



BlackBerry UEM Cloud

Critical Issue Advisory

BlackBerry Dynamics apps can no longer connect through BlackBerry Proxy (JI 2646268)

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Impact

The new version of BlackBerry UEM Cloud that was released in November 2018 might not be fully compatible with BlackBerry Connectivity Node version 2.3. This compatibility issue affects BlackBerry Dynamics apps.

Administrators might notice the following:

- The BlackBerry Proxy host does not display in the management console under Settings > BlackBerry Dynamics > Clusters.
- Devices cannot enroll new BlackBerry Dynamics apps.
- After the BlackBerry Proxy service or host is restarted, some BlackBerry Dynamics apps data flows, such as BlackBerry Work email, might be impacted.

Recommendation

Upgrade your organization's BlackBerry Connectivity Node to version 2.4

To download the BlackBerry Connectivity Node software, [click here](#).

For more information, visit support.blackberry.com to read [KB53554](#).

Resolution

A future release of the BlackBerry UEM Cloud will address this issue.

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