



BlackBerry UEM

Critical Issue Advisory

The BlackBerry World for Work Client Certificate expires May 30th, 2020

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Summary

The root certificate used to establish secure communication channels from BlackBerry 10 devices to the BlackBerry World service expires on May 30th, 2020. Once the certificate expires, the BlackBerry World for Work app will not be able to establish a communications channel with the BlackBerry World server.

Impact

After May 30th, 2020, the BlackBerry World for Work app on BlackBerry 10 devices will not be able to establish a trusted connection to the BlackBerry World server and its inventory of apps. BlackBerry World functionality will be impacted if steps are not taken. The root certificates used to establish secure communication channels are stored on the device and therefore a device side change is required.

Recommendation

If you require access to BlackBerry World for Work after May 30th, 2020, you must download, and install a new copy of the app, and change the app's disposition to Required.

- To download the app, click [here](#).
- For more information about adding the app to the app list, see the [Add an internal app to the app list](#) topic.
- For more information about changing the app's disposition, see the [Change whether an app is required or optional](#) topic.

Resolution

An updated certificate has been added to the BlackBerry World for Work app so that it will be able to authenticate with the BlackBerry World server after May 30th, 2020, when the current certificate expires.

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