



BlackBerry UEM

Critical Issue Advisory

Sending the Unlock device and clear password command from BlackBerry UEM to an iOS 13 device might not work

12.11

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Summary

After activating a device running iOS 13, or upgrading a device that was activated using an MDM activation type to iOS 13, if an administrator sends the Unlock device and clear password command from BlackBerry UEM to the device, it might not work.

Impact

As a result of a security change that Apple made in iOS 13, an MDM vendor might only be able to get the UnlockToken from the device once. Subsequent token update requests result in an empty or null value response from the device. When a subsequent token update request occurs, the valid token might be replaced, and if an administrator sends the Unlock and clear password command from BlackBerry UEM, the iOS device might not be able to process the request.

Resolution

BlackBerry is currently working on a hotfix for BlackBerry UEM versions 12.9.1, 12.10.1, and 12.11.1 to resolve this issue. For more information on availability of the fix, visit support.blackberry.com/community to read article 58490.

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