



BlackBerry Work, Notes, and Tasks

Administration Guide

2.19

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What are BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks?

What is BlackBerry Work?

Make your mobile workforce more productive, while keeping your company's data secure – regardless of device. Stay on top of business email and calendar, view online presence, manage contacts and easily work on documents. Unlike built-in email clients, BlackBerry Work integrates all your business collaboration into one integrated, easy-to-use app.

BlackBerry Work provides the following features:

Feature	Description
Business-class email	Securely access business email. View, send and edit attachments. Be instantly notified of key messages, and manage your inbox with smart folders and more.
Personal and shared calendar management	<p>Easily manage your calendar with business-class capabilities. Manage and schedule meetings, check availability, attach files to invites, and quickly join conference calls and web conferences. Quickly pull up all your obligations for the day with agenda view. Never miss a meeting again.</p> <p>Manage shared calendars alongside your personal calendars. Effectively coordinate schedules to stay on top of important business meetings and avoid delays.</p>
Rich contacts and one-click communication	See mobile presence and then reach colleagues using the best way, whether by phone, text message, instant message, or email.
Document access and editing	Access documents while you're on the go from native Microsoft Office Web Apps, Microsoft SharePoint, or other popular cloud storage options within the app. View, edit, and convert documents to PDF straight from your device.

What is BlackBerry Notes?

BlackBerry Notes provides you with a secure, synchronized connection to the notes in your work email account. You can use BlackBerry Notes to create and manage your notes while you're away from your desk.

BlackBerry Notes provides the following features:

Feature	Description
Rich-text editing	Create notes with a full set of rich-text editing features.

Feature	Description
Organize and categorize	<ul style="list-style-type: none"> • Sort notes by title, last modified, or creation date • Organize your notes: Find a note by title, body, or both with the search tool, search in individual rich-text notes • Assign categories to your notes for an added level of organization • Synchronize your root notes folder
Secure sharing and storing of data	<ul style="list-style-type: none"> • Share your notes as email messages (requires BlackBerry Work) • Keep your data secure with FIPS-validated cryptography

What is BlackBerry Tasks?

BlackBerry Tasks provides you with a secure, synchronized connection to your tasks in your work email account so that you can create and manage your tasks while you are away from your desk. BlackBerry Tasks uses push notifications to make sure that changes to your tasks are synchronized and up to date on your device and in your work email account.

BlackBerry Tasks provides the following features:

Feature	Description
Rich-text editing	Use rich-text to highlight important points.
Easy management of tasks	<ul style="list-style-type: none"> • Experience a tabbed UI to easily manage current and future tasks • Boost engagement with recurring tasks, alerts, and sorting options • Create and view tasks directly from your calendar to easily manage deadlines • Convert an email into a task to stay on top of projects
Secure sharing and storing of data	Keep your data secure with FIPS-validated cryptography.

Steps to manage BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks with BlackBerry UEM

Step	Action
1	Review the system requirements.
2	Install and configure the BlackBerry Enterprise Mobility Server . As part of the installation and configuration of BEMS, you must configure BEMS for Push Notifications to support the BlackBerry Work app.
3	Configure your BlackBerry UEM environment to support BlackBerry Dynamics apps.
4	Make BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks available to users.
5	Configure BlackBerry Work app settings.
6	Configure BlackBerry Notes and BlackBerry Tasks app settings.
7	Configure BlackBerry Work connection settings.
8	Instruct users to activate BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks on their devices.

System requirements

To use BlackBerry Work, your organization must meet the following requirements:

Item	Requirement
Server requirements	<ul style="list-style-type: none">• BlackBerry UEM version 12.6 MR1 and later• BlackBerry Enterprise Mobility Server version 2.4 and later
Devices	For device OS compatibility, see the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix .
Skype for Business	<p>If you plan to support Skype for Business for calendar and meeting features in BlackBerry Work, you require the following:</p> <ul style="list-style-type: none">• An on-premises Skype for Business 2015 Server and later• An on-premises Microsoft Exchange server supported by BlackBerry Work. Refer to the Compatibility Matrix for Mobile/Desktop OS and Enterprise Applications for a list of supported Microsoft Exchange servers.• The Skype for Business client must be installed on devices for users to be able to join meetings from a calendar event <p>It is also assumed that you have your Skype for Business environment configured and running.</p>
Threat protection	Spoofed emails are not recognized by BlackBerry Work. It is recommended that you use Office 365 Advanced Threat Protection (ATP) or similar solutions to protect against malicious emails.

Configuring your BlackBerry UEM environment to support BlackBerry Dynamics apps

If you have not configured your BlackBerry UEM environment, you must complete configuration tasks before you can continue with the tasks in this guide. For complete steps on how to configure your BlackBerry UEM environment to support BlackBerry Dynamics apps, [see Managing BlackBerry Dynamics apps in the Administration content](#).

Downloading BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks

Users can download the latest version of these apps for each device type from the following locations:

Platform	Download location
For Android devices	<ul style="list-style-type: none">• For MDM managed devices, using BlackBerry UEM, you can push BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks to users or you can make the app available to their work catalogs. No access key is required to activate BlackBerry Dynamics apps.• For devices that are not MDM managed, users can download BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks from the Google Play store. Users require an access key to activate these apps.
For iOS devices	<ul style="list-style-type: none">• For MDM managed devices, you can push BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks to users or you can make the app available to their work catalogs. No access key is required to activate BlackBerry Dynamics apps.• For devices that are not MDM managed, users can download BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks from the App Store. Users require an access key to activate these apps.

Managing BlackBerry Work

Make BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks available to users

To manage BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks in BlackBerry UEM, you must add these apps to the app list. To add them to the app list in BlackBerry UEM, your organization must be entitled to use BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks in the BlackBerry Marketplace for Enterprise Software. After your organization is entitled to use the app, you can update the app list to synchronize the apps with BlackBerry UEM right away or wait until it synchronizes automatically. BlackBerry UEM synchronizes BlackBerry Dynamics apps every 24 hours. After the apps have been added to the app list, they can be assigned to users.


For a complete description of how to manage BlackBerry Dynamics apps in BlackBerry UEM, see [the BlackBerry UEM administration content](#).

1. Log in to your account at <https://apps.good.com/pce/#/apps>.
2. Locate the app in the BlackBerry Marketplace for Enterprise Software and request a trial. The app will be made available to your organization and can be assigned to users after the app has been synchronized to BlackBerry UEM.
3. To purchase the app, follow the instructions provided by the app developer.

After you finish:

- [Update the app list](#).
- To allow users to install and activate BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks on their devices, assign them to [user accounts](#) or [user groups](#).

Update the app list

1. On the menu bar, click **Apps**.
2. Click .

Configure BlackBerry Work app settings

You must add your Exchange ActiveSync server information and, optionally, configure other settings.

1. On the menu bar, click **Apps**.
2. Click the BlackBerry Work app.
3. On the BlackBerry Dynamics tab, in the App configuration table, click +.
4. Type a name for the app configuration.
5. On the **Exchange Settings** tab, under **Exchange ActiveSync Settings** configure the following settings:
 - a) In the **Default Domain** field, specify the default Windows NT Domain that BlackBerry Work will automatically attempt to connect to when users log in to BlackBerry Work. If your server uses the newer UPN (email@host.com) style login instead of the older (domain\user) style login, leave this field blank.
 - b) In the **Active Sync Server** field, specify the default Exchange ActiveSync server that BlackBerry Work will attempt to connect to when users log in to BlackBerry Work (for example, cas.mydomain.com).
 - c) In the **Auto Discover URL** field, specify the auto discover URL if known. This will speed up the auto discover setup process (for example, https://autodiscover.mydomain.com).

- d) In the **Auto Discover Connection Timeout in Seconds (iOS only)** field, specify the auto discover connection timeout in seconds.
6. Optionally, configure any other settings. See [BlackBerry Work app configuration settings](#) for a description of all of the settings that you can configure.
7. Click **Save**.

BlackBerry Work app configuration settings

App Settings tab	Description
Autodiscover	<p>If you select this option, BlackBerry Work automatically discovers the Exchange ActiveSync server.</p> <p>Note: Due to possible security vulnerabilities, it is not recommended that you select this option.</p>
Authorized Email Domains	<p>Select the "Display warning while sending message if the number of unauthorized recipient email domain(s) is" option if you want to display a warning message to users that attempt to send a message to the number of unauthorized domains specified in the drop-down list.</p> <p>Select the "Display warning for received messages if the sender's email domain is unauthorized" option if you want to display a warning to users when they receive messages from senders that are not listed in the Authorized email domains list.</p> <p>If you select either of the options above, specify a list of authorized email domains. Use a comma separated list, with no spaces, to specify authorized email domains. You can edit the sample text displayed in the warning message field.</p>
External Email Marking	<p>If you select this option, the subject lines of email messages sent outside of the user's domain are prepended with the text specified in the Text to prepend field.</p>
Avatar Photos	<p>If you select this option, contact photographs are displayed in BlackBerry Work. If this option is not selected, the user's initials are displayed instead of a photograph.</p>
Presence Service	<p>If you select this option, users can see the online status of their Microsoft Lync contacts.</p>
Email Search	<p>If you select this option, users can search email messages on the server.</p>
Diagnostics	<p>If you select this option, users can perform app diagnostics from the BlackBerry Dynamics Launcher on their devices.</p>

App Settings tab	Description
BlackBerry Gatekeeping Service	If you select this option, unauthorized devices are prevented from using Exchange ActiveSync unless they are explicitly added to the allowed list using the BlackBerry Gatekeeping Service. To use the BlackBerry Gatekeeping Service, you must create a gatekeeping configuration for the Microsoft Exchange Server or Microsoft Office 365 and assign an email profile to users that has the automatic gatekeeping server selected. For details on how to configure the BlackBerry Gatekeeping Service, see Controlling which devices can access Exchange ActiveSync .

Notifications tab	Description
Select level of detail in Email notifications	Select the level of detail that users see in email notifications.
Select level of detail in Calendar notifications	<p>Select the level of detail that users see in calendar notifications.</p> <p>Select the Show only generic notifications when app is locked (Android only) option to show only generic information in notifications if the app is locked.</p> <p>Select the Show notifications on connected wearable devices (Wear OS only) option to display notifications on Wear OS devices.</p> <p>Select the Show Work Calendar lock-screen widget (iOS only) options to allow the work calendar widget to be accessed from the lock screen of iOS 10 and later devices.</p>
Additional options for notifications on Wear OS devices	<p>Select whether there are additional notifications for Wear OS devices.</p> <p>When using a device outside of a controlled wireless network, wearables require higher communications security with respect to encryption, information integrity, and non-repudiation. Since wearable computers are quite small, most do not come equipped with higher security features and any data that is sent and received is vulnerable. Consequently, BlackBerry Work 's support for wearables is confined to notifications and reminders.</p>
iOS App Icon Badge	Select this option to allow users to choose between displaying a badge count for unread and new email messages as their default badge count on the app icon. If this option is not selected, the app icon badge will reflect the number of new email messages that were received since the user last closed the app, and the user cannot select "Unread Mails" as a badge count preference.

S/MIME tab	Description
Enhanced Security	Select the Periodically require PIN entry to access SMIME capabilities option if you want users to be required to periodically enter a PIN to use S/MIME.

S/MIME tab	Description
Sending	<p>In the Default signing algorithm drop-down list, select the algorithm to use for signing sent messages.</p> <p>In the Default encryption algorithm, select the encryption algorithm to use.</p> <p>Select whether emails must be signed and encrypted.</p>
Receiving	<p>In the Automatically download the body of S/MIME emails drop-down list, select how the body of S/MIME email messages is downloaded. Wi-Fi is supported on Android devices only. If you select this option, iOS devices are set to "Never."</p> <p>Select the Perform name checking (verify email address in certificate matches user's account) option to perform name checking. Name checking verifies that the email address in the certificate matches user's account.</p>
Certificate Management	Specify when to clear the public certificate cache.
Revocation Checking when the OCSP server is available	<p>Select the Enable revocation checking option to enable revocation checks and specify the depth of certificate checking.</p> <p>Select the Use AIA extension in certificate if present option to use the AIA extension in certificates if present.</p> <p>In the Default OCSP URL field, specify the default OCSP URL to use if the AIA extension cannot be used or it is not present in a certificate.</p>

Address Book tab	Description
Address Book Sync	<p>Select the Allow syncing BlackBerry Contacts to device option to synchronize contacts to devices and choose the fields that are synchronized.</p> <p>In the Maximum length for notes field field, specify the maximum length for the notes field.</p> <p>Select the Even if iCloud is enabled, allow syncing BlackBerry Contacts to device option to allow synchronization to occur when iCloud is enabled.</p>
Caller ID	Select the Allow device to use BlackBerry Contacts option if you want to allow BlackBerry Work to access the user's BlackBerry Work contact list to display contact name for incoming and outgoing phone calls.
GAL Search	Specify the maximum number of results to display when searching the global address list (GAL).
Recipients	Specify whether caching is enabled. When caching is enabled, the cache is used to offer autocomplete suggestions for recipients during email composition.

Interoperability	Description
Camera and Device Photo Gallery permissions	Specify whether to allow access to the device camera, the photo gallery, or both.
Voice	Specify whether to allow users to use the native phone app on a device or VOIP apps.
SMS	Specify whether to allow users to initiate their native SMS apps by tapping the SMS icon or whether they must use BlackBerry Dynamics SMS apps.
Misc	Specify whether to allow access to the user's native browser or native map app.
Launch 3rd Party App (iOS only)	<p>Specify whether to enable two-factor authentication integration with a third-party RSA SecurID app using a CTF token seed.</p> <p>Note: BlackBerry Work supports CTF-based and file-based provisioning using BlackBerry Access, as well as CTF-based provisioning using a native RSA SecurID app. For more information about configuring RSA soft-token authentication and provisioning the token seed record your organization sends to users, see the BlackBerry Access Administration Guide.</p>
Launch 3rd Party App Universal link (iOS only, BETA)	<p>Universal links allow iOS users to be automatically redirected to an installed app without going through Safari when they click links in a website. If the app isn't installed on the device, the link opens the website in Safari.</p> <p>You can specify a list of universal links that users can open from BlackBerry Work for iOS. If you add a universal link to this list, the link will redirect to the appropriate app if it is installed on a user's device. If a user clicks on a universal link that is not added to this list, the link will not be redirected to an app and will open in Safari, even if the app is installed on a user's device.</p> <p>To add multiple URLs, insert a carriage return between each URL that you want to add.</p>
Allow 3rd Party App to Send Mail	Specify whether email messages can be sent using mailto:/gmmailto:/gwmailto
File Transfer Privileges	Specify whether to allow the transfer of files to third-party native apps on the user's device. You can allow and disallow specific apps by app ID.

Interoperability	Description
Skype for Business	<p>If you are currently using Skype for Business 2015 or later in your environment, you can allow users to add meetings and join meetings directly from their calendars.</p> <p>Select the Allow to create Skype For Business meetings in calendar option to allow users to add Skype for Business meetings to their calendars.</p> <p>Select the Allow launching into Skype for Business app on mobile option to allow users to make voice and video calls and to be able to join Skype for Business meetings directly from a calendar invitation. The meeting is automatically opened in the Skype for Business client and users must have the Skype for Business client installed on their devices.</p> <p>In the Domain of Skype for Business meeting link field, enter the fully qualified domain name of the Skype for Business meeting links to allow internal users to use the Join meeting button in event details. By entering this domain name, BlackBerry Work knows which domain to use if links are created by users in a different domain in Microsoft Outlook or the Outlook Web App.</p>

Docs and Attachments tab	Description
Docs Repository	Specify whether to enable a file repository on the device, local or server docs repositories, and Box, and whether to force users to save pending uploads. Note: By default users are alerted about any pending uploads every 24 hours. If Forced Pending Uploads Policy is selected, users are blocked from taking any document related actions in BlackBerry Work until all files are successfully uploaded to the server.
Sending Attachments	Specify whether to allow outgoing attachments and specify the maximum size and the file extensions that are allowed or disallowed.
Receiving/Opening Attachments	Specify whether to allow incoming attachments and specify a maximum size and the file extensions that are allowed or disallowed.

Classification tab	Description
Email classification	<p>Specify whether to enable email classification markings, such as INTERNAL, CONFIDENTIAL, NO FORWARD, and/or NO REPLY. To edit the XML classes, select and delete the code that you want to remove. For more information on classifications, including an example, see Email classifications.</p> <p>After you have enabled email classifications, you can select the Require all emails to have Email Classification option to force all email messages to include a classification setting.</p>

Basic Configuration tab	Description
Security Settings	<p>Select Use Kerberos Constrained Delegation in place of login/password to specify whether Kerberos Constrained Delegation will be used for logging in to Microsoft Exchange. If this option is not selected, NTLM/Basic authentication will be used.</p> <p>Select Use client certificate in place of login/password to specify whether clients must have individual login certificates (SSL) uploaded to the BlackBerry UEM management console. These certificates are used for login instead of basic credentials (username/password).</p>
Enterprise Server Settings	<p>In the Server List Reshuffle Period (minutes) field, specify the frequency that the server list, if present, is reshuffled for load balancing purposes.</p> <p>In the Server List Quarantine Period (minutes) field, specify how long BlackBerry Work waits before retrying if BlackBerry UEM is not working.</p>
Client Settings	<p>In the Sync Email Body Size (Kb) field, specify the size, in KB, of the partial message body downloaded from the server if the user selects the option to download partial message content.</p> <p>Select the Use BEMS to perform AutoDiscover of the EAS/EWS endpoint for the user option to specify that the client will use the BlackBerry Server Autodiscover service to determine the EAS/EWS endpoint for the user.</p> <p>Select the Create and consume rights-managed email messages option to specify that IRM must be enabled for user mailboxes on Microsoft Exchange.</p>
Other Settings	<p>In the Send Feedback Email Address field, specify the email address where client feedback email messages are sent. Add multiple comma delimited recipients as needed.</p> <p>In the Report Phishing Email Address field, specify whether users can report emails as phishing. The reported emails are forwarded to the email address provided in this field then moved to Trash folder.</p>
Account Setup	<p>When Skip Email Short Form Setup is selected, users must input their Microsoft Active Directory usernames, passwords, and domains during device activation.</p>
ActiveSync and Auto Discover Authentication Methods (iOS Only)	<p>Specify the authentication methods to use. If only certain authentication methods are supported from Microsoft Exchange, set those values to minimize the user setup time. (For example, if Auto Discover and ActiveSync IIS Auth Settings are set to allow only NTLM and Basic, then de-select Negotiate in above app setting.) If none are selected, the default Microsoft Exchange setting is used. If using client-based authentication, check none of the options.</p>

Basic Configuration tab	Description
Exchange Web Services Authentication Methods (iOS Only)	Specify the authentication methods to use. If only certain authentication methods are supported from Microsoft Exchange, set those values to minimize the user setup time. (For example, if EWS IIS Auth Setting is set to allow only NTLM, then select only NTLM above for an optimal setup experience.) If none are selected above, the default Microsoft Exchange setting is used. If using client-based authentication, check none of the options.
Exchange Web Services Settings	Specify the Microsoft Exchange Web Services URL endpoint (for example, https://mydomain.com/EWS/Exchange.asmx).
Exchange ActiveSync Settings	<p>In the Default Domain field, specify the Windows NT Domain to try automatically when logging in. If your server uses newer UPN (email@host.com) style login instead of the older (domain\user) style login, this field should be left blank.</p> <p>In the ActiveSync Server field, specify the default Microsoft Exchange Server to connect to (for example, cas.mydomain.com).</p> <p>In the Autodiscover URL field, specify the auto discover URL if known. This speeds up the auto discover setup process (for example, https://autodiscover.mydomain.com).</p> <p>In the Autodiscover Connection Timeout in Seconds (iOS only) field, specify the timeout setting for iOS devices.</p>
Advanced Settings	Specify additional configuration parameters in this text area. Contact BlackBerry Support for more details.

Advanced Settings tab	Description
ActiveSync User Name Formats (iOS Only)	<p>Select the username formats that can be used to authenticate with your Exchange ActiveSync server. To simplify user setup time, select only the username formats that are supported by your Exchange ActiveSync server.</p> <p>If you do not select an option, all options are allowed.</p>
Exchange Web Services User Name Formats (iOS Only)	<p>Select the username formats that can be used to authenticate with Microsoft Exchange Web Services.</p> <p>To simplify user setup, select only the username formats that are supported by Microsoft Exchange Web Services.</p> <p>If you do not select an option, all options are allowed.</p>

Advanced Settings tab	Description
TLS Certificate Settings	<p>Specify the user credential profile that contains the TLS certificate to be used to connect to Microsoft Exchange. The name of the profile that you specify here must match the name of the user credential profile that was created in the BlackBerry UEM management console.</p> <p>For more information on user credential profiles, see Using user credential profiles to send certificates to devices.</p>
Email Sync Window	<p>Specify the number of days in the past to synchronize email messages to devices. If the setting on a device allows for more days than the server setting, the server setting is used and email messages that are older than the server setting are removed from the device. If the setting on the device allows fewer days than the server setting, the setting on the device remains the same. The user can change the setting on the device to fewer days than the server setting.</p>
Exchange ActiveSync 16.0 Protocol (Moved to the Deprecated tab)	<p>If supported by your Microsoft Exchange server, specify whether to use Exchange ActiveSync version 16 for synchronization between Microsoft Exchange and BlackBerry Work version 2.14 or earlier.</p> <p>Note: This setting must be enabled if you want to allow users to be able to synchronize their Drafts folder to BlackBerry Work version 2.14 or earlier. For more information on how to synchronize the Drafts folder, see KB50339 Synchronizing draft messages in BlackBerry Work.</p> <p>Note:</p> <p>This policy does not apply to BlackBerry Work version 2.15 or later as this version will automatically upgrade to Exchange ActiveSync version 16 if supported by your organization's Microsoft Exchange server. After upgrading to BlackBerry Work version 2.15, users will see a message that tells them that BlackBerry Work must resynchronize with their Microsoft Exchange server. Documents stored in Local Docs and user preferences are retained and are not impacted. After the resynchronization completes, users will be able to synchronize their Drafts folder to BlackBerry Work .</p>
Shared Mailboxes	<p>Select the Enable access to Shared Mailboxes option if you want to allow users to add a user mailbox that they are a delegate for, or a shared mailbox that they have been granted access to, in BlackBerry Work. If this option is disabled after shared mailboxes have been added, existing shared mailboxes are removed, and they are not restored if the setting is enabled again. Also, if a user attempts to add a shared mailbox when this option is disabled, they will not be able to add the mailbox and will see a message in the BlackBerry Work app stating that they must contact their administrator.</p> <p>Note: For users to be able to receive notifications from their delegated mailboxes, BEMS 2.10 or later is required. For users to be able to receive notifications from their shared mailboxes, BEMS 2.12 or later is required.</p>

Advanced Settings tab	Description
Office 365 Settings	<p>Select the Use Office 365 Settings option to configure options for Microsoft Office 365. If selected, specify the following:</p> <ul style="list-style-type: none"> • Select the Use Office 365 Modern Authentication option to use modern authentication instead of basic authentication. Modern authentication enables BlackBerry Work to use sign-in features such as Multi-Factor Authentication, SAML-based third-party Identity Providers, and smart card and certificate-based authentication. • In the Azure App ID field, specify the Microsoft Azure app ID for BlackBerry Work. For information on how obtain an Azure ID, see Obtain an Azure app ID for BlackBerry Work. • In the Office 365 Sign On URL field, specify the web address that BlackBerry Work should use when signing in to Office 365. If you do not specify a value, BlackBerry Work will use https://login.microsoftonline.com during setup. • In the Office 365 Tenant ID field, specify the tenant ID of Office 365 server that you want BlackBerry Work to connect to during setup. If you do not specify a value, a value of "common" is used. • In the Office 365 Resource field, specify the URL of the Microsoft Exchange Online server. • In the Redirect URI field, specify the URI that you entered in the Microsoft Azure portal. • In the Exchange User Name Format section, select UPN to use a UPN user name format instead of SMTP when authenticating with Microsoft Exchange Online. • Select the Use Office 365 Modern Authentication for Presence option to use modern authentication with the presence service. The Enable presence service option must also be selected. • In the Office 365 Presence Resource field, enter the app ID for your Presence service. For more information about how to get an app ID for your Presence service, see Obtain an Azure app ID for the Connect, Presence, and Docs component service. • Select the Proxy Office 365 Modern Authentication requests (Android only) setting to force all Office 365 Modern Authentication requests to go through the BlackBerry Proxy instead of connecting directly to the Internet.

Performance Reporting tab	Description
Enable Performance Reporting	Specify whether to monitor performance of the BlackBerry Work app.
HTTP Connection Error	Specify whether to report HTTP connection errors between BlackBerry Work and the specified application servers.
HTTP Response Time	Specify whether to report HTTP responses that are taking longer than the specified time. Enter the application server addresses to monitor.
HTTP Status Code	Specify whether to report a specified HTTP status code. Enter the application server addresses to monitor.

Performance Reporting tab	Description
Don't send reports for duration (in seconds)	Specify the amount of time to wait before sending another report.

Obtain an Azure app ID for BlackBerry Work

If you are configuring Office 365 settings in the app configuration for BlackBerry Work, you may need to obtain and copy the Azure app ID for BlackBerry Work.

1. Log on to portal.azure.com.
2. In the left column, click **Azure Active Directory**.
3. Click **App registrations**.
4. Click **New registration**.
5. In the **Name** field, enter a name for the app. This is the name that users will see.
6. Select a supported account type.
7. In the **Redirect URI** drop-down list, select **Public client (mobile & desktop)** and enter `com.blackberry.work://connect/o365/redirect`
8. Click **Register**.
9. In the **Manage** section, click **API permissions**.
10. Click **Add a permission**.
11. In the **Select an API** section, click the **Microsoft APIs** tab.
12. Select **Exchange**.
13. If your environment is using Microsoft Office 365, set the following permissions:
 - Delegated permissions: Access mailboxes as the signed-in user via Exchange Web Services (**EWS > EWS.AccessAsUser.All**)
14. Click **Add permissions**.
15. Click **Add a permission**.
16. Click **Microsoft Graph**. If Microsoft Graph is not listed, add Microsoft Graph.
17. Set the following permissions for Microsoft Graph:
 - Delegated permissions
 - Sign in and read user profile (**User > User.Read**)
 - Send mail as a user (**Mail > Mail.Send**)
18. Click one of the following:
 - If Microsoft Graph existed in the API permissions list, click **Update permissions**.
 - If you needed to add Microsoft Graph, click **Create**.
19. Click **Add a permission**.
20. If your environment uses Skype for Business Online, complete the following steps:
 - a) Click **Skype for Business**.
 - b) Set the following **Delegated Permissions**: Make sure that all of the options are selected.
 - c) Click **Select**.
 - d) Click **Done**.
21. Click **Add permissions**.

22. Click **Grant Permissions** to apply the permissions for the app. These settings will not be applied to the app until you have granted the updated permissions.

23. Click **Yes**.

24. Allow BlackBerry Work implicit grant to request the token directly from the authorization end point.

- a) In the **Manage** section, click **Authentication**.
- b) Under the **Implicit grant** section, select the **ID Tokens** checkbox.
- c) In the **Default client type**, select **Yes**.
- d) Click **Save**.

25. Click **Yes**. You can now copy the Application ID for the app that you created. In the **Manage** section, click **Overview**. It is located under the name of the app, in the Application (client) ID field.

Allow BlackBerry Work to synchronize with your mail server when BlackBerry Work is in the background

You can allow BlackBerry Work to synchronize email messages with your mail server when BlackBerry Work is in the background. The user does not have to enter their password to initiate the synchronization. BlackBerry Work is notified in the background when new email messages arrive, is unlocked in the background, and then synchronized with your mail server. When the user opens BlackBerry Work in the foreground, the user must enter their password but they do not have to wait for BlackBerry Work to synchronize and populate the latest data.

1. On the menu bar, click **Apps**.
2. Click the BlackBerry Work app.
3. On the **BlackBerry Dynamics** tab, in the **App configuration** table, click the app configuration that you want to update or click + to add a new one.
4. On the **Deprecated** tab, under **Background Authorization**, select how long you want to allow BlackBerry Work to be able to synchronize with your mail server in the background before you require the user to bring BlackBerry Work to the foreground and enter their password.
5. Click **Save**.

Turning off notifications outside of work hours

You can use Do not disturb profiles to block device notifications outside of work hours in BlackBerry Work for Android and BlackBerry Work for iOS. This feature requires BEMS 2.8 or later.

Create a Do not disturb profile

Before you begin:

- BEMS 2.8 or later is installed and configured in your environment. For instructions, [see the BEMS installation and configuration guides](#).
- BlackBerry Work is added to the BlackBerry Dynamics connectivity profile. See [Configure BlackBerry Work connection settings in the BlackBerry Work administration content](#).

1. On the menu bar, click **Policies and Profiles**.
2. Click **Protection > Do not disturb**
3. Click **+**.
4. Type a name and description for the profile.

5. Enter a message to display on devices when BlackBerry Work notifications are blocked . If you leave this field blank, a default message is displayed.
6. Do one of the following:

Task	Steps
Specify common work days and hours.	<ol style="list-style-type: none">a. Click the Select common work days and hours option.b. In the From drop-down lists, specify the time that work days start.c. In the To drop-down lists, specify the time that work days end.d. In the Work days list, select the days of the week that are work days.
Specify custom work hours for specific days.	<ol style="list-style-type: none">a. Click the Select custom work days and hours option.b. Select a day of the week.c. In the From drop-down lists, specify the time that the work day starts.d. In the To drop-down lists, specify the time that the work day ends.e. Repeat steps 2 to 4 for each day of the week that is a work day.

7. Click **Add**.

Set up support for creating and joining Skype for Business meetings

Before you begin:

If you plan to support Skype for Business for calendar and meeting features in BlackBerry Work, you require the following:

- An on-premises Skype for Business Server 2015 and later
- An on-premises Microsoft Exchange server supported by BlackBerry Work. [See the Compatibility Matrix for Mobile/Desktop OS and Enterprise Applications](#) for a list of supported Microsoft Exchange servers.
- The Skype for Business client must be installed on devices for users to be able to join meetings from a calendar event.

Before you begin: Also note the following considerations:

- The Skype for Business account and the Microsoft Exchange server must be in the same domain.
- Skype for Business does not support shared calendars.

1. Ensure that the following DNS names are added to the DNS server:

- lyncdiscoverinternal.<domain>
- lyncdiscover.<domain>
- meet.<domain>

For details, see:

- <https://docs.microsoft.com/en-us/skypeforbusiness/deploy/install/create-dns-records>
- <https://docs.microsoft.com/en-us/skypeforbusiness/plan-your-deployment/network-requirements/dns>

2. Add these FQDN names to the connectivity profile in the Additional Servers section. For details on configuring the connectivity profile, see [Configure BlackBerry Work connection settings](#).

3. Enable Skype for Business in the app configuration for BlackBerry Work. For details, see [Configure BlackBerry Work app settings](#).

- Select the **Allow to create Skype for Business meetings in calendar** option to allow users to add Skype for Business meetings to their calendars.
- Select the **Allow launching into Skype for Business app on mobile** option to allow users to make voice and video calls and to be able to join Skype for Business meetings directly from a calendar invitation. The meeting is automatically opened in the Skype for Business client and users must have the Skype for Business client installed on their devices.
- In the **Domain of Skype for Business meeting link** field, enter the FQDN of the Skype for Business meeting links to allow internal users to use the Join meeting button in event details. By entering this domain name, BlackBerry Work knows which domain to use if links are created by users in a different domain in Microsoft Outlook or the Outlook Web App.

Configure BlackBerry Work connection settings

When you configure your environment for BlackBerry Work, you must add the necessary Exchange ActiveSync servers and BlackBerry Enterprise Mobility Server instances to the connectivity profiles that you have assigned to users that will install BlackBerry Work.

1. On the menu bar, click **Policies and Profiles > Networks and Connections**.
2. Click **+** beside **BlackBerry Dynamics Connectivity profile** to create a new connectivity profile or click on the Default connectivity profile to edit it.
3. In the Additional servers section, click **+**.
4. In the **Server** field, specify the FQDN of the Exchange ActiveSync server.
5. In the **Port** field, specify the port for the Exchange ActiveSync server. By default, the port number is 443.
6. In the **Primary BlackBerry Proxy cluster** drop-down list, specify the name of the BlackBerry Proxy cluster that you want to set as the primary cluster.
7. In the **Secondary BlackBerry Proxy cluster** drop-down list, specify the name of the BlackBerry Proxy cluster that you want to set as the secondary cluster.
8. Click **Save**.
9. In the Additional servers section, click **+**.
10. In the **Server** field, specify the FQDN of the BlackBerry Enterprise Mobility Server.
11. In the **Port** field, specify the port for the BlackBerry Enterprise Mobility Server. By default, the port number is 8443.
12. In the **Primary BlackBerry Proxy cluster** drop-down list, specify the name of the BlackBerry Proxy cluster that you want to set as the primary cluster.
13. In the **Secondary BlackBerry Proxy cluster** drop-down list, specify the name of the BlackBerry Proxy cluster that you want to set as the secondary cluster.
14. Click **Save**.
15. In the App servers section, click **Add**.
16. Search for and select BlackBerry Work.
17. Click **Save**.
18. In the table for the app, click **+**.
19. In the **Server** field, specify the FQDN of the BlackBerry Enterprise Mobility Server.
20. In the **Port** field, specify the port of the BlackBerry Proxy cluster that is used to access the BlackBerry Enterprise Mobility Server.
21. In the **Priority** drop-down list, specify the priority of the BlackBerry Proxy cluster that must be used to reach the domain.
22. In the **Primary BlackBerry Proxy cluster** drop-down list, specify the name of the BlackBerry Proxy cluster that you want to set as the primary cluster.
23. In the **Secondary BlackBerry Proxy cluster** drop-down list, specify the name of the BlackBerry Proxy cluster that you want to set as the secondary cluster.
24. Click **Save**.
25. Click **Add** or **Save**.

Configure BlackBerry Notes and BlackBerry Tasks app settings

BlackBerry Tasks and BlackBerry Notes use Microsoft Exchange Web Services and do not use Exchange ActiveSync like BlackBerry Work. This means that BlackBerry Tasks and BlackBerry Notes may have different authentication configurations than BlackBerry Work.

1. On the menu bar, click **Apps**.
2. Click the BlackBerry Notes or BlackBerry Tasks app.
3. On the **BlackBerry Dynamics** tab, in the **App configuration** table, click +.
4. Type a name for the app configuration.
5. For the BlackBerry Tasks app only, on the **Notifications** tab, in the **Select level or detail in Tasks reminders** drop-down list, select whether to turn off task notifications on the user's device, to display a generic notification, or to display the title of the task in the notification.
6. On the **Configurations Settings** tab, in the **Security Settings** section, configure the following settings:
 - a) Select the **Disable SSL Certificate Checking** option to disable SSL certificate verification for Microsoft Exchange Web Services servers in test environments.
 - b) Select the **Use of Kerberos Constrained Delegation in place of login/password** option to use Kerberos Constrained Delegation as the login type for users. When Kerberos Constrained Delegation is used, users do not have to enter a password for Exchange ActiveSync.
 - c) Select the **Use client certificate in place of login/password** option to require the use of certificates for login instead of a username and password. This is a requirement if certificate-based authentication is required for Microsoft Exchange Web Services.
7. In the **Embedded Hyperlink Support** drop-down list, select the allowed behavior when a user opens a hyperlink.
8. In the **Enterprise Mobility Server** section, configure the following:
 - a) In the **Server List Reshuffle Period (minutes)** field, specify the frequency that the BEMS server list is reshuffled (if present), for load balancing purposes. The default setting is 10 minutes.
 - b) In the **Server List Quarantine Period (minutes)** field, if a BEMS server is not working, BlackBerry Tasks will wait this period before it retries. The default setting is 10 minutes.
9. On the **Exchange Settings** tab, configure the following:
 - a) In the **Exchange Web Services Authentication Methods (iOS only)** section, choose the authentication methods to be used: Negotiate, NTLM, or Basic. If only certain authentication methods are supported from Microsoft Exchange, set those values to minimize the user setup time. (for example, if the EWS IIS Auth Setting is set to allow only NTLM, then select only NTLM above for an optimal setup experience.) If none are selected above, the default Microsoft Exchange setting will be used.
 - b) In the **Microsoft Exchange Settings** section, in the **Exchange Domain** field, specify the default Windows NT domain that BlackBerry Tasks will try to connect to automatically when users log in to BlackBerry Notes or BlackBerry Tasks. If your server uses newer UPN (email@host.com) style login instead of the older (domain\user) style login, leave this field blank. In the **Exchange Server** field, specify the FQDN of the server, CAS Array, or Load Balancer that is responsible for providing Microsoft Exchange Web Services. If you leave this field blank, BlackBerry Notes or BlackBerry Tasks uses assisted autodiscover through BEMS if BEMS is configured, and if BEMS is listed in the application server list for BlackBerry Notes or BlackBerry Tasks. Enter only the FQDN of the Microsoft Exchange server. Do not include a protocol prefix such as https:// or a URI suffix.
10. In the **Exchange Web Services User Name Formats (iOS only)** section, choose which of the following user name formats to use to authenticate with Microsoft Exchange Web Services: UPN, Domain\UserId, or SMTP. If only certain user name formats are supported from Microsoft Exchange, set those values to minimize the user setup time. (for example, if the EWS Auth Settings are set to allow only SMTP but not UPN, then deselect UPN in the app setting.) If none are selected above, authentication with all user name formats will be attempted.

11. In the **Exchange TLS Certificate Settings** section, specify the user credential profile that contains the TLS certificate to be used to connect to Microsoft Exchange. The name of the profile that you specify here must match the name of the user credential profile that was created in the BlackBerry UEM management console. For more information on user credential profiles, see [Using user credential profiles to send certificates to devices](#).
12. In the **Microsoft Office 365 Modern Auth Settings (Beta)** section, configure options for Microsoft Office 365. If selected, specify the following:
- a) Select the **Use Office 365 Modern Authentication** option to use modern authentication instead of basic authentication. Modern authentication enables BlackBerry Notes and BlackBerry Tasks to use sign-in features such as Multi-Factor Authentication, SAML-based third-party Identity Providers, and smart card and certificate-based authentication.
 - b) In the **Office 365 Sign On URL** field, specify the web address that BlackBerry Notes or BlackBerry Tasks should use when signing in to Office 365. If you do not specify a value, BlackBerry Notes or BlackBerry Tasks will use <https://login.microsoftonline.com> during setup.
 - c) In the **Office 365 Tenant ID** field, specify the tenant ID of the Microsoft Office 365 server that you want BlackBerry Notes or BlackBerry Tasks to connect to during setup. If you do not specify a value, a value of "common" is used.
 - d) In the **Azure App ID** field, specify the Microsoft Azure app ID for BlackBerry Notes or BlackBerry Tasks. For information on how to obtain an Azure app ID, see [Obtain an Azure app ID for BlackBerry Work](#).
 - e) In the Office 365 Resource field, specify the URL of the Microsoft Exchange Online server.
 - f) In the Redirect URI field, specify the URI that you entered in the Microsoft Azure portal.
 - g) Select the Proxy Office 365 Modern Authentication requests (Android only) setting to force all Office 365 Modern Authentication requests to go through the BlackBerry Proxy instead of connecting directly to the Internet.
13. On the **App Settings** tab, configure the following:
- a) Select the **Allow users to perform app diagnostics** option, to allow users to generate a diagnostics report and then email the results to their administrator.
14. For BlackBerry Notes only, select the Store the Title of the Notes in the Note body option to save the note title with the note body. This option requires Microsoft Exchange 2016 or later.
15. On the **Interoperability** tab, configure the following:
- a) For BlackBerry Tasks for iOS and BlackBerry Notes for iOS only, select the **Tap a phone number to dial using native phone** option to allow users to tap a phone number to dial using the device's native phone.
 - b) For BlackBerry Tasks for Android and BlackBerry Notes for Android, select the **Allow using Tasks list widget (Android only)** option to specify whether list widget can be used on Android devices.
16. On the **Attachments** tab, configure the following:
- a) Specify whether to allow incoming and outgoing attachments.
 - b) Specify the maximum size.
 - c) Specify the file extensions that are allowed or disallowed.
17. Click **Save**.

Obtain an Azure app ID for BlackBerry Tasks and BlackBerry Notes

If you are configuring Office 365 settings in the app configuration for BlackBerry Tasks and BlackBerry Notes, you may need to obtain and copy the Azure app IDs for BlackBerry Tasks and BlackBerry Notes.

1. Log on to portal.azure.com.
2. In the left column, click **Azure Active Directory**.
3. Click **App registrations**.

4. Click **New registration**.
5. In the **Name** field, enter a name for BlackBerry Tasks. This is the name that users will see.
6. Select a supported account type.
7. In the **Redirect URI** drop-down list, select **Public client (mobile & desktop)** and enter `com.blackberry.work://connect/o365/redirect`
8. Click **Register**.
9. In the **Manage** section, click **API permissions**.
10. Click **Add a permission**.
11. In the **Select an API** section, click the **Microsoft APIs** tab.
12. If your environment is using Office 365 Exchange Online, set the following permissions:
 - Delegated permissions: Access mailboxes as the signed-in user via Exchange Web Services (**EWS > EWS.AccessAsUser.All**)
13. Click **Add permissions**.
14. Click **Grant Permissions** to apply the permissions for the app. These settings will not be applied to the app until you have granted the updated permissions.
15. Click **Yes**.

You can now copy the Application ID for the app that you created for BlackBerry Tasks. In the **Manage** section, click **Overview**. It is located under the name of the app, in the Application (client) ID field. Repeat the steps for BlackBerry Notes.

Options for installing and activating BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks

Before users can begin using BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks, they must be activated. The steps that users take to install these apps depend on how you have configured your environment. If you have not yet configured your activation settings, [see the BlackBerry UEM administration content](#) for steps on how to configure your environment to support BlackBerry Dynamics apps.

The following options are available for activating the apps on iOS and Android devices:

- Install and activate the apps using the BlackBerry UEM Client: This option provides users with a consistent, streamlined activation experience. Users need only their email address and an activation password and do not require an access key. Users must install the UEM Client to activate their devices with MDM. For this option to be available to users, you must [allow the UEM Client to manage the activation of BlackBerry Dynamics apps](#).
- Install and activate the apps using an activation key: Users would choose this option if they have not installed the UEM Client on their device or if you have not allowed the to manage the activation of BlackBerry Dynamics apps.

Install the apps using the UEM Client on iOS devices

You can send the following instructions to iOS device users that are installing BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks using the BlackBerry UEM Client.

1. If the app was not automatically pushed to your device by your administrator, open your Work Apps app and install the BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks apps. If you do not see the BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks apps in your Work Apps app, contact your administrator to make the app available to you.
2. On your device, tap the name of the app to install.
3. Click **Allow** to allow the app to send notifications.
4. Tap **Set up using BlackBerry UEM Client**.
5. Enter your password for the UEM Client.
6. Wait while the activation completes and then click **I agree** to accept the license agreement.

Install and activate the apps using an access key on iOS devices

You can send the following instructions to iOS device users that are installing BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks using an access key.

1. Use the access key that was provided by your administrator or generate an access key from your organization's self-service portal.
2. After you receive the email message with the access key information or have generated your own access key, download and install BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks from the App Store.
3. Open the app that you want to install.
4. In the **Email Address** field, type the email address located in the activation email message that you received from your administrator or type your work email address if you generated your own access key.
5. In the **Access Key** field, enter the access key, without hyphens, located in your activation email message that you received from your administrator or enter the access key that you generated from the self-service portal. The access key is not case sensitive.

6. Create and confirm a password for the app. If your device is equipped with Touch ID, you can turn on this option to use instead of the password, except on initial startup.
7. Read the license agreement and, if you accept the terms, tap **Accept**.
8. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.
9. Tap the BlackBerry Dynamics Launcher in the lower-right of the screen to start using the app.

Install the apps using the UEM Client on Android devices

You can send the following instructions to Android device users that are installing BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks using the BlackBerry UEM Client.

1. If the app was not automatically pushed to your device by your administrator, open your work apps catalog and download the BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks apps. If you do not see the BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks app in your work apps catalog, contact your administrator to make the app available to you.
2. On your device, tap the app that you want to install.
3. Click **Allow** to allow the app to send notifications.
4. Tap **Set up using BlackBerry UEM Client**.
5. Enter your password for the UEM Client.
6. Wait while the activation completes and then click **I agree** to accept the license agreement.

Install BlackBerry Work and activate using an access key on Android devices

You can send the following instructions to Android device users that are installing BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks using an access key.

1. Request an access key from your administrator or generate an access key from your organization's self-service portal.
2. After you receive the email message with the access key information or have generated your own access key, download and install BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks from Google Play.
3. Open the app that you want to install.
4. In the **Email Address** field, type the email address located in the activation email message that you received from your administrator or type your work email address if you generated your own access key.
5. In the **Access Key** field, enter the access key, without hyphens, located in your activation email message that you received from your administrator or enter the access key that you generated from the self-service portal. The access key is not case sensitive.
6. Create and confirm a password for the app. If your device is equipped with fingerprint authentication, you can turn on this option to use instead of the password, except on initial startup.
7. Read the license agreement and, if you accept the terms, tap **Accept**.
8. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.
9. Tap the BlackBerry Dynamics Launcher in the lower-right of the screen to start using the app.

Configuring email classifications

You create email classifications by editing the .xml file on the Classification tab in the BlackBerry Work app configuration as described in [Configure BlackBerry Work app settings](#).

When a user forwards or replies to an email message with classifications, BlackBerry Work maintains the classifications and allows the user to change them if allowed. Classifications can be added to the email Subject end, email TopBody, and email BottomBody, and classifications can be parsed from the email Subject end and email TopBody.

If you are using BlackBerry Work 2.18 or later, you can create up to nine levels of classification. Levels can be configured as follows:

- Levels can use multiple choice values. You can customize these values, including setting a value as the default or ordering them in a specific way.
- Levels can have different parameters that determine how they are used or actions that occur when the value is selected. For example, you can specify a level as required.
- Levels can have a relation between them. For example, a choice made in one level can disable to enable values in other levels.

To see an example of a multi-level email classification xml configuration, see [Email classification sample](#).

If you are using versions of BlackBerry Work that are earlier than 2.18, two levels of classifications are supported (Classifications and Caveats). Classifications can be added to the subject, email TopBody and email BottomBody, but classifications can only be parsed from the email Subject.

Email classifications XML element reference

Element	Description	Allowable values	Default value
multilevelEnabled	This value states whether multi-level support is turned on. Allowable values are Yes or No.	Yes No	
listSeparator	This is value separates multiselect values in classification strings. Default – when this is not defined it is		„/”
classificationSource	This value defines the source of parsing classifications in incoming emails.		tailSubject
levelId	This value defines the level number and order of levels in Classification selection menu.	1 to 9	
LevelState	This value defines the state of the level.	Required Enabled Disabled	

Element	Description	Allowable values	Default value
DefaultItem	This value defines the default value for the item.		
DowngradeAllowed	This value defines whether the user can downgrade this classification.	Yes No	
LevelTitle	This value defines the value that is displayed in UX		
bodyPrefix	This is added before values in classification string.		
bodyPostfix	This is added after values in classification string.		
SubjectPostfix	This value defines the subject value.		

Email classification sample

The following is a sample multilevel configuration. In this configuration, the organization is using 6 levels of classification:

```
<emailClassificationMarks>
  <options>
    <multilevelEnabled>yes</multilevelEnabled>
    <listSeparator> / </listSeparator>
    <classificationSource>topBody</classificationSource>
    <classifications>ON</classifications>
    <classificationDefault>Public</classificationDefault>
    <caveats>ON</caveats>
    <caveatDefault>Private</caveatDefault>
  </options>
  <classifications>
    <classification>
      <select>Public</select>
      <subject>[Public]</subject>
      <topBody>Classification: Public</topBody>
    </classification>
    <classification>
      <select>Privileged</select>
      <subject>[Privileged]</subject>
      <topBody>Classification: Privileged</topBody>
    </classification>
    <classification>
      <select>Confidential</select>
      <subject>[Confidential]</subject>
      <topBody>Classification: Confidential</topBody>
    </classification>
  </classifications>
</emailClassificationMarks>
```

```

        <select>Secret</select>
        <subject>[Secret]</subject>
        <topBody>Classification: Secret</topBody>
    </classification>
</classifications>
<caveats>
    <caveat>
        <select>Private</select>
        <subject>[Private]</subject>
        <topBody>Ownership: Private</topBody>
    </caveat>
    <caveat>
        <select>Company</select>
        <subject>[Company]</subject>
        <topBody>Ownership: Company</topBody>
    </caveat>
</caveats>
<levels>
<!-- Level 1 - The following level is titled - "Classification:" It is set as
mandatory, is configured as a single select, and after it has been set, it cannot
be downgraded when replying or forwarding to this email message. This level can
have following values : Public, Privileged, Confidential, Secret. -->
    <level>
        <levelId>1</levelId>
        <level-options>
            <levelState>required</levelState>
            <defaultItem>Public</defaultItem>
            <downgradeAllowed>no</downgradeAllowed>
            <levelTitle>Classification</levelTitle>
            <bodyPrefix>Classification: </bodyPrefix>
            <bodyPostfix></bodyPostfix>
            <subjectPostfix></subjectPostfix>
        </level-options>
        <items>
            <item>
                <select>Public</select>
                <subject>[Public]</subject>
                <topBody>Public</topBody>
                <itemId>1</itemId>
            </item>
            <item>
                <select>Privileged</select>
                <subject>[Privileged]</subject>
                <topBody>Privileged</topBody>
                <itemId>2</itemId>
            </item>
            <item>
                <select>Confidential</select>
                <subject>[Confidential]</subject>
                <topBody>Confidential</topBody>
                <itemId>3</itemId>
            </item>
            <item>
                <select>Secret</select>
                <subject>[Secret]</subject>
                <topBody>Secret</topBody>
                <itemId>4</itemId>
            </item>
        </items>
    </level>
</level>

```

```

<!-- Level 2. This level is titled "Ownership" It is configured as a single select
and after it has been set, it cannot be downgraded when replying or forwarding to
this email message. This level have following values : Private, Company. -->
    <levelId>2</levelId>
    <level-options>
        <defaultItem>Private</defaultItem>
        <downgradeAllowed>no</downgradeAllowed>
        <levelTitle>Ownership</levelTitle>
        <bodyPrefix> Ownership: </bodyPrefix>
        <bodyPostfix></bodyPostfix>
        <subjectPrefix> </subjectPrefix>
        <subjectPostfix></subjectPostfix>
    </level-options>
    <items>\
        <item>
            <select>Private</select>
            <subject>[Private]</subject>
            <topBody>Private</topBody>
            <itemId>1</itemId>
        </item>
        <item>
            <select>Company</select>
            <subject>[Company]</subject>
            <topBody>Company</topBody>
            <itemId>2</itemId>
        </item>
    </items>
</level>
<level>
<!-- Level 3 This level is titled "Releasability". Is is configured as a single
select and is not mandatory.This level have following values : Internal ,
External, Partners, Suppliers, and has suffix "Only". -->
    <levelId>3</levelId>
    <level-options>
        <defaultItem>Internal</defaultItem>
        <levelTitle>Releasability</levelTitle>
        <bodyPrefix>, Releaseability </bodyPrefix>
        <bodyPostfix> Only</bodyPostfix>
        <subjectPrefix></subjectPrefix>
        <subjectPostfix></subjectPostfix>
    </level-options>
    <items>
        <item>
            <select>Internal</select>
            <subject>[Internal]</subject>
            <topBody>Internal</topBody>
            <itemId>1</itemId>
        </item>
        <item>
            <select>External</select>
            <subject>[External]</subject>
            <topBody>External</topBody>
            <itemId>2</itemId>
        </item>
        <item>
            <select>Partners</select>
            <subject>[Partners]</subject>
            <topBody>Partners</topBody>
            <itemId>3</itemId>
        </item>
    </items>

```

```

        <select>Suppliers</select>
        <subject>[Suppliers]</subject>
        <topBody>Suppliers</topBody>
<!-- Level 4. This level is disabled if "Internal" was selected in level 3. This
level is active if any other option is selected in level 3. This level is titled
"Available for". It is a multi-select level and has the following values :
Europe, APAC, Russia, Brazil, US and Canada, China, Latin America, All. -->
        <itemId>4</itemId>
    </item>
</items>
</level>
<level>
    <levelId>4</levelId>
    <level-options>
        <multipleSelect>yes</multipleSelect>
        <levelTitle>Available for</levelTitle>
        <bodyPrefix>&#10;Available for </bodyPrefix>
        <bodyPostfix></bodyPostfix>
        <subjectPrefix> [</subjectPrefix>
        <subjectPostfix>]</subjectPostfix>
        <enableList>
            <enableForLevelId>3</enableForLevelId>
            <enableForItems>
                <enableForItemId>2</enableForItemId>
                <enableForItemId>3</enableForItemId>
                <enableForItemId>4</enableForItemId>
            </enableForItems>
        </enableList>
    </level-options>
<items>
    <item>
        <select>Europe</select>
        <subject>Europe</subject>
        <topBody>Europe</topBody>
        <itemId>1</itemId>
    </item>
    <item>
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values: Limited, Not Limited -->
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    </items>
</level>
<level>
<!-- Level 6 This level is titled : "Administrative Markings" and is optional.
It is a multi-select level and has the following values: COMMERCIAL, BUSINESS,
MANAGEMENT, MEDICAL, HR , MARKETING. -->
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Troubleshooting

Diagnostics

If a user is reporting an issue, you can ask them to perform app diagnostics.



You can use diagnostic tools to check the connection between BlackBerry Access and BlackBerry Proxy and other target servers.

BlackBerry Access for iOS also has a “Collect network summary” option that you can use to collect and display a summary of your internet usage. The summary, which can be used for diagnostics, displays information such as delays in connections, authentication handshakes, and proxy resolution.

Generate a diagnostics report on iOS devices

You can ask users to generate a diagnostics report and then email the results.



Before you begin: Provide the following instructions to users:

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the Support section, tap **Run Diagnostics**.
4. Tap **Start Diagnostic**.
5. Click **Start**.
6. When the diagnostics complete, click **Share logs** to send an email with the report details.

Generate a diagnostics report on Android devices

You can ask users to generate a diagnostics report and then email the results.



Before you begin: Provide the following instructions to users:

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the Support section, tap **Run Diagnostics**.
4. Tap **Start Diagnostics**.
5. When the diagnostics complete, click **Share Results** to send an email with the report details.

Upload log files to BlackBerry Support

If requested by BlackBerry Support, you can upload log files to help troubleshoot issues that your users are having with BlackBerry Dynamics apps.

Provide the following instructions to users:

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Logs**.
4. Click **Upload Logs**.

Monitoring the performance of the BlackBerry Work app

You can monitor the performance of the BlackBerry Work app and choose the issues that you want to be reported.

Enable BlackBerry Work monitoring


To enable BlackBerry Work monitoring, you must configure the app configuration that is assigned to it.

1. On the menu bar, click **Apps**.
2. Click the BlackBerry Work app that you want to monitor.
3. On the BlackBerry Dynamics tab, in the App configuration table, click the name of the app configuration that you want to edit.
4. On the **Performance Reporting** tab, configure any of the following:
 - **Enable Performance Reporting:** Specify whether to monitor performance of the BlackBerry Work app.
 - **HTTP Connection Error:** Specify whether to report HTTP connection errors between BlackBerry Work and the specified application servers.
 - **HTTP Response Time:** Specify whether to report HTTP responses that are taking longer than the specified time. Enter the application server addresses to monitor.
 - **HTTP Status Code:** Specify whether to report a specified HTTP status code. Enter the application server addresses to monitor.
 - **Don't send reports for duration (in seconds):** Specify the amount of time to wait before sending another report.
5. Click **Save**.

View device performance alert notifications

Before you begin:

- [Enable BlackBerry Work monitoring](#)

1. On the menu bar, click **Audit and logging > Device performance**.
2. Choose a category and date range. Click **Submit**.
3. Under **Filters**, click a category to expand it.
4. Select the filters that you want to apply and click **Submit**.
5. If necessary, do one of the following:
 - To remove a filter, click **X** beside the filter that you want to remove.
 - To clear all filters, click **Clear all**.
6. To export the results to a .csv file, click .

View a performance alert for a single device

Instead of viewing a list of performance alerts based on date and alert type, you can also view all of the performance alerts for a single device in the last 24 hours. If there are performance alerts for a device, a caution icon appears on the device tab and a message is displayed that tells you how many alerts have been detected on the device.

Before you begin:

- [Enable BlackBerry Work monitoring](#)

1. On the menu bar, click **Users > Managed devices**.
2. Search for a user account.

3. In the search results, click the name of the user account.
4. Select the device tab for the device that you want to view alerts for. A device with performance alerts or compliance violations is flagged with a caution icon.
5. If there are performance alerts for the device, click **View all** beside the performance alert message to view the list of performance alerts for that device.

File types supported by BlackBerry Work

The following file types are supported as mail attachments (some require third-party applications to view):

- goodsharefile
- .doc, Docx
- .ppt, PPTx
- .xls, XLSX
- .sheet
- .pdf
- .rtfd
- webarchive
- image
- .jpeg
- .tiff
- .apple.pict
- .compuserve.gif
- .png
- .quicktime-image
- .bmp
- .camera-raw-image
- .svg-image
- .text
- plain-text
- .utf8-plain-text
- .utf16-plain-text
- .rtf
- .html
- .xml
- .xhtml
- .htm
- .data
- .content
- .zip

Media Files (iOS only)

- .3gp
- .mp3
- .mp4
- .m4a
- .m4v
- .wav
- .caf
- .aac
- .adts
- .aif
- .aiff
- .aifc

- .au
- .snd
- .sd2
- .mov

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