



Critical Issue Advisory

Samsung Knox Mobile and Android zero-touch enrollments fail after upgrading to BlackBerry UEM 12.17.1

Contents

Samsung Knox Mobile and Android zero-touch enrollments fail after upgrading to BlackBerry UEM 12.17.1..... 4

Legal notice..... 5

Samsung Knox Mobile and Android zero-touch enrollments fail after upgrading to BlackBerry UEM 12.17.1

Summary

After upgrading BlackBerry UEM to version 12.17.1, subsequent Samsung Knox Mobile Enrollment and Android zero-touch enrollments might fail.

Impact

- Samsung Knox Mobile Enrollment
- Samsung devices
- Android zero-touch enrollment
- BlackBerry UEM version 12.17.1

Resolution

Update the configuration JSON file in the Samsung Knox Mobile Enrollment or Android zero-touch enrollment portal. For more information, visit support.blackberry.com/community to read article 108125.

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