



BlackBerry UEM and BlackBerry UEM Cloud Critical Issue Advisory

BlackBerry UEM support for operating system upgrades: iOS 14, iPadOS 14, and Android 11

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BlackBerry UEM support for operating system upgrades: iOS 14, iPadOS 14, and Android 11

Summary

BlackBerry and its Independent Software Vendor (ISV) partners are ready to support customers during the iOS 14, iPadOS 14, and Android OS 11 operating system upgrades. This advisory contains upgrade information to help guide preparedness.

Impact

iOS 14 and iPadOS 14

BlackBerry UEM on-premises and BlackBerry UEM Cloud will have day zero support for iOS 14 and iPadOS 14. At this time, there is no requirement for customers to upgrade the BlackBerry UEM Client before upgrading their devices to iOS 14 or iPadOS 14.

Android OS 11

BlackBerry UEM on-premises and BlackBerry UEM Cloud support Android OS 11, however there is a key issue that customers should be aware of. Google [previously announced](#) a change to fully managed devices with a work profile, previously known as Corporate Owned Managed Profile (COMP), in Android OS 11. As a result of these changes, users may observe different behaviors, depending on when they upgrade to Android OS 11, how they have been configured, and which version of the BlackBerry UEM Client is installed on their device. The table below outlines the expected behavior in each scenario.

User configuration	Expected behavior after upgrading to Android 11	BlackBerry's recommendation
<ul style="list-style-type: none">• Users that are already activated on BlackBerry UEM• Users that are running BlackBerry UEM Client 12.37.0.156604 or earlier• Users that are configured with the Work and personal - full control (Android Enterprise) activation type	<ul style="list-style-type: none">• When the BlackBerry UEM Client is installed on devices running Android OS 10 and earlier, two instances of the BlackBerry UEM Client run in the system: one instance runs on the "personal side" and one instance runs on the "work side".• When the user upgrades their device to Android OS 11, while running BlackBerry UEM Client version 12.37.0.156604 or earlier, the instance on the "personal side" is disabled by the Android OS, and the instance on the "work side" is therefore unable to access or control it.	<ul style="list-style-type: none">• While in this state, if the user upgrades to a version of the BlackBerry UEM Client later than 12.37.0.156604, the "work instance" of the BlackBerry UEM Client will begin to control and manage select functions on the "personal side".• Some Android OS 11 functions are no longer available and can no longer be managed.

User configuration	Expected behavior after upgrading to Android 11	BlackBerry's recommendation
<ul style="list-style-type: none"> • Users that are already activated on BlackBerry UEM • Users that are running BlackBerry UEM Client 12.37.0.156604 or earlier • Users that are configured with the Work and personal - user privacy (Android Enterprise) or Work space only activation type. 	<ul style="list-style-type: none"> • When the user upgrades their device to Android OS 11, while running BlackBerry UEM Client version 12.37.0.156604 or earlier some policies and controls may not function as expected due to the changes in Android OS 11. • Administrators should be able to manage most functions of the device after the Android OS 11 upgrade. 	<p>While in this state, if the user upgrades to a version of the BlackBerry UEM Client later than 12.37.0.156604, policies and controls will function as expected.</p>
<ul style="list-style-type: none"> • Users that are performing new activations on BlackBerry UEM • Users that are running BlackBerry UEM Client 12.37.0.156604 or earlier • Users that are configured with the Work and personal - user privacy (Android Enterprise) or Work space only activation type. 	<ul style="list-style-type: none"> • When the user upgrades their device to Android OS 11, while running BlackBerry UEM Client version 12.37.0.156604 or earlier, and no password is set on the device, obtaining the time zone from the network and allowing mobile data usage while roaming will not function as expected. • Users in this state must upgrade to a version of the BlackBerry UEM Client later than 12.37.0.156604. 	<ul style="list-style-type: none"> • While in this state, if the user upgrades to a version of the BlackBerry UEM Client later than 12.37.0.156604, policies and controls will function as expected. • For Work and personal - user privacy (Android Enterprise) activations, users in this state can activate the device as long as the device has a password. • For Work space only activations, users in this state are unable to use the afw#blackberry code to initiate the BlackBerry UEM Client download, and must use an alternative method to download the BlackBerry UEM Client, such as a QR code.

Recommendation

To mitigate Google's changes in Android OS 11, BlackBerry recommends the following:

Users that are configured for the activation types that are mentioned in this article should upgrade to a version of the BlackBerry UEM Client later than 12.37.0.156604 before upgrading their device to Android OS 11. If the users do not perform the BlackBerry UEM Client upgrade before upgrading to Android OS 11, they will observe the behavior described above. The updated BlackBerry UEM Client (that is compatible with Android OS 11) is tentatively scheduled for release in September 2020.

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