



# **BlackBerry UEM**

## **Critical Issue Advisory**

Policy changes related to importing files into BlackBerry Work (JI 2771938)

12.11



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# Critical issue advisory: Policy changes related to importing files into BlackBerry Work (JI 2771938)

## Summary

BlackBerry UEM and BlackBerry UEM Cloud include a variety of policy settings that can be used to control specific features of BlackBerry Work and other apps that it might interact with. Customers should be aware that the following policy will no longer support blacklisting or whitelisting of apps when they import files from a third-party app into BlackBerry Work:

### **Enable Importing from 3rd party native apps**

## Impact

In iOS 13, when a file is shared to BlackBerry Work through a third-party app, the application ID of the third-party app is no longer provided by iOS. Because of this, the BlackBerry Work app does not have the necessary information to compare against any blacklist or whitelist that may be configured using the BlackBerry Work app configuration.

## Resolution

On devices that are running iOS 12 and earlier, when a file is shared to BlackBerry Work through a third-party app, the app bundle ID of the third-party app is provided by iOS. Because devices that are running iOS 12 and earlier behave differently than devices running iOS 13, BlackBerry has changed the “Enable Importing from 3rd party native apps” policy and introduced a new policy to use with devices that are running iOS 13 and later. For more information about these changes, visit [support.blackberry.com](https://support.blackberry.com) to read article 58624.

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