



# **Cylance Endpoint Security**

## **Compatibility Matrix**

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# Cylance Endpoint Security compatibility matrix

This guide provides the compatibility information for the Cylance Endpoint Security desktop agents and the CylancePROTECT Mobile app:

- [Compatibility matrix: CylancePROTECT Desktop agent](#)
- [Compatibility matrix: CylancePROTECT Mobile app](#)
- [Compatibility matrix: CylanceOPTICS agent](#)
- [Compatibility matrix: CylanceGATEWAY Desktop agent](#)
- [Compatibility matrix: CylanceAVERT agent](#)

# Compatibility matrix: CylancePROTECT Desktop agent

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well. For information about the software lifecycle for BlackBerry enterprise products, as well as information about legacy OS support, see the [BlackBerry Enterprise Software Lifecycle Reference Guide](#) and [CylancePROTECT Desktop legacy OS support](#).

For more information about CylancePROTECT Desktop requirements, see the [CylancePROTECT Desktop requirements](#).

**Note:** BlackBerry Cylance will use commercially reasonable efforts to provide compatibility for updated versions of operating systems and strives to achieve this within 30 days of release. The exact timing can vary based on several factors, including the complexity of the OS changes, hardware dependencies, resolving issues with the OS vendor, and other commercial reasons.

## Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

## Microsoft

OS	3.3	3.2	3.1	3.0	1578
Windows 365 (Business, Enterprise)	Sup	Sup	Sup	NS	NS
Windows Server 2025 (Standard, Data Center & Server Core)	Sup	NS	NS	NS	NS
Windows Server 2022 (Standard, Data Center & Server Core)	Sup	Sup	Sup	Sup	NS
Windows Server 2019 (Standard, Data Center & Server Core)	Sup	Sup	Sup	Sup	Sup
Windows Server 2016 (Standard, Data Center, Essentials & Server Core)	Sup	Sup	Sup	Sup	Sup
Windows Server 2012 R2 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation)	Sup	Sup	Sup	Sup	Sup
Windows 11 (24H2) <sup>1</sup>	Sup	NS	NS	NS	NS

OS	3.3	3.2	3.1	3.0	1578
Windows 11 (23H2)	Sup	Sup	Sup <sup>2</sup>	Sup	NS
Windows 11 (23H2) IoT Build 22631	Sup	Sup	Sup <sup>2</sup>	Sup	NS
Windows 11 (22H2)	Sup	Sup	Sup	Sup	NS
Windows 11 (22H2) IoT Build 22621	Sup	Sup	Sup	Sup	NS
Windows 11 (21H2) <sup>1</sup>	Sup	Sup	Sup	Sup	NS
Windows 10 (22H2)	Sup	Sup	Sup	Sup	NS
Windows 10 (22H2) IoT Build 19045	Sup	Sup	Sup	Sup	NS
Windows 10 (21H2)	Sup	Sup	Sup	Sup	NS
Windows 10 (21H2) IoT Build 19044 LTSC	Sup	Sup	Sup	Sup	NS
Windows 10 (21H1) <sup>1</sup>	Sup	Sup	Sup	Sup	NS
Windows 10 (20H2) <sup>1</sup>	Sup	Sup	Sup	Sup	Sup
Windows 10 (1809 LTSC) <sup>1</sup>	Sup	Sup	Sup	Sup	Sup

<sup>1</sup> The IoT version of this Windows release is not supported.

<sup>2</sup> Supported for CylancePROTECT Desktop 3.1.1003 and later.

## Apple

OS	3.3	3.2	3.1	3.0
macOS 15 (Sequoia)	Sup	NS	NS	NS
macOS 14 (Sonoma)	Sup	Sup	NS	NS
macOS 13 (Ventura)	Sup	Sup	Sup	NS
macOS 12 (Monterey)	Sup	Sup	Sup	Sup
macOS 11 (Big Sur)	Sup	Sup	Sup	Sup

## Linux

For a list of supported Linux drivers and kernels, download the spreadsheet [here](#).

OS	3.3	3.2	3.1	3.0	1590
<b>Ubuntu</b>					
Ubuntu 24.04 LTS	Sup	NS	NS	NS	NS
Ubuntu 22.04 LTS	Sup	Sup	Sup	NS	NS
Ubuntu 20.04 LTS	Sup	Sup	Sup	Sup	Sup
Ubuntu 18.04 LTS	NS	Sup	Sup	Sup	Sup
<b>SUSE Linux Enterprise</b>					
SUSE Linux Enterprise Server 15	Sup	Sup	Sup	Sup	Sup
SUSE Linux Enterprise Server 12 SP5	Sup	Sup	Sup	Sup	Sup
<b>Red Hat Enterprise Linux</b>					
Red Hat Enterprise Linux 9	Sup	Sup	Sup <sup>1</sup>	NS	NS
Red Hat Enterprise Linux 8	Sup	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux 7	Sup	Sup	Sup	Sup	Sup
<b>CentOS Linux distributions</b>					
CentOS 8	Sup	Sup	Sup	Sup	Sup
CentOS 7	Sup	Sup	Sup	Sup	Sup
<b>Oracle Linux Server</b>					
Oracle Linux Server 9	Sup	Sup	Sup <sup>1</sup>	NS	NS
Oracle Linux Server 8	Sup	Sup	Sup	Sup	Sup
Oracle Linux Server 7	Sup	Sup	Sup	Sup	Sup
<b>Oracle Linux Server UEK</b>					
Oracle Linux Server UEK 9	Sup	Sup	Sup <sup>1</sup>	NS	NS
Oracle Linux Server UEK 8	Sup	Sup	Sup	Sup	Sup
Oracle Linux Server UEK 7	Sup	Sup	Sup	Sup	Sup
<b>Debian</b>					

OS	3.3	3.2	3.1	3.0	1590
Debian 12	Sup	NS	NS	NS	NS
Debian 11	Sup	Sup	Sup	Sup	NS
Debian 10	Sup	Sup	Sup	Sup	Sup
<b>Amazon</b>					
Amazon Linux 2023	Sup	Sup	NS	NS	NS
Amazon Linux 2	Sup	Sup	Sup	Sup	Sup
<b>AlmaLinux</b>					
AlmaLinux 9	Sup	NS	NS	NS	NS
AlmaLinux 8	Sup	NS	NS	NS	NS
<b>Rocky Linux</b>					
Rocky Linux 9	Sup	NS	NS	NS	NS
Rocky Linux 8	Sup	NS	NS	NS	NS

<sup>1</sup> Support requires CylancePROTECT Desktop agent 3.1.1001 or later.



# Compatibility matrix: CylancePROTECT Mobile app

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well. For information about the software lifecycle for BlackBerry enterprise products, see the [BlackBerry Enterprise Software Lifecycle Reference Guide](#).

For more information about additional CylancePROTECT Mobile app requirements, see the [CylancePROTECT Mobile requirements](#).

## Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

## Apple

OS	Latest version of app
<b>iOS/iPadOS 18</b>	
iOS/iPadOS 18.2	Sup <sup>1</sup>
iOS/iPadOS 18.1	Sup <sup>1</sup>
iOS/iPadOS 18.0	Sup <sup>1</sup>
<b>iOS/iPadOS 17</b>	
iOS/iPadOS 17.7	Sup <sup>1</sup>
iOS/iPadOS 17.6	Sup <sup>1</sup>
iOS/iPadOS 17.5	Sup <sup>1</sup>
iOS/iPadOS 17.4	Sup
iOS/iPadOS 17.3	Sup
iOS/iPadOS 17.2	Sup
iOS/iPadOS 17.1	Sup
iOS/iPadOS 17.0	Sup
<b>iOS/iPadOS 16</b>	
iOS/iPadOS 16.x	Sup

<sup>1</sup> Sideload detection is not supported for iOS/iPadOS 17.5 and later.

## Android

OS	Latest version of agent
Android OS 15.0	Sup
Android OS 14.0	Sup
Android OS 13.0 <sup>1</sup>	Sup
Android OS 12.0	Sup
Android OS 11.0.x	Sup

<sup>1</sup> For more information, see [KB 100943](#).

## Google

OS	Latest version of agent
Chrome OS <sup>1</sup>	Sup

<sup>1</sup> Chrome OS 84.x or later. Chrome OS supports the following features only:

- Malware detection for Android devices
- Sideload detection for Android and iOS devices
- Device security checks: developer options, root detection, encryption, and screen lock only
- Attestation for the integrity of the CylancePROTECT Mobile app. Other forms of attestation are not supported on Chrome OS.
- Unsupported OS
- Unsupported device model
- Unsafe network detection
- CylanceGATEWAY (supported on Chromebook 64-bit only)

## Waydroid

OS	Latest version of agent
Waydroid OS <sup>1</sup>	Sup

<sup>1</sup> Waydroid OS 18.1 or later. Waydroid OS supports the following features only:

- Malware detection for Android devices
- Sideload detection for Android devices
- Device security checks: developer options only
- Unsupported OS
- Unsupported device model
- CylanceGATEWAY

# Compatibility matrix: CylanceOPTICS agent

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well. For information about the software lifecycle for BlackBerry enterprise products, see the [BlackBerry Enterprise Software Lifecycle Reference Guide](#) and [CylanceOPTICS legacy OS support](#).

For more information about CylanceOPTICS requirements, see the [CylanceOPTICS requirements](#).

**Note:** BlackBerry Cylance will use commercially reasonable efforts to provide compatibility for updated versions of operating systems and strives to achieve this within 30 days of release. The exact timing can vary based on several factors, including the complexity of the OS changes, hardware dependencies, resolving issues with the OS vendor, and other commercial reasons.

## Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

## Microsoft

OS	3.3	3.2	3.1	3.0	2.5.3010	2.5.3000	2.5.2100
Windows 365 (Business, Enterprise)	Sup	Sup <sup>1</sup>	NS	NS	NS	NS	NS
Windows Server 2025 (Standard, Data Center & Server Core)	Sup	NS	NS	NS	NS	NS	NS
Windows Server 2022 (Standard, Data Center & Server Core)	Sup	Sup	Sup	Sup	Sup	NS	NS
Windows Server 2019 (Standard, Data Center & Server Core)	Sup	Sup	Sup	Sup	Sup	Sup	Sup
Windows Server 2016 (Standard, Data Center, Essentials & Server Core)	Sup	Sup	Sup	Sup	Sup	Sup	Sup
Windows Server 2012 R2 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation)	Sup	Sup	Sup	Sup	Sup	Sup	Sup

OS	3.3	3.2	3.1	3.0	2.5.3010	2.5.3000	2.5.2100
Windows 11 (24H2)	Sup <sup>2</sup>	NS	NS	NS	NS	NS	NS
Windows 11 (23H2)	Sup	NS	NS	NS	NS	NS	NS
Windows 11 (23H2) IoT Build 22631	Sup	NS	NS	NS	NS	NS	NS
Windows 11 (22H2)	Sup	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Windows 11 (22H2) IoT Build 22621	Sup	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Windows 11 (21H2)	Sup	Sup	Sup	NS	Sup	NS	NS
Windows 10 (22H2)	Sup	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Windows 10 (22H2) IoT Build 19045	Sup	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Windows 10 (21H2)	Sup	Sup	Sup	Sup	Sup	Sup	Sup
Windows 10 (21H2) IoT Build 19044 LTSC	Sup	Sup	Sup	Sup	Sup	Sup	Sup
Windows 10 (21H1)	Sup	Sup	Sup	Sup	Sup	Sup	Sup
Windows 10 (20H2)	Sup	Sup	Sup	Sup	Sup	Sup	Sup
Windows 10 (1809 LTSC)	Sup	Sup	Sup	Sup	Sup	Sup	Sup
Windows 8.1	Sup	Sup	Sup	Sup	Sup	Sup	Sup

<sup>1</sup> Supported for CylanceOPTICS 3.2.1299 or later.

<sup>2</sup> Supported for CylanceOPTICS 3.3.2779 or later.

<sup>3</sup> Supported for CylanceOPTICS 3.2.1140 or later.

## Apple

OS	3.3	3.2	3.1	3.0	2.5.3000	2.5.2100
macOS 15 (Sequoia)	Sup	NS	NS	NS	NS	NS
macOS 14 (Sonoma)	Sup	NS	NS	NS	NS	NS
macOS 13 (Ventura)	Sup	Sup <sup>1</sup>	NS	NS	NS	NS

OS	3.3	3.2	3.1	3.0	2.5.3000	2.5.2100
macOS 12 (Monterey)	Sup	Sup	Sup	NS	NS	NS
macOS 11 (Big Sur)	Sup	Sup	Sup	Sup	NS	NS
macOS 10.15 (Catalina)	Sup	Sup	Sup	Sup	Sup	Sup

<sup>1</sup> Support for macOS 13 (Ventura) requires CylanceOPTICS 3.2.1299 or later.

## Linux

OS	3.3	3.2	3.1	3.0	2.5.3000	2.5.2100
<b>Ubuntu</b>						
Ubuntu 22.04 LTS	Sup	NS	NS	NS	NS	NS
Ubuntu 20.04 LTS	Sup	Sup	Sup	NS	NS	NS
Ubuntu 18.04 LTS	Sup	Sup	Sup	Sup	Sup	Sup
<b>SUSE Linux Enterprise</b>						
SUSE Linux Enterprise Server 15 SP4	Sup	Sup <sup>2</sup>	Sup	Sup	NS	NS
SUSE Linux Enterprise Server 12 SP5	Sup	Sup	Sup	Sup	Sup	Sup
<b>Red Hat Enterprise Linux</b>						
Red Hat Enterprise Linux 8.10	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Red Hat Enterprise Linux 8.9	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Red Hat Enterprise Linux 8.8	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Red Hat Enterprise Linux 8.7	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Red Hat Enterprise Linux 8.6	Sup	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 8.5	Sup	Sup	NS	NS	Sup	NS

OS	3.3	3.2	3.1	3.0	2.5.3000	2.5.2100
Red Hat Enterprise Linux 8.4	Sup	Sup <sup>1</sup>	NS	NS	Sup <sup>1</sup>	NS
Red Hat Enterprise Linux 8.3	Sup	Sup	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux 8.2	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Red Hat Enterprise Linux 8.1	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Red Hat Enterprise Linux 8.0	Sup <sup>3</sup>	NS	NS	NS	NS	NS
Red Hat Enterprise Linux 7.9	Sup	Sup	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux 7.8	Sup	Sup	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux 7.7	NS	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 7.6	NS	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 7.5	NS	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 7.4	NS	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 7.3	NS	Sup	NS	NS	Sup	NS
<b>CentOS</b>						
CentOS 8.3	Sup	Sup	Sup	Sup	Sup	Sup
CentOS 7.9	Sup	Sup	Sup	Sup	Sup	Sup
CentOS 7.8	Sup	Sup	Sup	Sup	Sup	Sup
<b>Oracle Linux Server</b>						
Oracle Linux Server 8	Sup	Sup	Sup	NS	NS	NS
Oracle Linux Server 7	Sup	Sup <sup>2</sup>	NS	NS	NS	NS

OS	3.3	3.2	3.1	3.0	2.5.3000	2.5.2100
<b>Oracle Linux Server UEK</b>						
Oracle Linux Server UEK 8	Sup	Sup	Sup	NS	NS	NS
Oracle Linux Server UEK 7	Sup	NS	NS	NS	NS	NS
<b>Debian</b>						
Debian 11	Sup	Sup <sup>2</sup>	NS	NS	NS	NS
Debian 10	Sup	Sup <sup>2</sup>	NS	NS	NS	NS
<b>Amazon</b>						
Amazon Linux 2	Sup	Sup	Sup	Sup	Sup	Sup

<sup>1</sup> Support for Red Hat Enterprise Linux 8.4 requires kernel 4.18.0-348.23.1.el8\_5.x86\_64 or later

<sup>2</sup> Support requires CylanceOPTICS 3.2.1299 or later.

<sup>3</sup> Support requires CylanceOPTICS agent 3.3.2758-23000 or later and CylancePROTECT Desktop agent 3.3.x or later.

# Compatibility matrix: CylanceGATEWAY Desktop agent

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well. For information about the software lifecycle for BlackBerry enterprise products, see the [BlackBerry Enterprise Software Lifecycle Reference Guide](#).

For more information about CylanceGATEWAY agent requirements, see the [CylanceGATEWAY requirements](#).

## Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

## Microsoft

OS	2.10	2.9	2.8	2.7	2.5
Windows 11 (24H2)	Sup	Sup	Sup	Sup	Sup
Windows 11 (23H2)	Sup	Sup	Sup	Sup	Sup
Windows 11 (22H2)	Sup	Sup	Sup	Sup	Sup
Windows 11 (21H2)	Sup	Sup	Sup	Sup	Sup
Windows 10 (22H2)	Sup	Sup	Sup	Sup	Sup
Windows 10 (21H2)	Sup	Sup	Sup	Sup	Sup

## Apple

OS	2.9	2.8	2.7	2.5
macOS 15 (Sequoia)	Sup	NS	NS	NS
macOS 14 (Sonoma)	Sup	Sup	Sup	NS
macOS 13 (Ventura)	Sup	Sup	Sup	Sup



OS	2.9	2.8	2.7	2.5
macOS 12 (Monterey)	Sup	Sup	Sup	Sup
macOS 11 (Big Sur)	Sup <sup>1</sup>	Sup <sup>1</sup>	Sup <sup>1</sup>	Sup <sup>1</sup>

<sup>1</sup> SafeMode functionality is not supported.

# Compatibility matrix: CylanceAVERT agent

When a third-party vendor ends support for any of their products or services, BlackBerry ends support for those products or services as well. For information about the software lifecycle for BlackBerry enterprise products, see the [BlackBerry Enterprise Software Lifecycle Reference Guide](#).

For more information about CylanceAVERT requirements, see the [CylanceAVERT requirements](#).

## Support definitions

- NS: Not supported. BlackBerry does not support the configuration.
- 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.

## Microsoft

OS	1.2	1.0
Windows 11 (22H2)	Sup	Sup
Windows 11 (21H2)	Sup	Sup
Windows 10 (22H2)	Sup	Sup
Windows 10 (21H2)	Sup	Sup
Windows 10 (21H1)	Sup	Sup
Windows 10 (20H2)	Sup	Sup
Windows 10 (1809 LTSC)	Sup	Sup

## Microsoft Outlook

Outlook version	1.2	1.0
Microsoft Outlook 2019 MSO <sup>1</sup>	Sup	Sup
Microsoft Outlook 2016 <sup>1</sup>	Sup	Sup

<sup>1</sup> Requires 2208 build 16.0.15601.20078 32-bit

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