



# BlackBerry UEM

## Getting Started

Administration

12.13



# Contents

Getting started..... 4

Steps to get started with BlackBerry UEM on-premises.....5

Steps to get started with BlackBerry UEM Cloud.....7

Supported features by device type.....9

Device management options..... 14

BlackBerry enterprise services.....15

Legal notice..... 17

# 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, <a href="#">install or upgrade</a> and <a href="#">configure the BlackBerry Enterprise Mobility Server</a> .
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, <a href="#">create administrators</a> .
7	Set up work connections. For example, create <a href="#">email</a> , <a href="#">Wi-Fi</a> , and <a href="#">VPN</a> profiles.
8	Set rules to manage the security and behavior of devices using IT policies.
9	Set up device standards. For example, <a href="#">compliance rules</a> .
10	If your organization is using BlackBerry Dynamics, <a href="#">configure BlackBerry Dynamics settings</a> .
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 <a href="#">user groups</a> or <a href="#">user accounts</a> .

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

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	✓ <sup>1</sup>		✓		
Customize terms of use agreement for activation	✓	✓	✓	✓	✓
Restrict activation by device model	✓	✓	✓	✓ <sup>2</sup>	✓
View and export device report (e.g., hardware details)	✓	✓	✓	✓	✓
Restrict unsupervised devices	✓ <sup>3</sup>	✓ <sup>3</sup>			

<sup>1</sup> For iOS devices enrolled in DEP, client app must be assigned to users or groups.

<sup>2</sup> For Windows 10 Mobile devices only.

<sup>3</sup> 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	✓ <sup>1</sup>		✓ <sup>2</sup>	✓	✓
User privacy for personal data	✓ <sup>1</sup>		✓ <sup>2</sup>		✓
Encryption of work data at rest	✓ <sup>1</sup>		✓ <sup>2</sup>	✓	✓

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	✓ <sup>1</sup>		✓ <sup>1</sup>		✓
Enforce password requirements	✓	✓	✓	✓	✓
Enforce encryption of media card			✓ <sup>3</sup>		✓
Enforce encryption of internal storage			✓	✓	✓

<sup>1</sup> Requires BlackBerry Dynamics apps.

<sup>2</sup> Requires Samsung Knox Workspace, Android Enterprise, or BlackBerry Dynamics apps.

<sup>3</sup> 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	✓		✓ <sup>1</sup>		✓
Exchange ActiveSync email profiles	✓	✓	✓ <sup>2</sup>	✓	✓
BlackBerry Secure Gateway	✓				
IMAP/POP3 email profiles	✓	✓	✓	✓	
Proxy profiles	✓	✓	✓	✓	✓
Single sign-on profiles	✓				✓
VPN profiles	✓	✓	✓ <sup>3</sup>	✓	✓
Wi-Fi profiles	✓	✓	✓	✓	✓

<sup>1</sup> Only for Android Enterprise devices and Knox Workspace devices.

<sup>2</sup> Only for Motorola devices that support the EDM API, Android Enterprise devices, and Knox devices.

<sup>3</sup> 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	✓ <sup>1</sup>		✓ <sup>1</sup>	✓ <sup>1</sup>	
BlackBerry Dynamics profiles	✓	✓	✓	✓	
Compliance profiles	✓		✓		✓
Device profiles	✓		✓	✓ <sup>2</sup>	✓
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 <sup>3</sup> Web content filter profiles				Device SR requirements profiles

<sup>1</sup> Only for supervised iOS devices, Knox devices that are activated with MDM controls, Windows 10 Education, and Windows 10 Enterprise devices.

<sup>2</sup> For Windows 10 Mobile devices only.

<sup>3</sup> Only for supervised iOS devices.

### Protecting lost or stolen devices

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

<sup>1</sup> For Windows 10 Mobile devices only.

<sup>2</sup> Only for Android Enterprise devices.

<sup>3</sup> 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	✓		✓ <sup>2</sup>		✓ <sup>1</sup>
Disable data when roaming	✓ <sup>3</sup>		✓ <sup>4</sup>	✓	✓

<sup>1</sup> For synchronization with the mail server only.

<sup>2</sup> For Knox devices only.

<sup>3</sup> You can configure data roaming settings in a network usage profile.

<sup>4</sup> 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	✓		✓ <sup>1</sup>		
Distribute internal apps	✓		✓	✓	✓
Add app shortcuts to devices	✓	✓	✓		

<sup>1</sup> The restricted app list is not required for Android Enterprise or 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	<ul style="list-style-type: none"><li>• <a href="#">BlackBerry Workspaces</a> 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.</li><li>• <a href="#">BlackBerry Enterprise Identity</a> 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.</li><li>• <a href="#">BlackBerry 2FA</a> 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.</li></ul>
BlackBerry Dynamics platform	<ul style="list-style-type: none"><li>• The <a href="#">BlackBerry Enterprise Mobility Server</a> (BEMS) on-premises and BEMS-Cloud provides additional services for BlackBerry Dynamics apps.<ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li></ul></li><li>• The <a href="#">BlackBerry Dynamics SDK</a> allows developers to create secure apps for Android and iOS devices and Mac OS and Windows computers.</li></ul>

Service type	Service name and description
BlackBerry Dynamics productivity apps	<ul style="list-style-type: none"> <li>• <a href="#">BlackBerry Work</a> 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.</li> <li>• <a href="#">BlackBerry Access</a> enables users to securely access their organization's intranet with their device.</li> <li>• <a href="#">BlackBerry Connect</a> 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.</li> <li>• <a href="#">BlackBerry Tasks</a> allows users to create, edit, and manage notes that are synchronized with Microsoft Exchange on their Android and iOS devices.</li> <li>• <a href="#">BlackBerry Notes</a> allows users to create, edit, and manage notes that are synchronized with Microsoft Exchange on their device.</li> </ul>

These services can be purchased as part of a Suite license. For more information about the different Suites and how to obtain them, [see the Licensing content](#).



# 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 that are provided with BlackBerry's products and services are provided as a convenience to you 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