



**BlackBerry Protect Desktop
Agent 1580 for Windows
Critical Issue Advisory**

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Best practices for deploying BlackBerry Protect Desktop 1580 for Windows

Summary

BlackBerry Protect Agent for Windows version 2.1.1580 introduces two important features:

- Memory protection enhancements (Memory Protection v2) and new memory protection violation types: Memory Protection v2 applies new capabilities (memory definition v. 2) to both new and existing violation types. These new capabilities result in the generation of more events than in previous releases.
- Script control enhancements (Script Control v2) and additional support for Python (supports Python version 2.7 and 3.0 - 3.8) and .NET DLR (e.g., IronPython) scripts.

For more information, see the [BlackBerry Protect Desktop Agent version 1580 Release Notes for Windows](#).

Impact

Although BlackBerry tested extensively to validate the new features related to Memory Protection v2 and Script Control v2, in certain circumstances some applications and/or script may be blocked due to the new code base and methodology.

Recommendation

BlackBerry recommends that you validate BlackBerry Protect Agent for Windows version 1580 in a test environment before deploying it in a production environment.

All zones and environments that use Microsoft Windows endpoints must not have **Auto-Update** or version **2.1.1580** configured when BlackBerry Protect Agent for Windows version 1580 is released, otherwise the agents on these endpoints will be automatically upgraded.

- Disable the Auto-Update feature and test BlackBerry Protect Agent for Windows version 1580 in a test environment. For more information visit support.blackberry.com to read article 65339.
- Ensure that the Agent Version field under **UES console > Settings > Update** is not 2.1.1580 for environments/ Zones with Windows endpoints. Version 2.1.1580 should be selected only for environments/Zones with Linux and macOS devices.
- Create different Zone Rules for Windows endpoints and Linux and macOS endpoints and assign different versions and settings in the management console.

Testing steps

- When testing BlackBerry Protect Agent for Windows version 1580, make sure all new and existing Memory Protection violation types are enabled in Alert mode to avoid blocking or terminating applications based on false positives or process failures.
- Once you determine that processes are not being blocked, you can change the violation types to Block or Terminate.
- If a safe app or valid script is blocked, open a ticket with BlackBerry Technical Support so that BlackBerry can investigate the issue and apply the proper corrective action into the new memory definition code. BlackBerry Technical Support may create an exception to allow the app, script, or application calling the script while they investigate the issue.

Related knowledge base articles

- [Known Incompatibilities for BlackBerry Protect Memory Protection v.2 and Script Control version v.2 \(Protect 1580 and later\) \(KB 83016\)](#)
- [Windows computer becomes unresponsive when using Memory Protection with BlackBerry Protect 1580 and later \(KB 88218\)](#)
- [How to add exclusions for Memory Protection \(KB 66545\)](#)
- [How do I add exclusions for specific folders? \(KB 66597\)](#)
- [Cylance Exclusions and When to Use Them \(KB66581\)](#)
- [Script Control \(KB 66567\)](#)
- [Script Control Exclusions - Wildcard Support \(KB 66543\)](#)
- [An increased amount of processes are blocked after deploying BlackBerry Protect version 2.1.1580 \(KB 84383\)](#)

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