BlackBerry UEM

Compatibility Matrix

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Contents

BlackBerry UEM compatibility matrix..... 4

UEM compatibility: Operating systems.....5

UEM compatibility: BlackBerry Connectivity Node-supported directory services..... 6

UEM compatibility: Microsoft SQL Server.....7

UEM compatibility: Supported browsers.....8

UEM compatibility: Java Runtime Environment..... 9

UEM compatibility: BEMS.....10

UEM compatibility: BlackBerry Enterprise Identity.....11

UEM compatibility: BlackBerry Workspaces plug-in for BlackBerry UEM.....12

UEM compatibility: Android activation types supporting Samsung Knox..... 13

UEM compatibility: Android activation types..... 14

Legal notice..... 15

BlackBerry UEM compatibility matrix

This guide provides the compatibility information for BlackBerry UEM in an on-premises environment and BlackBerry UEM Cloud.

Note that, unless otherwise stated, maintenance releases have the same system requirements and support levels as their related major release. For example, version 12.20.1 has the same system requirements as 12.20.

UEM supports only the standard character set (non-unicode).

Support definitions

- 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.

UEM compatibility: Operating systems

You can install BlackBerry UEM on English, French, Spanish, or German implementations of the OS. UEM does not support in-place upgrades of Windows Server OS. For more information about upgrading Windows Server OS, see KB 37270.

BlackBerry provides limited support for legacy Windows operating systems that are no longer supported by Microsoft. For more information, see Support for BlackBerry UEM on legacy Windows operating systems in the BlackBerry Enterprise Software Lifecycle Reference Guide.

Supported Active Directory schema versions for UEM Cloud are the same as the OS versions.

OS (64-bit)	Cloud	12.21	12.20	12.19
Windows Server 2022	Sup	Sup	Sup	Sup
Windows Server 2019	Sup	Sup	Sup	Sup
Windows Server 2016	Sup	Sup[1]	Sup[1]	Sup[1]

[1] The BlackBerry Gatekeeping Service is not supported. For more information, see KB 137170.

UEM compatibility: BlackBerry Connectivity Node-supported directory services

Directory service	Cloud
Microsoft Active Directory	Sup
Microsoft Entra ID Active Directory	Sup
IBM Domino LDAP	Sup
Novell GroupWise LDAP	Sup

UEM compatibility: Microsoft SQL Server

For local Microsoft SQL Server implementations, use a 64-bit database server. For remote Microsoft SQL Server implementations, you can use a 32-bit or 64-bit database server.

Database server	Cloud	12.21	12.20	12.19
Microsoft SQL Server 2022	-	Sup	Sup	Sup
Microsoft SQL Server 2019	-	Sup	Sup	Sup
Microsoft SQL Server 2017	-	Sup[1]	Sup[1]	Sup[1]
Microsoft SQL Server 2016	-	Sup	Sup	Sup
Microsoft SQL Server 2014	-	LS	LS	LS

[1]The Express version of this version of Microsoft SQL Server is bundled with the setup application.

UEM compatibility: Supported browsers

Browser	Cloud	12.21	12.20	12.19
Microsoft Edge	Sup	Sup	Sup	Sup
Mozilla Firefox	Sup	Sup	Sup	Sup
Google Chrome	Sup	Sup	Sup	Sup
Safari	Sup	Sup	Sup	Sup

UEM compatibility: Java Runtime Environment

Java SE Runtime Environment (JRE) software is not packaged with UEM, so you must install a compatible JRE on the servers where you will install UEM. Some third party Java vendors may not release a JRE that is separate from their Java Development Kit (JDK). In this case, it is supported to install the JDK for use by UEM.

For more information about how to install a supported JRE on the servers, see KB 52117. For more information about how to upgrade JRE on UEM, see KB 37393.

JRE	Cloud	12.21	12.20	12.19
JRE 17 (latest update version, 64-bit)[1]	Sup	Sup	Sup	Sup

[1] Note that JRE 17.08 is not supported. For more information, see KB 113454.

UEM compatibility: BEMS

BEMS	Cloud	12.21	12.20	12.19
BEMS 3.8.x	Sup	Sup	Sup	Sup
BEMS 3.7.x	Sup	Sup	Sup	Sup
BEMS 3.6.x	Sup	Sup	Sup	Sup

UEM compatibility: BlackBerry Enterprise Identity

BlackBerry Enterprise Identity	Cloud	12.21	12.20	12.19
BlackBerry Enterprise Identity for BlackBerry UEM 1.2	-	Sup	Sup	Sup

UEM compatibility: BlackBerry Workspaces plug-in for BlackBerry UEM

BlackBerry Workspaces plug-in	Cloud	12.21	12.20	12.19
BlackBerry Workspaces plug-in for BlackBerry UEM 4.10.2	-	Sup	Sup	Sup

Workspaces plug-in for UEM compatibility: BlackBerry Workspaces server

BlackBerry Workspaces server	4.10.2
BlackBerry Workspaces server 12.0	Sup
BlackBerry Workspaces server 11.9	Sup
BlackBerry Workspaces server 11.8	Sup

UEM compatibility: Android activation types supporting Samsung Knox

Supported Android Enterprise activation types

- Work and personal - full control
- Work space only
- Work and personal - user privacy

Android OS version	Knox SDK version	Cloud	12.21	12.20	12.19
15	3.11	Sup	Sup	Sup	Sup
14	3.10	Sup	Sup	Sup	Sup
13	3.9	Sup	Sup	Sup	Sup
12	3.8	Sup	Sup	Sup	Sup
11	3.7.x	Sup	Sup	Sup	Sup

Supported Samsung Knox activation types

- Work and personal - full control
- Work and personal - user privacy

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, see KB 54614.

Android OS version	Knox SDK version	Cloud	12.21	12.20	12.19
15	3.11	NS	NS	NS	NS
14	3.10	NS	NS	NS	NS
13	3.9	NS	NS	NS	NS
12	3.8	Sup	Sup	Sup	Sup
11	3.7.x	Sup	Sup	Sup	Sup

UEM compatibility: Android activation types

The compatibility information below applies to the following Android activation types:

- Work and personal - user privacy
- Work and personal - full control
- Work space only

OS	12.21	12.20	12.19
Android OS 15.0	Sup	Sup	Sup
Android OS 14.0	Sup	Sup	Sup
Android OS 13.0	Sup	Sup	Sup
Android OS 12.0	Sup	Sup	Sup
Android OS 11.0	Sup	Sup	Sup

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