



BlackBerry Workspaces plug-in for BlackBerry UEM Cloud

Release Notes

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New in this release

Item	Description
Directory connections	When a directory connection is created in BlackBerry UEM, the directory connection is synchronized to the BlackBerry Workspaces server.
Setting internal domains	<p>The domains listed in the internal domains setting (Logs and reports > Licensing) in the BlackBerry Workspaces server administration console are now reported to BlackBerry UEM. All internal domains must be added to the setting so that the appropriate licenses are consumed.</p> <p>Internal domains are the domains that are associated with your organization's Workspaces instance. All user accounts with an email address from an internal domain are considered to be internal users. All other user accounts are considered external users. Each internal user requires a license and if the internal domains are not set, all users are considered to be internal. Also, if the internal domains are not set, administrators are reminded to do that once every 24 hours.</p>

Fixed issues

The following issues were fixed in this release of BlackBerry Workspaces plug-in for BlackBerry UEM Cloud:

After the BlackBerry Workspaces authentication methods were configured and saved, the settings were saved but the save confirmation message did not display properly if the window was not in full screen mode. (JI 2549492)

After the BlackBerry Workspaces settings was configured in the BlackBerry UEM Cloud management console, the BlackBerry Workspaces screens did not appear properly in the console after logging out and back in. (JI 2550563)

Known issues

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

The BlackBerry Workspaces plug-in for UEM does not support group unique identifiers (GUID) for LDAP directory configurations. (JI 2641726)

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

In the BlackBerry UEM Cloud management console, in Users > BlackBerry Workspaces, a user named "uem-workspaces-admin-<SRP>-donotreply@blackberry.com" appears. This user is required by UEM and should not be adjusted or removed. (JI 2564146)

After the BlackBerry Workspaces trial licenses expire, and the licenses have been renewed, you receive a "Your license has expired" error message when you log in to BlackBerry UEM Cloud. (JI 2367159)

Workaround:

1. Log in to BlackBerry UEM.
2. Click **Settings > Licensing**.
3. Log in to BlackBerry Workspaces again.

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. (JI 2196783)

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. (JI 1657607)

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

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Published in Canada