



BlackBerry UEM Client for Android

Critical Issue Advisory

BlackBerry UEM Client for Android might lose connection to BlackBerry UEM on a device that is running Android 10 (Q) beta OS (JI 2742245 JI 2750842)

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Summary

The current version of BlackBerry UEM Client for Android might lose connection with BlackBerry UEM because of changes being implemented in Android 10 (Q) OS. If the compliance profile that is assigned to the device has the 'Device out of contact' option set to 'Delete all data' or 'Delete only work data', the device might be deactivated. Currently Android 10 (Q) OS is only available as a beta release.

Impact

The current version of BlackBerry UEM Client for Android might lose connection with BlackBerry UEM and devices might get deactivated.

The connection loss might also impact Android SafetyNet attestation requests which could deactivate a device if the Enforcement action is set to 'Delete all data' or 'Delete only work data'.

Resolution

A July release of BlackBerry UEM Client for Android will address the changes. Ensure that you install the updated version of BlackBerry UEM Client for Android before upgrading your organization's devices to Android 10 or ensure your compliance and SafetyNet rules are not set to 'Delete all data' or 'Delete only work data'.

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