



# **BlackBerry Enterprise Identity**

## **Release Notes**



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# New in this release

Item	Description
Enhancements	The BlackBerry Enterprise Identity console menu has been updated to improve navigation.

## Fixed issues

When a user did not finish signing in to an app, closed the browser tab that they were using, opened another browser tab, and tried to sign in again, the following error displayed: "A previous sign in attempt was not completed successfully. Please logout and try again". (EID-10450)

# Known issues

If the email address that is used to activate BlackBerry Dynamics apps contains uppercase letters, the activation fails and an error message is displayed. (EID-17193)

On Windows 10 computers, when a user tries to log in to Microsoft 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. (EID-16114)

**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. (EID-15962)

When a user activates CylancePROTECT on an Android 8 or 9 device, if a password for the device is set, the user is prompted to install a certificate. (EID-15638)

**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. (EID-15332)

In Firefox browsers, the username field is displayed twice on the Okta sign-in screen. (EID-15202)

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. (EID-14385)

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. (EID-14326)

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. (EID-12860)

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. (EID-12645)

The New Console option is displayed to enterprise users, but it cannot be accessed without administrator permissions. (EID-12528)

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. (EID-12616)

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. (EID-11235)

When a user refreshes the sign in screen during authentication, a blank screen might display. (EID-10956)

In Internet Explorer 11, the progress spinner on the Risk analysis page in the BlackBerry Intelligent Security portal does not spin. (EID-10316)

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. (EID-7747)

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