



**Upgrades to BlackBerry Work
3.12 on Android 13 can disrupt
communication with older
Dynamics apps
Critical Issue Advisory**

February 2023

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Upgrading to BlackBerry Work 3.12 on Android 13 OS may disrupt inter-container communication with older BlackBerry Dynamics apps

Summary

On devices with Android 13 OS, if a user upgrades BlackBerry Work to version 3.12 and has other BlackBerry Dynamics apps on their device that use the BlackBerry Dynamics SDK version 10.2 or earlier, [inter-container communication](#) between BlackBerry Work and those BlackBerry Dynamics apps stops working.

Impact

This issue impacts Android 13 OS devices with custom BlackBerry Dynamics apps that use the BlackBerry Dynamics SDK for Android version 10.2 or earlier, or any of the following versions of the BlackBerry Dynamics apps for Android produced by BlackBerry:

- BlackBerry Dynamics version of BlackBerry Workspaces version 11.x or earlier
- BlackBerry Access version 3.4.0.120 or earlier
- BlackBerry Enterprise BRIDGE version 3.6.1.216 or earlier
- BlackBerry Connect version 3.9.0.105 or earlier
- BlackBerry Edit version 3.10.0.1 or earlier
- BlackBerry Notes version 3.9.1.3604 or earlier
- BlackBerry Tasks version 3.9.1.3604 or earlier

The disruption of inter-container communication impacts features that rely on communication with other BlackBerry Dynamics apps. For example, if a UEM administrator configured BlackBerry Work as the authentication delegate, operations such as easy activation, file transfer, and authentication will fail for the BlackBerry Dynamics app versions listed above. When authentication fails, a user will not be able to access and use the BlackBerry Dynamics app.

Resolution

BlackBerry recommends that users turn off auto-updates for BlackBerry Work until the other BlackBerry Dynamics apps on the device are upgraded to versions that are more recent than those listed above. Any custom BlackBerry Dynamics apps must be upgraded to a version that uses the BlackBerry Dynamics SDK 11.x or later.

If a user has already upgraded to BlackBerry Work version 3.12, they can restore inter-container communication with other BlackBerry Dynamics apps by upgrading those apps to versions more recent than those listed above.

As of February 2023 this issue impacts the most recent BlackBerry Dynamics version of the BlackBerry Workspaces app. BlackBerry is working to release a new version of the BlackBerry Workspaces app that uses the BlackBerry Dynamics SDK version 11.x. If your organization uses the BlackBerry Dynamics version of the BlackBerry Workspaces app, BlackBerry recommends at this time that you do not upgrade to BlackBerry Work 3.12 until BlackBerry releases a new version of the BlackBerry Workspaces app.

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BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

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