BlackBerry UEM

Getting Started

Administration

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Getting started

BlackBerry UEM is a multiplatform EMM solution from BlackBerry that provides comprehensive device, app, and content management with integrated security and connectivity, and helps you manage iOS, macOS, Android, Windows 10, and BlackBerry 10 devices for your organization.

Choose one of the following options:

I have BlackBerry UEM in an on-premises environment.

I have BlackBerry UEM Cloud

Steps to get started with BlackBerry UEM on-premises

Follow these steps to plan, install, and set up BlackBerry UEM in an on-premises environment and allow users to start activating devices.

Step	Action
1	Plan your BlackBerry UEM installation.
2	Install BlackBerry UEM or upgrade to the latest version of BlackBerry UEM.
3	If you are using BlackBerry Work or BlackBerry Connect, install or upgrade and configure the BlackBerry Enterprise Mobility Server.
4	Log in to BlackBerry UEM.
5	Configure BlackBerry UEM according to your organization's requirements.
6	If you want to share administration work with other IT staff, create administrators.
7	Set up work connections. For example, create email, Wi-Fi, and VPN profiles.
8	Set rules to manage the security and behavior of devices using IT policies.
9	Set up device standards. For example, compliance rules.
10	If your organization is using BlackBerry Dynamics, configure BlackBerry Dynamics settings.
11	Determine which apps to send to devices and add them to BlackBerry UEM.
12	Control how devices are activated and managed in BlackBerry UEM using activation profiles.
13	Create any necessary user groups or user accounts.

Step	Action
14	Assign profiles and IT policies to user groups or user accounts.
15	Assign apps to user groups or user accounts.
16	Instruct users to activate devices on BlackBerry UEM.

Steps to get started with BlackBerry UEM Cloud

Follow these steps to plan, install, and set up BlackBerry UEM Cloud and allow users to start activating devices.

Step	Action
1	If you want to use any of the features that require it, Install the BlackBerry Connectivity Node or upgrade it to the latest version.
2	If you are using BlackBerry Work or BlackBerry Connect, install or upgrade and configure the BlackBerry Enterprise Mobility Server.
3	Log in to BlackBerry UEM Cloud.
4	Configure BlackBerry UEM according to your organization's requirements.
5	Configure the connection to Microsoft Azure.
6	If you want to share administration work with other IT staff, create administrators.
7	Set up work connections. For example, configure email, Wi-Fi, and VPN profiles.
8	Set rules to manage the security and behavior of devices using IT policies.
9	Set up device standards. For example, compliance rules.
10	If your organization is using BlackBerry Dynamics, configure BlackBerry Dynamics settings.
11	Determine which apps to send to devices and add them to BlackBerry UEM.
12	Control how devices are activated and managed in BlackBerry UEM using activation profiles.
13	Create any necessary user groups or user accounts.
14	Assign profiles and IT policies to user groups or user accounts.

Step	Action
15	Assign apps to user groups or user accounts.
16	Instruct users to activate devices on BlackBerry UEM.

Supported features by device type

This quick reference compares the supported capabilities of iOS, macOS, Android, Windows 10, and BlackBerry 10 devices in BlackBerry UEM.

For more information about supported OS versions, see the Compatibility matrix.

Device features

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Wireless activation	√	√	√	√	√
Wireless activation using a QR code	√		√		
Client app required for activation	√ [1]		√		
Customize terms of use agreement for activation	√	√	√	√	√
Restrict activation by device model	√	√	√	√ [2]	√
View and export device report (e.g., hardware details)	√	√	√	√	√
Restrict unsupervised devices	√[3]	√[3]			

[1] For iOS devices enrolled in DEP, client app must be assigned to users or groups.

[2] For Windows 10 Mobile devices only.

[3] For devices activated with MDM controls, or User privacy with SIM-based licensing only.

Security features

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Separation of work and personal data	√ [1]		√ [2]	√	√
User privacy for personal data	√ [1]		√ [2]		√
Encryption of work data at rest	√ [1]		√ [2]	√	√

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Send IT commands to devices	√	√	√	√	√
Control device capabilities using IT policies	√	√	√	√	√
Delete work data after period of inactivity	√ [1]		√ [1]		√
Enforce password requirements	√	√	√	√	√
Enforce encryption of media card			√ [3]		√
Enforce encryption of internal storage			√	√	√

[1] Requires BlackBerry Dynamics apps.

[2] Requires Samsung Knox Workspace, Android Enterprise, or BlackBerry Dynamics apps.

[3] For Samsung Knox devices only.

Sending certificates to devices

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
CA certificate profiles	√	√	√	√	√
SCEP profiles	√	√	√	√	√
Shared certificate profiles	√	√	√		
User credential profiles	√	√	√		√

Managing work connections for devices

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
BlackBerry 2FA profiles	√		√		√
BlackBerry Dynamics connectivity profiles	√	√	√	√	

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
CalDAV profiles	√	√			
CardDAV profiles	√	√			
Enterprise connectivity					√
BlackBerry Secure Connect Plus	√		√ [1]		√
Exchange ActiveSync email profiles	√	√	√ [2]	√	√
BlackBerry Secure Gateway	√				
IMAP/POP3 email profiles	√	√	√	√	
Proxy profiles	√	√	√	√	√
Single sign-on profiles	√				√
VPN profiles	√	√	√ [3]	√	√
Wi-Fi profiles	√	√	√	√	√

[1] Only for Android Enterprise devices and Knox Workspace devices.

[2] Only for Motorola devices that support the EDM API, Android Enterprise devices, and Knox devices.

[3] For Knox Workspace devices only.

Managing your organization's standards for devices

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Activation profiles	√	√	√	√	√
App lock mode profiles	√ [1]		√ [1]	√ [1]	
BlackBerry Dynamics profiles	√	√	√	√	
Compliance profiles	√		√		√
Device profiles	√		√	√ [2]	√
Enterprise Management Agent profiles	√		√	√	√

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Location service profiles	√		√	√	
Other OS-specific profiles	AirPlay profiles AirPrint profiles Custom payload profiles Managed domains profiles Network usage profiles Per-app notification profiles [3] Web content filter profiles				Device SR requirements profiles

[1] Only for supervised iOS devices, Knox devices that are activated with MDM controls, Windows 10 Education, and Windows 10 Enterprise devices.

[2] For Windows 10 Mobile devices only.

[3] Only for supervised iOS devices.

Protecting lost or stolen devices

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Specify device password			√	√ [1]	√
Lock device	√	√	√	√ [1]	√
Activation lock	√				
Specify work space password and lock			√ [2]		
Unlock device and clear password	√		√		
Delete all device data	√	√	√ [3]	√	√
Delete only work data	√	√	√	√	√

[1] For Windows 10 Mobile devices only.

[2] Only for Android Enterprise devices.

[3] For Motorola devices that support the EDM API, information on the media card is also deleted. For Knox Workspace devices, you can choose to delete information on the media card.

Configuring roaming

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Disable automatic synchronization when roaming	√		√ [2]		√ [1]
Disable data when roaming	√[3]		√ [4]	√	√

[1] For synchronization with the mail server only.

[2] For Knox devices only.

[3] You can configure data roaming settings in a network usage profile.

[4] For Android Enterprise and Knox devices only.

Managing apps

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Distribute public apps from storefront (App Store, Google Play, Windows Store, BlackBerry World)	√		√	√	√
Manage work app catalog	√		√	√	√
Brand work app catalog	√				√
Manage restricted apps	√		√ [1]		
Distribute internal apps	√		√	√	√
Add app shortcuts to devices	√	√	√		

[1] The restricted app list is not required for Android Enterpriseor Knox Workspace, devices because only apps that an administrator assigns can be installed in the work space or on devices.

Device management options

BlackBerry UEM supports various options for managing devices. The options that you choose depend on the types of devices that you manage and your organization's security requirements.

BlackBerry UEM supports the following management options:

- User privacy
- MDM controls
- Work and personal
- Work space only

For each management option, you must have the right licenses available and the appropriate activation profile assigned to users.

For more information about activation profiles, see Creating activation profiles.

For more information about licenses, see the Licensing content.

BlackBerry enterprise services

Beyond the security and productivity features that BlackBerry UEM provides, BlackBerry offers more services that can add value to your BlackBerry UEM to help meet your organization's unique needs. You can add the following services and manage them through the BlackBerry UEM management console:

Service type	Service name and description
Enterprise services	• BlackBerry Workspaces allows users to securely access, synchronize, edit, and share files and folders from Windows and Mac OS tablets and computers or Android, iOS, and BlackBerry 10 devices. BlackBerry Workspaces protects files by applying DRM controls to limit access, even after they are shared with someone outside of your organization. • BlackBerry Enterprise Identity gives users single sign-on access to service providers, such as BlackBerry Workspaces, Box, Workday, WebEx, Salesforce, and more. You can also add support for custom SaaS services. • BlackBerry 2FA protects access to your organization's critical resources using two-factor authentication. BlackBerry 2FA uses a password that users enter and a secure prompt on their Android, iOS, or BlackBerry 10 devices each time they attempt to access resources.

BlackBerry Dynamics platform	• The BlackBerry Enterprise Mobility Server (BEMS) on-premises and BEMS-Cloud provides additional services for BlackBerry Dynamics apps.
	
	   • BEMS on-premises integrates the BlackBerry Mail, BlackBerry Connect, BlackBerry Presence, and BlackBerry Docs services. When these services are integrated, users can communicate with each other using secure email messages and instant messaging, view the real-time presence of users in BlackBerry Dynamics apps, and access, synchronize, and share work file server, Microsoft SharePoint, Microsoft SharePoint Online, Microsoft OneDrive for Business, and Box documents without putting work data at risk.
	   • BEMS-Cloud integrates the BlackBerry Mail and BlackBerry Docs services. When these services are integrated, users can communicate with each other using secure email messages and access, synchronize, and share Microsoft SharePoint, Microsoft SharePoint Online, Microsoft OneDrive for Business, and Box documents without putting work data at risk.
	• The BlackBerry Dynamics SDK allows developers to create secure apps for Android and iOS devices and Mac OS and Windows computers.

Service type	Service name and description
BlackBerry Dynamics productivity apps	• BlackBerry Work provides everything users need to securely mobilize their work, including email, calendar, and contacts (full synchronization with Microsoft Exchange). The app also provides advanced document collaboration. BlackBerry Work separates work data from personal data and allows seamless integration with other work apps without requiring MDM profiles on the device. • BlackBerry Access enables users to securely access their organization's intranet with their device. • BlackBerry Connect enhances communication and collaboration with secure instant messaging, corporate directory lookup, and user presence, all from an easy-to-use interface on the user's device. • BlackBerry Tasks allows users to create, edit, and manage notes that are synchronized with Microsoft Exchange on their Android and iOS devices. • BlackBerry Notes allows users to create, edit, and manage notes that are synchronized with Microsoft Exchange on their device.

These services can be purchased as part of a BlackBerry Secure UEM & Productivity Suite license. For more information about the different BlackBerry Secure UEM & Productivity Suite licenses and how to obtain them, see the Licensing content.

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