BBME Desktop Application Setup for DWAN

End-User Standard Operating Procedure

DIMEI

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Objective: To describe the standard operating procedure associated with the setup of BBME desktop application.

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
2018-02-06	1.0	Document creation	DIMEI 4-2
2018-08-22	1.1	Minor changes to step 10	DIMEI 4-2
2019-01-29	2.0	Major editing for final review and release.	Brad Davis
2019-03-28	2.1	Minor change to reflect newer version of desktop application	DIMEI 4-2
2020-04-24	2.2	Added proxy information section	DIMEI 4-2

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1.   **Introduction**

1.1   **About Standard Operating Procedures**

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

- Operators (End-users): To effectively use the subject of the document's functionality to support operational or business processes as required.
- 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 users to setup the BBME desktop application.

1.3   **Intended Audience**

This document is intended for the following audience:

- End users
- Local Service Providers (LSPs); and
- Regional Service Management Centers (RSMC)

1.4   **Scope**

This document contains the procedures that apply to desktop users that have a mobile device on the DWAN.

2. **Prerequisites**

The completion of the BBME Desktop Application setup procedures, outlined in this document, are dependent on the following prerequisites:

- The BBME Desktop Application is already installed on the end-user's workstation.

  Note: To request this application, you must open a "**New Computer Applications/Software**" service request in assyst, and request the "**BBME Desktop Application**". Once provisioned, the application install package will be available through your Run Advertised Programs (32-bit) program under Control Panel…Systems.

- The end-user is a DND/CAF mobility client, with an active BBME license and BBME installation on their mobile device.

- The end-user has simultaneous access to both their DND/CAF mobile device (with a usable cellular or WiFi internet connection) and their DND/CAF workstation.

  Note: It is difficult to complete these steps in a "secure area", without the assistance of another person.

3.   **BBME Desktop Application Setup Procedure**

Note: The setup procedure for the BBME Desktop Application is slightly different, depending on what type of mobile device you are currently using to run BBME.

Note: Please read the **Troubleshooting Desktop Errors,** section of this document if you encounter any activation or startup related issues.

**To install BBME Desktop Application, do the following:**

1. On your desktop workstation, launch the BBME application. The following screen will appear (see below).

   If you are a Blackberry device user, click the **<Sign in with your Blackberry ID>** button and proceed immediately to step #2 below, otherwise non-Blackberry users click the **<Activate with Blackberry UEM>** button, and proceed to step #3 below.
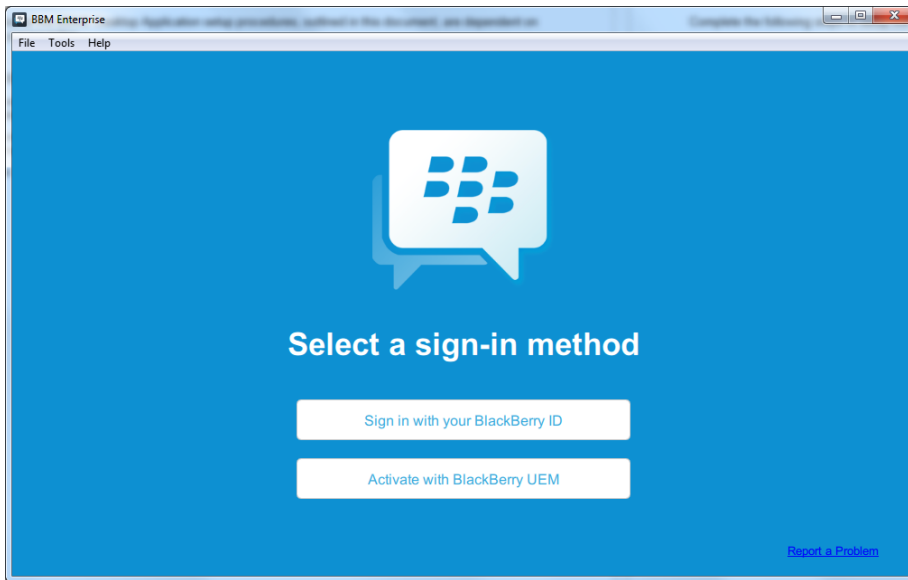
2. **Note:** This step only applies to Blackberry device owners. If you are not a Blackberry device owner, proceed to step #3 below.

   Enter your **@forces.gc.ca email address** and the **BBME Password** and click the **<Sign In>** button**.**

   Note: This is the same @forces.gc.ca email address and the BBME Password you used to initialize BBME on your mobile device(s).
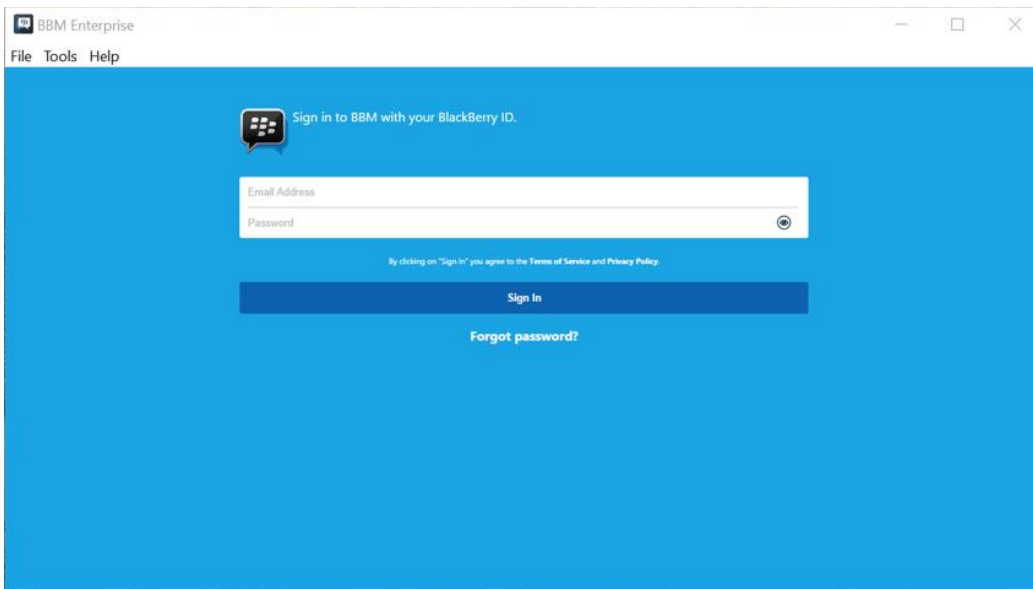
3. **Note:** This step only applies to Android or IOS device owners. If you are not a Android or IOS device owner, skip this step.

    Enter your **@forces.gc.ca email address** and the **BBME Activation Password** and click the **<Sign In>** button.

    Note: This is the same BBME activation password you used to activate BBME on your Android or IOS device. If it has been longer than 30 days, since you first received your BBME activation password email, contact your local Service Desk, to have another BBME activation password re-issued.
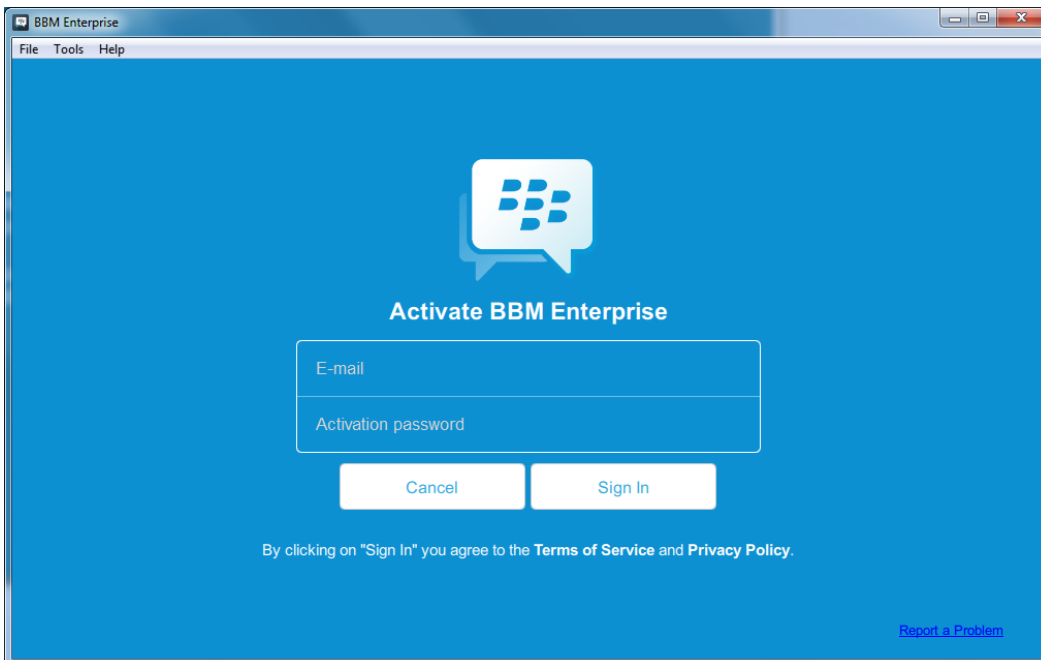
On the next screen (see below), click the **<Add this device to my BBM Enterprise account>** radio button.

Note: Before clicking the "Continue" button, ensure you have access to your DND/CAF mobile device, and that the device is currently in range of a usable cellular or WiFi internet connection.

Click the **<Continue>** button, when the above conditions are met.
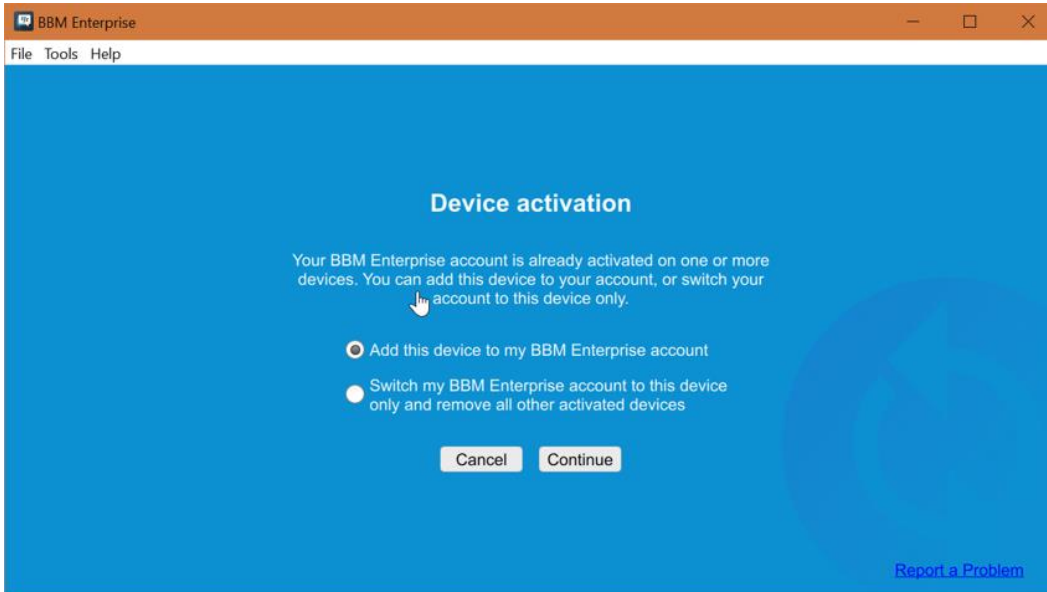
4. When the next screen appears (see below), an activation code will be generated. Take note of the activation code (write it down), as it will be required in the next step.

Note: You must leave the BBME Desktop Application open on your workstation, when proceeding to the next step, which occurs on your mobile device.
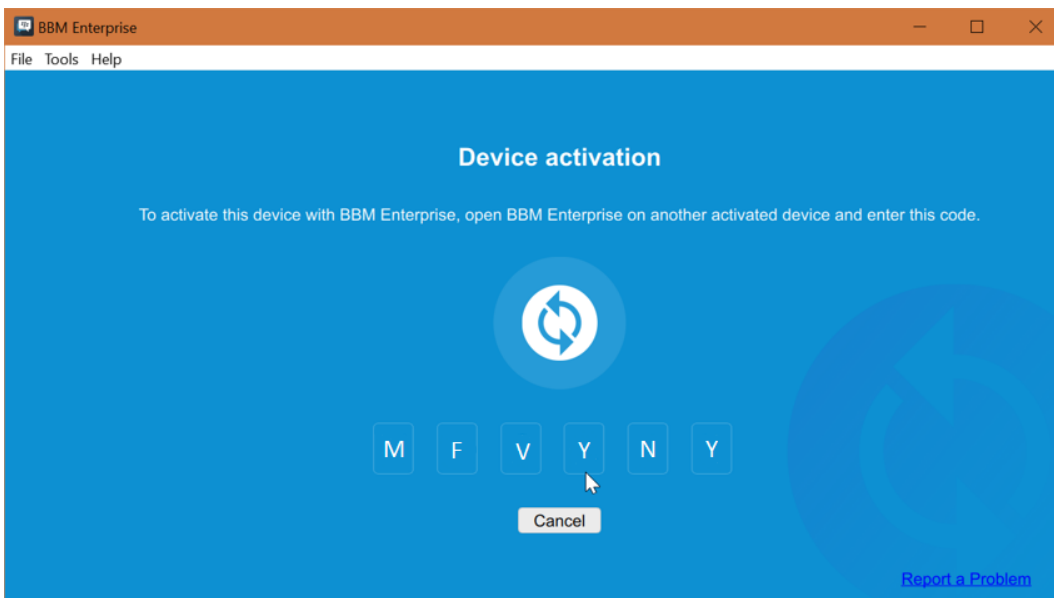
5. Login in to BBME on your DND/CAF issued mobile device. You should see a "Device Activation" screen with a message that begins with "**Another device is requesting BBM Enterprise activation…"** and a text box, in which to enter the activation code from the previous step.

6. Enter the activation code in the text box, and press the <**Activate**> button.


7. Return to your workstation, and re-activate the BBME Desktop Application, that should still be open. You should see a message on the screen that states "**Activation Complete**", and two text boxes - one (Name) displaying the current workstation id, and a second (Description) displaying the word "Windows".

   The activation of the BBME Desktop Application is now complete.

    Note: For security reasons, it is advised that you update the Name field on the BBME Desktop Application install, to something other than the workstation id. This is because this Name filed value appears in the list of devices associated to a BBME license, which is viewable on every install of BBME.   DND-CAF policy prohibits network related information be accessible outside network boundaries.
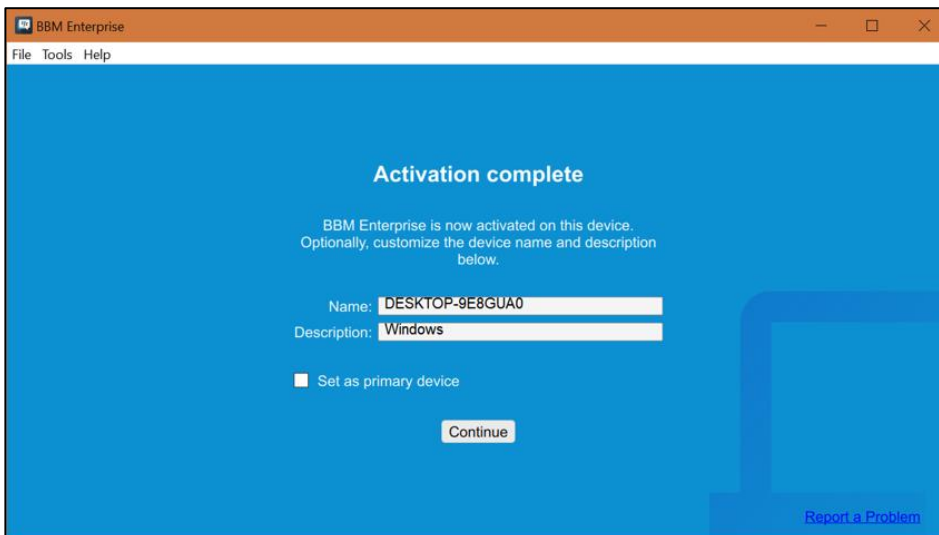
8. Change to Name value (see above) to something other than the workstation id (i.e. My Workstation), and click the **<Continue>** button to save the Name change.

9. When the BBME Desktop Application launches for the first time (see below), you will be presented with a **"Personalize your Profile"** dialogue box, asking for your First and Last name. Provide this information and click the **<Done>** button.
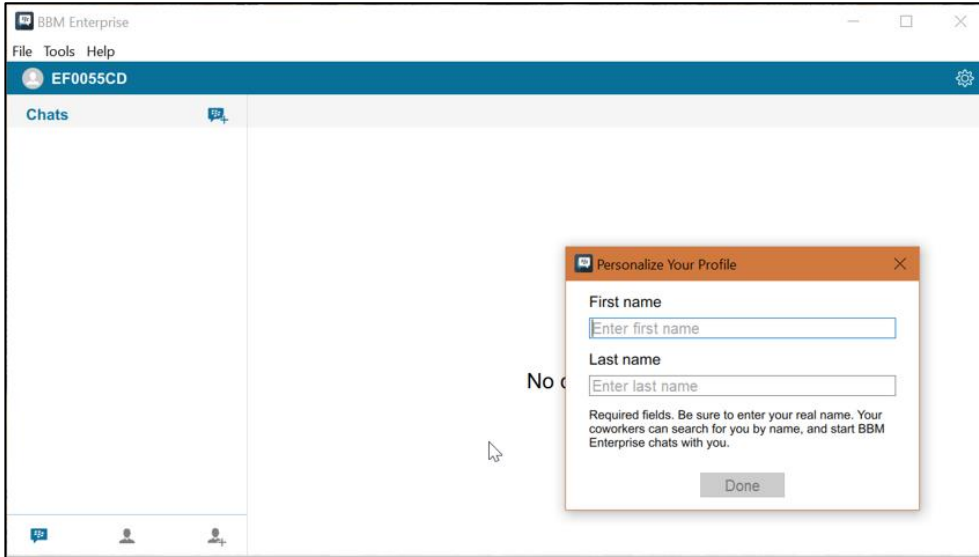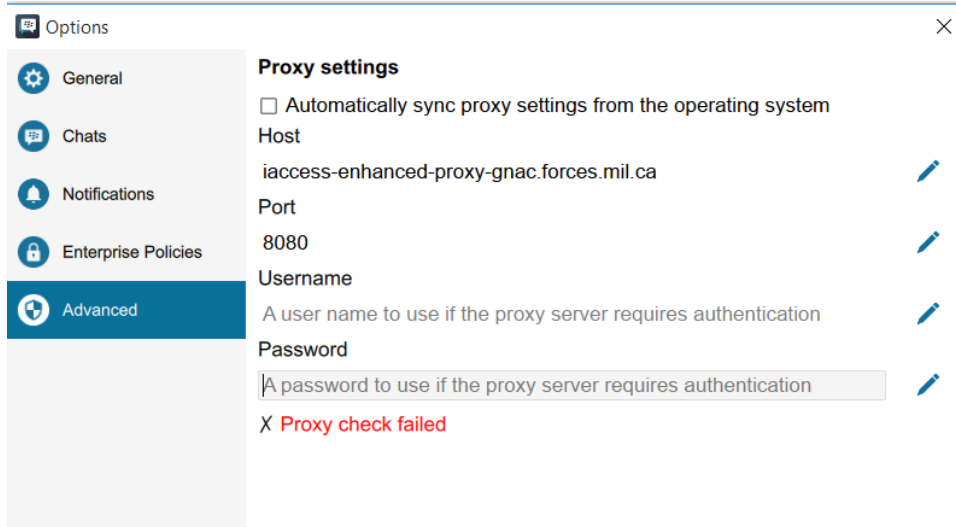

10. The BBME Desktop Application is now fully configured and ready for use.
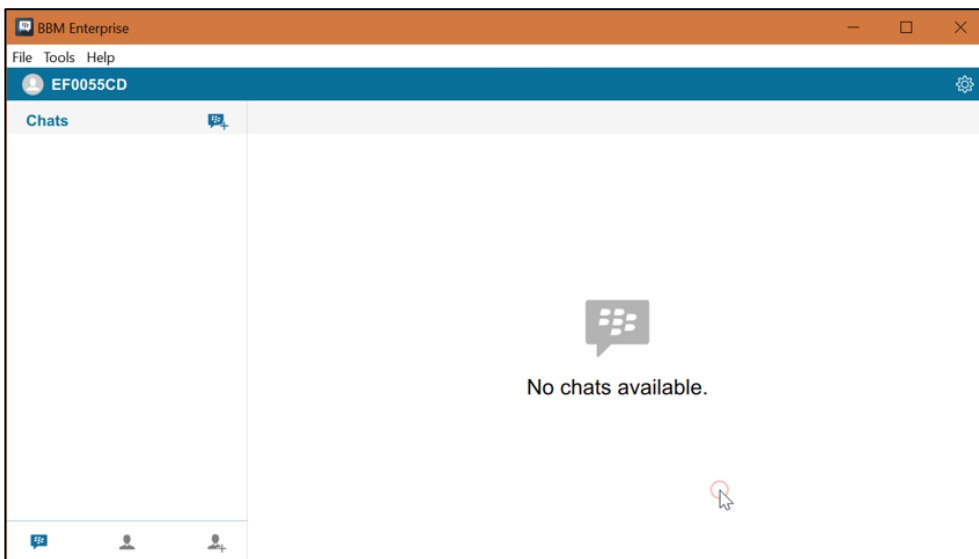
4.   Troubleshooting Desktop Errors

4.1   Proxy Check Failed Error

1. It may happen that when you launch BBME, you get a "**Proxy Check Failed**" error, as shown in the screenshot below.

2. To fix this issue, navigate to Options…Advanced, by clicking the *gear icon* in the upper right hand corner, check the *Automatically sync proxy settings from the operating system* checkbox, clear the Username and Password fields, close the Options screen and reboot/restart your computer.

    The Advanced settings screen should look similar to the screenshot below before rebooting/restarting.

    Note: The proxy check message at the bottom should completely disappear.
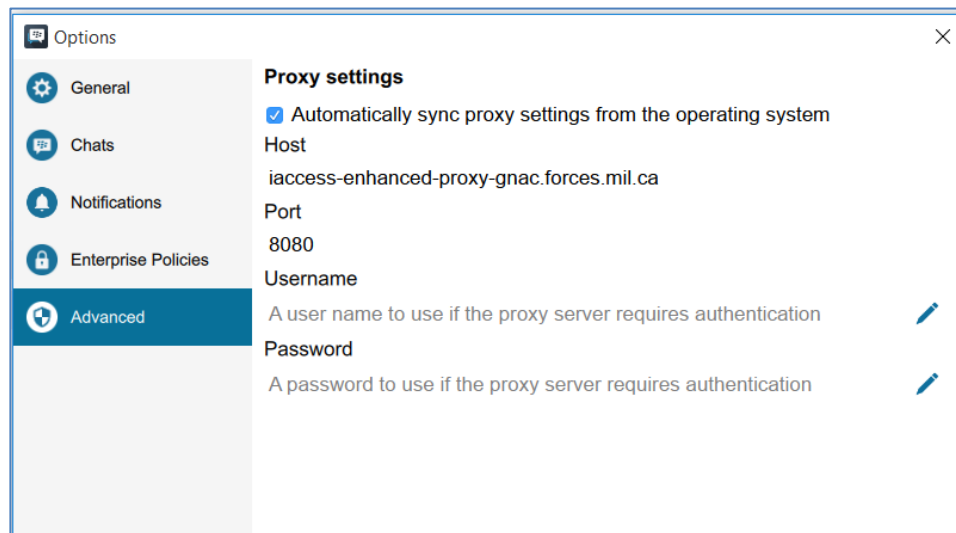
Note: The DND-CAF implementation of BBME does not use a Proxy, so please **DO NOT MODIFY** any of the settings (Host, Port, Username, Password) on the Advance settings screen, and **DO NOT ENTER** a Username and Password into those fields. Doing so may result in an INFOSEC violation.

Note: You may check the *Automatically sync proxy settings from the operating system* checkbox, if it is currently unchecked and reboot/restart your computer, as instructured above.

Abbreviations and Acronyms

The following table defines abbreviations and acronyms used within this document.

Abbreviation/Term	Definition
BBME	• BlackBerry Messaging Enterprise
DWAN	• Defence Wide Area Network
LSP	• Local Service Provider
RSMC	• Regional Service Management Centre
SOP	• Standard Operating Procedure