Organizations must enable BlackBerry Dynamics regionalization in BlackBerry UEM on-premises before May 31, 2024

Critical Issue Advisory

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Summary

On May 31, 2024, BlackBerry will be moving to regionalized BlackBerry Dynamics routing for all customers. For more information about BlackBerry UEM regionalization features, visit support.blackberry.com/community to read article 62796.

Impact

BlackBerry will decommission the previous non-regionalized (global) BlackBerry Dynamics infrastructure that manages BlackBerry Dynamics app traffic. If your organization uses BlackBerry Dynamics features and apps (for example, BlackBerry Work, BlackBerry Access, or custom BlackBerry Dynamics apps) and your on-premises BlackBerry UEM environments have not been configured to use the regionalized routing method before the global service is shut down, users will encounter outages using and activating BlackBerry Dynamics apps. In addition, BlackBerry Dynamics apps might become blocked or removed from devices.

Customers that are running BlackBerry UEM 12.19 are not impacted, but they can choose to run the SQL query provided below to verify that regionalization is enabled.

BlackBerry Enterprise Mobility Server (BEMS) is not impacted by this change. No action is required for BEMS.

Regionalization features have already been enabled for all BlackBerry UEM Cloud tenants. No action is required for UEM Cloud.

Recommendation

You can run the following Microsoft SQL Server query to determine whether the regionalization feature has been enabled in your on-premises BlackBerry UEM environments. If the result is False, follow the instructions to enable it below before May 31, 2024.

```
SELECT name, value
FROM obj_tenant_cfg_setting c (NOLOCK)
JOIN def_cfg_setting_dfn d (NOLOCK)
on c.id_setting_definition=d.id_setting_definition
WHERE d.name like '%regional%'
and id_tenant <> 0;
```

Example results

Name	Value
feature.dynamics.regionalization	**true**
feature.dynamics.regionalization.sent	true
feature.good.bcn.regionalization	true
feature.good.rgnp.regionalization	false

If **feature.dynamics.regionalization** is true, no additional actions are required.

If **feature.dynamics.regionalization** is false, you must complete one of the following actions below.

For customers running BlackBerry UEM 12.12 or earlier

To avoid loss of service for end users, you must upgrade to a supported version of BlackBerry UEM. Upgrading to version 12.19 is recommended. If you cannot upgrade to version 12.19, see the instructions to run the Regionalization Enablement Script for UEM versions 12.12.1 to 12.18.

For information about supported UEM versions, see the BlackBerry Enterprise Software Lifecycle guide. For information about supported upgrade paths, see the Installation content.

For customers running BlackBerry UEM 12.12.1 to 12.18

To avoid loss of service for end users, upgrade to BlackBerry UEM 12.19 as soon as possible. If it is not feasible to complete the upgrade, you must run the Regionalization Enablement Script. For instructions, see the following section.

For information about supported upgrade paths, see the Installation content.

For customers running BlackBerry UEM 12.12.1 to 12.18 that cannot upgrade to version 12.19

Complete the following steps to run the Regionalization Enablement Script:

1. Go to https://support.blackberry.com/community/s/downloads and log in with your *my*Account credentials.
2. In the **Product** drop-down list, select **BlackBerry UEM Tools**.
3. Beside **Regionalization Enablement SQL Script for KB 62796**, click **Download**.

   The .zip package contains two SQL scripts:

   - **regionalization_feature_enablement_with_checks_SQL2014_and_Lower.sql** - use this for older versions of Microsoft SQL Server.
   - **regionalization_feature_enablement_with_checks.sql** - use this for newer versions of Microsoft SQL Server.
4. Copy one of the scripts in the .zip file to a Microsoft SQL Server or a computer with Microsoft SQL Server Management Studio installed.
5. Connect to the UEM database using Microsoft SQL Server Management Studio.
6. Open the script so that you can edit it.
7. In the **Edit Section**, replace **<srpid>** with the SRP ID for the UEM instance:

   ```
   8.   SET @srpid     ='<srpid>';
   ```

   For instructions to find the SRP ID, see KB 2632.
8. Execute the script and review any outputs the script prints to the output window.

Note: After you run the script to enable regionalization, it may take up to 24 hours to apply the feature to UEM components that use it.

For customers using custom BlackBerry Dynamics apps

If your organization uses custom BlackBerry Dynamics apps that are developed outside of BlackBerry, you must ensure that the apps are built using BlackBerry Dynamics SDK 12.0 or later. For information about why SDK version 12.0 is required, see support articles 89628 and 63396.

For more information on end of support and end of technical support for the BlackBerry Dynamics SDK, see the BlackBerry Enterprise Software Lifecycle guide.

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