



# **BlackBerry UEM Client for Android Release Notes**

12.40.1.157442



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# What's new in BlackBerry UEM Client for Android

## What's New in BlackBerry UEM Client for Android 12.40.1.157442

- **Added support for password complexity:** BlackBerry UEM Client now supports the password complexity IT policy rule for Android Enterprise devices that are running Android 12 or later.

**Note:** After activating a device that is running Android 13 using UEM Client for Android version 12.40.1 or earlier, device users must open the BlackBerry Connectivity app from the work space and allow the app to send notifications to the device. If the device was activated with the Work and personal - user privacy (Android Enterprise) activation type, device users must also open the UEM Client app from the work space and grant the same permission. Permissions are required to receive essential notifications such as non-compliance and connectivity notifications. This limitation does not affect devices that were already activated and are upgrading to Android 13, or devices that are running a version of UEM Client for Android later than 12.40.1.

## What's New in BlackBerry UEM Client for Android 12.40.0.157380

- **Work apps over VPN:** Administrators can now specify the work apps that are not required to send data over the VPN connection.
- **OS updates for Samsung devices:** Administrators can now apply generic Android OS updates to Samsung devices.
- **Samsung Knox Platform for Enterprise licenses:** BlackBerry UEM Client now supports Samsung KPE Standard and Premium license keys for device activation. This feature requires UEM 12.16 and UEM Client for Android 12.40.x and later. For dark site environments, administrators must import the KPE keys to the Samsung Knox License On-Premises Server and the UEM server.
- **Removed support for Android 8:** Devices running Android 8 are no longer supported.

# Fixed issues

## Fixed issues in BlackBerry UEM Client for Android 12.40.1.157442

On Samsung devices running Android 10, the activation was not successful when the Knox DualDAR workspace was enabled and a custom internal app was selected for encryption. (EMA-17112)

Sometimes the UEM Client was unable to establish a connection to register with Firebase Cloud Messaging (for example, due to network connectivity issues, or if the ports were blocked) and IT policies couldn't be retrieved from the UEM server. (EMA-16864)

## Fixed issues in BlackBerry UEM Client for Android 12.40.0.157380

When activating a device through Knox Mobile Enrollment, the device was forced to factory reset again if the activation password was entered multiple times incorrectly or was already expired. (EMA-16879)

When the IT policy rule required a work space password, and a device password was already set prior to activating a device using the Work and personal - full control (Android Enterprise) activation type, the user was not prompted to set a work space password during activation. (EMA-16279)

# Known issues

Issues that are new in this release are noted with an asterisk (\*).

<p>On some devices, when the "Specify work space password and lock" command is sent to the device, the password is successfully changed but the work space doesn't lock properly. (EMA-16954)</p>
<p>On Samsung devices running Android 11 activated with the Work space only (Android Enterprise) activation type, Wi-Fi profiles that are configured with a shared certificate are not saved to the device. (EMA-16909)</p>
<p>On Samsung devices running Android 12, if the "Send usage and diagnostic data" setting is enabled on the device but your administrator assigned a policy rule to disable it, the "Based on the admin policy set for your phone, the following policy has been withdrawn: Sending of Diagnostic Data." warning message appears. (EMA-16746)</p>
<p>In dark site environments, on Samsung Galaxy S20 devices running Android 10 activated with the Work and personal - user privacy or Work and personal - full control (Android Enterprise) activation types, the VPN profile is not created on the device. (EMA-16739)</p>
<p>In dark site environments, when activating a Samsung Galaxy S20 device running Android 11 with the Work and personal - full control (Android Enterprise) activation type with the premium option enabled, the device activates with the Android Enterprise workspace instead of the Knox workspace. (EMA-16736)</p>
<p>When activating a Samsung device running Android 11 with the Work and personal - full control (Android Enterprise) activation type, the "Unexpected Unknown Error" message displays. (EMA-16565)</p> <p><b>Workaround:</b> Activate the device using UEM Client for Android version 12.38.2.156999 and then upgrade to version 12.39.0.x. For more information, visit <a href="https://support.blackberry.com/community/s">support.blackberry.com/community/s</a> to read article 83500.</p>
<p>After manually activating BlackBerry Dynamics in the UEM Client, a blank screen displays. (EMA-16729)</p>
<p>During activation, the user must set a complex password for the work space even though the IT policy is set to numeric or alphanumeric. (EMA-16254)</p>
<p>When trying to activate Samsung Galaxy S20 model devices that are running Android 11, an "Error 3006" message appears and activation is not successful when using the Work and personal - full control (Android Enterprise fully managed device with a work profile) activation type with the 'When activating Android Enterprise devices, enable premium UEM functionality such as BlackBerry Secure Connect Plus' and 'Enable Samsung Knox DualDar Workspace' options selected in the activation profile. (EMA-16075)</p>
<p>When activating a Samsung Knox device, if the screen times out at the Knox license activation screen, the activation is not successful when you try to continue. (EMA-16046)</p>
<p>On some European models of Samsung devices running Android 11, the device Welcome screen appears during activation when using the Work and personal - full control (Android Enterprise fully managed device with a work profile) activation type. The device is activated correctly and the user can follow device setup screens. (EMA-16014)</p>
<p>On some Samsung devices that are activated using the Work and personal - full control (Android Enterprise fully managed device with a work profile) activation type, after upgrading to Android 11, the compliance profile incorrectly restricts apps in the personal space. (EMA-15960)</p>

On Samsung devices activated with the Work and personal - full control (Android Enterprise fully managed device) non-premium activation type, when an administrator unassigns an app, the app isn't uninstalled but is instead grayed out and cannot be opened. (EMA-14851)

**Workaround:** On the device, manually uninstall the app.

On Samsung Knox devices that are activated with the Work space only (Android Enterprise fully managed device) activation type, the device does not establish a BlackBerry Secure Connect Plus connection if the administrator disables the "Allow user-configured VPN in workspace" IT policy rule. For more information about this issue, [visit support.blackberry.com/community](https://support.blackberry.com/community) to read article 58735. (BSCP-789)

When activating a Samsung device running Android 8 with the Work space only or Work space only (Premium) activation types, the facial recognition feature on the device is not available. (EMA-9819)

On Samsung Knox 3.0+ devices activated with the Work space only (Samsung Knox) activation type, when the "Disable work space" command is sent to the device, the user sees the password entry screen when trying to access the workspace instead of a locked screen. Later, when the "Enable work space" command is sent to the device, the keyboard does not appear correctly when the user tries to enter the password. (EMA-9809)

**Workaround:** If the keyboard doesn't appear correctly, press the Power button twice.

For Samsung Knox 3.0+ devices activated with the Work space only (Samsung Knox) activation type, when the "Reset workspace password" command is sent to the device, the password reset screen does not display if the device is locked. The user can not access their work space until they set a new password. (EMA-9700)

**Workaround:** Restart the device and set a new password.

On devices that are activated with an Android work profile, users can respond from notifications on the lock screen when the "Allow notification responses" IT policy rule is disabled. (EMA-8285)

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BlackBerry Limited  
2200 University Avenue East  
Waterloo, Ontario  
Canada N2K 0A7

BlackBerry UK Limited  
Ground Floor, The Pearce Building, West Street,  
Maidenhead, Berkshire SL6 1RL  
United Kingdom

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