



# **BlackBerry UEM**

## **Critical Issue Advisory**

BlackBerry Dynamics might not work after upgrading to BlackBerry UEM 12.9 or BlackBerry UEM 12.10 (JI 2667887, JI 2623509)

12.9 and 12.10



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# BlackBerry Dynamics might not work after upgrading to BlackBerry UEM 12.9 or BlackBerry UEM 12.10 (JI 2667887, JI 2623509)

## Summary

After you upgrade to BlackBerry UEM 12.9 or BlackBerry UEM 12.10.0, BlackBerry Dynamics might not work.

## Impact

During an upgrade, the good\_login\_key used for authentication might get set to NULL which impacts BlackBerry Dynamics.

Some of the impacts include:

- Users can't use BlackBerry Work to send and receive email messages
- BlackBerry Dynamics apps can't connect
- Administrators can't generate BlackBerry Dynamics access keys
- Administrators can't perform other tasks related to BlackBerry Dynamics

## Resolution

For more information, [visit support.blackberry.com/community](https://support.blackberry.com/community) to read article 54447.

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