BlackBerry Connect

Administration

3.9

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What is BlackBerry Connect?

BlackBerry Connect is a secure, mobile, instant messaging application that is built on BlackBerry Dynamics. It has similar features to consumer instant messaging apps but, instead of connecting to consumer services like Yahoo! Messenger, BlackBerry Connect connects to an organization's instant messaging server, like Microsoft Lync, Skype for Business, or Cisco Unified Communications Manager for IM and Presence by communicating through a BlackBerry Enterprise Mobility Server.

BlackBerry Connect provides the following features:

Feature	Description
Reach contacts	See mobile presence and then reach contacts using the best way, whether by phone, text message, instant message, or email.
Share files	Send and receive files in one-to-one chats.
Create and participate in group discussions	Create and participate in topic-based group discussions. Be notified of messages posted to the group discussions you participate in. Leave group discussions and return at a later date. Group discussion messages are persistent, and participants can view all of the messages posted even before users join the group discussion.

Steps to manage BlackBerry Connect

To ensure the best user experience, make sure that you upgrade or install the latest version of BEMS and BlackBerry Connect.

Step	Action
1	Review the system requirements.
2	Install and configure the BlackBerry Enterprise Mobility Server. As part of the installation and configuration of BEMS, you must configure the following: • BEMS for BlackBerry Connect to support the BlackBerry Connect app. • Firebase Push Notifications to support Android devices in your environment to receive notifications when the BlackBerry Connect app is in the background. For more information, see 'Firebase Push Notifications' in the BEMS-Core configuration content.
3	Configure your environment to support BlackBerry Connect.
4	Make BlackBerry Connect available to users.
5	Configure BlackBerry Connect app settings.
6	Configure BlackBerry Connect connection settings.
7	Optionally, enable persistent chat. **Note**: Persistent chat is not supported in Skype for Business 2019.
8	Optionally, in a BlackBerry UEM environment, enable SafetyNet attestation for Android devices.
9	Instruct users to activate BlackBerry Connect on their devices.

System requirements

To use BlackBerry Connect, your organization must meet the following requirements.

Item	Requirement
Management solution	• BlackBerry Enterprise Mobility Server One of the following: • BlackBerry UEM • Good Control, Good Proxy For server compatibility, see the BlackBerry Enterprise Mobility Server Compatibility Matrix.
Device OS	For device OS compatibility, see the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix.

Downloading BlackBerry Connect

Users can download the latest version of BlackBerry Connect for each device type from the following locations:

Platform	Download location
BlackBerry Connect for Android	• For MDM managed devices, using BlackBerry UEM, you can push BlackBerry Connect to users or you can make the app available to their work catalogs. No access key is required to activate BlackBerry Dynamics apps. • For devices that are not MDM managed, users can download BlackBerry Connect from the Google Play store. Users require an access key, activation password, or QR code to activate BlackBerry Connect.
BlackBerry Connect for iOS	• For MDM managed devices, you can push BlackBerry Connect to users or you can make the app available to their work catalogs. No access key is required to activate BlackBerry Dynamics apps. • For devices that are not MDM managed, users can download BlackBerry Connect from the App Store. Users require an access key, activation password, or QR code to activate BlackBerry Connect.

Deploying BlackBerry Connect

You can use either BlackBerry UEM or Good Control to manage BlackBerry Connect. If you have not configured your BlackBerry UEM or Good Control environment, you must complete configuration tasks before you can continue with the tasks in this guide. Refer to the table below for more information on which solution to use and where to find more information.

Management option	Description
BlackBerry UEM	• If you require MDM capabilities, you must manage BlackBerry Connect using BlackBerry UEM on-premises or BlackBerry UEM Cloud. • To use BlackBerry UEM on-premises or BlackBerry UEM Cloud to manage BlackBerry Connect, see the BlackBerry UEM getting started content for information about deploying BlackBerry Connect in your organization.
Good Control	• Although it is recommended that you use BlackBerry UEM, if you do not require MDM, you can use Good Control to manage BlackBerry Connect. • To use Good Control to manage BlackBerry Connect, see the Good Control documentation for information about deploying BlackBerry Connect in your organization.

Managing BlackBerry Connect

Make BlackBerry Connect available to users in BlackBerry UEM

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

For a complete description of managing BlackBerry Dynamics apps in BlackBerry UEM and BlackBerry UEM Cloud, see the BlackBerry UEM Getting Started content.

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

After you finish:

- Update the app list.
- To allow users to install and activate BlackBerry Connect on their devices, you can assign apps and app groups to user groups and user accounts:
    - Assign BlackBerry Connect to a user group
    - Assign an app group to a user group
    - Assign BlackBerry Connect to a user account
    - Assign an app group to a user account

Update the app list

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

Making BlackBerry Connect available to users in Good Control

For more information about making BlackBerry Connect available to users in Good Control, see the Good Control Online Help.

Configuring BlackBerry Connect app settings

Configure BlackBerry Connect app settings in BlackBerry UEM

1. On the menu bar, click **Apps**.
2. Click the BlackBerry Connect app.
3. On the BlackBerry Dynamics tab, in the **App configuration** table, click +.
4. Type a name for the app configuration.

5. On the **Server Configuration** tab, configure the following:

   a) In the **Connect Server Hosts** field, type the FQDN of the computers that host the BlackBerry Connect service. If you have multiple servers, separate the names using commas, not spaces. For example, https://BEMSServer01.example.com:8082,https://BEMSServer02.example.com:8082,https://BEMSServer03.example.com:8082. By default, SSL communication is enabled with a new BEMS 2.12.5.6 or later installation and is bound to port 8082. If you upgraded from BEMS 2.10 or earlier and SSL communication with the BlackBerry Connect app is not enabled, use port 8080. For example: BEMSServer01.example.com:8080,BEMSServer01.example.com:8080,BEMSServer01.example.com:8080. For more information on configuring the BlackBerry Connect service for SSL communications, see Configuring the Connect service to receive SSL communications.

   b) In the **Platform** drop-down list, select the platform.

   For information about instant messaging compatibility, see the BlackBerry Enterprise Mobility Server Compatibility Matrix.

6. Configure the app settings. See BlackBerry Connect app configuration settings for a description of all of the settings that you can configure.

7. Click **Save**.

After you finish: Assign the BlackBerry Connect app to a user account or assign BlackBerry Connect to a user group.

Configure BlackBerry Connect app settings in Good Control

1. On the menu bar, click **Policy Sets**.
2. Click the name of the policy that you want to assign to BlackBerry Connect users.
3. Click the **APPS** tab.
4. Expand **APP SPECIFIC POLICIES > BLACKBERRY CONNECT**.
5. On the **Server Configuration** tab, configure the following:

   a) In the **Connect Server Hosts** field, type the FQDN of the computers that host the BlackBerry Connect service. If you have multiple servers, separate the names using commas, not spaces. For example, example, https://domain01.example.com:8082,https://domain02.example.com:8082,https://domain03.example.com:8082. By default, SSL communication is enabled with a new BEMS 2.12.5.6 or later installation and is bound to port 8082. If you upgraded from BEMS 2.10 or earlier and SSL communication with the BlackBerry Connect app is not enabled, use port 8080. For more information on configuring the BlackBerry Connect service for SSL communications, see Configuring the Connect service to receive SSL communications.

   b) In the **Platform** drop-down list, select the platform.

   For information about instant messaging compatibility, see the BlackBerry Enterprise Mobility Server Compatibility Matrix.

6. Configure the app settings. See BlackBerry Connect app configuration settings for a description of the settings that you can configure.

7. Click **Update**.

After you finish: Optional, in clustered environments, assign a policy set to users to map the BlackBerry Connect app to a BEMS instance. This allows you to specify a user to a cluster of BEMS instances. For more information, see the Good Control Online Help.

BlackBerry Connect app configuration settings

Server Configuration tab	Description
Connect Server host	Type the FQDN of the computers that host the BlackBerry Connect service. If you have multiple servers, separate the names using commas, not spaces. For example, domain01.example.com:8080,domain02.example.com:8080 or https://domain01.example.com:8082,https://domain02.example.com:8082. For more information, see: • Configure BlackBerry Connect app settings in BlackBerry UEM • Configure BlackBerry Connect app settings in Good Control
Platform	Select the instant messaging platform in your environment. Available settings: • Cisco Jabber • Lync • Skype for Business • Skype for Business Online BEMS no longer supports Skype for Business Online. For more information, visit support.blackberry.com/community to read article 73967. For information about instant messaging platform compatibility, see the BEMS Compatibility Matrix.
Allow clients to connect using WebSockets	If you select this option, the BlackBerry Connect app uses websockets to communicate with the BEMS-Connect service. By default, this setting is enabled.
Proxy Office 365 Modern Authentication requests (Android only)	Select this option to force all Office 365 Modern Authentication requests to go through the BlackBerry Proxy instead of connecting directly to the Internet. By default, this setting is disabled. Select this option if your environment is configured for Modern Authentication and has a conditional access policy set. If the check box is cleared, the users receive an error message when they try to authenticate.

App Settings tab	Description
Allow launching links in consumer browser apps	If you select this option, the local device browser application starts when you tap a web address within a BlackBerry Connect contact, conversation, or email message. By default, this setting is enabled.
Allow launching addresses in consumer map apps	If you select this option, the device's map application is used when tapping an address within a BlackBerry Connect contact, conversation, or email message. By default, this setting is enabled.
Allow emojis to be used and displayed in Connect	If you select this option, users can use and display emojis in the BlackBerry Connect app. By default, this setting is enabled.

App Settings tab	Description
Allow profile images to be used and displayed in Connect	If you select this option, users can view profile pictures when they send and receive instant messaging messages. By default, this setting is enabled. **Note:** Profile images are not supported for users in a Cisco Jabber environment.
Allow users to perform app diagnostics	If you select this option, users can generate a diagnostics report and then email the results to the administrator. By default, this setting is disabled.
Allow users to create a New Group Discussion	If you select this option, users can create new group discussions. By default, this setting is enabled. Note: Persistent chat is not supported in Skype for Business 2019. If the check box is cleared, the "New Group Discussion" option is hidden in the ▣ > ▣ drop-down list. If the check box is selected and you didn't set a category for the group discussion, users receive an error message that specifies that the action was unsuccessful. For more information about setting the default persistent chat category, see Specify the default persistent chat category for users.
Select level of detail in Message notifications	If you select this option, users can view the sender name, a preview of the message, or both when they receive instant messaging invitations and instant message notifications. By default, this setting is disabled. Available settings: • **No details in notification**: Users see the default message notifications, "You have received a new message" and "You have received an invitation," in the instant messaging preview. • **Sender only**: Users see the sender's name in clear text with the default message notification in the instant messaging preview. • **Sender and Message**: Users see the sender's name and a preview of the instant message in the instant messaging preview. The default setting is "No details in notification."
Data Leakage Prevention Watermark	If you select the "Enable DLP Watermark" option, a watermark is added to all BlackBerry Connect screens. The watermark shows the user's username and current date and time. Note: If users print a file, the watermarks are not displayed in the output.

App Settings tab	Description
Set 'Away' Settings	You can set the default period of inactivity (in minutes) before the users' presence status changes to "Away". Enter 0 (zero) to never change users' presence status to "Away". By default, this feature is enabled and users' status changes to "Away" after 30 minutes of inactivity. Optionally, you can clear the **Allow users to override default 'Away' value in App Settings** check box to restrict users from modifying the Set as 'Away' setting in the BlackBerry Connect app Settings. By default, users can select a time in the app Settings.
Other Settings	Enter an email address into the "User Feedback Email Address" field to automatically send feedback to the specified email address when users submit feedback and diagnostic report results. Separate multiple email addresses with a comma or semicolon. Note: Users can delete the prepopulated email addresses in the CC field before they send their feedback or diagnostic reports.

Disclaimer tab	Description
Display Disclaimer	If you select this option and specify disclaimer text, the disclaimer appears when a user creates or receives a new instant message in the BlackBerry Connect app. Disclaimers appear in the top of the instant messaging window on the device and can be a maximum of 250 characters. By default, this setting is disabled.

File Transfer tab	Description

Sending and downloading files in chats	By default,
	
	• Users that are enabled for persistent chat can send and download files from a persistent chat group discussion. Note: Persistent chat is not supported in Skype for Business 2019.
	• Users in one-to-one chats can send and receive files in the chat. This feature requires BlackBerry Connect 3.5 or later and BEMS 3.2.11.16 or later to be configured with one of the following instant messaging servers:
	
	  • Skype for Business 2015 and 2019 on-premises using trusted application mode
	  • Microsoft Lync Server 2013
	
	This feature is not supported in a Cisco Unified Communications Manager IM and Presence service environment.

File Transfer tab	Description
Sending files	By default, users can send and download files up to 20 MB.
	You can set whether files must include a file extension when users send them to persistent chat group discussion or in a one-to-one chat.
	Available settings:
	• Block sending files with extensions • Only allow sending files with extension: Specify the file extensions that cannot be sent. If you do not specify file extensions, users can send all file types.
	The default value is "Block sending files with extensions."
	Important: Consider the following scenarios:
	• You use the default setting. No additional action is required. Users can send files without extensions to group discussions. When users try to send a file with a blocked extension, an error message indicating that the file cannot be uploaded because the extension is blocked by an IT Policy is displayed. • You allow users to send files with specific extensions (for example, .png, .doc, .pdf, and .txt) to a group discussion and chats. You must specify the extensions that users can send. If the extensions are not specified, all files are blocked, including files without extensions. When users try to send a file with a blocked extension, an error message indicating that the file cannot be uploaded because the extension is blocked by an IT Policy is displayed.

File Transfer tab	Description
Downloading files	You can set whether files must include a file extension to allow users to download the files from the persistent chat group discussion or in a one-to-one chat.
	Available settings:
	• Block downloading files with extensions
	• Only allow downloading files with extension: Specify the file extensions that users can download. If you do not specify file extensions, users can download all file types.
	The default value is "Block downloading files with extensions."
	Important: Consider the following scenarios:
	• You use the default setting. No additional action is required. Users can download files without extensions from group discussions and in chats.
	When users try to send a file with a blocked extension, an error message indicating that the file cannot be downloaded because the extension is blocked by an IT Policy is displayed.
	• You allow users to download files with specific extensions (for example, .png, .doc, .pdf, and .txt) from a group discussion and in chats. You must specify the extensions that users can download. If the extensions are not specified, all file downloads are blocked, including files without extensions.
	When users try to send a file with a blocked extension, an error message indicating that the file cannot be downloaded because the extension is blocked by an IT Policy is displayed.
File transfer interoperability	
Camera and device photo gallery permissions	When users are enabled for persistent chat or one-to-one chats, they can take and send photos from the device photo gallery to the persistent chat discussion group that they are a member of and in one-to-one chat sessions. You can allow users import and export to third-party applications.
	Available settings:
	• Allow access to camera and device photo gallery
	• Allow access to camera only
	• No access to camera or device photo gallery
	The default value is "Allow access to the camera and device photo gallery."

File Transfer tab	Description
File transfer privileges	Select the "Enable exporting to 3rd-party native apps (iOS only)" to specify whether to allow the transfer of files to third-party native apps on the user's device. You can allow and disallow specific apps by app ID and app share extensions. If your environment includes iOS devices that run iOS 14 or later, add both the app ID and app share extension for a specific app to make sure that BlackBerry Connect for iOS contains the necessary information to compare the app against the blacklists or whitelists configured in BlackBerry UEM. If the necessary information is not included, users running iOS14 and later might be unable to transfer a file and receive an error message. For more information, visit support.blackberry.com/community to read article 69436. By default, this setting is disabled. Available settings • Block exporting only to these apps • Allow exporting only to these apps Select the "Enable Importing from 3rd-party native app (iOS only)" option to allow the import of files from third-party native apps on the user's device. You can allow and disallow specific apps by app ID and app share extensions. Available settings: • Block importing only from these apps • Allow importing only from these apps

Conversation History tab	Description
Enable conversation history on the device	You can allow users import and export to third-party applications. Users can search their conversation history on the device. By default, this setting is enabled. This setting doesn't apply to the conversation history for persistent chat group discussions.
Purge chat messages older than *<number of days>*	If you select this option, older conversation messages are removed from the device. You can select the number of days before instant messages are removed from the device. Available settings: • 1 day • 7 days • 15 days • 30 days • 45 days • 90 days By default, this setting is disabled. When the setting is enabled, instant messaging messages are removed from the device after 30 days. This setting doesn't apply to the conversation history for persistent chat group discussions.

Performance reporting is available only in the BlackBerry UEM console. By default, this feature is disabled.

Performance Reporting tab	Description
Enable Performance Reporting	Specify whether to monitor the performance of the BlackBerry Connect app.
HTTP Connection Error	Specify whether to report HTTP connection errors between BlackBerry Connect and the specified application servers.
HTTP Response Time	Specify whether to report HTTP responses that are taking longer than the specified time. Enter the application server addresses to monitor.
HTTP Status Code	Specify whether to report a specified HTTP status code. Enter the application server addresses to monitor.
Don't send reports for duration (in seconds)	Specify the amount of time to wait before sending another report.

Configuring the BlackBerry Dynamics Launcher

The BlackBerry Dynamics Launcher allows users to access their BlackBerry Dynamics apps in one place. Using the BlackBerry Dynamics Launcher button, users can access things such as BlackBerry Work (mail, calendar, contacts), app catalogs, and downloads, from the BlackBerry Connect app.

You can configure the BlackBerry Dynamics Launcher in the BlackBerry Enterprise Mobility Server. You can also set a customized icon for the BlackBerry Dynamics Launcher. To enable users to view contact avatars make sure that the User Directory Lookup and the BlackBerry Dynamics Launcher are correctly configured. For instructions, see 'configure User Directory Lookup' in the BlackBerry Mail (Push Notifications) service content and 'configure BlackBerry Dynamics Launcher' in the BEMS-Core content, respectively.

Configuring BlackBerry Connect connection settings

Configure BlackBerry Connect connection settings in BlackBerry UEM

When you configure your environment for BlackBerry Connect, you must add the BlackBerry Enterprise Mobility Server instances to the connectivity profiles that you have assigned to users that will install BlackBerry Connect.

1. On the menu bar, click **Policies and Profiles**.
2. Click **Networks and Connections > BlackBerry Dynamics connectivity**.
3. Click ✚ to create a new connectivity profile or click on the Default connectivity profile to edit it.
4. In the **App servers** section, click **Add**.
5. Search for and select BlackBerry Connect.
6. Click **Save**.
7. In the table for the app, click ✚.
8. In the **Server** field, specify the FQDN of the BlackBerry Enterprise Mobility Server.
9. In the **Port** field, specify the port for the BlackBerry Enterprise Mobility Server. By default, if this is a new BEMS 2.12.5.6 or later installation SSL communication from the BlackBerry Connect app is enabled and the port number is 8082. If you upgraded from BEMS 2.10 or earlier and SSL communication with the BlackBerry

Connect app is not enabled, the port is 8080. For more information on configuring the BlackBerry Connect service for SSL communications, see 'Configuring the Connect service to receive SSL communications' in the Connect configuration content.

10. In the **Priority** drop-down list, specify the priority of the BlackBerry Proxy cluster that must be used to reach the domain.

11. In the **Primary BlackBerry Proxy cluster** drop-down list, specify the name of the BlackBerry Proxy cluster that you want to set as the primary cluster.

12. In the **Secondary BlackBerry Proxy cluster** drop-down list, specify the name of the BlackBerry Proxy cluster that you want to set as the secondary cluster.

13. Click **Save**.

14. Repeat steps 7 to 13 for each additional computer hosting the Connect service.

15. Click **Add** or **Save**.

Configure the BlackBerry Connect connection settings in Good Control

You can use one of the following methods to add the BEMS instance in Good Control:

- Add the BEMS instances to the app policy*
- Add the BEMS instances to the connectivity profiles

* This is the recommended method to add the BEMS instance in Good Control. Adding the BEMS instances to the app policy provides increased configuration flexibility (for example, when you configure users and groups). If your environment configuration added the BEMS instances to the connectivity profile, you do not need to change the configuration.

Add the BEMS instances to the connectivity profiles in Good Control

Specify the domains and each computer that hosts a BEMS server in your enterprise network to which BlackBerry Collaboration client apps can connect. The domain you configure is the one that allows BlackBerry Dynamics connections to your Microsoft Exchange Server and your host and ports for Connect IM.

1. In Good Control, under **Policies**, click **Connectivity profiles**.

2. Under **Base Profile**, click **Master Connection Profile**.

3. In the **Infrastructure** section, if you select the **Route all traffic** checkbox, the following steps are optional. For more information about Route all traffic, see the Good Control Online Help content.

   The additional section lists the servers with which all BlackBerry applications can connect. Add servers to this list instead of using the allowed domains list to restrict access so that BlackBerry applications can only connect to certain servers and not to every computer in a domain.

   a) In the **Additional Servers** section, click **Edit**.
   b) Click **Add**.
   c) Type the server fully qualified hostname and port number. By default, if this is a new BEMS 2.12.5.6 or later installation SSL communication from the BlackBerry Connect app is enabled and the port number is 8082. If you upgraded from BEMS 2.10 or earlier and SSL communication with the BlackBerry Connect app is not enabled, the port is 8080. For more information on configuring the BlackBerry Connect service for SSL communications, see 'Configuring the Connect service to receive SSL communications' in the Connect configuration content.
   d) If necessary, specify a **Primary GP Cluster** and **Secondary GP Cluster** for the server. Connections through Good Proxy servers in the primary cluster are attempted first, and if no responses are received, connections are attempted through Good Proxy servers in the secondary cluster.
   e) Click **Add**.

4. Click **Save**.

Add the BEMS instances in Good Control

When you configure your environment for BlackBerry Connect, you must add the BlackBerry Enterprise Mobility Server instances to the Good Control's application management handler to specify the available servers to which a BlackBerry Connect app may connect. The BlackBerry Connect application must be published in Good Control. For instructions about adding a Good Control app, see "Registering a New Application" in the Good Control console's online help.

Important: Complete this task only if you did not add the computer that hosts the Connect service to the app policy as described in Configure BlackBerry Connect app settings in Good Control.

1. In Good Control, under **Apps**, click **Manage Apps**.
2. Click **BlackBerry Connect**.
3. Click the **BlackBerry Dynamics** tab.
4. In the **Server** section, click **Edit**.
5. Click .
6. In the **Host Name** field, type the FQDN of the Connect service host.
7. In the **Port** field, enter the port number. By default, if this is a new BEMS 2.12.5.6 or later installation SSL communication from the BlackBerry Connect app is enabled and the port number is 8082. If you upgraded from BEMS 2.10 or earlier and SSL communication with the BlackBerry Connect app is not enabled, the port is 8080. For more information on configuring the BlackBerry Connect service for SSL communications, see Configuring the Connect service to receive SSL communications.
8. In the **Configuration** field, type the following:

```
PLATFORM=LYNC
SERVERS=<FQDN of the computer hosting BEMS:port>
```

Where *port* is 8080 or 8082.
9. Complete steps 7 to 9 for each BEMS machine that is deployed, separating them using commas, no spaces.

About persistent chat

The persistent chat feature allows users to create topic-based group discussions, referred to as 'chat rooms' and 'rooms' by Microsoft, and participate in group discussions. If you enable persistent chat in Microsoft Lync Server 2013 or Skype for Business 2015, you can enable it in your BEMS environment. By default, the persistent chat feature is disabled for new and upgraded BEMS installations.

Note: Persistent chat is not supported in a Skype for Business 2019 environment.

When you enable persistent chat, users can perform the following actions:

• Create and add managers and members to group discussions

 You can restrict users from creating new group discussions. For more information, see BlackBerry Connect app configuration settings.
• Change group discussion information, including the group discussion name and description
• Search for and join group discussions to communicate and collaborate with a group of people who have a common area of interest
• Leave or mute group discussions so that you don't receive message notifications
• Disable group discussions when they are no longer required[1]
• Upload and download files and images
• View the member list

- View the list of persistent chat group discussions of which they are a member and can join
- Search and view all of the chat history for a group discussion

Auditorium group discussions and federated users are not supported.

[1]When users disable a group discussion, only the persistent chat administrator can enable it again.

Persistent chat group discussion notifications

Users that are enabled for persistent chat receive notifications when the following actions are performed:

- A message is received in a group discussion that the user has joined
- The user is invited to a group discussion

Enable persistent chat

You must enable the persistent chat on BEMS before you can enable users to create and participate in group discussions.

Before you begin: You must have Microsoft Lync Server 2013 or Skype for Business 2015 configured in your environment before enabling persistent chat.

1. On the computer that hosts BEMS, in a text editor, open the **GoodConnectServer.exe.config** file. By default, the file is located in `<drive>:\Program Files\BlackBerry\BlackBerry Enterprise Mobility Server\Good Connect\`.
2. Search for the following key and change the value to true: **<add key="ENABLE_PERSISTENT_CHAT" value="true" />**. The key value is case sensitive.
3. Save the file.
4. Restart the Good Technology Connect service.

Specify the default persistent chat category for users

The BlackBerry Connect app allows users to create group discussions without specifying a category. To enable this feature, you must specify the Persistent Chat Default Category in the BEMS Dashboard.

Before you begin:

- Verify that persistent chat is enabled in your Microsoft Lync Server 2013 or Skype for Business 2015 environment. For instructions, see your Microsoft Lync Server or Skype for Business documentation.
- Verify that a category has been created on the Microsoft Lync Server 2013 or Skype for Business 2015 Server. For instructions, see Create a persistent chat category.

Note: If you make changes to the BlackBerry Connect service on the BEMS dashboard, you must first stop the Good Technology Connect service, make the changes, and then start the Good Technology Connect service for the changes to take effect.

1. In the **BlackBerry Enterprise Mobility Server Dashboard**, under **BlackBerry Services Configuration**, click **Connect**.
2. Click **Service Account** and type the login credentials for the BEMS service account.
3. Click **Save**.
4. Click **Lync 2013** or **Skype for Business**.
5. In the **Persistent Chat Default Category** field, type the name of the persistent chat category that you created on the instant messaging server.
6. Click **Save**.

Create a persistent chat category

Categories determine which users can create or join group discussions. Users can be members of multiple categories.

Before you begin:

- Verify that persistent chat is enabled in your Microsoft Lync Server 2013 or Skype for Business 2015 environment. For instructions, see your Microsoft Lync Server or Skype for Business documentation.
- Make sure that you have permissions to create categories on the Microsoft Lync Server or Skype for Business 2015 server.

1. For instructions on creating persistent chat categories, visit the Microsoft Technet Library and view Configure categories in Microsoft Lync Server 2013 or Manage categories in Persistent Chat Server in Skype for Business Server 2015.
2. Make sure to select the following category permissions:

   - **Enable invitations**
   - **Enable File upload**
   - **Enable Chat history**

3. In the **Membership** section, complete the following membership information:

   - **Allowed members**: Add all users and user groups that users might want to add as managers and members in a group discussion.
   - **Creators**: Add all users to allow users to create group discussions.

SafetyNet attestation

In a BlackBerry UEM environment, administrators can enable SafetyNet attestation to extend BlackBerry root and exploit detection and to enhance app security and integrity. For more information about requirements, configuration, and management of attestation for Android devices and BlackBerry Dynamics apps using SafetyNet attestation, see the BlackBerry UEM Configuration content.

Options for installing and activating the BlackBerry Connect app

Before users can begin using BlackBerry Connect, it must be activated using activation credentials (for example, access key, activation password, or QR code). The steps that users take to install BlackBerry Connect depend on how you have configured your environment. If you have not yet configured your activation settings, see the BlackBerry UEM administration content for steps on how to configure your environment to support BlackBerry Dynamics apps.

The following options are available for activating the BlackBerry Connect app on iOS and Android devices:

- Install and activate BlackBerry Connect when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated and acts as an easy activation delegate: This option provides users with a consistent, streamlined activation experience. Users need only their email address and an activation password and do not require an access key or QR code. Users must install the BlackBerry UEM Client to activate their devices with MDM. For this option to be available to users, you must allow the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps. For more information, see the "App authentication delegation" in the BlackBerry UEM Managing BlackBerry Dynamics apps content.

  - For instructions on installing BlackBerry Connect on iOS devices when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated, see Install BlackBerry Connect when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated on the iOS device
  - For instructions on installing BlackBerry Connect on Android devices when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated, see Install BlackBerry Connect when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated on the Android device
- Install and activate BlackBerry Connect for the first time using an activation key, activation password or QR code: Users choose this option if they have not installed the BlackBerry UEM Client on their device, if you have not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps, the user doesn't have an existing BlackBerry Dynamics app already activated on their device, or they choose to activate the app using an access key, activation password or QR code.

  - For instructions on installing BlackBerry Connect on iOS devices using activation credentials, see Install and activate BlackBerry Connect using an access key, activation password, or QR code on the iOS device
  - For instructions on installing BlackBerry Connect on Android devices using activation credentials, see Install and activate BlackBerry Connect using an access key, activation password, or QR code on the Android device

Install BlackBerry Connect when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated on the iOS device

You can send the following instructions to iOS device users that are installing BlackBerry Connect when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated on the iOS device and the app acts as an easy activation delegate.

1. If the app was not automatically pushed to your device by your administrator, open your Work Apps app and install the BlackBerry Connect app. If you do not see the BlackBerry Connect app in your Work Apps app, contact your administrator to make the app available to you.
2. On your device, tap **Connect**.
3. Click **Allow** to allow BlackBerry Connect to send notifications.

4. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Agree**.
5. Tap **Set up using <BlackBerry UEM Client or existing BlackBerry Dynamics app>**.
6. Enter your password for the BlackBerry UEM Client or the existing BlackBerry Dynamics app. Tap **OK**.
7. If prompted, create and confirm a password for BlackBerry Connect. If your device is equipped with Touch ID, you can turn on this option to use instead of the password, except on initial startup.
8. If prompted, allow the BlackBerry Connect app to use your location history to establish trusted locations.
9. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.

Install and activate BlackBerry Connect using an access key, activation password, or QR code on the iOS device

You can send the following instructions to iOS device users that are installing BlackBerry Connect using an access key, activation password, or QR code.

1. Use the access key, activation password, or QR code that was provided by your administrator or generate an access key or QR code from your organization's self-service portal.
2. After you receive the email message with the activation details or have generated your own access key, activation password, or QR code, download and install BlackBerry Connect from the App Store.
3. Tap **Connect**.
4. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Agree**.
5. Complete one of the following tasks:

Activation method	Steps
Access key[*]	a. In the **Email Address** field, type the email address located in the activation email message that you received from your administrator or type your work email address if you generated your own access key. b. In the **Activation password** field, enter the access key, without hyphens, located in your activation email message that you received from your administrator or enter the access key that you generated in the BlackBerry UEM Self-Service. The access key is not case sensitive. c. Tap **OK**.
Activation password[*]	a. In the **Email Address** field, type the email address that is in the activation email message that you received from your administrator or type your work email address if you generated your own activation password. b. In the **Activation password** field, enter the activation password that is in the activation email message that you received from your administrator or enter the activation password that is generated in the BlackBerry UEM Self-Service. c. Tap **OK**.

Activation method	Steps
QR code	a. Tap **Use QR code**. b. Tap **Allow** to give BlackBerry Connect access the camera. c. Scan the QR code in the activation email that you received from your administrator or that you generated in the BlackBerry UEM Self-Service.

[*] Optionally, you can tap **Advanced Settings** and enter your email address, access key or activation password, and the BlackBerry UEM address.

6. If prompted, create and confirm a password for BlackBerry Connect. If your device is equipped with Touch ID, you can turn on this option to use instead of the password, except on initial startup.

7. If prompted, allow the BlackBerry Connect app to use your location history to establish trusted locations.

8. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.

9. Tap the BlackBerry Dynamics Launcher or tap the screen to start using BlackBerry Connect.

Install BlackBerry Connect when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated on the Android device

You can send the following instructions to Android device users that are installing BlackBerry Connect when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated on Android device and the app acts as an easy activation delegate.

1. If the app was not automatically pushed to your device by your administrator, open your work apps catalog and download the BlackBerry Connect app. If you do not see the BlackBerry Connect app in your work apps catalog, contact your administrator to make the app available to you.

2. On your device, tap **Connect**.

3. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Accept**.

4. Tap **Set up using <BlackBerry UEM Client or existing BlackBerry Dynamics app>**.

5. Enter your password for the BlackBerry UEM Client or the existing BlackBerry Dynamics app. Tap **OK**.

6. If prompted, enter and confirm a new password for the BlackBerry Connect app.

7. If prompted, allow the BlackBerry Connect app to use your location history to establish trusted locations.

8. Tap the BlackBerry Dynamics Launcher or tap the screen to start using BlackBerry Connect.

Install and activate BlackBerry Connect using an access key, activation password, or QR code on the Android device

You can send the following instructions to Android device users that are installing BlackBerry Connect using an access key, activation password, or QR code.

1. Request an access key, activation password, or QR code from your administrator or generate an access key and QR code from your organization's self-service portal.

2. After you receive the email message with the activation details or have generated your own access key, activation password, or QR code, download and install BlackBerry Connect from Google Play.
3. Tap **Connect**.
4. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Accept**.
5. Complete one of the following tasks:

Activation method	Steps
Access key[*]	**a.** In the **Email Address** field, type the email address located in the activation email message that you received from your administrator or type your work email address if you generated your own access key. **b.** In the **Activation password** field, enter the access key, without hyphens, that is in your activation email message that you received from your administrator or enter the access key that you generated from the BlackBerry UEM Self-Service. The access key is not case sensitive. **c.** Tap **OK**.
Activation password[*]	**a.** In the **Email Address** field, type the email address that is in the activation email message that you received from your administrator or type your work email address if you generated your own activation password. **b.** In the **Activation password** field, enter the the activation password that is in your activation email message that you received from your administrator or enter the activation password that you generated in the BlackBerry UEM Self-Service. **c.** Tap **OK**.
QR code	**a.** Tap Use QR code. **b.** Tap **Allow** to give BlackBerry Connect access the camera. **c.** Scan the QR code in the activation email that you received from your administrator or that you generated in the BlackBerry UEM Self-Service.

[*] Optionally, you can tap **Advanced Settings** and enter your email address, access key or activation password, and the BlackBerry UEM address.

6. Create and confirm a password for BlackBerry Connect. If your device is equipped with fingerprint authentication, you can turn on this option to use instead of the password, except on initial startup.
7. If prompted, allow the BlackBerry Connect app to use your location history to establish trusted locations.
8. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.
9. Tap the BlackBerry Dynamics Launcher or tap the screen to start using BlackBerry Connect.

Send a BlackBerry Dynamics app unlock key and QR code to a user

You can send app unlock keys and QR codes to a user if one of their BlackBerry Dynamics apps has become locked. To unlock the BlackBerry Connect app using a QR code, BlackBerry Connect 3.2 or later is required.

Note: You can edit the template for the email message that is sent to the user.

1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, click the name of the user account.
4. Click the user's device.
5. In the BlackBerry Dynamics section in the **App actions** row, select "Unlock app" for the app that you want to send an email to the user for.
6. In the **Unlock app** page, in the **Email template** field, select BlackBerry Dynamics unlock key email.
7. Click **Send**.

Using BlackBerry Analytics to collect app data

You can enable the BlackBerry Analytics feature for your users if you want to capture events in BlackBerry Dynamics apps, such as when the user starts the BlackBerry Dynamics apps, the user's platform, and when the app goes into the background. You can view and analyze the metrics by logging in to the BlackBerry Dynamics web-based system and accessing the Analytics dashboard. For more information about BlackBerry Analytics, see the BlackBerry Analytics administration content.

Troubleshooting

Diagnostics

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

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

Generate a diagnostics report on iOS devices

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

Before you begin: Provide the following instructions to users:

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

Generate a diagnostics report on Android devices

You can ask users to generate a diagnostics report and then email the results. You can enable the "User Feedback Email Address" policy to automatically CC an email address or multiple addresses that should also receive the report. Users can delete the prepopulated email address in the CC field before you send the report. For more information, see BlackBerry Connect app configuration settings.

Before you begin: Provide the following instructions to users:

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

Upload log files to BlackBerry Support

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

Provide the following instructions to users:

1. Tap ![icon] to open the BlackBerry Dynamics Launcher.
2. Tap ✿.
3. In the **Support** section, click **Send Logs to BlackBerry**.
4. Click **Upload**

Monitoring the performance of the BlackBerry Connect app

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

Enable BlackBerry Connect monitoring

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

Note: This feature is available only when BEMS is in a BlackBerry UEM environment.

1. On the menu bar, click **Apps**.
2. Click the BlackBerry Connect app that you want to monitor.
3. On the BlackBerry Dynamics tab, in the **App configuration** table, click the name of the app configuration that you want to edit.
4. On the **Performance Reporting** tab, configure any of the following:

    - **Enable Performance Reporting**: Specify whether to monitor performance of the BlackBerry Connect app.
    - **HTTP Connection Error**: Specify whether to report HTTP connection errors between BlackBerry Connect and the specified application servers.
    - **HTTP Response Time**: Specify whether to report HTTP responses that are taking longer than the specified time. Enter the application server addresses to monitor.
    - **HTTP Status Code**: Specify whether to report a specified HTTP status code. Enter the application server addresses to monitor.
    - **Don't send reports for duration (in seconds)**: Specify the amount of time to wait before sending another report.

5. Click **Save**.

View device performance alert notifications

Before you begin:

- Enable BlackBerry Connect monitoring

1. On the menu bar, click **Audit and logging** > **Device performance**.
2. Choose a date range. Click **View**.
3. Under **Filters**, click a category to expand it.
4. Select the filters that you want to apply and click **Submit**.
5. If necessary, do one of the following:

    - To remove a filter, click ✕ beside the filter that you want to remove.
    - To clear all filters, click **Clear all**.

6. To export the results to a .csv file, click ⤇.

View a performance alert for a device

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

Before you begin:

- Enable BlackBerry Connect monitoring

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

Language support

BlackBerry Connect for iOS and BlackBerry Connect for Android is available in the following languages:

- English
- French
- German
- Spanish
- Dutch
- Italian
- Japanese
- Danish
- Swedish
- Brazilian Portuguese
- Simplified Chinese
- Korean

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