



Setting any IT policy password option causes iOS 15 and iPadOS 15 devices to reject the policy (EMM-148414)
Critical Issue Advisory

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

Summary

If a UEM administrator makes an update to an IT policy that includes setting any password option, none of the updated options are applied when the changed policy is sent to devices. This issue occurs when the user's device receives an IT policy payload that does not include a unique payload identifier.

Impact

User impact

iOS 15 and iPadOS 15 devices reject IT policies that have a password option set.

Administrator impact

- In the UEM console, the IT policy that is assigned to affected users will appear to have no issues.
- The user's device logs will display the following error when trying to apply the policy: "The payloads in this profile do not have unique PayloadIdentifier values. ("com.rim.config.2fffc6cb-013d-42f3-a3f9-af4388223a21" is used more than once.)".
- This issue impacts UEM 12.13 and UEM 12.14.
- This issue impacts iOS 15 and iPadOS 15 users who are activated using either the MDM controls activation type or the User privacy activation type, with the "Allow IT Policy management" option selected.

Resolution

The fix for this issue is included in BlackBerry UEM 12.15.0, BlackBerry UEM 12.14.0 QF4, and BlackBerry UEM 12.13.1 QF8. The quick fixes should be considered mandatory for all customers who want to enforce password rules on iOS 15 and iPadOS 15 devices.

BlackBerry and its Independent Software Vendor (ISV) partners are ready to support customers during the iOS 15, iPadOS 15, or Android 12 upgrade process. For more information about preparing for upgrades, visit support.blackberry.com to read [article 83377](#). BlackBerry will continue to provide information to help customers support these new operating systems, including detailed instructions for any actions that developers, administrators, and help desk technicians might need to take when users install iOS 15, iPadOS 15, or Android 12.

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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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