



# **BlackBerry UEM**

## **Getting Started**

Administration

12.17





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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, and Windows 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</a> or <a href="#">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	Log in to BlackBerry UEM Cloud.
4	Configure BlackBerry UEM according to your organization's requirements.
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	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> .
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, and Windows 10 devices in BlackBerry UEM.

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

## Device features

Feature	iOS	macOS	Android	Windows 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
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>	✓
Send IT commands to devices	✓	✓	✓	✓
Control device capabilities using IT policies	✓	✓	✓	✓
Delete work data after period of inactivity	✓ <sup>1</sup>		✓ <sup>1</sup>	

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

### Managing work connections for devices

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

Feature	iOS	macOS	Android	Windows 10
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
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	✓		✓	✓
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
Specify device password			✓	
Lock device	✓	✓	✓	
Activation lock	✓			
Specify work space password and lock			✓ <sup>1</sup>	

Feature	iOS	macOS	Android	Windows 10
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
Disable automatic synchronization when roaming	✓		✓ <sup>2</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
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](#).

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