



BlackBerry UEM

Critical Issue Advisory

The 'Apps allowed to access external storage' IT policy rule cannot be applied to Samsung devices running Android 11 (JI 2935613 and JI 2935216)

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Summary

When Android 11 is released on Samsung devices, Samsung will deprecate the 'Apps allowed to access external storage' IT policy rule. Because of the deprecation, when an IT policy that contains the 'Apps allowed to access external storage' rule is sent to a Samsung device that was activated using the Android Enterprise – Full Control or Android Enterprise – User Privacy activation types, the policy will not be applied. Also, you will not be able to perform new device activations or send new IT policies to Samsung devices running Android 11 if you use the 'Apps allowed to access external storage' IT policy rule.

Environment

- BlackBerry UEM
- BlackBerry UEM Client 12.37.2.156826 or later
- Samsung devices running Android 11
- Activation types: Android Enterprise – Full Control or Android Enterprise – User Privacy
- IT policy with apps listed in the 'Apps allowed to access external storage' field

Impact

Any IT policy that uses the 'Apps allowed to access external storage' IT policy rule will continue to work with Samsung devices running Android 10 and earlier. New activations for Samsung devices running Android 11 will fail. Currently activated Samsung devices running Android 11 that receive an IT policy that has the 'Apps allowed to access external storage' rule selected will not receive any IT policy changes. Note: There is no alternate API available to access the external storage.

Recommendation

BlackBerry recommends that you remove any apps that you have added to the 'Apps allowed to access external storage' IT policy rule in the "Work profile (Samsung Knox devices only)" section of the IT policy. If you need to maintain external storage access for Samsung Android devices that run Android 10 and earlier, BlackBerry recommends using a separate IT policy to manage only your Samsung devices running Android 11.

Resolution

The upcoming release of BlackBerry UEM 12.14 and BlackBerry UEM Client version 12.37.2.xxxxxx will prevent the IT policy rule from being sent or received. Installing either the UEM or UEM Client fix will prevent the issue from occurring. The releases are being tracked in defects JI 2935613 and JI 2935216.

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