



BlackBerry Connectivity

Critical Issue Advisory

Customers must upgrade to the latest version of the BlackBerry Connectivity app for compatibility with upcoming updates to the BlackBerry Infrastructure (EID-17523)

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Update - May 6, 2022

This is a reminder that the BlackBerry Infrastructure will be upgraded soon. It is important to follow the recommended BlackBerry Connectivity client app updates outlined in this advisory to avoid any disruption of service due to the infrastructure upgrade.

Summary

After May 1, 2022, BlackBerry will be performing updates to its infrastructure. The updates require that all customers using the BlackBerry Connectivity app upgrade to the latest version for Android and iOS.

The BlackBerry Connectivity app allows Android and iOS devices to use BlackBerry Secure Connect Plus, the BlackBerry UEM component that provides a secure IP tunnel between apps and an organization's network. The secure IP tunnel gives users access to work resources behind their organization's firewall, while ensuring the security of data using standard protocols and end-to-end encryption.

Impact

Any user who has not updated to the latest versions of the BlackBerry Connectivity apps by May 1, 2022 will lose the app's functionality when BlackBerry applies the necessary updates to its infrastructure.

Resolution

To achieve compatibility with the updates to the BlackBerry Infrastructure, customers must upgrade to the latest versions of the BlackBerry Connectivity app:

App	Required Version	Released
BlackBerry Connectivity for Android	1.23.0.913	Dec 6, 2021
BlackBerry Connectivity for iOS	1.0.23.450	Dec 9, 2021

No action is required for customers that have already updated to these versions.

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