



# Nymi Connected Worker Platform Release Notes

CWP 1.1.1

**2021-06-11 v4.0**

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Table 1: Revision History

Version	Date	Revision History
01	April 30, 2021	First release of document
02	May 14, 2021	Added Known Issue CWP-1081
03	May 21, 2021	Added Known Issue CWP-1157
04	June 11, 2021	Updated for CWP 1.1.1

## Nymi Connected Worker Platform 1.1.x

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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.

### Nymi Connected Worker Platform components

CWP 1.1.1 includes the following component versions:

- Nymi Band™ 3.0
- Firmware version of Nymi Band 3.0— 4.2.5.8
- Nymi Band Application—4.0.0.23
  - Includes Nymi Runtime 5.8.0.12
- Nymi Enterprise Server—4.0.0.8
- Nymi SDK—5.8.0.15
- Nymi Lock Control – 3.3.1.1
  - Includes Nymi Runtime 5.8.0.12
- Contact Tracing Collection Agent –1.1.0.220



## Nymi Documentation Package

For information on the documentation available for the CWP 1.1.1 release, see [Appendix 1](#).

## NFC Reader Support

For information on NFC readers tested against the CWP 1.1.1 release, see [Appendix 2](#).

# New In This Release

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## Enrollment Improvements

Nymi implemented firmware changes in Connected Worker Platform 1.1.1 to improve the enrollment experience. In Connected Worker Platform 1.1, during the enrollment process, if the user places their finger on the sensor while the Nymi Band displays the Add User message instead of the Touch Sensor message, the Nymi Band can display a fault code. When this happens, the user must restart the Nymi Band and an NES Administrator must log in to the NES Administration Console and delete the user association to the Nymi Band. The user can repeat the enrollment process with the same Nymi Band. The Connected Worker Platform 1.1.1 firmware prevents the fault code from appearing on the Nymi Band if the finger is placed on the sensor before prompted to do so.

## Nymi Lock Control

Nymi made changes to Nymi Lock Control to improve the user experience when the user terminal does not have a network connection to NES. In Connected Worker Platform 1.1, when a user performs a tap to unlock the desktop, but the user terminal does not have a network connection to NES, Nymi Lock Control waits for 60 seconds before displaying an error message to the user and allowing the user to reattempt the unlock. Connected Worker Platform 1.1.1, optimizes the unlocking behaviour when the network connection is not available, to quickly provide an appropriate error message to the user, and allow them to reattempt the unlock sooner.

# Backwards Compatibility

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## Release Compatibility with Nymi Band 2.0

Nymi Band 2.0 is not supported with CWP 1.1.x

## Release Compatibility with Nymi Band 3.0

CWP 1.1.x introduces breaking changes in Nymi Band firmware. CWP 1.1.0 firmware is not compatible with existing Nymi Enterprise Edition Releases.

When upgrading to CWP 1.1.1, Nymi Band firmware upgrades are required. Speak with your Customer Success representative for additional details for planning your upgrade.

## Nymi Enterprise Edition Infrastructure Compatibility

CWP 1.1.x is a new product offering from Nymi. CWP introduces a new generation of the Nymi SDK. There is no compatibility of Nymi infrastructure components between NEE and CWP releases.

The following section lists known issues as of the CWP 1.1.0 release.

Table 2: Known Issues in CWP 1.1.x

Issue Number	Description
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>

CWP-1008	<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.
CWP-1004	<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.
CWP-1000	<b>Issue:</b> On the Contact Tracing dashboard, the Update button for the Most Contacted Employee Details does not update the view. <b>Workaround:</b> Refresh the page to update the view.
CWP-926	<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.
CWP-691	<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.
CWP-570	<b>Issue:</b> On the Contact Tracing dashboard, the list of user contact events in the User Timeline is not paginated. <b>Workaround:</b> If too many results are returned, filter the search query to narrow the results.
CWP-569	<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.
NEM-2660	<b>Issue:</b> On Windows Server 2019, the SQL Express 2012 installer included in the NES installer may fail. <b>Workaround:</b> Install SQL Express 2017 in Basic mode before running the NES installer on Windows Server 2019.
NEM-2651	<b>Issue:</b> The <i>NesSupportTool.exe</i> is not able to extract and create a log zip file on Windows Server 2019.
NEM-2632	<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.
NEM-2553	<b>Issue:</b> Running the NES install.exe program for a second time causes a disabled NES Installer Maintenance dialog to appear. <b>Workaround:</b> None. This dialog does not require user intervention.
NEM-2270	<b>Issue:</b> In some cases, after logging in to the NES Admin Console, the console page does not show that login succeeded. <b>Workaround:</b> Navigate to another page to confirm that login was successful.

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. 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>
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>



	<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.
NF-3724	<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. <b>Workaround:</b> No user intervention is required. The updater continues to retry the update until it is successful.
NF-3694, NF-3693, NF-3687	<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. If this issue occurs, a full authentication may take up to 2000ms.

Table 3: Known Issues in NEE 3.3.x

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 4: Known Issues for NEE 3.2.1

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>

Issue Number	Description
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 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>

# Appendix 1: Documentation Package for CWP 1.1.1

Documentation for the Nymi Connected Worker Platform can be found in the release package delivered for CWP 1.1.1.

## Core Documentation

The following documentation is provided with the standard CWP 1.1.1 package. This table identifies revisions to documentation since the last release package.

Table 5: Core Product Documentation

Document Title	Version	Reference	Modifications
Nymi Connected Worker Platform Release Notes 1.1.1	4.0	Nymi_Connected_Worker_Platform_Release_Notes_1.1.1_v4.pdf	Release notes for CWP 1.1.1
Nymi Overview Guide	4.0	NymiOverviewGuide_V4.pdf	No modifications.
Nymi Deployment Guide	5.0	NymiDeploymentGuide_V5.pdf	No modifications
Nymi Administration Guide	5.0	NymiAdministrationGuide_V5.pdf	No modifications
Nymi Smart Distancing & Contact Tracing Installation & Configuration Guide	1.0	NymiSDCTInstallandConfig_v1.pdf	No modifications.
Nymi Troubleshooting Guide	5.0	NymiTroubleshootingGuide_v5.pdf	No modifications.
Nymi Band Regulatory Guide	2.1	NymiBandRegulatoryInformationGuide_V2.1.pdf	No modifications
Nymi Connected Worker Platform Security White Paper	3.0	NymiCWP_Security_WhitePaper_v3.0.pdf	No modifications.

Document Title	Version	Reference	Modifications
Nymi Third Party Licenses	4.0	NymiThirdPartyLicenses_V4_20210427.pdf	No modifications.
Nymi API WebSocket Interface Guide	3.0	NymiAPIWebSocketInterfaceGuide_V3.pdf	No modifications.
Nymi API C Interface Guide	3.0	NymiAPICInterfaceGuide_V3.pdf	No modifications.
Nymi API for Linux Guide	3.0	NymiAPILinuxGuide_V3.pdf	No modifications.



## Secondary Documentation

The following documents offer additional support for the CWP 1.1.x solution. These documents are not included in the CWP 1.1.x package. Contact your Customer Success representative for additional details.

Table 6: Secondary Documentation

Document Title	Version	Description
Nymi Band 3.0 Bulk Charger Reference Design	1.0	A reference diagram for a bulk charging solution for Nymi Bands
Nymi Band 3.0 Charging Recommendation Guide	1.4	Nymi has provided a Charging recommendation guide with recommendations for bulk charging stations
Nymi Band 3.0 Material Composition	1.1	A reference document outlining the surface materials composing the Gen 3.0 Nymi Band
Nymi Band 3.0 Reliability Specification	1.1	A reference document outlining the reliability specifications for the Gen 3.0 Nymi Band
Nymi Band 3.0 Cleaning Guide	1.3	A reference document that provides recommendations on appropriate cleaning procedure for the Gen 3.0 Nymi Band.
Nymi Band 3.0 Strap Extenders	1.0	Nymi has provided a guide on the installation and use of strap extenders for users whom the band is too small to comfortably fit their wrist.
Nymi Feature Availability	2.1	A reference document that provides an overview of the availability of features across release versions.
CWP Storage and Transmission of Personal Data	2.0	This guide explains how personal data (or PII) is handled in the Nymi solution.
Nymi Band 2.0 and Nymi Band 3.0 Differences	1.1	A reference document that describes the differences between the Nymi Band 2.0 and 3.0 wearable device hardware.
Nymi Feature Availability	2.1	A reference document that describes availability of features with the Nymi Band across NEE and CWP versions.
Connected Worker Platform FAQ	1.3	A reference document that answers common questions about the Connected Worker Platform.

Document Title	Version	Description
Connected Worker Platform 1.1.0 Technical Specification	1.14	A reference document that describes the technical specifications of the Nymi Band and Connected Worker Platform solution.
Secure Fingerprint Template Storage on the Nymi Band	1.1	A reference document that explains how the Nymi Band maintains user privacy and security with fingerprint data.

## Appendix 2: NFC Readers Tested for CWP 1.1.x

Nymi includes dedicated NFC reader compatibility testing as part of its release testing. The following table covers the specific NFC reader models tested for compatibility with CWP 1.1.x. Note that the level of ongoing testing is indicated as follows:

1. Recommended Readers - best performance; testing planned with every CWP release going forward from CWP 1.1.0.
2. Supported Readers - meet specific use cases but may not perform as well as a recommended reader; testing planned with every CWP release going forward from CWP 1.1.0.
3. Verified Readers - tested against a minimum of one NEE or CWP release; additional testing may be required to support additional releases; will be tested as part of the customer upgrade process.

Table 7: NFC Readers

NFC Reader Model	Status
HID Omnikey 5022	Recommended
ACS ACR122U	Verified with NEE 3.3.0
Systec CONNECT BOX	Verified with NEE 3.3.0
Elatec TWN4 LEGIC NFC USB	Verified with NEE 3.3.0
HID Omnikey 5127CK Mini	Verified with NEE 3.2.0
ACS ACR1252U	Verified with NEE 3.2.0
Identiv CLOUD/uTrust 3700 F	Verified with NEE 3.2.0





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