



BlackBerry UEM

Critical Issue Advisory

BlackBerry Dynamics apps do not complete activation on devices if a SCEP profile is assigned

12.13.1

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BlackBerry Dynamics apps do not complete activation on devices if a SCEP profile is assigned (EMM-146496)

Summary

When a user activates a BlackBerry Dynamics app on a device that has a SCEP profile assigned to it, the activation may not complete successfully. A spinning wheel or circle displays indefinitely on the device, and no error message is displayed.

Impact

This issue is more likely to occur in a mid to large sized environment because of a SCEP-related SQL query that eventually times out after attempting to process more information than expected. As a result, the SCEP profile is not sent successfully from BlackBerry UEM to BlackBerry Dynamics apps on devices.

SCEP enrollment for BlackBerry Dynamics apps that already have a SCEP profile assigned are unaffected.

Note: This issue was introduced in BlackBerry UEM 12.13.1.

Recommendation

To resolve this issue, customers should upgrade to BlackBerry UEM 12.13.1 Quick Fix 2, which is now generally available. For more information, visit support.blackberry.com/community to read article [70990](#).

There are two known workarounds for this issue:

Workaround 1

Prior to activating the BlackBerry Dynamics apps, ensure that there is no SCEP profile assigned directly or indirectly to the users or devices.

Workaround 2

1. In the BlackBerry UEM management console, click on each affected BlackBerry Dynamics app.
2. Clear the "Allow BlackBerry Dynamics apps to use user certificates, SCEP profiles, and user credential profiles" option.

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