



BlackBerry UEM

Critical Issue Advisory

Samsung KNOX devices activated with the Full control or Work space only activation types do not complete successfully in certain configurations (JI 2808743)

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Samsung KNOX devices activated with the Full control or Work space only activation types do not complete successfully in certain configurations (JI 2808743)

Summary

Users cannot activate successfully on BlackBerry UEM or BlackBerry UEM Cloud, in the following scenario:

- The device is activated using the Work and personal - full control (Samsung KNOX) or Work space only - (Samsung KNOX) activation type
- The device is configured to use a managed Google Play account
- The device is running Android 10
- The device is a Samsung S9 or Samsung Note 9

Impact

During an activation attempt using the configuration described above, the user's work space is created but their Google account is not created. As a result, the activation does not complete successfully and managed Google Play accounts cannot be used for app management on devices.

Cause

This problem occurs because the BlackBerry UEM Client needs to be in the foreground on the user's device while Google requirements are checked, and the Google account is created.

Recommendation

To work around this issue, when performing a device activation on BlackBerry UEM or BlackBerry UEM Cloud, users are advised to bring the BlackBerry UEM Client to the foreground after creating their work space PIN.

When using this work around, after the Google Play account has been created, a message might display on the device screen that states "Google Play Store has stopped". Users can disregard this message; the activation will eventually complete successfully and the managed Google Play account can be used in the user's work space.

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