

BlackBerry Messenger Enterprise EID Console Administration



DIMEI

Administrator Standard Operating Procedure

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Objective: To describe the standard operating procedure to manage BBME user in the EID console.

Revision History

Changes in this document must be listed in the following table using the following conventions:

- A letter shall designate successive unofficially released (draft) versions.
- Each draft shall have the suffix letter updated (e.g.; from v.a Draft to v1.b Draft, or v1.a Draft to v1.b Draft).
- Minor updates to formally released versions shall result in a version number update (e.g.; v1.0 to v1.1).
- A major change shall result in a new version (e.g.; 1.0 to 2.0).

Date	Version	Amendment	Author
2019-03-27	1.0	Document creation	DIMEI 4-2
2019-06-27	2.0	Added Voice & Video section	DIMEI 4-2

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1. Introduction

BlackBerry Messenger (BBM) is no longer a supported application for work-related communications. It is required that everyone upgrade to BlackBerry Messenger Enterprise (BBME). This SOP is required by BBME administrators supporting the new BBME service, for users provisioned on the EID Console.

1.1 About Standard Operating Procedures

Standard Operating Procedures (SOP) can be developed for a variety of audiences and purposes, for example:

- Support Personnel: To ensure the efficient and effective operation of the functions and capabilities provided by the subject of the document.

SOPs can also describe anticipated unscheduled procedures that may be required to address non-routine activities.

1.2 About this Document

This document contains the procedures for administrators to manage BBME users in the EID console.

1.3 Intended Audience

This document is intended for the following audience:

- Local Service Management Centers (LSMCs); and
- Regional Service Management Centers (RSMC)

1.4 Scope

This document contains the procedures that apply to administrators who will be managing BBME users in the EID console on the DWAN.

2. Prerequisites

In order to manager BBME users administrators have to be enabled in the EID console.

- Ensure that the admin account has been enabled in the EID console.

3. BBME Administration Background

BBME is a licensed, cloud based service, hosted by Blackberry on their infrastructure. Unlike many other instant messaging applications, mobility users can only activate BBME on their devices, if they are assigned a BBME license, and follow certain activation steps specific to their device type. Without this license, they cannot use BBME.

Adopting BBME, as the corporate instant messaging standard, has created a new mobility support function for the department, which involves assigning (entitling) and un-assigning (un-entitling) BBME licenses to DND/CAF mobile device users. It has been decided that this BBME support responsibility will fall upon mobility SMEs in the SMCs. As a result, DND/CAF mobility support SMEs will need to learn new skills and gain access to the tools and documentation necessary to support this new function.

BBME has been around for a while. BBME is a Blackberry instant messaging technology, originally developed to run on Blackberry devices. To accommodate the licence management function, Blackberry has developed a BBME administration console, which allows administrators the ability to assign and revoke BBME licenses as required. It is a simple administration tool, with limited functionality, designed specifically to manage BBME licenses for Blackberry devices only. When Blackberry announced it was going to stop manufacturing mobile devices, they retrofitted the BBME administration console, to allow for non-Blackberry devices (i.e., Android, IOS) to be managed there as well. This BBME administration console is referred to as EID, and DND/CAF has been using the EID console for a while now, managing BBME licenses for all its device types.

Blackberry has since developed a new Mobile Device Management (MDM) suite called UEM and included the management of BBME licensing within this suite of tools. The BBME UEM console offers greater security, more BBME administration capabilities, but it can only be used to manage BBME on non-Blackberry devices (i.e., Android, IOS). With Blackberry devices set to completely disappear at within a few years, all DND/CAF BBME licenses will eventually be managed through the UEM administrative console.

However, until Blackberry devices completely disappear, mobility support resources at DND/CAF will require access to two (2) BBME administration consoles - one (EID) to manage BBME license for Blackberry devices and another (UEM) to manage BBME license for non-Blackberry devices (i.e., Android, IOS).

The purpose of this document is to explain EID access and the BBME support functions required to support users managed on the EID instance.

4. EID Administrator Activation

To gain access to the EID BBME administration console, you must be invited by existing EID administrator. This invitation will come in the form of an email from a @Blackberry.com email address, with the title “**Welcome to Enterprise Identity by BlackBerry**”. This email will contain a hyperlink, which when clicked, will initiate the EID administration console activation process.

Note: If you did not receive this email, contact the DEFSOC to have it resent.

If you have received this email, do the following to gain access to the EID console:

1. Open the email (sample below) containing the EID activation link, that starts with “[https://idp.blackberry.com/...](https://idp.blackberry.com/)”. Click on the activation link to initiate activation.

BlackBerry Identity - no reply <BlackBerry_Identity_no_reply@blackberry.com>
to me ▾

🗨️ French ▾ > English ▾ [Translate message](#)

Welcome to Enterprise Identity by BlackBerry.

forces has chosen BlackBerry to provide identity services for your organization's applications.

You have been invited to be an Enterprise Identity Administrator for forces.

Complete the following steps within 30 days of receiving this email:

1. Sign in or create a BlackBerry ID to use with the Enterprise Identity Administrator Console, by using the following link
<https://idp.blackberry.com/7034789901/account/password/b0d5c144-3f27-4875-b672-d326820155ed>

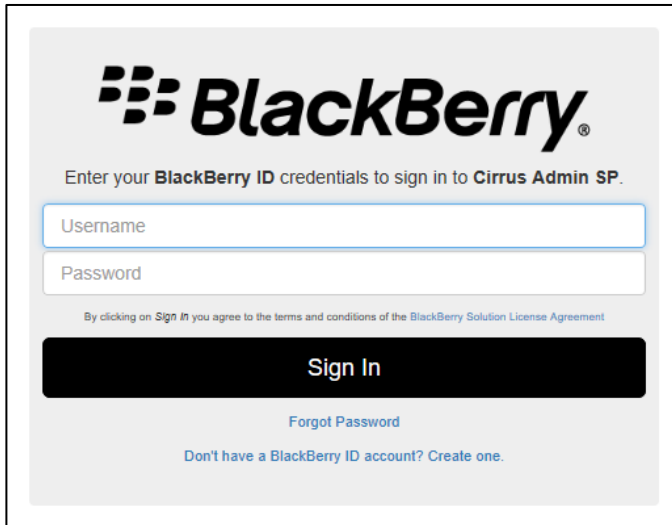
After you sign in for the first time, this link is no longer valid. A confirmation email will be sent to you that includes the link to use when you sign in to the Enterprise

If the invite link expires before use, you can request to be re-invited by contacting ejinviteexpiry@blackberry.com.

Information on configuration and usage of the administration console can be found at <https://help.blackberry.com/en/blackberry-enterprise-identity/current/>.

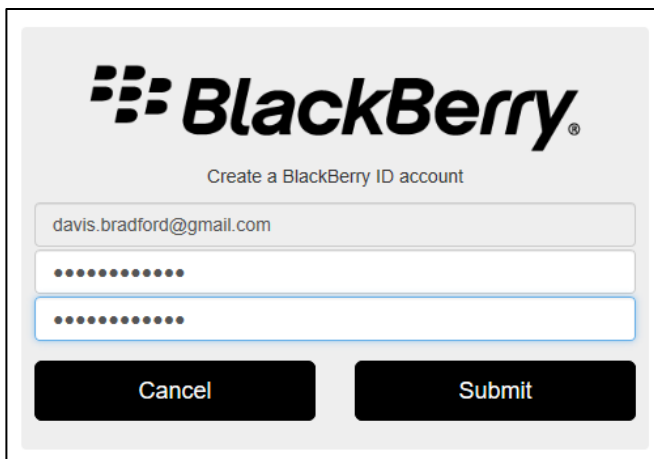
Your BlackBerry ID password must meet or exceed the security policies of your organization.

2. You will be re-directed to the following Blackberry login screen (see below), prompting you to log in with your Blackberry ID credentials (**@forces.gc.ca email address**). If you already have a @forces.gc.ca Blackberry ID, log in using those credentials and proceed to Step #4 below, otherwise, click the “**Don’t have a Blackberry ID account? Create one.**” link to create a Blackberry ID.



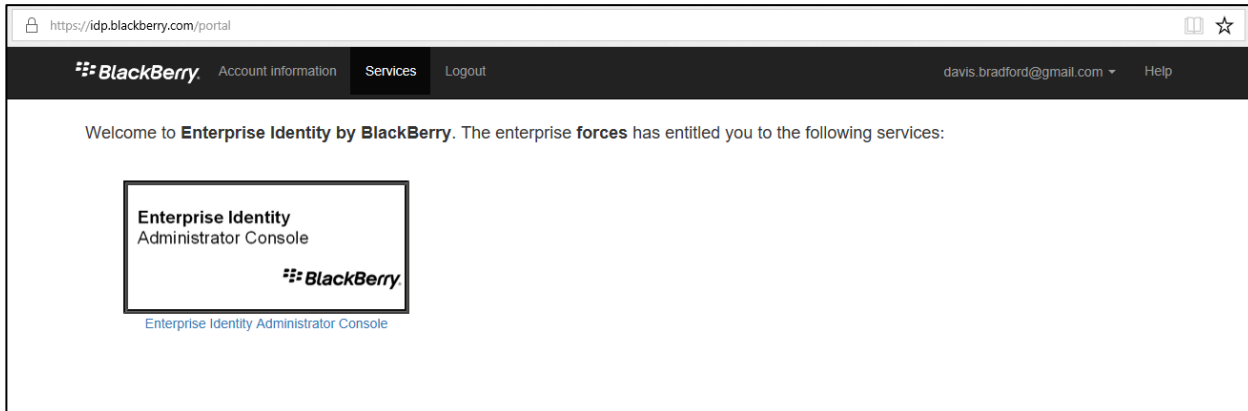
The image shows a BlackBerry login screen. At the top is the BlackBerry logo. Below it, the text reads "Enter your BlackBerry ID credentials to sign in to Cirrus Admin SP." There are two input fields: "Username" and "Password". Below the password field is a small line of text: "By clicking on Sign In you agree to the terms and conditions of the BlackBerry Solution License Agreement". At the bottom, there is a large black button labeled "Sign In", a blue link "Forgot Password", and another blue link "Don't have a BlackBerry ID account? Create one."

3. When creating a new Blackberry ID, you will be re-directed to the following Blackberry ID creation screen, requiring you to provide password information. Enter the desired Blackberry ID password, and click <Submit> to finalize the creation of your new @forces.gc.ca Blackberry ID.



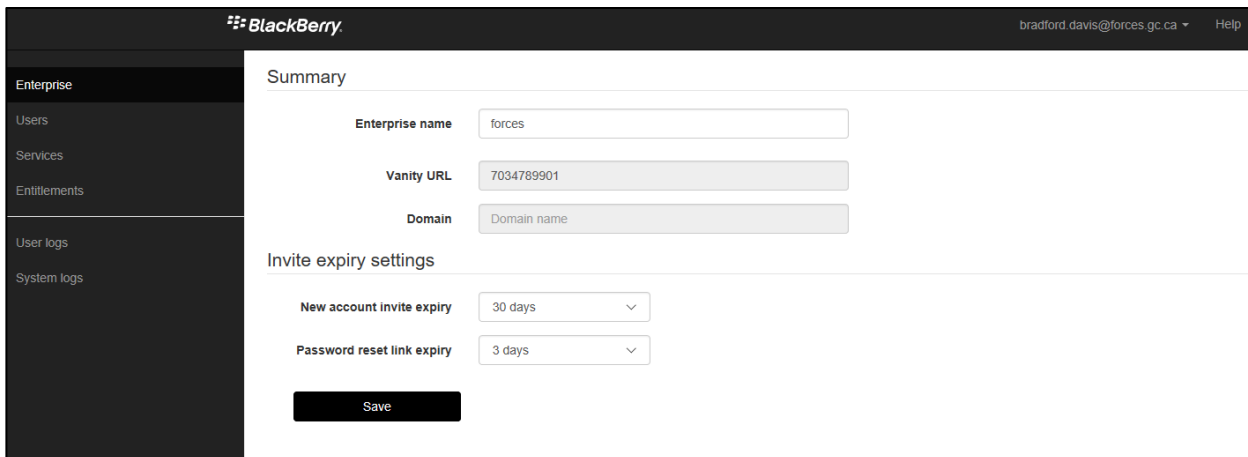
The image shows a BlackBerry ID creation screen. At the top is the BlackBerry logo. Below it, the text reads "Create a BlackBerry ID account". There is an input field for an email address, which contains "davis.bradford@gmail.com". Below that are two password input fields, both filled with dots. At the bottom, there are two black buttons: "Cancel" and "Submit".

- When successfully activating your EID administration console account, you will be presented with the following screen (see below). Click the <Enterprise Identity Administrator Console> hyperlink to open the console and access the administrator functions.



- You will be presented the following EID Enterprise Summary screen. You have now successfully activated your EID administrator account.

Important: Do not make edits or updates to any of the information on this screen.



- To access the EID console in the future, create a browser bookmark at the following location:

<https://idp.blackberry.com/>

5. Typical EID BBME Administration Functions

Important: The EID administrative console has no permission restrictions. This means that any administrator with access to the console, has full access to every tool function and capability, including changing BBME profile settings and disabling services for the entire organization.

Important: Do not change any of the settings or values that appear on either the **Enterprise** or **Services** panels of the EID console (see screenshots below).

This is the Enterprise panel in the EID console. **Do not edit the information on this page.**

The screenshot shows the Enterprise panel in the EID console. The left sidebar contains navigation options: Enterprise, Users, Services, Entitlements, User logs, and System logs. The main content area is titled 'Summary' and contains the following fields:

- Enterprise name:** forces
- Vanity URL:** 7034789901
- Domain:** Domain name

Below these fields is the 'Invite expiry settings' section:

- New account invite expiry:** 30 days
- Password reset link expiry:** 3 days

A 'Save' button is located at the bottom of the form.

This is the Service panel in the EID console. **Do not edit the information on this page.**

The screenshot shows the Services panel in the EID console. The left sidebar contains navigation options: Enterprise, Users, Services, Entitlements, User logs, and System logs. The main content area is titled 'Services' and shows a list of services with their states and actions.

At the top, there is a 'Show 10 entries' dropdown. Below the list, it says 'Showing 1 to 4 of 4 entries' and a '+ Create' button.

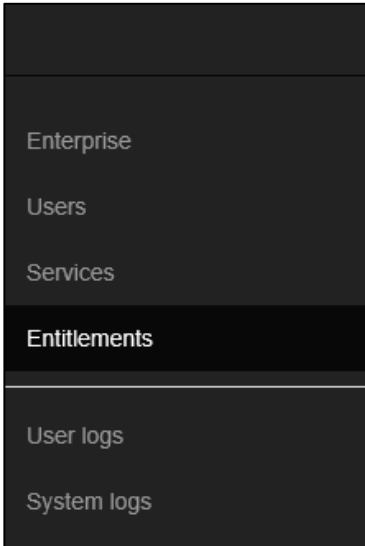
Service	State	Actions
BBM Enterprise	Active	Edit, Disable
BBM Enterprise Autopassphrase	Active	Disable
BBM Enterprise Voice and Video	Disabled	Enable
BBM Protected Plus	Active	Disable

At the bottom, there is a dropdown menu labeled 'Select a service type to create...' and a '+ Create' button.

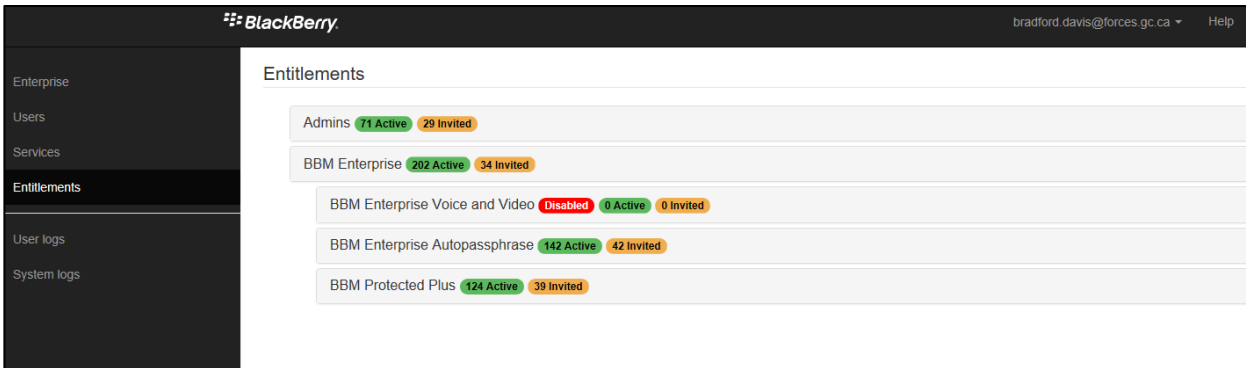
5.1 Search for an existing User

To search for an existing User in EID, do the following:

1. Click on the Entitlements menu option, on the left-hand side of the screen (see below).



2. You will be presented with the **Entitlements** panel (see below). Click the **<BBM Enterprise>** link to expose the BBM Enterprise sub-panel.



- To search for an existing BBME User, begin typing in the Search box on the right side of the Entitlements screen (see below). The **Service Users** table will automatically update with Users matching the search criteria. If there are no search matches, the table will be empty.

Note: Service Users table will show the names of the Users matching the search criteria and their current status (either Active or Invited).

The screenshot displays the 'Entitlements' interface. At the top, there are summary bars for 'Admins' (71 Active, 29 Invited) and 'BBM Enterprise' (202 Active, 34 Invited). Below these is an 'Invite Users' button. The 'Service Users' section includes a search bar with 'davis' entered and a dropdown menu set to '10 entries'. A table lists search results with columns for 'Name' and 'Status'. One result is shown: 'bradford.davis@forces.gc.ca' with a status of 'Active'. Below the table, it indicates 'Showing 1 to 1 of 1 entries (filtered from 236 total entries)' and includes 'Previous', '1', and 'Next' navigation buttons. A 'Resend Invites' button is also present. At the bottom, there are summary bars for other entitlements: 'BBM Enterprise Voice and Video' (Disabled, 0 Active, 0 Invited), 'BBM Enterprise Autopassphrase' (142 Active, 42 Invited), and 'BBM Protected Plus' (124 Active, 39 Invited).

5.2 Entitle User to BBME

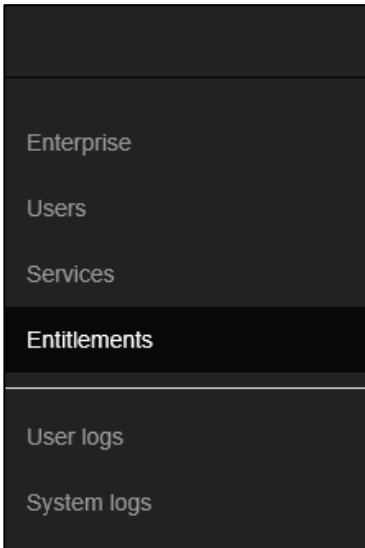
Note: Before entitling a User to BBME, make sure to search for them first, using the search process explained above, as they may already have been invited and/or activated.

Note: Entitling Users to BBME in EID is a straight-forward and simple process. Unlike in the UEM console, you do not have to execute a separate step, to send Users their activation emails. This happens automatically in EID, when you execute the entitlement steps below.

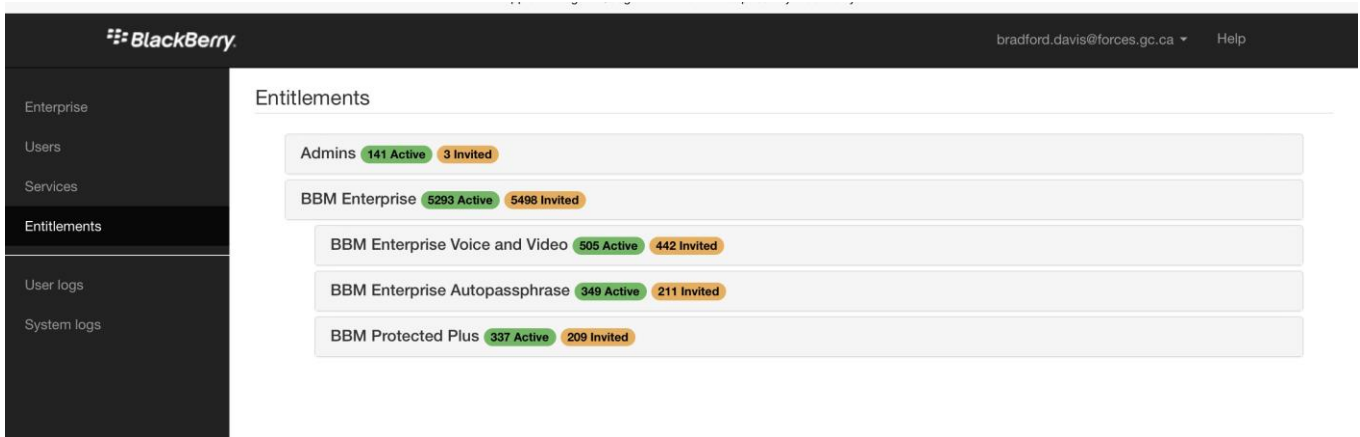
Note: BBME point-to-point voice & video features are not automatically available to EID-managed BBME users. Voice & video requires a separate licence and an entitlement, assigned within this console. See Section 5.3 on how to assign voice & video entitlements.

To entitle a User to BBME do the following:

1. Click on the Entitlements menu option, on the left-hand side of the screen (see below).

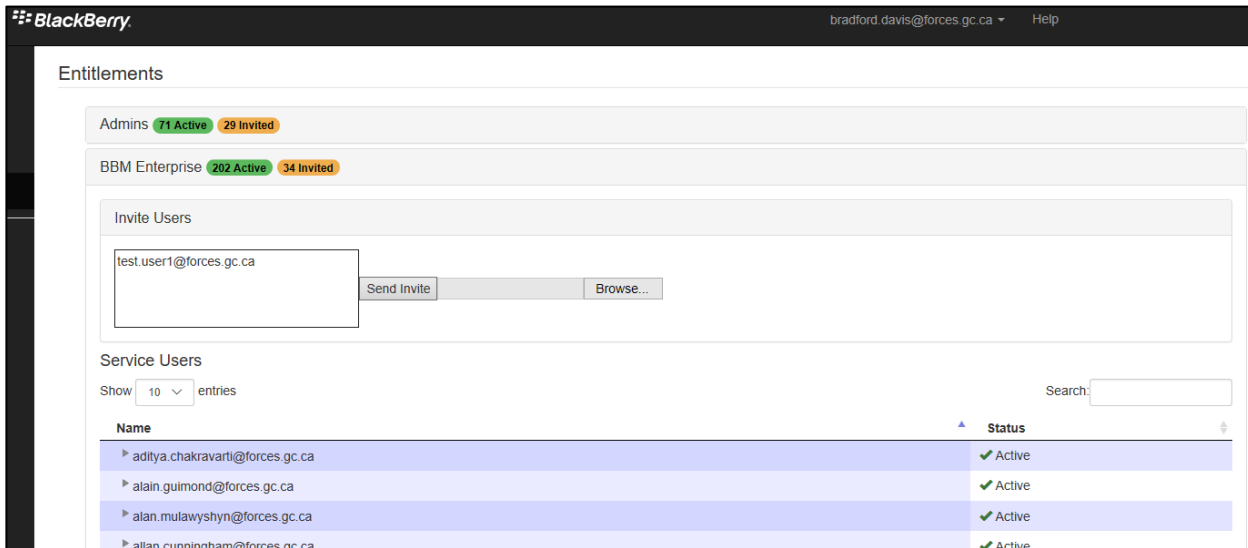


2. You will be presented with the **Entitlements** panel (see below). Click the **<BBM Enterprise>** link to expose the BBM Enterprise sub-panel.



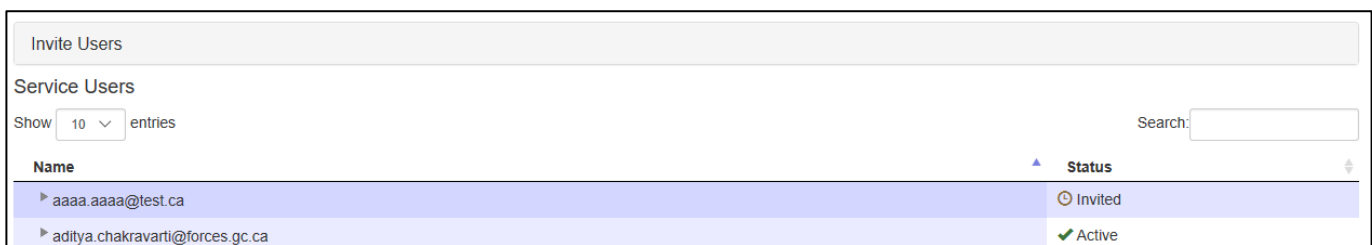
- Click the **<Invite Users>** link in the Entitlements panel, which will expose a input text box (see below). In that input text box type in the @forces.gc.ca email address of the mobility client you wish to entitle to BBME and then click the **<Send Invite>** button.

Note: To invite multiple users to BBME at the same time, type in multiple @forces.gc.ca email addresses, separated by commas (,).



- The user you just invited to will now appear in the Service Users table, and they will have a Status equal to "Invited" (see below). They will also be sent their activation email automatically, to the @forces.gc.ca you just entered.

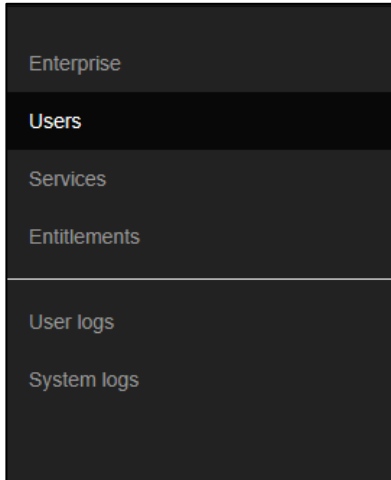
Note: When EID Users activate BBME on their devices, their status will change from "Invited" to "Active"



5.3 Un-Entitle User from BBME

To un-entitle a User from BBME, do the following:

1. Click on the Users menu option, on the left-hand side of the screen (see below).



2. Search for the BBME User you wish to un-entitle, by inserting their name (or part of their name) in the Search box on the right side of the Users screen (see below). The Users table will automatically update with Users matching the search criteria. If there are no search matches, the table will be empty.

The screenshot shows the BlackBerry 'Users' management interface. On the left is a navigation menu with 'Users' selected. The main area displays a table of users with columns for Name, Role, and Actions. A search box is located at the top right of the table area. Below the table, there is a 'Resend All Invites' button and a pagination control showing 'Showing 1 to 10 of 325 entries' and page numbers 1 through 33.

Name	Role	Actions
aaron.bailey@forces.gc.ca	Admin	Remove from enterprise
aaron.hawthorne@forces.gc.ca	Admin	Remove from enterprise
aditya.chakravarti@forces.gc.ca	User	Remove from enterprise
alain.guimond@forces.gc.ca	User	Remove from enterprise
alan.mulawystyn@forces.gc.ca	User	Remove from enterprise
alexander.gilks@forces.gc.ca	Admin	Remove from enterprise
alexander.mckay2@forces.gc.ca	Admin	Remove from enterprise
allan.cunningham@forces.gc.ca	Admin	Remove from enterprise
amit.aggarwal@forces.gc.ca	User	Remove from enterprise
andreanne.cloutier@forces.gc.ca	User	Remove from enterprise

3. To un-entitle a user from BBME in EID, click the <Remove from enterprise> button (see above), beside the User record the the Users table. You will be presented with the following confirmation message (see below). Click the <Yes> button to confirm un-entitlement for that User.



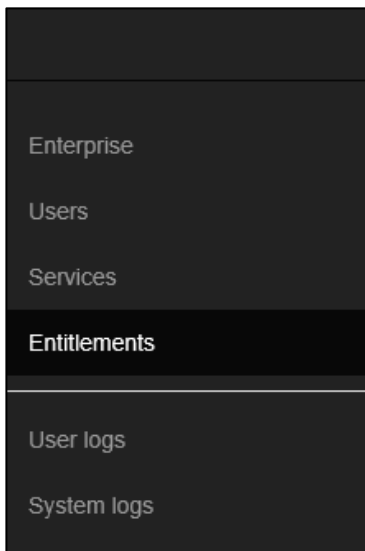
5.4 Entitling the BBME Voice & Video Service

Note: BBME Voice & Video services for EID-manged device have to be assigned to each user through a separate license entitlement, following the process explained below.

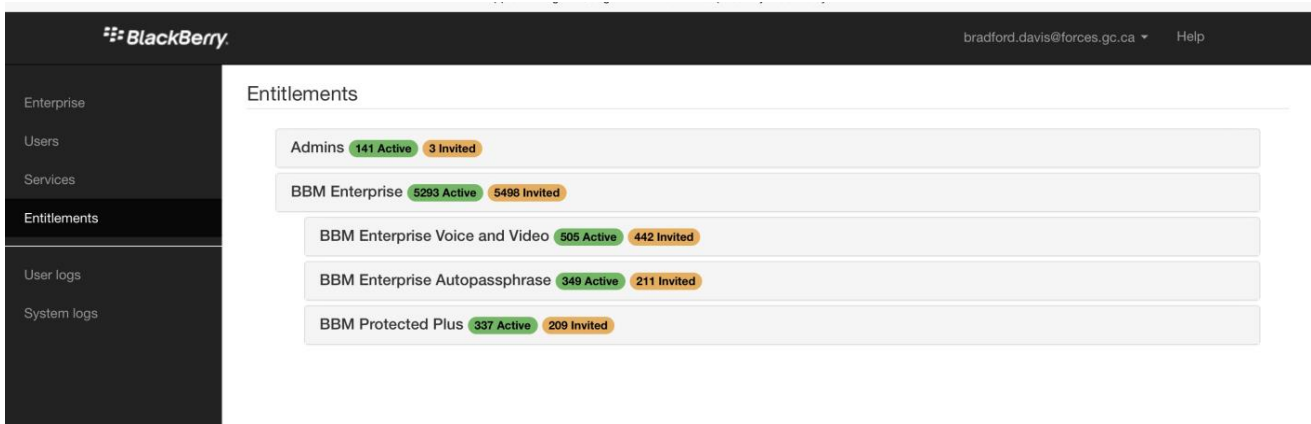
Note: There are only a limited number of EID voice & video licenses, so do not entitle an EID-manged BBME users to the voice & video service, unless explicitly authorized.

To entitle a User to BBME voice & video, do the following:

5. Click on the Entitlements menu option, on the left-hand side of the screen (see below).

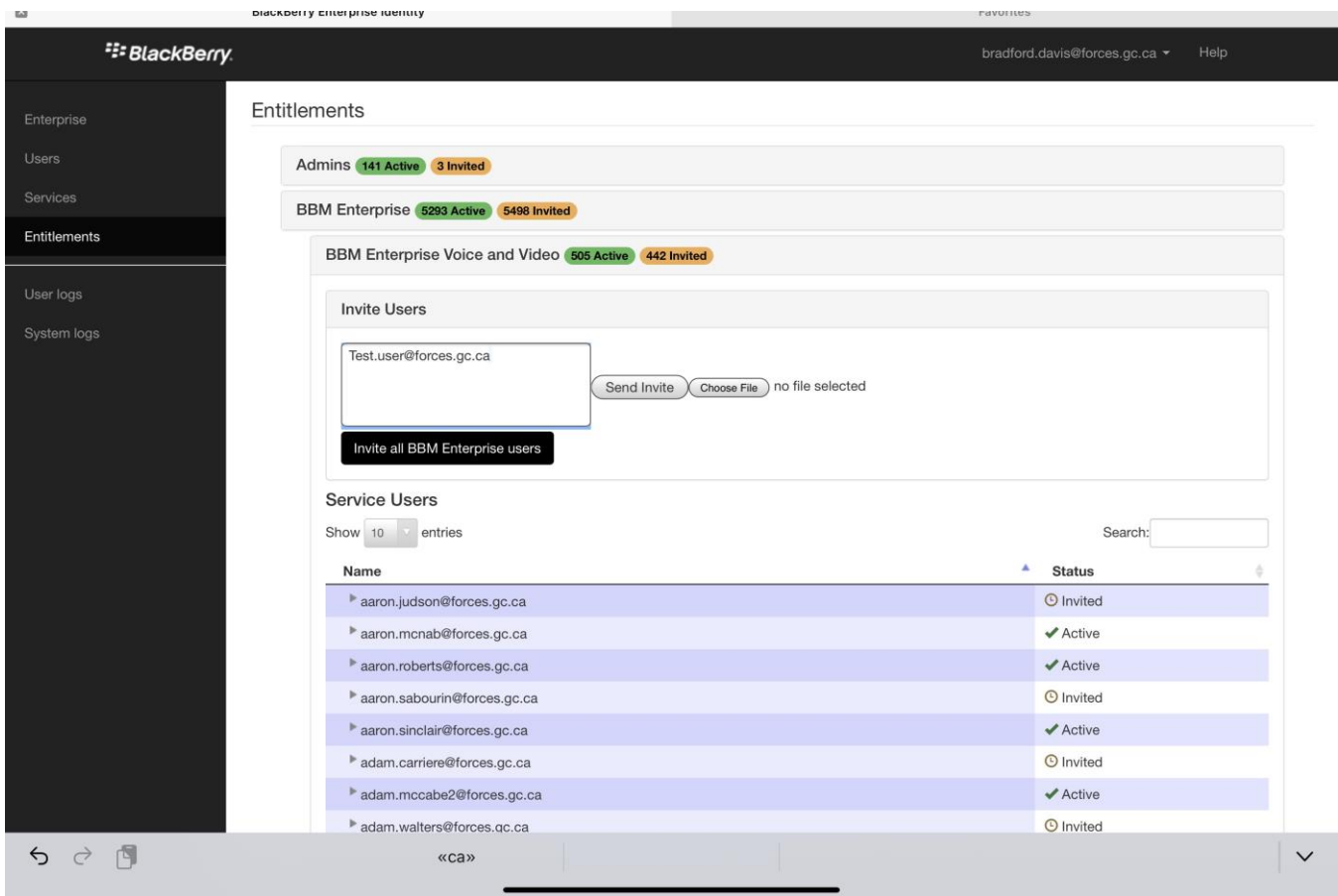


6. You will be presented with the **Entitlements** panel (see below). Click the **<BBM Enterprise Voice & Video>** link to expose the BBM Enterprise Vocie & Video sub-panel.



- Click the **<Invite Users>** link in the Voice & Video Entitlements panel, which will expose a input text box (see below). In that input text box type in the @forces.gc.ca email address of the mobility client you wish to add voice & video services to and then click the **<Send Invite>** button.

Note: To entitle multiple users at the same time, type in multiple @forces.gc.ca email addresses, separated by commas (,).



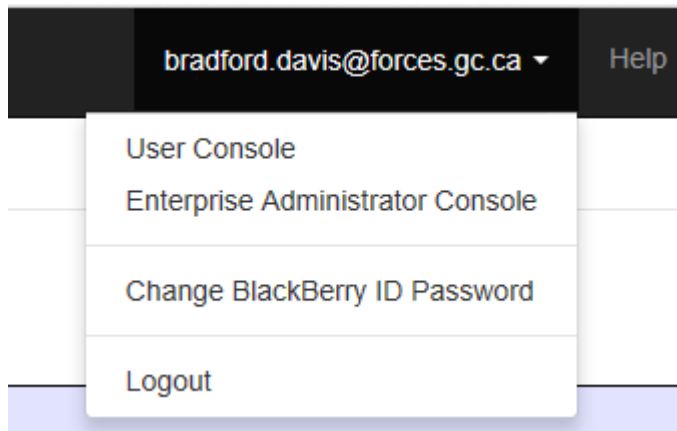
- After clicking the Send Invite button a message (with a green-coloured background) will appear in the upper right hand corner of the screen stating, **"User(s) entitlements updated."**

5.5 Log out of EID

Access to the EID console requires that you enter your @forces.gc.ca Blackberry ID credentials. These credentials are cached while you are accessing the EID console. Because these Blackberry ID credentials are potentially used by other Blackberry applications (including the UEM console), it is important that Users properly log out of the EID console, rather than simply closing the browser window.

To log out of the EID administrator console, do the following:

1. Click on your <username> (@forces.gc.ca email address) in the upper menu bar (see below), and from the sub-menu that appears, click the <Logout> option.



2. You will be presented with the following screen (see below), when you have successfully logged out of EID.

