



Cylance Endpoint Security Compatibility Matrix

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Cylance Endpoint Security compatibility matrix

This guide provides the compatibility information for the Cylance Endpoint Security desktop agents and the CylancePROTECT Mobile app:

- [CylancePROTECT Desktop agent](#)
- [CylancePROTECT Mobile app](#)
- [CylanceOPTICS agent](#)
- [CylanceGATEWAY Desktop agent](#)
- [CylanceAVERT agent](#)
- [CylancePERSONA Desktop agent](#)

CylancePROTECT Desktop agent

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well. For details on any exceptions, see the [Legacy OS support page](#).

For more information about CylancePROTECT Desktop requirements, refer to the [Requirements documentation](#).

Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

Microsoft

| OS | 3.1 | 3.0 | 1584 | 1580 | 1574/1578 |
|--|-----|-----|------|------|-----------|
| Windows Server 2022 (Standard, Data Center & Server Core) | Sup | Sup | Sup | NS | NS |
| Windows Server 2019 (Standard, Data Center & Server Core) | Sup | Sup | Sup | Sup | Sup |
| Windows Server 2016 (Standard, Data Center, Essentials & Server Core) | Sup | Sup | Sup | Sup | Sup |
| Windows Server 2012 R2 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation) | Sup | Sup | Sup | Sup | Sup |
| Windows Server 2012 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation) | Sup | Sup | Sup | Sup | Sup |
| Windows 11 (22H2) | Sup | Sup | NS | NS | NS |
| Windows 11 (21H2) | Sup | Sup | Sup | NS | NS |
| Windows 10 (22H2) | Sup | NS | NS | NS | NS |
| Windows 10 (21H2) | Sup | Sup | Sup | NS | NS |
| Windows 10 (21H1) | Sup | Sup | Sup | Sup | NS |
| Windows 10 (20H2) | Sup | Sup | Sup | Sup | Sup |

| OS | 3.1 | 3.0 | 1584 | 1580 | 1574/1578 |
|------------------------|-----|-----|------|------|-----------|
| Windows 10 (2004) | NS | Sup | Sup | Sup | Sup |
| Windows 10 (1809 LTSC) | Sup | Sup | Sup | Sup | Sup |
| Windows 8.1 | Sup | Sup | Sup | Sup | Sup |
| Windows 7 | Sup | Sup | Sup | Sup | Sup |

Apple

| OS | 3.1 | 3.0 | 1590 | 1580 |
|------------------------|-----|-----|------|------|
| macOS 13 (Ventura) | Sup | NS | NS | NS |
| macOS 12 (Monterey) | Sup | Sup | NS | NS |
| macOS 11 (Big Sur) | Sup | Sup | Sup | Sup |
| macOS 10.15 (Catalina) | Sup | Sup | Sup | Sup |

Linux

For a list of supported Linux drivers and kernels, download the spreadsheet [here](#).

| OS | 3.1 | 3.0 | 1590 | 1580 |
|-------------------------------------|------------------|-----|------|------|
| Ubuntu | | | | |
| Ubuntu 22.04 LTS | Sup | NS | NS | NS |
| Ubuntu 20.04 LTS | Sup | Sup | Sup | NS |
| Ubuntu 18.04 LTS | Sup | Sup | Sup | Sup |
| SUSE Linux Enterprise | | | | |
| SUSE Linux Enterprise Server 15 | Sup | Sup | Sup | NS |
| SUSE Linux Enterprise Server 12 SP5 | Sup | Sup | Sup | NS |
| Red Hat Enterprise Linux | | | | |
| Red Hat Enterprise Linux 9.1 | Sup ¹ | NS | NS | NS |
| Red Hat Enterprise Linux 9 | Sup ¹ | NS | NS | NS |
| Red Hat Enterprise Linux 8.6 | Sup | Sup | Sup | NS |

| OS | 3.1 | 3.0 | 1590 | 1580 |
|--------------------------------|------------------|------------|-------------|-------------|
| Red Hat Enterprise Linux 8.5 | Sup | Sup | Sup | NS |
| Red Hat Enterprise Linux 8.4 | Sup | Sup | Sup | NS |
| Red Hat Enterprise Linux 8.3 | Sup | Sup | Sup | NS |
| Red Hat Enterprise Linux 7.9 | Sup | Sup | Sup | NS |
| Red Hat Enterprise Linux 7.8 | Sup | Sup | Sup | Sup |
| CentOS | | | | |
| CentOS 8.5 | Sup | Sup | Sup | NS |
| CentOS 8.4 | Sup | Sup | Sup | NS |
| CentOS 8.3 | Sup | Sup | Sup | NS |
| CentOS 7.9 | Sup | Sup | Sup | Sup |
| CentOS 7.8 | Sup | Sup | Sup | Sup |
| Oracle Linux Server | | | | |
| Oracle Linux Server 9.1 | Sup ¹ | NS | NS | NS |
| Oracle Linux Server 9 | Sup ¹ | NS | NS | NS |
| Oracle Linux Server 8.7 | Sup ¹ | NS | NS | NS |
| Oracle Linux Server 8 | Sup | Sup | Sup | NS |
| Oracle Linux Server 7 | Sup | Sup | Sup | NS |
| Oracle Linux Server 6 | NS | Sup | Sup | NS |
| Oracle Linux Server UEK | | | | |
| Oracle Linux Server UEK 9.1 | Sup ¹ | NS | NS | NS |
| Oracle Linux Server UEK 9 | Sup ¹ | NS | NS | NS |
| Oracle Linux Server UEK 8.7 | Sup ¹ | NS | NS | NS |
| Oracle Linux Server UEK 8 | Sup | Sup | Sup | NS |
| Oracle Linux Server UEK 7 | Sup | Sup | Sup | NS |
| Oracle Linux Server UEK 6 | NS | Sup | Sup | NS |

| OS | 3.1 | 3.0 | 1590 | 1580 |
|--------------------------|------------------|-----|------|------|
| Debian | | | | |
| Debian 11 | Sup | Sup | NS | NS |
| Debian 10 | Sup | Sup | Sup | NS |
| Amazon | | | | |
| Amazon Linux 2022 (Beta) | Sup ¹ | NS | NS | NS |
| Amazon Linux 2 | Sup | Sup | Sup | Sup |

¹ Support requires CylancePROTECT Desktop agent 3.1.1001 or later.

CylancePROTECT Mobile app

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well. For details on any exceptions, see the [Legacy OS support page](#).

For more information about additional CylancePROTECT Mobile app requirements, refer to the [Requirements documentation](#).

Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

Apple

| OS | Latest version of app |
|-----------------|-----------------------|
| iOS/iPadOS 16.3 | Sup |
| iOS/iPadOS 16.2 | Sup |
| iOS/iPadOS 16.1 | Sup |
| iOS/iPadOS 16.0 | Sup |
| iOS/iPadOS 15.7 | Sup |
| iOS/iPadOS 15.6 | Sup |
| iOS/iPadOS 15.5 | Sup |
| iOS/iPadOS 15.4 | Sup |
| iOS/iPadOS 15.3 | Sup |
| iOS/iPadOS 15.2 | Sup |
| iOS/iPadOS 15.1 | Sup |
| iOS/iPadOS 15 | Sup |

Android

| OS | Latest version of agent |
|------------------------------|-------------------------|
| Android OS 13.0 ¹ | Sup |

| OS | Latest version of agent |
|-------------------|-------------------------|
| Android OS 12.0 | Sup |
| Android OS 11.0.x | Sup |
| Android OS 10.0.x | Sup |
| Android OS 9.0.x | Sup |

¹ For more information, visit support.blackberry.com to read [KB 100943](#).

Google

| OS | Latest version of agent |
|------------------------|-------------------------|
| Chrome OS ¹ | Sup |

¹ Chrome OS 84.x or later. Chrome OS supports the following features only:

- Malware detection for Android devices
- Sideload detection for Android and iOS devices
- Device security checks: developer options, root detection, encryption, and screen lock only
- Attestation for the CylancePROTECT Mobile app
- Unsupported OS
- Unsupported device model
- Unsafe network detection
- CylanceGATEWAY (supported on Chromebook 64-bit only)

CylanceOPTICS agent

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well. For details on any exceptions, see the [Legacy OS support page](#).

For more information about CylanceOPTICS requirements, refer to the [Requirements documentation](#).

Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

Microsoft

| OS | 3.2 | 3.1 | 3.0 | 2.5.3010 | 2.5.3000 | 2.5.2100 |
|--|------------------|-----|-----|----------|----------|----------|
| Windows Server 2022 | Sup | Sup | Sup | Sup | NS | NS |
| Windows Server 2019 (Core Edition) | Sup | Sup | Sup | Sup | Sup | Sup |
| Windows Server 2019 (Standard & Data Center) | Sup | Sup | Sup | Sup | Sup | Sup |
| Windows Server 2016 (Standard, Data Center, Essentials & Server Core) | Sup | Sup | Sup | Sup | Sup | Sup |
| Windows Server 2012 R2 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation) | Sup | Sup | Sup | Sup | Sup | Sup |
| Windows Server 2012 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation) | Sup | Sup | Sup | Sup | Sup | Su1 |
| Windows 11 (22H2) | Sup ¹ | NS | NS | NS | NS | NS |
| Windows 11 (21H2) | Sup | Sup | NS | Sup | NS | NS |
| Windows 10 (22H2) | Sup ¹ | NS | NS | NS | NS | NS |
| Windows 10 (21H2) | Sup | Sup | Sup | Sup | Sup | Sup |

| OS | 3.2 | 3.1 | 3.0 | 2.5.3010 | 2.5.3000 | 2.5.2100 |
|------------------------|-----|-----|-----|----------|----------|----------|
| Windows 10 (21H1) | Sup | Sup | Sup | Sup | Sup | Sup |
| Windows 10 (20H2) | Sup | Sup | Sup | Sup | Sup | Sup |
| Windows 10 (2004) | NS | NS | Sup | Sup | Sup | Sup |
| Windows 10 (1809 LTSC) | Sup | Sup | Sup | Sup | Sup | Sup |
| Windows 8.1 | Sup | Sup | Sup | Sup | Sup | Sup |
| Windows 7 | Sup | Sup | Sup | Sup | Sup | Sup |

¹ Support requires CylanceOPTICS 3.2.1140 or later.

Apple

| OS | 3.2 | 3.1 | 3.0 | 2.5.3000 | 2.5.2100 |
|------------------------|------------------|-----|-----|----------|----------|
| macOS 13 (Ventura) | Sup ¹ | NS | NS | NS | NS |
| macOS 12 (Monterey) | Sup | Sup | NS | NS | NS |
| macOS 11 (Big Sur) | Sup | Sup | Sup | NS | NS |
| macOS 10.15 (Catalina) | Sup | Sup | Sup | Sup | Sup |

¹ Support for macOS 13 (Ventura) requires CylanceOPTICS 3.2.1299.

Linux

| OS | 3.2 | 3.1 | 3.0 | 2.5.3000 | 2.5.2100 |
|-------------------------------------|------------------|-----|-----|----------|----------|
| Ubuntu | | | | | |
| Ubuntu 20.04 LTS | Sup | Sup | NS | NS | NS |
| Ubuntu 18.04 LTS | Sup | Sup | Sup | Sup | Sup |
| SUSE Linux Enterprise | | | | | |
| SUSE Linux Enterprise Server 15 SP4 | Sup ² | Sup | Sup | NS | NS |
| SUSE Linux Enterprise Server 12 SP5 | Sup | Sup | Sup | Sup | Sup |
| Red Hat Enterprise Linux | | | | | |

| OS | 3.2 | 3.1 | 3.0 | 2.5.3000 | 2.5.2100 |
|--------------------------------|------------------|-----|-----|------------------|----------|
| Red Hat Enterprise Linux 8.6 | Sup | NS | NS | Sup | NS |
| Red Hat Enterprise Linux 8.5 | Sup | NS | NS | Sup | NS |
| Red Hat Enterprise Linux 8.4 | Sup ¹ | NS | NS | Sup ¹ | NS |
| Red Hat Enterprise Linux 8.3 | Sup | Sup | Sup | Sup | Sup |
| Red Hat Enterprise Linux 7.9 | Sup | Sup | Sup | Sup | Sup |
| Red Hat Enterprise Linux 7.8 | Sup | Sup | Sup | Sup | Sup |
| CentOS | | | | | |
| CentOS 8.3 | Sup | Sup | Sup | Sup | Sup |
| CentOS 7.9 | Sup | Sup | Sup | Sup | Sup |
| CentOS 7.8 | Sup | Sup | Sup | Sup | Sup |
| Oracle Linux Server | | | | | |
| Oracle Linux Server 8 | Sup | Sup | NS | NS | NS |
| Oracle Linux Server 7 | Sup ² | NS | NS | NS | NS |
| Oracle Linux Server UEK | | | | | |
| Oracle Linux Server UEK 8 | Sup | Sup | NS | NS | NS |
| Debian | | | | | |
| Debian 11 | Sup ² | NS | NS | NS | NS |
| Debian 10 | Sup ² | NS | NS | NS | NS |
| Amazon | | | | | |
| Amazon Linux 2 | Sup | Sup | Sup | Sup | Sup |

¹ Support for Red Hat Enterprise Linux 8.4 requires kernel 4.18.0-348.23.1.el8_5.x86_64 or later

² Support requires CylanceOPTICS 3.2.1299 or later.

CylanceGATEWAY Desktop agent

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well.

For more information about CylanceGATEWAY agent requirements, refer to the [Requirements documentation](#).

Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

Microsoft

| OS | 2.5 |
|------------------------|-----|
| Windows 11 (21H2) | Sup |
| Windows 10 (21H2) | Sup |
| Windows 10 (21H1) | Sup |
| Windows 10 (20H2) | Sup |
| Windows 10 (1809 LTSC) | Sup |

Apple

| OS | 2.5 |
|------------------------|-----|
| macOS 12 (Monterey) | Sup |
| macOS 11 (Big Sur) | Sup |
| macOS 10.15 (Catalina) | Sup |

CylanceAVERT agent

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well. For details on any exceptions, see the [Legacy OS support page](#).

For more information about CylanceAVERT requirements, refer to the [Requirements documentation](#).

Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

Microsoft

| OS | 1.0 |
|------------------------|-----|
| Windows 11 (22H2) | Sup |
| Windows 11 (21H2) | Sup |
| Windows 10 (22H2) | Sup |
| Windows 10 (21H2) | Sup |
| Windows 10 (21H1) | Sup |
| Windows 10 (20H2) | Sup |
| Windows 10 (1809 LTSC) | Sup |

Microsoft Outlook

| Outlook version | 1.0 |
|---|-----|
| Microsoft Outlook 2019 MSO ¹ | Sup |
| Microsoft Outlook 2016 ¹ | Sup |

¹ Requires 2208 build 16.0.15601.20078 32-bit

CylancePERSONA Desktop agent

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well.

Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

Microsoft

| OS | 1.3 | 1.2 | 1.1 | 1.0 |
|------------------------|-----|-----|-----|-----|
| Windows 11 (21H2) | Sup | Sup | Sup | Sup |
| Windows 10 (21H2) | Sup | Sup | Sup | Sup |
| Windows 10 (21H1) | Sup | Sup | Sup | Sup |
| Windows 10 (21H2) | Sup | Sup | Sup | Sup |
| Windows 10 (1809 LTSC) | Sup | Sup | Sup | Sup |

CylancePROTECT agent

| OS | 1.3 | 1.2 | 1.1 | 1.0 |
|---------------------------|-----|-----|-----|-----|
| CylancePROTECT Agent 1574 | Sup | Sup | Sup | NS |
| CylancePROTECT Agent 1580 | Sup | Sup | Sup | Sup |
| CylancePROTECT Agent 1590 | Sup | Sup | Sup | Sup |

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