



BlackBerry UEM

Critical Issue Advisory

You cannot activate Samsung Galaxy devices that are running Android 12 and using BlackBerry UEM Client for Android 12.39.0.xxxx, or apply an IT policy that has the Enable Audit Logging policy turned on

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Summary

In the upcoming release of Android 12 for Samsung Galaxy devices, Samsung has deprecated and removed several APIs that are linked to the "Enable Audit Logging" IT policy. As a result of this change, new activations will not work because the policy cannot be applied. Also, any IT policy changes for active devices that include this policy will not be applied.

Environment

- BlackBerry UEM
- BlackBerry UEM Client for Android 12.39.0.xxxx
- Samsung Galaxy devices running Android 12 that were activated using the Android Enterprise Workspace Only or Android Enterprise Work and Personal – Full Control activation types
- Your organization's IT policy has the "Enable Audit Logging" policy turned on

Cause

Samsung has deprecated and removed several APIs for Audit Logging as of Knox 3.8 (API Level 35).

Resolution

This issue is fixed in BlackBerry UEM Client for Android 12.39.1.157167.

Workaround

Do one of the following:

- Disable the "Enable Audit Logging" IT policy
- Set a SR policy to prevent devices from being upgraded to Android 12

Issue Tracking

- EMA-16867
- EMA-16749

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BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

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