



# **BlackBerry Connectivity**

## **Critical Issue Advisory**

Samsung devices running Android 10 require a new version of BlackBerry Connectivity (JI 2718479)

1.20.0.x



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# Samsung devices running Android 10 require a new version of BlackBerry Connectivity (JI 2718479)

## Summary

When Android 10 (Q) is released on select Samsung devices, users must upgrade to BlackBerry Connectivity version 1.21.0.x so the devices can connect to work resources. This update is required because of a namespaces change in Samsung KNOX Standard and Premium SDK in Android 10. For more information, refer to the details from Samsung: <https://developer.samsungknox.com/forum/-announcement/important-notice-reminder-transition-old-namespaces>

## Environment

- Samsung devices running Android 10 (KNOX 3.4.1)
- BlackBerry Connectivity (BSCP) 1.20.0.x and earlier

## Impact

Samsung devices running Android 10 that do not upgrade to BlackBerry Connectivity version 1.21.0.x will be unable to connect to work resources.

## Resolution

BlackBerry will be releasing a new version of BlackBerry Connectivity version 1.21.0.x during the week of November 11th, 2019. Users should upgrade to this version prior to upgrading their Samsung device to Android 10. If users install the Samsung Android 10 update before updating the BlackBerry Connectivity app, they can upgrade to BlackBerry Connectivity version 1.21.0.x and then reboot the device to regain connectivity to work resources.

If customers are uncertain if they are affected, BlackBerry recommends that users upgrade to BlackBerry Connectivity version 1.21.0.x to support all other features available with Android devices.

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