



BlackBerry Enterprise Mobility Server Critical Issue Advisory

BlackBerry's products will be affected by Microsoft retiring Skype for Business Online on July 31, 2021

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Summary

As of July 31, 2021, Microsoft will be retiring Skype for Business Online and disabling it for existing Office 365 customers. These customers must migrate to Microsoft Teams before this date. BlackBerry customers should also be aware that BEMS Connect and Presence are not supported for use with Microsoft Teams.

Impact

When Microsoft retires Skype for Business Online on July 31, 2021, BlackBerry customers that have not yet migrated to Microsoft Teams should expect to see a variety of error messages and timeouts in the products listed above, as the Skype for Business endpoint will no longer be reachable.

No workarounds or troubleshooting can be used to restore connectivity to Skype for Business Online after July 31, 2021. Customers that wish to use Microsoft Teams in conjunction with BlackBerry security can use the native Microsoft Teams app for iOS and Android over BlackBerry Secure Connect Plus (BSCP). Information about BSCP can be found in the [BlackBerry UEM Administration Guide](#).

Resolution

BlackBerry's support for Microsoft Teams is outlined in [KB61984: BlackBerry Support for Microsoft Teams](#).

BlackBerry's support for Microsoft Skype for Business online is outlined in [KB38701: BlackBerry Support for Microsoft Skype for Business Online or Lync Online](#).

BlackBerry has no current plans to increase its support for Microsoft Teams within BlackBerry apps and services.

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Published in Canada