



BlackBerry UEM

Critical Issue Advisory

BlackBerry Dynamics Support for UEM Activation Password and QR Code

12.12 and earlier

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BlackBerry Dynamics support for BlackBerry UEM activation password and QR code

Summary

The BlackBerry Dynamics SDK 8.0 release has added support for activating BlackBerry Dynamics apps using BlackBerry UEM activation passwords (for example, a password of any length) or QR codes, which simplifies the activation process for users.

- Activating BlackBerry Dynamics apps using a password or QR code is the preferred method of activating apps.
- This feature requires BlackBerry UEM 12.13.
- This feature requires that apps are compiled with BlackBerry Dynamics SDK 8.0 or later.
- The BlackBerry Dynamics SDK will continue to support the 15-character access key.

The Activation Password field now accepts either an activation password or 15-character access key. The legacy 15-character access key is maintained for backwards compatibility with BlackBerry UEM 12.12 and earlier. Ensure that users do not enter hyphens when they enter the 15-character access key.

If an app has been updated to use BlackBerry Dynamics SDK 8.0 and UEM has not yet been updated to version 12.13, the 15-character access key will be required for Dynamics activation. If Dynamics activation is attempted with an activation password or QR code issued from BlackBerry UEM 12.12 or earlier, BlackBerry Dynamics activation will fail.

BlackBerry Dynamics supported activation methods based on versions:

BlackBerry Dynamics SDK version	BlackBerry UEM version	Supported activation type
8.0	12.13	Activation Password QR Code 15-character access key
8.0	12.12 and earlier	15-character access key
7.1 and earlier	12.13	15-character access key
7.1 and earlier	12.12 and earlier	15-character access key

The following BlackBerry Dynamics apps will support both a BlackBerry UEM activation password and a QR code:

BlackBerry Dynamics app	Version	Release date
BlackBerry Work/BlackBerryDocs	3.2	Week of July 13
BlackBerry Access	3.1	Week of July 13
BlackBerry Connect	3.2	Week of July 13
BlackBerry Notes and BlackBerry Tasks	3.2	Week of July 13
BlackBerry Edit	3.1	Week of July 13

Impact

Attempting to use an activation password or QR code generated from BlackBerry UEM 12.12 and earlier will result in a failed BlackBerry Dynamics activation and an error message is displayed to the user.

Resolution - Administrator

Administrators can generate a BlackBerry Dynamics 15-character access key in the BlackBerry UEM management console if an activation error occurs with an invalid activation password or QR code. For more information about generating access keys, refer to the information in the [Administration Guide](#).

Resolution - User

Users can generate a BlackBerry Dynamics 15-character access key in BlackBerry UEM Self-Service if an activation error occurs with an invalid activation password or QR code. For more information about generating access keys in BlackBerry UEM Self-Service, refer to the information in [BlackBerry UEM Self-Service User Guide](#).

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