



# **BlackBerry UEM Client**

## **Critical Issue Advisory**

TLS 1.2 is becoming the minimum protocol version for communication between BlackBerry UEM Client for Android and server (JI 2652922)



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# TLS 1.2 is becoming the minimum protocol version for communication between BlackBerry UEM Client for Android and BlackBerry UEM server (JI 2652922)

## Summary

The early 2020 release of BlackBerry UEM Client for Android will enforce TLS 1.2 as the minimum security version for communication between device and server.

Previously, this enforcement was not possible because of backwards compatibility requirements between older versions of BlackBerry UEM and the UEM Client. BlackBerry UEM 12.7.2, which reached end of support March 29, 2019, was the last version of UEM that supported TLS 1.1.

## Impact

When the new UEM Client is released, devices that upgrade and that still connect to most UEM 12.7.2 or earlier builds, will be unable to communicate with the UEM server unless you apply a fix to the server. For more information, refer to the Recommendation section below.

New Android device activations will not work. Configuration updates to apps or IT policies will not arrive on the device. Also, devices cannot retrieve pending commands from the UEM server. This might result in a breach of compliance rules and the work profile of the devices might get wiped.

## Recommendation

To ensure that the minimum security version for communication between device and server is TLS 1.2, you must either upgrade your organization's UEM instances to version 12.8.1 or later or implement a fix. You must also upgrade the UEM Client on user's Android devices when the UEM Client version planned for early 2020 is released. Before you perform either option, visit [docs.blackberry.com](https://docs.blackberry.com) and review the following BlackBerry UEM documents:

- Planning Guide
- Configuration Guide
- Release Notes
- Performance Calculator

**Option 1:** Plan to upgrade or migrate to BlackBerry UEM 12.8.1 or later – You can either set up a new BlackBerry UEM server environment or upgrade your current BlackBerry UEM instance.

**Option 2:** Apply a fix - Use the BlackBerry UEM Configuration Tool to apply the fix to BlackBerry UEM. For more information about the fix and downloading the BlackBerry UEM Configuration Tool, visit [support.blackberry.com/community](https://support.blackberry.com/community) to read article 36443. Fixes for BlackBerry UEM 12.5.x, 12.6.x, and 12.7.x are currently available.

## Additional information

Customers that have already addressed this issue for their organization's iOS devices do not need to perform any further actions for those devices.

You must upgrade Windows 8 devices to Windows 10 if possible, or the device must be replaced.

Note that the one BlackBerry UEM 12.7.2 build that is unaffected is "3.33.79-snapshot". To see the version of UEM that you are using, go to Control Panel > Add/Remove programs and highlight BlackBerry UEM.

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BlackBerry Limited  
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Canada N2K 0A7

BlackBerry UK Limited  
200 Bath Road  
Slough, Berkshire SL1 3XE  
United Kingdom

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