



BlackBerry AtHoc BBM Enterprise Alerts Installation and Administration Guide

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Contents

Overview	5
Product requirements	6
Hardware requirements	6
BBM Enterprise requirements	6
Software requirements Network requirements	6 6
In stall and estime DDM Enternation Alanta	•
Install and set up BBIVI Enterprise Alerts	8
Installation prerequisites	8
Install the BBM Enterprise alerts plug-in files	8
Install the certificate file	8 0
Verify the plug-in installation	88 ه
Set up the organization account	o
Create a user	9
Add the user to the account	9 Q
Configure the BBM Enterprise Alerts plug-in for NDS	
Configure the BBM Enterprise Alerts plug-in settings	10
Customize the BBM Enterprise Alerts configuration for each account	10
Test the configuration	10
Configure the BlackBerry Messenger device	12
Configure a BlackBerry Messenger device on the BlackBerry AtHoc application server	12
Configure the BlackBerry Messenger delivery gateway	
Create users in the BlackBerry AtHoc management system	13
Enable the BBM Enterprise device	13
Create and publish a BBM Enterprise Alerts alert template	14
Verify the published alert	15
Tools for monitoring, troubleshooting, and managing BBM Enterprise Alerts	16
Tracking the life cycle of delivery tasks	16
BlackBerry AtHoc health monitor	16
BlackBerry AtHoc log files	17
BlackBerry AtHoc Customer Support Portal	18
Desumentation feedback	10
Documentation reedback	19

Legal r	notice	20
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Overview

The BBM Enterprise Alerts plug-in works with the Notification Delivery Service (NDS) to provide crisis communication through BBM-E experiences for BBM Enterprise. The NDS is a dedicated server that processes and delivers alert messages from the NDS host service plug-ins.

See the *BlackBerry AtHoc NDS Installation and Configuration Guide* for information on requirements, installation, and basic configuration for the Notification Delivery Service.

What is BBM Enterprise Alerts?

With BBM Enterprise Alerts, BBM Enterprise users can use BBM-E as the main experience for all organization communication, including crisis communications.

BBM Enterprise Alerts has the following use cases:

- Alerts: During an emergency, organizations can target communications to all or a subset of their users with secure, fast, reliable, and prominent communication.
- Account: During and after an emergency, organizations can collect information from their user base.

Share critical safety information during a crisis

BBM Enterprise Alerts is powered by BlackBerry AtHoc, a recognized leader in crisis communication. BBM Enterprise alerts provides the following benefits:

- · Track the safety status of your personnel.
- Leverage secure and trusted chat from BBM-E for sharing important safety information with employees.
- · Conform to high-security government communication standards for sharing critical confidential information.
- Distinguish critical alerts from operational messages with a differentiated in-product experience.
- Improve your incident response and collaboration during weather-related events, man-made emergencies, and critical IT outages.

Product requirements

This section describes the hardware, software, and network requirements for the BBM Enterprise Alerts plug-in.

Hardware requirements

- A minimum of Dual-Core Dual CPUs (2 Dual-Core CPUs such as Xeon 51xx family, Xeon E53xx family or X53xx family) 2GHz or higher
- · One database server core for each of the two application server cores
- 512 MB per application server core plus 2 GB for Windows 2012
- · Recommended: Dual, redundant Intel NICs and power supplies
- If using Broadcom NICs, complete the following steps:
 - 1. Ensure that the latest drivers are installed.
 - 2. Disable the TCP Chimney feature, as described in the following Microsoft[®] article: http://support.microsoft.com/kb/951037.
- Disk space for storage on a RAID 5, RAID 0+1 or RAID 10 configured disk system. The exact allocation of disks depends on the hardware configuration.

Important: These requirements are for a small-scale installation. For a large-scale installation, content BlackBerry AtHoc support for assistance.

BBM Enterprise requirements

You can use BBM Enterprise on the following devices:

- AndroidTM devices running AndroidTM 4.0 or later
- iOS devices running iOS 7 or later
- BlackBerry 10 devices running BlackBerry 10 OS version 10.3 or later

Software requirements

- Notification Delivery Service and its prerequisites. For more information, see the *BlackBerry AtHoc NDS Installation and Configuration Guide*. To determine which version of NDS to install, check with your BlackBerry AtHoc Professional Services representative.
- Windows Server[®] 2012 Standard Edition 64-bit, Service Pack 1 or higher.
- Microsoft[®] SQL Server[®] Express, Version 2012
- Internet Information Services (IIS) Standard Edition, Version 7.0
- Microsoft .NET Framework, Version 4.7.2
- IIS extension ASP.Net 4.0 enabled

Network requirements

• Firewalls

BBM-E sends and received messages using HTTPS port 443 for a destination port. This port should be opened on all firewalls (including Windows Firewall) that protect the BBM Enterprise Alerts application servers.

Anti virus software

Anti virus software installed on BBM-E application servers might affect BBM Enterprise Alerts operations if configured incorrectly. Consider uninstalling anti virus software if its behavior is uncertain.

Server Clock Synchronization

All application and database server clocks must be synchronized with the network server time.

Install and set up BBM Enterprise Alerts

This section describes the basic installation and set up of the BBM-E plug-in for NDS. Contact your BlackBerry AtHoc Implementation Engineer to download the installation package.

Installation prerequisites

Before you install the BBM Enterprise Alerts plug-in, complete the following tasks:

- 1. Install and set up NDS V2.9.14 on the machine on which you plan to install the plug-in.
- 2. An FQDN certificate that contains a unique common name (CN) must be available in PFX file format. White list the CN on the BBM Enterprise server. Contact BlackBerry Security to obtain an FQDN certificate.
- 3. Stop the AtHoc delivery service. (For upgrades only.)

Install the BBM Enterprise alerts plug-in files

- 1. Copy the AtHoc.Delivery.PlugIn.BBMe_build.zip file to the NDS server.
- 2. Right-click the zip file and click Unblock to unblock the zip file.
- **3.** Unzip the package into the NDS plug-in folder:..\Program Files (x86)\AtHocENS\DeliveryServer \Plugins.

Install the certificate file

- 1. Log in to the NDS console.
- 2. Click the Utilities tab.
- 3. In the Import System Certificate section, enter bbme in the Certificate Name field.
- 4. Click Load File, and navigate to the location on your system where the certificate is stored.
- **5.** Enter the certificate private key.
- 6. Click Import.
- 7. In NDS, navigate to the Certificate Repository (nds.certificate.repository), and verify that the Default-bbme certificate is present.

Verify the plug-in installation

- 1. Go to the following folder and run NdsConsole.exe:
 - ..\AtHocENS\DeliveryServer\Tools\NDSConsole
- 2. On the Testing screen, verify that the following plug-in shows in the Supported Devices list:

<bbme>AtHoc.Delivery.PlugIn.BBMe.BBMePlugIn

Set up the organization account

After you have verified that the BBM Enterprise Alerts plug-in is available in the NDS Console, you set up the account for your organization. You also associate a user that is an initiator or operator who publishes alerts.

- 1. Create the organization account for NDS
- 2. Create a user and bind the user to the account
- 3. Add the user to the account

Create the organization account

- 1. In the NDS Console, navigate to Management > Account.
- 2. Click New Account.
- 3. On the New Account screen, enter a value for Display Name and set following defaults:
 - Status: Active
 - Enable anonymization: Selected

Create a user

You can create a new user in the NDS Console and then customize the user profile for branding, billing, and tracking purposes.

- 1. In the NDS Console, navigate to Management > User.
- 2. On the User Management screen, click New User.
- 3. On the New User screen, enter a Login Name.
- 4. Enter and confirm the password associated with the user.

Note: This login name and password are used to configure the delivery gateway in the BlackBerry AtHoc management system.

- 5. In the Status field, select Active.
- 6. Optionally, add a description.
- 7. Click Save.

Add the user to the account

You must add the user to the organization account, which is known as binding the user to the account.

- 1. In the NDS Console, click Management > Account.
- 2. Select the account, then right-click the Login Name of the user that you created in Create a user.

Note: This login name is used to configure the delivery gateway in the BlackBerry AtHoc management system.

- 3. Select API to add the user with an API role.
- 4. Select the account, then click the Account Resource tab.
- 5. Select the **Support** option in the row with the bbme DeviceType.
- 6. Click Save.

Configure the BBM Enterprise Alerts plug-in for NDS

This section describes how to configure the BBM Enterprise Alerts plug-in for the NDS server.

- 1. Customize the nds.plugins.bbme plug-in key:
 - a. In the NDS Console, navigate to Management > Configuration.
 - b. Click Save.
- 2. Restart AtHocDeliveryService.

Configure the BBM Enterprise Alerts plug-in settings

- 1. In the NDS Console, click Management > Configure.
- 2. In the left pane, select nds.plugins.bbme.
- 3. In the Value field, update the following attribute values, as appropriate for your setup:
 - <bbmeURL>-Enter the URL of your BBME server.
 - <responseURL>—Enter the URL of the server where the response service is installed, followed by /R. If you are using a load balancer, enter the URL of the load balancer.
 - <requestPerSec>—Enter the number of requests that can be sent to the BBME server by the NDS application servers, per second. The maximum is 100 for all servers. (If you are using two application servers, set this value to 50.)
 - <maxTasksPerExecution>—Enter the maximum number of delivery tasks BBME can process in a single batch. The default is 200.
 - <maxBacklot>—Enter the maximum number of outstanding delivery tasks BBME can process at any time. The default is 1000.
 - <minBatchSize>—Enter the minimum available batch size that BBME can offer to NDS before capacity is available. The default is 10.
 - <taskTimeout>—Enter the time (in seconds) that a task remains active before the system retries the task. The default is 300 seconds (5 minutes.)
 - <configKey>-Enter BBMePlugIn.
 - <selfTestInterval>–Enter the frequency of the connection test, in seconds, with the BBMe server.
- 4. Click Update.

Customize the BBM Enterprise Alerts configuration for each account

You can use the default BBM Enterprise Alerts configuration for all accounts or you can add customized configurations for each account, as needed.

- 1. In the NDS Console, navigate to Management > Account.
- 2. Record the Account ID for the account that needs a customized BBM-E account configuration. You will need this ID in Step 4.
- 3. In the NDS Console, navigate to Management > Configuration.
- 4. On the list of plug-in keys, click New Configuration and enter the following information into the fields:
 - New Key: nds.plugins.bbme.accountConfig
 - AccountId: Enter the Account ID that you saved in Step 2.
 - Device Type: Insert the string bbme.
 - Value: In <OrgId>, enter the ID number of the organization where users are registered in BBME.
- 5. Click Save.
- 6. Verify that the custom configuration was added:
 - **a.** The NDS Console configuration has the added configuration listed under **nds.plugins.bbme.AccountConfig**.
 - b. The AtHoc Event Viewer displays a message that a new configuration was uploaded.

Test the configuration

After installing and configuring the BBM-E plug-in, verify that it works.

1. Open the NDS Console and click Testing.

- 2. Send a test alert to yourself, using the default template file:
 - a. Select Send Single Alert.
 - **b.** Enter the title and body text and add response options.
 - c. Select **Device** and enter **bbme**.
 - d. In the Address field, enter your email address.
 - e. In the AccountId field, enter the account ID that was setup for BBM Enterprise Alerts.

For more information about how to create an account, see Create the organization account.

- f. Click Send Alert.
- **3.** Go to the **Monitoring** page.
- 4. Click Refresh to see the new alert status.
- 5. Check the Sent status for errors.
- 6. Check your BBM-E device for the test message.

Configure the BlackBerry Messenger device

Configure the BlackBerry Messenger device in the Settings section of the BlackBerry AtHoc management system to enable BlackBerry AtHoc to publish alerts through BBM-E.

Configure a BlackBerry Messenger device on the BlackBerry AtHoc application server

Log in to the BlackBerry AtHoc management system and check the Delivery Gateways section to verify that the BlackBerry Messenger device gateway is installed. If it is installed, skip this section.

- 1. Log in to the BlackBerry AtHoc application server as an administrator.
- 2. Navigate to the following folder: <IWSAlerts Install Path>\ServerObjects\Tools and run the AtHoc.Applications.Tools.InstallPackage.exe file.
- 3. On the Configure Device Support screen, select BlackBerry Messenger.
- 4. Click Enable.
- 5. On the Installation Complete window, click OK.
- 6. Click Close.

Configure the BlackBerry Messenger delivery gateway

- 1. Log in to the BlackBerry AtHoc management system as an administrator.
- 2. In the navigation bar, click 🖾.
- 3. In the Devices section, click BlackBerry Messenger.
- 4. On the BlackBerry Messenger page, click Copy default settings.
- 5. Enter the username and password that you created in Create a user.
- 6. Click Save.



BlackBerry Messenger

Configure publishing, reporting and other BlackBerry Messenger settings

<u>Copy default settings</u>

BlackBerry Messenger Settings

Delivery Server address:	https://delivery.athoc.com/
Username:	athocadmin
Password:	
Debug Trace:	○ Yes ● No Enable debug tracing for this delivery gateway. Select this option only while actively debugging to avoid performance degradation.

<< Back

Save Reset

Create users in the BlackBerry AtHoc management system

In order to send BBM-E messages to end users, you must ensure that those users exist in the BlackBerry AtHoc management system.

Note: You must have End User Manager privileges to create users.

- 1. Log in to the BlackBerry AtHoc management console as an End User Manager.
- 2. In the navigation bar, click Users.
- 3. Click Users.
- 4. On the Users screen, click New.

Note: Fields marked with an asterisk (*) on the New User screen are required.

- 5. On the New User screen, in the Basic Information section, enter the following details about the user:
 - Username: The name the user is assigned by the system. Usernames are frequently imported from external systems and cannot be edited later.
 - First Name and Last Name
 - Display Name: The name used to refer to the user within the system, such as bsmith or Jack Jones. This field can be edited later by the end user.
 - Any custom fields added by the administrators, including details such as CPR certification status, Emergency Community membership, or special skills.
- 6. In the Online Addresses section, in the BBM-E field, enter the user's email address. This address must be the address used to receive BBM-E messages.
- 7. In the Distribution List Membership section, specify the distribution lists the user is a member of.

Note: Required memberships are provided by default and cannot be deleted. If you do not have management permissions for a group, the group is read-only.

- 8. In the Advanced Information section, which is configurable for each system, complete any required fields plus any of the non-required fields you want to include in the account details for the user.
- 9. Provide a password that meets the displayed rules, if required.

10.Click Save.

The details of the new user then appear in summary form on the screen.

Enable the BBM Enterprise device

- 1. Log in to the BlackBerry AtHoc management system as an administrator.
- 2. In the navigation bar, click 🖾.
- 3. In the Devices section, click Devices.
- 4. On the Devices screen, on the Personal Devices tab, click BBM-E.
- 5. On the BBM-E page, click Edit.
- 6. In the Delivery Gateways section, click Add a Delivery Gateway > BlackBerry Messenger.

 Delivery 	Gateways				
Choose and will attemp will be con	Choose and configure the Delivery Gateways which will deliver messages to this device. If more than one Delivery Gateway is configured, the system will attempt to deliver messages to this device in the order listed below until delivery is successful. If no Delivery Gateways are configured, the device will be considered Disabled.				
	Delivery Gateway				
*	BlackBerry Messenger				

- 7. In the BlackBerry Messenger delivery gateway row, click Z.
- 8. By default, the configuration XML appears in the **Configure Gateway** window. If the configuration XML is empty, complete the following steps:
 - a. Delete the text in the Configuration XML field.
 - **b.** Copy the following into the field:

```
<Configuration><DeviceType>bbme</
DeviceType><data><replyTo>alerts@company.com</
replyTo><from>alerts@company.com</from></
data><DeviceExtensions><DeviceOptions Type="LongText"><AlertContent
Locale="en_us" Type="LongText" /></DeviceOptions></DeviceExtensions></
Configuration>
```

9. Click Submit.

10.Click Save.

11.Click More Actions > Enable.

Create and publish a BBM Enterprise Alerts alert template

To confirm that the BlackBerry Messenger device is installed correctly on the BlackBerry AtHoc management system, create a template and send a test message.

- 1. Log in to the BlackBerry AtHoc management system as an administrator.
- 2. Click Alerts > Alert Templates.
- 3. Click New.
- 4. On the New Template screen, in the Alert Template section, enter a template name and description.
- 5. Select a folder from the Folder list.
- 6. Select Available for quick publish.
- 7. In the **Content** section, enter the title and content of the alert.
- 8. In the Target Users section, click the By Users tab, and add a user to send a test message to.
- 9. In the Target Users section, click Select Personal Devices.
- 10.In the BlackBerry Messenger section, select BBM-E.
- 11.Click Options.
- 12.On the Personal Devices Options window, from the BlackBerry Messenger Template list, select the BBME template.
- **13.**Optionally, in the **BlackBerry Messenger** content section, select to send both the title and body of the alert, or custom text.
- 14.Click Apply.
- 15.In the Schedule section, change the Alert Duration to 15 minutes.
- 16.Click Save.

17.Click .
18.On the Home page, in the Quick Publish section, find the alert template you just created.
19.Click Publish.
20.On the Review and Publish screen, click Review and Publish.
21.Review the content of the alert template.
22.Click Publish.

Verify the published alert

After you publish the test message, verify that the alert was published successfully to the syndication feed.

- 1. Open **BBME** on your device.
- 2. Look for the alert in the Chats list.
- **3.** Tap the alert to view the details.

Tools for monitoring, troubleshooting, and managing BBM Enterprise Alerts

This section describes tasks and tools for monitoring, troubleshooting, and managing the BBM Enterprise Alerts plug-in.

Tracking the life cycle of delivery tasks

Using the NDS database logging feature, BBM Enterprise Alerts tracks task life cycle in the ngdeliverylog database and in the TaskLifeCycle and TaskLifeCycleHistory tables. This feature provides valuable troubleshooting and reporting information.

Code		Description	Notes
	400	Task initiated	-
	410	Request Out	-
	430	Sent	-
	435	Failed before sending	Error code/message
	439	Failed to send	Error code/message
	970	User responded	Response code from response service

BBM Enterprise Alerts tracks the following life cycle task states:

To configure life cycle tracking, update the BBM Enterprise Alerts plug-in.

Under the <queueControlInfo> section, a new set of configuration keys are introduced to control the life cycle logging feature (default values are shown):

```
<!--turn on/off task life cycle logging-->
<logTaskLifeCycle>true</logTaskLifeCycle>
<!--interval in second to purge log records in memory to batch and save to
database, Default: 1-->
<logPurgeInterval>1</logPurgeInterval>
<!--batch size in number of records to purge each time and save to database.
Default: 2000, Max: 2000 -->
<logPurgeBatchSize>2000</logPurgeBatchSize>
```

BlackBerry AtHoc health monitor

BBM Enterprise Alerts constantly reports its health status to BlackBerry AtHoc, and you can monitor the status using BlackBerry AtHoc Health Monitor. For more information about the BlackBerry AtHoc Health Monitor, see "Monitor system health" in the *BlackBerry AtHoc System Administrator Configuration Guide*.

BlackBerry AtHoc log files

BlackBerry AtHoc provides a log file for you to use when monitoring system health and troubleshooting errors.

BlackBerry AtHocevent log: BBM Enterprise Alerts logs all errors and event information in the BlackBerry AtHoc event log. Use the BlackBerry AtHoc Event Log Viewer to monitor the error messages. Use verbose mode to log detailed information. For more information about the Event Log Viewer, see "Specify system setting options" in the *BlackBerry AtHoc System Administrator Configuration Guide*.

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

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

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For more information about BlackBerry AtHoc products or if you need answers to questions about your BlackBerry AtHoc system, visit the Customer Support Portal at https://support.athoc.com.

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