



BlackBerry Enterprise BRIDGE

for iOS

Release Notes

2.1

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What's new in BlackBerry Enterprise BRIDGE for iOS 2.1.0.214

This release of BlackBerry Enterprise BRIDGE for iOS includes the following enhancements:

- Support for devices running iOS 13
- iOS 10 is no longer supported with the release of BlackBerry Enterprise BRIDGE 2.1
- Improved interoperability enhancements between Microsoft Office apps and BlackBerry Work

For more information about supported operating systems, [see the Mobile/Desktop OS and Enterprise Applications compatibility matrix](#).

BlackBerry Dynamics BRIDGE SDK, Microsoft IntuneMAM SDK , and BlackBerry IntuneEMM SDK versions

- BlackBerry Dynamics BRIDGE SDK: 6.1.0.983
- Microsoft IntuneMAM SDK: 11.2.0
- BlackBerry IntuneEMM SDK: 2.0.0.201

Fixed issues

There are no known limitations in this release.

Known issues

The BlackBerry Enterprise BRIDGE app stays on the splash page when a BlackBerry Dynamics app is force stopped in the following scenario:

- BlackBerry UEM server is configured for Microsoft Intune
- The Microsoft Intune app protection profile has the "Enable interoperability between Intune and Dynamics apps" enabled
- The BlackBerry Dynamics policy has the "Do not require password" enabled

(BRIDGE-2812)

When users log in to the BlackBerry Enterprise BRIDGE app using an email address that is different than the email address used to log in to BlackBerry Work, they receive the error message **The work or school account you specified does not have access to this app. You may have to sign in with a different account. Contact your IT administrator for help**, and they cannot log in to the app. (BRIDGE-2753)

Workaround: Factory reset the device.

Sometimes when sending a file to the BlackBerry Enterprise BRIDGE app, the "Open in" option is not available when users try to open a file that was already sent to the BlackBerry Enterprise BRIDGE app from BlackBerry Work. (BRIDGE-2696, GD-35159)

Workaround: Stop BlackBerry Work and send the file again.

When users send a .doc file from BlackBerry Work to an Intune-managed instance of Microsoft Word and then send the file back to BlackBerry Work without first saving a copy, the file is corrupted and can't be viewed. (BRIDGE-2691)

Workaround: Save the file before you send the file back to BlackBerry Work.

The BlackBerry Enterprise BRIDGE app stops responding when users perform a "Reset all settings" on their device. (BRIDGE-2683)

Workaround: Factory reset the device.

User is asked to create a PIN for Bridge app and another separate PIN for the Office app (BRIDGE-2622)

When users install and provision the BlackBerry Enterprise BRIDGE app for the first time, the text **Error Text** is displayed on the screen where users acknowledge that the organization is protecting the data using the app. (BRIDGE-2610)

When a file is created in the Intune managed app and sent to BlackBerry Work, users receive the following error message **Action not allowed. Your organization only allows to open work or school data in this app.** (BRIDGE-2556, BRIDGE-2687)

Workaround: You must first save the new file to a corporate location (for example, Microsoft OneDrive for Business) before you can securely transfer it to BlackBerry Enterprise BRIDGE.

Users can't save or access files on Microsoft OneDrive for Business when they are connected to the organization environment using LTE or a non-corporate Wi-Fi connection. For more information about conditional access, visit docs.microsoft.com to read the following pages:

- [App-based conditional access with Intune](#)
- [What are common ways to use conditional access with Intune?](#)
- [Conditional access in Azure Active Directory](#)

(BRIDGE-2548)

When users save a file and tap More, the BlackBerry Enterprise BRIDGE app stops responding. (BRIDGE-2542)

If a user edits a file, sends it back to BlackBerry Work, and selects the "Reply All" option, the To field is not populated when the email is sent to the user themselves. (BRIDGE-2537, G3DOCS-6369)

Users can save a file to a local location on the device and to iCloud. The user cannot view the file from those locations. (BRIDGE-2487)

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