



# **BlackBerry Work**

## **Release Notes**

3.14



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# BlackBerry Work version 3.14 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 3.14.1.10363](#)
- [BlackBerry Work for iOS version 3.14.0.10345](#)
- [BlackBerry Work for Android version 3.14.1.1824](#)
- [BlackBerry Work for Android version 3.14.0.1821](#)

## OS compatibility

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

# BlackBerry Work for iOS version 3.14.1.10363

## BlackBerry Dynamics SDK and BlackBerry Dynamics Launcher versions

- BlackBerry Dynamics SDK: 12.0.1.79
- BlackBerry Dynamics Launcher: 12.0.0.378

## Supported Upgrades

- BlackBerry Work for iOS 3.12.0.9718 > BlackBerry Work for iOS 3.12.1.9731 > BlackBerry Work for iOS 3.12.2.9738 > BlackBerry Work for iOS 3.13.0.10040 > BlackBerry Work for iOS 3.14.0.10345 > BlackBerry Work for iOS 3.14.1.10363
- BlackBerry Work for iOS 3.12.0.9718 > BlackBerry Work for iOS 3.14.1.10363
- BlackBerry Work for iOS 3.12.1.9731 > BlackBerry Work for iOS 3.14.1.10363
- BlackBerry Work for iOS 3.12.2.9738 > BlackBerry Work for iOS 3.14.1.10363
- BlackBerry Work for iOS 3.13.0.10040 > BlackBerry Work for iOS 3.14.1.10363
- BlackBerry Work for iOS 3.14.0.10345 > BlackBerry Work for iOS 3.14.1.10363

## BlackBerry Work for iOS fixed issues

BlackBerry Work was not synchronizing with an Apple Watch running WatchOS 10.1. (G3IOS-35776)

BlackBerry Work logs used the wrong graph URL for Teams integration app policy items. (G3IOS-35770)

On an iOS 17 device, a user was not able to select more photos when the "limited access" option was enabled for photos. (G3IOS-35599)

Some users were forced to quit BlackBerry Work while using the application. (G3IOS-35568)

When authenticating with BlackBerry Enterprise Identity, a connection error may have occurred. (GD-63351)

## BlackBerry Work for iOS known issues

When composing an email message on an iOS 17 device, the rich-text editor may not work properly. (G3IOS-35406)

# BlackBerry Work for iOS version 3.14.0.10345

## BlackBerry Dynamics SDK and BlackBerry Dynamics Launcher versions

- BlackBerry Dynamics SDK: 12.0.0.52
- BlackBerry Dynamics Launcher: 12.0.0.378

## Supported Upgrades

- BlackBerry Work for iOS 3.12.0.9718 > BlackBerry Work for iOS 3.12.1.9731 > BlackBerry Work for iOS 3.12.2.9738 > BlackBerry Work for iOS 3.13.0.10040 > BlackBerry Work for iOS 3.14.0.10345
- BlackBerry Work for iOS 3.12.0.9718 > BlackBerry Work for iOS 3.14.0.10345
- BlackBerry Work for iOS 3.12.1.9731 > BlackBerry Work for iOS 3.14.0.10345
- BlackBerry Work for iOS 3.12.2.9738 > BlackBerry Work for iOS 3.14.0.10345
- BlackBerry Work for iOS 3.13.0.10040 > BlackBerry Work for iOS 3.14.0.10345

## BlackBerry Work for iOS fixed issues

If a file from BlackBerry Work Docs was saved to OneDrive for the first time, it was stuck in the "Waiting for upload" status and the progress spinner spun indefinitely. (FIRST-17894)

If BlackBerry Work was forced closed and relaunched, a black screen was displayed for three seconds upon login. (FIRST-17955)

Gatekeeping services in BlackBerry Work did not run properly when the configuration settings were enabled. (FIRST-17988)

After a mailbox was migrated to Office 365 using HTTP 451, the server URL included an extra string "Microsoft-Server-Activesync". (FIRST-17997)

The first two lines of an email body in the reading pane may have been missing in BlackBerry Work. (FIRST-18007)

Some meetings did not sync and were not displayed in the BlackBerry Work calendar. (FIRST-18018)

The reply button may have been disabled in a signed email message if it was received in a shared mailbox. (G3IOS-34886)

In the email list view, the paper clip icon for attachments may not have been visible. (G3IOS-34930)

When moving an email message, if BlackBerry Work was closed and re-opened before selecting a folder, the email was not moved. (G3IOS-34686)

If the notes section of a Microsoft Teams event was edited and saved, the meeting link may have been disabled after opening the event again. (G3IOS-34338)

## BlackBerry Work for iOS known issues

When composing an email message on an iOS 17 device, the rich-text editor may not work properly.  
(G3IOS-35406)

# BlackBerry Work for Android version 3.14.1.1824

## BlackBerry Dynamics SDK and BlackBerry Launcher versions

- BlackBerry Dynamics SDK: 12.0.1.79
- BlackBerry Dynamics Launcher: 12.0.0.253

## Supported Upgrades

- BlackBerry Work for Android 3.12.0.1780 > BlackBerry Work for Android 3.12.1.1781 > BlackBerry Work for Android 3.12.2.1784 > BlackBerry Work for Android 3.12.3.1785 > BlackBerry Work for Android 3.13.0.1797 > BlackBerry Work for Android 3.13.1.1799 > BlackBerry Work for Android 3.14.0.1821 > BlackBerry Work for Android 3.14.1.1824
- BlackBerry Work for Android 3.12.0.1780 > BlackBerry Work for Android 3.14.1.1824
- BlackBerry Work for Android 3.12.1.1781 > BlackBerry Work for Android 3.14.1.1824
- BlackBerry Work for Android 3.12.2.1784 > BlackBerry Work for Android 3.14.1.1824
- BlackBerry Work for Android 3.12.3.1785 > BlackBerry Work for Android 3.14.1.1824
- BlackBerry Work for Android 3.13.0.1797 > BlackBerry Work for Android 3.14.1.1824
- BlackBerry Work for Android 3.13.1.1799 > BlackBerry Work for Android 3.14.1.1824
- BlackBerry Work for Android 3.14.0.1821 > BlackBerry Work for Android 3.14.1.1824

## BlackBerry Work for Android fixed issues

BlackBerry Work logs used the wrong graph URL for Teams integration app policy items. (G3ANDROID-30109)

When authenticating with BlackBerry Enterprise Identity, a connection error may have occurred. (GD-63351)

Some users were forced to quit BlackBerry Work while using the application. (GD-63262)

## BlackBerry Work for Android known issues

When editing an occurrence of a recurring Microsoft Teams event in BlackBerry Work, the "Create Teams meeting" switch is still active. (G3ANDROID-29393)



# BlackBerry Work for Android version 3.14.0.1821

## BlackBerry Dynamics SDK and BlackBerry Launcher versions

- BlackBerry Dynamics SDK: 12.0.0.52
- BlackBerry Dynamics Launcher: 12.0.0.253

## Supported Upgrades

- BlackBerry Work for Android 3.12.0.1780 > BlackBerry Work for Android 3.12.1.1781 > BlackBerry Work for Android 3.12.2.1784 > BlackBerry Work for Android 3.12.3.1785 > BlackBerry Work for Android 3.13.0.1797 > BlackBerry Work for Android 3.13.1.1799 > BlackBerry Work for Android 3.14.0.1821
- BlackBerry Work for Android 3.12.0.1780 > BlackBerry Work for Android 3.14.0.1821
- BlackBerry Work for Android 3.12.1.1781 > BlackBerry Work for Android 3.14.0.1821
- BlackBerry Work for Android 3.12.2.1784 > BlackBerry Work for Android 3.14.0.1821
- BlackBerry Work for Android 3.12.3.1785 > BlackBerry Work for Android 3.14.0.1821
- BlackBerry Work for Android 3.13.0.1797 > BlackBerry Work for Android 3.14.0.1821
- BlackBerry Work for Android 3.13.1.1799 > BlackBerry Work for Android 3.14.0.1821

## BlackBerry Work for Android fixed issues

Nokia devices using BlackBerry Work may have generated Kerberos Relay Attack alerts after migrating to Microsoft Exchange 2016. (FIRST-17994)

If folder synchronization was disabled in BlackBerry Work, the Drafts folder continued to sync and resulted in excessive data consumption. (FIRST-18010)

If a local contact was created in Outlook and a matching email address was found in the GAL, BlackBerry Work merged the contact photo from the GAL and the photo was displayed in Outlook. (FIRST-18025)

Gatekeeping services in BlackBerry Work did not run properly when the configuration settings were enabled. (FIRST-18000)

If a user searched and edited a draft in BlackBerry Work, the draft was duplicated. (G3ANDROID-29290)

Contact information did not open with one click on a Chromebook. (G3ANDROID-28940)

If two Microsoft Teams events were created in airplane mode, the second event was duplicated after airplane mode was turned off. (G3ANRDOID-29169)

If the device network connection was down then reconnected, BlackBerry Work might have gotten stuck during synchronization and no emails were received. (G3ANDROID-29579)

## BlackBerry Work for Android known issues

When editing an event in a recurring Microsoft Teams series, the "Create Teams meeting" switch is still active even though it is not currently supported. (G3ANDROID-29393)

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