

BlackBerry Enterprise Service 10

Version: 10.1



Licensing Guide

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About this guide

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BlackBerry Enterprise Service 10 helps you manage BlackBerry devices, Android devices, and iOS devices for your organization. This guide provides instructions on how to activate and manage licenses in BlackBerry Management Studio after BlackBerry Enterprise Service 10 is installed. You must activate licenses for BlackBerry Enterprise Service 10 before you can start activating devices.

This guide is intended for senior IT professionals who are responsible for setting up and deploying the product. After you complete the tasks in this guide, you need to complete the tasks to configure BlackBerry Enterprise Service 10. You can find instructions on configuring BlackBerry Enterprise Service 10 in the *BlackBerry Enterprise Service 10 Configuration Guide*.

What is BlackBerry Enterprise Service 10?

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BlackBerry Enterprise Service 10 helps you manage mobile devices for your organization. You can manage BlackBerry devices and BlackBerry PlayBook tablets, as well as iOS devices and Android devices, all from a unified interface. BlackBerry Enterprise Service 10 is designed to help protect business information, keep mobile workers connected with the information they need, and provide administrators with efficient tools that help keep business moving forward.

BlackBerry Enterprise Service 10 includes the following components:

Component	Description
BlackBerry Device Service	Provides advanced administration for BlackBerry 10 devices and BlackBerry PlayBook tablets
Universal Device Service	Provides advanced administration for iOS devices and Android devices
BlackBerry Management Studio	Provides a unified interface to administer common tasks for BlackBerry 10 devices, BlackBerry PlayBook tablets, BlackBerry 7.1 and earlier devices, iOS devices, and Android devices

Key features of BlackBerry Enterprise Service 10

The table below describes some of the key features for BlackBerry Enterprise Service 10.

Feature	Description
Management of most types of devices	BlackBerry Enterprise Service 10 supports all types of BlackBerry devices and tablets, as well as iOS devices and Android devices.
Single, unified interface	BlackBerry Management Studio is a single, web-based interface where you can view all devices in one place and access the most common management tasks across multiple domains. These tasks include creating and managing groups, managing device controls, and activating mobile devices.

Feature	Description
Trusted and secure experience	Device controls give you precise management of how devices connect to your network, what capabilities are enabled, and what apps are available. Whether the devices are owned by your organization or your users, you can protect your organization's information.
Balance of work and personal needs	BlackBerry Balance technology is designed to ensure that personal and work information are kept separate on BlackBerry 10 devices and BlackBerry PlayBook tablets and helps keep information secure. If the device is lost or the employee leaves the organization, you can delete only work-related information or all information from the device. You can configure work and personal apps differently, including their use of network connections. For government and regulated industries, you can designate all information as work information.

Licensing the domain and devices

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Licenses control how many BlackBerry devices, iOS devices, and Android devices can exist in a BlackBerry Enterprise Service 10 domain at the same time. The license types that your organization uses determine the devices and features that you can manage using BlackBerry Enterprise Service 10. A license is used when you or a user activates a device. A device uses only one type of license at a time.

You must use BlackBerry Management Studio to manage licenses. Depending on the licensing activation method that you choose, you can activate licenses in BlackBerry Management Studio or in the BlackBerry Account Center. The BlackBerry Device Service console accepts only BlackBerry Mobile Voice System CAL keys.

License types

Unless otherwise indicated, you can activate devices that have a service plan or a Wi-Fi connection. BlackBerry Enterprise Service 10 version 10.1 supports the following license types:

License type	Description
EMM – Corporate for BlackBerry	You can activate the following devices and features: <ul style="list-style-type: none">• BlackBerry 10 devices and BlackBerry PlayBook tablets that use BlackBerry Balance technology• Devices that run BlackBerry 10 OS version 10.1 or later and have a service plan that supports work space only devices
EMM – Corporate	You can activate the following devices and features: <ul style="list-style-type: none">• BlackBerry 10 devices and BlackBerry PlayBook tablets that use BlackBerry Balance technology• Devices that run BlackBerry 10 OS version 10.1 or later and have a service plan that supports work space only devices• iOS devices and Android devices

Configuring the licensing server

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When you install the BlackBerry Enterprise Service 10 administration consoles, you install a BlackBerry Licensing Service instance. You can install more than one instance of the BlackBerry Licensing Service in a BlackBerry Enterprise Service 10 domain, but only one instance can be active. The first instance that you install is started by default and is the active instance. Additional instances that you install are disabled.

When your organization obtains licenses, you receive one or more license activation IDs. When you activate licenses, you register the computer that hosts the active instance as the licensing server for the domain. The process registers the MAC address of the licensing server with the licensing infrastructure and links the license activation IDs to the licensing server. The BlackBerry Licensing Service on the licensing server stores the licenses for use.

If you want to make a different instance active instead of the first instance, you should switch to a new licensing server before you activate licenses. For more information, see [Switch the active server](#).

Note: If you remove the BlackBerry Enterprise Service 10 administration consoles from a computer, the BlackBerry Licensing Service will also be removed. Before you remove any components, you must verify that the computer is not registered as the licensing server for the domain or switch to a new licensing server.

Verifying permissions to manage licenses

BlackBerry Management Studio allows administrators with the Security Administrator role to manage licenses for a BlackBerry Enterprise Service 10 domain. Administrators with other roles can view license information, but they cannot perform any actions related to licensing (for example, activate licenses).

If you want to manage licenses, you should log in to BlackBerry Management Studio using a normalized account. A normalized account is an administrator account that exists in the BlackBerry Device Service and the Universal Device Service and uses the same login information to access both consoles. If your organization's security policies do not allow you to use a normalized account, you must log in to BlackBerry Management Studio using a BlackBerry Device Service administrator account.

Configuring licensing settings

In BlackBerry Management Studio, on the Licensing settings tab, you can check the licensing configuration for the BlackBerry Enterprise Service 10 domain.

You can check the server address to verify the FQDN of the licensing server and test the connection to the BlackBerry Licensing Service on the licensing server.

The licensing server polls the licensing infrastructure to retrieve the licenses assigned to the domain. You can view the last contact time with the licensing infrastructure. If you want to poll the licensing infrastructure before the next scheduled communication or check the connection to the licensing infrastructure, you can click Poll now.

Activating licenses

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The licensing status displays a warning icon until you activate licenses. You must activate licenses before you can activate devices. You can choose the licensing activation method that is appropriate for your organization's environment.

Note: NIC teaming is not supported. If NIC teaming is configured on the licensing server, you must disable it before you activate licenses. NIC teaming must remain disabled for licensing to function.

Activation method	Description
License activation ID	When you use a license activation ID, you assign all available licenses associated with it to a BlackBerry Enterprise Service 10 domain. If you already assigned some licenses to a domain (for example, using the host ID), only the remaining licenses are available. For example, if 100 licenses are associated with a license activation ID and 20 licenses are already assigned to a domain, the 80 available licenses are automatically assigned to the next domain where you use the license activation ID.
Host ID	If you want to distribute the licenses associated with a license activation ID across multiple BlackBerry Enterprise Service 10 domains, you can use the host ID to register the licensing server for a domain and specify the number of licenses to assign to it. You must log in to the BlackBerry Account Center to use this activation method.
File-based activation	If the licensing server does not have access to the Internet to communicate with the licensing infrastructure, you can use a license challenge file and license response file to activate licenses manually and assign them to a BlackBerry Enterprise Service 10 domain. You must log in to the BlackBerry Account Center to use this activation method.

Activate licenses using a license activation ID

1. Log in to BlackBerry Management Studio using an administrator account with the Security Administrator role.
2. On the menu bar, click **Licenses**.
3. Click **Activate licenses**.

4. In the **Licensing activation method** drop-down list, click **License activation ID**.
5. Type a license activation ID.
6. Click **Activate**.
Verify that the **Activate licenses** window displays **Activated** below the **License activation ID** field.
7. Repeat steps 5 and 6 for each license activation ID that you want to assign to the BlackBerry Enterprise Service 10 domain.
8. Click **Close**.

Activate licenses using the host ID

1. Log in to BlackBerry Management Studio using an administrator account with the Security Administrator role.
2. On the menu bar, click **Licenses**.
3. Click **Activate licenses**.
4. In the **Licensing activation method** drop-down list, click **Host ID**.
5. Highlight and right-click the host ID (MAC address of the licensing server). Click **Copy**.
6. Visit besc.webapps.blackberry.com/bbac to log in to the BlackBerry Account Center and navigate to the licensing section. You must specify the host ID that you copied to register the licensing server for the BlackBerry Enterprise Service 10 domain and specify the number of licenses to assign to it.
7. In BlackBerry Management Studio, in the **Activate licenses** window, click **Close**.

Activate licenses using file-based activation

The computer that you use to log in to the BlackBerry Account Center must have access to the Internet.

1. Log in to BlackBerry Management Studio using an administrator account with the Security Administrator role.
2. On the menu bar, click **Licenses**.
3. Click **Activate licenses**.
4. In the **Licensing activation method** drop-down list, click **File based activation**.
5. Click **Generate** to create and download the license challenge file. Save the file to a location that you can access from the BlackBerry Account Center.
6. Visit besc.webapps.blackberry.com/bbac to log in to the BlackBerry Account Center.

7. Navigate to the licensing section and upload the license challenge file.
8. Download the license response file. Save the file to a location that you can access from BlackBerry Management Studio.
9. In BlackBerry Management Studio, in the **Activate licenses** window, click **Choose file** and select the license response file (.bin file).
10. Click **Submit**.

Upgrading licenses

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After you upgrade to BlackBerry Enterprise Service 10 version 10.1, you must upgrade existing licenses to new licenses that BlackBerry Enterprise Service 10 supports. When you upgrade licenses you convert CAL keys to license activation IDs, which you use to activate licenses for BlackBerry Enterprise Service 10.

After the upgrade process is complete, BlackBerry Management Studio lists the CAL keys for the product that you upgraded (BlackBerry Device Service or Universal Device Service). If your organization's environment includes both products, you can also upgrade licenses for the product that you did not upgrade to BlackBerry Enterprise Service 10 version 10.1. Before you can obtain license activation IDs for the product that you did not upgrade, you must perform one of the following actions:

- In the Universal Device Service console, click Settings > Licensing and copy the CAL keys.
- In the BlackBerry Device Service console, navigate to the BlackBerry Administration Service component view and copy the CAL keys in the License key section.

Upgrade licenses

The Upgrade licenses button is available only if BlackBerry Management Studio detects CAL keys for the BlackBerry Device Service or the Universal Device Service.

Before you begin: If necessary, verify that you copied the CAL keys from the Universal Device Service console or the BlackBerry Device Service console.

1. Log in to BlackBerry Management Studio using an administrator account with the Security Administrator role.
2. On the menu bar, click **Licenses**.
3. Click **Upgrade licenses**.
4. In the **Upgrade licenses** window, copy the list of CAL keys.
5. Click **Connect** to visit the blackberry.com website and upgrade licenses.
6. Close the **Upgrade licenses** window.

After you finish: Use the license activation IDs that you obtained to activate licenses for BlackBerry Enterprise Service 10.

Managing licenses

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When you log in to BlackBerry Management Studio, if there is a licensing issue for the BlackBerry Enterprise Service 10 domain, the menu bar displays a warning icon or an error icon beside Licenses. On the Licensing summary tab, you can check the licensing status for the domain and view detailed information for each license type such as usage and expiration. Activated devices that use EMM Regulated is a separate section that is always displayed. It displays the number of activated devices that have a work space only. You can also check the connection to the licensing infrastructure.

Note: If BlackBerry Management Studio is temporarily unavailable, you cannot activate licenses. However, you can still activate devices if licenses are available to support the devices and features.

License information

You can view the following license information for the BlackBerry Enterprise Service 10 domain:

Item	Description
License type	The license type is the category of license that your organization uses. EMM – Corporate for BlackBerry and EMM – Corporate are always displayed, even if your organization does not use these license types.
License usage	You can view the number of total licenses, available licenses, and used licenses for each license type. The information displayed is for all license activation IDs. Usage for some or all license types might change after you activate new licenses. The licensing server automatically optimizes usage by evaluating the available licenses for each license type and the activated devices in the domain.
Expiration	You can view the number of total licenses and, if applicable, the date that licenses expire. The information displayed is for each license activation ID. For licenses that expire, the information is no longer displayed after the expiration date.

Using trial licenses

If you want to evaluate the BlackBerry Enterprise Service 10 software, you can obtain trial licenses which are valid for a set amount of time. The following table describes how to use trial licenses in a BlackBerry Enterprise Service 10 domain.

Environment	Description
If you activated trial licenses after June 7, 2013, you can use both trial licenses and production licenses in a domain.	<p>You can add production licenses to a domain at any time and continue to use trial licenses until they expire. Depending on the trial offer, you might receive multiple license activation IDs to fulfill your organization's trial.</p> <p>The Licensing summary tab in BlackBerry Management Studio does not distinguish between trial licenses and production licenses. You can view expiration details in the License information section. When trial licenses expire, the licensing server calculates license usage for the domain. If other licenses are available, license usage might change. Regardless of whether adjustments occur after trial licenses expire, you can continue to manage activated devices and switch BlackBerry devices.</p>
If you activated trial licenses on or before June 7, 2013, you can use either trial licenses or production licenses in a domain, but not both.	<p>If you obtain production licenses, you can activate them during the trial period or after trial licenses expire to convert a trial environment to a production environment. After you activate production licenses in a trial environment, all trial licenses assigned to the domain are no longer displayed in BlackBerry Management Studio and you cannot use the trial licenses in the domain.</p> <p>In a trial environment, the Licensing summary tab displays the trial status for the domain. If the domain includes trial licenses with different trial periods, the trial status displayed is for the trial licenses that expire first. During the trial period, the trial status always displays a warning icon and indicates the time remaining until trial licenses expire (for example, Trial status - expires in 21 days).</p> <p>When trial licenses expire, the trial status displays an error icon and you cannot activate new devices, reactivate existing devices, or switch BlackBerry devices. In addition, you can no longer manage activated devices in the domain. The BlackBerry Enterprise Service 10 services stop, but no data is deleted from activated devices.</p>

Understanding licensing status

In BlackBerry Management Studio, the Licensing summary tab displays the licensing status for the BlackBerry Enterprise Service 10 domain. If a licensing issue requires your attention, the licensing status displays a warning icon or an error icon. The icon displayed depends on the licensing issues for the domain and, if there is more than one issue, the most serious

icon is displayed (for example, if the expiration date is approaching for some licenses and you also exceed the total licenses for a license type, an error icon is displayed).

A warning icon indicates that an issue will occur if it is not addressed, but you can continue to activate new devices and reactivate existing devices. An error icon indicates that an issue has occurred and it must be addressed before you can activate new devices or reactivate existing devices. If the licensing status displays a warning icon or an error icon, you can continue to manage activated devices and switch BlackBerry devices. For a device switch, you or a user must activate the replacement device and select the replace device option on the device or in BlackBerry Web Desktop Manager.

The following licensing issues can affect the licensing status:

Licensing issue	Description
License usage	The licensing status displays an error icon if used licenses exceed total licenses for any license type. You can view license usage details in the License information section.
Expiration	If any licenses have an expiration date, the licensing status starts to display a warning icon 15 days before the expiration date. The licensing status displays an error icon after the expiration date. You can view expiration details in the License information section.
BlackBerry Licensing Service	The licensing status displays an error icon if the BlackBerry Licensing Service is not available. The BlackBerry Licensing Service on the licensing server must be running if you want to activate new devices or reactivate existing devices.

License usage and compliance

The BlackBerry Licensing Service on the licensing server stores the licenses assigned to the BlackBerry Enterprise Service 10 domain. The BlackBerry Licensing Service tracks usage for each license type that your organization uses and detects when the licensing requirements are not met.

You can continue to manage activated devices and switch BlackBerry devices even if the domain is out of compliance. For a device switch, you or a user must activate the replacement device and select the replace device option on the device or in BlackBerry Web Desktop Manager.

License usage	Compliance state
All licenses are consumed for one or more license types.	<p>The domain is in compliance with the following conditions:</p> <ul style="list-style-type: none"> You can reactivate existing devices. If licenses are available for other license types, you can activate new devices. The license type must support the devices and features that you want to manage. For example, if licenses are available only for EMM – Corporate for BlackBerry, you cannot activate iOS devices or Android devices.

License usage	Compliance state
Used licenses exceed total licenses for any license type (for example, if all licenses are consumed and then some licenses expire).	The domain is out of compliance with the following conditions: <ul style="list-style-type: none"><li data-bbox="499 251 1336 321">• You cannot activate new devices or reactivate existing devices even if licenses are available for other license types.

Switching the active server after you activate licenses

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In BlackBerry Management Studio, on the Licensing settings tab, you can check the server address to verify the FQDN of the active server (the computer that hosts the active BlackBerry Licensing Service instance). After you activate licenses, the active server is registered as the licensing server for the BlackBerry Enterprise Service 10 domain.

When the BlackBerry Licensing Service is not available (for example, the service on the active server is stopped or the active server is temporarily unavailable), you do not need to switch to a new server. You can continue to manage activated devices and switch BlackBerry devices. For a device switch, you or a user must activate the replacement device and select the replace device option on the device or in BlackBerry Web Desktop Manager.

You cannot activate new devices or reactivate existing devices until the licensing server is available or you switch to a new server. To switch to a new server, you must release any licenses stored by the BlackBerry Licensing Service on the active server and then register a new server as the active server. You can register only one licensing server as the active server for the domain.

You might want to switch to a new server for the following reasons:

- If you plan to replace the hardware for the active server.
- If the active server is not available and you cannot restore it (for example, in a disaster recovery scenario).

Switch the active server

You must perform this task when the BlackBerry Licensing Service on the active server is running. If the active server is not available and you cannot restore it, you must contact BlackBerry support to switch the active server. For more information about the actions that you must perform outside BlackBerry Management Studio, visit www.blackberry.com/go/kbhelp to read article KB34147.

If you switch the active server before you activate licenses, you do not need to release licenses or perform the actions documented in article KB34147.

Before you begin:

- Verify that at least two instances of the BlackBerry Licensing Service are installed in the BlackBerry Enterprise Service 10 domain.
- On the server that you want to switch to, in the Windows Services, start the BES10 - BlackBerry Licensing Service and change the startup type to **Automatic**.

- In the BlackBerry Account Center, release any licenses stored by the BlackBerry Licensing Service on the active server. The BlackBerry Licensing Service must be running.
 - Verify that you performed the required actions documented in article KB34147.
1. Log in to BlackBerry Management Studio using an administrator account with the Security Administrator role.
 2. On the menu bar, click **Licenses**.
 3. If you released licenses, perform the following actions:
 - a. Click the **Licensing settings** tab.
 - b. Click **Poll now**.
 - c. Click the **Licensing summary** tab and verify that the licenses are removed.
 4. Click the **Licensing settings** tab.
 5. Click **Switch server**.
 6. In the **New server** drop-down list, click the server that you want to switch to.
 7. Click **Test connection** to verify that the BlackBerry Licensing Service on the new server is running.
 8. If the test connection was successful, click **Switch server**.
 9. In the **Switch server** window, click **Yes**.
 10. On the **Licensing settings** tab, verify that the **Server address** field displays the FQDN of the new server and the **Server status** field displays **Connected**.

After you finish:

- Activate licenses to assign them to the new server.
- On the server that you switched from, stop the BES10 - BlackBerry Licensing Service and change the startup type to **Disabled**.

Troubleshooting

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If you are unable to resolve an issue after troubleshooting, you should check the log files on the licensing server. In the BAS-AS log files that are located in `<drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Service 10\Logs\<date>`, check for error messages.

Licensing server is not available

In BlackBerry Management Studio, if Licenses on the menu bar is grayed out, this tooltip appears when you hover the pointer over Licenses.

Possible solution

Perform the following actions:

- In the Windows Services, verify that the BlackBerry Administration Service services are running for at least one BlackBerry Administration Service instance in the BlackBerry Enterprise Service 10 domain.
- Verify that you have an administrator account for the BlackBerry Device Service and the Universal Device Service.
- Verify that you can log in to the BlackBerry Device Service console.
- Log in to BlackBerry Management Studio using a normalized account or a BlackBerry Device Service administrator account.

You cannot activate licenses

Possible cause	Possible solution
There is no connection to the licensing infrastructure.	On the external firewall, verify that port number 443 is open and the firewall rules permit an outgoing connection to <code>license.blackberry.com</code> . If the licensing server does not have access to the Internet, you can use the file-based activation method to activate licenses.

Possible cause	Possible solution
The BlackBerry Licensing Service on the licensing server is not running.	In BlackBerry Management Studio, on the Licensing settings tab, check the server status and click Test connection to verify that the BlackBerry Licensing Service is running. If the server status displays "Not connected", log in to the licensing server and restart the BES10 - BlackBerry Licensing Service in the Windows Services.
The license activation ID is linked to the licensing server for another BlackBerry Enterprise Service 10 domain.	In the BlackBerry Account Center, verify your organization's license activation IDs and the host IDs that they are linked to. If necessary, release licenses. To release licenses assigned to a domain, the BlackBerry Licensing Service must be running on the licensing server for the domain.
You did not release the licenses stored by the BlackBerry Licensing Service on the active server before you switched to a new server for the BlackBerry Enterprise Service 10 domain.	In the BlackBerry Account Center, verify your organization's license activation IDs and the host IDs that they are linked to. If necessary, contact BlackBerry support to release licenses.

You or a user cannot activate a device

Possible cause	Possible solution
The BlackBerry Enterprise Service 10 services are not running.	In the Windows Services, verify that all BlackBerry Enterprise Service 10 services are running, including the BES10 - BlackBerry Licensing Service on the licensing server.
Licenses are not available.	In BlackBerry Management Studio, perform the following actions: <ul style="list-style-type: none"> • Verify that licenses are available to support the device and features that you want to activate. An appropriate service plan may also be required. • If necessary, activate licenses.

Product documentation

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To read the following guides or additional related materials, visit blackberry.com/go/serverdocs.

Resource	Description
<i>Introducing BlackBerry Enterprise Service 10</i>	<ul style="list-style-type: none">• Quick, visual introduction to BlackBerry Enterprise Service 10 at a high level
<i>What's New in BlackBerry Enterprise Service 10 Quick Reference</i>	<ul style="list-style-type: none">• Summary of new features, enhancements, and updates in BlackBerry Enterprise Service 10
<i>BlackBerry Enterprise Service 10 Product Overview</i>	<ul style="list-style-type: none">• Introduction to BlackBerry Enterprise Service 10 and its features• Finding your way through the documentation• Architecture
<i>BlackBerry Enterprise Service 10 Release Notes</i>	<ul style="list-style-type: none">• Descriptions of known issues and potential workarounds
<i>BlackBerry Enterprise Service 10 Installation Guide</i>	<ul style="list-style-type: none">• System requirements• Installation instructions
<i>Capacity Calculator for BlackBerry Enterprise Service 10</i>	<ul style="list-style-type: none">• Tool to estimate the hardware required to support a given workload for BlackBerry Enterprise Service 10 version 10.1
<i>BlackBerry Enterprise Service 10 Compatibility Matrix</i>	<ul style="list-style-type: none">• Software that is compatible with BlackBerry Enterprise Service 10 version 10.1
<i>BlackBerry Enterprise Service 10 Upgrade Guide</i>	<ul style="list-style-type: none">• System requirements• Upgrade instructions
<i>BlackBerry Enterprise Service 10 Licensing Guide</i>	<ul style="list-style-type: none">• Descriptions of different types of licenses• Instructions for activating licenses

Resource	Description
<i>BlackBerry Enterprise Service 10 Configuration Guide</i>	<ul style="list-style-type: none"> • Instructions for how to configure server components before you start administering users and their devices
<i>BlackBerry Device Service Advanced Administration Guide</i>	<ul style="list-style-type: none"> • Advanced administration for BlackBerry 10 devices and BlackBerry PlayBook tablets • Instructions for creating user accounts, groups, roles, and administrator accounts • Instructions for activating devices • Instructions for creating and sending IT policies and profiles • Instructions for managing apps on devices
<i>Universal Device Service Advanced Administration Guide</i>	<ul style="list-style-type: none"> • Advanced administration for iOS devices and Android devices • Instructions for creating user accounts, groups, and administrator accounts • Instructions for activating devices • Instructions for creating and sending IT policies and profiles • Instructions for managing apps on devices • Descriptions of IT policy rules for iOS devices and Android devices
<i>BlackBerry Management Studio Basic Administration Guide</i>	<ul style="list-style-type: none"> • Basic administration for all supported device types, including BlackBerry 10 devices, BlackBerry PlayBook tablets, iOS devices, Android devices, and BlackBerry 7.1 and earlier devices • Instructions for creating and managing user accounts in multiple Services • Instructions for managing multiple devices for each user account
<i>BlackBerry Device Service Policy and Profile Reference Guide</i>	<ul style="list-style-type: none"> • Descriptions of IT policy rules and profile settings for BlackBerry 10 devices and BlackBerry PlayBook tablets
<i>BlackBerry Device Service Solution Security Technical Overview</i>	<ul style="list-style-type: none"> • Description of the security maintained by the BlackBerry Device Service, BlackBerry Infrastructure, and BlackBerry 10 devices and BlackBerry PlayBook tablets to protect data and connections • Description of the BlackBerry 10 OS • Description of the BlackBerry PlayBook OS • Description of how work data is protected on BlackBerry 10 devices and BlackBerry PlayBook tablets when you use the BlackBerry Device Service

Resource	Description
<i>BlackBerry Bridge App Security Technical Overview</i>	<ul style="list-style-type: none">• Description of how work data is protected on devices when you use the BlackBerry Bridge app• Description of how work data is protected when it is in transit between a BlackBerry PlayBook tablet and a BlackBerry smartphone• Description of attacks that the BlackBerry Bridge pairing process is designed to prevent

Glossary

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CAL	Client Access License
EMM	Enterprise Mobility Management
FQDN	fully qualified domain name
MAC	Media Access Control
NIC	network interface card

Legal notice

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