



BlackBerry UEM

Critical Issue Advisory

Google Play customers should upgrade their version of BlackBerry UEM before February 25, 2020 (JI 2797239)

12.10.1 and later

Contents

Customers who are using Google Play should upgrade their version of BlackBerry UEM before February 25, 2020..... 4

Legal notice..... 5

Customers who are using Google Play should upgrade their version of BlackBerry UEM before February 25, 2020

Summary

Customers who are using Android Enterprise or KNOX activated devices with Google Play for Work enabled must upgrade BlackBerry UEM to prevent disruptions when managing apps in their domain. This upgrade is required because BlackBerry UEM Core is still using some old Google APIs that include deprecated Global HTTP Batch Endpoints and JSON-RPC in versions of BlackBerry UEM earlier than 12.12.

Impact

Starting on February 25, 2020, Google will be scheduling downtime for Global HTTP Batch Endpoints and JSON-RPC. During this downtime, servers will receive errors and the following might occur:

- The UEM administrator might need to retry tasks related to approving and updating app permissions in the UEM management console for Google Play apps. For example, in the management console you will not be able to add a new app from Google Play. You also will not be able to resolve any conflicts for apps, such as app permissions or new app configurations, that you have already added from Google Play.
- When users open Google Play for Work, it might be blank or an old store layout might display. After the downtime is finished, Google Play for Work will display correctly. This will occur if you have activated a device using one of the Android Enterprise activation types and you chose the "Add Google Play account to work space" option in the activation profile, or you activated a KNOX device using one of the KNOX activation types and select the "Google Play app management for Samsung Knox Workspace devices" option in the activation profile.

Google has scheduled downtime for 30 minutes once a month until June. After June, Google will determine if longer periods of downtime will be required to move customers off the deprecated APIs. When support for the APIs ends, administrators will not be able to retry tasks related to updating app permissions, Google Play for Work will not display correctly, and Google Play for Work will display a blank screen for newly activated users.

For information on downtime and other details, refer to the [post from Google](#).

Resolution

Customers should upgrade to BlackBerry UEM version 12.12 or to an appropriate quick fix for your organization's version of BlackBerry UEM as soon as possible to avoid any disruptions.

Google has scheduled the downtime on February 25, 2020 for 11:00 AM PST to 11:30 AM PST. If you cannot upgrade your BlackBerry UEM before February 25, 2020, do not make any changes to your Google Play apps during the scheduled downtime.

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