BBM Enterprise

Administration Guide for BlackBerry UEM

1.4.0

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Managing BBM Enterprise in BlackBerry UEM

You can manage BBM Enterprise users and policies for Android, iOS, Windows, and macOS devices from the BlackBerry UEM or BlackBerry UEM Cloud management console.

Note: To manage BBM Enterprise on BlackBerry 10 devices, you must continue to use the BlackBerry Enterprise Identity console. If a user has at least one BlackBerry 10, even if their other devices are not, you should continue managing that user from the BlackBerry Enterprise Identity console.

User and device management

You can perform the following tasks from the BlackBerry UEM management console:

- Import users individually, using a .csv file, or through an Active Directory group
- Manage BBM Enterprise profiles and policies
- Assign BBM Enterprise policies to users individually or in groups
- View and manage BBM Enterprise licenses
- Restrict administrative actions on BBM Enterprise policies and users based on UEM administrative roles
- Customize the BBM Enterprise activation email template
- Assign and remove user access to BBM Enterprise
- Assign BBM Enterprise activation credentials and define activation behaviour (maximum number of activated devices, allowed OS versions, expiry time of activation credentials, define complexity of activation passwords)
- Allow the use of BlackBerry UEM Self-Service to activate BBM Enterprise
- View the details of users activated with BBM Enterprise
- Delete individual devices of BBM Enterprise users
- Manage user information automatically with the BBM Enterprise Cloud Directory
- Archive BBM Enterprise messages
- Review and audit actions carried out by administrators on BBM Enterprise -specific policies, users, and groups

Activating users

When you activate BBM Enterprise users in BlackBerry UEM, users enter a one-time password instead of a BlackBerry ID during activation. You generate the activation password and set it to expire after a specified time. You can also set an activation password to expire after first use.

You can migrate existing BBM Enterprise users from BlackBerry Enterprise Identity to UEM-based management. When users are migrated, all contacts and chats are migrated. However, the migration path is one way: users cannot migrate back to BlackBerry Enterprise Identity from UEM.

BBM Enterprise cloud directory service management

You can update the cloud directory directly by entering or importing user details. Users are also automatically imported to the cloud directory upon entitlement to BBM Enterprise and automatically removed from the cloud directory when their entitlement is removed.

BBM Enterprise supports and synchronizes the following properties of the user profile to BBM Enterprise cloud directory. You can select any of the following properties to import. If you select display name, the display name in Active Directory is used as the user identifier instead of first and last name.

- Display name
- First and last name
- Email (required)
- Job title
- Department name
- Phone number

Configure the BBM Enterprise for Windows installation

You can extract an .msi file from the BBM Enterprise for Windows .exe file and configure some installation settings for users (for example, you can specify the language that BBM Enterprise is installed with).

When you extract the .msi file, you can specify one of the following language codes for the installer. The language that you specify and corresponding .mst file is used for the BBM Enterprise installation only. The supported languages in the BBM Enterprise app are not affected.

- English: 1033
- German: 1031
- Spanish: 1034
- French: 1036
- Italian: 1040
- Dutch: 1043

1. In a command prompt, run the following command to extract the .msi and corresponding language files: `BBMSetup.exe /s /x /b"ExtractToPath" /v"/qn" /lLanguageCode`

   The MSI and language .mst file are extracted.

   Note: If you run this command on a computer that has BBM Enterprise for Windows installed, BBM Enterprise will be uninstalled.
2. Do one of the following:
   - To specify the language that BBM Enterprise will be installed with, run `BBMSetup.msi TRANSFORMS=LanguageCode.mst`
   - To direct users to the UEM sign-in screen during installation, run `BBMSetup.msi UEMSIGNIN=1 TRANSFORMS=LanguageCode.mst`

Customize BBM Enterprise for Windows settings

You can use the following commands to customize BBM Enterprise for Windows settings and apply them automatically during installation. You cannot specify settings for individual installations. The ALLUSERS and MSIINSTALLPERUSER properties are handled automatically and should not be used.

Before you begin: Extract the installation .msi file.

In a command prompt window, run any of the following commands:

Task	Ste
To disable automatic detection of proxy settings and pre-populate the Host and Port proxy settings found in the Settings dialog	Run `BBMSetup.msi PROXY_HOST=[Host Url] PROXY_PORT=[Port to use]`. **Note:** Both PROXY_HOST and PROXY_PORT must be set.
To pre-populate the Username setting found in the Settings dialog	Run `BBMSetup.msi PROXY_USER=[user name]`.
Hide and disable the Username and Password used for proxy settings found in the Settings dialog	Run `run BBMSetup.msi DISABLE_PROXY_CREDENTIALS=1`.
To prevent BBM Enterprise from opening when the computer is started	Run `BBMSetup.msi LAUNCH_ON_STARTUP=0`.

Prerequisites

Before you enable BBM Enterprise on BlackBerry UEM, you must:

- Install and configure BlackBerry UEM or BlackBerry UEM Cloud. For more information, see the BlackBerry UEM documentation and the BlackBerry UEM Cloud documentation. BlackBerry UEM on-premises must be at a minimum of version 12.10.1.
- Obtain and install licenses. For more information, see BBM Enterprise licenses for BlackBerry UEM.
- Connect BlackBerry UEM to an SMTP mail server so that you can email activation information and passwords to users. For more information see the Configuration and Administration content for BlackBerry UEM and the Configuration and Administration content for BlackBerry UEM Cloud.

For information about operating systems that support BBM Enterprise, see the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix.

BBM Enterprise licenses for BlackBerry UEM

BBM Enterprise has four types of licenses:

- BBM Enterprise with Voice and Video: This license provides enhanced security for voice and video calls in addition to BBM Enterprise messaging security.
- BAAS with BBM Enterprise: This license allows BlackBerry UEM to retain BBM Enterprise messages in the UEM event logging directory in the form of encrypted or plain-text .csv files.
- BBM Enterprise Multi-Party Conferencing: This license allows users to start and share audio and video conferences using the BBM Enterprise app and browser applications.

Administrators

You can review the preconfigured roles available for administrators in BlackBerry UEM to determine if you need to create custom roles or change role settings to meet your organization's requirements. You must be a Security administrator to create custom roles, view information about a role, change role settings, delete roles, and rank roles. For more information about administrator roles, see "Creating and managing administrator roles" in the BlackBerry UEM Administration content or in the BlackBerry UEM Cloud Administration content.

If you want to create roles specifically for administrators who manage BBM Enterprise users, consider using the following permissions.

For administrators who manage BBM Enterprise activation:

- Generate an activation password and send email
- Specify multiple activation passwords with unique activation profiles for a user
- Specify whether activation passwords expire after first device is activated
- Specify an activation password

For administrators who deactivate BBM Enterprise devices:

- Delete device
- Delete multiple devices

For administrators who view and edit BBM Enterprise users:

- Edit users
- Assign IT policies and profiles to users

For administrators who view and edit BBM Enterprise groups:

- Delete user groups
- Create and edit user groups
- Assign IT policies and profiles to user groups

For administrators who view, edit, and delete BBM Enterprise profiles:

- Rank IT policies and profiles
- Create and edit IT policies
- Delete IT policies
- View IT policies

Note: Inside user and group view works in conjunction with the above two items of user and group BBM Enterprise service management UI.

Enable BBM Enterprise on BlackBerry UEM

1. Log in to BlackBerry UEM or BlackBerry UEM Cloud.
2. Click **Settings** > **Services**.
3. In the BBM Enterprise row, in the **Action** column, click **Enable**.
4. Click **Enable**.
5. After processing is complete and the **Enabled date** appears, log out of BlackBerry UEM and then log back in.

Create BBM Enterprise profiles

Set up one or more BBM Enterprise profiles to control the way BBM Enterprise is configured for users or groups of users. For more information on using profiles in BlackBerry UEM, see "Profiles" in the BlackBerry UEM Administration content or "Profiles" in the BlackBerry UEM Cloud Administration content.

1. On the menu bar,click **Policies and profiles** > **BBM Enterprise**.
2. Click **Add a profile**.
3. Type a name and description for the profile.
4. Select one or more license types and then select any of the following policies to enable for each license type in this profile.

License type	Policy	Description
BBM Enterprise	Enable Cloud Directory Search	Allow a user to search for their coworkers who use BBM, and allow a user to start a protected chat with a coworker who isn't a BBM contact. This setting is enabled by default.
	Export selected user details to Cloud Directory	Select any of the following user details to export to the cloud directory. • Display name • First and last name • Email (required) • Job title • Department name • Phone number If you select Display name, the display name in Active Directory is used as the user identifier instead of first and last name. These options are available only if Enable Cloud Directory Search is selected.
	Exclude from Search	Exclude a user from searches by other users in the organization.
	Exclude from External Search	Exclude a user from searches by users from other BBM Enterprise organizations. This setting is enabled by default.
	Enable Manual Passphrase	Prompt a user to manually share a passphrase with a contact to start a protected chat. **Note:** By default, this feature is turned off, and users in your organization aren't prompted to share a passphrase to start a protected chat.

License type	Policy	Description
	Disable Retract and Edit Message	Prevent a user from retracting messages or chats they didn't mean to send, or to edit messages they already sent.
	Disable Timed Message	Prevent users from sending messages that can be viewed for a specified amount of time.
	Disable Message Copy	Prevent a user from copying messages in a chat, copying chats, emailing chats, saving images, and sharing images. This setting does not apply to forwarding messages in a chat or file attachments that can be opened in another app.
	Disable Voice Calling	Prevent a user from starting a voice chat.
	Disable Video Calling	Prevent a user from starting a video chat.
	Disable Screen Sharing	Prevent a user from sharing their desktop and any desktop applications.
	Disable File Sharing	Prevent a user from sharing content within chats, including pictures, videos, contact cards, files, and voice notes.
	Disable Location Sharing	Prevent a user from sharing a static location or sending a Glympse message.
	Restrict External Communication	Prevent a user from using BBM Enterprise to communicate with contacts that are not in the same organization.
	Enable Message Expiry	Specify, in minutes, the length of time that messages appear on a user's device. After the time elapses, all sent and received messages are deleted from the user's device, including messages with contacts that aren't in your organization.
	Message Synchronization Window	Specify, in days, the length of time that messages can be synchronized when adding a new device or switching to a new device. The default is 7 days. The minimum value is 3 days and the maximum value is 90 days.
	Disable Upload of HD-Quality Pictures	Prevent a user from sharing HD-quality pictures in chats. Picture quality will be reduced.
	Disable Software Upgrade Prompt	Prevent software upgrade prompts from being displayed.

License type	Policy	Description
	Enable BBM Enterprise Connected	Specify whether BBM Enterprise Connected is enabled. This setting applies only to Android devices. By default, this option is disabled.
	Allow anyone to join a group chat using an invitation URL	Specify whether to allow any user to join a group chat using an invitation URL with no restrictions. By default, this option is disabled.
	Allow only users in my organization to join a group chat using an invitation URL	Specify whether to allow any user in your organization to join a group chat using an invitation URL. By default, this option is enabled.
	Require passcode to unlock BBM Enterprise	Indicates that a user is required to set an application lock for BBM Enterprise on iOS and Android devices.
	Allow biometric authentication	Indicates that an application lock based on biometric authentication, such as fingerprint or face recognition, is allowed. Note that the target device must support biometric authentication before you can use this feature..
	Require passcode after app is closed for a specified period	Specify the maximum period of time before application lock will take effect. The user will be able to specify a shorter period of time, if desired. An immediate lock requires the user to unlock the app every time it is opened.
	BBM Enterprise Voice and Video	Specify whether BBM Enterprise Voice and Video is enabled. By default, this setting is disabled.
BBM Enterprise Conferencing	BBM Enterprise Multi-Party Conferencing	Specify whether BBM Enterprise conferencing is enabled. By default, this setting is disabled.
	Disable sharing of a conference URL	Specify whether a conference URL can be shared outside of the BBM Enterprise app. This allows any recipient to join a BBM Enterprise conference using one of the supported browsers. By default, this setting is disabled.
BBM Enterprise Archiving **Note:** These policies can be edited only by a BlackBerry UEM Security administrator.	Upload Frequency	Specify, in minutes, the length of time between uploads. The range is 240 to 1440 minutes (4 to 24 hours).

License type	Policy	Description
	Max File Size Before Upload	Set the maximum file size for uploads, in KB. The range is 10 KB to 1000 KB.
	Archiving encryption settings	Set an encryption key and a user-friendly key name. The encryption key is used to encrypt the content of the archived payload. The friendly name helps administrators to manage the key and to identify the log files.

5. Click **Save**.

Creating an activation profile

You can set up an activation profile for BBM Enterprise users. For more information about activation profiles, see "Device activation" in the BlackBerry UEM Administration content or "Creating activation profiles" in the BlackBerry UEM Cloud Administration content.

When you create a BBM Enterprise activation profile, set the **Number of devices that a user can activate** to 5 or fewer. Deselect the BlackBerry device type because BBM Enterprise for BlackBerry 10 is not supported in BlackBerry UEM.

Do not change the default entries in the following fields: Device ownership, Assign organization notice, or Activation type.

Activating BBM Enterprise

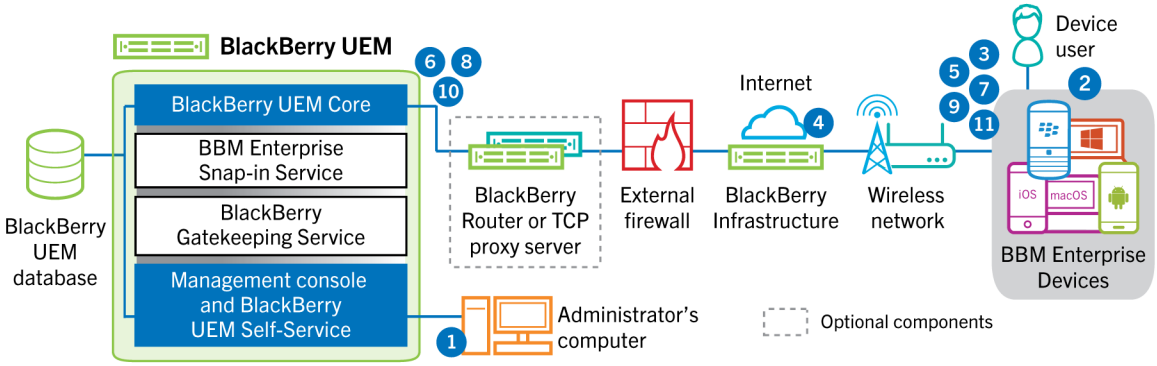
You can create a BBM Enterprise activation profile and use it when generating the activation password for users. If no activation profile has been explicitly specified to a user or a group of users, UEM uses the default activation profile.

You can generate activation passwords for users while the process of enabling users for BBM Enterprise is in progress. In this case, users receive their activation emails only after they are enabled for BBM Enterprise.

You can activate users with a specific activation profile in three ways:

1. For bulk activation of BBM Enterprise-enabled users, select the users in the Users or Managed devices view. Click the Send activation email icon. Specify activation details using a specific activation profile and the BBM Enterprise activation template. Before you bulk activate the users, ensure they have the BBM Enterprise profile assigned. For more information see Create BBM Enterprise profiles.
2. For activating a single BBM Enterprise-enabled user, in the User view, use Set activation password to assign a specific activation profile and the BBM Enterprise activation template. Before you activate the user, ensure the user has the BBM Enterprise profile assigned. For more information see Create BBM Enterprise profiles.
3. For bulk activation of BBM Enterprise-enabled users, select the users in the Users view. Click the Enable service icon and select the BBM Enterprise service from the list. Follow the prompts to activate BBM Enterprise for the users.

Data flow: Activating BBM Enterprise on a device



1. You perform the following actions:

a. Create a BBM Enterprise profile.
b. Review the BBM Enterprise activation email template and modify it if necessary.
c. Add a user to BlackBerry UEM as a local user account or using the account information retrieved from your company directory.
d. Assign the BBM Enterprise profile to a user.
    - BlackBerry UEM pushes the assigned BBM Enterprise profile through the BlackBerry Infrastructure to BBM Enterprise.
e. Use one of the following options to provide the user with activation details:
    - Automatically generate a device activation password and send an email with activation instructions for the user.
    - Set a device activation password and communicate the username and password to the user directly or by email.
    - Don't set a device activation password and communicate the BlackBerry UEM Self-Service address to the user so that they can set their own activation password.

2. The user downloads and installs BBM Enterprise on their device. After it is installed, the user opens BBM Enterprise and enters the email address and activation password.
    a. If provided, the user can click a link in the activation email to be taken directly to BBM Enterprise.
3. The BBM Enterprise client on the device performs the following actions:
    a. Establishes a connection to the BlackBerry Infrastructure
    b. Sends a request for activation information to the BlackBerry Infrastructure
4. The BlackBerry Infrastructure performs the following actions:
    a. Verifies that the user is a valid, registered user.
    b. Retrieves the BlackBerry UEM address for the user.
    c. Sends the address to the BlackBerry UEM Client.
5. The BBM Enterprise client performs the following actions:
    a. Establishes a connection with BlackBerry UEM.
    b. Generates a shared symmetric key that is used to protect the CSR (certificate signing request) and responds to BlackBerry UEM using the activation password and EC-SPEKE.
    c. Creates an encrypted CSR and HMAC as follows:
        - Generates a key pair for the certificate.
        - Creates a PKCS#10 CSR that includes the public key of the key pair.
        - Encrypts the CSR using the shared symmetric key and AES-256 in CBC mode with PKCS#5 padding.
        - Computes an HMAC of the encrypted CSR using SHA-256 and appends it to the CSR.
        - Sends the encrypted CSR and HMAC to BlackBerry UEM.
6. BlackBerry UEM performs the following actions:
    a. Verifies the HMAC of the encrypted CSR and decrypts the CSR using the shared symmetric key.
    b. Retrieves the username, work space ID, and your organization's name from the BlackBerry UEM database.
    c. Packages a client certificate using the information it retrieved and the CSR that the device sent.
    d. Signs the client certificate using the enterprise management root certificate.
    e. Encrypts the client certificate, enterprise management root certificate, and the BlackBerry UEM URL using the shared symmetric key and AES-256 in CBC mode with PKCS#5 padding.
    f. Computes an HMAC of the encrypted client certificate, enterprise management root certificate, and the BlackBerry UEM URL and appends it to the encrypted data.
    g. Sends the encrypted data and HMAC to the device.
7. The BBM Enterprise client performs the following actions:

   a. Verifies the HMAC.
   b. Decrypts the data it received from BlackBerry UEM.
   c. Stores the client certificate and the enterprise management root certificate encrypted in BBM Enterprise.
   d. Sends the device information (if it is available) and software information to BlackBerry UEM.
8. BlackBerry UEM performs the following actions:
   a. The BlackBerry UEM Core assigns the BBM Enterprise device to a BlackBerry UEM instance in the domain.
9. The BBM Enterprise client performs the following actions:
   a. Retrieves a SCEP profile from BlackBerry UEM. This profile is used to trigger an assisted SCEP procedure in order to obtain a device-specific certificate, which will be used to access BlackBerry UEM and servers that are providing BBM Enterprise services.
   b. The snap-in returns a SCEP profile (default or configured).
   c. The client performs an assisted SCEP operation against the BlackBerry Enterprise Identity service mediated by BlackBerry UEM.
   d. The resulting certificate, specific to a device, is sent back to the client.
10. The BBM Enterprise BlackBerry UEM activation process is complete.
11. The BBM Enterprise client uses the BBM Enterprise device certificate to connect to the BBM Enterprise infrastructure and retrieves the BBM Enterprise policy configured for the user and completes the BBM Enterprise-specific portion of the activation.

Activation email

BlackBerry UEM includes a default email template for BBM Enterprise activation. This template contains the instructions that a user needs to activate BBM Enterprise on their device. You can choose to send two separate emails to the user: one containing the activation instructions and a second that contains only the activation password.

You can edit this template, but you cannot delete it.

If you don't select a different template, BlackBerry UEM uses this template when it sends a BBM Enterprise activation email to a user.

For more information about email templates, see "Email templates" in the BlackBerry UEM Administration content or "Email templates" in the BlackBerry UEM Cloud Administration content.

Edit the default BBM Enterprise activation email

1. On the menu bar, click **Settings** > **General settings** > **Templates**.
2. Click **BBM Enterprise activation email**.
3. Edit the **Name**, **Subject**, or **Message** fields.
4. When you have completed your changes, click **Save**.

Check the default device activation settings

Review the default device activation settings for BlackBerry UEM to ensure they are suitable for your BBM Enterprise users. These settings apply to the password-based activation process used for both BBM Enterprise and device management in BlackBerry UEM. For more information about device activation, see "Device activation" in the BlackBerry UEM Administration content or "Device activation" in the BlackBerry UEM Cloud Administration content.

1. On the menu bar, click **Settings** > **General settings** > **Activation defaults**.
2. Make any necessary changes.
3. Click **Save**.

BlackBerry UEM Self-Service

For BlackBerry UEM version 12.11 and later, users can log in to BlackBerry UEM Self-Service to generate their own BBM Enterprise activation passwords, and to view or deactivate BBM Enterprise that is installed on their devices. Users can view these options from the BBM Enterprise menu in BlackBerry UEM Self-Service.

You can configure options to generate a password and to view or deactivate BBM Enterprise on the Self-Service settings page in BlackBerry UEM. You can also choose whether to send an activation email and set a rule for password complexity. For more information, see the BlackBerry UEM Administration content or the BlackBerry UEM Cloud Administration content.

Note:

If a user generates a BBM Enterprise activation password, an available BBM Enterprise activation email template is always used regardless of the Self-Service activation email template setting that you configured.

Note:

You should enable the Send activation email option to ensure that all users receive their activation instructions by email because desktop BBM Enterprise users cannot scan QR codes.

Note:

Because BBM Enterprise does not allow you to enter the BlackBerry UEM server address directly, you should enable the Turn on registration with the BlackBerry infrastructure option on the Activation defaults page in BlackBerry UEM. To set the option, navigate to Settings > General Settings > Activation defaults.

Define a user role

User roles allow you to specify the capabilities that are available to users in BlackBerry UEM Self-Service. You can create a user role for BBM Enterprise users. For more information about user roles, see "Create a user role" in the BlackBerry UEM Administration content or "Create a user role in the BlackBerry UEM Cloud Administration content.

Users and groups

You can create user accounts and then create groups of users to help manage users and devices efficiently.

Creating groups

You can create a group for your BBM Enterprise users so that when you import them, they are automatically assigned a BBM Enterprise profile and are sent the activation email and password email.

When you create the BBM Enterprise group, assign the BBM Enterprise profile to that group so that any user that is assigned to that group is enabled for BBM Enterprise.

For more information, see "Creating and managing user groups" in the BlackBerry UEM Administration content or "Creating and managing user groups" in the BlackBerry UEM Cloud Administration content.

Creating user accounts

You can add users manually (local) or import them from a .csv file. For more information, see "Creating and managing user accounts" in the BlackBerry UEM Administration content or "Creating and managing user accounts" in the BlackBerry UEM Cloud Administration content.

Importing users from a .csv file

Only the following .csv entries apply to importing users for BBM Enterprise:

- Username (mandatory)
- First name (mandatory for BBM Enterprise)
- Last Name (mandatory for BBM Enterprise)
- Contact email (mandatory for BBM Enterprise)
- Title (optional)
- Department (optional)
- Company phone or mobile phone (optional)

These fields are shown in the BBM Enterprise Cloud Directory when searching for a user activated for BBM Enterprise in BlackBerry UEM. For each user, this content available in the BBM Enterprise Cloud directory only if the Cloud Directory policy is enabled in the BBM Enterprise policy assigned to the user.

- Group membership: MDM (BlackBerry UEM) (always set to FALSE if importing for BBM Enterprise purposes only)

Do not specify activation details (template, password) because these do not work unless the user is set to be MDM-enabled in the .csv file.

To import all the properties, you must take the following steps:

- When you create a local user, expand Additional details and enter information in the Department, Title, and Work or Mobile phone fields as required.
- If you are creating many users from a .csv file, populate the columns with the appropriate information.
- If you are configuring a specific Active Directory or LDAP group, check the **Synchronize additional user details box**.

After importing, users are enabled for BBM Enterprise because they are added in to a BBM Enterprise enabled group (a group with BBM Enterprise profile).

You may have to wait some time to see all the users enabled for BBM Enterprise, as UEM works to create them. Until the process is completed, BBM Enterprise displays Pending status in the Users view. When the process completes successfully, the status changes to Enabled. This delay also applies to import of users through Active Directory and creating a single user, if you add these users to a group that has the BBM Enterprise profile assigned to it.

User accounts

You can view information about a user account on the Summary tab, including the status of BBM Enterprise for that user. When you click on BBM Enterprise in the User account summary, the devices the user has activated with BBM Enterprise each have their own tab.

The summary displays the BBM Enterprise device ID, BBM Enterprise user ID, and BBM Enterprise version, along with information about the device.

Configure event notifications for BBM Enterprise

You can set up event notifications to alert administrators by email about certain BBM Enterprise events. Because BBM Enterprise activation appears as a device under Users and because BBM Enterprise profiles behave like MDM profiles and groups, you can define these events and receive notifications of these events. For example, under **Audit and Logging**, you can search on the policy category **EBBM**.

For more information about creating event notifications, see "Creating event notifications" in the BlackBerry UEM Administration content or "Creating event notifications" in the BlackBerry UEM Cloud Administration content.

Archiving BBM Enterprise content in BlackBerry UEM

You can archive BBM Enterprise messages and other data in BlackBerry UEM.

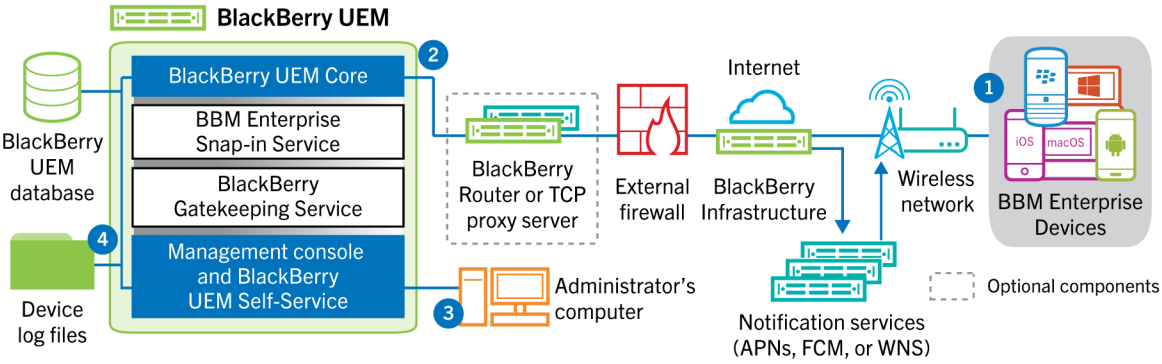
You can archive BBM Enterprise messages in BlackBerry UEM Cloud with BlackBerry Connectivity Node. The content, structure, and naming of the BBM Enterprise files is unchanged. You can configure and enable archiving only if the following conditions are met:

- You have a valid BBM Enterprise BlackBerry UEM archiving license.
- BBM Enterprise is version 1.9.0 or later.
- A compatible instance of BlackBerry Connectivity Node is installed and configured to connect to BlackBerry UEM Cloud with device application audit logging enabled. **Enable device application audit logging** selected. For more information about installing the BlackBerry Connectivity Node, see "Installing the BlackBerry Connectivity Node to connect to resources behind your organization's firewall" in the BlackBerry UEM Cloud Configuration content. For more information about configuring the BlackBerry Connectivity Node, see "Configuring the BlackBerry Connectivity Node to use the BlackBerry Router or a TCP proxy server" in the BlackBerry UEM Cloud Configuration content.

After you configure and enable archiving, audit messages from BBM Enterprise flow directly to the BlackBerry Connectivity Node, bypassing the BlackBerry UEM Cloud instance, to be archived in the BlackBerry Connectivity Node audit directory.

The audit flow for BlackBerry UEM has not changed. BBM Enterprise messages flow to the BlackBerry UEM server instance to be archived in the server's audit directory.

Data flow: Archiving BBM Enterprise messages with BlackBerry UEM



1. The device generates periodic calls to BlackBerry UEM to store the accumulated BBM Enterprise messages and other events.
2. The device establishes a mutually authenticated TLS connection with the designated BlackBerry UEM over the BlackBerry Infrastructure.
3. If BBM Enterprise Archiving settings indicate the usage of an encryption key, the content is further encrypted.
4. The resulting BBM Enterprise audit log files are stored in a subdirectory of the audit logs directory: <audit logs directory>bbmp\<date>.

Archive BBM Enterprise content in BlackBerry UEM

1. Configure the BBM Enterprise Archiving settings in the BBM Enterprise profile.

For more information, see Create BBM Enterprise profiles.

The content is archived when either the archived content size reaches the archiving file size or the upload frequency reaches the set time. A best practice is to balance the accumulated content file size with the frequency, depending on the amount of information exchanged and the frequency (for example, 1 MB and 4 hours).

2. Configure BlackBerry UEM audit log files. For more information, see the BlackBerry UEM Administration content.

   After you assign the BBM Enterprise profile to users and they activate their devices on BlackBerry UEM, messages and other events are stored in the audit logs directory in BlackBerry UEM.

Archive BBM Enterprise content in BlackBerry UEM Cloud

Before you begin: To archive BBM Enterprise content in BlackBerry UEM Cloud, the BlackBerry Connectivity Node must be installed.

1. On the menu bar, click **Settings**.
2. Click **External integration > BlackBerry Connectivity Node setup**.
3. Click .
4. Select **Override logging settings** .
5. Select **Enable device application audit logging**.
6. Specify the **Maximum device application audit log file size**

   When the log file size on the device reaches the specified size, the device sends the log file to the BlackBerry Connectivity Node
7. Specify the **Maximum device application audit log file age**

   When the log file on the device reaches the specified age, the device sends the log file to the BlackBerry Connectivity Node
8. Click **Save**.

After you finish: Enable BBM Enterprise archiving in BlackBerry UEM Cloud

Enable BBM Enterprise archiving in BlackBerry UEM Cloud

Before you begin:

- Verify that the BBM Enterprise service is enabled in the UEM management console.
- Verify that your organization has a valid UEM-Based Archiving for BBM Enterprise license.

1. On the menu bar, click **Policies and Profiles** > **BBM Enterprise**.
2. On the **BBM Enterprise profiles** screen, click **Add a profile**.
3. In the **Add BBM Enterprise** profile screen, select **BAAS for BBM Enterprise**.
4. Do any of the following:
   - Select **Upload Frequency** and specify the upload frequency.
   - Select **Max File Size Before Upload** and specify a maximum file size.
   - Select **Archiving and encryption settings** and specify encryption settings.
5. Click **Save**.

After you finish: Assign the profile to a user or group.

BBM Enterprise audit log files

Following are the properties of the BBM Enterprise audit log files:

- Audit log files are in .csv format and are named using the following format: <UEM SRPID>_<user email>__<user BBME endpoint id>__<encryption key alias or NA if not encrypted>_<logging version>_date_<file number>.csv
- When a file reaches the size defined in the audit logs settings, the file number is incremented.
- An audit file is created for each user.
- A separate audit file is created for each device that has the same user.
- All files for the same user are identified by <user email>.
- All files for the same user and the same device are identified by <user BBME endpoint id>.
- When an archiving encryption key is set, the content of all plain text fields (for example, sender, tag, and msg) is AES256-encrypted.
- The chat ID, message ID, timestamp, sender ID, and date are not encrypted to make searching easier (for example, searching for a date and time).

Each BBM Enterprise audit file contains the following information.

Column name	Meaning
ChatId	Unique identifier of a chat. All participants in the same conversation have the same chat in their respective .csv files. Stored as a base64-encoded ASCII value in the .csv file.
Tag	Identifies the content type. The type can be, but is not limited to one of the following: • text –message (sent/received) or subject of the message • call – VOIP call (placed/received, duration and type) • join – a person joining a chat • leave – a person leaving a chat • picture – picture sharing event (only the picture name is logged) • file – file sharing (only the file name is logged) • quote – a person quoting a message in a chat • subject – an event when a subject of a group chat is set
Data	Contains data for some tags, such as call, picture, quote and so on
Sender	The name of a person that generated an audit event in a chat
SenderId	Unique identifier of a person generating an audit log entry
Msg	Contains data for tag types such as text and subject
MsgId	Unique message identifier of a message or event in a chat. Stored as a base64-encoded hexadecimal value in the .csv file.
Timestamp	Epoch timestamp in UTC / GMT indicating the time when an event was generated in a chat
Date	Date/time corresponding to the <timestamp> field

Read the BBM Enterprise audit log files

1. Open the .csv file in Microsoft Excel.
2. Sort the entries by chat and timestamp to group all messages in a chat by date and time.
3. If you set the archiving policy to encrypt the audit log files, to decrypt the contents of the file, you can click here to access the BBM Enterprise standalone decryption tool and installation instructions. The tool uses your encryption key to decrypt files and directories.

Deactivate BBM Enterprise

You can deactivate BBM Enterprise for a user's device in the User summary.

Click **Deactivate**.

The user remains BBM Enterprise-enabled, but the device is removed (can take up to six hours).

You can deactivate BBM Enterprise on all the user's devices at once by removing the assigned profile at the user level (this action has immediate effect).

Firewalls for BBM Enterprise

Consult the following KB articles for the list of addresses in use by BlackBerry UEM and BBM Enterprise:

- BlackBerry UEM-specific firewall requirements: Visit support.blackberry.com to read article 36470. If you are using BlackBerry UEM solely to manage BBM Enterprise, only a subset of the entries apply.
- BBM Enterprise-specific firewall requirements: Visit support.blackberry.com to read article 45300.

Best practices

Managing both MDM and BBM Enterprise on the same tenant

If you are managing both MDM and BBM Enterprise users on the same tenant, you should set up a group for BBM Enterprise users only. Then you can customize settings, including the activation profile.

If the users already exist in BlackBerry UEM, you can use the BBM Enterprise filter in **Users** > **All users** to select only users who have BBM Enterprise enabled, and then send an activation email to them.

Managing BBM Enterprise users and their accounts across one or more UEM servers in the same organization

For locally imported users (manually created or imported using a .csv file):

- If an administrator manually deletes this type of BBM Enterprise user, recreating the user (on the same or another BlackBerry UEM tenant) will result in a new BBM Enterprise account for the user.
- If an administrator migrates this type of BBM Enterprise user to a different UEM in the same organization, reactivating the user (on the same or a different UEM tenant) will result in the same BBM Enterprise account for the user.
- This type of user can exist on multiple UEM instances in the same or different organizations. Each user is assigned a differentBBM Enterprise account.

For Microsoft Active Directory or LDAP users imported into UEM using an Active Directory or LDAP-linked UEM group:

- If an administrator manually deletes this type of BBM Enterprise user, recreating the user (on the same or another UEM tenant) will result in a new BBM Enterprise account for the user unless this user exists in another UEM instance in the same organization.
- If an administrator migrates this type of BBM Enterprise user to a different UEM in the same organization, reactivating the user (on the same or a different UEM tenant) will result in the same BBM Enterprise account for the user.
- This type of user can exist on multiple UEM instances in the same or different organizations. If this user exists in different organizations, they are assigned a different BBM Enterprise account. If this type of user exists in multiple UEM tenants in the same organization, they are assigned the same BBM Enterprise account, but this configuration must be avoided due to potential issues with BBM Enterprise.