



BlackBerry UEM Client for Android

Critical Issue Advisory

BlackBerry UEM Client version 12.34.0.155244 does not work on Samsung devices running Android 9 and Samsung KNOX 3.3 and there are known issues with version 3.2.1 (KB55102)

12.34.0.155244

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Environment

- BlackBerry UEM versions 12.7 to 12.10
- BlackBerry UEM Client version 12.34.0.155244
- BlackBerry Dynamics SDK
- BlackBerry Connectivity version 1.18.0.790
- Samsung devices running Android 9 and Samsung KNOX 3.2.1 (supported but with known issues)
- Samsung devices running Android 9 and Samsung KNOX 3.3

Summary

In February 2019, Samsung announced the release of Samsung KNOX version 3.2.1 and 3.3. The new KNOX version is included in the upgrade of the Android OS to Android 9 on Samsung devices. For more information about KNOX 3.2.1 and 3.3, refer to the Samsung website: <https://seap.samsung.com/content/whats-new-knox-sdk-321> and <https://seap.samsung.com/content/whats-new-knox-sdk-33>.

Currently, BlackBerry has found several major issues with Android 9 devices running KNOX 3.2.1 and 3.3 for Samsung KNOX activations. Testing is ongoing.

Users should not upgrade their Samsung devices to Android 9 until BlackBerry and Samsung have corrected these issues.

Impact

BlackBerry and Samsung are currently investigating several issues. For more information about the issues affecting Samsung KNOX version 3.2.1 and 3.3, visit support.blackberry.com/community to read article 55102.

Additional information

Although there are still some known issues, Samsung devices running Android 9 and KNOX 3.2.1 are supported for any activation type.

Samsung devices running Android 9 and KNOX 3.3 are supported for non-KNOX activation types such as MDM, Android Enterprise, and User Privacy.

You must update the BlackBerry UEM Client and BlackBerry Connectivity client on these devices to the latest versions:

- BlackBerry UEM Client version 12.34.0.155244
- BlackBerry Connectivity version 1.18.0.790

For additional information about how to verify and update the BlackBerry Connectivity app for Samsung KNOX devices, visit support.blackberry.com/community to read article 37299.

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