



BlackBerry Workspaces plug-in for BlackBerry UEM

Release Notes

4.10.x

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New in this release

BlackBerry Workspaces plug-in for BlackBerry UEM 4.10.2 features the following:

| Item | Description |
|--|--|
| Support for BlackBerry UEM version 12.15 and later | <p>BlackBerry Workspaces plug-in for BlackBerry UEM is now supported on BlackBerry UEM version 12.15 and later.</p> <p>If you upgrade to BlackBerry UEM version 12.15 or later, you must install the BlackBerry Workspaces plug-in for BlackBerry UEM version 4.10.2 to prevent any BlackBerry Workspaces service interruptions.</p> <p>Note:</p> <ul style="list-style-type: none">• Workspaces plug-in version 4.10.2.706 is compatible only with UEM 12.20. This is due to new software updates added in UEM 12.20.• Workspaces plug-in version 4.10.2.696 is compatible only with UEM 12.19. UEM 12.19 requires JRE 17. <p>You must install a version of the BlackBerry Workspaces plug-in for BlackBerry UEM that is compatible with your BlackBerry UEM environment. For more information about supported configurations, see the compatibility matrix.</p> <p>For information about installing the BlackBerry Workspaces plug-in for BlackBerry UEM, contact your BlackBerry Workspaces account representative.</p> |
| Username with special characters | Username with parentheses '(')' and square brackets '[']' are now supported. |

BlackBerry Workspaces plug-in for BlackBerry UEM 4.10 features the following:

| Item | Description |
|--|--|
| Support for BlackBerry UEM version 12.14 | <p>BlackBerry Workspaces plug-in for BlackBerry UEM is now supported on BlackBerry UEM version 12.14.</p> <p>If you upgrade to BlackBerry UEM version 12.14, you must install the BlackBerry Workspaces plug-in for BlackBerry UEM version 4.10 to prevent any BlackBerry Workspaces service interruptions.</p> <p>You must install a version of the BlackBerry Workspaces plug-in for BlackBerry UEM that is compatible with your BlackBerry UEM environment. For more information about supported configurations, see the compatibility matrix.</p> <p>For information about installing the BlackBerry Workspaces plug-in for BlackBerry UEM, contact your BlackBerry Workspaces account representative.</p> |
| Set internal domains | Administrators must now set the internal domains of the Workspaces organization before Workspaces can be enabled for users. Set the internal domains from the Workspaces > Licensing section on the Settings menu. |

Fixed issues

Fixed issues in version 4.10.2

If your session in the UEM management console timed out and you logged back in and tried to access the Workspaces administrator console, a blank page displayed. (SNP-642)

Fixed issues in version 4.10

When a user tried to share a file with a recipient that had invalid characters in their email address, if the recipient didn't already have an account associated with the Workspaces or UEM environment, an unexpected error occurred when UEM tried to automatically create an account for the recipient. If a UEM administrator tried to disable the Workspaces service for one user and moved the content to a new account that had invalid characters in its email address, the attempt was not successful but there was no error message. (SNP-622, SNP-623)

If you enabled the Workspaces service when you were creating a UEM user account, it took about a minute for the service to appear under the user account. (SNP-618)

Known issues

Items marked with an asterisk (*) are new for this release.

* After installing BlackBerry UEM 12.15 and BlackBerry Workspaces plug-in 4.10.2, you cannot save any Workspaces configuration changes through the UEM management console. (EMM-148861)

Workaround: Install BlackBerry UEM 12.15.0 Quick Fix 1 (or later).

After setting the internal domains in an Workspaces environment that is integrated with UEM, the "Internal domains not set" error message appears when you try to enable Workspaces for a UEM user. (SNP-633)

Workaround: After setting the internal domains, log out and log back in before enabling the Workspaces service for UEM users.

When you try to enable a user account with an email address that contains special characters such as the caret (^), astrisk (*), pound (#), or dollar (\$), with the BlackBerry Workspaces service and then try to view the BlackBerry Workspaces service information from the user's detail page, the screen is blank. (WAP-7322)

Workaround: Remove the special character from the email address before enabling the user account for the BlackBerry Workspaces service.

When you assign Workspaces capabilities to a BlackBerry UEM administrative role, that is assigned to a large group of users that are not enabled for the Workspaces service, the role is correctly assigned to the users, but only some of the users synchronize to Workspaces. (JI 1376383)

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BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

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