



# **BlackBerry Workspaces plug-in for BlackBerry UEM**

## **Release Notes**

4.9



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# New in this release

BlackBerry Workspaces plug-in for BlackBerry UEM 4.9.1 features the following:

Item	Description
Support for BlackBerry UEM version 12.13 MR1	<p>BlackBerry Workspaces plug-in for BlackBerry UEM is now supported on BlackBerry UEM version 12.13 MR1.</p> <p>If you upgrade to BlackBerry UEM version 12.13 MR1, you must install the BlackBerry Workspaces plug-in for BlackBerry UEM version 4.9.1 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, <a href="#">see the compatibility matrix</a>.</p> <p>For information about installing the BlackBerry Workspaces plug-in for BlackBerry UEM, contact your BlackBerry Workspaces account representative.</p>

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Support for BlackBerry UEM version 12.13	<p>BlackBerry Workspaces plug-in for BlackBerry UEM is now supported on BlackBerry UEM version 12.13.</p> <p>If you upgrade to BlackBerry UEM version 12.13, you must install the BlackBerry Workspaces plug-in for BlackBerry UEM version 4.9 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, <a href="#">see the compatibility matrix</a>.</p> <p>For information about installing the BlackBerry Workspaces plug-in for BlackBerry UEM, contact your BlackBerry Workspaces account representative.</p>

# Fixed issues

## Fixed issues in version 4.9.1

There are no fixed issues in version 4.9.1.

## Fixed issues in version 4.9

The following issues were fixed in version 4.9:

When a BlackBerry Workspaces administrator role was assigned to a group in the UEM management console, when a user was removed from the group, the administrator role was not properly removed from the user. (SNP-596)

When editing a user's BlackBerry Workspaces information from the user details screen in the BlackBerry UEM management console, a white box appeared on the bottom of the screen. (SNP-566)

# Known issues

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

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

**Workaround:** Manually create a local user account in UEM using the email address that has invalid characters, and enable the Workspaces service for the account. Try to perform the intended action again.

\* If you enable the Workspaces service when you are creating a UEM user account, it takes about a minute for the service to appear under the user account. (SNP-618)

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 try to delete a user from the UEM management console, if the user had both BlackBerry Workspaces and BlackBerry Enterprise Identity (EID) services enabled, the incorrect error message appears when only the EID service is removed. All services must be removed from a UEM user account before the account can be deleted. (SNP-501)

**Workaround:** In the "Group Unique identifier" field, use the unique identifier (UID) instead.

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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