



# **BlackBerry Enterprise BRIDGE for Android Release Notes**

3.7



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# BlackBerry Enterprise BRIDGE for Android 3.7.1.286

This release of BlackBerry Enterprise BRIDGE for Android features the following enhancements:

- **OneDrive support:** Users can now save attachments directly to Microsoft OneDrive for Business.
- **Microsoft Intune App SDK update:** BlackBerry Enterprise BRIDGE now supports the latest version of the Microsoft Intune App SDK.

## Microsoft Intune App SDK for Android version

Microsoft Intune App SDK for Android 9.0.0

## OS compatibility

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

## Supported Upgrades

- BlackBerry Enterprise BRIDGE for Android 3.4.0.198 > BlackBerry Enterprise BRIDGE for Android 3.7.1.286
- BlackBerry Enterprise BRIDGE for Android 3.6.1.216 > BlackBerry Enterprise BRIDGE for Android 3.7.1.286
- BlackBerry Enterprise BRIDGE for Android 3.4.0.198 > BlackBerry Enterprise BRIDGE for Android 3.6.1.216 > BlackBerry Enterprise BRIDGE for Android 3.7.1.286

## Fixed issues

There are no fixed issues in this release.

## Known issues

When the device is in Airplane mode and users try to send a new file from Microsoft Word to BlackBerry Work, they receive the following error message: **Action Not Allowed - Your organization only allows you to open work or school data in this app.** Users require an Internet connection to access Enterprise locations. (BRIDGE-2688)

Users are prompted to activate the BlackBerry Enterprise BRIDGE app when it was already activated after a new installation and provision. (BRIDGE-2648, GD-34810)

When users save a file and create a new Microsoft SharePoint save point, Microsoft Word stops responding. (BRIDGE-2624)

When users tap the **Forgot your PIN?** option in the BlackBerry Enterprise BRIDGE app, they are redirected to the IntuneCompany Portal. When they enter their password, they are redirected back to the BlackBerry Enterprise BRIDGE app screen to enter their PIN. (BRIDGE-2598)


Users cannot view or edit files received as a zip file from an email attachment. Also, an error might display when users open the zip file. (BRIDGE-2708, BRIDGE-2579)

The BlackBerry Enterprise BRIDGE app stops responding when the Microsoft Intune Company Portal app is uninstalled. (BRIDGE-2571)

Users can't save or open a file when transferring it from Microsoft Word to BlackBerry Work if they tap the Back button. (BRIDGE-2558)

Users receive a **No available apps** message and BlackBerry Work is not an option when sharing a file from Intune managed Microsoft Word. (BRIDGE-2552)

**Workaround:** Share the file using the following steps:

1. Tap .
2. Tap **Document**.
3. Tap **BB Bridge**.
4. Tap one of the following options:
  - Save to Docs
  - Attach to New Email
  - Reply to Original Email

Users can't save or access files on Microsoft OneDrive for Business when they are connected to the organization's environment with LTE or a non-corporate Wi-Fi connection. For more information about conditional access, visit [docs.microsoft.com](https://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-2549)

Users can select BlackBerry Work to transfer a file from Microsoft Word when it shouldn't be available. (BRIDGE-2545, BRIDGE-2583)

Users can save a file to a local storage directory on the device even when the Microsoft Intune Protection profile is configured to restrict saving to local storage is enabled. (BRIDGE-2544)

Users can't save a copy of a file to Microsoft OneDrive for Business. (BRIDGE-2540)

**Workaround:**

1. Open the device Settings.
2. Navigate to **Apps**.
3. Force stop the Intune-managed Microsoft app.

When users tap **Edit in MS Word**, the file is not transferred to the BlackBerry Enterprise BRIDGE app if the BlackBerry Enterprise BRIDGE app is installed but not activated. (BRIDGE-2514)

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