BlackBerry Mobile Fusion Studio

Installation and Configuration Guide

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Contents

1 Using BlackBerry Mobile Fusion Studio 4

2 Planning a BlackBerry Mobile Fusion Studio installation 6

Supported MDM domains 6

Configuring a BlackBerry Administration Service pool for use with BlackBerry Mobile Fusion Studio 6

Using BlackBerry Mobile Fusion Studio with the Universal Device Service 7

3 Requirements: BlackBerry Mobile Fusion Studio 8

Hardware requirements: BlackBerry Mobile Fusion Studio 8

System requirements: BlackBerry Mobile Fusion Studio 8

System requirements: Browser 8

Supported features and environments 9

Unsupported environments 9

4 Installing the BlackBerry Mobile Fusion Studio software 10

Adding MDM domains to BlackBerry Mobile Fusion Studio 10

Install the BlackBerry Mobile Fusion Studio software 10

5 Postinstallation tasks: BlackBerry Mobile Fusion Studio 12

Logging into BlackBerry Mobile Fusion Studio 12

Changing the domain label for an MDM domain 12

Add, remove, or recertify an MDM domain 12

6 Glossary 15

7 Legal notice 16

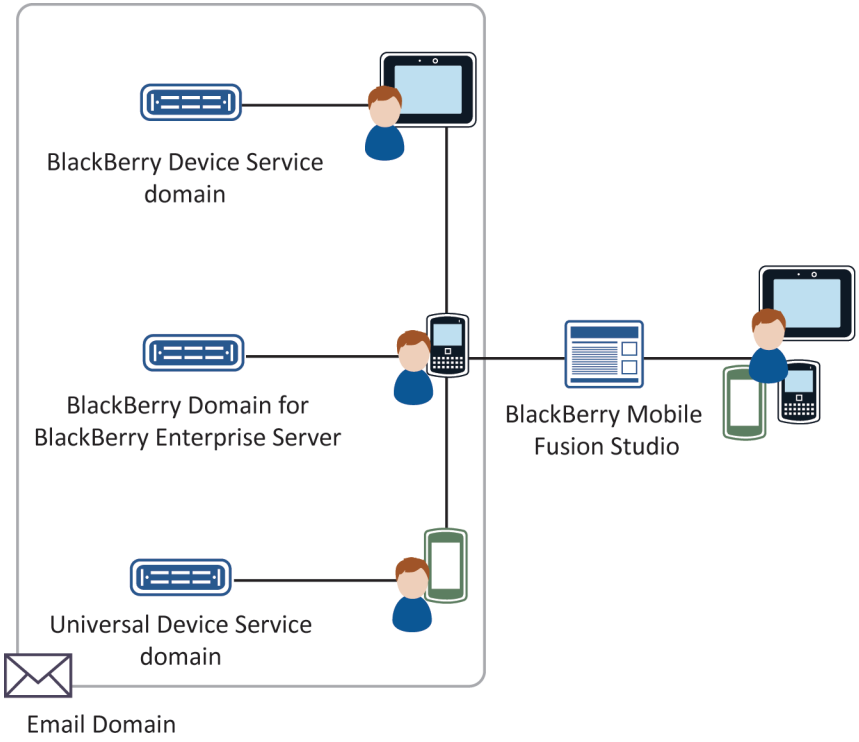
Using BlackBerry Mobile Fusion Studio

1

BlackBerry Mobile Fusion Studio is a web application you can use to do the following:

- Administer BlackBerry smartphones and BlackBerry PlayBook tablets in your organization across multiple MDM domains
- Help you to administer iOS devices and Android devices in your organization
- Enable users to activate smartphones and tablets
- Assign user accounts to groups based on common criteria, such as user location, organizational group, or smartphone model and manage the user accounts
- Assign IT policies to user accounts to customize and control what users can do with their smartphones
- BlackBerry Mobile Fusion Studio is designed for administrator accounts that are assigned to either the Senior Helpdesk role and Junior Helpdesk role. Administrators who are assigned to the Senior Helpdesk role can perform all tasks using BlackBerry Mobile Fusion Studio. Administrators who are assigned to the Junior Helpdesk role can perform all tasks in BlackBerry Mobile Fusion Studio except creating and deleting user accounts, or assigning IT policies and software configurations to user accounts. For more information about assigning roles, see the *BlackBerry Enterprise Server Administration Guide*.

You can open BlackBerry Mobile Fusion Studio in a browser on any computer that can access the computer that hosts BlackBerry Mobile Fusion Studio. You can share administrative duties with other administrators who can access BlackBerry Mobile Fusion Studio at the same time.


BlackBerry Device Service domain
BlackBerry Domain for BlackBerry Enterprise Server
Universal Device Service domain
Email Domain
BlackBerry Mobile Fusion Studio

Planning a BlackBerry Mobile Fusion Studio installation

2

You can install BlackBerry Mobile Fusion Studio on a separate computer or a computer that hosts one of the following products:

- Universal Device Service
- BlackBerry Device Service
- BlackBerry Enterprise Server
- BlackBerry Enterprise Server Express

You must verify that IP connectivity is available to allow communication between BlackBerry Mobile Fusion Studio and the MDM domains that you want to manage.

The BlackBerry Enterprise Server instances or BlackBerry Enterprise Server Express instances that you want to manage using BlackBerry Mobile Fusion Studio must use the same messaging environment. For example, if your organization uses Microsoft Exchange, all the BlackBerry Enterprise Server instances or BlackBerry Enterprise Server Express instances must belong to the same Microsoft Exchange organization.

Supported MDM domains

You can use BlackBerry Mobile Fusion Studio to manage one or more of the following MDM domains:

- Universal Device Service 6.0 or later
- BlackBerry Device Service 6.0 or later
- BlackBerry Enterprise Server 5.0 SP3 or later
- BlackBerry Enterprise Server Express 5.0 SP3 or later

BlackBerry Enterprise Server 5.0.3 MR5 or later is required to send PIN messages, resend IT policies, and access the BlackBerry Administration Service user detail page from BlackBerry Mobile Fusion Studio. BlackBerry Enterprise Server 5.0.3 MR6 or later is required to clear activation passwords. The BlackBerry Enterprise Server Express does not allow you to perform these actions.

Configuring a BlackBerry Administration Service pool for use with BlackBerry Mobile Fusion Studio

When you add an MDM domain to BlackBerry Mobile Fusion Studio, the setup application acquires the SSL certificate for the BlackBerry Administration Service instance, or if you configured BlackBerry Administration Service high availability, the SSL certificate for the load balancer or a BlackBerry Administration Service instance in the DNS pool. BlackBerry

Mobile Fusion Studio might not function correctly if you configured high availability using DNS and all the BlackBerry Administration Service instances do not use the same SSL certificate that uses the pool name.

If you configure a BlackBerry Administration Service pool, you must generate an SSL certificate that uses the name of the BlackBerry Administration Service pool and import the new SSL certificate on each computer that hosts a BlackBerry Administration Service instance. For more information, see "Import a new SSL certificate for the BlackBerry Administration Service and BlackBerry Web Desktop Manager" in the *BlackBerry Enterprise Server Administration Guide*.

Using BlackBerry Mobile Fusion Studio with the Universal Device Service

The Universal Device Service permits you to deploy and manage devices that run iOS or Android OS in your organization's environment. Before you can use BlackBerry Mobile Fusion Studio with the Universal Device Service, the following Universal Device Service settings must be configured:

- Microsoft Active Directory settings
- SMTP settings

You must also edit the template for the activation email message.

For more information about configuring these settings, see the *Universal Device Service Administration Guide*.

Requirements: BlackBerry Mobile Fusion Studio

3

Hardware requirements: BlackBerry Mobile Fusion Studio

The following requirements apply to the computer that you install BlackBerry Mobile Fusion Studio on.

- One processor, 1.6 GHz Intel Xeon 3000 Series or Intel Xeon 5100 Series (Dual Core)
- 0.5 GB of available memory
- 400 MB of disk space

System requirements: BlackBerry Mobile Fusion Studio

To install BlackBerry Mobile Fusion Studio, any of the following operating systems:

- Windows Server 2003 SP2 (32-bit or 64-bit)
- Windows Server 2003 R2 SP2 (32-bit or 64-bit)
- Windows Server 2008 SP2 (32-bit or 64-bit)
- Windows Server 2008 R2
- Windows Server 2008 R2 SP1

Note: If you are using any version of Windows Server 2003, before you install BlackBerry Mobile Fusion Studio, you must download and install a hotfix. For more information, visit www.support.microsoft.com to read article 968730.

System requirements: Browser

The following requirements apply to the browser that you use to log in to BlackBerry Mobile Fusion Studio.

Item	Requirement
Browser	• Windows Internet Explorer 8.0 and 9.0 running in native mode • Mozilla Firefox 6.0 or later • Google Chrome 12 or later • Safari 5 for Mac or later

Item	Requirement
Browser settings for Windows Internet Explorer	To support browser access, you must configure the following settings: • Language preferences that display encoded web pages • Microsoft hotfix 955839 is installed on the users' computers to make sure that the correct time zones are displayed • Support for JavaScript • Cookies turned on • Support for TLS or SSL
Browser settings for Firefox, Google Chrome, and Safari	To support browser access, you must configure the following settings: • Support for JavaScript • Cookies turned on • Support for TLS or SSL

Supported features and environments

Item	Description
Virtual environment	For more information about supported virtual environments, visit www.blackberry.com/go/kbhelp to read article KB29661.
IP	BlackBerry Mobile Fusion Studio supports only IPv4 for TCP/IP connections.

Unsupported environments

Item	Description
DMZ	BlackBerry Mobile Fusion Studio does not support installation in a DMZ.
Remote Desktop Services or Terminal Services	BlackBerry Mobile Fusion Studio does not support installation on a computer that you installed Remote Desktop Services or Terminal Services on.
High availability	You can install more than one BlackBerry Mobile Fusion Studio instance in your organization's environment, but you cannot configure a pool of two or more BlackBerry Mobile Fusion Studio instances to enhance the performance of BlackBerry Mobile Fusion Studio.

Installing the BlackBerry Mobile Fusion Studio software

4

Adding MDM domains to BlackBerry Mobile Fusion Studio

When you add an MDM domain to BlackBerry Mobile Fusion Studio, you must specify the domain URL (for example, https://domain.example.com:<*port*>). The host address or pool name that you specify is case sensitive and must exactly match the Subject or Subject Alternative Name in the certificate for the MDM domain.

MDM domain	Domain URL
Universal Device Service	You must specify the host address for the Administration Console and the port number for the BlackBerry Web Services (default port is 8082).
BlackBerry Device Service	You must specify the host address for the BlackBerry Administration Service and the port number that the BlackBerry Administration Service uses for HTTPS connections (default port is 443).
BlackBerry Enterprise Server	You must specify the host address for the BlackBerry Administration Service, or if you configured high availability, specify the BlackBerry Administration Service pool name. You must also specify the port number that the BlackBerry Administration Service uses for HTTPS connections (default port is 443).
BlackBerry Enterprise Server Express	You must specify the host address for the BlackBerry Administration Service and the port number that the BlackBerry Administration Service uses for HTTPS connections (default port is 3443).

Install the BlackBerry Mobile Fusion Studio software

Before you begin: If you are performing the installation process on a computer that has more than one NIC, verify that the production NIC is first in the bind order in the Windows network settings.

1. Log in to the computer that you want to install BlackBerry Mobile Fusion Studio on using a Windows account that has local administrator permissions on the computer.
2. In the BlackBerry Mobile Fusion installation files, double-click **Autorun.exe**. If a Windows message appears and requests permission for Autorun.exe to make changes to the computer, click **Yes**.
3. On the BlackBerry Mobile Fusion installation screen, click **Install** for the BlackBerry Mobile Fusion Studio software.
4. In the **License agreement** dialog box, perform the following actions:
   a. In the **Customer information** section, specify information for your organization and select your country or region.

   b. In the **License agreement** section, read the license agreement. If you want to accept the license agreement, select **I accept the terms of the license agreement**.
   c. Click **Next**.
5. In the **Installation folders** dialog box, perform the following actions:
   a. In the **Installation folder** section, make sure that there is enough disk space available for you to install the software on the computer. If the value of the amount of remaining disk space is negative, you must clear disk space or specify another location before you continue the installation process.
   b. Click **Next**.
6. In the **Summary** dialog box, verify that the information is correct. Click **Install**.
7. In the **Installation** dialog box, when the installation status is complete for BlackBerry Mobile Fusion Studio and any third-party applications, click **Next**.
8. In the **Configure settings for BlackBerry Mobile Fusion Studio** dialog box, perform the following actions:
   a. In the **Connection information for BlackBerry Mobile Fusion Studio** section, in the **Listening port** field, change the port number if necessary. By default, BlackBerry Mobile Fusion Studio uses port number 443.
   b. In the **BlackBerry Mobile Fusion Studio keystore file** section, in the **Keystore password** field, type a new password for the keystore file.
   c. In the **Mobile device management domains** section, click **Add**.
9. In the **Add Mobile Device Management Domain** dialog box, perform the following actions:
   a. In the **Domain label** field, type a unique name for the MDM domain that you want to add. The **MDM Domains** drop-down list in BlackBerry Mobile Fusion Studio displays the domain label that you specify, so you should specify a display name that allows you to easily identify the MDM domain.
   b. In the **Domain URL** field, type the information for the MDM domain that you want to add. For more information, see Adding MDM domains to BlackBerry Mobile Fusion Studio, 10.
   c. Click **OK**.
10. In the **Trust Certificate** dialog box, review the certificate details. If you trust the certificate, click **Yes**.
11. To add another MDM domain, repeat steps 8.c to 10.
12. When you finish adding MDM domains, click **Next**.
13. In the **Start services** dialog box, the BlackBerry Mobile Fusion Studio services start automatically. Click **Next**.
14. In the **Console addresses** dialog box, click **Finish**. By default, the setup application exports the BlackBerry Mobile Fusion Studio web address to a .txt file.

Postinstallation tasks: BlackBerry Mobile Fusion Studio

5

Logging into BlackBerry Mobile Fusion Studio

Before you begin: To perform this task, your administrator must provide you with the web address for BlackBerry Mobile Fusion Studio, a username, a password (if necessary), a domain name (for example, the Windows domain in your organization's environment) and an authentication method.

1. Navigate to the BlackBerry Mobile Fusion Studio web address that you received from your system administrator.
2. In the **User name** field, type your username.
3. In the **Password** field, type your password.
4. If the domain name is not displayed in the **Domain** field, type the domain name.
5. In the **Log in using** drop-down list, select the authentication method that you received from your system administrator.
6. Click **Log in**.

Changing the domain label for an MDM domain

BlackBerry Mobile Fusion Studio displays the domain label that you specified for each MDM domain during the BlackBerry Mobile Fusion Studio installation process. The domain label should be a display name that allows you to easily identify the different MDM domains in your organization's environment. If you want to change the domain label for an MDM domain after you complete the installation process, you can use the setup application. When you run the setup application, you must remove the MDM domain that you want to rename, then add it again and specify the new domain label that you want to use.

Add, remove, or recertify an MDM domain

You can use the setup application to add or remove an MDM domain from BlackBerry Mobile Fusion Studio. If the certificate for an MDM domain is expired or corrupt, you can use the setup application to recertify the MDM domain. You cannot access BlackBerry Mobile Fusion Studio until the installation process is complete and you restart the BlackBerry Mobile Fusion Studio services.

Note: The setup application stops and restarts the BlackBerry Mobile Fusion Studio services during the installation process.

1. Log in to the computer using the Windows account that you used to install BlackBerry Mobile Fusion Studio.

2. In the BlackBerry Mobile Fusion installation files, double-click **Autorun.exe**. If a Windows message appears and requests permission for Autorun.exe to make changes to the computer, click **Yes**.
3. On the BlackBerry Mobile Fusion installation screen, click **Install** for the BlackBerry Mobile Fusion Studio software.
4. In the **License agreement** dialog box, perform the following actions:
   a. In the **License agreement** section, read the license agreement. If you want to accept the license agreement, select **I accept the terms of the license agreement**.
   b. Click **Next**.
5. In the **Installation folders** dialog box, click **Next**.
6. In the **Summary** dialog box, verify that the information is correct. Click **Install**.
7. In the **Installation** dialog box, when the installation status is complete for BlackBerry Mobile Fusion Studio and any third-party applications, click **Next**.
8. In the **Configure settings for BlackBerry Mobile Fusion Studio** dialog box, in the **Mobile device management domains** section, complete one of the following tasks:

Task	Steps
Add an MDM domain	1. Click **Add**. 2. In the **Add Mobile Device Management Domain** dialog box, perform the following actions: a In the **Domain label** field, type a unique name for the MDM domain that you want to add. The **MDM Domains** drop-down list in BlackBerry Mobile Fusion Studio displays the domain label that you specify, so you should specify a display name that allows you to easily identify the MDM domain. b In the **Domain URL** field, type the information for the MDM domain that you want to add. For more information, see Adding MDM domains to BlackBerry Mobile Fusion Studio, 10. c Click **OK**. 3. In the **Trust Certificate** dialog box, review the certificate details. If you trust the certificate, click **Yes**.
Remove an MDM domain	1. In the **Domain label** column, click the MDM domain that you want to remove. 2. Click **Remove**.
Recertify an MDM domain	1. In the **Domain label** column, click the MDM domain that you want to recertify. 2. Click **Recertify**. 3. In the **Trust Certificate** dialog box, review the certificate details. If you trust the certificate, click **Yes**.

9. To add, remove, or recertify another MDM domain, repeat step 8.

10. When you finish adding, removing, or recertifying MDM domains, click **Next**.
11. In the **Start services** dialog box, the BlackBerry Mobile Fusion Studio services start automatically. Click **Next**.
12. In the **Console addresses** dialog box, click **Finish**. By default, the setup application exports the BlackBerry Mobile Fusion Studio web address to a .txt file.

Glossary

6

DMZ	A demilitarized zone (DMZ) is a neutral subnetwork outside of an organization's firewall. It exists between the trusted LAN of the organization and the untrusted external wireless network and public Internet.
DNS	Domain Name System
FQDN	fully qualified domain name
HTTPS	Hypertext Transfer Protocol over Secure Sockets Layer
IP	Internet Protocol
IP address	An Internet Protocol (IP) address is an identification number that each computer or mobile device uses when it sends or receives information over a network, such as the Internet. This identification number identifies the specific computer or mobile device on the network.
LAN	local area network
NIC	network interface card
SSL	Secure Sockets Layer
TLS	Transport Layer Security

Legal notice

7

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