components – 1.2.1.12
- Nymi Data Exchange Service Edge Agent -1.1.0.2

## Nymi Documentation Package

No new documentation is updated in CWP 1.3.7. For latest documentations visit the Nymi Support site.

- To access all the core documents, visit: <https://support.nymi.com/hc/en-us/articles/6337039121940-Connected-Worker-Platform-1-3-Product-Documentation>



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

## NFC Reader Support

NFC reader support is not tested under the present release. For NFC readers supported in the CWP visit: <https://support.nymi.com/hc/en-us/articles/12637262376468-Supported-NFC-Readers>

# New In This Release

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## Implemented bug fixes

The present release addresses an issue that was introduced in CWP1.3.6.

The Nymi Band stores certificates that are used to establish secure communication with the Nymi infrastructure. One certificate (NES L1 certificate) must remain on the Nymi Band, while other certificates that reside on the Nymi Band are only cached to speed up operations. When the user data is deleted from the Nymi Band, the NES L1 certificate is unintentionally removed. Without this certificate, the Nymi Band cannot establish secure communication with the Nymi infrastructure, and the user will encounter error during Nymi Band enrollment. However, after the initial failure, the NES L1 certificate will be installed on the Nymi Band, so the user can retry and complete the enrollment. The fix eliminates the unintended deletion of the NES L1 certificate during delete user data operation so that the user can enroll their Nymi Band without any errors.

# Backwards Compatibility

Table 2: Backwards Compatibility Table

			Nymi Infrastructure								
			NEE 2.5	NEE 2.6	NEE 3.1	NEE 3.2	NEE 3.3	CWP 1.1.x	CWP 1.2.x	CWP 1.3.x	CWP 1.3.7
Nymi Band Firmware	Nymi Band 2.0	NEE 2.5	•	•							
		NEE 2.6	•	•							
	Nymi Band 3.0	NEE 3.1	•	•	•						
		NEE 3.2	•	•		•	•				
		NEE 3.3	•	•		•	•				
		CWP 1.1.x						•			
		CWP 1.2.x							•	•	•
		CWP 1.3.x							•	•	•
	CWP 1.3.7							•	•	•	

Legend:

- Compatible
- ☐ Not compatible (empty box)

# Upgrading to CWP 1.3.x

Table 3: Upgradability Table

Release versions	Upgradability
NEE 3.2.X to CWP 1.3.x NEE 3.3.X to CWP 1.3.x	NES: <ul style="list-style-type: none"> <li>- direct upgrade</li> </ul> NBA: <ul style="list-style-type: none"> <li>- direct upgrade</li> <li>- can be upgraded after NES upgrade</li> </ul> Firmware: <ul style="list-style-type: none"> <li>- direct upgrade</li> <li>- <b>re-enroll required after upgrade</b></li> <li>- can be upgrade after NES and NBA upgrade</li> </ul>
CWP 1.1.X to CWP 1.3.x CWP 1.2.X to CWP 1.3.x	NES: <ul style="list-style-type: none"> <li>- direct upgrade</li> </ul> NBA: <ul style="list-style-type: none"> <li>- direct upgrade</li> </ul> Firmware: <ul style="list-style-type: none"> <li>- direct upgrade</li> </ul>

The change implemented in CWP prevents Nymi Band running CWP 1.3.0 firmware 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 upgrade.

## Known Issues and Limitations

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Table 4: Resolved Issues in CWP 1.3.7

Issue Number	Description
CWP-2726	Issue: Nymi Band enrollment failure after user data is deleted

Table 5: Resolved Issues in CWP 1.3.6

Issue Number	Description
NF-3977	Issue: NEA cert cache full prevents establishment of BLE secure sessions

Table 6: Resolved Issues in CWP 1.3.4

Issue Number	Description
NEM-2834	Issue: Upgrading issue when NES is not installed on C:\ dirve
NEM-2835	Issue: NBA packages with older version of .NET framework

Table 7: Known Issues in CWP 1.3.3

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

### Table 8: Resolved Issues in CWP 1.3.3

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

### Table 9: Known Issues in CWP 1.3.1

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

### Table 10: 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 11: 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 is 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 12: 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 automatically sign out all the other sessions. <b>Workaround:</b> Ensure the user signs out across all devices or close all browsers.

CWP-2018	<p><b>Issue:</b> The contact tracing information for a Nymi Band cannot be displayed when the Nymi Band is deleted in NES</p> <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 13: 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 contact 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>

Issue Number	Description
	<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. 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>
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>

Issue Number	Description
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.</p> <p>These warnings can be safely ignored.</p> <p>(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.</p> <p>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 synch.</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>

Issue Number	Description
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>
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>

Issue Number	Description
	If this issue occurs, a full authentication may take up to 2000ms.

### Table 14: 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 15: 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 <i>fullchain.p12</i> (right click - import PFX) resulting in the cert chain AND key being successfully imported.</p> <p>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>



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