



# **BlackBerry UEM**

## **Getting Started**

Administration

12.14



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# Getting started

BlackBerry UEM is a multiplatform EMM solution from BlackBerry that provides comprehensive device, app, and content management with integrated security and connectivity, and helps you manage iOS, macOS, Android, Windows 10, and BlackBerry 10 devices for your organization.

Choose one of the following options:



I have BlackBerry UEM in an on-premises environment.



I have BlackBerry UEM Cloud

# Steps to get started with BlackBerry UEM on-premises

Follow these steps to plan, install, and set up BlackBerry UEM in an on-premises environment and allow users to start activating devices.

Step	Action
1	Plan your BlackBerry UEM installation.
2	Install BlackBerry UEM or upgrade to the latest version of BlackBerry UEM.
3	If you are using BlackBerry Work or BlackBerry Connect, <a href="#">install or upgrade</a> and <a href="#">configure the BlackBerry Enterprise Mobility Server</a> .
4	Log in to BlackBerry UEM.
5	Configure BlackBerry UEM according to your organization's requirements.
6	If you want to share administration work with other IT staff, <a href="#">create administrators</a> .
7	Set up work connections. For example, create <a href="#">email</a> , <a href="#">Wi-Fi</a> , and <a href="#">VPN</a> profiles.
8	Set rules to manage the security and behavior of devices using IT policies.
9	Set up device standards. For example, <a href="#">compliance rules</a> .
10	If your organization is using BlackBerry Dynamics, <a href="#">configure BlackBerry Dynamics settings</a> .
11	Determine which apps to send to devices and add them to BlackBerry UEM.
12	Control how devices are activated and managed in BlackBerry UEM using activation profiles.
13	Create any necessary <a href="#">user groups</a> or <a href="#">user accounts</a> .

Step	Action
14	Assign profiles and IT policies to <a href="#">user groups</a> or <a href="#">user accounts</a> .
15	Assign apps to <a href="#">user groups</a> or <a href="#">user accounts</a> .
16	Instruct users to activate devices on BlackBerry UEM.

# Steps to get started with BlackBerry UEM Cloud

Follow these steps to plan, install, and set up BlackBerry UEM Cloud and allow users to start activating devices.

Step	Action
1	If you want to use any of the features that require it, <a href="#">Install the BlackBerry Connectivity Node or upgrade it to the latest version.</a>
2	If you are using BlackBerry Work or BlackBerry Connect, <a href="#">install or upgrade</a> and <a href="#">configure the BlackBerry Enterprise Mobility Server.</a>
3	<a href="#">Log in to BlackBerry UEM Cloud.</a>
4	<a href="#">Configure BlackBerry UEM according to your organization's requirements.</a>
5	Configure the connection to <a href="#">Microsoft Azure.</a>
6	If you want to share administration work with other IT staff, <a href="#">create administrators.</a>
7	Set up work connections. For example, configure <a href="#">email</a> , <a href="#">Wi-Fi</a> , and <a href="#">VPN</a> profiles.
8	<a href="#">Set rules to manage the security and behavior of devices using IT policies.</a>
9	Set up device standards. For example, <a href="#">compliance rules.</a>
10	If your organization is using BlackBerry Dynamics, <a href="#">configure BlackBerry Dynamics settings.</a>
11	<a href="#">Determine which apps to send to devices and add them to BlackBerry UEM.</a>
12	<a href="#">Control how devices are activated and managed in BlackBerry UEM using activation profiles.</a>
13	Create any necessary <a href="#">user groups</a> or <a href="#">user accounts.</a>
14	Assign profiles and IT policies to <a href="#">user groups</a> or <a href="#">user accounts.</a>

Step	Action
15	Assign apps to user groups or user accounts.
16	Instruct users to activate devices on BlackBerry UEM.



# Supported features by device type

This quick reference compares the supported capabilities of iOS, macOS, Android, Windows 10, and BlackBerry 10 devices in BlackBerry UEM.

For more information about supported OS versions, [see the Compatibility matrix](#).

## Device features

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Wireless activation	✓	✓	✓	✓	✓
Wireless activation using a QR code	✓		✓		
Client app required for activation	✓ <sup>1</sup>		✓		
Customize terms of use agreement for activation	✓	✓	✓	✓	✓
Restrict activation by device model	✓	✓	✓		✓
View and export device report (e.g., hardware details)	✓	✓	✓	✓	✓
Restrict unsupervised devices	✓ <sup>2</sup>	✓ <sup>2</sup>			

<sup>1</sup> For iOS devices enrolled in DEP, client app must be assigned to users or groups.

<sup>2</sup> For devices activated with MDM controls, or User privacy with SIM-based licensing only.

## Security features

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Separation of work and personal data	✓ <sup>1</sup>		✓ <sup>2</sup>	✓	✓
User privacy for personal data	✓ <sup>1</sup>		✓ <sup>2</sup>		✓
Encryption of work data at rest	✓ <sup>1</sup>		✓ <sup>2</sup>	✓	✓

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Send IT commands to devices	✓	✓	✓	✓	✓
Control device capabilities using IT policies	✓	✓	✓	✓	✓
Delete work data after period of inactivity	✓ <sup>1</sup>		✓ <sup>1</sup>		✓
Enforce password requirements	✓	✓	✓	✓	✓
Enforce encryption of media card			✓ <sup>3</sup>		✓
Enforce encryption of internal storage			✓	✓	✓

<sup>1</sup> Requires BlackBerry Dynamics apps.

<sup>2</sup> Requires Samsung Knox Workspace, Android Enterprise, or BlackBerry Dynamics apps.

<sup>3</sup> For Samsung Knox devices only.

#### Sending certificates to devices

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
CA certificate profiles	✓	✓	✓	✓	✓
SCEP profiles	✓	✓	✓	✓	✓
Shared certificate profiles	✓	✓	✓		
User credential profiles	✓	✓	✓		✓

#### Managing work connections for devices

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
BlackBerry 2FA profiles	✓		✓		✓
BlackBerry Dynamics connectivity profiles	✓	✓	✓	✓	

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
CalDAV profiles	✓	✓			
CardDAV profiles	✓	✓			
Enterprise connectivity					✓
BlackBerry Secure Connect Plus	✓		✓ <sup>1</sup>		✓
Exchange ActiveSync email profiles	✓	✓	✓ <sup>2</sup>	✓	✓
BlackBerry Secure Gateway	✓				
IMAP/POP3 email profiles	✓	✓	✓	✓	
Proxy profiles	✓	✓	✓	✓	✓
Single sign-on profiles	✓				✓
VPN profiles	✓	✓	✓ <sup>3</sup>	✓	✓
Wi-Fi profiles	✓	✓	✓	✓	✓

<sup>1</sup> Only for Android Enterprise devices and Knox Workspace devices.

<sup>2</sup> Only for Motorola devices that support the EDM API, Android Enterprise devices, and Knox devices.

<sup>3</sup> For Knox Workspace devices only.

### Managing your organization's standards for devices

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Activation profiles	✓	✓	✓	✓	✓
App lock mode profiles	✓ <sup>1</sup>		✓ <sup>1</sup>	✓ <sup>1</sup>	
BlackBerry Dynamics profiles	✓	✓	✓	✓	
Compliance profiles	✓		✓		✓
Device profiles	✓		✓		✓
Enterprise Management Agent profiles	✓		✓	✓	✓

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Location service profiles	✓		✓	✓	

<sup>1</sup> Only for supervised iOS devices, Knox devices that are activated with MDM controls, Windows 10 Education, and Windows 10 Enterprise devices.

### Protecting lost or stolen devices

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Specify device password			✓		✓
Lock device	✓	✓	✓		✓
Activation lock	✓				
Specify work space password and lock			✓ <sup>1</sup>		
Unlock device and clear password	✓		✓		
Delete all device data	✓	✓	✓ <sup>2</sup>	✓	✓
Delete only work data	✓	✓	✓	✓	✓

<sup>1</sup> Only for Android Enterprise devices.

<sup>2</sup> For Motorola devices that support the EDM API, information on the media card is also deleted. For Knox Workspace devices, you can choose to delete information on the media card.

### Configuring roaming

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Disable automatic synchronization when roaming	✓		✓ <sup>2</sup>		✓ <sup>1</sup>
Disable data when roaming	✓ <sup>3</sup>		✓ <sup>4</sup>	✓	✓

<sup>1</sup> For synchronization with the mail server only.

<sup>2</sup> For Knox devices only.

<sup>3</sup> You can configure data roaming settings in a network usage profile.

<sup>4</sup> For Android Enterprise and Knox devices only.

## Managing apps

Feature	iOS	macOS	Android	Windows 10	BlackBerry 10
Distribute public apps from storefront (App Store, Google Play, Windows Store, BlackBerry World)	✓		✓	✓	✓
Manage work app catalog	✓		✓	✓	✓
Brand work app catalog	✓				✓
Restrict apps	✓		✓		✓
Distribute internal apps	✓		✓	✓	✓
Add app shortcuts to devices	✓	✓	✓		

# Device management options

BlackBerry UEM supports various options for managing devices. The options that you choose depend on the types of devices that you manage and your organization's security requirements.

BlackBerry UEM supports the following management options:

- User privacy
- MDM controls
- Work and personal
- Work space only

For each management option, you must have the right licenses available and the appropriate activation profile assigned to users.

For more information about activation profiles, see [Creating activation profiles](#).

For more information about licenses, [see the Licensing content](#).

# BlackBerry Spark Suites

Beyond the security and productivity features that BlackBerry UEM provides, BlackBerry Spark Suites offer unified endpoint management and endpoint security solutions to meet the needs of businesses and organizations.

Security-conscious organizations are moving to a Zero Trust approach to modernize network security while simultaneously enhancing and improving the network experience for end users. The Zero Trust security model trusts nothing and no one by default, including users inside the work network. Every user, endpoint, and network are assumed to be potentially hostile. In Zero Trust security, no user can access anything until they prove who they are, that their access is authorized, that the network they are connected to is not compromised, and that they, or malware hiding on their device, are not acting maliciously.

For more information on the BlackBerry Spark Suites and products included in them, see the [BlackBerry Spark Overview](#).

Suite	Description
BlackBerry Spark Suite	<p>The BlackBerry Spark Suite is the gold standard for unified endpoint security and unified endpoint management. It combines the BlackBerry Spark UEM Suite and BlackBerry Cyber Suite into one package that provides the utmost in endpoint management and security to protect your organization against multiple threats.</p> <p>The BlackBerry Spark Suite combines the Zero Trust Unified Endpoint Security model offered by BlackBerry Cyber Suite and the proven BlackBerry Spark UEM Suite for endpoint management to provide the full range of BlackBerry enterprise products to manage and secure all of your endpoints and the communications between them. With this suite you get all of the products in the Cyber Suite and the Spark UEM Suite plus the ability to manage BlackBerry Protect Mobile from the management console of either suite.</p>
BlackBerry Cyber Suite	<p>The BlackBerry Cyber Suite provides unified endpoint security for your organization to monitor and prevent malicious attacks using AI-driven intelligence and response mechanisms. BlackBerry Cyber Suite works with all MDM providers to meet your security needs, even when your device management needs don't require the sophistication of BlackBerry UEM.</p> <p>BlackBerry Cyber Suite offers these advantages:</p> <ul style="list-style-type: none"><li>• Provides a path from Zero Trust architecture to Zero Touch experience powered by strong AI</li><li>• Works with any Unified Endpoint Management (UEM) or Mobile Device Management (MDM) platform</li><li>• Provides continuous monitoring and threat detection</li><li>• Provides contextual and continuous authentication that spans endpoints, networks, apps, and people</li></ul>

Suite	Description
BlackBerry Spark UEM Suite	<p>The BlackBerry Spark UEM Suite provides best-in-class unified endpoint management. It includes full-featured BlackBerry UEM, which has long been trusted by governments, corporations, and other organizations to manage and secure communication with mobile devices, plus identity management, two-factor authentication, and digital rights management so that users can securely access work resources and work from anywhere.</p> <p>The BlackBerry Spark UEM Suite adds the following products to BlackBerry UEM:</p> <ul style="list-style-type: none"> <li>• BlackBerry Enterprise Identity</li> <li>• BlackBerry 2FA</li> <li>• BlackBerry Workspaces</li> <li>• BlackBerry Dynamics apps</li> <li>• BlackBerry Dynamics SDK</li> </ul> <p>For more information on all of the products in the suite and how they work together, see the <a href="#">BlackBerry Spark Overview</a>.</p>
BlackBerry Spark UEM Express Suite	<p>The BlackBerry Spark UEM Express Suite is an ideal device management and productivity solution for smaller business and organizations. It includes the essential features to manage users' devices, whether devices are provided by your organization or owned by your employees, while protecting your data. You can equip users to be productive with work apps that provide secure work email, secure Web browsing and intranet access, task management, and instant messaging.</p> <p>The BlackBerry Spark UEM Express Suite includes BlackBerry UEM and the most popular BlackBerry Dynamics apps to meet common business needs.</p>

For a visual overview of the BlackBerry Spark Suites, [see the visual introduction](#).



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