



BlackBerry apps

Critical Issue Advisory

BlackBerry apps compatibility with Android 13

Contents

BlackBerry apps compatibility with Android 13..... 4

Legal notice..... 5

BlackBerry apps compatibility with Android 13

Summary

BlackBerry provides updates for its apps so that they are compatible with the latest yearly Android OS releases. Users updating to Android 13 should be aware of some considerations when installing the latest app releases from BlackBerry.

Impact

The Android 13 release introduces a new runtime permission for app notifications. Users are now required to grant the Notification Runtime Permission to allow apps to post notifications. This permission is critical to all BlackBerry apps that rely on notifications as part of their functionality.

Affected BlackBerry apps

- BlackBerry Access 3.4 and earlier
- BlackBerry Connect 3.9 and earlier
- BlackBerry Notes 3.9 and earlier
- BlackBerry Tasks 3.9 and earlier
- BlackBerry UEM Client 12.40.1 and earlier
- BlackBerry Work 3.10 and earlier
- BlackBerry Workspaces 11.5 and earlier
- BlackBerry Edit 3.10 and earlier
- BlackBerry Connectivity 1.23.0.913 and earlier
- BBM Enterprise 2.7.0.2118 and earlier
- BlackBerry AtHoc 7.15 and earlier
- CylancePROTECT Mobile app 1.14.0.22 and earlier

Resolution

When installing the latest BlackBerry app on a device that is running Android 13, users will be asked to allow the app to send them notifications. To ensure that the affected BlackBerry app works correctly, users must select Allow, which ensures that all notifications for the app are received correctly.

If this permission is not granted during setup, users can go to the "App Info" screen for the app, tap Permissions, and enable the Notification permission later.

If the CylancePROTECT Mobile app is installed after upgrading device to Android 13, the user must close the main screen after the activation and reopen the app so that they can grant the Notification Permission.

Starting September of 2022, BlackBerry will release versions of the apps that allow users to either accept the Notification Runtime Permission during app activation, or in the case of BlackBerry Dynamics apps that do not use notifications, users will not have to accept the permission.

Additional Information

Note that if an app is already running and has a notification channel created, and the user hasn't turned off notifications for the app, when they upgrade to Android 13, the permission will be pre-granted. For more information, see the [information from Google](#).

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