



BlackBerry BRIDGE

Release Notes

3.17

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BlackBerry BRIDGE version 3.17 Release Notes

What's new in this release?

To learn about the new features introduced in every supported release of BlackBerry BRIDGE, see [What's new in BlackBerry BRIDGE](#).

For information about fixed and known issues, supported upgrade paths, and the versions of the BlackBerry Dynamics SDK, see:

- [BlackBerry BRIDGE for iOS 3.17.1.432](#)

OS compatibility

For device OS compatibility, see the [Mobile/Desktop OS and Enterprise Applications Compatibility Matrix](#).

BlackBerry BRIDGE for iOS 3.17.1.432

Microsoft Intune App SDK for iOS version

Microsoft Intune App SDK for iOS: 19.7.0

OS compatibility

For device OS compatibility, see the [Mobile/Desktop OS and Enterprise Applications Compatibility Matrix](#).

Supported Upgrades

BlackBerry BRIDGE for iOS 3.16.0.310 > BlackBerry BRIDGE for iOS 3.17.1.432

BlackBerry BRIDGE for iOS fixed issues

After a new installation and provision of the BlackBerry BRIDGE app, when users transferred the first file, the Open In menu displayed when there were no apps available to be selected. (BRIDGE-3159)

BlackBerry BRIDGE for iOS known issues

When users send a PDF file from Microsoft 365 to BB BRIDGE and only have one BlackBerry Dynamics app installed (for example, BlackBerry Work) or the default app for file transfers is set, the "Show as a Slide Show" option is not available. (BRIDGE-3234)

Workaround: Verify that you have more than one BlackBerry Dynamics app installed (for example, BlackBerry Work, BlackBerry Tasks, and BlackBerry BRIDGE) and the default app for file transfers is not set. For more information, see [Change BlackBerry BRIDGE for iOS Options](#).

If you force close BlackBerry BRIDGE and then send a file from a Microsoft 365 app to it, the file does not transfer, and you remain on the main screen. (BRIDGE-3145)

Workaround: Enable the "Open-in/Share filtering (iOS Only)" Intune policy and select the "Open Securely via Bridge" option when sending the file, or launch BlackBerry BRIDGE before starting the file transfer from a Microsoft 365 app.

When some users try to send a document from BlackBerry Work to Microsoft Teams, Microsoft Teams displays the following error message: **Security Notice. Your organization doesn't allow the use of external libraries and files**, and document is not sent. (BRIDGE-3207)

If you force stop BlackBerry BRIDGE and then try to share a document from the corporate directory using BlackBerry BRIDGE, the "Send to BlackBerry Dynamics" dialog box does not display. (GD-61169)

Workaround: Select the "Open in Bridge" option to transfer the document.

The BlackBerry BRIDGE app stays on the splash page when a BlackBerry Dynamics app is force stopped in the following scenario:

- BlackBerry UEM server is configured for Microsoft Intune
- The Microsoft Intune app protection profile has the "Enable interoperability between Intune and Dynamics apps" enabled
- The BlackBerry Dynamics policy has the "Do not require password" enabled

(BRIDGE-2812)

When users log in to the BlackBerry BRIDGE app using an email address that is different than the email address used to log in to BlackBerry Work, they receive the error message **The work or school account you specified does not have access to this app. You may have to sign in with a different account. Contact your IT administrator for help**, and they cannot log in to the app. (BRIDGE-2753)

Workaround: Factory reset the device.

Sometimes when sending a file to the BlackBerry BRIDGE app, the "Open in" option is not available when users try to open a file that was already sent to the BlackBerry BRIDGE app from BlackBerry Work. (BRIDGE-2696, GD-35159)

Workaround: Stop BlackBerry Work and send the file again.

When users send a .doc file from BlackBerry Work to an Intune-managed instance of Microsoft Word and then send the file back to BlackBerry Work without first saving a copy, the file is corrupted and can't be viewed. (BRIDGE-2691)

Workaround: Save the file before you send the file back to BlackBerry Work.

The BlackBerry BRIDGE app stops responding when users perform a "Reset all settings" on their device. (BRIDGE-2683)

Workaround: Factory reset the device.

User is asked to create a PIN for Bridge app and another separate PIN for the Office app (BRIDGE-2622)

When users install and provision the BlackBerry BRIDGE app for the first time, the text **Error Text** is displayed on the screen where users acknowledge that the organization is protecting the data using the app. (BRIDGE-2610)

When a file is created in the Intune managed app and sent to BlackBerry Work, users receive the following error message **Action not allowed. Your organization only allows to open work or school data in this app**. (BRIDGE-2556, BRIDGE-2687)

Workaround: You must first save the new file to a corporate location (for example, Microsoft OneDrive for Business) before you can securely transfer it to BlackBerry BRIDGE.

Users can't save or access files on Microsoft OneDrive for Business when they are connected to the organization environment using LTE or a non-corporate Wi-Fi connection. For more information about conditional access, visit docs.microsoft.com to read the following pages:

- [App-based conditional access with Intune](#)
- [What are common ways to use conditional access with Intune?](#)
- [Conditional access in Azure Active Directory](#)

(BRIDGE-2548)

When users save a file and tap More, the BlackBerry BRIDGE app stops responding. (BRIDGE-2542)

If a user edits a file, sends it back to BlackBerry Work, and selects the "Reply All" option, the To field is not populated when the email is sent to the user themselves. (BRIDGE-2537, G3DOCS-6369)

Users can save a file to a local location on the device and to iCloud. The user cannot view the file from those locations. (BRIDGE-2487)

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