



BlackBerry Enterprise Identity

Release Notes

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New in this release

The following features are now available in BlackBerry Enterprise Identity.

Item	Description
Support for Okta	Enterprise Identity now supports using Okta as a third-party identity provider for user authentication during app activation.

Fixed issues

On the sign-in screen, the 'Company name' field was renamed to 'Custom domain'. (JI 2990131)

On the sign-in screen, the 'Enter your email or username' field was renamed to 'Enter your username'. (JI 2990969)

An API error occurred when you accessed the Authenticators, and Policy pages for BlackBerry Gateway in the management console. (JI 2988160)

If there were multiple users with the same username but different email addresses in a BlackBerry UEM tenant, when one of the users tried to log in to the BlackBerry Persona Analytics Portal or BlackBerry UEM while the tenant was disabled, a "User cannot be found" error was displayed and no Authentication Type picker was available. (JI 2746784)

Known issues

On Windows 10 computers, when a user tries to log in to Microsoft Office 365 apps and selects the Let me enter a One-Time Password option during BlackBerry 2FA authentication, a white screen is displayed after they enter the password and the user is not logged in. (JI 2981692)

Workaround: Use a BlackBerry 2FA authentication request or request preauthentication in the UEM Client. In Internet Explorer or Microsoft Edge browsers, you can also reset the browser settings on the **Advanced** tab in **Internet Properties**.

In the Enterprise Identity administration console, if you select and invalid file type (for example, a text file) for the background logo and click Save, a success message is displayed. An error message appears below the Logo field and no background image is added. (JI 2978016)

When a user activates BlackBerry Protect on an Android 8 or 9 device, if a password for the device is set, the user is prompted to install a certificate. (JI 2971224)

Workaround: Tap Cancel to dismiss the prompt. The activation proceeds as expected.

In BlackBerry UEM Cloud, when an administrator deletes a service, an error message might be displayed, but the service is deleted successfully. (JI 2959635)

In Firefox browsers, the username field is displayed twice on the Okta sign-in screen. (JI 2956069)

When an administrator who is assigned a custom role that does not have the Views apps and app groups permission enabled tries to view a user account in UEM, the error message "The policies and profiles list is unavailable" is displayed. The administrator can dismiss the message and continue. (JI 2937780)

If an administrator logs in to a tenant that no longer exists using a browser cookie, they cannot perform any actions such as creating users, but they receive an error when they try to log out. (JI 2937030)

No notification is displayed in the UEM sign-in dialog when a user that uses their *myAccount* credentials to log in to UEM is locked out of *myAccount* because they have exceeded the maximum number of failed password attempts. (JI 2875031)

When a user logs in to a SAML service that has ZSO enabled using Google Chrome, selects Trust this browser, and logs out, when they log back in to the service using Chrome, they are prompted to trust the browser again. A duplicate entry for the browser is created in the UEM Self-Service portal. (JI 2814031)

The New Console option is displayed to enterprise users but it cannot be accessed without administrator permissions. (JI 2805638)

If Mobile ZSO and Desktop ZSO are enabled for a service, Desktop ZSO cannot be completed when a user tries to access the service, and an "Invalid certificate" message is displayed. (JI 2810820)

If a user who is already logged in to a service on a tenant, uses a different username to log in to another service that is on another tenant for which they have a valid desktop zero sign-on certificate, a "Missing Certificate" error might display. (JI 2740685)

When BlackBerry Persona is operating in passive mode and ZSO is set to authentication level 3 in the BlackBerry Enterprise Identity authentication policy for a service, users are logged in with level 3 authentication instead of level 1. (JI 2725218)

When a user refreshes the sign in screen during authentication, a blank screen might display. (JI 2733055)

When a user does not finish signing in to an app, closes the browser tab that they were using, opens another browser tab, and tries to sign in again, the following error displays: "A previous sign in attempt was not completed successfully. Please logout and try again". (JI 2687141)

Workaround: Log out of the app, and log in again.

In Internet Explorer 11, the progress spinner on the Risk analysis page in the BlackBerry Intelligent Security portal does not spin. (JI 2678645)

If a user logs out of a SAML-based service that is located on tenant 1, then logs in to BlackBerry UEM, which is an OpenID Connect service and is located on tenant 2, if the user tries to log into the SAML service again, BlackBerry Enterprise Identity tries to authenticate the user against tenant 2 and authentication might fail if the user is not entitled to that service on tenant 2. (JI 2254810)

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Published in Canada