



# **BlackBerry UEM Client for Android**

## **Critical Issue Advisory**

Samsung Galaxy S10 Android 11 devices activated using Samsung Knox activation types must use BlackBerry UEM Client 12.39.2.x before upgrading to Android 12

12.39.2.xxxxxx



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**Samsung Galaxy S10 devices running Android 11 and activated using the Work and personal - user privacy - (Samsung Knox) or Work and personal - full control (Samsung Knox) activation types must be using BlackBerry UEM Client 12.39.2.xxxxxx before the devices are upgraded to Android 12..... 4**

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# **Samsung Galaxy S10 devices running Android 11 and activated using the Work and personal - user privacy - (Samsung Knox) or Work and personal - full control (Samsung Knox) activation types must be using BlackBerry UEM Client 12.39.2.xxxxxx before the devices are upgraded to Android 12**

## **Summary**

Due to changes in Android 12, there are features that are unique to the Work and personal - user privacy - (Samsung Knox) and Work and personal - full control (Samsung Knox) activation types that are no longer supported. You must install BlackBerry UEM Client 12.39.2.xxxxxx on Samsung Galaxy S10 devices before you upgrade them to Android 12 for them to activate and continue communicating with BlackBerry UEM.

If you attempt to use the Work and personal - user privacy - (Samsung Knox) or Work and personal - full control (Samsung Knox) activation type to activate a Samsung Galaxy device that is running Android 12, a 3007 error will display on the device.

## **Environment**

- BlackBerry UEM
- Samsung Galaxy S10 devices running Android 11
- Work and personal - user privacy - (Samsung Knox) or Work and personal - full control (Samsung Knox) activation types

**Note:** Android Enterprise activations are not affected. Other Samsung devices are not affected.

## **Cause**

With the upgrade to Android 12, the Samsung TIMA Keystore is no longer supported and instead UEM Client uses the Android Keystore. The certificates required for communication with UEM need to be migrated to the Android Keystore.

## **Resolution**

BlackBerry is working with Samsung and has made changes to UEM Client to support Samsung Knox activations on Samsung Galaxy devices so that they can be upgraded to Android 12. The changes will be included in BlackBerry UEM Client 12.39.2.xxxxxx which will be released after Samsung starts the rollout of Android 12 for these devices in some regions.

## **Workaround**

In your organization's IT policy that is associated with these devices, in the Knox MDM section, disable the 'Allow OTA updates' IT policy rule until after you have upgraded the devices to UEM Client 12.39.2.xxxxxx.

Note that if you upgrade to Android 12 before you install BlackBerry UEM Client 12.39.2.xxxxxx, you will have to wipe the device and then reactivate it using BlackBerry UEM Client 12.39.2.xxxxxx.

## Issue Tracking

- EMA-16894
- EMA-16901

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Published in Canada