# BlackBerry UEM

**Release Notes**

12.18

2024-01-05Z

# Contents

# BlackBerry UEM version 12.18 Release Notes

**What's new in this release?**

To learn about the new features introduced in every supported release of BlackBerry UEM, see What's new in BlackBerry UEM.

**Installing the software**

You can use the setup application to install UEM version 12.18, or to upgrade from UEM 12.16 or 12.17.x. When you upgrade the software, the setup application stops and starts all the UEM services for you. The BlackBerry UEM setup application backs up the database by default.

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

# Fixed issues in BlackBerry UEM 12.18 quick fix 4

| |
|---|
| Shared iPad devices did not support BlackBerry Secure Connect Plus. (EMM-154285) |
| When a REST API was used to update iOS devices, some available updates for iOS devices were missing. (EMM-154517) |
| Hardware attestation failed on Android devices if certificate data was not recognized by UEM. (EMM-154980) |
| After an OS update was installed on an iOS device, UEM might have continued to send update OS commands. (EMM-155104) |

# Fixed issues in BlackBerry UEM 12.18 quick fix 3

**Security**

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| The Spring Framework used by UEM has been updated. (EMM-151919) |

# Fixed issues in BlackBerry UEM 12.18 quick fix 2

**User, device, and app management fixed issues**

When a REST API was used to send updates to iOS devices, some available updates were missed. (EMM-153300)

# Fixed issues in BlackBerry UEM 12.18 quick fix 1

**User, device, and app management fixed issues**

On  iOS devices that were enrolled in DEP, users could not remove the UEM Client from the device if it was set as the authentication delegate for BlackBerry Dynamics apps. (EMM-152603)

# Fixed issues in BlackBerry UEM 12.18

**Installation and migration fixed issues**

During installation, the end user license agreement did not display in Norwegian. (EMM-150771)

**User, device, and app management fixed issues**

On iOS devices that were enrolled in DEP, users could not remove the UEM Client from the device if it was set as the authentication delegate for BlackBerry Dynamics apps. (EMM-152603)

After you upgraded to or installed BlackBerry UEM 12.17 MR1, the log files for iOS devices were not automatically stored in the default location, C:\Program Files\BlackBerry\UEM\Logs \device_logs. (EMM-151509)

An error message was displayed when you tried to save a device wallpaper image in the Device settings for a Chrome OS org unit. (EMM-151488)

When you activated a new Android Enterprise device or deactivated and reactivated an existing Android Enterprise device after upgrading to BlackBerry UEM 12.17 MR1, the device activation did not complete successfully because the CA certificate had been updated in UEM 12.17 MR1. (EMM-151249)

**Management console fixed issues**

On the Users page, any Linked directory groups that the user is a part of did not display. (EMM-150812)

In the Device tab of an org unit, if you scheduled a device reboot and clicked Save, the save failed and no error message was displayed to indicate what caused the failure. Incorrect strings were also displayed in some of the fields. (EMM-150472)

**Component fixed issues**

Some BlackBerry UEM components had an expired certificate bound to them. (EMM-150729)

# Known issues in BlackBerry UEM 12.18

**Installation and migration known issues**

After migrating a DEP device, users could remove the BlackBerry UEM profile from their device even when the "Allow removal of MDM profile" option was not selected in the DEP enrollment configuration. (EMM-150304)

**User, device, and app management known issues**

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

When you assign an IT policy to devices that are running Windows 10 21H2, a "Command Failed" error might be displayed when you view the device actions and the IT policy is not applied. (EMM-151905)

After you upgrade from BlackBerry UEM 12.17.1(a) to 12.18, device groups that include RSR versions are not updated automatically. (EMM-152033)

**Workaround**: Edit the device groups manually and save.

For iOS devices, RSR versions might be included in device groups that are intended to filter for a specific version and earlier or later versions. (EMM-152028)

If a  Knox Service Plugin (KSP) policy is set to disable factory reset on a device and an administrator sends an IT command to wipe the device from BlackBerry UEM, the device will be unmanaged and cannot be reactivated or complete a factory reset. (EMA-17549)

**Workaround**:  If devices are assigned a KSP policy that disables factory reset, create a KSP policy that allows it and assign the policy to the devices before you send the wipe command. For more information, visit https://docs.samsungknox.com/admin/knox-service-plugin/kbas to read article 844.

After you set up Chrome OS device management and click on the Network tab for an org unit, an error message stating that the profile could not be retrieved might be displayed. (EMM-151438)

After you remove Apple VPP apps from a device and unassign them from the user, the license consumption counts are not updated in the UEM management console. (EMM-151299)

Chrome OS devices will not synchronize with BlackBerry UEM if they are in an org unit that has no child org units. (EMM-150375)

During the Azure AD Conditional Access enrollment flow, the user might be prompted to register the device twice. (SIS-15411)

**Workaround**: If the user is enrolling only in conditional access, they shouldn't open the Microsoft Authenticator app from the app store after they install it, instead they should switch to the BlackBerry UEM Client and then open the Microsoft Authenticator app.

On some devices that are configured for ZSO authentication, when the user signs in to the ZSO service through the browser, a notification prompt appears unexpectedly to choose a certificate for authentication. (EMM-147606)

**Workaround**: Choose the "_Cirrus_SCEP_Profile_" option.

In dark site environments, when activating a Samsung Galaxy S 20 device running Android 11 with the Work and personal - full control (Android Enterprise) activation type with the premium option enabled, the device activates with the Android Enterprise workspace instead of the Knox workspace. (EMA-16736)

Users might not be prompted to set a workspace password during "Work and personal - user privacy (Android Enterprise)" activation. (EMA-16279)

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)

**Management console known issues**

BlackBerry 10 is no longer supported. For more information, see the announcement from BlackBerry. Even though you will see instances of BlackBerry 10 in the console, you should no longer use those pages. All instances of BlackBerry 10 will be removed In a future release of BlackBerry UEM. (EMM-150314)

On the Managed devices > Advanced view page, the "Available updates" filter is missing. (EMM-150933)

When you try to re-enroll a DEP-enrolled device that doesn't have the BlackBerry UEM Client installed, the following error message is displayed: "An error was encountered. The device could not be migrated." (EMM-150780)

You cannot synchronize Chrome OS users that have a duplicate username. (EMM-150357)

When you are configuring Azure AD Conditional Access, an error message might display and the configuration might not complete successfully due to a timeout. (SIS-15834)

**Workaround**: Click Ok on the error message, click Save on the Azure Active Directory Conditional Access page, and complete the configuration steps again.

When compliance override policies are applied, BlackBerry UEM might not send the compliance violation status to Microsoft Azure AD conditional access. (EMM-148486)

If you don't configure an app server for Azure AD Conditional Access in the BlackBerry Dynamics connectivity profile, Microsoft online device registration does not occur. (EMM-148453)

**Workaround**: In the BlackBerry Dynamics connectivity profile, add an app server for Feature-Azure Conditional Access, direct the app server to the URL of your UEM Cloud instance, and use port 443.

After a BlackBerry Dynamics app migration with one certificate, the user might display in the management console with two certificates assigned to them. (EMM-147006)

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)

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.

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