



BlackBerry Workspaces plug-in for BlackBerry UEM

Release Notes

4.5

Contents

New in this release..... 4

Known issues..... 5

Legal..... 7

New in this release

Item	Description
Support for BlackBerry UEM version 12.9	<p>BlackBerry Workspaces plug-in for BlackBerry UEM is now supported on BlackBerry UEM version 12.9.</p> <p>If you upgrade to BlackBerry UEM version 12.9, you must install the BlackBerry Workspaces plug-in for BlackBerry UEM version 4.5.0 to prevent any BlackBerry Workspaces service interruptions.</p> <p>If you upgrade your BlackBerry UEM environment and do not install a supported version of the BlackBerry Workspaces plug-in for BlackBerry UEM, you cannot manage BlackBerry Workspaces users from the BlackBerry UEM management console. The Workspaces tab and the BlackBerry Workspaces settings tab are not available.</p> <p>For information about installing the BlackBerry Workspaces plug-in for BlackBerry UEM, contact your BlackBerry Workspaces account representative.</p>
Company directory	BlackBerry Workspaces now uses the company directory settings configured in BlackBerry UEM settings.
Move ownership when removing Workspaces service from a user	When a BlackBerry UEM administrator wants to remove the BlackBerry Workspaces service from a user in BlackBerry UEM, if the user is a Workspaces owner, the administrator must use the "Move ownership" option.

Known issues

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.

The log files display a `SnapshotServiceException` error message after the licenses for the BlackBerry Workspaces plug-in for BlackBerry UEM are activated. (JI 2192905)

In an environment with multiple BlackBerry UEM instances, the BlackBerry Workspaces feature tabs are displayed, but the BlackBerry Workspaces content is not displayed on all BlackBerry UEM instances. (JI 2188774)

Workaround: View the BlackBerry Workspaces UI content on the BlackBerry UEM instance that the BlackBerry Workspaces server is configured with.

When the communication between the BlackBerry Workspaces server and BlackBerry UEM is not working, an error message is not displayed and some BlackBerry Workspaces plug-in for BlackBerry UEM features do not work as expected. For example, you can create a user account and enable the user with the Workspaces service, but you cannot create a workspace for the user. (JI 1538476)

When you log in to the Spanish localized BlackBerry UEM management console, the Workspaces tab and BlackBerry Workspaces Configuration tab and Settings tab are not available in Spanish. (JI 1516010)

When you have different BlackBerry Workspaces license types in your environment and you exceed the usage for a license type, BlackBerry UEM starts a grace period even if licenses are available for some license types. (JI 1458068)

If you have more than 100 users enabled with Workspaces and you try to view the Workspaces tab using Mozilla Firefox, you are unable to scroll to the bottom of the page and view all users. (JI 1407589)

Workaround: View the Workspaces tab information using Google Chrome or Windows Internet Explorer

When the communication between the Workspaces server and BlackBerry UEM is not working, an error message is not displayed and you might experience the following issues:

- You can navigate to the BlackBerry Workspaces settings screen (Settings > Workspaces by BlackBerry > Settings), but the screen is blank.
- You cannot add or change user accounts that are enabled with the Workspaces service.
- When you add a work space, you cannot create the work space and the New work space dialog box displays the error message: **An unexpected error has occurred.** (JI 1381792)

For assistance in troubleshooting communication issues between BlackBerry UEM and the Workspaces server, contact your Workspaces Technical Account Manager.

When you assign Workspaces capabilities to a BlackBerry UEM administrative role, that is assigned to a large group of users that are not enabled for the Workspaces service, the role is correctly assigned to the users, but only some of the users synchronize to Workspaces. (JI 1376383)

When a user who is assigned a preconfigured or custom BlackBerry UEM administrative role other than then Security Administrator role, tries to delete a user account that is enabled for Workspaces from the User details page, the following non-descriptive error appears: **An error has occurred and the requested action cannot be performed [Failed to DELETE http://<IP address location of the user on the WatchDox server>/cascade=true (correlationID=<correlationID>):status=487].**

When the user account is deleted using the Users page, the correct error message displays: **An error was encountered. The user could not be deleted. Some users that you want to delete have associated services. Remove all services before you delete these user accounts.** (JI 1369632)

Workaround: Customize the administrator's role to allow management of the Workspaces service to delete the user account and then remove that user from the Workspaces service before trying to delete the user account.

After installing the BlackBerry Workspaces plug-in for BlackBerry UEM, you can enable Workspaces capabilities for BlackBerry UEM administrative roles which manage actions such as user creation and deletion.

For more information about BlackBerry UEM administrative roles, [visit help.blackberry.com](https://help.blackberry.com) and read the [BlackBerry UEM Administration content](#).

For more information about Workspaces capabilities and adding Workspaces capabilities to a BlackBerry UEM administrative role, [visit help.blackberry.com](https://help.blackberry.com) and read the [Workspaces plug-in for BlackBerry UEM Administration content](#).

Legal

©2018 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, MOVIRTU and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

Microsoft, Internet Explorer, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Mozilla and Firefox are trademarks of Mozilla Foundation. Google Chrome is a trademark of Google Inc. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION

THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada