



# **BlackBerry UEM**

## **Release Notes**

12.17



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# Installing the software

You can use the setup application to install BlackBerry UEM version 12.17, or to upgrade from 12.15 or 12.16.x. When you upgrade the software, the setup application stops and starts all the BlackBerry UEM services for you. The BlackBerry UEM setup application backs up the database by default.

**Note:** As of BlackBerry UEM release 12.10, JRE is no longer bundled with the installer. If you are installing BlackBerry UEM, you must first download and install JRE (minimum version JRE 8u151).

# What's new in BlackBerry UEM 12.17

## Third-party identity provider

- **Unlock BlackBerry Dynamics apps:** Users can unlock a BlackBerry Dynamics app using their third-party identity provider credentials.
- **Activate a BlackBerry Dynamics app after a device restore:** Users can activate BlackBerry Dynamics apps after they restore their device using their third-party identity provider credentials.
- **Forgot BlackBerry Dynamics app password:** Users can now retrieve their BlackBerry Dynamics app password using their third-party identity provider credentials.

## iOS and macOS

- **iOS 16:** BlackBerry UEM now supports devices running iOS 16.
- **DEP activation:** After the BlackBerry UEM Client has been activated on an iOS device that is enrolled in DEP, during any subsequent activation, if there is no device activation password set for the user, the BlackBerry UEM Client displays a message that tells the user how to activate their device.
- **Hardened channel:** You can export a list of devices that are not already using a hardened channel and migrate them so that they use a hardened channel.

## Android

- **Android 13:** BlackBerry UEM now supports devices running Android 13.
- **App removal:** For devices that were activated using the Work space only (Android Enterprise) activation type, when an app is removed from Google Play or unassigned from a user, the app is removed from the device automatically.

## Chrome OS

- **Chrome OS:** You can now add a connection to your organization's Google domain even when you already have a connection set up. This enables you to set up a connection to manage your organization's Chrome devices without removing any connections that you have already set.
- **Org unit update:** In an org unit, you can now use the 24-hour time format in the stat time fields.

## IT policies

Device type	Rule name	Description
iOS	Allow mail Privacy Protection	Specify whether mail protection is enabled. If this option is set to false, it disables Mail Privacy Protection on the device. This rule is available in iOS 15.2 and later. The default setting is True.
iOS	Allow Rapid Security Response Installation	Specify whether rapid security response is enabled.

iOS	Allow Rapid Security Response Removal	Specify whether users can disable rapid security response.
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# Fixed issues in BlackBerry UEM 12.17

## User, device, and app management fixed issues

The Google API DELETE command was not being sent when an installed app was removed from an enrolled Android device. (EMM-150599)

Changes to iOS apps might have been missed if an install app command was in progress while a configuration change was being made. (EMM-149702)

If you selected the "Enable USB debugging" rule in an IT policy for Android devices, the setting did not take effect until you made another change to the policy. (EMA-17249)

The BlackBerry UEM Client was logging SMS messages twice on Google Pixel devices. (EMA-17239)

## Management console fixed issues

When you uploaded an .scsr file to the Apple Push Certificate Portal, an error message might have displayed. (EMM-150617)

On Chrome OS devices, device commands failed if the device was already in the state that you issued the command for. For example, if you had already disabled the device, and you issued the Disable device command again, a Command failed message displayed in the View device actions screen. (EMM-150616)

When you created a new Home screen layout profile for iOS devices and added some icons, if you then edited the layout, none of the icons displayed. (EMM-150525)

If a file or image was deleted from the Google admin console for the Custom Avatar field, when the administrator tried to open the corresponding org unit in BlackBerry UEM, a failure occurred. (EMM-150506)

In the Parallels desktop section of an org unit, an error displayed if you made a change and clicked Save without enabling the "This field must be set to true to acknowledge the notice message associated with the field "plugin\_vm\_allowed" set to value "true" option. No error message displayed to indicate what caused the failure. (EMM-150499)

You could not set an app configuration to "None" in a device group. (EMM-150489)

The app configuration for an app was automatically assigned as the default when you assigned it to a device group. (EMM-150487)

When you changed the "Allowed Chrome OS languages" options in an org unit and clicked Save, an error displayed. (EMM-150467)

When more than one Android device had a system update available, in the list of filters, an incorrect string displayed instead of the text "System update available". (EMM-150438)

The compliance violation email timestamps were in English only. (EMM-150695, EMM-150395)

The BlackBerry Affinity Manager service displayed on the Settings > Infrastructure page after an upgrade for both manual and scripted deployments. (EMM-150313)

In the Devices by Platform view in the dashboard, the Last contact date was incorrect. Instead of displaying when the device or container was last contacted, the value that displayed was when the device was first activated. (EMM-150258)

If you were trying to configure OpenTrust cloud PKI, after you added a trusted CA certificate in BlackBerry UEM, when you tested the connection, it failed. (EMM-150214)

On the Add apps page, some app icons did not display. (EMM-149812)

In Settings > Infrastructure > Server certificates, if you replaced one of the certificates and added a description, the description was not saved. (EMM-149599)

### **BlackBerry Proxy fixed issues**

When you upgraded a BlackBerry Connectivity Node, the BlackBerry Proxy Service JvmMS and JvmMx values (Java Heap Variables) were overwritten, which resulted in the previous settings being lost. (EMM-149666)

### **BlackBerry UEM Core fixed issues**

When processing an MDM command for an iOS device, the BlackBerry UEM Core might have rejected a valid request. (EMM-150809)



# Known issues

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

## Installation and migration known issues

\* During installation, the end user license agreement does not display in Norwegian. (EMM-150771)

\* After migrating a DEP device, users can remove the BlackBerry UEM profile from their device even when the "Allow removal of MDM profile" option is not selected in the DEP enrollment configuration. (EMM-150304)

## User, device, and app management known issues

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

BlackBerry 10 is no longer supported. For more information, see [the announcement](#) from BlackBerry.

\* When an iOS device is activated using the User privacy - User enrollment activation type, a message is displayed asking the user to upgrade to the same version of the BlackBerry UEM Client that is already installed on the device. (EMM-150754)

**Workaround:** Tap Update in the message.

Chrome OS devices will not synchronize with BlackBerry UEM if they are in an org unit that has no child org units. (EMM-150375)

During the Azure AD Conditional Access enrollment flow, the user might be prompted to register the device twice. (SIS-15411)

**Workaround:** If the user is enrolling only in conditional access, they shouldn't open the Microsoft Authenticator app from the app store after they install it, instead they should switch to the BlackBerry UEM Client and then open the Microsoft Authenticator app.

On some devices that are configured for ZSO authentication, when the user signs in to the ZSO service through the browser, a notification prompt appears unexpectedly to choose a certificate for authentication. (EMM-147606)

**Workaround:** Choose the "\_Cirrus\_SCEP\_Profile\_" option.

Users might not be prompted to set a workspace password during "Work and personal - user privacy (Android Enterprise)" activation. (EMA-16279)

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)

## Management console known issues

BlackBerry 10 is no longer supported. For more information, see [the announcement](#) from BlackBerry. Even though you will see instances of BlackBerry 10 in the console, you should no longer use those pages. All instances of BlackBerry 10 will be removed in a future release of BlackBerry UEM. (EMM-150314)

\* On the Users page, any Linked directory groups that the user is a part of do not display. (EMM-150812)

**Workaround:** Review the user's linked groups on the Groups page.

\* When you try to re-enroll a DEP-enrolled device that doesn't have the BlackBerry UEM Client installed, the following error message is displayed: "An error was encountered. The device could not be migrated." (EMM-150780)

\* In an org unit, if you set the "Don't Allow Users to use Parallels Desktop" option to True, when you click Save, an error message displays. (EMM-150764)

\* In a compliance profile, the list of restricted OS versions is not listed in numerical order. (EMM-150721)

\* You cannot remove an internal version of the BlackBerry Connectivity app in the management console. (EMM-150678)

\* You can't upload an app and an app configuration using the "Upload a template" feature. (EMM-150560)

**Workaround:** Add the app first and then add the xml template for the app.

In the Device tab of an org unit, if you schedule a device reboot and click Save, the save fails and no error message is displayed to indicate what caused the failure. Incorrect strings are also displayed in some of the fields. (EMM-150472)

\* You cannot synchronize Chrome OS users that have a duplicate username. (EMM-150357)

When you are configuring Azure AD Conditional Access, an error message might display and the configuration might not complete successfully due to a timeout. (SIS-15834)

**Workaround:** Click Ok on the error message, click Save on the Azure Active Directory Conditional Access page, and complete the configuration steps again.

When compliance override policies are applied, BlackBerry UEM might not send the compliance violation status to Microsoft Azure AD conditional access. (EMM-148486)

If you don't configure an app server for Azure AD Conditional Access in the BlackBerry Dynamics connectivity profile, Microsoft online device registration does not occur. (EMM-148453)

**Workaround:** In the BlackBerry Dynamics connectivity profile, add an app server for Feature-Azure Conditional Access, direct the app server to the URL of your UEM Cloud instance, and use port 443.

\* After a BlackBerry Dynamics app migration with one certificate, the user might display in the management console with two certificates assigned to them. (EMM-147006)

If you have added a custom image that displays in the top-left corner of the management console, when you log in to the console the default BlackBerry logo displays instead of the custom image. (EMM-146978)

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.

## BlackBerry Proxy known issues

\* When BlackBerry Proxy opens a connection with BlackBerry Secure Connect Plus, it takes certificates from the keystore that are meant only for use with a BlackBerry Connectivity Node installation. If you don't upgrade BlackBerry UEM before the certificates expire, the UEM Client logs BlackBerry Secure Connect Plus errors that indicate failed certificate validation (EMM-150706)

Activated endpoints can wait 15 minutes before the BlackBerry Proxy returns that they are authenticated. (EMM-148672)

## Component known issues

\* Some BlackBerry UEM components have an expired certificate bound to them. (EMM-150729)

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