



BlackBerry UEM

Critical Issue Advisory

Devices cannot connect through BlackBerry Secure Connect Plus after a Java upgrade

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Devices cannot connect through BlackBerry Secure Connect Plus after a Java upgrade

Summary

After upgrading Java to version 8 update 261 on a BlackBerry UEM server, devices that use the BlackBerry Secure Connect Plus service to access resources might not connect. The BlackBerry Secure Connect Plus service might display as “Stopped” in the Windows Services on the BlackBerry UEM server.

Impacted products

BlackBerry UEM environments with the following Java Runtime versions:

- Oracle Java Runtime Environment 8 Update 261
- Zulu Java Runtime Environment 8 Update 262 bundle 17 (8.48.0.49) and later

Devices with the following configurations might be impacted:

- Android Enterprise
- Samsung KNOX
- iOS per-app VPN with BlackBerry Secure Connect Plus
- iOS all apps VPN with BlackBerry Secure Connect Plus
- BlackBerry 10

Resolution

For more information, visit support.blackberry.com/community to read article 67673.

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BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

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