



BlackBerry Work

Release Notes

3.18

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BlackBerry Work version 3.18 Release Notes

What's new in this release?

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

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

- [BlackBerry Work for iOS version 3.18.1.866](#)
- [BlackBerry Work for iOS version 3.18.0.836](#)
- [BlackBerry Work for Android version 3.18.0.2022](#)

OS compatibility

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

BlackBerry Work for iOS version 3.18.1.866

BlackBerry Dynamics SDK version

BlackBerry Dynamics SDK: 13.1.0.48

OS compatibility

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

Supported Upgrades

- BlackBerry Work for iOS 3.17.0.744 > BlackBerry Work for iOS > 3.17.1.761 > BlackBerry Work for iOS 3.18.1.866
- BlackBerry Work for iOS 3.17.1.761 > BlackBerry Work for iOS 3.18.1.866
- BlackBerry Work for iOS 3.17.0.744 > BlackBerry Work for iOS 3.18.1.866

BlackBerry Work for iOS fixed issues

When users activated and used Genmojis in the BlackBerry Dynamics apps (BlackBerry Work, BlackBerry Access, BlackBerry Notes, and BlackBerry Tasks), they were able to share content to third-party apps. (GD-66956)

BlackBerry Work for iOS version 3.18.0.836

BlackBerry Dynamics SDK version

BlackBerry Dynamics SDK: 13.0.1.117

OS compatibility

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

Supported Upgrades

- BlackBerry Work for iOS 3.17.0.744 > BlackBerry Work for iOS > 3.17.1.761 > BlackBerry Work for iOS 3.18.0.836
- BlackBerry Work for iOS 3.17.1.761 > BlackBerry Work for iOS 3.18.0.836
- BlackBerry Work for iOS 3.17.0.744 > BlackBerry Work for iOS 3.18.0.836

BlackBerry Work for iOS fixed issues

When iPad users used a Magic Keyboard configured with the Japanese layout, the BlackBerry Work app stopped responding. (G3IOS-37911)

BlackBerry Work for iOS known issues

Sometimes when users try to add a .pkpass file to the Apple Wallet, the file is not added, and an error message is not displayed. (G3IOS-37554)

Workaround: Force close the BlackBerry Work app and try to add the file again.

When you repeatedly open the BlackBerry Work app on your Apple Watch to synchronize the data from your mobile device, the Apple Watch gets stuck on updating and displays the following error message: "No event and No unread emails". This issue occurs intermittently. (G3IOS-36987)

Workaround: Restart BlackBerry Work on your Apple Watch.

The "Working elsewhere" status is not fully supported in the BlackBerry Work Calendar app. The status is synchronized to and displayed on the calendar, but users cannot set or change this status on their devices. This is a known limitation of the feature. (G3IOS-29861)

BlackBerry Work for Android version 3.18.0.2022

BlackBerry Dynamics SDK

BlackBerry Dynamics SDK: 13.0.2.152

OS compatibility

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

Supported Upgrades

- BlackBerry Work for Android 3.16.0.1885 > BlackBerry Work for Android 3.17.0.1952 > BlackBerry Work for Android 3.18.0.2022
- BlackBerry Work for Android 3.17.0.1952 > BlackBerry Work for Android 3.18.0.2022
- BlackBerry Work for Android 3.16.0.1885 > BlackBerry Work for Android 3.18.0.2022

BlackBerry Work for Android fixed issues

Occasionally, the BlackBerry Work app displayed duplicate new mail notifications in the Notifications screen. (G3ANDROID-14862)

When users scrolled through the Inbox, the BlackBerry Work app stopped responding and users could not access their email messages. (G3ANDROID-12515)

Sometimes after the BlackBerry Work app stopped responding, only newly synchronized email messages were displayed. (G3ANDROID-7358)

If the BlackBerry UEM administrator enabled Play Integrity attestation, the activation process for BlackBerry Dynamics apps (BlackBerry Access, BlackBerry Work, BlackBerry Connect, BlackBerry Notes, and BlackBerry Tasks) could take longer than expected to complete. For more information, see [KB 140422](#). (GD-67446)

BlackBerry Work for Android known issues

When your administrator has the "Require password when BlackBerry Dynamics apps return to the foreground" policy setting enabled, and users try to add a photo library file to a composed email message they are prompted to enter a password before it is added. (G3ANDROID-31659)

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