



BlackBerry UEM

Critical Issue Advisory

BlackBerry Dynamics might not work after upgrading to BlackBerry UEM 12.9 or BlackBerry UEM 12.10 (JI 2667887, JI 2623509)

12.9 and 12.10

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BlackBerry Dynamics might not work after upgrading to BlackBerry UEM 12.9 or BlackBerry UEM 12.10 (JI 2667887, JI 2623509)

Summary

After you upgrade to BlackBerry UEM 12.9 or BlackBerry UEM 12.10.0, BlackBerry Dynamics might not work.

Impact

During an upgrade, the good_login_key used for authentication might get set to NULL which impacts BlackBerry Dynamics.

Some of the impacts include:

- Users can't use BlackBerry Work to send and receive email messages
- BlackBerry Dynamics apps can't connect
- Administrators can't generate BlackBerry Dynamics access keys
- Administrators can't perform other tasks related to BlackBerry Dynamics

Resolution

For more information, [visit support.blackberry.com/community](https://support.blackberry.com/community) to read article 54447.

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