



BlackBerry UEM Cloud

Release Notes

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Timing of the next update to BlackBerry UEM Cloud

The latest version of BlackBerry UEM Cloud will be released to the Americas region and the United States of America on March 25, the APAC region on April 2, and the EMEA region on April 7.

What's new in BlackBerry UEM Cloud

Management console

- **App installation ranking for Google Play apps:** BlackBerry UEM now supports app installation ranking for Google Play apps on devices that are activated with Android Enterprise. The ranking of apps hosted in BlackBerry UEM and apps hosted in Google Play is applied separately.

New IT policy rules

Device	Name	Description	Activation type
Android Global rule - Samsung Knox devices only	Force Bluetooth discoverable mode	Specify whether Bluetooth discoverable mode is enabled on the device. If this rule is selected the device is always available for incoming Bluetooth connection requests. If this rule is not selected and the user turns on Bluetooth, the device is not visible to other devices.	Work space only, Work space only (Premium), Work and personal - full control, Work and personal - full control (Premium)

Fixed issues

User and device management fixed issues

On OnePlus and Redmi devices, in certain circumstances, BlackBerry Dynamics apps could get stuck in an authentication loop. (FIRST-17108)

If you configured a list of approved device IDs for Android devices, and selected the 'Allow only approved device IDs' option in your activation profile, if you activated an Android device that was not in the approved list, the activation did not fail. (EMM-136003)

Management console fixed issues

If an administrator restricted versions of a BlackBerry Dynamics app using the BlackBerry UEM management console, the way the restricted version number was processed may have unintentionally blocked more versions of the app than intended. (FIRST-17124)

If you were using an LDAP connection to an Active Directory environment and you made a change to a user's attributes such as the email address, the change would not synchronize with UEM. (EMM-136693)

BlackBerry Dynamics-hosted .apk files were not installed on devices if the activation profile was enabled for Google Play. (EMM-137637)

When you edited an app configuration for a hosted app, a duplicate app configuration was created. (EMM-137108)

iOS device users were not able to access apps and sites without using their credentials after an administrator had assigned a SCEP profile and a single-sign on profile to them. (EMM-137085)

The compliance violations list in the management console were empty for apps that were built using newer SDKs. (GD-47035)

BlackBerry Secure Connect Plus fixed issues

In an environment that used BlackBerry Secure Connect Plus with Samsung Knox devices, if the environment blocked the *.secb2b.com call from BlackBerry UEM, the Knox (KLM/ELM) license might have expired. (EMM-140039)

Known issues

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

User and device management known issues

Note that some of these issues are for the BlackBerry UEM Client and will be fixed in a future BlackBerry UEM Client release.

* A S/MIME certificate might be removed from a device after the user has installed it. (EMM-141529)

Workaround: Reinstall the certificate.

* You cannot use an API request to generate BlackBerry Dynamics access keys for a user. (EMM-141030)

* The BlackBerry UEM Core does not send the Device IMEI value to the Lookout for Work app when the app activates. (EMM-140895)

* During SCEP enrollment, BlackBerry UEM might not be able to retrieve the challenge password that the device uses for certificate enrollment. (EMM-140361)

* If a junior help desk administrator does not have the "View factory reset protection profiles" permission enabled, an error occurs when the junior help desk administrator clicks on a user. (EID-12919)

Workaround: Assign the "View factory reset protection profiles" permission to the administrator.

You cannot remove apps from a user on the 'Assigned to <x> users' tab. (EMM-136286)

Workaround: Go to the user's page and delete the app.

Certificates from a two-key pair Entrust profile can't be installed on an iOS device. (EMM-120349)

On an Android 9 device, if the Prevent Screen Capture security policy setting is disabled, the user can cut/copy/share data from a BlackBerry Dynamics app to a non-BlackBerry Dynamics app, even when data leakage prevention (DLP) is enabled via Pixel Launcher functionality. To ensure no data leakage, it is recommended that you enable the Prevent Screen Capture policy setting. (GD-36449)

You can't use the Purebred app and Entrust smart credentials at the same time on iOS devices with BlackBerry Dynamics. If you do, the Purebred certificate is imported on the incorrect user credential profile. (EMA-10637)

If your organization uses PKI and Entrust smart credentials together, users might need to enroll the PKI certificate multiple times on the same device (maximum of once per app). (GD-35783)

The 'Do not allow Android dictation' option in the BlackBerry Dynamics profile is used to stop dictation from keyboards, however there are certain keyboards that allow dictation through other channels. (GD-35440)

Workaround: To help mitigate the issue, you can apply an IT policy with the 'Allowed input methods' option set to 'System only' or enforce installation of particular keyboards in the Android work profile.

After an iOS user imports a certificate, the user is taken through the import process again. (G3IOS-18108)

Management console known issues

* If your organization is using BlackBerry UEM 12.12 MR1, you cannot apply the "Allow unified account view in BlackBerry Hub" policy to Android 10 devices. (EMM-141541)

Workaround: If you need this policy enabled, contact BlackBerry support.

* When you try to use the 'Change password and lock device' command in the management console for a device that was activated using an activation type, if you have configured the IT policy to use 'Numeric Complex' passwords, an error displays that states the password does not meet the minimum requirements. (EMM-141537)

Workaround: Do not use a password rule that enforces the 'Numeric Complex' option.

* App configurations for BlackBerry Dynamics app do not display in the console if the name of the app configuration contains an apostrophe. (EMM-141440)

Workaround: Do not use apostrophes in app configuration names.

* After you provision BlackBerry Intelligent Security, you cannot use the BlackBerry UEM management console. (EMM-141419)

Workaround: Log out of the console and log back in.

* You might not be able to remove a VPP account that has a lot of users. (EMM-141084)

* If an administrator does not have the 'View User Credential Profile' permission assigned, and you create a user credential profile to manually upload certificates, the administrator cannot upload or replace certificates. (EMM-141001)

* The 'Tenant attestation enabled date' is updated in the database when you click Save on the Attestation page. (EMM-140416)

* After you add a user, if you click the 'View activation email' link on the user's summary page, close the page, and click the link again, an error might display. (EMM-139907)

* In an IT policy for Android devices, the tooltip for the 'Apps allowed to access external storage' option states that the option can be applied to devices activated using the 'Work space only (Premium)' activation type but it cannot. (EMM-138293)

A message does not display in the console when a BlackBerry Dynamics connectivity verification compliance violation occurs. (EMM-137201)

A per-app VPN connection cannot be established on a device that is activated with the 'User privacy – User enrollment' activation type. (EMM-136964)

The BlackBerry Connectivity app might not be delivered to an Android device that has been activated using the 'Work and personal - user privacy (Samsung Knox)' activation type and 'Google Play app management for Samsung Knox Workspace devices' is enabled. (EMM-136648)

Workaround: Assign the .apk file to the device as an internal app and select the "Publish app in Google domain" option.

On the device tab, if you try to upgrade the software version on a supervised iOS device to a specific version number, when you click on Download and install, the OS is downloaded but not installed. Ticket FB7453536 was raised with Apple. (EMM-135440)

When you add an internal app and an icon for the app, if you click the Refresh button on the Apps page, the icon does not display in the list of apps. (EMM-134638)

Apps do not get unblocked after adding a corresponding version to *myAccount* and synchronizing the app with BlackBerry UEM. (GD-45067)

When you are using the Advanced view in the management console, the device details page displays the incorrect Total internal storage amount for devices. (EMM-98304)

You can't update the version of an app in the BlackBerry UEM console before the newer version of the app is available in Google Play. (EMM-89974)

Workaround: Add the new version of the app to Google Play, wait for Google to publish the app and then add the app to the BlackBerry UEM console

BlackBerry Secure Connect Plus known issues

* After you upgrade to BlackBerry UEM 12.12, the BlackBerry Secure Connect Plus service might not start and stay running if syslog is configured for localhost. (EMM-139980)

Workaround: Change the syslog configuration to connect to another server, or connect to 127.0.0.1 instead of "localhost".

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