



BlackBerry Work

Release Notes

3.17

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BlackBerry Work version 3.17 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 3.17.1.761](#)
- [BlackBerry Work for iOS version 3.17.0.744](#)

OS compatibility

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

BlackBerry Work for iOS version 3.17.1.761

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 3.16.2.10388 > BlackBerry Work for iOS 3.17.1.761
- BlackBerry Work for iOS 3.16.1.604 > BlackBerry Work for iOS 3.17.1.761
- BlackBerry Work for iOS 3.16.0.595 > BlackBerry Work for iOS 3.17.1.761
- BlackBerry Work for iOS 3.15.1.449 > BlackBerry Work for iOS 3.17.1.761
- BlackBerry Work for iOS 3.15.0.302 > BlackBerry Work for iOS 3.17.1.761
- 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 3.16.2.10388 > BlackBerry Work for iOS 3.17.0.744 > BlackBerry Work for iOS 3.17.1.761

BlackBerry Work for iOS fixed issues

When biometrics were enabled on devices running iOS 17.6.1 or 18, Face ID authentication stopped responding after the BlackBerry Work app was upgraded. (GD-66630, GD-66626)

When users tried to transfer files from BlackBerry Work to BlackBerry BRIDGE, the "Open in" menu only displayed BlackBerry Work although other apps were installed (for example, BlackBerry Edit). (GD-66563)

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.

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 iOS version 3.17.0.744

BlackBerry Dynamics SDK version

BlackBerry Dynamics SDK:13.0.0.64

OS compatibility

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

Supported Upgrades

- BlackBerry Work for iOS 3.16.2.10388 > BlackBerry Work for iOS 3.17.0.744
- BlackBerry Work for iOS 3.16.1.604 > BlackBerry Work for iOS 3.17.0.744
- BlackBerry Work for iOS 3.16.0.595 > BlackBerry Work for iOS 3.17.0.744
- BlackBerry Work for iOS 3.15.1.449 > BlackBerry Work for iOS 3.17.0.744
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BlackBerry Work for iOS fixed issues

When users started a Microsoft Teams chat from BlackBerry Work, the chat name was incorrectly set to "Topic" and a default message "TestMessage" was added that hid the username of the person you were chatting with. (G3IOS-37264)

Users were unable to cancel a file download in the BlackBerry Work Docs. (G3IOS-37166)

The BlackBerry Work app took an extended period of time (for example, 20 seconds) to launch. (G3IOS-37142)

When editing an event series exception, BlackBerry Work stopped responding. (G3IOS-37123)

Occasionally, users weren't prompted for their Face ID or a password when they unlocked the BlackBerry Notes app after a period of inactivity. (G3IOS-37140)

When users searched the Global Address List (GAL) from the recipients field, The "GAL Search" policy did not return the set maximum number of results that could be displayed. (G3IOS-37112)

When users tried to view the properties of an RMS-protected document, BlackBerry Work stopped responding. (G3IOS-36970)

When users saved an encrypted email draft with attachments, the attachments were not displayed when the draft was re-saved as signed and encrypted. (G3IOS-34955)

The "Calendar Event New Time Proposal" policy did not display comments in the correct format for right-to-left (RTL) languages such as Arabic or Hebrew. (G3IOS-34414)

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