

Compatibility Matrix

BlackBerry Collaboration Service and BlackBerry
Enterprise IM for Cisco app
in a BlackBerry UEM and BES12 environment

Version 4.0



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BlackBerry Collaboration Service and BlackBerry Enterprise IM app Compatibility Matrix

Introduction

The BlackBerry Collaboration Service provides an encrypted connection between your organization's instant messaging server and the BlackBerry Enterprise IM app on BlackBerry 10 devices so that users can start and manage instant messaging conversations on their devices. This guide lists the software that is supported by the BlackBerry Collaboration Service.

This guide is intended for administrators who are responsible for installing the BlackBerry Collaboration Service. Before using this guide, an administrator must install and configure BlackBerry UEM. For more information about installing BlackBerry UEM, see the [BlackBerry UEM Installation and upgrade content](#).

Legend

Abbreviation	Definition
NS	Not supported. BlackBerry does not support the configuration.
LS	Limited support. BlackBerry supports the configuration, but has not fully assessed the third-party component for compatibility.
Sup	Supported. BlackBerry supports the configuration.
O	Pending. BlackBerry does not yet support the configuration, but is currently assessing the third-party component for compatibility.

BlackBerry Collaboration Service

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Operating system

Operating system (64-bit)	12.6	12.5	12.4	12.3
Windows Server 2008 SP2	NS	NS	NS	NS
Windows Server 2008 R2 SP1	LS	LS	Sup	Sup
Windows Server 2012	Sup	Sup	Sup	Sup
Windows Server 2012 R2	Sup	Sup	Sup	Sup

BlackBerry UEM

	12.6	12.5	12.4	12.3
BES12 version 12.3	NS	NS	NS	Sup
BES12 version 12.4	NS	NS	Sup	NS
BES12 version 12.5	NS	Sup	Sup	NS
BlackBerry UEM version 12.6	Sup	NS	NS	NS

Java Runtime Environment

Java Runtime Environment (JRE)	12.6	12.5	12.4	12.3
JRE 8u60	NS	NS	NS	Sup*
JRE 8u65	NS	NS	Sup*	Sup ¹
JRE 8u71	NS	NS	Sup ¹	Sup ¹
JRE 8u73	NS	NS	Sup ¹	Sup ¹
JRE 8u77	NS	NS	Sup ¹	Sup ¹
JRE 8u91	NS	Sup*	Sup ¹	Sup ¹

Java Runtime Environment (JRE)	12.6	12.5	12.4	12.3
JRE 8u111	Sup*	Sup ¹	Sup ¹	Sup ¹

¹ Support for JRE 8 and later requires manual configuration. For instructions on how to upgrade your environment to use JRE 8 or later, visit support.blackberry.com/kb to read KB37042.

*JRE version that is included with the setup application.

Instant messaging service

Microsoft	12.6	12.5	12.4	12.3
Microsoft Office Communications Server 2007 R2	NS	NS	NS	NS
Microsoft Lync Server 2010	Sup	Sup	Sup	Sup
Microsoft Lync Server 2013	Sup	Sup	Sup	Sup
Skype for Business	Sup	Sup	Sup	Sup

IBM	12.6	12.5	12.4	12.3
IBM Sametime 8.5	NS	NS	NS	NS
IBM Sametime 8.5.2	LS	LS	LS	LS
IBM Sametime 9	Sup	Sup	Sup	Sup

BlackBerry Enterprise IM app for BlackBerry 10

BlackBerry 10 operating system

	3.3	3.2	3.1.3	3.1.2	3.1.1	3.1	3.0.1	3.0
BlackBerry 10 OS version 10.2.1	NS	NS	Sup	Sup	Sup	Sup	Sup	Sup
BlackBerry 10 OS version 10.3	NS	NS	Sup	Sup	Sup	Sup	Sup	Sup
BlackBerry 10 OS version 10.3.1	Sup	Sup ¹	Sup	Sup	Sup	Sup	Sup	Sup
BlackBerry 10 OS version 10.3.2	Sup	Sup ¹	Sup	Sup	Sup	Sup	Sup	Sup

¹ Support for Certificate Based Authentication requires BES12 version 12.3, BlackBerry 10 OS version 10.3.1 or later, and BlackBerry Enterprise IM app 3.2.0.

Instant messaging service

Microsoft	3.3	3.2	3.1.3	3.1.2	3.1.1	3.1	3.0.1	3.0
Microsoft Office Communications Server 2007 R2	NS	NS	Sup	Sup	Sup	Sup	Sup	Sup
Microsoft Lync Server 2010	Sup	Sup	Sup	Sup	Sup	Sup	Sup	Sup
Microsoft Lync Server 2013	Sup	Sup	Sup	Sup	Sup	Sup	Sup	Sup
Skype for Business	Sup	Sup	NS	NS	NS	NS	NS	NS
IBM	3.3	3.2	3.1.3	3.1.2	3.1.1	3.1	3.0.1	3.0
IBM Sametime 8.5	NS	NS	Sup	Sup	Sup	Sup	Sup	Sup
IBM Sametime 8.5.2	LS	LS	Sup	Sup	Sup	Sup	Sup	Sup
IBM Sametime 9	Sup	Sup	Sup	Sup	NS	NS	NS	NS

BlackBerry Enterprise IM for Cisco app

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BlackBerry UEM

	4.0
BES12 version 12.3	Sup
BES12 version 12.4	Sup
BES12 version 12.5	Sup
BlackBerry UEM version 12.6	Sup

BlackBerry 10 operating system

	4.0
BlackBerry 10 OS version 10.2.1	Sup
BlackBerry 10 OS version 10.3	Sup ¹
BlackBerry 10 OS version 10.3.1	Sup ¹
BlackBerry 10 OS version 10.3.2	Sup ¹

¹ Support for this BlackBerry 10 OS version requires BlackBerry Enterprise IM for Cisco app 4.0.1 or later.

Unified communications service

Cisco	4.0
Cisco Unified Presence 8.6.x and Cisco WebEx Messenger	Sup
Cisco Unified Presence 9.x and Cisco WebEx Messenger	0

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