



BlackBerry Protect Desktop

Critical Issue Advisory

BlackBerry Protect Desktop might display as offline after a certificate update

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BlackBerry Protect Desktop might display as offline after a certificate update

Summary

On Wednesday, December 9, 2020, BlackBerry updated the certificate that BlackBerry Protect Desktop (CylancePROTECT) uses to communicate with the infrastructure and other endpoints that other services use. A new certificate for Cylance.com has been issued at Starfield > Amazon. The following is the new certificate chain for cylance.com related endpoints.

Common name: cylance.com

*SAN: cylance.com, *.cylance.com*

Issued by Amazon

Common Name: Amazon

Serial Number: 067f94578587e8ac77deb253325bbc998b560d

SHA-1: 917e732d330f9a12404f73d8bea36948b929dff

Issued by Amazon Root CA 1

Common Name: Amazon Root CA 1

Serial Number: 067f944a2a27cdf3fac2ae2b01f908eeb9c4c6

SHA-1: 06b25927c42a721631c1efd9431e648fa62e1e39

Issued by Starfield Services Root Certificate Authority - G2

Common name: Starfield Services Root Certificate Authority - G2

Serial Number: a70e4a4c3482b77f

SHA-1: 9e99a48a9960b14926bb7f3b02e22da2b0ab7280

Issued by Starfield Class 2 Certificate Authority

Common name: Starfield Class 2 Certificate Authority

Serial Number: 00

SHA-1: ad7e1c28b064ef8f6003402014c3d0e3370eb58a

Impact

Most BlackBerry Protect Desktop deployments will not encounter any issues because the new Root Certificate Authority and intermediate certificates that Starfield and Amazon issued are widely trusted by all major platforms.

However, some BlackBerry Protect Desktop endpoints might fail to connect to the infrastructure and might display as offline in the console. This can occur if the new Root Certificate chain is not trusted on the host. Windows XP and Windows 2003 endpoints are most likely to be impacted because the Certificate Store might not have been refreshed and updated with the latest Root CA authorities.

Most recent Windows operating systems should not be impacted, unless an administrator has disabled the ability to update the Root Certificate using the DisableRootAutoUpdate registry key.

Affected endpoints display as offline in the console and the following information displays in the BlackBerry Protect Desktop log file.

Note: You must turn on verbose logs to view these details. For more information, see the [BlackBerry Protect Desktop documentation](#).

```
13:12:01 CylanceSvc(1376)[26] Information: [SslCertValidator] RemoteCertificateValidate: xxxxx.cylance.com'  
E='RemoteCertificateChainErrors' - T='53EC1F6CBB88B36C4A4E465712282B49A8DA9538'
```

```
13:12:01 CylanceSvc(1376)[26] Information: [SslCertValidator] I='CN=Amazon, OU=Server CA 1B, O=Amazon,  
C=US' : S='CN=cylance.com'
```

```
13:12:01 CylanceSvc(1376)[26] Information: [SslCertValidator] DF='*.cylance.com' : DT='Amazon'
```

```
13:12:01 CylanceSvc(1376)[26] Information: [SslCertValidator] ChainStatus S=PartialChain - I='A certificate chain  
could not be built to a trusted root authority.'
```

```
13:12:01 CylanceSvc(1376)[26] Information: [SslCertValidator] xxxxx.cylance.com - SSL Policy  
RemoteCertificateChainErrors
```

Verification

To verify if you have the required trusted root certificates installed, run the following commands:

Windows

```
certutil -store AuthRoot "Starfield Class 2 Certification Authority"
```

macOS

```
security find-certificate -c "Starfield Class 2 Certification Authority" -a -Z "$SYS_KEYCHAIN"
```

Recommendation

For BlackBerry Protect Desktop to trust the connection, users must have the new root certificate on their computer here: Computer account > Trusted Root Certification Authorities (or Third-Party Root Certification Authorities).

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