



BlackBerry UEM

Critical Issue Advisory

The BlackBerry UEM Client does not process any IT policy password complexity requirements on Android 12 devices activated on BlackBerry UEM 12.16 (EMM-150137)

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Summary

Google has made changes to how password policy rules are handled in Android 12. For more information about the changes, refer to the [information from Google](#). As a result of these changes, customers might notice that the UEM Client is not processing any IT policy updates related to password complexity requirements on Android 12 devices.

Impact

Note: This issue impacts only BlackBerry UEM 12.16; it does not affect earlier versions of BlackBerry UEM.

Administrators and device users might notice the following behavior changes:

- Any policy updates related to password complexity requirements are not processed when sent to Android 12 devices.
- After changes are made to the policies in BlackBerry UEM, and a reconciliation process occurs, users are not required to update their passwords as expected.
- In some cases, depending on their device type, users might see an option that allows them to skip updating their password.

In BlackBerry UEM, there are two password policy rules for Android devices that are related to this behavior:

Policy rule	Description
Password requirements	<ul style="list-style-type: none">• Specify the minimum requirements for a device password. If set to "Unspecified," a user does not need to set a password. If set to "Something," the user must set a password but there are no requirements for length or quality. If set to "Numeric," "Alphabetic," or "Alphanumeric," the password must contain at least the specified character types and can also include other character types. If set to "Complex," you can set specific requirements for different character types.• This rule has been deprecated in Android 12.0.
Password complexity	<ul style="list-style-type: none">• Specify the minimum complexity for the device password. Low complexity allows patterns and PINs with repeating or sequential values. Medium complexity requires PINs with no repeating or sequential values and a minimum length of 4 or a password with a minimum length of 4. High complexity requires PINs with no repeating or sequential values and minimum length of 8 or a password with a minimum length of 6.• This policy rule only applies to devices running Android 12.0 or later.

Additional information

- If the Password requirements policy rule is configured in UEM, it will not be sent to Android 12 devices; the Password complexity policy rule will be sent to Android 12 devices instead.

- On Android 12 devices, UEM Client version 12.40.0.157380 and earlier can only process the Password requirements policy rule. An upcoming version of the UEM Client will be able to process both the Password complexity and the Password requirements policy rules.
- Existing password policy rules that are already being enforced on Android 11 devices will not be impacted by this issue when the devices are upgraded to Android 12.
- This issue affects devices that are already on Android 12 and have changes made to the IT policy that contains the affected password policy rules. This issue will also affect new UEM activations for Android 12 users that have these policy rules applied.

Resolution

You can perform either of the following tasks to resolve the issue.

BlackBerry UEM on-premises and BlackBerry UEM Cloud

- In June 2022, BlackBerry will release an updated version of BlackBerry UEM 12.16 that resolves this issue for on-premises customers. BlackBerry UEM Cloud customers will be automatically upgraded to the fixed version when it becomes available.
- After the changes are made to the policies, a reconciliation process needs to occur before the changes will take affect. To trigger a reconciliation, administrators can edit the policy, make a minor change to it, then re-save it.
- For additional information, visit [support.blackberry.com.community](https://support.blackberry.com/community) to read KB97445. Customers can follow this article to stay informed about any future updates.

BlackBerry UEM Client

- In June 2022, BlackBerry will release an updated version of the UEM Client. To ensure that this issue is fixed, users must update to the new version when it is released.

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