



BlackBerry AtHoc Siemens Indoor Fire Panel Installation and Configuration Guide

Last Published: May 2020

Contents

Overview	4
Requirements	6
• Hardware requirements	6
Software requirements	6
Configure a Siemens Fire Panel on BlackBerry AtHoc	7
Create a health monitor	
Configure BlackBerry AtHoc for outbound alerts	
Install and enable the Siemens Indoor Fire Panel package for BlackBerry AtHoc	7
Configure device gateways	8
Enable the Siemens Indoor Fire Panel device	9
Configure a mass device endpoint for each fire panel	11
Configure the Siemens Indoor Fire Panel for inbound alerts	12
Enable the stored procedure for inbound CAP events	
Create an alert template for an inbound event	
Configure the agent for the inbound events processor	12
Configure the IIM that manages the Siemens Indoor Fire Panel	14
Configure the CapCon service	
Restart the CapCon service	14
Track the Siemens Indoor Fire Panel health status	15
quirements. Hardware requirements. Software requirements. Infigure a Siemens Fire Panel on BlackBerry AtHoc. Create a health monitor. Configure BlackBerry AtHoc for outbound alerts. Install and enable the Siemens Indoor Fire Panel package for BlackBerry AtHoc. Configure device gateways. Enable the Siemens Indoor Fire Panel device. Configure a mass device endpoint for each fire panel. Install ender the Siemens Indoor Fire Panel for inbound alerts. Enable the stored procedure for inbound CAP events. Create an alert template for an inbound event. Configure the agent for the inbound events processor. Infigure the IIM that manages the Siemens Indoor Fire Panel. Configure the CapCon service. Restart the CapCon service.	
Legal notice	17

Overview

Siemens fire panels alert end-users that there is a fire. You can send alerts from BlackBerry AtHoc to the fire panel. You can also activate pseudo-points on the fire panel, which trigger redefined alerts in BlackBerry AtHoc.

This document describes the steps needed to set up and integrate the Siemens Indoor Fire Panel fire panel with BlackBerry AtHoc and with the IP Integration Module (IIM) manager. The IIM is used to integrate the fire panel with the alerting system using a Web interface.

The Siemens fire panel connects with notification devices using two networks:

- Control network, token ring loop (sustaining single break)
- Audio network, typically digital audio with eight channels (over twisted pair or fiber)

A single Siemens fire panel can control a standard size building, where larger buildings (high rise or very large buildings) might have more Siemens fire panels. In a campus configuration, it is typical to have multiple Siemens fire panels use the same control and audio networks. In that case, a single Siemens fire panel can trigger alarms in remote locations with the same control and audio networks, with override provisions as programmed in the fire panels.

The audio and control networks connect to Flex-50 amplifiers which drive the speakers mounted in the buildings.

The Siemens fire panel is equipped with an RS232 computer port that can be used for control.

Additionally, an Auxiliary Audio Input Module provides line-level audio input. The audio input can be programmed to relay input audio to one of the 8 channels.

The serial interface with a Siemens fire panel includes a connection and fire panel supervision "heart-beat", with which you need to monitor.

You can program the Siemens with pseudo-points (PP), which are similar to keys. The pseudo-points are preprogrammed scripts that can activate audio or visual notification devices.

For example, you can have three pseudo points that control devices in several zones:

- PP 601 can be used to configure speakers in Zone 1 to listen to channel 8
- PP 602 can target Zone 2 speakers
- PP 701 can activate strobes in Zone 1

To activate the Siemens Indoor Fire Panel, send the SET ON command to the Siemens Indoor Fire Panel. When a positive acknowledgment (ACK) is received, stream the audio to the line-level input. When the activation is complete, send a SET OFF command, followed by an ACK. If there was no ON command, there should be no OFF command. If there are multiple zones to activate in parallel, send commands sequentially (ON and then OFF).

The Siemens submits synchronous pseudo-point status updates, which you can use to verify that the command was successfully received. These updates can also be used to activate specific pseudo-points that trigger BlackBerry AtHoc alerts.

Configuration Examples

The following diagrams show configuration options:

• Solo Configuration. This configuration uses one Siemens-IIM configuration.



• Redundant Configuration. This configuration has two Siemens–IIM pairs with parallel messages. One configuration acts as a failover if the other configuration fails.



Requirements

This section describes the hardware and software requirements you must have to integrate Siemens Indoor Fire Panel with BlackBerry AtHoc.

Hardware requirements

For each connected Siemens Indoor Fire Panel fire panel, you need to have the following items:

- An available RS232 computer port
- · A line level input into an auxiliary audio input module
- At least one Siemens Indoor Fire Panel unit (two units for redundancy) in each isolated Simplex control and audio network, with the listed prerequisites.

Software requirements

The following are the minimum software requirements:

- BlackBerry AtHoc Version 7.5
- IP Integration Module Agent: Version 1.1.0

Configure a Siemens Fire Panel on BlackBerry AtHoc

This section describes how to configure the Siemens Indoor Fire Panel for use with BlackBerry AtHoc.

Create a health monitor

You can create a health monitor that watches the connectivity between the BlackBerry AtHoc system and the indoor fire panel IIM to verify that Siemens fire panels are up and running.

To create the health monitor, complete the following steps:

- 1. Log in to the BlackBerry AtHoc management console as a System Administrator.
- 2. In the navigation bar, click the 🔯 (Settings) icon.
- 3. In the System Setup section, click Global System Health. The System Visibility Console opens.
- 4. Click the Create new monitor link. The New Health Monitor screen opens.
- 5. Enter a meaningful name for the monitor. For example, BlackBerry AtHoc Siemens Indoor Fire Panel Health Monitor.
- 6. Select the Health Monitors that you want the new health monitor to be associated with. For example, General.
- 7. (Optional) Select the Show errors and warnings for this monitor on the Home Page check box.
- 8. (Optional) Select the Show this Health Monitor in the Organization Visibility Console check box.
- 9. Specify how often the monitor runs using the frequency and time controls.

10.In the **How does this Monitor test the system?** section, select **UAP Health Test** from the **Choose a test** list. **11.**Copy the Sample Configuration XML text into the Test Configuration field and update the following values:

```
<ProtocolID>UAP-DS</ProtocolID>
<ProviderID>yourVPSID</ProviderID>
<Devices> <Device>Siemens</Device>
</Devices>
```

12.Configure the rest of the Health Monitor as appropriate. **13.**Click **Save**.

Configure BlackBerry AtHoc for outbound alerts

The following sections describe how to configure and enable the Siemens Indoor Fire Panel gateway and device in BlackBerry AtHoc to send outbound alerts.

Install and enable the Siemens Indoor Fire Panel package for BlackBerry AtHoc

To install and enable the Siemens Indoor Fire Panel package for BlackBerry AtHoc, complete the following steps:

- 1. Log in to the BlackBerry AtHoc server as an system administrator.
- 2. Navigate to the following directory:

<IWSAlerts Install Path>\ServerObjects\tools

3. Run the following file: AtHoc.Applications.Tools.InstallPackage.exe.

The Device Support selector screen appears.

4. Select Indoor Fire Panel as shown in the following image:

🛃 Configure Device Support	×
Configure Device Support Make the following devices available in MVSAlerts	
Cooper Notification WAVES - New River Cooper Notification WAVES - Secondary Emergency Digital Information Service (EDIS) Federal Signal Giant Voice	
✓ Indoor Fire Panel	
 IPAWS Land Mobile Radio Land Mobile Radio - Eastman Microsoft Lync Motorola ACE3600 On-Premise Email RMG Digital Signage RSS Feed Siemens DAKS Simplex-Grinnell 4100U Talk-A-Phone Giant Voice 	
Enable	Close
Duplicate	

- 5. Click Enable to install and enable the devices.
- 6. Close the Installation Complete screen and the Configure Device Support dialog.

Configure device gateways

Configure the gateways for the Siemens Indoor Fire Panel fire panels.

- 1. Log in to the BlackBerry AtHoc management console as a system administrator.
- 2. In the navigation bar, click the 🔛 (Settings) icon.
- 3. In the Devices section, click the Indoor Fire Panel link.
- 4. Click the Copy Default Settings link to fill in basic values, as shown in the following image:

Submission URL:	IIMs post event logs from Giant Voice systems to this system using this URL.				
CAP Event Loas	[[SystemURL]]/syndication/PostCap				
CAP Message URL:	[[SystemURL]]/Syndication/[[GatewayId]]_[[VirtualSystemId]]/capiim/[[AlertId]] IIMs poll this URL to retrieve details for a specific Alert.				
	ins poir this one to retrieve an eive Alerts from system.				
CAP Index URL:	[[SystemURL]]/Syndication/[[Gatewayld]]/[[VirtualSystemId]]/capindex IIMs noll this IIRI to retrieve all Live Alerts from system				
appropriate values befor	e using.				
CAP URLs	n IIM configuration and for debugging numoses. Replace placeholders with				
CARLINE					
Area:		~			
Contact:	The text describing the contact for follow-up and confirmation of the alert message				
LYON	The text denoting the type of the subject event of the alert message				
Event					
Sender:	BlackBerry AtHoc Alerts				
CAP Parameter Defaults					
	CentrAlert				
	Cooper WAVES				
Output Format:	Standard				
Expected Polling Rate:	30 seconds				
Convert Line Breaks:	○ Yes ⑥ No Replace line break characters with spaces in content delivered to the IIM				
General Settings					
Copy default settings					
Configure suppor	t for Indoor Fire Panel				
Configure suppor	t for Indoor Fire Panel				

5. Click Save.

Enable the Siemens Indoor Fire Panel device

After you have configured the Siemens Indoor Fire Panel gateway, to configure the associated device, complete the following steps:

- **1.** Log in to the BlackBerry AtHoc management console as a system administrator.
- 2. In the navigation bar, click the 🔛 (Settings) icon.
- 3. In the Devices section, click **Devices**. The Device Manager screen opens.

- 4. From Device Manager, select the check box next to Indoor Fire Panel, and click Enable.
- 5. Click the Indoor Fire Panel row. The Indoor Fire Panel device details page opens.
- 6. Click Edit.
- 7. Select Indoor Fire Panel from the Add a Delivery Gateway list at the bottom of the page:

Indoor Fire Pan #1049 Enabled Indoor Fire	el Panel				◀ 19/72 ►
Save Cancel			Details	Help Text	Delivery Gateways
⊸ Details					
* Name	Indoor Fire Panel test]			
* Common Name	IIM-FIRE-PANEL-test]			
Group	Indoor Fire Panel				
Device Group Order	1 🗸				
* Contact Info Editing	All				
	Users must provide contact info for th	is Device in Self Service			
Help Text					
Targeting Help Text	You are publishing to Indoor Fire Panel.]			
Contact Info Help Text]			
Contact Info Tool Tip]			
Delivery Gateways					
Choose and configure th will attempt to deliver me will be considered Disab	e Delivery Gateways which will deliver mes essages to this device in the order listed bel led.	sages to this device. If more than ow until delivery is successful. If r	one Delivery G no Delivery Gate	ateway is co eways are co	nfigured, the system nfigured, the device
1 Indoor Fire Panel		Configure	Remove		

- 8. Click Save.
- 9. Click the **Configure** link to verify that the configuration information has been populated.
- **10.**Check for XML code in the text field. If the XML statements are not provided, copy and paste the following code into the text field:

```
<Configuration>

<CapParams>

<GVSystemType>INFP</GVSystemType>

<AllMode>0</AllMode>

<ZoneMode>0</ZoneMode>

<PoleMode>0</PoleMode>

<KeyMode>0</PoleMode>

<UnusedMode>0</UnusedMode>

<DefaultAllCall>0</DefaultAllCall>

<DefaultKeyActivationCode>0</DefaultKeyActivationCode>
```

```
<NoPARequired>0</NoPARequired>
<PARequired>1</PARequired>
<IsCancelable>false</IsCancelable>
<ContentSource>Indoor-Fire-Panel</ContentSource>
</CapParams>
</Configuration>
```

11.Click Save.

The status line at the top of the screen updates and indicates that the device is enabled.

Configure a mass device endpoint for each fire panel

After you configure the device and device gateway, you must configure a mass device endpoint to be used to receive alerts.

BlackBerry AtHoc treats Indoor Fire Panel pseudo-points as endpoints in the system and the address information must be configured manually. This includes creating hierarchies, distribution lists, and other grouping mechanisms.

Before you begin, plan how to assign mass device endpoints to the fire panels.

You can define each endpoint for one fire panel, for a group of fire panels, or for all fire panels for an organization. For example, XYZ company has five buildings, each building has one fire panel, so there are five fire panels. They create five mass device endpoints:

- EndpointA
- EndpointB
- EndpointC
- EndpointD
- EndpointE

Each of these endpoints are mass devices. You will need to create an endpoint for each Indoor Fire Panel, then create groups that use implicit targeting in the alert.

To create a mass device endpoint, complete the following steps:

- 1. Log in to the BlackBerry AtHoc management system as a system administrator.
- 2. In the navigation bar, click the 🔯 (Settings) icon.
- 3. In the Devices section, click Mass Device Endpoints. The Mass Device Endpoints screen opens.
- 4. Click New, and then select the Indoor Fire Panel. The New Mass Device Endpoint screen opens.
- 5. In the General section, enter the Endpoint Name and Common Name for the device.
- **6.** In the Configuration section, enter the Indoor Fire Panel device address that corresponds to a pseudo-point in the Siemens Indoor Fire Panel.

Syntax:

For a single pseudo-point: PP, Pnnn

For a range of pseudo-points: PP, Pnnn-nnn

- 7. Click Save.
- 8. Verify that the pseudo-point addresses match the outbound range specified in the system.config file on the IIM.

Configure the Siemens Indoor Fire Panel for inbound alerts

The following sections describe how to configure and enable the Siemens Indoor Fire Panel gateway and device in BlackBerry AtHoc to receive inbound alerts.

Enable the stored procedure for inbound CAP events

The IIM receives inbound events and triggers a pseudo-point on the Siemens Indoor Fire Panel fire panel. You must set up the CAP Event Processor agent.

To enable the stored procedure and set up the CAP Event Processor agent, complete the following steps:

- 1. In SQL Server Management Studio, navigate to Database > ngaddata > Programmability > Stored Procedures.
- 2. Run the ENABLE_DISABLE_CAP_EVENT_PROCESSOR stored procedure.

Create an alert template for an inbound event

To trigger an inbound event, create an alert template and associate it with an inbound event.

To create an alert template for an inbound event, complete the following steps:

- 1. Get the list of pseudo-points that are configured to trigger the alert template in BlackBerry AtHoc.
- 2. Make sure that the pseudo-points are within the inbound range in IIM for inbound . You can find this information in the system.config file:



- 3. From BlackBerry AtHoc, navigate to Alerts > Alert Templates.
- 4. Create an alert template and customize the publishing preferences as appropriate.
- 5. Specify a common name for the alert template. For example, if the pseudo-point is called P614 and you want to trigger the alert template when that pseudo-point is on, choose a common name such as "P614On". Save this name for the next section.
- 6. Save the alert template.

Configure the agent for the inbound events processor

After you enable and run the stored procedure, configure the BlackBerry AtHoc agent to process inbound alerts. You use the alert template common name that you created in the previous section, for example P6140N.

To configure the agent, complete the following steps:

- 1. Log in to the BlackBerry AtHoc management console as an Administrator.
- 2. Change to the System Setup (3) organization.
- 3. Go to Settings > System Setup > Integration Manager. The Integration Manager screen opens.
- 4. Select Cap Events Processor. The details page for the agent opens.

5. Edit the XML in the Configuration field as highlighted in the following example:

```
<CapEventProcessor xmlns="" maxDegreeOfParallelism="10"
ignoreDuplicateTimeInterval="30">
      <providers>
      <provider id="VPS being polled by IIM">
       <eventRules>
        <eventRule eventType="SG-ACTIVATION">
         <xpathQuery value="/alert/info/parameter[./valueName/</pre>
text()='EventName']/value" />
        <eventMappings>
          <eventMapping eventName="valueofmyID.txt P pseudoPointaddressON|OFF"</pre>
scenarioCommonName="template_commonname" />
          </eventMappings>
         </eventRule>
        </eventRules>
       </provider>
      </providers>
     </CapEventProcessor>
```

```
6. Click Save.
```

Configure the IIM that manages the Siemens Indoor Fire Panel

Prerequisite: Ensure that the following packages are installed and configured before starting these tasks:

- Latest IIM Agent 1.1.0 package
- Latest Siemens package
- Latest Capnode package

Configure the CapCon service

- 1. Modify the IIM Agent and CapCon services to poll and post to the BlackBerry AtHoc URL:
 - a. Log in to the IIM Server as an administrator.
 - **b.** From the IIM server, open the following file:
 - ..\ProgramFiles\capnode\system_private.config
 - c. Change the indexURL value using the following format:

indexURL=http\://IWSAlertsServerURL/Syndication/CAP_INFP/VPSProvider/Capindex?
ast=MAC_Address

- 2. Make sure following values have the identical ID:
 - The myid.txt file
 - The database record in the AST_ASSET_TAB
 - The Inbound CAP Event Agent <EventMapping> node
 - The value of the <sender> node in the IIM originates from the myid.txt file in the following location ..programfiles\capnode\myid.txt and should match the ASSET_NAME field n the AST_ASSET_TAB database table...\Program Files\capnode\. The value of the myid.txt file is the MAC address of the IIM that manages the Siemens Indoor Fire Panel.
- 3. In the same file, modify the CapPostingtarget.capurl value. Enter the BlackBerry AtHoc server URL in the highlighted attribute value.

```
CapPostingTarget=True
CapPostingTarget.capUrl=https\://<mark>IWSAlertsURL</mark>/Syndication/PostCap
#CapPostingTarget.user=AlertingSolutions
#CapPostingTarget.password=@13rtIng5olut!Onz
```

4. Save your changes.

Restart the CapCon service

After you configure the CapCon service, you must restart it.

To restart the CapCon service, complete the following steps:

- 1. Navigate to your IIM system.
- 2. Go to Start > Run > Services.
- 3. Scroll down to the IIM CapCon Service.
- 4. Click the Start link.

Track the Siemens Indoor Fire Panel health status

You can track the Siemens Indoor Fire Panel health status using the following methods:

Use the BlackBerry AtHoc Event Log to check the status of the following items:

- Use the BlackBerry AtHoc Event Log to check the status of the following items:
 - Siemens Indoor Fire Panel heartbeats
 - Siemens Indoor Fire Panelpseudo-point activation
 - Inbound events errors

Open the BlackBerry AtHoc management console and navigate to System > System Setup > Diagnostic Log.
Use the System Tasks page to track issues in the IIM:

- 1. Open BlackBerry AtHoc and navigate to System > System Setup > Diagnostic Log
- 2. Select the IIM that manages the Siemens Indoor Fire Panel. The IIM Task Details page opens.
- **3.** View the results in the Last run result field. The value is either OK or Failed. In the History section, click **OK** or **Failed** in the Results column to view the details for a specific job.
- 4. (Optional) In the Task Details section, click **Run now** to run a new job.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

https://support.athoc.com/customer-support-portal.html

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

Legal notice

[©]2020 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry[®] Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp.

BlackBerry Limited 2200 University Avenue East Waterloo, Ontario Canada N2K 0A7

BlackBerry UK Limited Ground Floor, The Pearce Building, West Street, Maidenhead, Berkshire SL6 1RL United Kingdom

Published in Canada