



BlackBerry Protect and BlackBerry Optics Critical Issue Advisory

BlackBerry Protect Desktop and BlackBerry Optics support for operating system upgrades - macOS 11.0 (Big Sur)

Contents

BlackBerry Protect Desktop and BlackBerry Optics support for operating system upgrades - macOS 11.0 (Big Sur)..... 4

Legal notice..... 5

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Summary

BlackBerry and its Independent Software Vendor (ISV) partners are ready to support customers during the macOS 11.0 upgrade process. This advisory contains upgrade information to help guide preparedness. The current versions of BlackBerry Protect Desktop (CylancePROTECT) and BlackBerry Optics (Cylance Optics) that are generally available do not support macOS 11.0.

Impact

Apple [previously announced](#) a change to move from kexts (kernel extensions) to system extensions. The deprecated kernel extensions do not load by default in macOS 11.0. If BlackBerry Protect Desktop or BlackBerry Optics users upgrade their devices to macOS 11.0, the devices will become unmanaged and unprotected.

Resolution

BlackBerry Protect users must upgrade the BlackBerry Protect agent on their macOS 10.15 (Catalina) devices to BlackBerry Protect agent 1580 before upgrading to macOS 11.0. If they do not upgrade to BlackBerry Protect agent 1580, the device will become unmanaged and unprotected after upgrading to macOS 11.0.

If a user upgrades a device to macOS 11.0 while it is still running a version of the BlackBerry Protect agent earlier than version 1580, the BlackBerry Protect agent must be uninstalled from the device and Protect agent 1580 must be installed. Auto-update to agent 1580 will not work if the device is already upgraded to macOS 11.0.

The Early Adopter release for the BlackBerry Protect agent 1580 is scheduled for November.

BlackBerry Cylance Cloud customers will be automatically updated to the latest version of the Cylance console with the necessary controls and policies for macOS 11.0 management when the BlackBerry Protect agent version 1580 is released.

If users have BlackBerry Optics installed on their devices that are running macOS 10.15, they should not upgrade their devices to macOS 11.0 until a compatible version of BlackBerry Optics is available.

For more information, see [technical alert 68600](#).

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