



BlackBerry UEM

Release Notes

12.20

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BlackBerry UEM 12.20 and UEM Cloud (June 2024) Release Notes

What's new in this release?

To learn about the new features introduced in every supported release of BlackBerry UEM on-premises and BlackBerry UEM Cloud, see [What's new in BlackBerry UEM](#).

Critical issue advisories for UEM

See the following Critical Issue Advisory Knowledge Base articles for information about key issues that may impact your UEM environment, as well as workarounds and possible resolutions: and the

- [UEM Critical Issue Advisories](#)
- [BlackBerry Enterprise Mobility Server Critical Issue Advisories](#)

Installing UEM on-premises

You can use the setup application to install UEM version 12.20 or to upgrade from UEM 12.18 or 12.19. When you upgrade the software, the setup application stops and starts all of the UEM services for you and backs up the database by default.

Considerations for Android Management activation types

BlackBerry UEM 12.19 introduced the following new activation types that support the Android Management API:

- Work and personal - full control (Android Management fully managed device with work profile)
- Work and personal - user privacy (Android Management with work profile)
- Work space only (Android Management fully managed device)

Note the following considerations for the new Android Management activation types:

UEM feature	Considerations
IT policy password considerations	<ul style="list-style-type: none">• For devices with the Work and personal - full control activation type, the device and the work space use the Password requirements setting.• For devices with the Work space only activation type, the work space uses the Password requirements setting.• For devices with the Work and personal - user privacy activation type:<ul style="list-style-type: none">• Devices with Android OS 12 and later use the Password complexity setting.• Devices with Android OS 11 and earlier use the Password requirements setting.• The work space uses the Password requirements setting.
Activation	<ul style="list-style-type: none">• QR codes for Android Management activations expire after each use.• Activating Android Management devices using managed Google Play accounts is supported (see Configuring BlackBerry UEM to support Android Management devices). Activating devices with managed Google domain configurations are not currently supported.• UEM Client log information is not accessible during device activation of the Work and personal - full control and Work space only activation types. For activation failures for these activation types, you can review the UEM server core logs.
Activation profile	You must create separate activation profiles for Android Enterprise and Android Management. If Android Enterprise and Android Management activation types are specified in the same profile, the Android Management type will take precedence, even if it is ranked lower than Android Enterprise. Only the password and activation information for the Android Management activation type will be embedded in the QR code.
App management	Currently, only Google Play apps can be pushed to Android Management devices.
Certificates	<ul style="list-style-type: none">• For native Android apps, only CA certificate profiles are currently supported. Shared certificate, user credential, and SCEP profiles are not currently supported.• For BlackBerry Dynamics apps, certificate support is the same as for Android Enterprise activation types, however, Purebred certificates are not currently supported.
Certificate mapping profile	Certificate mapping profiles are not currently supported for devices with Android Management activation types.

UEM feature	Considerations
CylancePROTECT Mobile for BlackBerry UEM	UEM version 12.20 and the UEM Cloud June 2024 update introduces CylancePROTECT Mobile support for devices with Android Management activation types. Any settings and compliance rules available in the management console for CylancePROTECT Mobile for BlackBerry UEM are now applicable to Android Management devices.
Device commands	<ul style="list-style-type: none"> Remove device command: Deletes work space data for the Work and personal - user privacy activation type and deletes all device data for the Work and personal - full control and Work space only activation types. Lock device command: For devices with the Work and personal - user privacy and Work and personal - full control activation types, if one lock is enabled, the device is locked. If one lock is not enabled, only the work space is locked. For devices with the Work space only activation type, the device is locked. Specify device password and lock command: Sets the work space password for devices with the Work and personal - user privacy and Work and personal - full control activation types. For devices with the Work space only activation type, this command sets the device password. Delete all device data: Preserving a device's data plan is not supported for devices with Android Management activation types.
Device profile	Wallpaper images are not currently supported for devices with Android Management activation types.
Device SR requirements profile	Only OS update is supported for devices with Android Management activation types. Suspending OS updates and automatic app updates are not currently supported.
Email profile	<ul style="list-style-type: none"> Samsung email is not currently supported for devices with Android Management activation types, as the Knox API is not currently supported. BlackBerry Work is supported.
Enterprise connectivity profile	<ul style="list-style-type: none"> Enterprise connectivity profiles and BlackBerry Secure Connect Plus are not currently supported for devices with Android Management activation types. An assigned enterprise connectivity profile may display in the user's details in the management console even though the profile is not currently supported for Android Management.
Factory reset protection profile	Only the "Enable and Specify Google account credentials when the device is reset to factory settings" option is supported for devices with Android Management activation types.

UEM feature	Considerations
Private apps	<p>When both Android Enterprise and Android Management are configured in your UEM environment, you can publish private apps for Android Management devices only.</p> <p>In this scenario, to send private apps to Android Enterprise and Android Management devices, from the Google Play console, publish the app and add both Android Enterprise and Android Management org IDs. For more information, see Managed Google Play Help: Publish private apps from the Play Console. After you complete this task, in the UEM management console (Apps > add an app > Google Play), you can search for the apps and add them to UEM.</p>
UEM Self-Service	<p>If a user's activation profile contains ranked Android Enterprise and Android Management activation types, regardless of ranking, the Android Management activation type is used. The QR code generated by UEM Self-Service will use the Android Management activation type.</p>
Wi-Fi profile	<p>Only the following settings are currently supported for devices with Android Management activation types:</p> <ul style="list-style-type: none"> • SSID • Security type: Personal <ul style="list-style-type: none"> • Personal security type: WPA-Personal/WPA2-Personal • Preshared key • Security type: Enterprise <ul style="list-style-type: none"> • Authentication protocol: PEAP + Outer identify for PEAP • Username • Password • Certificate common names expected from authentication server • Type of certificate linking • CA certificate profile

Fixed issues in UEM 12.20 and UEM Cloud

UEM on-premises 12.20 Quick Fix 6 (April 2025)

Management console fixed issues

In environments with one instance of UEM, when you checked the installed version in *myAccount*, it was incorrectly displayed as one version behind the actual version that was installed. (EMM-157259)

User and device management fixed issues

In specific circumstances, when UEM synchronized directory groups, it could load a large number of objects into local memory and cause an out of memory event. (EMM-157721)

In specific circumstances, when UEM synchronized a large number of directory groups, it could cause an out of memory event. (EMM-157719)

UEM on-premises 12.20 Quick Fix 5 (March 2025)

This release includes updates to the Spring Framework for the BlackBerry Connectivity Node. (EMM-157499)

During startup, the BlackBerry UEM Core did not correctly handle the version string format for certain patch releases of JRE 17. If this occurred, the UEM Core did not start as expected. (EMM-157607)

UEM on-premises 12.20 Quick Fix 4 (November 2024)

User and device management fixed issues

If you configured Kerberos Constrained Delegation (KCD) for BlackBerry Dynamics apps, the following issue occurred if KCD authentication failed for a user:

- For an Android user, the prompt for the user's credentials was delayed.
- For an iOS user, the user was not prompted for their credentials.

(EMM-157238)

If you configured UEM to connect to more than one Microsoft Active Directory instance, when you searched for a user account to add from Active Directory, UEM might not have found the user account as expected because it searched the wrong Active Directory instance. (EMM-157231)

UEM on-premises 12.20 and UEM Cloud Quick Fix 3 (October 2024)

User and device management fixed issues

In a UEM Cloud environment, BlackBerry Dynamics apps could not retrieve a user certificate using a SCEP profile configured with a dynamic SCEP challenge password. (EMM-157026)

When BlackBerry Secure Connect Plus or BlackBerry Proxy made an authorization check for a device, if the checked failed, it would not attempt another authorization check for at least one hour. (EMM-156726, EMM-157016)

UEM on-premises 12.20 Quick Fix 2 (August 2024)

Extra logging information has been removed from Debug logging. (EMM-156885)

When you tried to upgrade UEM, the process might have timed out during the UEM database upgrade. (EMM-156408)

UEM Cloud Quick Fix 2 (August 2024)

Management console fixed issues

If you tried to add certain Android APKs that were published to Google Play to UEM as internal app, the APK file could not be verified. (EMM-156847)

Additional logging has been added for calls to Google APIs for publishing hosted applications. (EMM-156841)

Under specific conditions, when you tried to update a hosted internal app, the update might have failed. (EMM-156828)

UEM on-premises 12.20 and UEM Cloud Quick Fix 1 (July 2024)

Management console fixed issues

The organization logo did not display as expected in the Org Connect organization profile. (EMM-156539)

If you navigated to the Org Connect section in the management console, a notification message displayed indicating that the Org Connect plug-in requires BBM Enterprise, but the Next button was greyed out. This prevented you from registering Org Connect. If Org Connect was registered previously, you could not manage your connection. (EMM-156520)

UEM on-premises 12.20 and UEM Cloud (June 2024)

Management console fixed issues

If you assigned an app group to a user or group, when you edited that user or group you could not change the disposition of the app group. (EMM-154392)

If you activated both Android Enterprise and Android Management devices, then removed the Android Management connection from UEM, the console displayed an incorrect count of the devices to be removed. The count included both Android Enterprise and Android Management devices. Only Android Management devices are removed. (EMM-154081)

In a UEM Cloud environment, if you turned on "Send SMS/MMS logs to the BlackBerry Connectivity Node" or "Send phone logs to the BlackBerry Connectivity Node" in an IT policy and the BlackBerry Connectivity Node was not installed, the following error displayed: "An error was encountered. The profile could not be created." The error message should have indicated that the settings could not be enabled because the BlackBerry Connectivity Node was not installed. (EMM-154049)

In the Device tab of an org unit, if you tried to configure a scheduled reboot, you could not save the configuration unless you updated all three sub-fields. (EMM-153890)

When you viewed the device details for a user with more than one SIM, the expand and collapse arrow did not display as expected for SIM 1. You could still expand and collapse the SIM details. (EMM-153727)

Entra ID directory synchronization reports did not display changes to users' group membership after the report was run. (EMM-153691)

The value of the variable %ComplianceDynamicsEnforcementActionWithDescription% did not display as expected in compliance notification emails that were sent to users. (EMM-151056)

Known issues in UEM 12.20 and UEM Cloud (June 2024)

Management console known issues

If you configured UEM to connect to more than one Microsoft Active Directory instance, when you search for a user account to add from Active Directory, UEM may not find the user account as expected because it searches the wrong Active Directory instance. This issue occurs intermittently. For more information, see [KB 140181](#). (EMM-157231)

Workaround: Search for the user again until UEM connects to the correct Active Directory instance.

In a UEM Cloud environment, if you make changes to an LDAP directory connection and save, an error message is displayed and you cannot save your changes until you upload the LDAP server SSL certificate again. (EMM-156343)

In the compliance events view (Users > Compliance violations), if you select a resolved event and click the Ignore button, the event is not removed from the view or added to the list of Ignored events. (EMM-156329)

When you add an app group to a device group with a required disposition and save, the disposition changes to optional. (EMM-156069)

If a user deactivates a device with an Android Management activation type from the device settings, the device still displays as activated in the management console. (EMM-153468)

When you send the Delete only work data command to an iOS device that is activated with User privacy, the request times out and an error message is displayed. (EMM-153457)

Workaround: Use the Remove device command.

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)

When you are configuring Entra ID 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 Entra ID Conditional Access page, and complete the configuration steps again.

User, device, and app management known issues

If a user's iOS device is already activated with UEM and you enable that user for Entra ID conditional access, after the Microsoft Authenticator app is installed and the user brings the UEM Client to the foreground, the Microsoft authentication screen is not displayed to the user as expected. This is due to a Microsoft known issue. (EMA-18313)

Workaround: Instruct users to force close the UEM Client and open it again.

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

In dark site environments, when activating a Samsung Galaxy S20 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)

When you send the Delete all device data command to a device activated with an Android Management activation type, a SQL exception error may be displayed in the management console, but the command executes as expected on the device. This issue occurs intermittently. (EMM-156357)

When you configure a device profile with different wallpapers for the home screen and the lock screen and you assign the profile to an iOS device, the wallpaper configuration may not be applied to the device as expected. This issue occurs intermittently. (EMM-155689)

Samsung devices that are activated with Android Enterprise Work space only and are assigned an Enterprise connectivity profile cannot send or receive SMS or MMS messages. (EMM-154287)

Workaround: In the Enterprise connectivity profile settings, on the Android tab, select Container-wide VPN and add the com.android.mms.service and com.google.android.apps.messaging apps to the list of apps restricted from using BlackBerry Secure Connect Plus.

When you [schedule an OS update for one or more supervised iOS devices](#), the update is delivered to devices but is not installed. This occurs intermittently and is due to an iOS known issue. (EMM-152977)

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

During the Entra ID 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.

Performance

If you [enable an encrypted connection and communication between UEM and Microsoft SQL Server](#), the encrypted connection can result in an increase in the UOS CPU on the computer that hosts the BlackBerry UEM Core. (EMM-155875)

BlackBerry Connectivity Release Notes

The BlackBerry Connectivity app is required for devices to use the BlackBerry Secure Connect Plus feature in BlackBerry UEM. For more information about enabling and using BlackBerry Secure Connect Plus, see [Using BlackBerry Secure Connect Plus for connections to work resources](#). The BlackBerry Connectivity app supports TLS 1.2 and DTLS 1.0.

The following changes are new in the latest release of the BlackBerry Connectivity app:

Platform	Latest version	What's new
Android	1.25.0.990	<ul style="list-style-type: none">New fixed issues. See Fixed issues for BlackBerry Connectivity.Support for features in the UEM 12.20 release.
iOS	1.0.25.490	Adds BlackBerry Secure Connect Plus connectivity support for shared iPad groups in the UEM 12.19 Quick Fix 1 release.

Fixed issues for BlackBerry Connectivity

BlackBerry Connectivity for Android

On some Android 14 devices, the BlackBerry Connectivity app could not connect as expected over the Wi-Fi network. (BSCP-995)
After upgrading to Android 14, the BlackBerry Connectivity app might have stopped responding and required multiple device restarts to work as expected. (BSCP-964)
The BlackBerry Connectivity app repeatedly attempted to connect to the BlackBerry Secure Connect Plus server after the device had been removed from BlackBerry UEM. (BSCP-832)
The BlackBerry Connectivity app stopped responding if the device had been removed from BlackBerry UEM. (BSCP-831)
Downloads and updates for work apps got stuck at the "Download pending" status. (BSCP-823)

BlackBerry Connectivity for iOS

The BlackBerry Connectivity app continued to show a Connected state even though it had been disconnected. (BSCP-837)
The BlackBerry Connectivity app repeatedly attempted to connect to the BlackBerry Secure Connect Plus server after the device had been removed from BlackBerry UEM. (BSCP-832)
The BlackBerry Connectivity app stopped responding if the device had been removed from BlackBerry UEM. (BSCP-831)

The BlackBerry Secure Connect Plus connection might have been intermittently lost due to dropped packets when the work queue was full. The secure tunnel connection was not automatically re-established. (BSCP-793)

Known issues for BlackBerry Connectivity

BlackBerry Connectivity for Android

If a Samsung device user clears the storage cache for the BlackBerry Connectivity app from the device settings, the BlackBerry Connectivity app cannot connect to your organization's network.

Workaround: Instruct Samsung device users to not clear the storage cache for the BlackBerry Connectivity app. If this does occur, instruct the user to remove and install the BlackBerry Connectivity app again, or you can remove the enterprise connectivity profile from the user and then assign it to the user again.

On Samsung devices activated with the Work space only (Android Enterprise fully managed device) activation type, you cannot send or receive MMS messages when container-wide VPN is enabled. (BSCP-824)

BlackBerry Connectivity for iOS

When a user tries to upgrade from a previous version of the app to the latest version available in the App Store, the upgrade might not complete successfully due to a known issue in the iOS software.

Workaround: Uninstall the app that is currently on the device, then install the latest version that is available in the App Store.

When trying to upgrade the BlackBerry Connectivity app on devices running iOS 13, the app update stalls and might not complete successfully if the device has a secure tunnel connection established. (BSCP-808)

Workaround: Before you update the BlackBerry Connectivity app, disconnect the secure tunnel connection. After you update the app, check the app to verify that the connection is re-established.

If an enterprise connectivity profile with per-app VPN configured is assigned to an iOS device with the User privacy - User enrollment activation type, the per-app VPN connection cannot be established. (BSCP-801)

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