



BlackBerry UEM Client for iOS

Release Notes

12.52.3755

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What's new in BlackBerry UEM Client for iOS

What's new in the BlackBerry UEM Client for iOS 12.52.3755

- **Enhancements to reduced app flipping for BlackBerry Dynamics apps:** BlackBerry Dynamics apps will not flip to the authentication delegate app in remote lock scenarios. This enhancement requires UEM version 12.21 on-premises Quick Fix 1 or later.
- **Changes to iOS support:** This release removes support for iOS 16.
- **Display fix for IT policy rules for iOS restrictions:** Previously, IT policy rules related to iOS restrictions on iOS 18.2, 18.3, and 18.4 did not display correctly in the UEM Client. The issue is resolved in this release.

What's new in the BlackBerry UEM Client for iOS 12.52.3702

Fixes for [using Intercede MyID to provide derived credentials certificates to devices](#). See [BlackBerry UEM Client for iOS fixed issues](#).

If you configured UEM to use Intercede MyID to provide derived credentials certificates to devices, note that this release of the UEM Client includes a minor change to how Intercede profiles and certificates display in the UEM Client. The Intercede user credential profile will display with a "PKI" label and the derived credentials certificates that are imported from MyID will display with a "User credential profile" label.

What's new in the BlackBerry UEM Client for iOS 12.51.3667

Reduced app flipping for BlackBerry Dynamics apps: After updating to BlackBerry UEM Client 12.51.3667 and if UEM Client is set as the authentication delegate, the feature that reduces app flipping will be enabled upon the next successful authentication with a password. The prompt to enter a password is controlled by policy and will not be shown automatically after the upgrade. After you enter your password in the UEM Client, you will receive a prompt to enter the same password when you open the other BlackBerry Dynamics apps in the BlackBerry Suite running on BlackBerry Dynamics SDK 13.0.1 (for example, BlackBerry Work, BlackBerry Notes, BlackBerry Tasks, BlackBerry Connect, and BlackBerry Access version 3.17.1 or later). The same password will be applied to each of the apps.

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

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.
- **Reduced app flipping 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.

Version of the BlackBerry Dynamics SDK used by the UEM Client

As of BlackBerry Dynamics SDK version 13.x, the BlackBerry Dynamics Launcher is integrated with the BlackBerry Dynamics SDK.

Version of UEM Client for iOS	BlackBerry Dynamics SDK version
12.52.3755	BlackBerry Dynamics SDK 13.1.0.48
12.52.3702	BlackBerry Dynamics SDK 13.0.1.117
12.51.3667	BlackBerry Dynamics SDK 13.0.1.117
12.51.3643	BlackBerry Dynamics SDK 13.0.0.64
12.50.3520	<ul style="list-style-type: none"> • BlackBerry Dynamics SDK 12.1.1.50 • BlackBerry Dynamics Launcher 12.1.822.23

BlackBerry UEM Client for iOS fixed issues

Fixed issues in the BlackBerry UEM Client for iOS 12.52.3755

If you turned off "Allow removal of MDM profile" when configuring UEM for DEP, users were still able to use the UEM Client to deactivate from UEM. (EMA-18951)

After updating the UEM Client, "External certificates were not imported" messages displayed for certain certificate profiles in the Assigned profiles view even though there were no issues with the certificates. (EMA-18923)

If you configured a BlackBerry Dynamics connectivity profile to allow connections only to certain domains, users were able to follow a specific path in the UEM Client to circumvent those restrictions. (EMA-18915)

The About screen in the UEM Client included options related to BlackBerry Dynamics even if the user was not configured for BlackBerry Dynamics. (EMA-18872)

If Entra ID conditional access was configured for a user, the About screen in the UEM Client was missing text to indicate that conditional access was configured for the device. (EMA-18871)

Fixed issues in the BlackBerry UEM Client for iOS 12.52.3702

When a user viewed assigned IT policies in the UEM Client, IT policy names longer than 10 characters were truncated and displayed with an ellipsis. The full IT policy name is now displayed. (EMA-18854)

In rare circumstances, when a user opened the UEM Client it would stop responding and close. (EMA-18837)

If you configured devices to obtain derived credentials from Intercede MyID, after the user started the activation process they may have received the prompt for Intercede integration before the activation was complete. (EMA-18800)

When a user entered the server address during the activation process, auto-correct could change the server address. Auto-correct is now disabled on the server address field. (EMA-18770)

If you configured devices to obtain derived credentials from Intercede MyID, on iPad devices users did not receive a prompt to start the process to import certificates from MyID. (EMA-18761)

If you configured devices to obtain derived credentials from Intercede MyID, for Apple DEP devices that were already activated, derived certificates might not have been imported as expected into the native keystore. (EMA-18759)

If a compliance profile is assigned to a device with jailbreak detection enabled, when a device was jailbroken it had a correct compliance status in the UEM management console, but this was not reflected in the compliance status in the UEM Client. (EMA-18722)

A user could still receive prompts to enable location services even if location services were disabled. (EMA-18715)

Location services could be enabled for the UEM Client even though the device did not receive a profile that required location services to be enabled. (EMA-18713)

Fixed issues in the BlackBerry UEM Client for iOS 12.51.3667

There are no fixed issues in this release.

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 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)

BlackBerry UEM Client for iOS known issues


In rare circumstances, when a user tries to submit a log report from the UEM Client, the UEM Client stops responding. (EMA-18937)

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.

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

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