BlackBerry UEM

Release Notes

12.14

Contents

Installing the software

You can use the setup application to install BlackBerry UEM version 12.14, or to upgrade from 12.12.x or 12.13.x. When you upgrade the software, the setup application stops and starts all the BlackBerry UEM services for you. The BlackBerry UEM setup application backs up the database by default.

Note: As of BlackBerry UEM release 12.10, JRE is no longer bundled with the installer. If you are installing BlackBerry UEM, you must first download and install JRE (minimum version JRE 8u151).

What's new in BlackBerry UEM 12.14

Migration and upgrade

Migration support: BlackBerry UEM version 12.14 supports migrations from BlackBerry UEM version 12.12 and later, and from Good Control version 5.0.

Upgrade support: BlackBerry UEM version 12.14 supports upgrades from BlackBerry UEM version 12.12 and later.

Android

Support for deploying apps in development from Google Play: Google Play allows developers to create tracks for prerelease apps, for example a Beta track, and target those tracks to specific enterprises. If a developer has targeted prerelease apps to your organization, UEM administrators can now select which app track to deploy when assigning an app to a user, group, or device. For more information, refer to Managing apps.

Android MDM controls deprecation: Android 10 and later devices do not support MDM controls activations. New installations of BlackBerry UEM no longer display Android MDM controls as an option in the activation profile by default. A new UEM setting allows you to remove the Android MDM controls option from the activation profile on upgraded UEM instances. You can also re-add the activation type to both new and upgraded instances.

Android Enterprise device logging: You can view security logs for Android Enterprise devices that have been activated using an Android Enterprise activation type. For more information, refer to Monitoring and reporting.

Specify apps that can request access to both work and personal data: The new "Apps allowed to request cross-profile access" IT policy rule allows you to specify which apps can request permission from the user to access data in both the work and personal profiles.

iOS

Manage new features in iOS 14: BlackBerry UEM includes new settings to manage capabilities in iOS 14 and iPadOS 14. Updates include per account VPN settings (for email, IMAP/POP3, CardDav, and CalDav profiles), a new DNS profile, additional Wi-Fi and VPN settings, and the ability to send a command to set the device time zone.

BlackBerry Dynamics

Defer certificate enrollment for BlackBerry Dynamics apps: Previously, users could not access a BlackBerry Dynamics app unless they completed the certificate enrollment process. Administrators can now enable a setting in user credential profiles that allows users to dismiss certificate enrollment and complete it later. For the Native Keystore connection type, the user is prompted to complete certificate enrollment each time the user starts the app. For the Entrust Smart Credential connection type, the app will not prompt the user again, but the user can complete certificate enrollment using the UEM Client.

Activate devices using third-party IDP: You can now use BlackBerry UEM and BlackBerry Enterprise Identity to redirect authentication to a third-party Identity Provider (IDP) such as Okta (new in this release) or Ping Federated, which provides users with a familiar authentication interface. This allows users to enter their existing credentials on their device during activation. **Note**: Activation using Okta is not supported for users that were created in Good Control or with the legacy Good Control SOAP APIs. For more information, refer to the BlackBerry Enterprise Identity administration content.

Microsoft Intune

The Client Credentials authentication method for Microsoft Intune has been removed in BlackBerry UEM 12.14 and later. For existing servers that have been upgraded to UEM 12.14, the administrator must take action to migrate the configuration to Modern Authentication. New integrations created in BlackBerry UEM 12.14 or later will not have the Client Credentials option available. For more information, visit support.blackberry.com/community to read article 80612.

Fixed issues

Fixed issues in BlackBerry UEM 12.14.0 quick fix 4

User and device fixed issue

Setting any IT policy password option caused iOS 15 and iPadOS 15 devices to reject the policy. (EMM-148414)

JRE fixed issue

BlackBerry UEM was not compatible with JRE 8u301. (EMM-148416)

Fixed issues in BlackBerry UEM 12.14.0 quick fix 3

Activation fixed issues

You could not use the MDM controls activation type, or the user privacy activation type with the Allow app management and/or Allow IT Policy management options selected, to activate devices running iOS 15 or iPadOS 15 on BlackBerry UEM. (EMM-147972)

Activated device might not have been authenticated for up to one hour. (EMM-147981)

App shortcut fixed issue

You could not create an app shortcut that used a hostname and a file extension in the URL. (EMM-147751)

Upgrade fixed issue

You could not upgrade BlackBerry UEM if the UEM administrator user was listed as anything other than "Administrator". (EMM-146883)

Fixed issues in BlackBerry UEM 12.14.0 quick fix 2

Upgrade and migration fixed issue

During device migration, failures might have occurred because of a SQL deadlock. (EMM-147318)

Database fixed issue

Database transactions did not complete when the scheduler queue grew too large because there was no timeout value set. (EMM-147270)

Device fixed issue

BlackBerry Secure Gateway OAuth did not work with iOS 14 devices. (EMM-147270)

BlackBerry UEM Readiness Tool fixed issue

The BlackBerry UEM Readiness Tool stopped responding after it had checked the connections and ports. (SDS-898)

Fixed issues in BlackBerry UEM 12.14.0 quick fix 1

JRE fixed issues

If you had installed JRE version 8u291 or 8u292, you could not install new instances of BlackBerry UEM. (EMM-147601)

API fixed issues

The REST API call used to update the device OS model returned a 400 error. (EMM-147435)

Fixed issues in BlackBerry UEM 12.14

Migration, installation, and upgrade fixed issues

If an administrator was using the management console in a language other than English, they could not perform an upgrade. (EMM-146883)

The upgrade script was updated so that Android Enterprise app configurations are successfully updated during upgrade. (EMM-146766)

After an upgrade, the email template URL links were broken in activation email messages. (EMM-146727)

After an upgrade, a connection error occurred when you tested the APNs certificate. (EMM-146324)

After upgrading, the enterprise certificate definition was missing from the database. (EMM-146140)

The BlackBerry Connectivity Node failed to upgrade if SQL server information in the db.properties file had been updated. (EMM-145861)

After an upgrade to BlackBerry UEM 12.13, the default BlackBerry Dynamics policy rule 'Enable UEM Client to enroll in BlackBerry Dynamics' was turned on. (EMM-145730)

After an upgrade, the BlackBerry Dynamics connectivity profile didn't produce an error if the default route wasn't set. (EMM-145546)

During migration, after you refreshed the "Migrate users" page, sometimes no records displayed. (EMM-143257)

After migration was completed, a user group might not have a migrated BlackBerry Dynamics profile associated with it if the user group was associated with a BlackBerry Dynamics profile and a BlackBerry Dynamics connectivity profile. (EMM-142794)

If you deployed Microsoft SQL Server Express 2017 SP1 to use with BlackBerry UEM, the database setting AutoClose might have been set to true instead of false. (EMM-142788)

Device, user and app fixed issues

Security patch compliance did not immediately take effect on newly activated BlackBerry Dynamics apps for Android. (EMM-147153)

When a device was reassigned to a new user, log files became larger than usual. (EMM-147031)

After upgrading to BlackBerry Connectivity version 1.22.0.884, all other BlackBerry apps stopped working. (EMM-146828)

BlackBerry Secure Connect Plus might have stopped working intermittently causing users to lose connection. (EMM-146811)

iOS device users were not able to access apps and sites without using their credentials after an administrator assigned a SCEP profile and a single-sign on profile to them. (EMM-146700)

Some apps might not have been automatically updated when a new version was available. (EMM-146572)

VPN profiles failed to install on iOS devices when SCEP Authentication was used. (EMM-146527)

Users could not activate iOS devices if a SQL select query timed out when fetching policies. (EMM-146496)

After you created an activation profile with the 'Allowed version' set to '10.x and later' and assigned the profile to an Android device that was using Android 10, the activation failed. (EMM-146311)

You can now send IT policy updates to Windows 10 devices. (EMM-146255)

Android Enterprise activation might have failed if the Google service account that UEM uses to connect to your Google Cloud or G Suite domain had a key expiration that was out of range. (EMM-146192)

On DEP-enrolled devices, the per-app VPN configuration was not pushed with an associated app to the devices. (EMM-145963)

BlackBerry UEM wouldn't accept imported XML files for app configurations that contained special characters. (EMM-145815)

Incorrect event notifications might have been generated for VPP apps on iOS devices. (EMM-145801)

Incorrect event notifications might have been generated for the BlackBerry Secure Connect Plus 'server connection state changed' event. (EMM-145764)

The MDM activation lock was not enabled when it was enforced through an IT policy. (EMM-145740)

Compliance notifications didn't display for all apps for new users. (EMM-145138)

BBM Enterprise-activated devices sent compliance notifications. (EMM-144912)

Management console fixed issues

You could not save the iOS Outlook client app when the app configuration was created from an XML template. (EMM-147189)

On the managed devices screen, the incorrect IT policy name displayed when the IT policy was inherited from an indirect group. (EMM-147182)

For Google Play store apps, the entry in the "Send To" drop-down list was changed to "All Android devices" when the app was updated. (EMM-147060)

Exporting a list of managed devices would sometimes time out before completing. (EMM-147033, EMM-146748)

You couldn't edit three or more groups simultaneously. (EMM-147004)

Some users with custom administrator roles that had specific group management capabilities could not use the expire activation password option. (EMM-146962)

The hardware model verification check failed when there were a large number of records to search. (EMM-146944)

A timeout occurred when you tried to send an email message to all users from the console. (EMM-146852)

An error might have occurred when you opened the user details page. (EMM-146793)

A timeout occurred when you made changes to a DEP profile that was associated with many users. (EMM-146782)

When using a custom administrator role, the 'No devices activated' filter did not display. (EMM-146770)

You could not add package IDs that contained numbers into the per-app VPN section of the Enterprise connectivity profile. (EMM-146635)

A tooltip was added to the Airplay profile 'Allowed destination devices' field. (EMM-146634)

Apps displayed a warning icon that indicated there was feedback that needed to be addressed even when there was no feedback. (EMM-146536)

BlackBerry UEM created an an invalid QR code for BlackBerry Dynamics app activation when the 'Allow QR code to contain location of UEM Client app source file' option was selected in Settings > General settings > Activation defaults. (EMM-146456)

You couldn't add two instances of the same app even if they used different bundle IDs. (EMM-146400)

Some users with custom administrator roles that had specific group management capabilities could not view the managed devices page. (EMM-146348)

When the Samsung KSP app was updated to the latest version, all of the fields in the associated app config were reset. (EMM-146342)

When you added a new device, after the metadata is updated the hardware model displayed. (EMM-146319)

An error displayed in the log files when an entry in the user row did not match the entry in the user ID column in the UEM database because the user had been removed. (EMM-146002)

If the BlackBerry Core returned a 404 error in response to a call from the management console, the console did not detect the error for approximately 30 seconds. (EMM-145826)

An error occurred when you added an additional route to an existing BlackBerry Dynamics Connectivity profile and clicked Save. (EMM-145732)

When you created an Enterprise Connectivity profile for Android devices, you might not have been able to add many apps to the 'Apps restricted from using BlackBerry Secure Connect Plus' section because of a database field size restriction. (EMM-145722)

If you navigated to Settings > BlackBerry Protect > Safe browsing, and you clicked the online help icon (?), you were directed to the incorrect page. (EMM-145713)

You couldn't remove devices from the Apple Activation Lock screen. (EMM-145645)

If you created an app configuration that contained a slash (\), after you saved the app configuration and exited the app settings screen, when you opened the app settings again, no app configurations displayed. (EMM-145626)

When using console in Japanese, the 'service logging override' section was not correctly translated. (EMM-145416)

When using console in Japanese, the 'custom variables' menu item was not correctly translated. (EMM-145415)

If an iOS device was part of a device group that was based on OS version, after you upgraded the OS on the device it wasn't automatically assigned to a new device group. For example, if your organization has device groups for iOS 13.5 and iOS 13.5.1, when you upgraded an iOS 13.5 device to 13.5.1, it was not automatically assigned to the new group. (EMM-145130)

Users that were using a custom administrator role couldn't enable the 'Turn on Lost Mode' setting. (EMM-145473)

Long group names didn't completely display in the console. (EMM-145275)

You could edit the name of a Device SR profile but when you clicked Save, an error displayed. Also, if you were using the console in Spanish, you could not edit or create a new Device SR profile. (EMM-144919)

BlackBerry UEM Core fixed issues

BlackBerry UEM Core can now handle multiple simultaneous app updates so that all updates will complete successfully. (EMM-146604)

A timeout caused some searches to end prematurely. (EMM-144788)

BlackBerry Gatekeeping service fixed issues

When the BlackBerry Gatekeeping Service is starting, the TCP listener port that the BlackBerry Gatekeeping service is attempting to use is recorded in the log file. (EMM-146274)

REST API fixed issues

If multiple BlackBerry Connectivity Nodes were turned off, incorrect groups were returned when using the Get servers REST API call (/api/v1/servers). (EMM-147059)

If multiple BlackBerry Connectivity Nodes were turned off, an HTTP 500 error occurred when using the Get servers REST API call (/api/v1/servers). (EMM-145800)

Database fixed issues

The database was updated so that a large list of URLs can be saved. (EMM-145944)

Known issues in BlackBerry UEM 12.14

Upgrade and migration known issues

Items marked with an asterisk (*) are new for this release.

* After upgrade completes, the first time you log in to the console, an error message might display. (EMM-147290)

Workaround: Log in again.

When you migrate an app, some of the app configuration settings might be lost. (EMM-142673)

Workaround: Set the app configuration values manually.

User and device management known issues

Note that some of these issues are for the BlackBerry UEM Client and will be fixed in a future

* If you are using the BlackBerry UEM Client as the primary authentication delegate for BlackBerry Dynamics apps on supervised iOS devices, users can uninstall and reinstall the BlackBerry UEM Client, which forces them to reset the BlackBerry Dynamics password. (EMM-145824)

Workarounds:

For supervised iOS devices, do not set the BlackBerry UEM Client as the primary authentication delegate. Instead use one of the BlackBerry Dynamics productivity apps such as BlackBerry Work or BlackBerry Notes as the authentication delegate.

Or

For BlackBerry UEM 12.13.1 or later, you can restrict supervised iOS devices that are running iOS 14 or later from uninstalling UEM Client and other managed apps. In the management console navigate to Apps > BlackBerry UEM Client > Settings > iOS tab > and deselect the Removable App option.

* You can assign a DNS profile to iOS devices that are activated using the 'User privacy - User enrollment' activation type, even though the User privacy - User enrollment activation type does not support DNS profiles. (EMM-147373)

If your organization uses PKI and Entrust smart credentials together, users might need to enroll the PKI certificate multiple times on the same device (maximum of once per app). (GD-35783)

The 'Do not allow Android dictation' option in the BlackBerry Dynamics profile is used to stop dictation from keyboards, however there are certain keyboards that allow dictation through other channels. (GD-35440)

Workaround: To help mitigate the issue, you can apply an IT policy with the 'Allowed input methods' option set to 'System only' or enforce installation of particular keyboards in the Android work profile.

After an iOS user imports a certificate, the user is taken through the import process again. (G3IOS-18108)

Management console known issues

* If you enable performance reporting for a BlackBerry Dynamics app, performance alerts for the app might not display on the device details page. (EMM-147380)
* When you create a VPN profile for iOS devices, the 'Disconnect on idle field' does not state that the unit of measurement that is used is seconds. For example, typing 120 in the field sets the disconnect time to 2 minutes. (EMM-147363)
* You can't assign an app track when creating a new user group or a new shared device group. (EMM-147267) **Workaround**: After you create the group, in the Track column, assign the app to the correct track.
* When you set the expiry date for BlackBerry Dynamics access keys to more than 30 days, an error displays. (EMM-147077) **Workaround**: Do not set the expiry date to more than 30 days.
* If you have added a custom image that displays in the top-left corner of the management console, when you log in to the console the default BlackBerry logo displays instead of the custom image. (EMM-146978)
If you set up a BlackBerry Connectivity Node, and create a directory connection that has an apostrophe in the name, you can't delete the directory connection. (EMM-145132) **Workaround**: Do not create a directory connection that has an apostrophe in the name.
If you use a REST call to create a compliance policy and you set the iOS hardware restriction to false, the error message that displays does not provide the administrator with enough information to successfully create the profile. (EMM-140868)
A message does not display in the console when a BlackBerry Dynamics connectivity verification compliance violation occurs. (EMM-137201)
A per-app VPN connection cannot be established on a device that is activated with the 'User privacy – User enrollment' activation type. (EMM-136964)
The BlackBerry Connectivity app might not be delivered to an Android device that has been activated using the 'Work and personal - user privacy (Samsung Knox)' activation type and 'Google Play app management for Samsung Knox Workspace devices' is enabled. (EMM-136648) **Workaround**: Assign the .apk file to the device as an internal app and select the "Publish app in Google domain" option.
When you add an internal app and an icon for the app, if you click the Refresh button on the Apps page, the icon does not display in the list of apps. (EMM-134638)
Apps do not get unblocked after adding a corresponding version to myAccount and synchronizing the app with BlackBerry UEM. (GD-45067)
When you are using the Advanced view in the management console, the device details page displays the incorrect Total internal storage amount for devices. (EMM-98304)

You can't update the version of an app in the BlackBerry UEM console before the newer version of the app is available in Google Play. (EMM-89974)

Workaround: Add the new version of the app to Google Play, wait for Google to publish the app and then add the app to the BlackBerry UEM console.

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