BlackBerry UEM
Critical Issue Advisory

The native iOS and iPadOS Mail and Calendar apps no longer synchronize after the device is upgraded to iOS 15.4 or iPadOS 15.4 if you are using BlackBerry Secure Gateway (EMM-149760)

12.14 and later
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Important note

Apple has not released the final versions of iOS 15.4 or iPadOS 15.4. Therefore, BlackBerry does not yet officially support iOS or iPadOS 15.4. To review the operating system versions that BlackBerry currently supports, customers should refer to the applicable compatibility matrixes.

Summary

After users upgrade to iOS 15.4 or iPadOS 15.4, the native iOS and iPadOS Mail and Calendar apps do not synchronize if you are using the BlackBerry Secure Gateway to provide a secure connection through the BlackBerry Infrastructure and BlackBerry UEM to your organization’s mail server.

Impact

In iOS15.4, Apple removed multiple cipher suites, including TLS_ECDHE_ECDSA_WITH_AES_256_CBC_SHA384. The synchronization issue occurs because the affected users are configured to use the BlackBerry Secure Gateway service, which uses the cipher suite TLS_ECDHE_ECDSA_WITH_AES_256_CBC_SHA384, and a necessary SSL handshake is failing between the BlackBerry Secure Gateway service and the users’ iOS 15.4 and iPadOS 15.4 devices.

Resolution

Upgrade to the following versions of BlackBerry UEM before upgrading your users’ devices to iOS 15.4 or iPadOS 15.4:

<table>
<thead>
<tr>
<th>Version</th>
<th>Details</th>
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<tbody>
<tr>
<td>BlackBerry UEM 12.14</td>
<td>Customers that are running UEM 12.14 can log in to myAccount and download BlackBerry UEM version 12.14 QF6 to address this issue.</td>
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<tr>
<td>BlackBerry UEM 12.15</td>
<td>Customers that are running UEM 12.15 can log in to myAccount and download BlackBerry UEM version 12.15 QF4 to address this issue.</td>
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For more information about this issue, visit support.blackberry.com to read KB93016.
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