



BlackBerry Enterprise Software Lifecycle Reference Guide

May 2025

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BlackBerry enterprise software lifecycle

This guide provides lifecycle dates for all BlackBerry enterprise software products. The following table explains the software lifecycle terms used throughout this guide.

Term	Definition
General availability	This is the date on which the product or service was released and made available to the general public.
End of engineering support	This is the date on which BlackBerry will no longer provide fixes, updates, or security patches for the specified version of the product or service. For more information, see BlackBerry Enterprise Software Lifecycle Terminology .
End of technical support	This is the date on which BlackBerry will no longer provide technical support or workarounds to resolve any product or service issues for the specified version of the product or service. For more information, see BlackBerry Enterprise Software Lifecycle Terminology .
End of sale	This is the date on which the product or service are no longer available for sale from BlackBerry.
End of life	This is the date on which BlackBerry will no longer provide fixes, updates, security patches, or workarounds for any version of the software to resolve any product or service issues. The product will no longer be supported by BlackBerry and there will be no new versions of the software.

Software lifecycle: BlackBerry enterprise servers

This section provides lifecycle dates for BlackBerry enterprise server products.

Software lifecycle: BlackBerry UEM

The following table provides lifecycle dates for the specified versions of BlackBerry UEM. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [BlackBerry UEM documentation](#).

Version	General availability	End of engineering support	End of technical support
12.21	November 11, 2024	TBA	TBA
12.20	June 13, 2024	November 11, 2025	November 11, 2026
12.19	October 24, 2023	June 13, 2025	June 13, 2026
12.18	May 18, 2023	October 24, 2024	October 24, 2025
12.17	September 15, 2022	May 18, 2024	May 18, 2025
12.16	March 17, 2022	September 15, 2023	September 15, 2024
12.15	September 8, 2021	March 17, 2023	March 17, 2024
12.14	April 26, 2021	September 8, 2022	September 8, 2023
12.13	June 17, 2020	April 26, 2022	April 26, 2023
12.12	January 13, 2020	June 17, 2021	June 17, 2022
12.11	June 5, 2019	January 13, 2021	January 13, 2022
12.10	December 3, 2018	June 5, 2020	June 5, 2021
12.9	July 23, 2018	December 3, 2019	December 3, 2020
12.8	March 29, 2018	July 23, 2019	July 23, 2020
12.7	July 24, 2017	March 29, 2019	March 29, 2020
12.6	December 22, 2016	July 24, 2018	July 24, 2019

Support for BlackBerry UEM on legacy Windows operating systems

BlackBerry provides limited support for legacy Windows operating systems that are no longer supported by Microsoft.

Changes to the information below will be published in advance to help customers prepare for the removal of support for legacy operating systems.

Windows OS	UEM versions with limited support
Windows Server 2012 R2	12.17 to 12.21
Windows Server 2012	12.17 to 12.21

BlackBerry strongly encourages customers to upgrade to modern operating systems that are actively supported by the manufacturer. For more information about the operating systems that UEM officially supports, see the [UEM Compatibility Matrix](#) and the [UEM Documentation](#).

Software lifecycle: BlackBerry Enterprise Mobility Server

The following table provides lifecycle dates for the specified versions of the BlackBerry Enterprise Mobility Server. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [BlackBerry Enterprise Mobility Server documentation](#).

Version	General availability	End of engineering support	End of technical support
3.8	December 5, 2024	TBD	TBD
3.7	November 1, 2023	December 5, 2025	December 5, 2026
3.6	May 16, 2023	November 1, 2024	November 1, 2025
3.5	October 26, 2022	May 16, 2024	May 16, 2025
3.4	March 30, 2022	October 26, 2023	October 26, 2024
3.3	September 7, 2021	March 30, 2023	March 30, 2024
3.2	March 23, 2021	September 7, 2022	September 7, 2023
3.1	July 13, 2020	March 23, 2022	March 23, 2023
2.13	January 28, 2020	July 13, 2021	July 13, 2022
2.12	June 14, 2019	January 28, 2021	January 28, 2022
2.10	November 29, 2018	June 14, 2020	June 14, 2021
2.9	August 8, 2018	November 29, 2019	November 29, 2020
2.8	April 2, 2018	August 8, 2019	August 8, 2020
2.6	July 26, 2017	April 2, 2019	April 2, 2020
2.4	March 8, 2017	July 26, 2018	July 26, 2019

Support for BlackBerry Enterprise Mobility Server on legacy Windows operating systems

BlackBerry provides limited support for legacy Windows operating systems that are no longer supported by Microsoft.

Changes to the information below will be published in advance to help customers prepare for the removal of support for legacy operating systems.

Windows OS	BEMS versions with limited support
Windows Server 2012 R2	3.5 to 3.7
Windows Server 2012	3.5 to 3.7

BlackBerry strongly encourages customers to upgrade to modern operating systems that are actively supported by the manufacturer. For more information about the operating systems that BEMS officially supports, see the [BEMS Compatibility Matrix](#) and the [BEMS Documentation](#).

End-of-life: BlackBerry Docs service in UEM Cloud

BlackBerry Docs service in UEM Cloud environment will reach end-of-life and end-of-support on December 1, 2025. For more information, see [the UEM Cloud Dynamics Docs service End-of-Life Notice](#).

Software lifecycle: BlackBerry Dynamics SDK

The following table provides lifecycle dates for the specified versions of the BlackBerry Dynamics SDK. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [BlackBerry Dynamics SDK documentation](#).

BlackBerry Dynamics SDK for Android

Version	General availability	Compatible OS version	Launcher version	End of engineering support	End of technical support
12.1	May 23, 2024	11-14 (targetSDKVersion 30-34)	12.1	January 23, 2025	January 23, 2026
12.0	September 15, 2023	10-14 (targetSDKVersion 29-34)	12.0	November 15, 2024	November 15, 2025
11.2	May 23, 2023	10-13 (targetSDKVersion 29-33)	3.6	January 23, 2024	January 23, 2025
11.1	February 8, 2023	9-13 (targetSDKVersion 28-33)	3.5.1	October 8, 2023	October 8, 2024
11.0	October 20, 2022	9-13 (targetSDKVersion 26-32)	3.5	June 20, 2023	June 20, 2024
10.2	May 6, 2022	8-12 (targetSDKVersion 26-31)	3.4	January 6, 2023	January 6, 2024
10.1	December 17, 2021	8-12 (targetSDKVersion 26-31)	3.3.1.217	August 17, 2022	August 17, 2023
10.0	October 6, 2021	8-12 (targetSDKVersion 26-31)	3.3.0.215	October 20, 2022	October 20, 2023
9.2	June 18, 2021	8-11 (targetSDKVersion 26-30)	3.2.1.208	May 6, 2022	May 6, 2023
9.1	April 8, 2021	8-11 (targetSDKVersion 26-30)	3.2.0.204	December 17, 2021	December 17, 2022

Version	General availability	Compatible OS version	Launcher version	End of engineering support	End of technical support
9.0	December 21, 2020	7-11 (targetSDKVersion 24-29)	3.1.1.189	October 6, 2021	October 6, 2022
8.1	September 21, 2020	7-11 (targetSDKVersion 24-30)	3.1.1.189	June 18, 2021	June 18, 2022
8.0	July 24, 2020	7-10 (targetSDKVersion 24-29)	3.1.0.185	April 7, 2021	April 7, 2022
7.1	March 27, 2020	7-10 (targetSDKVersion 24-29)	3.0.1.175	December 21, 2020	December 21, 2021
7.0	February 13, 2020	7-10 (targetSDKVersion 24-29)	3.0.0.249	December 21, 2020	December 21, 2021
6.1	September 26, 2019	6-10 (targetSDKVersion 23-29)	2.10.1.154	July 24, 2020	July 24, 2021

BlackBerry Dynamics SDK for iOS

Version	General availability	Compatible iOS version	Launcher version	Xcode version	End of engineering support	End of technical support
13.0	September 16, 2024	16, 17, 18	13.0	16	May 16, 2025	May 16, 2026
12.1	May 23, 2024	16, 17, 18	12.1	15	January 23, 2025	January 23, 2026
12.0	September 15, 2023	15, 16, 17	12.0	14, 15	May 15, 2024	May 15, 2025
11.2	June 8, 2023	15, 16	3.6	13, 14	February 8, 2024	February 8, 2025
11.1	February 8, 2023	15, 16	3.5.1	13, 14	October 8, 2023	October 8, 2024
11.0	September 16, 2022	14, 15, 16	3.5	13, 14	May 16, 2023	May 16, 2024
10.2	May 6, 2022	13, 14, 15	3.4	12.5, 13	January 6, 2023	January 6, 2024

Version	General availability	Compatible iOS version	Launcher version	Xcode version	End of engineering support	End of technical support
10.1	December 17, 2021	13, 14, 15	3.3.1.304	12.5, 13	August 17, 2022	August 17, 2023
10.0	September 21, 2021	13, 14, 15	3.3.0.303	12.5, 13	September 16, 2022	September 16, 2023
9.2	June 18, 2021	13, 14	3.2.0.296	11, 12	May 6, 2022	May 6, 2023
9.1	April 8, 2021	13, 14	3.2.0.296	11, 12	December 17, 2021	December 17, 2022
9.0	December 21, 2020	12, 13, 14	3.1.1.279	11, 12	September 21, 2021	September 21, 2022
8.1	September 21, 2020	12, 13, 14	3.1.0.277	11	June 18, 2021	June 18, 2022
8.0	July 24, 2020	12, 13	3.1.0.277	11	April 7, 2021	April 7, 2022
7.1	March 27, 2020	12, 13	3.0.0.52	10, 11	December 21, 2020	December 21, 2021
7.0	February 13, 2020	12, 13	3.0.0.249	10, 11	December 21, 2020	December 21, 2021
6.2	October 30, 2019	12, 13	2.10.2.238	9, 10	July 24, 2020	July 24, 2021

BlackBerry Dynamics SDK for Cordova

For the BlackBerry Dynamics SDK for Cordova, BlackBerry will provide support for the compatible iOS and Android SDKs until the end of support and end of tech support dates are reached.

Version	General availability	Compatible Android/iOS SDK versions	End of engineering support	End of technical support
12.1	September 5, 2024	12.1	September 5, 2025	September 5, 2025
12.0	November 7, 2023	12.0	November 7, 2024	November 7, 2024
11.0	October 21, 2022	11.0	November 7, 2024	November 7, 2025
10.0	October 14, 2021	10.0	October 21, 2023	October 21, 2024
9.0	June 30, 2021	9.1, 9.2	October 14, 2022	October 14, 2023
8.1	December 21, 2020	8.1, 9.0	October 21, 2022	October 21, 2023

Version	General availability	Compatible Android/iOS SDK versions	End of engineering support	End of technical support
8.0	September 29, 2020	8.1	October 14, 2021	October 14, 2022
7.0	March 31, 2020	7.0, 7.1	June 30, 2021	June 30, 2022
6.0	July 29, 2019	6.0.1, 6.1.0	September 29, 2020	September 29, 2021

BlackBerry Dynamics SDK for Xamarin

Version	General availability	End of engineering support	End of technical support
BlackBerry Dynamics Bindings for Microsoft.Android 12.1	July 11, 2024	TBA	TBA
BlackBerry Dynamics Bindings for Microsoft.Android 12.0	December 11, 2023	TBA	TBA
BlackBerry Dynamics Bindings for Microsoft.Android 11.0	October 21, 2022	December 11, 2024	December 11, 2025
Xamarin Android 10.1	June 29, 2022	October 21, 2023	October 21, 2024
Xamarin Android 9.0	July 23, 2021	October 21, 2022	October 21, 2023
Xamarin Android 8.0	November 05, 2020	June 29, 2022	June 29, 2023
Xamarin Android 7.0	April 15, 2020	July 23, 2021	July 23, 2022
Xamarin Android 6.0	September 18, 2019	November 05, 2020	November 5, 2021
BlackBerry Dynamics Bindings for Microsoft.iOS 12.1	July 11, 2024	TBA	TBA
BlackBerry Dynamics Bindings for Microsoft.iOS 12.0	December 11, 2023	TBA	TBA
BlackBerry Dynamics Bindings for Microsoft.iOS 11.0	October 21, 2022	December 11, 2024	December 11, 2025
Xamarin iOS 10.1	June 29, 2022	October 21, 2023	October 21, 2024
Xamarin iOS 9.0	July 23, 2021	October 21, 2022	October 21, 2023

Version	General availability	End of engineering support	End of technical support
Xamarin iOS 8.0	November 5, 2020	June 29, 2022	June 29, 2023
Xamarin iOS 7.0	April 15, 2020	July 23, 2021	July 23, 2022
Xamarin iOS 6.0	September 18, 2019	November 5, 2020	November 5, 2021
BlackBerry Dynamics SDK for Microsoft.Maui 12.1	July 11, 2024	TBA	TBA
BlackBerry Dynamics SDK for Microsoft.Maui 12.0	December 2023	TBA	TBA
BlackBerry Dynamics SDK for Microsoft.Maui 11.1	August 2023	TBA	TBA
BlackBerry Dynamics SDK for Microsoft.Maui 11.0	October 21, 2022	TBA	TBA
BlackBerry Dynamics SDK for Microsoft.Maui 10.1	June 29, 2022	TBA	TBA
BlackBerry Dynamics SDK for Microsoft.Maui 9.0	July 23, 2021	October 21, 2022	October 21, 2023
BlackBerry Dynamics SDK for Microsoft.Maui 8.0	November 5, 2020	June 29, 2022	June 29, 2023
BlackBerry Dynamics SDK for Microsoft.Maui 7.0	September 18, 2019	July 23, 2021	July 23, 2022
BlackBerry Dynamics SDK for Microsoft.Maui 6.0	April 15, 2020	November 5, 2020	November 5, 2021

BlackBerry Dynamics SDK for React Native

For the BlackBerry Dynamics SDK for React Native, BlackBerry will provide support for the compatible iOS and Android SDKs until the end of support and end of tech support dates are reached.

Version	General availability	End of engineering support	End of technical support
12.1	October 2, 2024	October 2, 2025	October 2, 2025
12.0	November 27, 2023	November 27, 2024	November 27, 2024
11.0	October 24, 2022	November 27, 2024	November 27, 2025
10.1	July 1, 2022	October 24, 2023	October 24, 2024
10.0	November 20, 2021	October 24, 2022	October 24, 2023
9.0	September 16, 2021	July 1, 2022	July 1, 2023
8.0	November 18, 2020	November 20, 2021	November 20, 2022
7.0	March 31, 2020	TBA	TBA

Software lifecycle: BlackBerry AtHoc

The following table provides lifecycle dates for the specified versions of BlackBerry AtHoc. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [BlackBerry AtHoc documentation](#).

Limited availability (LA)/Cloud releases

Version	General availability	End of support
7.20	October 2024	March 2025
7.19	May 2024	October 2024
7.18	September 2023	May 2024
7.17	June 2023	September 2023
7.16	September 2022	June 2023
7.15 (Cloud)	June 2022	September 2022

Long-term support (LTS) releases

Version	General availability	End of support
7.15 (OnPrem)	June 2022	June 2025
7.9	October 2019	June 2023

Mobile app releases

Version	General availability	End of support
4.14	November 2024	TBA
4.13.2	March 2024	November 2024
4.13.1	February 2024	March 2024
4.13	October 2023	February 2024
4.12.1	July 2023	October 2023
4.12	February 2023	July 2023
4.11	September 2022	February 2023

Desktop app releases

Version	General availability	End of support
7.7 (Windows)	October 2024	TBA
7.6 (Windows)	May 2024	October 2024
2.6 (macOS)	May 2024	TBA
7.5 (Windows)	October 2023	May 2024
2.5.1 (macOS)	March 2023	May 2024
7.4 (Windows)	December 2022	October 2023
2.5 (macOS)	October 2022	March 2023

IIM Releases

Release	General availability	End of support
6.1.x	January 2024	TBA
6.0.x	May 2021	TBA

Software lifecycle: BlackBerry 2FA server

The following table provides lifecycle dates for the specified versions of BlackBerry 2FA server. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [BlackBerry 2FA documentation](#).

Version	General availability	End of support
3.1	January 1, 2018	July 31, 2024
3.0	July 14, 2017	July 31, 2024
2.5	November 16, 2016	July 31, 2018
2.0	June 22, 2016	March 31, 2018
1.8	April 8, 2015	March 31, 2018
1.7	May 29, 2015	March 31, 2018

Software lifecycle: BlackBerry Workspaces

The following tables provide lifecycle dates for the specified versions of BlackBerry Workspaces products. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [BlackBerry Workspaces documentation](#).

BlackBerry Workspaces Server (deployed with Appliance-X)

Version	General availability	End of engineering support	End of technical support
12.0	May 13, 2024	TBA	TBA
11.9	January 16, 2024	December 31, 2024	December 31, 2025
11.8	January 31, 2023	December 31, 2024	December 31, 2025
11.7	May 31, 2022	January 31, 2024	January 31, 2025
11.6	February 14, 2022	March 31, 2023	March 31, 2024
11.5	November 9, 2021	March 31, 2023	March 31, 2024
11.4	April 5, 2021	November 9, 2022	November 9, 2023
11.x	April 5, 2021	November 9, 2022	
10.x	June 30, 2020	April 5, 2022	
9.x	March 26, 2020	December 31, 2021	
8.x	June 5, 2019	June 5, 2021	
7.x	January 7, 2019	November 30, 2020	
6.x	September 4, 2018	January 7, 2020	
1.14.x	June 25, 2018	September 30, 2019	
1.13.x	April 1, 2018	April 30, 2019	
1.12.x	October 10, 2017	January 1, 2019	
1.11.x	June 29, 2017	January 1, 2019	
1.10.x	April 6, 2017	November 1, 2018	
1.9.x and earlier	December 18, 2016	February 28, 2018	

BlackBerry Workspaces Server (deployed with vApp)

Version	General availability	End of support
8.x	May 30, 2019	June 5, 2021
7.x	December 2, 2018	November 30, 2020
6.x	August 19, 2018	December 2, 2019
5.9.x	April 8, 2018	September 30, 2019
5.8.x	December 10, 2017	April 30, 2019
5.7.x	October 8, 2017	April 30, 2019
5.6.x	September 12, 2017	April 30, 2019
5.5.x	May 23, 2017	November 1, 2018
5.4.x and earlier	March 6, 2017	February 28, 2018

BlackBerry Workspaces Server Unified Content Connector

Version	General availability	End of support
2.5.x	May 5, 2019	TBA
2.4.x	December 2, 2018	November 30, 2020
2.3.x	April 8, 2018	December 2, 2019
2.2.x and earlier	January 16, 2018	Not supported

BlackBerry Workspaces Plug-in for BlackBerry UEM

Version	General availability	End of support
4.10.x	April 26, 2021	TBA
4.9.x	June 29, 2020	April 26, 2022
4.8.x	January 13, 2020	June 17, 2021
4.7.x	June 5, 2019	January 13, 2021
4.6.x	December 3, 2018	June 5, 2020
4.5.x	July 23, 2018	December 3, 2019

Version	General availability	End of support
3.2.x	July 24, 2017	March 29, 2019

BlackBerry SharePoint Connector

Version	General availability	End of support
3.2.x and earlier	November 1, 2015	November 1, 2018

BlackBerry Workspaces for iOS

Version	General availability	End of support
11.5.x	November 11, 2021	TBA
11.x	April 8, 2021	November 11, 2022
10.x	July 15, 2020	April 8, 2022
9.x	March 30, 2020	July 15, 2021
8.x	July 15, 2019	March 30, 2021
7.x	January 28, 2019	July 15, 2020
6.x	October 18, 2018	December 31, 2019
5.5.x	September 17, 2018	October 18, 2019
5.4.x	February 25, 2018	September 30, 2019
5.3.x	November 13, 2017	Not supported
5.2.x	June 11, 2017	Not supported
5.1.x	March 16, 2017	Not supported
5.0.x	November 23, 2016	Not supported

BlackBerry Workspaces for Android

Version	General availability	End of support
11.5.x	November 11, 2021	TBA
11.x	April 8, 2021	November 11, 2022

Version	General availability	End of support
10.x	July 15, 2020	April 8, 2022
9.x	April 14, 2020	July 15, 2021
8.x	June 3, 2019	April 14, 2021
7.x	December 5, 2018	June 3, 2020
6.x	July 30, 2018	December 5, 2019
5.5.x	May 1, 2018	August 31, 2019
5.4.x	January 19, 2018	Not supported
5.3.x	October 3, 2017	Not supported
5.2.x	May 24, 2017	Not supported
5.1.x	February 19, 2017	Not supported
5.0.x	December 14, 2016	Not supported

BlackBerry Workspaces for Windows

Version	General availability	End of support
11.7	March 9, 2022	TBA
11.5.x	November 9, 2021	March 9, 2023
11.x	August 16, 2021	November 9, 2022
10.x	August 4, 2020	April 16, 2022
9.x	April 23, 2020	August 4, 2021
8.x	June 5, 2019	April 23, 2021
7.x	December 5, 2018	June 5, 2020
6.x	July 30, 2018	September 30, 2019
5.8.x	April 1, 2018	September 30, 2019
5.7.x	January 18, 2018	April 30, 2019
5.6.x	August 31, 2017	January 1, 2019
5.5.x	April 5, 2017	November 1, 2018

Version	General availability	End of support
5.4.x and earlier	November 24, 2016	February 28, 2018

BlackBerry Workspaces for macOS

Version	General availability	End of support
11.5.x	November 9, 2021	TBA
10.x	July 8, 2020	November 9, 2022
9.x	April 23, 2020	July 8, 2021
8.x	August 26, 2019	April 23, 2021
4.x	April 1, 2019	August 26, 2020
3.8.x	September 21, 2018	April 1, 2020
3.7.x	July 3, 2018	September 30, 2019
3.6.x	September 10, 2017	September 30, 2019
3.5.x	July 27, 2017	January 1, 2019
3.4.x	February 8, 2017	November 1, 2018
3.3.x and earlier	December 29, 2016	February 28, 2018

BlackBerry Workspaces ME

Platform	End of life
iOS	December 20, 2018
Android	December 20, 2018

Software lifecycle: Cylance cybersecurity

This section provides lifecycle dates for Cylance cybersecurity products.

Software lifecycle: CylancePROTECT Desktop

The following table provides lifecycle dates for the specified versions of the CylancePROTECT Desktop agent. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [Cylance Endpoint Security documentation](#).

CylancePROTECT Desktop agent for Windows

Version	General availability	End of engineering support	End of technical support
3.3	August 22, 2024	TBA	TBA
3.2	January 4, 2024	April 22, 2025	May 4, 2026
3.1	January 23, 2023	October 4, 2024	October 4, 2025
3.0	March 8, 2022	October 23, 2023	August 16, 2025
1584	October 12, 2021	November 8, 2022	November 8, 2023
1580	August 3, 2021	June 12, 2022	June 12, 2023
1578	September 8, 2020	April 16, 2022	August 16, 2025
1574	November 20, 2020	April 16, 2022	November 16, 2023
1570 and earlier	September 14, 2020	July 20, 2021	November 22, 2022

CylancePROTECT Desktop agent for macOS

Version	General availability	End of engineering support	End of technical support
3.3	June 20, 2024	TBA	TBA
3.2	October 4, 2023	February 20, 2025	May 4, 2026
3.1	October 31, 2022	June 4, 2024	October 4, 2025
3.0	December 2, 2021	July 1, 2023	July 1, 2024
1594	September 22, 2021	August 2, 2022	August 2, 2023
1590	June 30, 2021	May 22, 2022	May 22, 2023

Version	General availability	End of engineering support	End of technical support
1580	January 19, 2021	February 28, 2022	February 28, 2023
1574 and earlier	November 20, 2020	September 19, 2021	November 30, 2022

CylancePROTECT Desktop agent for Linux (on-premises and cloud)

Version	General availability	End of engineering support	End of technical support
3.3	September 5, 2024	TBA	TBA
3.2	November 15, 2023	May 5, 2025	May 4, 2026
3.1	November 7, 2022	July 15, 2024	October 4, 2025
3.0	February 7, 2022	July 7, 2023	July 7, 2024
1594 ¹	February 1, 2022	November 1, 2023	November 1, 2024
1590	June 30, 2021	October 7, 2022	October 7, 2023
1580	January 19, 2021	February 28, 2022	February 28, 2023
1574 and earlier	November 20, 2020	September 19, 2021	November 30, 2022

¹ On-premises release only

Software lifecycle: CylanceOPTICS

The following table provides lifecycle dates for the specified versions of the CylanceOPTICS agent. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [Cylance Endpoint Security documentation](#).

Version	General availability	End of engineering support	End of technical support
3.3 (macOS/Linux)	June 19, 2024	TBA	TBA
3.3 (Windows)	January 22, 2024	TBA	TBA
3.2	March 28, 2022	February 19, 2025	February 19, 2026
3.1.1	February 14, 2022	Dec 15, 2023	Dec 15, 2024
3.1	December 14, 2021	Dec 15, 2023	Dec 15, 2024
3.0	July 19, 2021	Dec 15, 2023	Dec 15, 2024

Version	General availability	End of engineering support	End of technical support
2.5.3000 2.5.3010 (Windows only)	April 1, 2021	May 31, 2024	May 31, 2025
2.5.2100	November 10, 2020	September 1, 2023	September 1, 2024
2.5.2000 and earlier	November 1, 2020	November 1, 2021	November 30, 2022

Support for CylancePROTECT Desktop and CylanceOPTICS on legacy operating systems

BlackBerry provides continued support for specific versions of the CylancePROTECT Desktop agent on the following legacy operating systems. The operating systems below are designated as legacy because they have been deprecated by the manufacturer.

Changes to the information below will be published at least 12 months in advance to help customers prepare for the removal of support for legacy operating systems.

OS	Required version of the CylancePROTECT Desktop agent	Required version of the CylanceOPTICS agent
Windows XP SP3	2.1.1568	Not supported
Windows Vista	2.1.1564	Not supported
Windows 10 (2004)	3.0.1005	3.2.1327
Windows 8.1	3.2.1000	3.3.3120
Windows 8	2.1.1564	Not supported
Windows 7	3.1.1001	3.2.1327
Windows Server 2012 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation)	3.1.1001	3.2.1327
Windows Server 2008 R2	3.0.1005	3.2.1299
Windows Server 2008	2.1.1568	Not supported
Windows Server 2003 R2 (SP2) Windows Server 2003 (SP2)	2.1.1568	Not supported
Linux RHEL 6.6 to 6.10	3.1.1001	Not supported

OS	Required version of the CylancePROTECT Desktop agent	Required version of the CylanceOPTICS agent
macOS 10.15 (Catalina)	3.2.1000	3.3.3120

Note:

- BlackBerry strongly encourages customers to upgrade desktop devices to modern operating systems that are actively supported by the manufacturer and to upgrade to the latest available version of the agents to benefit from the latest features and fixes.
- CylancePROTECT Desktop agent version 2.1.1564 and 1568 are no longer available for download from the Cylance console, but they are available by request from BlackBerry Technical Support.
- BlackBerry Technical Support will engage in commercially reasonable efforts to resolve or provide a workaround for agent issues on the indicated legacy operating systems, but the success of resolutions or workarounds cannot be guaranteed.
- BlackBerry Engineering does not commit to bug fixes, security updates, or feature enhancements for legacy operating systems, for the following reasons:
 - Legacy operating systems do not support the framework or technologies that BlackBerry requires for our products.
 - The manufacturer has decided to no longer support these operating systems, which could expose serious security flaws or defects that the manufacturer will not address.

Software lifecycle: CylanceGATEWAY

The following table provides lifecycle dates for the specified versions of the CylanceGATEWAY desktop agent. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [Cylance Endpoint Security documentation](#).

CylanceGATEWAY desktop agent for Windows

Version	General availability	End of engineering support	End of technical support
2.10	October 1, 2024	TBA	TBA
2.9	November 29, 2023	June 30, 2025	June 30, 2026
2.8	June 6, 2023	July 29, 2024	July 29, 2025
2.7	March 9, 2023	February 6, 2024	February 6, 2025
2.5	August 4, 2022	November 9, 2023	November 9, 2024

CylanceGATEWAY desktop agent for macOS

Version	General availability	End of engineering support	End of technical support
2.9	November 29, 2023	TBA	TBA

Version	General availability	End of engineering support	End of technical support
2.8	June 6, 2023	July 29, 2024	July 29, 2025
2.7	March 1, 2023	February 6, 2024	February 6, 2025
2.5	August 8, 2022	November 1, 2023	November 1, 2024

Software lifecycle: CylancePERSONA Desktop

The following table provides lifecycle dates for the specified versions of the CylancePERSONA Desktop agent. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#).

Version	General availability	End of engineering support	End of technical support
1.3	January 31, 2022	July 20, 2023	January 1, 2024
1.2	July 29, 2021	January 31, 2023	January 1, 2024
1.1	April 7, 2021	March 29, 2022	March 29, 2023
1.0	November 12, 2020	December 7, 2021	December 7, 2022

Software lifecycle: CylanceON-PREM

The following table provides lifecycle dates for the specified versions of CylanceON-PREM. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [CylanceON-PREM documentation](#).

Version	General availability	End of engineering support	End of technical support
2.0	September 21, 2022	TBA	TBA
1.9	April 7, 2022	September 21, 2023	September 21, 2024
1.8 and earlier	-	March 31, 2023	March 31, 2024

Software lifecycle: CylanceHYBRID

The following table provides lifecycle dates for the specified versions of CylanceHYBRID. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#). For the documentation for the latest versions, see the [CylanceHYBRID documentation](#).

Version	General availability	End of engineering support	End of technical support
2.0	January 26, 2022	TBA	TBA
1.4.15	October 14, 2021	February 28, 2025	August 31, 2025
Earlier than 1.4.15	-	March 31, 2023	March 31, 2024

Software lifecycle: Cylance Engine

The following table provides lifecycle dates for the specified versions of the Cylance Engine. For more information about the specific terms used in the table, see [BlackBerry enterprise software lifecycle](#).

Version	General availability	End of engineering support	End of technical support
1.2	April 10, 2024	TBA	TBA
1.1.x	March 9, 2023	April 30, 2025	April 30, 2026
1.0 x	August 8, 2022	November 30, 2023	November 30, 2024
0.11.x	October 14, 2021	October 31, 2023	October 31, 2024
Earlier than 0.11.x	-	March 30, 2023	March 30, 2024

End-of-life: GovCloud

GovCloud will reach end-of-life and end-of-support on December 31, 2025. For more information, see [the GovCloud End-of-Life Notice](#).

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