



BlackBerry UEM

Compatibility Matrix

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Introduction

The compatibility matrix contains the latest information about BlackBerry UEM (on-premises and cloud) compatibility with third-party products and services.

Unless otherwise stated, maintenance releases (for example, 12.13.1) have the same system requirements and support levels as their related major release (for example, 12.13).

For information about compatibility for mobile and desktop operating systems and enterprise apps, [see the Mobile/Desktop OS and Enterprise Apps Compatibility Matrix](#).

For information about installing BlackBerry UEM, [see the Installation and upgrade content](#).

BlackBerry UEM supports only the standard character set (non-unicode).

BlackBerry Connectivity Node

You must have the latest version of the BlackBerry Connectivity Node installed. For more information, see the on-premises [Installation content](#) or the cloud [Configuration content](#).

Legend

Abbreviation	Definition
NS	Not supported. BlackBerry does not support the configuration.
LS	Limited support. BlackBerry supports the configuration, but has not fully assessed the third-party component for compatibility.
Sup	Supported. BlackBerry supports the configuration.
O	Pending. BlackBerry does not yet support the configuration, but is currently assessing the third-party component for compatibility.

BlackBerry UEM server

The following section lists third-party software that is compatible with BlackBerry UEM.

Operating system

You can install BlackBerry UEM on English, French, Spanish, or German implementations of the operating system.

BlackBerry UEM does not support in-place upgrades of Windows Server OS. For more information, visit support.blackberry.com/community to read article 37270.

Supported Active Directory schema for BlackBerry UEM Cloud are the same as the OS versions.

Operating system (64-bit)	Cloud	12.16	12.15	12.14	12.13
Windows Server 2012	LS	LS	LS	LS	LS
Windows Server 2012 R2	LS	LS	LS	LS	LS
Windows Server 2016	Sup	Sup	Sup	Sup	Sup
Windows Server 2019	Sup	Sup	Sup	Sup	Sup
Windows Server 2022	0	0	NS	NS	NS

Company Directory Services supported with the BlackBerry Connectivity Node (Cloud only)

For more information, see the cloud [Configuration content](#).

Company directory service	
Microsoft Active Directory	Sup
Microsoft Azure Active Directory	Sup
IBM Domino LDAP	Sup
Novell GroupWise LDAP	Sup

Database server

Local Microsoft SQL Server implementations must use the 64-bit database server. Remote Microsoft SQL Server implementations can use either 64-bit or 32-bit database servers.

Database server	Cloud	12.16	12.15	12.14	12.13
Microsoft SQL Server 2012	-	LS	LS	LS	LS
Microsoft SQL Server 2014	-	LS	LS	LS	LS
Microsoft SQL Server 2016	-	Sup	Sup	Sup	Sup
Microsoft SQL Server 2017	-	Sup ¹	Sup ¹	Sup ¹	Sup ¹
Microsoft SQL Server 2019	-	Sup	Sup	Sup	Sup

¹The Express version of this version of Microsoft SQL Server is bundled with the setup application for this release.

Browser

The following table lists the supported browsers and versions to access the BlackBerry UEM console.

Browser	Cloud	12.16	12.15	12.14	12.13
Microsoft Edge	Sup	Sup	Sup	Sup	Sup
Mozilla Firefox	Sup	Sup	Sup	Sup	Sup
Google Chrome	Sup	Sup	Sup	Sup	Sup
Safari 7 for Mac +	Sup	Sup	Sup	Sup	Sup

Java Runtime Environment

For information on how to upgrade JRE on BlackBerry UEM, visit support.blackberry.com/community to read article 37393.

Oracle Java SE Runtime Environment software is not packaged with BlackBerry UEM. For more information, visit support.blackberry.com/community to read article 54036.

Open JDK 8-based builds that are compatible with Java SE 8 are supported as an alternative to using Oracle JRE 8. For more information, visit support.blackberry.com/community to read article 52117.

Java Runtime Environment (JRE)	Cloud	12.16	12.15	12.14	12.13
JRE 7 (latest update version, 64-bit)	NS	NS	NS	NS	NS
JRE 8 (latest update version, 64-bit) ^{1 2}	Sup	Sup	Sup	Sup	Sup

¹ BlackBerry UEM has compatibility issues with JRE 8u291 and JRE 8u292. For more information, see [Critical Issue Advisory: JRE versions 8u291 and 8u292 have compatibility issues with BlackBerry UEM 12.12 and later](#).

² BlackBerry UEM has compatibility issues with JRE 8u331. For more information, see [KB97875](#).

BlackBerry Enterprise Mobility Server

	Cloud ¹	12.16	12.15	12.14	12.13
BlackBerry Enterprise Mobility Server 3.1	Sup	Sup	Sup	Sup	Sup
BlackBerry Enterprise Mobility Server 3.2	Sup	Sup	Sup	Sup	Sup
BlackBerry Enterprise Mobility Server 3.3	Sup	Sup	Sup	Sup	Sup
BlackBerry Enterprise Mobility Server 3.4	Sup	Sup	Sup	Sup	Sup

¹ The BlackBerry Connectivity Node must be installed for BlackBerry UEM Cloud to communicate with an on-premises BlackBerry Enterprise Mobility Server. For more information, see [Configuring an on-premises BEMS in a BlackBerry UEM Cloud environment](#).

BlackBerry Enterprise Identity

The following table lists the supported BlackBerry Enterprise Identity versions.

BlackBerry Enterprise Identity version	Cloud	12.16	12.15	12.14	12.13
BlackBerry Enterprise Identity for BlackBerry UEM version 1.2	-	Sup	Sup	Sup	Sup

BlackBerry 2FA

For more details about compatibility with BlackBerry UEM Cloud, see the [BlackBerry 2FA Compatibility Matrix](#).

BlackBerry 2FA plug-in	Cloud	12.16	12.15	12.14	12.13
BlackBerry 2FA 3.2	Sup	Sup	Sup	Sup	Sup
BlackBerry 2FA 3.4	Sup	Sup	Sup	Sup	Sup

BlackBerry Workspaces

For more information about BlackBerry Workspaces compatibility, see [the BlackBerry Workspaces plug-in for BlackBerry UEM Compatibility matrix](#).

BlackBerry Workspaces plug-in	Cloud	12.16	12.15	12.14	12.13
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.9	-	NS	NS	NS	Sup
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.10	-	NS	NS	Sup	NS
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.10.2	-	Sup	Sup	NS	NS

Enterprise activation types

Samsung Knox

Samsung Knox is the enhanced management capabilities that Samsung provides for Samsung Galaxy devices.

Note: For details on supported Knox Workspace devices, visit <https://www.samsungknox.com/en/knox-supported-devices/knox-workspace>.

Note: Samsung Knox activation types will be deprecated in a future release. Devices that support Knox Platform for Enterprise can be activated using the Android Enterprise activation types. For more information, visit support.blackberry.com/community to read article 54614.

Knox Workspace (Premium)	Cloud	12.16	12.15	12.14	12.13
Knox 3.2 ¹	Sup	Sup	Sup	Sup	Sup
Knox 3.2.1 ¹	Sup	Sup	Sup	Sup	Sup
Knox 3.3 ¹	Sup	Sup	Sup	Sup	Sup
Knox 3.4	Sup	Sup	Sup	Sup	Sup
Knox 3.4.1	Sup	Sup	Sup	Sup	Sup
Knox 3.5	Sup	Sup	Sup	Sup	Sup
Knox 3.6	Sup	Sup	Sup	Sup	Sup
Knox 3.7	Sup	Sup	Sup	Sup	Sup
Knox 3.8	Sup	Sup	Sup	Sup	Sup

¹ There are known compatibility issues with Knox 3.2 and 3.3. For more information, visit support.blackberry.com/community to read article 55102.

Android

Work and personal - user privacy and Work space only	Cloud	12.16	12.15	12.14	12.13
Android OS 9.0	Sup	Sup	Sup	Sup	Sup
Android OS 10	Sup	Sup	Sup	Sup	Sup
Android OS 11	Sup	Sup	Sup	Sup	Sup
Android OS 12	Sup	Sup	Sup	Sup	Sup

Work and personal - full control	Cloud	12.16	12.15	12.14	12.13
Android OS 9.0	Sup	Sup	Sup	Sup	Sup
Android OS 10	Sup	Sup	Sup	Sup	Sup
Android OS 11	Sup	Sup	Sup	Sup	Sup
Android OS 12	Sup	Sup	Sup	Sup	Sup

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