



# **BlackBerry Workspaces**

## **Critical Issue Advisory**

Between April 4th and 15th, all BlackBerry-hosted Workspaces cloud environments will be upgraded to Workspaces 11



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# Between April 4th and 15th, all BlackBerry-hosted Workspaces cloud environments will be upgraded to Workspaces 11

## Summary

Between April 4th and 15th, all BlackBerry-hosted Workspaces cloud environments will be upgraded to Workspaces 11. As part of the Workspaces 11 release, the licensing section of the administration console has been enhanced. To increase the accuracy of licensing reports, administrators must log in to the administration console and specify internal domains on the Licensing page.

## Impact

If an administrator does not set internal domains before the update to the new release occurs, the first time an administrator logs in to the console after the upgrade, a message displays stating that a domain needs to be set. Administrators will not be able to perform any task until the internal domains are specified.

Note that prior to this upgrade, administrators were not required to set internal domains.

## Recommendation

BlackBerry recommends that a Workspaces administrator specify the internal domains of your organization's users on the Licensing page prior to the upgrade to Workspaces 11. Ensure that you list all domains or subdomains that your company uses.

If an administrator has already specified the internal domains, no further action is required.

If you have any questions, contact your Account Manager or open a case with BlackBerry support.

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