BlackBerry Workspaces Server

Release Notes

12.0

Contents

What's new in BlackBerry Workspaces Server..... 4

Fixed issues..... 5

Known issues..... 6

Legal notice..... 9

What's new in BlackBerry Workspaces Server

What's new in BlackBerry Workspaces Server 12.0

Red Hat Enterprise Linux support: BlackBerry Workspaces Server 12 now requires Red Hat Enterprise Linux (RHEL) 9 to help ensure that you can receive the latest OS security updates. Other OS versions are currently not supported. Note that for Workspaces Server 11, Red Hat Enterprise Linux 7 will be reaching its maintenance support end date on June 30, 2024, after which the Extended Life phase for the OS starts. If you want limited support during this phase, consider subscribing to the Extended Lifecycle Support (ELS) Add-on for RHEL.

Fixed issues

BlackBerry Workspaces Server version 12.0

When downloading a file with non-alpha letters (such as Hebrew, Chinese, Japanese, Russian, Arabic) in its file name, the file was downloaded as "download" without a file extension. (WSSERV-22787)
When using a Chromium browser such as Chrome or Edge, users couldn't print a document from the Online Viewer. (WSSERV-22770)

Known issues

For more information about known issues with the BlackBerry Workspaces server, visit 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 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.
* If the syslog server encounters an exception such as due to too many simultaneous requests, the server might be blocked from processing them and the user and administrator audit logs are not logged properly. (WSSERV-22798)
* When a Workspaces administrator tries to generate a user inactivity report from the administrator console, the downloaded report is corrupt and couldn't be opened. (WSSERV-22771) **Workaround**: When the Download button appears, wait 1 or 2 minutes before downloading the report.
In the inactive users report, HTML tags are included in the Last Document Activity column of the export results. (WSSERV-22748)
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 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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