



BlackBerry UEM

Compatibility Matrix

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Contents

- Introduction..... 4**
 - Legend..... 4

- BlackBerry UEM server..... 5**
 - Operating system..... 5
 - Company Directory Services supported with the BlackBerry Connectivity Node (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 (on-premises and cloud) 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).

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	12.13	12.12	12.11
Windows Server 2008 SP2	NS	NS	NS	LS
Windows Server 2008 R2 SP1	NS	NS	NS	LS
Windows Server 2012	LS	LS	LS	Sup
Windows Server 2012 R2	LS	LS	LS	Sup
Windows Server 2016	Sup	Sup	Sup	Sup
Windows Server 2019	Sup	Sup	Sup	Sup

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	12.13	12.12	12.11
Microsoft SQL Server 2012	-	LS	LS	LS
Microsoft SQL Server 2014	-	Sup	Sup	Sup
Microsoft SQL Server 2016	-	Sup	Sup	Sup ¹
Microsoft SQL Server 2017	-	Sup ¹	Sup ¹	Sup
Microsoft SQL Server 2019	-	Sup	NS	NS

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	12.13	12.12	12.11
Windows Internet Explorer 11.0 (32-bit only)	NS	NS	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	12.13	12.12	12.11
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 ¹	12.13	12.12	12.11
BlackBerry Enterprise Mobility Server 2.12	Sup	Sup	Sup	Sup
BlackBerry Enterprise Mobility Server 2.13	Sup	Sup	Sup	Sup
BlackBerry Enterprise Mobility Server 3.1	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	12.13	12.12	12.11
BlackBerry Enterprise Identity for BlackBerry UEM version 1.2	-	Sup	Sup	Sup

BlackBerry Enterprise IM

BlackBerry Collaboration Service

	Cloud	12.13	12.12	12.11
BlackBerry Collaboration Service 12.7	-	0	0	LS

Enterprise IM app

	Cloud	12.13	12.12	12.11
Enterprise IM 3.3.0	-	0	0	LS
Enterprise IM for Cisco 4.0	-	0	0	LS

BlackBerry 2FA

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

BlackBerry 2FA plug-in	Cloud	12.13	12.12	12.11
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	12.13	12.12	12.11
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.6	-	NS	NS	NS

BlackBerry Workspaces plug-in	Cloud	12.13	12.12	12.11
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.7	-	NS	NS	Sup
BlackBerry Workspaces plug-in for BlackBerry UEM version 4.8	-	0	Sup	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	12.13	12.12	12.11
Knox MDM 5.0 +	Sup	Sup	Sup	Sup
Knox MDM 5.4	Sup	Sup	Sup	Sup

Knox Workspace (Premium)	Cloud	12.13	12.12	12.11
Knox 2.7.1 ¹	LS	LS	LS	LS
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	Sup

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	12.13	12.12	12.11
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
Android OS 11 (beta)	0	0	0	0

Work and personal - full control¹	Cloud	12.13	12.12	12.11
Android OS 7.1	NS	NS	NS	NS
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
Android OS 11 (beta)	0	0	0	0

¹The Work and personal - full control activation type requires Android OS version 8.0 or later.

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