# BlackBerry Access and BlackBerry Work for Windows

## Release Notes

3.4

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# BlackBerry Access for Windows version 3.4.3.13 and BlackBerry Work for Windows version 3.4.1.417

**What's new in this release?**

To learn about the new features introduced in every supported release of BlackBerry Access, see What's New in BlackBerry Access.

**BlackBerry Dynamics SDK version**

BlackBerry Dynamics SDK 7.1.0.104

**OS compatibility**

For device OS compatibility, see the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix.

**Supported upgrades**

- BlackBerry Access for Windows 3.4.1.19 > BlackBerry Access for Windows 3.4.2.2 > BlackBerry Access for Windows 3.4.3.13
- BlackBerry Access for Windows 3.4.1.19 > BlackBerry Access for Windows 3.4.3.13
- BlackBerry Access for Windows 3.4.2.2 > BlackBerry Access for Windows 3.4.3.13

## Fixed issues

| |
|---|
| The BlackBerry Access for Windows app did not load pages correctly. (FIRST-17931) |

## Known issues

| |
|---|
| When BlackBerry Work for Windows is running but BlackBerry Access for Windows is not running, and BlackBerry Access for Windows is set as the default browser, when a user clicks on a URL shortcut on the desktop, BlackBerry Access opens in the background. (GMAGDWIN-7009)<br>**Workaround:** Click on the BlackBerry Access window to bring it to the foreground. |

## Known limitations

| |
|---|
| If the policy to launch only Work App is enabled in the BlackBerry Access app configuration policy, clicking on a URL shortcut on the desktop does not launch BlackBerry Access.<br>**Workaround:** Manually click on the browser icon in BlackBerry Work to open BlackBerry Access, and then click on the desktop shortcut again. |

# BlackBerry Access for Windows version 3.4.2.2 and BlackBerry Work for Windows version 3.4.1.417

This release of BlackBerry Access for Windows and BlackBerry Work for Windows features the following enhancements:

| |
|---|
| Bug fixes to improve issues related to Awingu. For more information, see Fixed issues. |

#### BlackBerry Dynamics SDK version

BlackBerry Dynamics SDK 7.1.0.104

#### OS compatibility

For device OS compatibility, see the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix.

#### Supported upgrades

- BlackBerry Access for Windows 3.4.1.13 > BlackBerry Access for Windows 3.4.1.19 > BlackBerry Access for Windows 3.4.2.2
- BlackBerry Access for Windows 3.4.1.19 > BlackBerry Access for Windows 3.4.2.2
- BlackBerry Access for Windows 3.4.1.13 > BlackBerry Access for Windows 3.4.2.2

## Fixed issues

| |
|---|
| The applications folder in Awingu would fail to load and display any applications. (FER-15868) |

## Known issues

| |
|---|
| When the administrator disables the camera and microphone, users are not notified, and the camera and microphone are displayed as Allowed in the browser settings. (GMAGDWIN-6072) |
| A preview file error appears when opening a Microsoft Word .docx file that has track changes enabled. (GMAGDMAC-5041) |
| After BlackBerry Work is restarted, it may take about 90 seconds before the user can open an attachment or to see results of a search. (WEBAPPS-7936) |

# Known limitations

BlackBerry Work for Windows email does not support Microsoft Exchange Information Rights Management (IRM). Received IRM messages are not decrypted in BlackBerry Work for Windows. (WEBAPPS-8054)

**Workaround**: View the email in the BlackBerry Access browser.

# BlackBerry Access for Windows version 3.4.1.19 and BlackBerry Work for Windows version 3.4.1.417

**What's new in this release?**

To learn about the new features introduced in every supported release of BlackBerry Access, see What's New in BlackBerry Access.

**BlackBerry Dynamics SDK version**

BlackBerry Dynamics SDK 7.1.0.89

**OS compatibility**

For device OS compatibility, see the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix.

**Supported upgrades**

- BlackBerry Access for Windows 3.4.1.16 > BlackBerry Access for Windows 3.4.1.19
- BlackBerry Access for Windows 3.4.1.13 > BlackBerry Access for Windows 3.4.1.19
- BlackBerry Access for Windows 3.4.1.11 > BlackBerry Access for Windows 3.4.1.19
- BlackBerry Access for Windows 3.4.1.8 > BlackBerry Access for Windows 3.4.1.19

## Fixed issues

| |
|---|
| There are no fixed issues in this release. |

## Known issues

| |
|---|
| When the administrator disables the camera and microphone, users are not notified, and the camera and microphone are displayed as Allowed in the browser settings. (GMAGDWIN-6072) |
| A preview file error appears when opening a Microsoft Word .docx file that has track changes enabled. (GMAGDMAC-5041) |
| After BlackBerry Work is restarted, it may take about 90 seconds before the user can open an attachment or to see results of a search. (WEBAPPS-7936) |

# Known limitations

BlackBerry Work for Windows email does not support Microsoft Exchange Information Rights Management (IRM). Received IRM messages are not decrypted in BlackBerry Work for Windows. (WEBAPPS-8054)

**Workaround**: View the email in the BlackBerry Access browser.

# BlackBerry Access for Windows version 3.4.1.16 and BlackBerry Work for Windows version 3.4.1.413

This release of BlackBerry Access for Windows and BlackBerry Work for Windows features the following enhancements:

- Bug fixes

#### BlackBerry Dynamics SDK version

BlackBerry Dynamics SDK 7.1.0.89

#### OS compatibility

For device OS compatibility, see the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix.

#### Supported upgrades

- BlackBerry Access for Windows 3.4.1.13 > BlackBerry Access for Windows 3.4.1.16
- BlackBerry Access for Windows 3.4.1.8 > BlackBerry Access for Windows 3.4.1.16
- BlackBerry Access for Windows 3.4.0.6 > BlackBerry Access for Windows 3.4.1.16

## Fixed issues

| |
|---|
| When using BlackBerry Work in Arabic, some characters did not display correctly in email messages. (FIRST-17778) |
| If the FQDN was not specified in the "Enter JSON for search engine titles and URLs" field of the app configuration, BlackBerry Access for Windows stopped responding when a user started it. (GMAGDWIN-6965) |

## Known issues

| |
|---|
| When the administrator disables the camera and microphone, users are not notified, and the camera and microphone are displayed as Allowed in the browser settings. (GMAGDWIN-6072) |
| A preview file error appears when opening a Microsoft Word .docx file that has track changes enabled. (GMAGDMAC-5041) |
| After BlackBerry Work is restarted, it may take about 90 seconds before the user can open an attachment or to see results of a search. (WEBAPPS-7936) |

# Known limitations

BlackBerry Work for Windows email does not support Microsoft Exchange Information Rights Management (IRM). Received IRM messages are not decrypted in BlackBerry Work for Windows. (WEBAPPS-8054)

**Workaround**: View the email in the BlackBerry Access browser.

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