



# **BlackBerry Workspaces Server**

## **Release Notes**

11.x



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# What's new in BlackBerry Workspaces Server

## What's new in BlackBerry Workspaces Server 11.9

**Restrict sharing to internal domains:** Administrators can now restrict sharing so that users are only allowed share content with domains that are set as an internal domain. This restriction can be set for all users by default from the "Restrict sharing of content to only configured domains by default" setting in the sharing policy. If you want to allow specific users to share content to domains that are not listed as an internal domain, you can edit the individual user account and select the "Allow sharing of content to all allowed email domains" setting.

**Inactive users report:** The inactive users report now includes the username, the date of the last activity, the last action (for example, view or download a file), the name of the file on which the action was taken, and specifies the client that was used.

**Security improvement:** BlackBerry Workspaces now uses a Content Security Policy header for added security.

## What's new in BlackBerry Workspaces Server 11.8

**Email two-factor authentication:** Administrators can now enable email as a second factor of authentication to entering a username and password. If the authentication option is selected, when the user enters a valid username and password, the user is prompted to enter a verification code that is sent to their email address. The "Enable Email Second Factor Authentication" setting can be found in the Username & Password section of the Authentication > Methods screen.

**OpenSSL support:** Updated support for OpenSSL to version 1.1.1s.

## What's new in BlackBerry Workspaces Server 11.7

**Synchronization policy for Windows:** Administrators can now set a sync policy to allow or restrict all users from syncing Workspaces files to Windows clients. Users can be allowed individually to synchronize files to their clients from the user management screen. If the sync policy is disabled, files that are already synchronized to the client are removed from the device. In this release, synchronization is allowed by default for macOS clients and you cannot disallow it.

## What's new in BlackBerry Workspaces Server 11.6

**Restore a deleted workspace:** When a BlackBerry Workspaces administrator deletes a workspace, the workspace owner and all administrators of that workspace can now find the workspace in their recycle bin and restore it without contacting an administrator.

**Notifications for inactive workspaces:** When BlackBerry Workspaces automatically moves a workspace to the recycle bin after a period of inactivity according to the file retention policy, the workspace owner and all administrators of that workspace now receive an email notification.

**Add Admin Note to workspace info:** Administrators can add an Admin Note to a workspace on the "Workspace info" tab. Workspace owners can also view the note.

## What's new in BlackBerry Workspaces Server 11.5

**Read Acknowledgement reports:** Read Acknowledgement compliance reports are now available to workspace owners.

**Account verification and password reset:** Account verification and password reset links now expire in 30 minutes.

**Workspaces reports:** Enhancements and cleanup of data representation across user activity, workspace activity, organization activity, auditing, and licensing reports. For example, when a file is downloaded or opened, you can verify the file access permissions. When a file is shared, you can verify the recipients. User activity reports now include user creation dates so that you can assess how active a user is. Audit logs now show usernames and their roles. The licensing report now indicates whether a user is a licensed internal user. The licensing snapshot report for internal domains now includes a count of external users. Authentication activities reports now show failed login attempts.

**Support for double byte characters:** Double byte characters are now supported in the syslog output, for example, to support Hebrew characters.

**Email domain sharing:** Administrators can now control the option of allowing users to share Workspaces content with an entire email domain.

**Links to terms and conditions:** Links to the Terms of Service and Privacy Policy are now included in Workspaces invitation email messages.

**Show full paths:** Workspaces reports and email notifications now include full paths to files.

## What's new in BlackBerry Workspaces Server 11.0

**Set internal domains:** Administrators must now set the internal domains of the Workspaces organization and relog in before Workspaces can be enabled for users.

**Improved autocomplete of email addresses:** Administrators can now choose whether they want the autocomplete feature to show email addresses that belong to internal domains only or show all email addresses used in Workspaces.

**Support for video streaming:** You can now click "Play" to stream videos from local Workspaces folders. This feature is supported for .mp4, .webM\*, and .ogv\* formats. Note that this feature is not available for transient workspaces.

**Restore files:** You can now restore more than 100 files from the recycling bin at once. When you restore files, it is recommended that you review the file permissions because it may differ from the permissions that were assigned at the moment of deletion.

**Removed the option to create Microsoft Office files:** The option to create a new Microsoft Office file in Workspaces has been removed.

**Licenses:** Administrators can now easily see the number of internal and external users from the Licensing screen.

**Download reports:** Administrators can now download the various types of reports directly from the Workspaces console.

**Organizational storage reports:** Administrators can now customize the date range for the organizational storage report that you want to generate.

**Read acknowledgement report:** Administrators can now generate a Read Acknowledgement Detailed Report which includes detailed information about files that require read acknowledgement.

**Encryption status:** An indicator has been added to show the encryption status of all files in Workspaces. Note that this feature is not available for transient workspaces.

**OS updates:** IT administrators can now perform OS updates on BlackBerry Workspaces 11 server machines. Before performing any upgrade, BlackBerry recommends following best practices such as evaluating, testing, and backing up any environments.

**Password reset notification:** The password reset email notification has been updated.

**Syslog:** Syslog outputs now include unique identifiers which help identify files, workspaces, and actions.

**Tomcat server 8 support:** Workspaces 11 supports Apache Tomcat server version 8.

\* Not supported in the Safari browser.

# Fixed issues

## BlackBerry Workspaces Server version 11.9

Files (for example, .txt, .sql, .csv, and Microsoft Office documents) that were uploaded during 2015 and prior could not be downloaded and opened due to a change in the encryption algorithm. (WSSERV-22645).

Users couldn't change their passwords before they expired. (WSSERV-22636)

A Workspaces server administrator received an alert notification from Shinken that a Monit service failed to start. (WSSERV-22635)

Original annotations did not display in the online viewer when new annotations are added to a .pdf file. (WSSERV-22628)

File space was not freed on a Workspaces server even though files were marked for deletion. (WSSERV-22620)

When a user that was configured for SAML authentication logged out of Workspaces and tried to log back in, the "Check the error in the logs and contact support" error message appeared. (WSSERV-22592)

## BlackBerry Workspaces Server version 11.8

There were no fixed issues in this release.

## BlackBerry Workspaces Server version 11.7

On the Workspaces server, files in the temporary files folder that were more than two days old were not automatically deleted. (WSSERV-22512)

On the Workspaces server, if you upgraded the Nginx package from the Nginx repository instead of the "Watchdox" repository, the server behaved unexpectedly. For more information, visit <https://support.blackberry.com/community> to read KB 85131. (WSSERV-22251)

## BlackBerry Workspaces Server version 11.6

On the Workspaces server, files in the temporary files folder that were more than two days old were not automatically deleted. (WSSERV-22512)

## BlackBerry Workspaces Server version 11.5

When an administrator installed an on-premise Workspaces universal content connector (UCC), if the UCC password contained an ampersand character (&), an exception was thrown. (WSSERV-22470)

When you tried to upload a folder that is named with Turkish uppercase letters, a "Create Folder" error message was displayed. (WSSERV-22220)

On macOS devices using the Safari browser, file downloads didn't start properly when you tried to download a file from the web app. (WSSERV-22079)

On macOS devices using the Safari browser, when viewing an annotated PDF document using the online viewer, highlighted text was not properly visible. (WSSERV-21937)

If you copied the URL of a document in the web application and tried to access it, a "File does not exist" error message appeared. (WSSERV-21741)

When viewing an Office file in the PDF viewer in windowed mode, the spotlight view obscured text incorrectly when scrolling through the document. (WSSERV-21697)

### **BlackBerry Workspaces Server version 11.0**

When a user tried to view a password-protected PDF file in the Workspaces Viewer, the "Unable to open this file in the Online Viewer" error message appeared. (WSSERV-21827)

The "Download - Protected" option was available from the Received Files area even though it was disabled for the environment. (WSSERV-21797)

When viewing the list of workspaces in the administration console, all workspaces were displayed when you filtered the list by Active Directory group. (WSSERV-21770)

When large files were uploaded and downloaded, the files were corrupted. (WSSERV-21998)

Helpdesk and audit helpdesk administrators could not generate licensing reports. (WSSERV-21912)

If a user was using the same email address at two Workspaces organizations, if one of the organization's data was purged after a period of license inactivity, the user lost access to the remaining active organization. (WSSERV-21887)

When a workspace was shared with a new user, they were able to create an account using the link in the email invitation but could not access the workspace with it. (WSSERV-21874)

In transient workspaces, when you tried to set permissions at a folder or file level the "Invalid parameter" and "Unable to find this file." error messages displayed. (WSSERV-21864)



# Known issues

For more information about known issues with the BlackBerry Workspaces server, visit [support.blackberry.com/community](https://support.blackberry.com/community) to read article 48259.

For more information about known issues with the BlackBerry Workspaces Web Application, visit [support.blackberry.com/community](https://support.blackberry.com/community) to read article 48261.

## Known issues in the BlackBerry Workspaces Server

Issues that are new in this release are marked with an asterisk (\*).

After the installation of a BlackBerry Workspaces server, when you try to configure a Windows File Share connector, a "Validation failed. The repository did not respond or does not match the selected type" error message appears. For more information, visit <https://support.blackberry.com/community> to read KB 63630.

\* After upgrading the BlackBerry Workspaces server to version 11.9, iOS app users might observe unexpected behavior like the Search and Add icons flickering in the app. (WSCLIENT-1314)

**Workaround:** Instruct users to log out of the iOS app and log back in. (☰ > Settings > Sign out) (WSCLIENT-1314)

On devices running iOS 16 and the BlackBerry Workspaces app with BlackBerry Dynamics enabled, the app stops responding after entering the verification code (for example, when using email authentication, or when prompted to enter a code after username and password authentication). (WSCLIENT-1081)

**Workaround:** Restart the app.

\* Users are prevented from sharing files using the Send a Copy or Send New File features, even with recipients that are part of the internal domains list, if "Restrict sharing of content to only configured domains by default" and "Enable users to share files without requiring recipients to sign in" sharing policies are both selected. (WSSERV-22745)

**Workaround:** Administrators can select the "Allow sharing of content to all allowed email domains" setting for individual user accounts, or consider deselecting one of the policies according to the needs of your organization.

\* When a user tries to log in to Workspaces through the BlackBerry Workapp, a 404 error displays. (WSSERV-22677)

\* Unsupported files are being sent to the Conversion server erroneously. (WSSERV-22629)

\* If the server is busy processing several large file uploads, the server allows users to upload another file instead of notifying the users that it's busy. The server might purge files that were successfully uploaded but not processed yet. (WSSERV-22621)

When sending a copy of a file, the recipient is not allowed upload a new version of a file even though the Enable Collaboration option is enabled. (WSSERV-22610)

**Workaround:** Add the "External Connector Workspace Owner" role to the recipient's user account.

When trying to provision Workspaces for BlackBerry UEM Cloud, a "Provisioning Failed" error message displays when at least one of the UEM administrators does not have a valid email address. (WSSERV-22599)

**Workaround:** Verify that all UEM administrator accounts have a valid email address.

When you have more than one DNS IP addresses configured for the Windows Conversion server, there is 10-15 seconds of delay to open Microsoft Office documents. (WSSERV-22598)

When trying to open a protected Microsoft Office document using Workspace for Windows, the "This workbook is protected, and we couldn't connect to the Internet to check your permission" error message appears. For more information, visit [support.blackberry.com/community](https://support.blackberry.com/community) to read KB 98436. (WSSERV-22596)

**Workaround:** Sign out of Workspaces from all devices. Contact support with the affected users' email addresses and the FQDN of your Workspaces organization.

When performing a search, matches to embedded strings are not displayed in the results. (WSSERV-22595)

When performing a server upgrade, sometimes the color of the Close button changes from orange to black as to indicate that the upgrade is not successful, instead of displaying an error message. (WSSERV-22587)

When sending more than 50 files from Workspaces to DocuSign, the signed documents are not returned to Workspaces. (WSSERV-22583)

When roles are provisioned to a user through a Microsoft Active Directory group, you cannot individually edit the roles from the user account settings. (WSSERV-22575)

If a user creates a workspace but doesn't upload any files to it, the workspace is not moved to the recycle bin even when it is considered to be inactive according to the file retention policy. (WSSERV-22518)

Inactive files and workspaces are not moved to the Recycle Bin according to the file retention policies set by an administrator. (WSSERV-22454)

After moving a subfolder in a transient workspace, user access is not properly revoked even though a workspace administrator appears to have successfully revoked access. (WSSERV-22289)

When you select more than 100 files in a workspace, the Add to Favorites option is not displayed. (WSSERV-22121)

In an environment where Workspaces is integrated with UEM, the user is not automatically logged out if an administrator changes the user authentication method from the UEM management console. (WSSERV-21927).

When a workspace administrator wants to grant a user commenting permissions in a workspace, the administrator might choose to assign a group's permissions to the user but the list of groups includes groups that don't have commenting permissions. It is up to the administrator to know which group has the appropriate permissions. (WSSERV-21544)

When a file is shared, the file expiration date and time in the recipient's email notification is in UTC format. (WSSERV-21135)

When viewing a document in the online viewer in curtain mode, if the user navigates away and returns, the "To view this file, Click here" dialog does not appear correctly. (WSSERV-20994)

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