



BlackBerry Workspaces plug-in for BlackBerry UEM

Release Notes

4.8

Contents

New in this release..... 4

Fixed issues..... 5

Known issues..... 6

Legal..... 7

New in this release

Item	Description
Support for BlackBerry UEM version 12.12	<p>BlackBerry Workspaces plug-in for BlackBerry UEM is now supported on BlackBerry UEM version 12.12.</p> <p>If you upgrade to BlackBerry UEM version 12.12, you must install the BlackBerry Workspaces plug-in for BlackBerry UEM version 4.8 to prevent any BlackBerry Workspaces service interruptions.</p> <p>You must install a version of the BlackBerry Workspaces plug-in for BlackBerry UEM that is compatible with your BlackBerry UEM environment. For more information about supported configurations, see the compatibility matrix.</p> <p>For information about installing the BlackBerry Workspaces plug-in for BlackBerry UEM, contact your BlackBerry Workspaces account representative.</p>
Enabling the Workspaces service	<p>When enabling the BlackBerry Workspaces service for a user in the UEM management console, a “No valid licenses” error message displays if there are no licenses available.</p>
Workspaces settings page in UEM	<p>When browsing to the BlackBerry Workspaces settings page from the UEM management console, the Settings page now loads by default instead of the Configuration page.</p>
Uninstallation support	<p>Support for uninstallation has been added to the installer.</p>

Fixed issues

If you tried to install the BlackBerry Workspaces plug-in for UEM on a computer that was running a version of Java that was not from Oracle (for example, Zulu), the installation was not successful. (JI 2735941)

Known issues

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

* When editing a user's BlackBerry Workspaces information from the user details screen in the BlackBerry UEM management console, a white box appears on the bottom of the screen. (JI 2779928)

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.

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)

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