BlackBerry Enterprise Service 10

BlackBerry Management Studio

Version: 10.1.3

Basic Administration Guide

BlackBerry

Published: 2013-09-29
SWD-20130929160401201

Contents

1 About this guide....5
2 About licensing....6
3 About BlackBerry Management Studio....7
BlackBerry Management Studio features....8
Supported domains....9
Supported features matrix....10
Senior and Junior Helpdesk roles....12
4 Log in to the BlackBerry Management Studio console....13
5 About the reporting dashboard....14
Using dashboard reports....14
Export a report to a .csv file....15
6 Creating and managing user accounts....16
Creating a user account....16
Create a user account for a user in your company directory....16
Create a user account for a local user....17
Viewing information about a user account....19
Customize the user search results....19
Filter the list of users....20
View information about a user account....20
Refresh a user account....20
Send a message to a BlackBerry 7.1 or earlier device user....20
Using groups to manage similar user accounts....21
Add or remove a user account from a group....21
Add an email profile for a BlackBerry 10 device or a BlackBerry PlayBook tablet....22
Delete a user account....22
Delete data from a device....23
Work data deleted from a BlackBerry 7.1 or earlier device....23
Resend service books to a BlackBerry 7.1 or earlier device....24
Move a user account between BlackBerry Enterprise Server instances or BlackBerry Enterprise Server Express instances....25
Performing advanced management tasks outside BlackBerry Management Studio....25
7 Assigning and activating devices....27
Assign a device to a user account....27
Activating a device....28
Generate an activation email message for a BlackBerry device....29

Assigning passwords to devices....29
Change an activation password....30
Delete the activation password for a BlackBerry device....30
Specify a new password and lock a device....31
Unlock an iOS device or an Android device and clear the password....31
Display custom images for third-party devices....31
8 Using IT policy rules to manage device security....33
Assign an IT policy to a user account....33
Resend an IT policy to a user account....33
9 Product documentation....34
10 Provide feedback....37
11 Glossary....38
12 Legal notice....39

About this guide

1

BlackBerry Enterprise Service 10 helps you manage BlackBerry devices, Android devices, and iOS devices for your organization. BlackBerry Management Studio is an administration interface that allows you to perform common administrative tasks for devices in BlackBerry Enterprise Service 10. This guide provides instructions on how to perform common administrative tasks for devices after BlackBerry Management Studio is installed and configured.

This guide is intended for IT professionals who are responsible for activating devices and managing user accounts. Before you can perform the tasks in this guide, you must configure BlackBerry Management Studio. You can find instructions on configuring the BlackBerry Management Studio in the *BlackBerry Enterprise Service 10 Configuration Guide*.

About licensing

2

You must use BlackBerry Management Studio to manage licenses for BlackBerry Enterprise Service 10.

For more information about activating and managing licenses, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Service 10 Licensing Guide*.

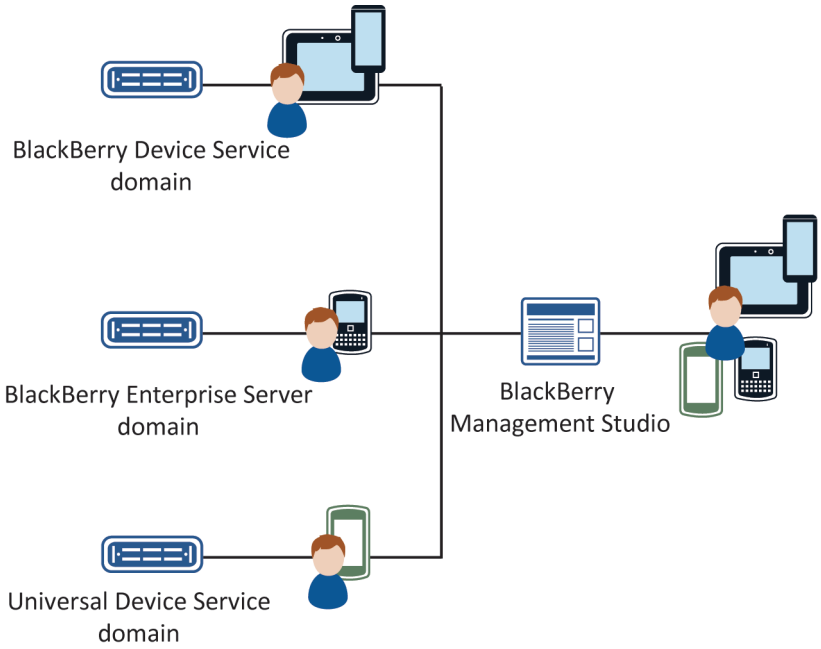
About BlackBerry Management Studio

3

BlackBerry Management Studio, formerly known as BlackBerry Mobile Fusion Studio, is a web application that you can use to do the following:

- Administer BlackBerry 10 devices, BlackBerry 7.1 and earlier devices, and BlackBerry PlayBook tablets in your organization across multiple services
- Administer iOS devices and Android devices in your organization
- Allow users to activate devices
- Assign user accounts to groups based on common criteria, such as user location, organizational group, or device model, and manage the user accounts
- Assign IT policies to user accounts and groups to customize and control what actions users can perform on their devices

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



BlackBerry Management Studio features

Feature	Description
Single administrative interface to manage BlackBerry 10 devices, BlackBerry 7.1 and earlier devices, BlackBerry PlayBook tablets, iOS devices, and Android devices	BlackBerry Management Studio is an administration interface that is designed to allow you to perform common administrative tasks for many types of devices.
Manage multiple domains	You can configure BlackBerry Management Studio to access and manage devices in supported domains, including BlackBerry Enterprise Server 5, BlackBerry Enterprise Service 10, and previous releases of the BlackBerry Device Service and Universal Device Service. For more information, see Supported domains.
Access to administrative services that allow you to perform advanced	In BlackBerry Management Studio, click the Services drop-down list to access the BlackBerry Administration Service, BlackBerry Device Service, or Universal Device Service to perform more advanced tasks.

Feature	Description
management tasks outside BlackBerry Management Studio	
Customizable display	User accounts are displayed as links that you can access to view the properties of each user account. You can drag the columns in the user search results to customize the information that is displayed and you can reverse the order of the user search results by clicking the column header. You can also display or hide column header by clicking the + column header.
Quick action menu	Click the View/Edit User icon that is located next to a user name in the search results to access a quick menu of tasks you can perform for the user account.
Default values	Default values that you can customize and are provided in the fields as a suggestion.
Required fields	Fields that have a red asterisk (*) beside them are required. You must submit a value in all required fields to complete a task.
Online help	Click the Help link in the upper-right corner of the screen to access BlackBerry Management Studio online help.

Supported domains

You can use BlackBerry Management Studio to perform management activities in any of the following domains:

- BlackBerry Enterprise Service 10 version 10.1 or later: BlackBerry Device Service and Universal Device Service
- BlackBerry Device Service 6.0 or later
- Universal Device Service 6.0 or later
- BlackBerry Enterprise Server 5.0 SP3 or later
- BlackBerry Enterprise Server Express 5.0 SP3 or later

Note: You can use BlackBerry Management Studio to manage licenses for BlackBerry Enterprise Service 10 version 10.1 or later only. For other domains, you must manage licenses using the administration console for that domain.

If you upgrade to a later version of a service, restart the BlackBerry Management Studio service to make sure the new features for that service are available.

For more information about adding additional domains to BlackBerry Management Studio, visit www.blackberry.com/go/serverdocs to read the *BlackBerry Enterprise Service 10 Configuration Guide*.

Supported features matrix

The following table lists the administrative features that are available in BlackBerry Management Studio and indicates which services the features are available in. If a feature is available in a specific version of a service, the version required to support the feature is given in the table.

Features	BlackBerry Enterprise Server 5.0 SP3	BlackBerry Enterprise Server Express 5.0 SP3	BlackBerry Device Service 6.x	BlackBerry Enterprise Service 10: BlackBerry Device Service 10.1.x	Universal Device Service 6.x	BlackBerry Enterprise Service 10: Universal Device Service 10.1.x
Generate activation email message	√	√	6.1	√		
Specify activation password	√	√	6.1	√	6.1	√
Clear activation password	MR6	MR2	6.1	√		√
Specify device password and lock	√	√	√	√	√	√
Specify work space password and lock				√		
Lock device					√	√
Unlock and clear password					6.1	√
Resend service books	√	√				

Features	BlackBerry Enterprise Server 5.0 SP3	BlackBerry Enterprise Server Express 5.0 SP3	BlackBerry Device Service 6.x	BlackBerry Enterprise Service 10: BlackBerry Device Service 10.1.x	Universal Device Service 6.x	BlackBerry Enterprise Service 10: Universal Device Service 10.1.x
Resend IT policy	MR5	MR2	√	√		
Delete only work data	√	√	√	√	√	√
Delete all device data	√	√	√	√	√	√
Assign IT policy to user	√	√	√	√	√	√
Assign user to group	√	√	√	√	√	√
Switch BlackBerry server instances	√		6.2	√		
Assign an email profile to user			√	√		√
Send message	MR5	MR2				
BlackBerry Management Studio Configuration	√	√	√	√	√	√
Third-party images	√	√	√	√	√	√
Manage licenses				√		√

Senior and Junior Helpdesk roles

BlackBerry Management Studio is designed for administrators who are assigned either the Senior Helpdesk role or the Junior Helpdesk role. Administrators who are assigned the Senior Helpdesk role can perform all tasks available in BlackBerry Management Studio. Administrators who are assigned the Junior Helpdesk role can perform all tasks available in BlackBerry Management Studio except for the following:

- Creating and deleting users
- Adding devices
- Resending IT policies and service books to a device
- Editing IT policy links
- Unlocking and clearing passwords (allowed for Universal Device Service)
- Adding a user to a group (allowed for Universal Device Service)

For more information about assigning roles, see the *BlackBerry Enterprise Server Administration Guide*, the *BlackBerry Device Service Advanced Administration Guide*, and the *Universal Device Service Advanced Administration Guide*.

Log in to the BlackBerry Management Studio console

4

The BlackBerry Management Studio console allows you to perform common administrative tasks for all the devices in your organization that are managed by BlackBerry Enterprise Service 10.

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

1. In the browser, type **https://<*server_name*>:<*port*>**, where <*server_name*> is the name of the computer that hosts BlackBerry Management Studio. The default port for BlackBerry Management Studio is 7443.
2. In the **User name** field, type your username.
3. In the **Password** field, type your password.
4. Perform one of the following actions:
   - In the **Log in using** drop-down list, click **Direct authentication**.
   - In the **Log in using** drop-down list, click **Microsoft Active Directory authentication** and type the Microsoft Active Directory domain in the **Domain** field.
5. Click **Log in**.

About the reporting dashboard 5

The reporting dashboard aggregates information from the BlackBerry Enterprise Service 10 services to provide you with information about the users and devices in your system.

Note: You must have BlackBerry Enterprise Server 5.0 SP4 MR4 or later to include BlackBerry Enterprise Server data in the dashboard reports. For information about including BlackBerry Enterprise Server 5.0 SP3 data in the dashboard reports, visit www.blackberry.com/go/kbhelp to read article KB34205.

Using dashboard reports

Dashboard reports are graphs that allow you to quickly review high-level data by rolling over specific data points in the graphs. If you need a more detailed breakdown of the data, you can click a graph to open a grid view of the individual users or devices. In the grid view, you can click on an individual user or device to open and manage the account. When you are finished with the account, you can click the Back button on the page (not the browser) to return to the grid view.

The following table describes the information each dashboard report displays.

Dashboard report	Description
Devices out of contact	The number of days that have passed since devices last contacted the server
Device compliance state	A breakdown of issues detected on devices in your organization
Devices by carriers	A breakdown of the number of devices by wireless service provider in your organization
Devices by platform	A breakdown of the number of devices by platform in your organization
Top 5 mobile devices	The five most common mobile device models in your organization
Top 5 apps deployed	The five most common applications deployed by your organization
Device activations	A dynamic representation of the devices activated each month in your organization over a 12-month period, based on when the devices were initially activated. The numbers change to reflect currently activated devices. For example, if a device activated in August is deactivated, the number of devices shown in August is reduced by one.

Export a report to a .csv file

1. Click a graph to open the grid view.
2. Click the **Export** button.
3. In the Export dialog box, enter a file name, and then click **Save**.

Creating and managing user accounts

6

You can create user accounts from your company directory or you can create local user accounts on a computer where BlackBerry Enterprise Service 10 core components are installed. Users can activate multiple devices on the user accounts. You can then manage the devices using BlackBerry Management Studio, the BlackBerry Device Service, the Universal Device Service, BlackBerry Enterprise Server, or BlackBerry Enterprise Server Express.

You can manage user accounts by adding them to a group so that the properties of the group are assigned to the user accounts automatically. Options that you configure for user accounts at the user level take priority over options that you configure at the group level or domain level. You can also assign an IT policy to a user account to control the actions that users can perform using their devices.

Creating a user account

Create a user account for a user in your company directory

1. On the menu bar, click **Users**.
2. Click **Create a user**.
3. Search for a user in your company directory.
4. In the drop-down list, select the user.
5. In the **Device type** drop-down list, select the type of device the user can activate.
6. In the **Service** drop-down list, select the service that you want to add the user account to.
7. For the BlackBerry Device Service or the BlackBerry Enterprise Server, in the drop-down list, select the instance you want to add the user account to.
8. Add the user account to groups.
   - If you selected the BlackBerry Device Service or the BlackBerry Enterprise Server, if groups exist in the **Groups** list, select the groups that you want to add the user account to and click the right arrow icon.

- If you selected the Universal Device Service, if groups exist in the **Groups** drop-down list, select the group that you want to add the user account to.

9. For the BlackBerry Device Service, if email profiles exist in the **Email profile** drop-down list, select an email profile. If required, make any changes to the email profile.
10. If you selected the BlackBerry Device Service or the BlackBerry Enterprise Server, perform one of the following tasks:

Task	Steps
Automatically generate an activation email message for the user account.	Select **Generate activation email**.
Specify an activation password for the user account.	1. Select **Specify activation password**. 2. Type and confirm a password for the user account and type the number of hours that should elapse before the password expires.
Activate a user account without using an activation password.	Select **Do not set a password**.

11. If you selected the Universal Device Service, perform one of the following tasks:

Task	Steps
Use the username and password specified in your organization's user directory.	1. Select **Use company directory credentials**. 2. Specify the number of hours before the activation password expires. 3. To send an activation email message to the user account with instructions on how to activate a device, select **Send activation email**.
Specify an activation password manually.	1. Select **Specify activation password**. 2. Type and confirm a password for the user account and type the number of hours that should elapse before the password expires. 3. To send an activation email message to the user account with instructions on how to activate a device, select **Send activation email**.
Activate the user account without using an activation password.	Select **Do not set a password**.

12. Click **Submit**.

Create a user account for a local user

1. On the menu bar, click **Users**.

2. Click **Create a user**.
3. In the **Device type** drop-down list, select the type of device the user can activate.
4. In the **Username** field, type the user's name.
5. In the **Display name** field, type the user's display name.
6. In the **Password** field, type the user's password.
7. In the **Email address** field, type the user's email address. Entering an email address gives you the option to automatically generate an activation email message for the user account.
8. In the **Service** drop-down list, select the service that you want to add the user account to.
9. For the BlackBerry Device Service or the BlackBerry Enterprise Server, in the drop-down list, select the instance you want to add the user account to.
10. Add the user account to groups. Perform one of the following actions:
    - If you selected the BlackBerry Device Service or the BlackBerry Enterprise Server, if groups exist in the **Groups** list, select the groups that you want to add the user account to and click the right arrow icon.
    - If you selected the Universal Device Service, if groups exist in the **Groups** drop-down list, select the group that you want to add the user account to.
11. For the BlackBerry Device Service, if email profiles exist in the **Email profile** drop-down list, select an email profile. If required, make any changes to the email profile.
12. Perform one of the following tasks:

Task	Steps
Create an account that has both a personal and a work space on the device.	In the **Activation type for new and reactivated devices** drop-down list, select **BlackBerry Balance**.
Create an account that has only a work space on the device.	In the **Activation type for new and reactivated devices** drop-down list, select **Work space only**.

13. If you selected the BlackBerry Device Service or the BlackBerry Enterprise Server, perform one of the following tasks:

Task	Steps
Automatically generate an activation email message for the user account. For this task, an email address is required (see step 7) and wireless activation must be enabled.	Select **Generate activation email**.
Specify an activation password for the user account.	1. Select **Specify activation password**. 2. Type and confirm a password for the user account and type the number of hours that should elapse before the password expires.

Task	Steps
Activate a user account without using an activation password.	Select **Do not set a password**.

14. If you selected the Universal Device Service, perform one of the following tasks:

Task	Steps
Specify an activation password manually.	1. Select **Specify activation password**. 2. Type and confirm a password for the user account and type the number of hours that should elapse before the password expires. 3. To send an activation email message to the user account with instructions on how to activate a device, select **Send activation email**. An email address is required for this task (see step 7).
Activate the user account without using an activation password.	Select **Do not set a password**.

15. Click **Submit**.

Viewing information about a user account

You can view basic information about a user account in the list of users, or you can click on a user's name to access the user account to view more details. For example, you can view the following information:

- Device model, activation state, home carrier, active carrier, IMEI number, SIM UID, PIN, phone number, software version, total storage, available storage, battery level, state (for example, Running), last contact date
- Assigned IT policies
- Service, server, and groups to which the user account is assigned
- Messaging information such as email address, display name, and messaging server

Customize the user search results

You can customize what user information is displayed in the user search results.

1. On the menu bar, click **Users**.
2. In the user information banner, click the + icon.

3. Select the information that you want to display or hide in the user information banner.
4. Click **Apply**.

Filter the list of users

You can filter the list of users by IT policy, group, and service.

1. On the menu bar, click **Users**.
2. Click **Show filters**.
3. Select the filters from the drop-down lists.
4. Click the search icon.

View information about a user account

1. On the menu bar, click **Users**.
2. In the **Name** column, click a user name.
3. Click the tab for the device that you want to view information about.

Refresh a user account

You can refresh a user account to view the latest information about the user account.

On the user account screen, click the refresh icon.

Send a message to a BlackBerry 7.1 or earlier device user

If you manage BlackBerry 7.1 or earlier devices and you want to send a message to a user, you can send either a PIN message or an email message. PIN messages can be used to inform users about messaging server outages because BlackBerry 7.1 and earlier devices send and receive PIN messages directly without using the messaging server. BlackBerry 7.1 and earlier devices do not apply filters to PIN messages.

1. On the menu bar, click **Users**.

2. Click the name of a user account associated with a BlackBerry 7.1 or earlier device.
3. Click the send message icon.
4. In the **Send message** dialog box, select the type of message that you want to send.
5. Type the subject and the body of the message.
6. Click **Submit**.

Using groups to manage similar user accounts

You can manage user accounts by adding similar user accounts to a group based on custom criteria, such as user location, organizational group, or device model.

You can assign group properties, such as software configurations and IT policies, to manage user accounts. Properties that you assign to a group are assigned to all user accounts in the group. You can create and assign properties to groups using the BlackBerry Device Service, the Universal Device Service, or the BlackBerry Enterprise Server.

If you remove a user account from a group, the account name remains in the global list of user accounts, but it does not appear in the group list.

Add or remove a user account from a group

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. In the **Groups** section, click the **Edit** icon, and perform one of the following actions:
   - If you want to add a user account to a group, select the group that you want to add the user account to and click the **right arrow** icon. When you add a user account to a group, BlackBerry Management Studio assigns the properties of the group to the user accounts automatically.
   - If you want to remove a user account from a group, select the group that you want to remove the user account from and click the **left arrow** icon.
4. Click **Save**.

Add an email profile for a BlackBerry 10 device or a BlackBerry PlayBook tablet

You can use email profiles to specify how BlackBerry 10 devices and BlackBerry PlayBook tablets connect to your organization's messaging server and synchronize email messages and organizer data using Microsoft ActiveSync. You can add email profiles to user accounts and groups.

For more information about managing email profiles, see the *BlackBerry Device Service Advanced Administration Guide*.

1. In BlackBerry Management Studio, search for a user account.
2. In the search results, click the name of a user account.
3. In the **Email profile** section, click the **Edit** icon.
4. In the **Email profile** drop-down list, select an email profile.
5. If required, make any changes to the email profile.
6. Click **Save**.

Delete a user account

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. Click the delete icon.
4. In the dialog box, perform one of the following actions:
   - To permanently delete a user account and only the work data from all the devices linked to the user account, select **Delete user and delete only the work data from the devices**.
   - To permanently delete a user account and all of the data from all the devices linked to the user account, select **Delete user and delete all device data from the devices**.

Delete data from a device

You can delete only work data from a device when a user no longer works at your organization. All personal data remains on the device. You can also delete all data from a device. A user cannot use the device or make emergency calls while the device deletes data.

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. Click on the tab for the device.
4. In the **Managing devices** section, perform one of the following actions:
   - To delete the work data from the device, click the **Delete only work data** icon.
   - To delete all the data from the device, click the **Delete all device data** icon.
5. 5. Click **Submit**.

Work data deleted from a BlackBerry 7.1 or earlier device

When you delete work data on a BlackBerry 7.1 or earlier device, the following items are removed:

Item	Description
Email messages	Email messages that are sent to the user's work email account, email messages that the user sends from the work email account, and draft email messages that the user created using their work email account are deleted.
Email attachments	Email attachments that are sent to the user's work email account and the attachments that the user sends from the work email account are deleted.
Calendar entries	Calendar entries that the user created using the work calendar are deleted.
Contacts	Contacts that the BlackBerry Enterprise Server or BlackBerry Enterprise Server Express synchronized with the user's work email account are deleted.
Memos	All memos are deleted.
Tasks	All tasks are deleted.

Item	Description
Call history	Although the device classifies phone data as personal data, the call-history entries are deleted when you delete work data.
Call logs	Although the device classifies phone data as personal data, the call log files are deleted when you delete work data.
BlackBerry Browser cache	Although the device specifies the BlackBerry Browser for personal use, the BlackBerry Browser cache is deleted when you delete work data.
Files	Files that the user accesses and downloads from your organization's network using the Files application and files on media cards that are created by applications that can access work data (except for media applications) are deleted.
IT policy	The IT policy that is associated with your organization is deleted.
PIN encryption key	References to your organization's PIN encryption key are deleted.
Device transport key	References to the device transport key are deleted.
Service books	Service books on the device that are classified for work use are deleted.

For information about using the security options on a BlackBerry 7.1 or earlier device to permanently delete all user account data, see the user guide for the device.

Resend service books to a BlackBerry 7.1 or earlier device

You can send service books (for example, the messaging service book, wireless calendar service book, or browser service book) to specify which services are available on a BlackBerry 7.1 or earlier device. For more information about service books, see the *BlackBerry Enterprise Server Administration Guide* or *BlackBerry Enterprise Server Express Administration Guide*.

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. Select a device.
4. In the **Managing devices** section, click **Resend service books**.

Move a user account between BlackBerry Enterprise Server instances or BlackBerry Enterprise Server Express instances

You can move a BlackBerry 7.1 or earlier device user account from one BlackBerry Enterprise Server instance or BlackBerry Enterprise Server Express instance to another. If you move a user account from one BlackBerry Enterprise Server to another, the BlackBerry Enterprise Server that you are moving the user account to sends new service books to the BlackBerry device over the wireless network. For more information about service books, see the *BlackBerry Enterprise Server Administration Guide* or *BlackBerry Enterprise Server Express Administration Guide*.

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. In the **Service** section, click **Edit**.
4. In the drop-down list, select the BlackBerry Enterprise Server instance or BlackBerry Enterprise Server Express instance you want to move the user account to.
5. Click **Save**.

Performing advanced management tasks outside BlackBerry Management Studio

In BlackBerry Management Studio, you can click **Services** on the menu bar to access a drop-down list to choose the BlackBerry Device Service, BlackBerry Enterprise Server, or Universal Device Service to perform more advanced tasks.

To perform specific administrative actions, you must be assigned an administrative role. An administrative role consists of a series of permissions that specifies the information that you can view and the tasks that you can perform. For more information about the administrative role that you are assigned to, contact your system administrator.

The BlackBerry Device Service helps you to manage the work file system on BlackBerry 10 devices or BlackBerry PlayBook tablets that run BlackBerry PlayBook OS 2.0 and later. The BlackBerry Device Service allows you to control the connections that devices make to your organization's environment, install and manage your organization’s applications, and protect your organization’s data and applications on devices.

The BlackBerry Enterprise Server helps you to manage the work file system on BlackBerry 7.1 and earlier devices. You can use the BlackBerry Enterprise Server to assign groups, administrative roles, and software configurations to user accounts, apply IT policies to user accounts, and manage servers and components in a BlackBerry Enterprise Server domain.

The Universal Device Service helps you to manage devices that run iOS or Android OS in your organization's environment.

Assigning and activating devices

7

You can assign devices to user accounts you created in BlackBerry Management Studio. After you assign a device to a user account, the user can activate the device over the wireless network, LAN, or your organization's Wi-Fi network, or the user can connect the device to the computer to activate it using the BlackBerry Web Desktop Manager.

When you assign a device to a user account, you can send an activation password to the user. The user must type the activation password when the user activates the device for the first time.

After a user activates the device, the device is associated with a user account, which allows you to view and manage the device in BlackBerry Management Studio.

Assign a device to a user account

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. Click the + tab.
4. In the **Device type** drop-down list, select the type of device the user can activate.
5. In the **Service** drop-down list, select the service that you want to add the user account to.
6. For the BlackBerry Device Service or the BlackBerry Enterprise Server, in the drop-down list, select the instance you want to add the user account to.
7. Add the user account to groups.
   - If you selected the BlackBerry Device Service or the BlackBerry Enterprise Server, if groups exist in the **Groups** list, select the groups that you want to add the user account to and click the right arrow icon.
   - If you selected the Universal Device Service, if groups exist in the **Groups** drop-down list, select the group that you want to add the user account to.
8. For the BlackBerry Device Service, if email profiles exist in the **Email profile** drop-down list, select an email profile. If required, make any changes to the email profile.
9. If you selected the BlackBerry Device Service or the BlackBerry Enterprise Server, perform one of the following tasks:

Task	Steps
Automatically generate an activation email message for the user account.	Select **Generate activation email**.
Specify an activation password for the user account.	1. Select **Specify activation password**. 2. Type and confirm a password for the user account and type the number of hours that should elapse before the password expires.
Activate a user account without using an activation password.	Select **Do not set a password**.

10. If you selected the Universal Device Service, perform one of the following tasks:

Task	Steps
Use the username and password specified in your organization's user directory.	1. Select **Use company directory credentials**. 2. Specify the number of hours before the activation password expires. 3. To send an activation email message to the user account with instructions on how to activate a device, select **Send activation email**.
Specify an activation password manually.	1. Select **Specify activation password**. 2. Type and confirm a password for the user account and type the number of hours that should elapse before the password expires. 3. To send an activation email message to the user account with instructions on how to activate a device, select **Send activation email**.
Activate the user account without using an activation password.	Select **Do not set a password**.

11. Click **Submit**.

Activating a device

After you assign a device to a user account, the user can activate the device over the wireless network, LAN, or your organization's Wi-Fi network, or the user can connect the device to the computer to activate it using the BlackBerry Web Desktop Manager.

Device type	Information about activating
BlackBerry 10 device	• *BlackBerry Device Service Advanced Administration Guide* • *BlackBerry Web Desktop Manager User Guide*
BlackBerry PlayBook tablet	• *BlackBerry Device Service Advanced Administration Guide* • *BlackBerry Web Desktop Manager User Guide*
BlackBerry 7.1 or earlier device	• *BlackBerry Enterprise Server Administration Guide* • *BlackBerry Enterprise Server Express Administration Guide* • *BlackBerry Web Desktop Manager User Guide*
iOS or Android device	• *Universal Device Service Advanced Administration Guide*

Generate an activation email message for a BlackBerry device

You can customize the activation email message to add information about how to activate a BlackBerry device or to make sure that the activation email message meets your organization's requirements. The activation email message is sent to a user when you assign a BlackBerry device to a user account.

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. In the **Device activation** section, click **Generate activation email message**.

Assigning passwords to devices

You can specify an activation password when you activate a device or specify a new device password to protect a lost or stolen device.

Item	Description
Length of the activation password	Activation passwords for devices are limited to 31 characters.

Item	Description
Security	You must distribute the activation password to the user. If the user receives the activation password but does not activate the device, a potentially malicious user can access the activation password and assume the identity of the intended user. When a user activates a device, the activation password becomes inactive and a potentially malicious user cannot reuse it to activate another device. If a user receives an activation password, you cannot generate a new activation password for the user until the activation password expires. By default, an activation password expires after 48 hours. You can configure an activation password to expire earlier than the default time period.
Expiry time	An activation password is no longer valid if any of the following events occur: • The user does not activate the device before the default value of 48 hours elapses. • The user types the activation password incorrectly five consecutive times. • The service activates a device using the activation password.

Change an activation password

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. In the **Device activation** section, click **Specify activation password**.
4. In the **New activation password** field and **Confirm activation password** field, type an activation password.
5. In the **Expiration** field, type the number of hours that can elapse before the activation password expires.
6. Click **Submit**.

Delete the activation password for a BlackBerry device

You can delete the activation password that was sent to a BlackBerry device.

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. In the **Device activation** section, click **Clear activation password**.

Specify a new password and lock a device

To protect a lost or stolen device, you can lock a device over the wireless network (either the mobile network or Wi-Fi network). When the user unlocks the device, the device prompts the user to type a password that you provide to the user.

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. In the **Managing devices** section, click **Specify device password and lock**.
4. In the **New device password** field and **Confirm the device password** field, type an activation password.
5. Click **Submit**.

After you finish: Send a message to the user informing them of the new device password that they are required to use to unlock the device.

Unlock an iOS device or an Android device and clear the password

You can unlock an iOS device or an Android device and clear the existing password if the user forgets the device password. The user is prompted to create a new device password.

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. In the **Managing devices** section, click **Unlock and clear password**.
4. Click **Submit**.

Display custom images for third-party devices

You can add custom images for third-party devices so that you have a visual reference for the devices you manage.

BlackBerry Management Studio recognizes when new devices are added to the environment. New device manufacturer folders are added when you view the User details pages for a device for the first time. A text file named with the device model is created in the folder for the device you are viewing. You add custom images for the device in this folder.

1. Log in to the computer using the Windows account that you used to install BlackBerry Management Studio.
2. Navigate to the folder for the device manufacturer, C:\Program Files (x86)\Research in Motion\BlackBerry Management Studio\custom\devices\device_manufacturer_name.
3. Add custom device images to the device manufacturer folders.

   The custom device images must meet the following criteria:

Item	Description
Image file name	The image file name must match the name of the text file located inside the device manufacturer's folder for the device model.
File type	PNG
Maximum image file size	200 KB
Image dimensions	Maximum height and width: 169 pixels

Using IT policy rules to manage device security

8

You can use IT policies to control devices in your organization's environment. An IT policy consists of multiple IT policy rules that manage the security and behavior of users' devices.

By default, if you do not assign an IT policy to the user account, the Default IT policy is assigned. If you delete an IT policy that you assigned to the user account, the Default IT policy is assigned to the user account.

For more information, see the *BlackBerry Enterprise Server Policy Reference Guide*, *BlackBerry Enterprise Server Express Policy Reference Guide*, or *BlackBerry Device Service Policy and Profile Reference Guide*.

Assign an IT policy to a user account

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. In the **Device IT policy** section, click the **Edit** icon.
4. In the drop-down list, click an IT policy.
5. Click **Save**.

Resend an IT policy to a user account

1. On the menu bar, click **Users**.
2. Click the name of a user account.
3. In the **Managing devices** section, click **Resend IT policy**.

Product documentation

9

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

Resource	Description
Introducing BlackBerry Enterprise Service 10	• Quick, visual introduction to BlackBerry Enterprise Service 10 at a high level
What's New in BlackBerry Enterprise Service 10 Quick Reference	• Summary of new features, enhancements, and updates in BlackBerry Enterprise Service 10
BlackBerry Enterprise Service 10 Product Overview	• Introduction to BlackBerry Enterprise Service 10 and its features • Finding your way through the documentation • Architecture
BlackBerry Enterprise Service 10 Release Notes	• Descriptions of known issues and potential workarounds
BlackBerry Enterprise Service 10 Installation Guide	• System requirements • Installation instructions
BlackBerry Enterprise Service 10 Performance Calculator	• Tool to estimate the hardware required to support a given workload for BlackBerry Enterprise Service 10
BlackBerry Enterprise Service 10 Compatibility Matrix	• Software that is compatible with BlackBerry Enterprise Service 10
BlackBerry Enterprise Service 10 Upgrade Guide	• System requirements • Upgrade instructions
BlackBerry Enterprise Service 10 Licensing Guide	• Descriptions of different types of licenses • Instructions for activating licenses

Resource	Description
BlackBerry Enterprise Service 10 Configuration Guide	• Instructions for how to configure server components before you start administering users and their devices
BlackBerry Device Service Advanced Administration Guide	• 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
Universal Device Service Advanced Administration Guide	• 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
BlackBerry Management Studio Basic Administration Guide	• 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
BlackBerry Device Service Policy and Profile Reference Guide	• Descriptions of IT policy rules and profile settings for BlackBerry 10 devices and BlackBerry PlayBook tablets
BlackBerry Device Service Solution Security Technical Overview	• 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
Secure Work Space for iOS and Android Security Note	• Description of the security maintained by the Universal Device Service, BlackBerry Infrastructure, and work space-enabled devices to protect work space data at rest and in transit • Description of how work space apps are protected on work space-enabled devices when you use the Universal Device Service
BlackBerry Bridge App Security Technical Overview	• 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

Provide feedback

10

To provide feedback on this content, visit www.blackberry.com/docsfeedback.

Glossary

11

IT policy	An IT policy consists of various IT policy rules that control the security features and behavior of BlackBerry smartphones, BlackBerry PlayBook tablets, the BlackBerry Desktop Software, and the BlackBerry Web Desktop Manager.
IT policy rule	An IT policy rule permits you to customize and control the actions that BlackBerry smartphones, BlackBerry PlayBook tablets, the BlackBerry Desktop Software, and the BlackBerry Web Desktop Manager can perform.
messaging server	A messaging server sends and processes messages and provides collaboration services, such as updating and communicating calendar and address book information.
LAN	local area network
PIN	personal identification number
SSL	Secure Sockets Layer

Legal notice

12

©2013 BlackBerry. All rights reserved. BlackBerry® and related trademarks, names, and logos are the property of BlackBerry Limited and are registered and/or used in the U.S. and countries around the world.

App Store is a trademark of Apple Inc. Android is a trademark of Google Inc.. Microsoft, Active Directory, and Windows are trademarks of Microsoft Corporation. Wi-Fi is a trademark of the Wi-Fi Alliance. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at www.blackberry.com/go/docs is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR

PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

Certain features outlined in this documentation require a minimum version of BlackBerry Enterprise Server, BlackBerry Desktop Software, and/or BlackBerry Device Software.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

BlackBerry UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada