



BlackBerry UEM

Critical Issue Advisory

The BlackBerry Secure Connect Plus service prevents network connectivity to BlackBerry UEM after June 14, 2022 Windows cumulative update (KB99232)

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The BlackBerry Secure Connect Plus service prevents network connectivity to BlackBerry UEM after the June 14, 2022 Windows cumulative updates (KB99232)

Summary

Update July 15, 2022: Updated the Resolution section to direct customers to the rollup builds for the affected Windows servers.

On June 14, 2022, Microsoft released the following cumulative updates:

- Windows Server 2012 (KB5014746)
- Windows Server 2016 (KB5014702)
- Windows Server 2019 (KB5014692)
- Windows Server 2022 (KB5014678)

If any of these updates have been installed on a BlackBerry UEM server that is running the BlackBerry Secure Connect Plus service, then network connectivity to BlackBerry UEM will be affected.

For more information, visit support.blackberry.com to read article 99232.

Impact

If any of these updates have been installed, the following might occur:

- The BlackBerry Secure Connect Plus service cannot connect to the BlackBerry Infrastructure
- Active RDP sessions will be disconnected and RDP will be unable to connect
- Websites hosted on the server cannot be accessed
- SMB file shares cannot be accessed
- Services cannot connect to a remote SQL Server

Resolution

Microsoft has released monthly rollup builds that address the network connectivity issue when BSCP is running alongside the June cumulative update. BlackBerry Technical Support Services has tested these updates and confirmed their viability. These updates can be accessed from Microsoft. For more information, refer to the following links:

- [Windows Server 2012 \(KB5015863\)](#)
- [Windows Server 2012 R2 \(KB5015874\)](#)
- [Windows Server 2016 \(KB5015808\)](#)
- [Windows Server 2019 \(KB5015811\)](#) - This security update includes improvements that were a part of update KB5014669.
- [Windows Server 2022 \(KB5015827\)](#) - This security update includes improvements that were a part of update KB5014665.

Additional information

If an uninstall of the updates does not resolve the issue, contact [BlackBerry Technical Support Services](#) for assistance.

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Published in Canada