



BlackBerry Enterprise Identity

BlackBerry Enterprise Identity

Integrating SaaS services

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What is BlackBerry Enterprise Identity?

BlackBerry Enterprise Identity provides single sign-on (SSO) to cloud services such as Microsoft 365, Google Workspace, BlackBerry Workspaces, and many others. With single sign-on, users don't have to complete multiple log ins or remember multiple passwords. Administrators can also add custom services to Enterprise Identity to give users access to internal applications. Users can access the services from any device they want to use, such as iOS, Android, or BlackBerry 10 devices and other computing platforms.

Enterprise Identity is bundled with BlackBerry UEM, BlackBerry UEM Cloud, or BES12. Administrators use the BlackBerry UEM, BlackBerry UEM Cloud, or BES12 console to add services, manage users, and add and manage additional administrators. This integration with BlackBerry EMM products makes it easy to manage users and enable them to access cloud services from their devices.

To use Enterprise Identity you must purchase user licenses for the Collaboration, Application, or Content Editions of BlackBerry Enterprise Mobility Suite, or separate BlackBerry Enterprise Identity user licenses. For more information about BlackBerry Enterprise Identity, including how to purchase Enterprise Identity, see the information on blackberry.com.

The following browsers are supported for administration: Internet Explorer 10 and 11, Google Chrome, Mozilla Firefox, and Safari. Client use is supported on all the browsers above as well as native browsers on devices running BlackBerry 10 OS version 10.2.1 or later, iOS 8 or later, and Android 4.0 or later.

Feature	Benefit
Enhance employee productivity	Employees can use one password for all cloud services, across all mobile devices (iOS, Android and BlackBerry) and traditional computing platforms (Windows and macOS). This eliminates the frustration of multiple passwords and logins.
Customize authentication	Based on your specific security scenario, BlackBerry Enterprise Identity allows you to choose the authentication method for any given service, user group, or combination of the two. You can even adapt your organization's policies to adapt to high-risk situations.
Advance your mobile strategy	Users and their identities are fundamental to enterprise mobility. BlackBerry Enterprise Identity unifies and simplifies access to cloud services like Microsoft 365, Salesforce, Google Apps, BlackBerry Workspaces , or most other SAML- based apps and services, supporting the productivity of your increasingly mobile workforce.
Leverage your existing EMM solution from BlackBerry	Enterprise Identity is fully integrated with BlackBerry UEM, delivering industry-leading EMM along with greater control of access to all your cloud services. This allows you to gain access to features like single-click app provisioning and SSO entitlement, BlackBerry 2FA, and Mobile Zero Sign-On (Mobile ZSO).

Setting up BlackBerry Enterprise Identity and the SaaS client

To make sure that BlackBerry Enterprise Identity and your organization's SaaS client can work together you must perform the following tasks:

- [Create a certificate and key pair](#)
- [Configure a new SAML connection in the SaaS client](#)
- [Create a SaaS service in the BlackBerry UEM console](#) or [Create a SaaS service in the BlackBerry Enterprise Identity console](#)

Create a certificate and key pair

A certificate and key pair are required for each service to function. They expire periodically and must be recreated. Your organization may have its own process for creating certificates and keys. For example, you might contract with one of the companies that sells certificates. This task describes how to create a self-signed certificate, which may not be appropriate for all organizations and is not typically the most secure. Management of the keys is important to maintain security.

1. Download OpenSSL. For Windows, use the Win32 OpenSSL light installer.
2. In a command prompt window, type:
 - `cd \OpenSSL-Win32\bin.`
 - `openssl req -newkey rsa:2048 -nodes -keyout private.key -x509 -days 730 -out certificate.pem`

When prompted by openssl, use the following values:

Country Name (2 letter code) [AU]:CA State or Province Name (full name) [Ontario]: Locality Name (eg, city) [Waterloo]: Organization Name (eg, company) [Internet Widgits Pty Ltd]: Organizational Unit Name [Marketing]:BlackBerry Identity Common Name (e.g. server FQDN or YOUR name) [example.fqdn]:ServiceName Email Address [myoffice365@email.com]:

3. Store the key file in a safe place (for example, a keystore). The key should be encrypted and password protected. The certificate is included in the service metadata and can be shared.

Configure a new SAML connection in the SaaS client

1. Log in to the SaaS service client application as an administrator.
2. Locate the SAML setup page. Some services include a search function that can make this easy. You can also refer to the documentation for your SaaS client to help you set up the connection.
3. Click the button to add an additional SAML identity provider.
4. Most services require the use of a common subset of the SAML fields. Complete the fields with the information required.
5. If you paste the IdP signing certificate manually, add -----BEGIN----- before and -----END CERTIFICATE----- after the certificate text.
6. Click the command to save the configuration page.

Create a SaaS service in the BlackBerry UEM console

Note: If you want to create two instances of the same type of service in BlackBerry UEM (for example, Box), you must provide different Service provider entity IDs for each instance.


1. In the BlackBerry UEM management console, on the menu bar, click **Settings**.
2. Click **BlackBerry Enterprise Identity > Services**.
3. Click **+**.
4. Select the type of service that you want to create (for example Box).
5. In the **Add a BlackBerry Enterprise Identity service** screen, enter the service provider metadata. This metadata is specific to the service provider and your organization. Note that only the fields that are associated with the selected service template display.

Name	Description
Mobile zero sign-on	Select this option if you want to enable mobile zero-sign-on.
Name	Enter the SaaS provider name.
Description	The tenant description is optional.
Logo	Add a logo to associate with the service.
Service provider entity ID	Enter the URL or unique name you use to access the SaaS service.
Assertion consumer service POST URL	Enter the POST URL provided by the service provider.
IdP-initiated login support	Enter the type of login support that your organization requires.
Signing options	Enter your assertion choice.
IdP signing certificate	Enter the x509 certificate shared with the service provider.
IdP signing private key	Enter the x509 key for the corresponding signing certificate. Keep this secure.
Encryption certificate	Enter the encryption certificate
Service-specific information	Some services require additional information or information slightly different than these descriptions. Most of the time this additional information is preconfigured.
Claims - Name identifier attribute	Select the identifier attribute for your claim.

Name	Description
SAML claim attributes	<ul style="list-style-type: none"> Name - Enter a name for your SAML claim SAML attribute - Enter your SAML attribute SAML claim type <ul style="list-style-type: none"> Local - if you choose a Local claim, you have to select an option in the Attribute value list. This will map a SAML attribute to an attribute type known to BlackBerry Enterprise Identity, such as User name Static - if you choose a Static claim, you have to type an option in the Attribute value field Attribute value - select or type an attribute value. This is a defined attribute value that your SaaS service might require to set up the service for your organization's users. Attribute type - select a type for the attribute. The type is based on your SaaS service requirements. The default is anyType.

6. Click **Save**.

Create a SaaS service in the BlackBerry Enterprise Identity console

1. Log in to the BlackBerry UEM administrator console and click **Apps**.
2. Click .
3. Click the **Enterprise Identity** icon.
4. If a message appears asking you to synchronize Enterprise Identity cloud services, click **Synchronize**.
5. Click **Open Enterprise Identity console**.
6. In the left pane, click **Services**.
7. In the **Select a service type to create** list, select a service and click **+Create**.
8. Complete the fields to match your SaaS service tenant.

Name	Description
Zero Sign-On	Select this option if you want to enable zero-sign-on
Name	Enter the SaaS provider name.
Description	The tenant description is optional.
Service Provider Entity ID	Enter the URL or unique name you use to access the SaaS service.
Assertion Consumer Service POST URL	Enter the POST URL provided by the service provider.
IdP Signing Certificate	Enter the x509 certificate shared with the service provider.
IdP Signing Key	Enter the x509 key for the corresponding signing certificate. Keep this secure.

Name	Description
Service-specific information	Some services require additional information or information slightly different than these descriptions. Most of the time this additional information is preconfigured.

9. Click **Save**.

10. Click **Enable**.

11. Click the service you created.

12. Click **Download** to save the metadata document from the Enterprise Identity administrator console.

Amazon Web Services service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Amazon Web Services
Description	Amazon Web Services environment
Signing Certificate	True
Signing Key	True
SAML claim attributes	
Role	<ul style="list-style-type: none">• Attribute = https://aws.amazon.com/SAML/Attributes/Role• Value = arn:aws:iam:<your_account_id>:role/SAML_admin_user,arn:aws:iam:<your_account_id>:saml-provider/<your_provider_name>• Type = Static
Role session name	<ul style="list-style-type: none">• Attribute = https://aws.amazon.com/SAML/Attributes/RoleSessionName• Value = email address• Type = Local

For more information about setting up the AWS service configuration, see the [information from Amazon](#).

Box service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Box
Description	Box environment
Service Provider Entity ID	box.net
Signing Certificate	True
Signing Key	True

Citrix GoToMeeting service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO
Name	GoToMeeting
Description	GoToMeeting environment
Signing Certificate	True
Signing Key	True

Concur service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Concur
Description	Concur environment
Service Provider Entity ID	Retrieve from Concur metadata
Signing Certificate	True
Signing Key	True

DocuSign service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	DocuSign
Description	DocuSign environment
Signing Certificate	True
Signing Key	True

Dropbox service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Dropbox
Description	Dropbox environment
Service Provider Entity ID	Retrieve from Dropbox metadata
Signing Certificate	True
Signing Key	True

Egencia service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Egencia
Description	Egencia environment
Service Provider Entity ID	Retrieve from Egencia metadata
Signing Certificate	True
Signing Key	True

Evernote service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Evernote
Description	Evernote environment
Service Provider Entity ID	Retrieve from Evernote metadata
Assertion consumer Service (single sign-on) URL	Retrieve from Evernote metadata
Signing Options	Assertions and entire response
Signing Certificate	True
Signing Key	True

Google Workspace service configuration

Name	Description
Service Provider Entity ID	google.com/a/domain
Assertion Consumer Service (Single Sign On) URL	https://www.google.com/a/<email domain>/acs
Recipient	https://www.google.com/a/<email domain>/acs
Destination	https://www.google.com/a/<email domain>/acs
Signing Certificate	True
Signing Key	True

Office 365 service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Kerberos Desktop ZSO	Select this option if you want to enable Kerberos Desktop ZSO. SAML services support Desktop ZSO in BlackBerry UEM on-premises only.
Name	Office 365
Description	Enter an optional description.
Identity Provider Entity ID	Append the UEM vanity URL to the Identity Provider Entity ID.
Signing Certificate	A signing certificate is required. To create a self-signed certificate, see Create a certificate and key pair .
Signing Key	A signing key is required. To create a self-signed key, see Create a certificate and key pair .

Set up Windows PowerShell

Each Microsoft 365 tenant can support multiple email domains. You must update an existing Microsoft 365 domain if you configure the email domain to use BlackBerry Enterprise Identity as the identity provider. Complete these steps to configure a Microsoft 365 domain. All Microsoft 365 commands are performed in Windows PowerShell.

You must authenticate each time you open a new Windows PowerShell session.

Setup and authenticate the following modules using your Microsoft 365 administrator credentials:

- Type `Install-Module -Name Microsoft.Graph`. Press Enter.
- Type `Import-Module -Name Microsoft.Graph`. Press Enter.
- Type `Connect-MgGraph -Scopes "Domain.ReadWrite.All","Organization.ReadWrite.All","Directory.AccessAsUser.All"`. Press Enter.

Update the domain authentication method for Microsoft 365 to use Enterprise Identity

You can update existing domains when the email domain must be redirected to a different Enterprise Identity domain than Microsoft 365.

Before you begin: [Set up Windows PowerShell](#)

1. Retrieve the current federation configuration for your domain. Type `Get-MgDomainFederationConfiguration -DomainName domain -Authentication managed`. Press Enter.

For more information, see [Get-MgDomainFederationConfiguration](#).

2. Type `New-MgDomainFederationConfiguration -DomainName domain -Authentication federated -ActiveSignInUri activeSignInURI -FederationBrandName brandName -IssuerUri issuerURI -SignOutUri SignOutURI -PassiveSignInUri passiveSignInURI -SigningCertificate certificateText -PreferredAuthenticationMethod protocol -FederatedIdpMfaBehavior acceptIfMfaDoneByFederatedIdp -PreferredAuthenticationProtocol saml`. Press Enter.

For more information, see [New-MgDomainFederationConfiguration](#).

3. Use `Get-MgDomainFederationConfiguration -DomainName domain | Format-List` to check the domain settings.

Domain authentication command values

Value	Description
DomainName	"www.example.com"
Authentication	Federated
IssuerUri	"https://idp.blackberry.com-123456"
FederationBrandName	"Example.com Enterprise ID"
PassiveSignInUri	"https://idp.blackberry.com/1234565/idp/profile/SAML2/POST/SSO/https%3A%2F%2Fidp.blackberry.com-123456"
SignOutUri	https://idp.blackberry.com/123456/idp/profile/SAML2/Redirect/SLO/https%3A%2F%2Fidp.blackberry.com-123456"
ActiveSignInUri	"https://idp.blackberry.com/123456/idp/profile/SAML2/SOAP/ECP/https%3A%2F%2Fidp.blackberry.com-123456"
PreferredAuthenticationMethod	"SAML"
FederatedIdpMfaBehavior	<p>Select one of the following. If FederatedIdpMfaBehavior is not set, the default value is set to <code>acceptIfMfaDoneByFederatedIdp</code>.</p> <ul style="list-style-type: none"> • <code>acceptIfMfaDoneByFederatedIdp</code> • <code>enforceMfaByFederatedIdp</code> • <code>rejectMfaByFederatedIdp</code> <p>For more information, see the Microsoft reference internalDomainFederation resource type.</p>

Salesforce service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Salesforce
Description	Salesforce environment
Service Provider Entity ID	Retrieve from Salesforce metadata
Assertion Consumer Service URL	Retrieve from Salesforce metadata
Signing Certificate	True
Signing Key	True

ServiceNow service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	ServiceNow
Description	ServiceNow environment
Service Provider Entity ID	Retrieve from ServiceNow metadata
Assertion Consumer Service POST URL	Retrieve from ServiceNow metadata
Single Logout Service URL	ServiceNow environment
Signing Certificate	True
Signing Key	True

WebEx service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	WebEx
Description	Cisco WebEx environment
Service Provider Entity ID	Retrieve from WebEx metadata
Assertion Consumer Service URL	Retrieve from WebEx metadata
Signing Certificate	True
Signing Key	True

WebFOCUS service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	WebFOCUS
Description	WebFOCUS environment
Service Provider Entity ID	Retrieve from WebFOCUS metadata
Assertion Consumer Service (Single Sign On) URL	Retrieve from WebFOCUS metadata
Service Provider-initiated Login URL	Retrieve from WebFOCUS metadata
Single Logout Service URL	Retrieve from WebFOCUS metadata
Signing Certificate	True
Signing Key	True

Workday service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Workday
Description	Workday environment
Service Provider Entity ID	Retrieve from Workday metadata
Assertion Consumer Service URL	Retrieve from Workday metadata
Signing Certificate	True
Signing Key	True

Workspaces service configuration

Single sign-on to Workspaces to work with an on-premise instance of BlackBerry UEM

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Workspaces
Description	Workspaces environment
Service Provider Entity ID	com.watchdox.saml
SP-initiated Login URL	Retrieve from Workspaces metadata
Issuer	Retrieve from Workspaces metadata
Signing Certificate	True
Signing Key	True

Configuring BlackBerry Enterprise Identity to work with Workspaces

Before you begin: You must have the following environment:

- An on-premise installation of Workspaces with vApp or Appliance-X
- A BlackBerry UEM server, or BlackBerry UEM Cloud instance enabled with Enterprise Identity

Note:

New BlackBerry UEM Cloud and Workspaces tenants are now auto-configured to allow users to sign in with Enterprise Identity, allowing application of two-factor authentication or other advanced access policies (pre-existing BlackBerry UEM Cloud tenants will gain this capability in a future release)

1. Go to `https://<your server>/saml-idp/saml/metadata`.
2. Download the metadata file.
3. [Generate a certificate key pair](#).
4. Do one of the following:
 - Use the BlackBerry UEM version 12.6.3 or earlier management console to log into the Enterprise Identity console.
 - Use the BlackBerry UEM version 12.7 or later, or the BlackBerry UEM Cloud management console to open the Enterprise Identity Services page.
5. Create a Workspaces service.
6. Map the service entity ID and the signin / signout URL from the metadata to the corresponding fields in Workspaces service.
7. Configure IDP signing certificate and private key using the key pair generated earlier.
8. Set the claims as E-mail Address (`http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddresses`).
9. Click **Save**.

10. Download the metadata for the Workspaces service.
11. With an administrator account, log in to the Workspaces management console.
12. Click **Authentication type** and select **BlackBerry Enterprise Identity**.
13. Upload the metadata you downloaded from BlackBerry UEM for Workspaces. This creates a new IDP in Workspaces.
14. Click **Save**.
15. Log into Workspaces BlackBerry Workspaces Configuration Tool and associate the tenant with the new IDP.
16. Log into the Workspaces URL and verify that it directs to the IDP.
17. Verify that everything works by entering the username and password for a user that is entitled with BlackBerry Enterprise Identity.

Yammer service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Yammer
Description	Yammer environment
Service Provider Entity ID	Retrieve from Yammer metadata

Zendesk service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Zendesk
Description	Zendesk environment
Service Provider Entity ID	Retrieve from Zendesk metadata
Assertion Consumer Service (Single Sign On) URL	Retrieve from Zendesk metadata
Signing Certificate	True
Signing Key	True

Zscaler service configuration

Name	Description
Mobile ZSO	Select this option if you want to enable Mobile ZSO.
Name	Zscaler
Description	Zscaler environment
Service Provider Entity ID	Retrieve from Zscaler metadata
Assertion Service Consumer POST URL	Retrieve from Zscaler metadata
SP-initiated Login URL	Protected resource URL
Signing Certificate	True
Signing Key	True

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