



BlackBerry Workspaces plug-in for BlackBerry UEM

Release Notes

4.9

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New in this release

Item	Description
Support for BlackBerry UEM version 12.13	<p>BlackBerry Workspaces plug-in for BlackBerry UEM is now supported on BlackBerry UEM version 12.13.</p> <p>If you upgrade to BlackBerry UEM version 12.13, you must install the BlackBerry Workspaces plug-in for BlackBerry UEM version 4.9 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>

Fixed issues

When a BlackBerry Workspaces administrator role was assigned to a group in the UEM management console, when a user was removed from the group, the administrator role was not properly removed from the user. (SNP-596)

When editing a user's BlackBerry Workspaces information from the user details screen in the BlackBerry UEM management console, a white box appeared on the bottom of the screen. (SNP-566)

Known issues

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

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. (WAP-7322)

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. (SNP-501)

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

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada