



BlackBerry UEM Client for iOS

Release Notes

12.51.3643

Contents

- What's new in BlackBerry UEM Client for iOS..... 4**
 - BlackBerry Dynamics SDK and BlackBerry Dynamics Launcher versions..... 5
- BlackBerry UEM Client for iOS fixed issues.....6**
- BlackBerry UEM Client for iOS known issues..... 8**
- Legal notice..... 9**

What's new in BlackBerry UEM Client for iOS

What's new in the BlackBerry UEM Client for iOS 12.51.3643

- **Support for iOS 18 and iPadOS 18:** The UEM Client now supports devices running iOS 18 and iPadOS 18.
- **Derived credentials:** Users can now scan a Intercede MyID QR code using the UEM Client (Profiles > Import certificates) to activate with MyID and download derived credentials certificates. Administrators can configure the profile to download the certificates from MyID to the device's BlackBerry Dynamics keystore and, optionally, the device's built-in native key chain. This feature requires BlackBerry UEM server 12.21.
- **Seamless sign-on for BlackBerry Dynamics apps:** When users authenticate with a BlackBerry Dynamics app, the number of times the app switches between the authentication delegate app is eliminated or reduced for a more seamless experience. For example, if your administrator set the BlackBerry UEM Client as the authentication delegate app, you will see fewer or no app switching when you authenticate the BlackBerry Work app.

If the UEM Client is set as the authentication delegate app, complete the following steps after you upgrade to UEM Client 12.51.3643 or later:

1. Open the UEM Client. You are prompted to enter your UEM Client password.
2. Enter your password. The password will be applied to the latest version of the BlackBerry Dynamics apps in the BlackBerry Suite (for example, BlackBerry Work, BlackBerry Notes, BlackBerry Tasks, BlackBerry Connect and BlackBerry Access version 3.17 or later).
3. Open the latest version of each of the BlackBerry Suite apps and, if prompted, re-enter the same password. If you are running older versions of the BlackBerry Suite apps, they will continue to use the existing authentication method until you upgrade to the latest version.

After the setup is complete for each of the apps, you can use biometric authentication if it's allowed.

If you forgot your password or don't have one (for example, if your administrator allows you to use FaceID without a password), you must reset your password using the Forgot Password option.

For more information, see [KB 140190](#).

What's New in the BlackBerry UEM Client for iOS 12.50.3520

- **Importing Entrust smart credential certificates:** You can now use the UEM Client to import Entrust smart credential certificates that may be retired or already expired (for example, to use them to decrypt older email messages that used them from BlackBerry Work). When upgrading from a previous release, you will need to re-import the certificates using the UEM Client, and also might need to restart the work app, such as BlackBerry Work, to apply the certificates.
- **Preventing screenshots in BlackBerry Dynamics apps:** Administrators can now prevent users from taking screenshots in BlackBerry Dynamics apps, including the UEM Client with BlackBerry Dynamics SDK 12.1. If you try to take a screenshot when this policy rule is assigned, a blank image with the following message is saved instead: "Your organization prevents screenshots being taken within this app."
- **Removed support for iOS and iPadOS 15:** Devices running iOS 15 or iPadOS 15 are no longer supported.

What's New in the BlackBerry UEM Client for iOS 12.50.3481

- **Entra ID conditional access enrollment:** Administrators now have the option to make sure that the Microsoft Authenticator app is installed before the user is prompted to start conditional access enrollment when they open the BlackBerry UEM Client. This feature requires BlackBerry UEM server 12.19 QF4.
- **Show or hide the BlackBerry Dynamics Launcher:** Administrators now have the option to show or hide the BlackBerry Dynamics Launcher in the UEM Client. They can also control whether the tutorial appears when the

BlackBerry Dynamics Launcher appears for the first time in the UEM Client. This feature requires BlackBerry UEM server 12.19 QF4.

For more information about these changes, see [the BlackBerry UEM server 12.19 release notes](#).

What's New in the BlackBerry UEM Client for iOS 12.49.3377

- The BlackBerry Dynamics SDK in the UEM Client was updated to version 12.0.1.79, which includes performance fixes.
- Bug fix

What's new in the BlackBerry UEM Client for iOS 12.49.3352

- **Support for iOS 17 and iPadOS 17:** The UEM Client now supports devices running iOS 17 and iPadOS 17.
- **Rapid Security Response support:** Administrators can now set the Rapid Security Response OS as the minimum allowed OS list in the activation profile.
- **iOS eSIM devices:** The UEM Client now provides additional support for eSIM management capabilities and security improvements.

BlackBerry Dynamics SDK and BlackBerry Dynamics Launcher versions

Version of UEM Client for iOS	BlackBerry Dynamics SDK and BlackBerry Dynamics Launcher versions
12.51.3643	BlackBerry Dynamics SDK 13.0.0.64 The BlackBerry Dynamics Launcher is now integrated with the BlackBerry Dynamics SDK.
12.50.3520	<ul style="list-style-type: none">• BlackBerry Dynamics SDK 12.1.1.50• BlackBerry Dynamics Launcher 12.1.822.23
12.50.3481	<ul style="list-style-type: none">• BlackBerry Dynamics SDK 12.1.0.21• BlackBerry Dynamics Launcher 12.1.822.17
12.49.3377	<ul style="list-style-type: none">• BlackBerry Dynamics SDK 12.0.1.79• BlackBerry Dynamics Launcher 12.0.0.378
12.49.3352	<ul style="list-style-type: none">• BlackBerry Dynamics SDK 12.0.0.52• BlackBerry Dynamics Launcher 12.0.0.378

BlackBerry UEM Client for iOS fixed issues

Fixed issues in the BlackBerry UEM Client for iOS 12.51.3643

After activating an Apple DEP device, the user was not prompted to enable remote notifications until they minimized and reopened the UEM Client. (EMA-18723)

When the UEM Client was open on devices that didn't have BlackBerry Dynamics enabled, the device's idle timer was disabled, which prevented the device from automatically locking when the app was open. (EMA-18514)

On devices activated with the User privacy activation type, if the administrator configured insecure Wi-Fi access point detection and set compliance actions, the device was considered to be out of compliance when the user was not properly prompted to grant location access permission or if they declined it. The UEM Client did not indicate that location access was required to resolve the insecure Wi-Fi compliance violation. (EMA-18496, EMA-18497)

Fixed issues in the BlackBerry UEM Client for iOS 12.50.3520

On shared devices, the "Check-in" and "Check-out" buttons were not translated when the device language was set to German. (EMA-18348)

After upgrading to BlackBerry UEM Client version 12.49.3377, when the user tapped the "Authenticate now" button on the Direct Authentication screen, a spinning circle appeared for an indefinite amount of time as if there was a delay but the feature had already successfully activated. (EMA-18195)

On the IT Policies screen, the "Name of the device IT policy instance" did not appear at the top of the list. (EMA-17976)

The language of disclaimer text and end-user license agreement checkbox did not match the device language. (EMA-17960)

Apple DEP devices that were assigned a BlackBerry 2FA profile with one-time password turned on before activation could not generate a one-time password after activation. (EMA-17755)

Fixed issues in the BlackBerry UEM Client for iOS 12.50.3481

There are no fixed issues for this release.

Fixed issues in the BlackBerry UEM Client for iOS 12.49.3377

The BlackBerry Dynamics SDK in the UEM Client was updated to version 12.0.1.79, which includes performance fixes.

After activating an Apple DEP device with one-time password tokens enabled for BlackBerry 2FA, the error message "The password could not be generated. Please close and reopen the app or contact your administrator." appeared in the UEM Client. (EMA-17755)

Fixed issues in the BlackBerry UEM Client for iOS 12.49.3352

After a user updated an iOS device to a more recent version of iOS, the UEM Client did not report the updated iOS version number to the BlackBerry UEM server. (EMA-17723)

BlackBerry UEM Client for iOS known issues

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

* Sideloaded apps are not detected on devices running iOS or iPadOS version 17.5 and later, due to the introduction of some OS limitations that limit the ability to accurately determine that an app is sideloaded. (EMA-18553)

* If an administrator enables Microsoft Conditional Access after a device was already activated and the Microsoft Authenticator app is already installed, the UEM Client does not prompt the user to enroll in conditional access when it is opened. (EMA-18313)

Workaround: Force close the UEM Client and re-open it.

On a device that is configured for Entra ID conditional access, if the user unregisters the device from the Microsoft Authenticator app, the user is not prompted to authenticate when they open the UEM Client. (SIS-18073)

Workaround: In the UEM Client, tap  > **Settings > Enroll Conditional Access**. Follow the instructions on the screen to authenticate the device.

Workaround 2: Administrators can remove the device from the Entra endpoint portal. On the device, close and reopen the UEM Client. Follow the instructions on the screen to authenticate the device.

When you try to activate an Apple DEP device over a proxy-enabled Wi-Fi connection, the following error message displays: "Error 3006: Your device cannot be activated at this time. Please try again later or contact your administrator." (EMA-14927)

Workaround: Use the cellular data connection or another Wi-Fi network that does not use a proxy.

After deactivating an iPad device, the error message "This device is deactivated" appears when you open the UEM Client and try to activate the device again. (EMA-14818)

Workaround: Perform a factory reset on the device.

When you open a BlackBerry Dynamics app while in airplane mode, the UEM Client might stop responding if it is the authentication delegate. (EMA-13095)

On iOS devices, the UEM Client displays an inaccurate compliance message when an app-level compliance rule is assigned. (EMA-7439)

Legal notice

©2024 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

Patents, as applicable, identified at: www.blackberry.com/patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES

WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

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

Published in Canada