



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: CylancePERSONA Desktop 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	3.2	3.1	3.0	1578
Windows 365 (Business, Enterprise)	Sup	Sup	NS	NS
Windows Server 2022 (Standard, Data Center & Server Core)	Sup	Sup	Sup	NS
Windows Server 2019 (Standard, Data Center & Server Core)	Sup	Sup	Sup	Sup
Windows Server 2016 (Standard, Data Center, Essentials & Server Core)	Sup	Sup	Sup	Sup
Windows Server 2012 R2 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation)	Sup	Sup	Sup	Sup
Windows Server 2012 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation)	NS	Sup	Sup	Sup
Windows 11 (23H2)	Sup	Sup ²	NS	NS
Windows 11 (22H2) ¹	Sup	Sup	Sup	NS

OS	3.2	3.1	3.0	1578
Windows 11 (21H2) ¹	Sup	Sup	Sup	NS
Windows 10 (22H2) ¹	Sup	Sup	NS	NS
Windows 10 (21H2) ¹	Sup	Sup	Sup	NS
Windows 10 (21H1) ¹	Sup	Sup	Sup	NS
Windows 10 (20H2) ¹	Sup	Sup	Sup	Sup
Windows 10 (2004) ¹	NS	NS	Sup	Sup
Windows 10 (1809 LTSC) ¹	Sup	Sup	Sup	Sup
Windows 8.1	Sup	Sup	Sup	Sup
Windows 7	NS	Sup	Sup	Sup

¹ Windows 10 and Windows 11 IoT versions are not supported.

² Supported for 3.1.1003 only.

Apple

OS	3.2	3.1	3.0
macOS 14 (Sonoma)	Sup	NS	NS
macOS 13 (Ventura)	Sup	Sup	NS
macOS 12 (Monterey)	Sup	Sup	Sup
macOS 11 (Big Sur)	Sup	Sup	Sup
macOS 10.15 (Catalina)	Sup	Sup	Sup

Linux

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

OS	3.2	3.1	3.0	1590
Ubuntu				
Ubuntu 22.04 LTS	Sup	Sup	NS	NS
Ubuntu 20.04 LTS	Sup	Sup	Sup	Sup

OS	3.2	3.1	3.0	1590
Ubuntu 18.04 LTS	Sup	Sup	Sup	Sup
SUSE Linux Enterprise				
SUSE Linux Enterprise Server 15	Sup	Sup	Sup	Sup
SUSE Linux Enterprise Server 12 SP5	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux				
Red Hat Enterprise Linux 9	Sup	Sup ¹	NS	NS
Red Hat Enterprise Linux 8	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux 7	Sup	Sup	Sup	Sup
CentOS Linux distributions				
CentOS 8	Sup	Sup	Sup	Sup
CentOS 7	Sup	Sup	Sup	Sup
Oracle Linux Server				
Oracle Linux Server 9	Sup	Sup ¹	NS	NS
Oracle Linux Server 8	Sup	Sup	Sup	Sup
Oracle Linux Server 7	Sup	Sup	Sup	Sup
Oracle Linux Server UEK				
Oracle Linux Server UEK 9	Sup	Sup ¹	NS	NS
Oracle Linux Server UEK 8	Sup	Sup	Sup	Sup
Oracle Linux Server UEK 7	Sup	Sup	Sup	Sup
Debian				
Debian 11	Sup	Sup	Sup	NS
Debian 10	Sup	Sup	Sup	Sup
Amazon				
Amazon Linux 2023	Sup	NS	NS	NS
Amazon Linux 2	Sup	Sup	Sup	Sup

¹ 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

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Apple

OS	Latest version of app
iOS/iPadOS 17	
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
iOS/iPadOS 16	
iOS/iPadOS 16.7	Sup
iOS/iPadOS 16.6	Sup
iOS/iPadOS 16.5	Sup
iOS/iPadOS 16.4	Sup
iOS/iPadOS 16.3	Sup
iOS/iPadOS 16.2	Sup
iOS/iPadOS 16.1	Sup
iOS/iPadOS 16.0	Sup

Android

OS	Latest version of agent
Android OS 14.0	Sup
Android OS 13.0 ¹	Sup
Android OS 12.0	Sup
Android OS 11.0.x	Sup

¹ For more information, visit support.blackberry.com to read [KB 100943](#).

Google

OS	Latest version of agent
Chrome OS ¹	Sup

¹ 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 CylancePROTECT Mobile app
- Unsupported OS
- Unsupported device model
- Unsafe network detection
- CylanceGATEWAY (supported on Chromebook 64-bit only)

Waydroid

OS	Latest version of agent
Waydroid OS ¹	Sup

¹ 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](#).

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 ¹	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 Server 2012 (Standard, Data Center, Essentials, Server Core, Embedded & Foundation)	NS	Sup	Sup	Sup	Sup	Sup	Sup
Windows 11 (23H2)	Sup	NS	NS	NS	NS	NS	NS
Windows 11 (22H2)	Sup	Sup ²	NS	NS	NS	NS	NS
Windows 11 (21H2)	Sup	Sup	Sup	NS	Sup	NS	NS
Windows 10 (22H2)	Sup	Sup ²	NS	NS	NS	NS	NS
Windows 10 (21H2)	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 (2004)	NS	NS	NS	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
Windows 7	NS	Sup	Sup	Sup	Sup	Sup	Sup

¹ Support requires CylanceOPTICS 3.2.1299 or later.

² Support requires CylanceOPTICS 3.2.1140 or later.

Apple

OS	3.2	3.1	3.0	2.5.3000	2.5.2100
macOS 13 (Ventura)	Sup ¹	NS	NS	NS	NS
macOS 12 (Monterey)	Sup	Sup	NS	NS	NS
macOS 11 (Big Sur)	Sup	Sup	Sup	NS	NS
macOS 10.15 (Catalina)	Sup	Sup	Sup	Sup	Sup

¹ Support for macOS 13 (Ventura) requires CylanceOPTICS 3.2.1299.

Linux

OS	3.2	3.1	3.0	2.5.3000	2.5.2100
Ubuntu					
Ubuntu 22.04 LTS	NS	NS	NS	NS	NS
Ubuntu 20.04 LTS	Sup	Sup	NS	NS	NS
Ubuntu 18.04 LTS	Sup	Sup	Sup	Sup	Sup
SUSE Linux Enterprise					
SUSE Linux Enterprise Server 15 SP4	Sup ²	Sup	Sup	NS	NS
SUSE Linux Enterprise Server 12 SP5	Sup	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux					
Red Hat Enterprise Linux 8.6	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 8.5	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 8.4	Sup ¹	NS	NS	Sup ¹	NS
Red Hat Enterprise Linux 8.3	Sup	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux 7.9	Sup	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux 7.8	Sup	Sup	Sup	Sup	Sup
Red Hat Enterprise Linux 7.7	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 7.6	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 7.5	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 7.4	Sup	NS	NS	Sup	NS
Red Hat Enterprise Linux 7.3	Sup	NS	NS	Sup	NS
CentOS					
CentOS 8.3	Sup	Sup	Sup	Sup	Sup
CentOS 7.9	Sup	Sup	Sup	Sup	Sup
CentOS 7.8	Sup	Sup	Sup	Sup	Sup

OS	3.2	3.1	3.0	2.5.3000	2.5.2100
Oracle Linux Server					
Oracle Linux Server 8	Sup	Sup	NS	NS	NS
Oracle Linux Server 7	Sup ²	NS	NS	NS	NS
Oracle Linux Server UEK					
Oracle Linux Server UEK 8	Sup	Sup	NS	NS	NS
Oracle Linux Server UEK 7	NS	NS	NS	NS	NS
Debian					
Debian 11	Sup ²	NS	NS	NS	NS
Debian 10	Sup ²	NS	NS	NS	NS
Amazon					
Amazon Linux 2	Sup	Sup	Sup	Sup	Sup

¹ Support for Red Hat Enterprise Linux 8.4 requires kernel 4.18.0-348.23.1.el8_5.x86_64 or later

² Support requires CylanceOPTICS 3.2.1299 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

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Microsoft

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

Apple

OS	2.9	2.8	2.7	2.5
macOS 14 (Sonoma)	Sup	Sup	Sup	NS
macOS 13 (Ventura)	Sup	Sup	Sup	Sup
macOS 12 (Monterey)	Sup	Sup	Sup	Sup
macOS 11 (Big Sur)	Sup ¹	Sup ¹	Sup ¹	Sup ¹

¹SafeMode 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 ¹	Sup	Sup
Microsoft Outlook 2016 ¹	Sup	Sup

¹ Requires 2208 build 16.0.15601.20078 32-bit

Compatibility matrix: CylancePERSONA 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](#).

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	1.3	1.2	1.1	1.3 1.0
Windows 11 (21H2)	Sup	Sup	Sup	Sup
Windows 10 (21H2)	Sup	Sup	Sup	Sup
Windows 10 (21H1)	Sup	Sup	Sup	Sup
Windows 10 (21H2)	Sup	Sup	Sup	Sup
Windows 10 (1809 LTSC)	Sup	Sup	Sup	Sup

CylancePROTECT agent

OS	1.3	1.2	1.1	1.0
CylancePROTECT Agent 1574	Sup	Sup	Sup	NS
CylancePROTECT Agent 1580	Sup	Sup	Sup	Sup
CylancePROTECT Agent 1590	Sup	Sup	Sup	Sup

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