



BlackBerry UEM

Critical Issue Advisory

The global IP ranges are being updated for BlackBerry UEM Core, BlackBerry Proxy and BlackBerry Secure Connect Plus

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Summary

On August 19, 2022, BlackBerry will be adding additional global IP ranges for BlackBerry UEM Core, BlackBerry Proxy, and BlackBerry Secure Connect Plus.

Impact

BlackBerry will be removing some existing IP ranges after August 19, 2022. If you do not update your organization's firewall rules with the new IP ranges by August 19, 2022, users might encounter symptoms such as not being able to browse the intranet, or receive email.

Recommendation

To avoid any loss of service, customers should update their organization's firewall rules and add the new IP ranges before BlackBerry adds the additional global IP ranges on August 19, 2022. For information about updating the IP ranges, visit support.blackberry.com to read article 36470.

The new IP ranges will be:

EMEA

- 20.31.194.160/29
- 20.223.121.168/29

APAC

- 20.24.116.64/29
- 20.198.205.208/29

Canada/LATAM

- 20.116.139.104/29
- 52.229.69.64/29

USA

- 20.84.181.104/29
- 20.96.255.112/29

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Published in Canada