



BlackBerry UEM

Critical Issue Advisory

You cannot 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)

12.14

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Summary

When users tried to activate a device running iOS 15 or iPadOS 15 on BlackBerry UEM, the following error is displayed when they install the UEM profile:

Profile Installation Failed

The payloads in this profile do not have unique PayloadIdentifier values.

("com.blackberry.mdm.trusted.cert" is used more than once.)

Impact

Due to a change in iOS 15 and iPadOS 15, users could not activate successfully on BlackBerry UEM in the following scenario:

- They were using a device that was running iOS 15 or iPadOS 15
- They were configured for either the MDM controls activation type or the user privacy activation type (with the "Allow app management" and/or "Allow IT Policy management" options selected)
- They were attempting to activate on BlackBerry UEM version 12.14. In version 12.14, BlackBerry introduced a mutual authentication requirement during iOS and iPadOS activations (BlackBerry UEM version 12.13 and 12.12 are not affected)

Note: Users that are already activated on the UEM server and upgrade their devices to use iOS 15 or iPadOS 15 are not affected. Users encounter this issue during activations only.

Resolution

A fix for this issue is now included in BlackBerry UEM 12.15, BlackBerry UEM 12.14 QF3, BlackBerry UEM 12.14 QF4, and BlackBerry UEM Cloud.

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