Installation and Configuration Guide

BlackBerry Blend

Version 1.2

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About BlackBerry Blend

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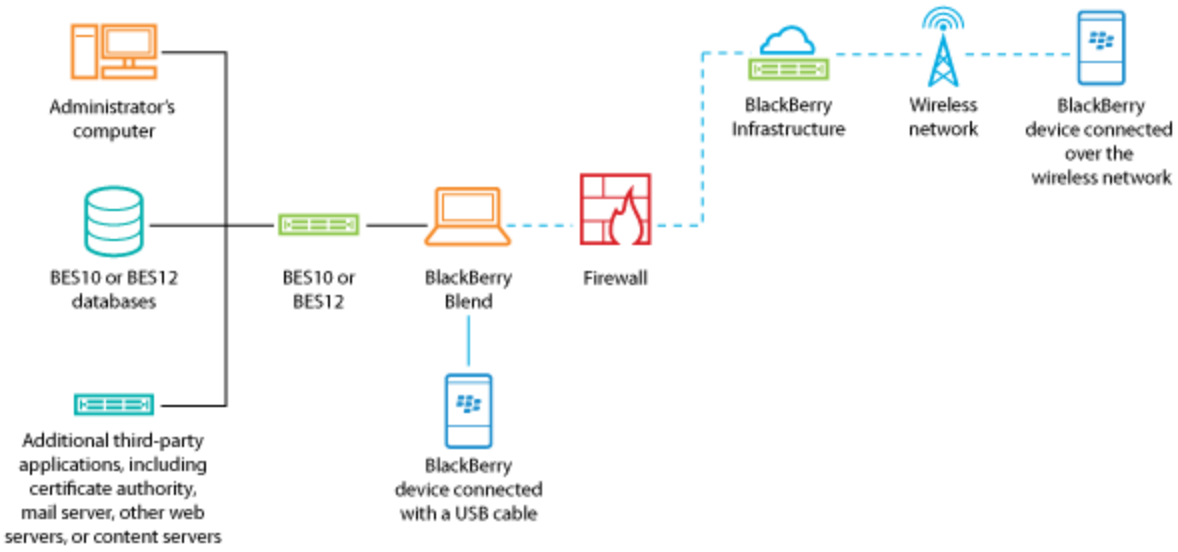
BlackBerry Blend allows users to interact with their BlackBerry devices without interrupting their time on the computer. With BlackBerry Blend, users can access email messages, files, and certain apps on their computer the same way they use them on the device. Discreet, on-screen notifications alert users to incoming messages, chats, updates, and incoming calls.

Users can perform the following actions on their computer or tablet using information from their device:

- View and respond to messages from a work email account and other types of supported messages and chats from different accounts in the BlackBerry Hub
- Access BBM chats, groups, and BBM Channels
- Access SMS text messages
- View the calendar events from your organization's calendar
- View contacts from your organization's directory
- Copy and transfer files between your device and computer or tablet
- Open a browser with a secure connection on a computer to view private information from your organization's intranet sites

Users can continue to use BlackBerry Link to back up and restore device data, switch devices, and update or reload device software.

BlackBerry Blend architecture



Security

You can use BlackBerry Blend when you manage BlackBerry 10 devices with BlackBerry Enterprise Service 10 or BlackBerry Enterprise Service 12. BlackBerry Blend inherits the same security rules from the device.

When a user accesses device data using BlackBerry Blend, BlackBerry Blend doesn't save the data and doesn't store it when the device is disconnected. You can control how a user accesses device data using different IT policy rules. For example, if the correct rule is turned on, users can save attachments from their devices to a computer or tablet.

If BlackBerry Balance is turned on, users must unlock the work space using their BlackBerry Balance password before they can access their work data (such as email, attachments, and calendar events).

For more information about security in BlackBerry Blend, see the BlackBerry Blend security note.

IT policy rules

You can manage BlackBerry Blend using IT policy rules. You can configure the IT policy rules using BlackBerry Enterprise Service 10 or BlackBerry Enterprise Service 12 and send the IT policy to a BlackBerry 10 device. The device then uses these IT policy rules to determine whether it can connect to BlackBerry Blend and what work data and files BlackBerry Blend can access.

If a user has a regulated BlackBerry Balance device, these rules apply to the data in the work space.

The IT policy rules that are available for BlackBerry Blend depend on the activation type that the device uses.

IT policy rule	Description	Activation types
BES10: BlackBerry Blend BES12: Allow BlackBerry Blend	This rules specifies whether a BlackBerry Blend application can connect to a BlackBerry device.	• Regulated BlackBerry Balance • Work space only
BES10: BlackBerry Blend Access to Work Data BES12: Allow BlackBerry Blend access to work data	This rule controls access to work data such as email messages, calendar, and contacts.	• BlackBerry Balance • Regulated BlackBerry Balance
BES10: BlackBerry Blend Access to Work Files BES12: Allow BlackBerry Blend access to work Files	This rule specifies whether BlackBerry Blend can access work files and attachments on a BlackBerry device.	• BlackBerry Balance • Regulated BlackBerry Balance • Work space only
BES10: BlackBerry Blend Access to Work Browser BES12: Allow BlackBerry Blend access to work browser	This rule specifies whether BlackBerry Blend can access the browser in the work space on a BlackBerry device.	• BlackBerry Balance • Regulated BlackBerry Balance • Work space only

For more information about the activation types and the IT policy rules, visit BlackBerry Enterprise Service 10 - Manuals and Guides or BlackBerry Enterprise Service 12 - Manuals and Guides.

System requirements

Item	Requirement
BlackBerry device	A BlackBerry 10 device running BlackBerry 10 OS version 10.3 or later
BlackBerry Enterprise Service 10 or BlackBerry Enterprise Service 12	BlackBerry Enterprise Service 10 version 10.2.4 or later Administrators must purchase a license for each user. For more information, visit BlackBerry Blend in the Enterprise. Before users can access their work spaces using BlackBerry Blend, the IT policy rules must be turned on. For more information, visit BlackBerry Enterprise Service 10 - Manuals and Guides or BlackBerry Enterprise Service 12 - Manuals and Guides.
Computer or tablet	Any of the following:

Item	Requirement
	• Windows 7 or later • Mac OS X 10.7 or later • Android 4.4 or later • iOS 7.0 or later Internet Protocol version 6 (IPv6) must be enabled on computers and tablets. This setting is usually enabled by default. If a firewall or antivirus software is also installed on the computer, you might need to create a rule to allow IPv6 traffic to pass through.
Connection	• A Wi-Fi, mobile, or USB connection • A connection to the BlackBerry Infrastructure. The BlackBerry Infrastructure uses Akamai servers for data flow. It isn't possible to allow connections using a specific IP address. Users who require an IP address to whitelist a device should use a USB connection instead, where it isn't required to pass traffic over the network. **Note:** Using a mobile connection might result in high data charges.

Installing BlackBerry Blend as an administrator

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If you're an administrator, you can perform a silent installation to push BlackBerry Blend to BlackBerry device users' computers within your organization's environment, without the users' involvement.

Administrators must buy a license for each user. For more information, visit BlackBerry Blend in the Enterprise.

Prerequisites

- Verify that outgoing connections to port 443 are allowed to connect to the BlackBerry Infrastructure.
- Verify that BlackBerry Enterprise Service 10 version 10.2.4 or later is installed.
- Verify that the Microsoft Visual C++ 2008 Redistributable Package is installed.
- If you're installing BlackBerry Blend on a computer that runs Windows 7, run the command as an administrator to match the UAC of the operating system.

Install BlackBerry Blend

1. Visit www.blackberry.com/blackberryblend and download BlackBerry Blend. Save the BlackBerry Desktop Software .exe file to a new directory.
2. Run one of the following commands as an administrator:
   - To install BlackBerry Blend only:

     ```
     BlackBerryDesktopSoftware_1_2_bundle.exe /i /passive -installBlend
     ```

   - To install BlackBerry Link only:

     ```
     BlackBerryDesktopSoftware_1_2_bundle.exe /i /passive -installLink
     ```

   - To install drivers for BlackBerry devices only:

     ```
     BlackBerryDesktopSoftware_1_2_bundle.exe /i /passive
     ```

Install BlackBerry Blend as a user

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1. On your computer or tablet, visit www.blackberry.com/blackberryblend.
2. Do any of the following:
   - If you're installing BlackBerry Blend on your Mac OS or Windows computer, download the software from the webpage.
   - If you're installing BlackBerry Blend on your Android tablet, tap the link to open the Google Play store and download the software.
   - If you're installing BlackBerry Blend on your iOS tablet, tap the link to open the App Store and download the software.
3. Follow the instructions on the screen.
4. Verify that you have the latest version of the BlackBerry Blend app. On your device, in BlackBerry World, tap ☰ > **My World** > **My Apps and Games**, and tap **Check for Updates**. If an update appears for BlackBerry Blend, install it.

Set up a device with BlackBerry Blend 4

After installing BlackBerry Blend, users must pair their BlackBerry devices with their computers to establish a one-time connection. Establishing a connection makes sure that the data is encrypted between the device and computer.

Users can pair devices with computers over a USB cable connection or over a Wi-Fi connection. More than one device can be set up with BlackBerry Blend.

1. Open BlackBerry Blend on your computer.
2. To pair your device with BlackBerry Blend, choose your current connection type:
    - If your device is connected to your computer with a USB cable, click **USB Cable Connection**. If your network environment requires a whitelisted IP address to access external sites, you should use a USB connection.
    - If your computer is connected to a network that can communicate with the BlackBerry Infrastructure and your device is connected wirelessly, click **Wireless Network Connection**. Sign in with your BlackBerry ID. If you receive a message that instructs you to confirm your email address before you can proceed, open the email you received when you created your BlackBerry ID and click the link to confirm your email.

      Note: If you decide to skip entering your BlackBerry ID, you cannot use BlackBerry Blend over the wide area network (WAN).
3. When prompted, verify that the passkey on your device matches the passkey on your computer.
4. If your device is password protected, enter your password. To enter your password only once, select the **Remain signed in** checkbox.

Troubleshooting: BlackBerry Blend

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A device can't connect to BlackBerry Blend

If a user received one of the following errors, click the link for more information:

- A network error occurred. Please try connecting again using a USB cable. SIP Error: 480 - destination unavailable.
- A network error occurred. Please try connecting again using a USB cable. SIP Error 603/4 - declined.

If a user can’t connect a device to BlackBerry Blend, verify that the following conditions are met:

- The device is running BlackBerry 10 OS version 10.3 or later.
- The computer or tablet is connected to the BlackBerry Infrastructure.
- IPv6 is enabled on the computer and isn't blocked by antivirus software or a firewall.
- If trying to connect over a wireless network, the device has a Wi-Fi connection or a mobile network connection.
- The user isn't trying to connect to BlackBerry Blend over VPN.

Try the following:

- On the device, on the **Settings** > **Device Connections** screen, make sure that the **Allow Connections** option is turned on. If the user is trying to connect over the mobile network, verify that the **Use Mobile Network** option is turned on.
- Make sure that the user entered a valid BlackBerry ID and used the same BlackBerry ID to sign in to the device.
- If the user is trying to connect to BlackBerry Blend over a wireless network, try connecting again using a USB cable.

For more help, visit the BlackBerry Knowledge Base and search for the following articles:

- KB36035 - Troubleshooting connection problems in BlackBerry Blend
- KB35694 - BlackBerry Blend - Unable to connect to BlackBerry Blend due to IPv6 being blocked on the computer
- KB36116 - BlackBerry Blend - BlackBerry Blend is unable to connect to the BlackBerry 10 Smartphone while the computer is connected to a VPN

SIP Error 480 - destination unavailable

BlackBerry Blend can’t find a device if a user receives the following error message: A network error occurred. Please try connecting again using a USB cable. SIP Error: 480 - destination unavailable.

Try the following actions:

- Verify that the user signed in using the same BlackBerry ID on the device and computer or tablet:
  - On the device, tap **Settings** > **BlackBerry ID** and verify that the user is signed in to BlackBerry ID.
  - On the computer, in BlackBerry Blend, click **Settings** > **Disconnect**. Click **Switch Device**. Click **Switch BlackBerry ID**. When prompted, click **Yes**. Sign in with the same BlackBerry ID that was used on the device.
- Verify that the device is accepting connections. On the device, tap **Settings** > **Device Connections**. Make sure that the **Allow Connections** option is turned on.
- If the user is trying to connect over a wireless network, try connecting again using a USB cable.
- Restart the device.

SIP Error 603/4 - declined

A device declined a connection with BlackBerry Blend if a user received the following error message: A network error occurred. Please try connecting again using a USB cable. SIP Error 603/4 - declined.

Try the following actions:

- Verify that the device is accepting connections. On the device, tap **Settings** > **Device Connections**. Make sure that the **Allow Connections** switch is turned on.
- If the user is trying to connect over the mobile network, make sure that the **Use Mobile Network** option is turned on. Using the mobile network might result in higher data charges.
- If the user is trying to connect over a wireless network, try connecting again using a USB cable.

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