



# **BlackBerry UEM Client**

## **Critical Issue Advisory**

TLS 1.2 is becoming the minimum protocol version for communication between BlackBerry UEM Client and server (JI 2641065)



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# TLS 1.2 is becoming the minimum protocol version for communication between BlackBerry UEM Client and server (JI 2641065)

## Summary

The next major release of BlackBerry UEM Client for iOS, which is currently planned for the spring of 2019, will enforce TLS 1.2 as the minimum security version for communication between device and server. This change is planned for BlackBerry UEM Client for Android in a later release.

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 reaches end of support March 29, 2019, is the last version of UEM that supports 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 iOS 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 perimeter of the devices might get wiped.

## What Software/Environment is not impacted?

- BlackBerry UEM 12.7.2 (3.33.79-snapshot) and later - To see the version of UEM that you are using, go to **Control Panel > Add/Remove programs** and highlight BlackBerry UEM.
- BlackBerry UEM Cloud
- Good Dynamics Standalone (Good Control and Good Proxy only)
- iOS and Android devices that are not enrolled with the BlackBerry UEM Client
- Good for Enterprise

## 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 BlackBerry UEM instances to version 12.8.1 or later or implement a fix. You must also upgrade the UEM Client on user's iOS devices to the version planned for spring of 2019. 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. Note that BlackBerry UEM 12.8 supports TLS 1.2, so if you are running BlackBerry UEM 12.8 you do not need to upgrade to BlackBerry UEM 12.8.1.

**Option 2- Apply a fix:** Download the latest version BlackBerry UEM Configuration Tool that contains a new option called 'Enable TLS 1.2'. Run the tool and execute the option 'Enable TLS 1.2' 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.

Although the change to the BlackBerry UEM Client for Android is coming in a later release, BlackBerry recommends upgrading your organization's BlackBerry UEM instances to version 12.8.1 or later in preparation for this update.

**Note:** If you run the BlackBerry UEM Configuration Tool on BlackBerry UEM 12.8 or later, the Enable TLS 1.2 option will not display because the tool detects that these versions of UEM already have TLS 1.2 enabled.

### **Additional information**

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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