



BlackBerry UEM

Critical Issue Advisory

iOS 13 Readiness

12.11

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Critical issue advisory: iOS 13 Readiness

Summary

BlackBerry UEM and BlackBerry UEM Cloud will have day zero support for iOS 13. This advisory contains a summary of key issues that customers should be aware of.

Note: If you want to avoid these issues and any required BlackBerry UEM upgrade, do not upgrade your organization's devices to iOS 13. For instructions on how to delay OS updates, refer to the [BlackBerry UEM](#) or [BlackBerry UEM Cloud](#) documentation.

Impact

The following issues might impact the iOS 13 experience for iOS device users that are activated on BlackBerry UEM 12.9, 12.10, or 12.11.

KB article	Description	Impact
58193	During an activation on iOS 13, iOS devices that are enrolled in DEP cannot retrieve the DEP configuration	<p>This issue is related to certificate requirements changes in iOS 13. For more information, refer to the information from Apple.</p> <p>This issue will have a significant impact to devices that are enrolled in DEP because enrollments will not complete successfully on devices that are running iOS 13. Customers must upgrade to BlackBerry UEM 12.11 MR1 (or to the appropriate Quick Fix for supported older versions of BlackBerry UEM), to avoid this impact.</p> <p>For more information, visit support.blackberry.com/community to read article 58193.</p>

KB article	Description	Impact
58197	A certificate prompt displays on iOS 13 devices that are configured to use BlackBerry Secure Gateway (BSG)	<p>This issue is related to certificate requirements changes in iOS 13. For more information, refer to the information from Apple.</p> <p>This issue does not have a significant impact; users can click on a certificate prompt that displays periodically and continue using the service. An immediate server upgrade is not required because users have the ability to restore the service.</p> <p>For more information, visit support.blackberry.com/community to read article 58197.</p>
58198	A certificate prompt displays on iOS 13 devices that are configured to use BlackBerry Secure Gateway (BSG)	<p>This issue is related to certificate requirements changes in iOS 13. For more information, refer to the information from Apple.</p> <p>This issue does not have a significant impact; users can click on a certificate prompt that displays periodically and continue using the service. An immediate server upgrade is not required because users have the ability to restore the service.</p> <p>For more information, visit support.blackberry.com/community to read article 58198.</p>

KB article	Description	Impact
58199	BlackBerry Dynamics users might have their apps blocked during activation.	<p>This compliance issue is related to certificate requirements changes on devices running iOS 13. For more information, refer to the information from Apple.</p> <p>This issue will have a significant impact on iOS 13 devices that are configured for BlackBerry Dynamics. During activation, the user's apps will be blocked, and users will not be able to access the apps. Customers must upgrade to BlackBerry UEM 12.11 MR1 (or to the appropriate Quick Fix for supported older versions of BlackBerry UEM), to avoid this impact.</p> <p>This issue only impacts users who were activated after July 1, 2019.</p> <p>For more information, visit support.blackberry.com/community to read article 58199.</p>

Resolution

BlackBerry UEM 12.11 MR1 was released on September 4, 2019 to address the issues that require a server upgrade. Upgrading to BlackBerry UEM 12.11 MR1 is required for day zero support of iOS 13 for BlackBerry UEM customers that meet any of the following conditions:

- Deployed BlackBerry UEM after July 1, 2019, and use Apple's Device Enrollment Program (DEP) for activations. For more information, visit support.blackberry.com/community to read article 58193.
- Use BlackBerry Secure Gateway (BSG) and deployed or upgraded BlackBerry UEM after July 1, 2019. For more information, visit support.blackberry.com/community to read article 58197.
- Deployed BlackBerry UEM after July 1, 2019, and have users that will be activating iOS 13 devices. For more information, visit support.blackberry.com/community to read article 58198.
- Have users with devices using the BlackBerry UEM Client that were activated after July 1, 2019, and the device is configured with a BlackBerry Dynamics profile that has the "Require device management to use BlackBerry Dynamics apps" option enabled. For more information, visit support.blackberry.com/community to read article 58199.

Additional Information

- Affected customers who cannot upgrade to BlackBerry UEM 12.11 MR1 before the iOS 13 release can install a software upgrade to BlackBerry UEM 12.9.1 and BlackBerry UEM 12.10.1 once it is available. The expected timeline for the availability of the software upgrade is the week of September 9-13, 2019 (your Premium Service Manager can provide more information about the upgrade once it is available).
- BlackBerry UEM Cloud customers will be automatically updated.

- In September, an update to the BlackBerry UEM Client will be available which supports iOS 13 dark mode, but is otherwise not required for iOS 13 compatibility.
- Support for the user enrollment feature of iOS 13 is targeted for an upcoming release of BlackBerry UEM.

In addition to compatibility support for iOS 13, new IT policy rules will be added in a policy pack that does not require a server or client update. These policies include:

- Allow Continuous Path Keyboard
- Allow Find My Device
- Allow Find My Friends
- Allow Wi-Fi Power Modification

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