BlackBerry Connectivity app for Android

Release Notes

1.21.0.868

Contents

New in this release

The BlackBerry Connectivity app (previously named the BES12 Secure Connect Plus app) is required for devices to use the BlackBerry Secure Connect Plus feature in BlackBerry UEM and BES12. For more information about enabling and using BlackBerry Secure Connect Plus, see "Using enterprise connectivity and BlackBerry Secure Connect Plus for connections to work resources" in the Administration content. The BlackBerry Connectivity app supports TLS 1.2 and DTLS 1.0.

This maintenance release of the app (version 1.21.0.868) for Samsung Knox Workspace and Android Enterprise includes support for Knox Platform for Enterprise on Samsung devices running Android 10.

Note: There is a known issue that if your device is running Android 10 before you upgrade the BlackBerry Connectivity app, you may lose access to work resources. If you encounter this issue, restart your device.

This release also includes the following improvements from the previous maintenance releases of the app:

Release	Includes
1.20.0.847	• Added support for devices running Android 10, devices running on 64-bit architecture, and support for OpenSSL 1.1.1. • Fixes
1.18.0.811	• This version does not include fixes or improvements, but is upversioned for Samsung Knox Workspace and Android Enterprise devices so that administrators can assign and update the app on those devices. If enterprise connectivity is required, you are now required to add the BlackBerry Connectivity app as an internal app and assign it (with a Required disposition) to Samsung Knox Workspace and Android Enterprise devices that don't have access to Google Play.
1.18.0.790	• Support for devices that run Android 9. • Guidance in the app to help users manually disable battery optimization for the BlackBerry Connectivity app. It is recommended that users disable battery optimization for the app on their device to prevent losing the BlackBerry Secure Connect Plus connection and access to work resources • Fixes
1.17.0.722	• Improved support for devices that run Android 8. • Fixes
1.16.0.690	• Improved support for devices that run Android 8. • Fixes • Security updates
1.15.0.615	• Added support for devices that run Android 8. • Fixes • Security updates
1.14.0.99	• Fixes • Security updates

Release	Includes
1.13.0.97	• Fixes • Security updates
1.12.0.96	• Fixes • Security updates
1.11.0.94	• Fixes • Security updates
1.9.1.92	• Fixes • Security updates
1.9.0.91	• Fixes • Security updates
1.8.0.89	• Support for Android OS 7.0.x • Fixes • Security updates
1.6.0.84	• Support for a feature in BES12 version 12.5 that allows you to restrict specific work space apps and system apps on Android devices from using BlackBerry Secure Connect Plus • Fixes • Security updates
1.5.0.78	• Support for Samsung devices running Android 6.0 with a work profile • Fixes • Security updates
1.5.0.77	• Fixes • Security updates
1.5.0.74	• Support for Android OS 6.0 • Security updates • A small change to the user experience: users can no longer toggle the connection to BlackBerry Secure Connect Plus in the app
1.4.7.66	• Fixes and stability improvements
1.4.7.64	• OpenSSL updates • Fixes and stability improvements
1.4.5.54	• A new feature that allows Knox Workspace and Android users to send logs to the BES12 administrator from the BES12 Secure Connect Plus app • Fixes and stability improvements

Release	Includes
1.3.5.37	• Support for Samsung Knox version 2.3 for devices with Android OS version 5.0 or later; previously, the app supported Knox version 2.4 only • Fixes and stability improvements

App updates

The latest BlackBerry Connectivity app (version 1.21.0.868) is now available in Google Play and at BlackBerry software downloads.

- **Android users:** Instruct device users to update to the latest versions of the BlackBerry UEM Client (previously named the BES12 Client) and the BlackBerry Connectivity app available in Google Play. For devices that don't have access to Google Play, follow the instructions in Update the BlackBerry Connectivity app for Samsung Knox Workspace and Android Enterprise devices that don't have access to Google Play.
- **Samsung Knox Workspace users:** User and administrator actions are required to update the app on users' devices. Follow the instructions in Update the BlackBerry Connectivity app for Samsung Knox Workspace and Android Enterprise devices that don't have access to Google Play.

Note: If you use CA certificate profiles to distribute CA certificates to Android or Knox Workspace devices, verify that the certificates that you uploaded are DER-encoded with a .der file extension, or PEM-encoded with a .pem file extension. CA certificates that do not meet these requirements might cause connection issues for the BlackBerry Connectivity app.

Update the BlackBerry Connectivity app for Samsung Knox Workspace and Android Enterprise devices that don't have access to Google Play

Follow the instructions below to update the BlackBerry Connectivity app on users' devices to the latest version (1.20.0.847).

To benefit from the latest server updates, it is a best practice to upgrade to the latest version of BlackBerry UEM (currently, version 12.11). Upgrading to version 12.11 automatically updates the BlackBerry Connectivity app on Samsung Knox Workspace devices to version 1.18.0.790, then you can use the instructions below to update the app to the latest version. You do not need to upgrade to version 12.11 to support the latest version of the app, but your domain should have, at a minimum, BES12 version 12.3 or later. Visit BlackBerry Maintenance Release Software to download maintenance releases.

Before you begin:

- Visit BlackBerry Maintenance Release Software (Product Resources > Server Software Download > Download UEM Tools) to download the latest version of the .apk file for the BlackBerry Connectivity app (p2e-android-1.20.0.847-appstore.apk). Save the files on each computer that hosts a BES12 or BlackBerry UEM instance.
- Instruct Knox Workspace device users to update the BlackBerry UEM Client (previously the BES12 Client) to the latest version available in Google Play.
  Note: Users who have devices with a "Work space only" activation type cannot update the BlackBerry UEM Client, since the devices do not have a personal space to access Google Play. You can use one of the following methods to update the BlackBerry UEM Client:

- For users with the BES12 Client version 12.9.0.151377 or later, or any version of the BlackBerry UEM Client, you can download the latest version from https://bbapps.download.blackberry.com/apps/BES12Client.apk, and distribute it to users as an internal app from BES12 or BlackBerry UEM.
- For users with a version of the BES12 Client earlier than 12.9.0.151377, you must deactivate the devices, instruct users to update to the latest BlackBerry UEM Client, then activate the devices again.
- For Knox Workspace activations, since this maintenance release of the BlackBerry Connectivity app is available in Google Play, users can update the app themselves. You must still complete the following steps to configure BES12 or BlackBerry UEM to support the app.
- For Android Enterprise activations, users can update to this maintenance release of the BlackBerry Connectivity app from Google Play themselves if Google Play is enabled in the workspace. You must still complete the following steps to configure BES12 or BlackBerry UEM to support the app.

To configure BlackBerry UEM to support the BlackBerry Connectivity app for devices that need BlackBerry Secure Connect Plus:

1. In the BlackBerry UEM management console, on the menu bar, click **Apps**.
2. Click ⊞ > **Internal apps**.
3. Click **Browse** and select the .apk file for the latest BlackBerry Connectivity app for Android.
4. Click **Add**.
5. In the **Send to** field, select **All Android devices**.
6. Deselect **Publish app in Google domain**.
7. Click **Add**.
8. Assign the app that you added in the previous step to Samsung Knox Workspace devices and Android Enterprise devices that don't have access to Google Play. The app disposition must be set to **Required**.

After you finish:

- BlackBerry UEM sends a policy update notification to the BlackBerry UEM Client on Knox Workspace devices. The BlackBerry UEM Client updates the BlackBerry Connectivity app when the app is assigned as a required app.
- For more information about enabling BlackBerry Secure Connect Plus for users, see "Using enterprise connectivity and BlackBerry Secure Connect Plus for connections to work resources" in the Administration content.

Fixed issues

After activating an Android 10 device with the BlackBerry UEM Client, the BlackBerry Secure Connect Plus secure connection was not established automatically. (JI 2769655)

Known issues

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

*If a user upgrades from their BlackBerry Connectivity app to version 1.21.0.868 after upgrading their Samsung device to Android 10, the Connectivity app does not start properly. (JI 2797599)   **Workaround:** Restart the device.
When a user turns off Battery Saver Mode, the device cannot use BlackBerry Secure Connect Plus until an event (for example, a network change or a device unlock) restores the connection. (JI 1609121)
After a user upgrades a device to Android OS 7.0.x, BlackBerry Secure Connect Plus does not connect automatically. (JI 1599658)   **Workaround:** Instruct the user to restart the device. If a device update to Android OS 7.1 or later is available, update the device.
Samsung devices running Android OS 6.0 or later with an Android work profile cannot connect or reconnect with BlackBerry Secure Connect Plus when the device is locked. (JI 1496190)   **Workaround:** Instruct users to unlock the device to restore the connection to BlackBerry Secure Connect Plus.
After a user upgrades the BlackBerry PRIV to Android OS 6.0 or later, the BlackBerry Connectivity app does not connect to BlackBerry Secure Connect Plus. (JI 1426922)   **Workaround:** Instruct users to update to the latest BlackBerry UEM Client, then restart the device.

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Published in Canada