



# **BlackBerry Enterprise BRIDGE**

## **Critical Issue Advisory**

Compatibility with Android 12

3.4



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# BlackBerry Enterprise BRIDGE compatibility with Android 12

## Summary

BlackBerry Enterprise BRIDGE for Android version 3.4 is not compatible with Android 12.

## Impact

After upgrading to Android 12, users can't use BlackBerry Enterprise BRIDGE to transfer files between BlackBerry Dynamics apps and Microsoft Office apps. For example, if a user opens a file received as an email attachment in BlackBerry Work, they cannot use BlackBerry Enterprise BRIDGE to transfer the file to Microsoft Word, and the app interface will appear to not respond.

Also, users can't select a document from the document repository and use BlackBerry Enterprise BRIDGE to transfer the document to BlackBerry Work, and the app interface will appear to not respond.

## Recommendation

BlackBerry recommends that customers that want to continue to use BlackBerry Enterprise BRIDGE do not upgrade their devices to Android 12.

## Additional Information

For more information about compatibility for other BlackBerry apps and products, visit [support.blackberry.com/community](https://support.blackberry.com/community) to read article 83377.

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