BlackBerry Connectivity

Critical Issue Advisory

Customers must upgrade to the latest version of the BlackBerry Connectivity app for compatibility because of an update to the BlackBerry Infrastructure (EID-17523)
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Legal notice.................................................................................................................................................. 5
Customers must upgrade to the latest version of the BlackBerry Connectivity app for compatibility because of an update to the BlackBerry Infrastructure (EID-17523)

Update - May 27, 2022

The BlackBerry Infrastructure was upgraded on May 26, 2022. Any user who has not updated to the latest versions of the BlackBerry Connectivity will have lost the app’s functionality and will need to reactivate.

Summary

On May 26, 2022, BlackBerry performed 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 will lose the app’s functionality now that BlackBerry has applied the necessary updates to its infrastructure and will need to reactivate.

Resolution

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

<table>
<thead>
<tr>
<th>App</th>
<th>Required Version</th>
<th>Released</th>
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</thead>
<tbody>
<tr>
<td>BlackBerry Connectivity for Android</td>
<td>1.23.0.913</td>
<td>Dec 6, 2021</td>
</tr>
<tr>
<td>BlackBerry Connectivity for iOS</td>
<td>1.0.23.450</td>
<td>Dec 9, 2021</td>
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No action is required for customers that have already updated to these versions.
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