



BlackBerry UEM

Critical Issue Advisory

BlackBerry Dynamics apps become deactivated when using the regionalization feature in BlackBerry UEM 12.12

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Summary

In some situations, BlackBerry Dynamics apps become deactivated when using the regionalization feature.

The regionalization feature introduced In BlackBerry UEM version 12.12, allows BlackBerry Dynamics apps to use the BlackBerry Infrastructure instead of the BlackBerry Dynamics NOC.

The following environments use the regionalization feature:

- New installations of BlackBerry UEM version 12.12 or higher.
- Installations that were upgraded to BlackBerry UEM version 12.12 where regionalization was manually enabled when customers contacted BlackBerry Technical Support.

Impact

Users of BlackBerry Dynamics apps such as BlackBerry Work, Access, Connect, Tasks and Notes, may receive a prompt for an email address and access key to reactivate the apps.

Resolution

To avoid deactivation of BlackBerry Dynamics apps, an administrator can login to their [BlackBerry Online Account](#) and download the latest version of BlackBerry UEM 12.12.1.

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