



BlackBerry UEM

Compatibility Matrix

March 19, 2020

Contents

Introduction.....4
 Legend..... 4

BlackBerry UEM server..... 5
 Operating system..... 5
 Company Directory Service (Cloud only).....5
 Database server.....5
 Browser.....7
 Java Runtime Environment.....8
 BlackBerry Enterprise Mobility Server.....8
 BlackBerry Enterprise Identity..... 8
 BlackBerry Enterprise IM..... 9
 BlackBerry 2FA.....9
 BlackBerry Workspaces..... 9

Enterprise activation types.....11
 Samsung Knox.....11
 Android..... 12

Legal notice..... 13

Introduction

The compatibility matrix contains the latest information about BlackBerry UEM compatibility with third-party products and services.

Unless otherwise stated, maintenance releases (for example, 12.12.1) have the same system requirements and support levels as their related major release (for example, 12.12).

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).

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	12.12	12.11	12.10
Windows Server 2008 SP2	LS	NS	LS	LS
Windows Server 2008 R2 SP1	LS	NS	LS	LS
Windows Server 2012	Sup	LS	Sup	Sup
Windows Server 2012 R2	Sup	LS	Sup	Sup
Windows Server 2016	Sup	Sup	Sup	Sup
Windows Server 2019	Sup	Sup	Sup	NS

Company Directory Service (Cloud only)

Company directory service	
Microsoft 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	12.12	12.11	12.10
Microsoft SQL Server 2008 SP2	-	NS	NS	NS
Microsoft SQL Server 2008 R2 SP1	-	NS	NS	NS

Database server	Cloud	12.12	12.11	12.10
Microsoft SQL Server 2012	-	LS	LS	Sup
Microsoft SQL Server 2014	-	Sup	Sup	Sup
Microsoft SQL Server 2016	-	Sup	Sup ¹	Sup ¹
Microsoft SQL Server 2017	-	Sup ¹	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	12.12	12.11	12.10
Windows Internet Explorer 11.0 (32-bit only)	LS	LS	LS	LS
Microsoft Edge	Sup	Sup	Sup	Sup
Mozilla Firefox	Sup	Sup	Sup	Sup
Google Chrome	Sup	Sup	Sup	Sup
Safari 7 for Mac +	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.

There have been changes to the licensing terms for the Oracle Java SE Runtime Environment software, and it will no longer be packaged with BlackBerry UEM, starting in version 12.10. For more information, visit support.blackberry.com/community to read article 54036.

As of BlackBerry UEM version 12.10.1, open JDK 8-based builds that are compatible with Java SE 8 are supported as an alternative to using Oracle JDK 8. For more information, visit support.blackberry.com/community to read article 52117.

Java Runtime Environment (JRE)	Cloud	12.12	12.11	12.10
JRE 7 (latest update version, 64-bit)	NS	NS	NS	NS
JRE 8 (latest update version, 64-bit)	Sup	Sup	Sup	Sup

BlackBerry Enterprise Mobility Server

	Cloud	12.12	12.11	12.10
BlackBerry Enterprise Mobility Server 2.10	-	Sup	Sup	Sup
BlackBerry Enterprise Mobility Server 2.12	-	Sup	Sup	Sup

BlackBerry Enterprise Identity

The following table lists the supported BlackBerry Enterprise Identity versions.

BlackBerry Enterprise Identity version	Cloud	12.12	12.11	12.10
BlackBerry Enterprise Identity for BlackBerry UEM version 1.2	-	Sup	Sup	Sup

BlackBerry Enterprise IM

BlackBerry Collaboration Service

	Cloud	12.12	12.11	12.10
BlackBerry Collaboration Service 12.7	-	O	LS	Sup

Enterprise IM app

	Cloud	12.12	12.11	12.10
Enterprise IM 3.3.0	-	O	LS	Sup
Enterprise IM for Cisco 4.0	-	O	LS	Sup

BlackBerry 2FA

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

BlackBerry 2FA plug-in	Cloud	12.12	12.11	12.10
BlackBerry 2FA 3.1	NS	NS	NS	NS
BlackBerry 2FA 3.2	Sup	Sup	Sup	Sup
BlackBerry 2FA 3.4	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	12.12	12.11	12.10
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.5	-	NS	NS	NS
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.6	-	NS	NS	Sup
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.7	-	NS	Sup	NS

BlackBerry Workspaces plug-in	Cloud	12.12	12.11	12.10
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.8	-	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 MDM	Cloud	12.12	12.11	12.10
Knox MDM 5.0 +	Sup	Sup	Sup	Sup
Knox MDM 5.4	Sup	Sup	Sup	Sup

Knox Workspace (Premium)	Cloud	12.12	12.11	12.10
Knox 2.7.1 ¹	LS	LS	LS	Sup
Knox 2.8 ²	Sup	Sup	Sup	Sup
Knox 2.9	Sup	Sup	Sup	Sup
Knox 3.0 ³	Sup	Sup	Sup	Sup
Knox 3.1 ³	Sup	Sup	Sup	Sup
Knox 3.2 ⁴	Sup	Sup	Sup	Sup
Knox 3.2.1 ⁴	Sup	Sup	Sup	Sup
Knox 3.3 ⁴	Sup	Sup	Sup	Sup
Knox 3.4	Sup	Sup	Sup	Sup
Knox 3.4.1	Sup	Sup	Sup	Sup
Knox 3.5	Sup	Sup	Sup	NS

¹ Knox version 2.7.0 is not supported.

² There is a known issue regarding Knox version 2.8.x. For more information see the *BlackBerry UEM Client for Android Release Notes*.

³ There are known compatibility issues with Knox 3.0 and 3.1. For more information, visit support.blackberry.com/community to read article 48085.

⁴ 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

End of support for Android OS 6.0 has been announced. For more information, visit support.blackberry.com/community to read article 57539.

Work and personal - user privacy and Work space only	Cloud	12.12	12.11	12.10
Android OS 6.0	NS	NS	NS	NS
Android OS 7.0	LS	LS	LS	LS
Android OS 7.1	Sup	Sup	Sup	Sup
Android OS 8.0	Sup	Sup	Sup	Sup
Android OS 8.1	Sup	Sup	Sup	Sup
Android OS 9.0	Sup	Sup	Sup	Sup
Android OS 10	Sup	Sup	Sup	Sup

Work and personal - full control	Cloud	12.12	12.11	12.10
Android OS 7.1	NS	NS	NS	NS
Android OS 8.0	Sup	Sup	Sup	NS
Android OS 8.1	Sup	Sup	Sup	NS
Android OS 9.0	Sup	Sup	Sup	NS
Android OS 10	Sup	Sup	Sup	NS

Legal notice

©2020 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES

WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada