Installation and Configuration Guide

BlackBerry Enterprise IM for Cisco app

Version 4.0

Contents

BlackBerry Enterprise IM for Cisco preinstallation checklist

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Verify that the following requirements are met before you distribute the BlackBerry Enterprise IM for Cisco app. When you verify requirements in this document use the compatibility matrix for your organization's environment:

- BlackBerry UEM and BES12 environment, download the BlackBerry Collaboration Service and BlackBerry Enterprise IM App Compatibility matrix.

- BES10 environment, download the BlackBerry Enterprise IM for BlackBerry 10 Compatibility matrix.

Minimum requirements to distribute the BlackBerry Enterprise IM for Cisco app

Complete	Requirement
☐	Verify that your organization's environment is running one of the following environments: • BlackBerry UEM version 12.6 • BES12 version 12.0 or later • BES10 version 10.2 or later

☐	• If you run the BlackBerry Enterprise IM for Cisco app in an on-premise environment, verify that your organization's environment is running Cisco Unified Presence Release 8.6 or later. Verify the following:
	
	    ◦ The DER trusted root certificate is available on the device to allow users to log in to the BlackBerry Enterprise IM for Cisco app. For information about installing the trusted root certificate, see Add the trusted root certificate to the shared network folder in a BES10 environment.
	
	    ◦ If users' sign-in names for Cisco Unified Presence are different from their email addresses, the Cisco Unified Presence server is configured with the LDAP settings for a third-party XMPP client for full feature support. For more information about configuring Cisco Unified Presence, visit support.blackberry.com/kb/ to read article 35639.
	
	• If you run the BlackBerry Enterprise IM for Cisco app in a cloud environment, verify that your organization's environment is running Cisco WebEx Messenger.
	
	• Verify that port 5222 is open.

☐	• Verify that BlackBerry 10 devices are running BlackBerry 10 OS version 10.2 or later.

Complete	Requirement
	• If your organization's environment includes BlackBerry Secure Connect Plus, verify that BlackBerry 10 devices are running BlackBerry 10 OS version 10.3.2 or later.

Related information

Configuring Cisco Unified Presence, on page 7
Add the trusted root certificate to the shared network folder in a BES10 environment, on page 7

Requirements

Software requirements: BlackBerry Enterprise IM for Cisco

The following requirements apply to your organization's environment when you distribute the BlackBerry Enterprise IM for Cisco app.

Requirement	Description
BlackBerry UEM	One of the following: • BlackBerry UEM version 12.6 • BES12 version 12.0 or later • BES10 version 10.2 or later
Device software	• BlackBerry 10 OS version 10.2 or later • If your organization's environment includes BlackBerry Secure Connect Plus, verify that BlackBerry 10 devices are running BlackBerry 10 OS version 10.3.2 or later.
Cisco Unified Presence Release 8.6 or later	Minimum software requirement to run the BlackBerry Enterprise IM for Cisco app in an on-premise environment. Port 5222 is open to allow the BlackBerry Enterprise IM for Cisco app to connect to the Cisco Unified Presence server.
Cisco WebEx Messenger	Minimum software requirement to run the BlackBerry Enterprise IM for Cisco app in a cloud environment. Port 5222 is open to allow the BlackBerry Enterprise IM for Cisco app to connect to Cisco WebEx Messenger.

Installing the trusted root certificate in a Cisco Unified Presence environment

In a BlackBerry UEM or BES12 environment, you create one or more CA certificate profiles and assign the profiles to the appropriate user groups and user accounts so that you can enable the BlackBerry Enterprise IM for Cisco app for use in a Cisco Unified Presence environment. For more information about installing the trusted root certificate in a BlackBerry UEM environment with Cisco Unified Presence, see the BlackBerry UEM Configuration content or the BES12 Configuration content.

In a BES10 environment, you specify a shared network folder and add the trusted root certificate to the shared network folder so that you can enable the BlackBerry Enterprise IM for Cisco app for use in a Cisco Unified Presence environment. For more information about installing the trusted root certificate in a BES10 environment with Cisco Unified Presence, see "Sending CA certificates to devices" in the BlackBerry Device Service Advanced Administration Guide.

If the required certificate for Cisco WebEx Messenger is not available on the BlackBerry 10 devices in your organization's environment, you must download the certificate from Cisco and complete the steps to push the certificate to the devices.

Add the trusted root certificate to the shared network folder in a BES10 environment

1. In the Cisco Unified Presence Server administration console, click **Security** > **Certificate Management** > **Find**.

2. Click **CUP - XMPP - Trust**. Download the DER certificate.

3. Copy the certificate into the shared network folder at \\Computer_name\shared_network_folder\Shared\Certificates \ENTERPRISE.

Configuring Cisco Unified Presence

If users' sign-in names for Cisco Unified Presence are different from their email addresses, you must configure the server with the LDAP settings for a third-party XMPP client. If Cisco Unified Presence is not configured correctly, the functionality of the BlackBerry Enterprise IM for Cisco app is limited. For example, users are unable to perform tasks including inviting users to meetings, making calls from within chats, and searching for and chatting with remote contacts.

For more information about configuring Cisco Unified Presence, visit support.blackberry.com/kb/ to read article 35639.

Distributing the BlackBerry Enterprise IM for Cisco app to BlackBerry 10 devices

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In a BlackBerry UEM or BES12 environment, you make the BlackBerry Enterprise IM for Cisco app available to BlackBerry 10 devices by obtaining the .bar file. You must store the file in a shared network folder and add it to an app list before you assign the app to user accounts, user groups, or device groups.

In a BES10 environment, you make the BlackBerry Enterprise IM for Cisco app available to BlackBerry 10 devices by obtaining the .bar file. To make the app available to BlackBerry 10 devices, you must first create a shared network folder and add the app to the app repository. To send the app to the BlackBerry 10 devices, you add the app to a software configuration before you assign the software configuration to a user account or user group.

Access the BlackBerry Enterprise IM for Cisco app for devices

1. In a browser, navigate to swdownloads.blackberry.com/Downloads/.

2. In the **To view software for a BlackBerry product, please select a product from the drop down menu** drop-down list, click **BlackBerry Enterprise IM for Cisco v4.0 for BlackBerry 10 devices**.

3. Click **Next**.

4. Download the latest version of the BlackBerry Enterprise IM for Cisco app.

After you finish: Make the BlackBerry Enterprise IM for Cisco app available on devices.

For more information about making apps available on devices in a BlackBerry UEM environment, see the BlackBerry UEM Administration content.

For more information about making apps available on devices in a BES12 environment, see the BES12 Administration content.

For more information about making apps available on devices in a BES10 environment, see the "Managing app availability on devices" in the BlackBerry Device Service Advanced Administration Guide.

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