



# **BlackBerry Work**

## **Release Notes**

3.16



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# BlackBerry Work version 3.16 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 3.16.1.604](#)
- [BlackBerry Work for iOS version 3.16.0.595](#)
- [BlackBerry Work for Android version 3.16.0.1885](#)

## OS compatibility

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

# BlackBerry Work for iOS version 3.16.1.604

## BlackBerry Dynamics SDK and BlackBerry Dynamics Launcher versions

- BlackBerry Dynamics SDK: 12.1.1.43
- BlackBerry Dynamics Launcher: 12.1.822.23

## OS compatibility

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

## Supported Upgrades

- BlackBerry Work for iOS 3.16.0.595 > BlackBerry Work for iOS 3.16.1.604
- BlackBerry Work for iOS 3.15.1.449 > BlackBerry Work for iOS 3.16.1.604
- BlackBerry Work for iOS 3.15.0.302 > BlackBerry Work for iOS 3.16.1.604
- BlackBerry Work for iOS 3.14.1.10363 > BlackBerry Work for iOS 3.16.1.604
- BlackBerry Work for iOS 3.14.0.10345 > BlackBerry Work for iOS 3.16.1.604
- BlackBerry Work for iOS 3.14.0.10345 > BlackBerry Work for iOS 3.14.1.10363 > BlackBerry Work for iOS 3.15.0.302 > BlackBerry Work for iOS 3.15.1.449 > BlackBerry Work for iOS 3.16.0.595 > BlackBerry Work for iOS 3.16.1.604

## BlackBerry Work for iOS fixed issues

When you opened a Cisco WebEx event on your mobile device and tapped Join, BlackBerry Work redirected you to the web browser or previous WebEx app version 44.4.2, instead of directly opening version 44.5.0 of the app. This issue has been resolved by WebEx and requires you to install the latest version of the WebEx app from the App Store. (G3IOS-37064)

In the email details screen, the Delete and Flag icons have been reverted to their original order. This reduces the chance for users to accidentally delete an email instead of flagging it. (G3IOS-36335)

## BlackBerry Work for iOS known issues

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.

# BlackBerry Work for iOS version 3.16.0.595

## BlackBerry Dynamics SDK and BlackBerry Dynamics Launcher versions

- BlackBerry Dynamics SDK: 12.1.1.43
- BlackBerry Dynamics Launcher: 12.1.822.23

## OS compatibility

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

## Supported Upgrades

- BlackBerry Work for iOS 3.15.1.449 > BlackBerry Work for iOS 3.16.0.595
- BlackBerry Work for iOS 3.15.0.302 > BlackBerry Work for iOS 3.16.0.595
- BlackBerry Work for iOS 3.14.1.10363 > BlackBerry Work for iOS 3.16.0.595
- BlackBerry Work for iOS 3.14.0.10345 > BlackBerry Work for iOS 3.16.0.595
- BlackBerry Work for iOS 3.14.0.10345 > BlackBerry Work for iOS 3.14.1.10363 > BlackBerry Work for iOS 3.15.0.302 > BlackBerry Work for iOS 3.15.1.449 BlackBerry Work for iOS 3.16.0.595

## BlackBerry Work for iOS fixed issues

When "Sync to device" was enabled, each time BlackBerry Work was opened, contacts in the contact list were duplicated. (G3IOS-36962)

On an iPad device, when users attempted to send an edited file to BlackBerry Work using BlackBerry BRIDGE, the files were greyed out and BlackBerry Work stopped responding. (G3IOS-36935)

When attempting to save an attachment to Microsoft OneDrive for Business, it remained in the **Waiting for upload** status indefinitely. (G3IOS-36917)

When users attempted to reply to an email, the following email message was displayed: **Email draft could not be created**. (G3IOS-36879)

After moving an email to a sub-folder, the next presented email was not the next message in the inbox. (G3IOS-36732)

EML file attachments that were viewed in a shared mailbox didn't display as expected. (G3IOS-36727)

When users attempted to save an attachment to a BlackBerry Work Docs location, the screen displayed the following error message: **Retrieving data source list** and the user was unable to save the attachment. (G3IOS-36599)

Mailto hyperlink URL coding did not work for devices activated on Microsoft 365 and users experienced one of the following:

- The device displayed the following error message: **Access denied. This URL is blocked by your IT administrator**. (G3IOS-36407)
- Nothing happens. (G3IOS-37009)

Images from a Content delivery network (CDN) did not load in BlackBerry Work email messages. (G3IOS-36385)

When a file was moved from iAnnotate to BlackBerry Work Docs for the first time, BlackBerry Work stopped responding and displayed the following message **Retrieving data source list**. (G3IOS-35443)

## BlackBerry Work for iOS known issues

When you open a Cisco WebEx event on your mobile device and tap Join, BlackBerry Work redirects you to the web browser or previous WebEx app version 44.4.2, instead of directly opening version 44.5.0 of the app. (G3IOS-37064)

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.

# BlackBerry Work for Android version 3.16.0.1885

## BlackBerry Dynamics SDK and BlackBerry Launcher versions

- BlackBerry Dynamics SDK: 12.1.1.43
- BlackBerry Dynamics Launcher: 12.1.590.4

## OS compatibility

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

## Supported Upgrades

- BlackBerry Work for Android 3.14.0.1820 > BlackBerry Work for Android 3.14.1.1824 > BlackBerry Work for Android 3.15.0.1848 > BlackBerry Work for Android 3.15.1.1849 > BlackBerry Work for Android 3.16.0.1885
- BlackBerry Work for Android 3.14.0.1820 > BlackBerry Work for Android 3.16.0.1885
- BlackBerry Work for Android 3.14.1.1824 > BlackBerry Work for Android 3.16.0.1885
- BlackBerry Work for Android 3.15.0.1848 > BlackBerry Work for Android 3.16.0.1885
- BlackBerry Work for Android 3.15.1.1849 > BlackBerry Work for Android 3.16.0.1885

## BlackBerry Work for Android fixed issues

On some newly activated devices, when users' mailboxes were larger than 2 GB, BlackBerry Work email synchronization was delayed, and the device notification section displayed the following error message: **Mail server is unreachable (httpcode is 503)**. (G3ANDROID-31150)

BlackBerry Work failed to open AIP protected files for viewing. (G3ANDROID-31148)

Mailto hyperlink URL coding did not work for devices activated on Microsoft 365 and displayed the following error message: **Access denied. This URL is blocked by your IT administrator**. (FIRST-18092, G3ANDROID-30645)

EML file attachments that were viewed in a shared mailbox didn't display as expected. (G3ANDROID-31074)

If users disabled avatars in the BlackBerry Work, Mail Settings, they couldn't select multiple email messages. (G3ANDROID-30670)

When users attempted to flag email messages and email were received at the same time, BlackBerry Work stopped responding. (G3ANDROID-30633)

When users had high priority notification enabled, the sound notification played frequently. (G3ANDROID-30559)

Users with a time zone setting of Mexico (region) and Ciudad Juarez (time zone) were unable to add a shared mailbox. (G3ANDROID-30512)



## BlackBerry Work for Android known issues

In environments with the following configuration, users cannot select and copy text from downloaded attachments:

- In the BlackBerry Dynamics profile: The **Do not allow copying data from BlackBerry Dynamics apps into non BlackBerry Dynamics apps** checkbox is cleared.
- In the BlackBerry Work app configuration, the **Allow receiving and opening attachments** is selected.

(G3ANDROID-31242)

Sometimes when users with devices activated on Microsoft 365 use a Mailto hyperlink URL does work, nothing happens. (G3ANDROID-31218)

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