

F A Q S

The purpose of this document is to provide you with answers to some of the most commonly asked questions on BlackBerry® 10 and BlackBerry® Enterprise Service 10.

 **BlackBerry** 10™



BlackBerry® Enterprise Service 10 naming, features, upgrade and support

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BlackBerry® Enterprise Service 10 naming, features, upgrade and support

The purpose of this section is to explain the introduction of BlackBerry® Enterprise Service 10, the new name for our Enterprise Mobility Management (EMM) platform that encompasses device management, security, applications and unified communications and is the new name to cover multiple existing products including: BlackBerry® Enterprise Server, BlackBerry® Business Cloud Services, BlackBerry® Mobile Fusion, BlackBerry® Device Service, Universal Device Service and BlackBerry® Mobile Fusion Studio.

1 What is BlackBerry Enterprise Service 10 and when will it launch?

BlackBerry Enterprise Service 10 represents both a new name for our Enterprise Mobility Management (EMM) platform and a consolidation of our enterprise portfolio, which includes our mobile device management (MDM), security, unified communications, and application management products and services.

The first solution to have the BlackBerry Enterprise Service 10 name will be the device management software that launches together with the first BlackBerry 10 devices in Q1 of calendar year 2013, currently referred to as BlackBerry Device Service.

2 Are you introducing more names?

We are actively reducing the number and layers of product names in our portfolio. This is part of a wider naming rationalization programme. From 2013 onwards, you will see simpler product naming and fewer layers of names across our portfolio.

Over the coming months we will consolidate the multiple names that we have in our Enterprise portfolio today into one single name. For instance, the terms “BlackBerry Enterprise Server”, “BlackBerry Mobile Fusion”, “BlackBerry Device Service” and “Universal Device Service” will be phased out in favor of BlackBerry Enterprise Service 10.

3 BlackBerry launched BlackBerry Mobile Fusion early in 2012. Why are you changing names again?

The BlackBerry Enterprise Service 10 name builds on our heritage as the leading provider of enterprise mobility management solutions. We are committed to integrating our portfolio, including our operating system, smartphones, tablets, software, apps, cloud services, and Enterprise Mobility Management solutions to give our enterprise customers the management, security and control they want.

Customers told us that having BlackBerry Enterprise Server, BlackBerry Mobile Fusion and multiple names for the separate underlying MDM and support components and features was confusing. They told us that adding BlackBerry multiplatform device management to their IT infrastructure next to their existing BlackBerry Enterprise Server infrastructure was easy and cost effective, but that the different component names initially made it sound complicated. We knew immediately we needed to make some changes to simplify things for our customers.

We decided to use BlackBerry Enterprise **Service** 10 rather than “**Server**” because our enterprise portfolio includes much more than on-premise server-based software. It already includes software, apps, cloud services, security and support services and will grow in the future to include more of the Enterprise Mobility Management services our customers are demanding.

4 What products will come under the BlackBerry Enterprise Service 10 name?

The following products will be merged under the new BlackBerry Enterprise Service 10 suite name:

- BlackBerry Enterprise Server 5.x – For managing BlackBerry OS 7 and earlier devices
- BlackBerry Mobile Fusion – The current unified BlackBerry management platform
- BlackBerry Mobile Fusion Studio – The current unified management console
- BlackBerry Device Service – For managing BlackBerry PlayBook tablets and upcoming BlackBerry 10 devices
- Universal Device Service – For managing iOS and Android devices

BlackBerry Enterprise Service 10 represents both an evolution and consolidation of BlackBerry’s Enterprise Mobility Management (EMM) platform to make things simple, flexible, and scalable for our customers. New functionality for managing and securing BlackBerry 10 devices will be included at the same time as the first BlackBerry 10 device is launched in January 2013.

5 What will happen if BlackBerry Enterprise Service 10 gets a major upgrade? Will it be renamed BlackBerry Enterprise Service 11?

The BlackBerry Enterprise Service 10 name may evolve in the future, but we intend to maintain the same name throughout the Service Packs and software upgrades for some time. The underlying components of BlackBerry Enterprise Service 10 will have their own version codes but the overall name will continue.

6 Is BlackBerry Enterprise Service 10 going to be a single-server model?

Prior to BlackBerry Enterprise Service 10, if you had a BlackBerry Enterprise Server 5 and BlackBerry Mobile Fusion (UDS 6.2, BDS 6.1 and BlackBerry Mobile Fusion Studio), they could have been setup in two varying configurations to manage BlackBerry OS devices, PlayBook tablets, iOS and Android Devices:

- Configuration 1: BlackBerry Enterprise Server 5 on one server and BlackBerry Device Service, Universal Device Service and Fusion Management Studio on the second server. In this configuration, we support up to 1000 devices across both MDM domains
- Configuration 2: BlackBerry Enterprise Server 5 on one server, BlackBerry Device Service and Fusion Management Studio on a second server and Universal Device Service and Mobile Fusion Studio on a third server to achieve larger capacity.

If you are using BlackBerry Mobile Fusion Studio as your admin console, you will already be benefiting from the single admin user experience across multiple different servers.

With the initial launch of BlackBerry Enterprise Service 10 in January 2013, BlackBerry Enterprise Server 5.x will still require its own server, [while BlackBerry Device Service and Universal Device Service can reside on separate servers or be combined on the same physical or virtual server \(click here for more information\)](#). Should you opt to work with virtual servers, we fully support this type of deployment. BlackBerry Mobile Fusion operated in a similar fashion, with BES 5.x requiring one server, and both BlackBerry Device Service and Universal Device Service able to be deployed on a single server or on separate servers.

The roadmap for BlackBerry Enterprise Service 10 includes an update currently scheduled for May 2013. This service pack will enable BlackBerry Device Service and Universal Device Service, together with BlackBerry Enterprise Servers (BES 5.0.3+) to run on the same physical or virtual server; all seamlessly managed using a single fully featured management console. These developments will centralize mobility management into a single point and provide flexibility, convenience, and added management functionality.

7 How many servers will I need to manage all my devices, both my corporate smartphones and tablets and the personal devices my employees may want to use?

Server capacity planning and number of servers (physical servers and virtual machines) are dependent on hardware specification, mail server environment, and services configured to route through the BlackBerry servers behind a company firewall. Please review the "Installation & Configuration Guide" for each product and plan your deployment specific to the hardware, software and networking specifications.

There are multiple options to deploy BlackBerry Enterprise Service 10 within an organization. Note: In the initial release, BlackBerry Enterprise Service 10 installation on a BlackBerry Enterprise Server 5 server is not supported.

Option 1: You can install BlackBerry Enterprise Service 10 (BlackBerry Device Service, Universal Device Service and BlackBerry Management Studio components) on the same server. In this configuration, we support up to 1000 devices across both MDM domains. This scenario is a 2 server configuration:

1. **Server A:** BlackBerry Enterprise Server 5 (1500 BBOS devices)
2. **Server B:** Universal Device Service 6.2 + BlackBerry Device Service 6.2 + BlackBerry Management Studio (1000 BlackBerry10 / PlayBook / iOS / Android devices)

Option 2: For larger capacity (more than 1000 BlackBerry 10, PlayBook, iOS & Android devices), it is recommended that BlackBerry Device Service and Universal Device Service components of BlackBerry Enterprise Service 10 be installed on separate servers. This scenario is a 3 server configuration

1. **Server A:** BES 5 (1500 BBOS devices)
2. **Server B:** Universal Device Service 6.2 (6000 iOS / Android devices)
3. **Server C:** BlackBerry Device Service BDS 6.2 + BlackBerry Management Studio
 - a. 30K BlackBerry 10 / PlayBook devices (with VPN profiles)
 - b. 10K to 15K BlackBerry 10 / PlayBook devices (no VPN profiles scenario)

In both these options businesses will be able to manage all mobile devices from a single unified management console (BlackBerry Enterprise Server 5.0.3 or above is required to manage BBOS devices through BlackBerry Management Studio) and both personal and company owned devices can co-exist in this environment. As the business upgrades its BlackBerry OS devices to BlackBerry 10 devices, the business will be able to consolidate servers since BlackBerry Enterprise Service 10 is highly scalable.

8 What about BlackBerry® Balance?

BlackBerry Balance is significantly enhanced on BlackBerry 10 and is now built into the core operating system for an improved user experience. BlackBerry Balance gives your employees the freedom and privacy they want for their personal use while delivering the security and management you need for business use. It's the best of both worlds, seamlessly built into every BlackBerry® 10 smartphone and managed through BlackBerry Enterprise Service 10. Personal and work apps and information are kept separate, and the user can switch from their Personal Space to their Work Space with a simple gesture. The Work Space is fully encrypted, managed and secured, enabling organizations to protect critical content and applications, while at the same time letting users get the most out of their smartphone for their personal use.

BlackBerry Balance also enables the BlackBerry World for Work corporate app storefront on BlackBerry 10 devices, whereby organizations can push and recommend apps for use by employees in their Work Space.

9 Do you offer functionality similar to BlackBerry Balance (i.e. work container / sandbox) for iOS and Android devices?

We will be delivering the capability to secure application data at rest and in transit on iOS and Android devices. More information on this will be available in Q1 2013.

10 I already have BlackBerry Enterprise Server (release 4, 5, 5.0.3 or a combination) and BlackBerry OS devices (OS 4, 5, 6 & 7). What does this mean for me?

It means that you have a simple and clear roadmap to both maintain your existing investment in BlackBerry and upgrade your infrastructure and devices to include the new BlackBerry 10 smartphones.

We issued a major release of BlackBerry Enterprise Server (version 5.0.4) in Q3 2012. This was the last major release for the current version of BlackBerry Enterprise Server code and version 5.0.4 will then move into maintenance mode.

We will continue to supply BlackBerry Enterprise Server 5.0.4 server licenses and Client Access Licenses (CALs) for BlackBerry OS devices and continue to provide technical support for all BlackBerry Enterprise Server 5.x versions globally for as long as customers are running BlackBerry Enterprise Server 5.x and BlackBerry OS devices.

Many customers will continue to have BlackBerry Enterprise Server 5.x and BlackBerry OS devices for several years, as they gradually upgrade their BlackBerry OS 7 and earlier devices to BlackBerry 10 devices, before switching solely to BlackBerry Enterprise Service 10.

BlackBerry Enterprise Server releases 5.0.3 and 5.0.4 have been designed so that they integrate with BlackBerry Enterprise Service 10. We encourage all BlackBerry Enterprise Server 5.x customers to install the new BlackBerry Enterprise Service 10 modules to manage BlackBerry 10 devices, iOS, Android smartphones and tablets.

If you are one of the few customers with an older version of BlackBerry Enterprise Server (release 4 or earlier), please contact your BlackBerry account manager or preferred partner who can help you to plan your upgrade to BlackBerry Enterprise Service 10.

11 Do I have to upgrade my current BlackBerry Enterprise Server to use BlackBerry Enterprise Service 10?

No, you can run both independently if you wish, but if you choose to run BlackBerry Enterprise Service 10 alongside your existing BlackBerry Enterprise Server 5.0.3 infrastructure as we recommend, you will get the most out of your current server deployment and a better admin user experience.

If you're running a version of BlackBerry Enterprise Server prior to version 5.0.3, then this will need to be upgraded to 5.0.3/5.0.4 before being able to run alongside BlackBerry Enterprise Service 10 and use the unified management console.

12 Will I be able to manage older BlackBerry OS devices through the new MDM module that launches at the same time as BlackBerry 10 devices in 2013?

Yes, if you have BlackBerry Enterprise Server 5.0.3 or 5.0.4, you will be able to manage your server and devices direct from the BlackBerry Enterprise Service 10 management console. Furthermore, if you have multiple BlackBerry Enterprise 5.0.3 or 5.0.4 servers, you will not have to manage them independently as you do today, you will be able to control all of your servers via the single BlackBerry Enterprise Service 10 management console, even if they are installed on multiple domains.

You can sign on to your BlackBerry Enterprise Service 10 management console and manage a user's devices anywhere across your organization, whether they are using a BlackBerry OS device, a new BlackBerry 10 smartphone, PlayBook tablet, iOS or Android device, or a combination of several devices: you control that user's devices all from one simple user-level UI.

If you are using an older version of BlackBerry Enterprise Server, before release 5.0.3, you will not be able to use the new multi-server, multi-device management console and will have to manage your users and devices through the admin console on each server as you do today.

It should be noted that you do not need to have BlackBerry Enterprise Server 5.0.3 or 5.0.4 installed in order to then install BlackBerry Enterprise Service 10. The servers can run independently if you choose, but for administering multiple servers through the new management console, 5.0.3 or later is required.

13 Why are the current BlackBerry Enterprise Server 5.x capabilities not being built-in to the new BlackBerry Enterprise Service 10 MDM software?

We made this decision to make upgrade and migration as flexible as possible, and to make good our promise to protect customers' existing mobile infrastructure investments.

Some customers will switch to BlackBerry 10 devices very quickly and retire their existing BlackBerry Enterprise Server(s) in favour of BlackBerry Enterprise Service 10, while others will run the two environments in parallel for years to come – including the ability to manage all environments through a single console. Some are moving to open BYOD policies which require multi-platform MDM, others in Government and regulated industries who have high security and management requirements or where company data is highly sensitive are pursuing a BlackBerry-only path. Many enterprises are between these two extremes.

For this reason we have decided to enable existing BlackBerry Enterprise Server implementations to be managed through the BlackBerry Enterprise Service 10 admin console, but otherwise to remain as-is in your infrastructure. In the same way existing BlackBerry smartphones are making a transition to BlackBerry 10, the BlackBerry Enterprise Server is making a transition to BlackBerry Enterprise Service 10 and as a part of that transition, an overall architectural evaluation was completed that determined the best options. It was decided to leave the components of BlackBerry Enterprise Service 10 that provide the proprietary messaging interfaces (as used by existing BlackBerry smartphones to connect with BlackBerry Enterprise Server and messaging systems) as a separate component so that as customers upgrade their devices over time that component can be removed from the environment.

14 How will BlackBerry be helping enterprise customers to migrate to BlackBerry 10 and BlackBerry Enterprise Service 10?

We recognize and value the investment our enterprise customers have made in BlackBerry and in preparing for a move to BlackBerry 10, we are providing resources and offers to help make the move as seamless as possible while protecting our customers' investment. We have launched the BlackBerry 10 Ready program as a central point for all resources, education, offers and services related to supporting our customers' transition to BlackBerry 10 and BlackBerry Enterprise Service 10. The BlackBerry 10 Ready program and website covers 4 key areas:

1. BlackBerry 10 Ready Offer (currently available in North America only): Receive a free BlackBerry 10 smartphone for your organization.
2. BlackBerry Enterprise Server Client Access License (CAL) Trade-Up: Make a seamless switch to BlackBerry 10 by leveraging your existing license investment with no additional costs.

3. BlackBerry 10 Readiness Services: Choose from a variety of enterprise services designed to give you the confidence, tools and assistance to get your company up and running on BlackBerry 10 quickly.
4. BlackBerry 10 Ready Webcast Series: Get actionable insights from weekly webcasts you can use to ensure your enterprise will be ready.

For more information visit the site at www.BlackBerry.com/BlackBerry10ready

15 Will there be a Cloud based version of BlackBerry Enterprise Service 10?

We have already announced that we'll be extending our device management and security capabilities into the cloud. More detail and timings of the cloud based version of BlackBerry Enterprise Service 10 will be made available in due course.

16 If the platform is changing to BlackBerry Enterprise Service 10, should I install BlackBerry Mobile Fusion today?

Yes. BlackBerry Mobile Fusion will allow you to manage BlackBerry PlayBook tablets as well as iOS and Android devices today; it will also prepare you for a simple and straightforward upgrade to BlackBerry Enterprise Service 10 once it's available in early 2013, when it launches together with the first of our new BlackBerry 10 smartphones.

17 Why does BlackBerry provide MDM solutions to manage other mobile operating systems like Android and iOS? Is BlackBerry serious about multiplatform device management?

After receiving overwhelming demand from our enterprise customers, in May 2011 we announced that BlackBerry would build a class-leading cross-platform MDM solution to meet the needs of organisations actively managing multiplatform and BYOD environments.

We launched Universal Device Service (part of the current BlackBerry Mobile Fusion suite) early in 2012 as the first step towards that vision. In May 2012, we announced that we would add containerization and additional security capabilities for 3rd party devices in the coming year. The BlackBerry Enterprise Service 10 roadmap we are sharing now is the next stage of delivery.

Our roadmap, investments and acquisitions are testament to our commitment to multiplatform MDM and as a Tier 1 vendor with a global presence we are dedicated to providing our customers with a trusted relationship in a fragmented, unstable and rapidly consolidating MDM market characterized by small VC-backed start ups.

18 I hear BlackBerry 10 devices will support ActiveSync. Is this true? Does this mean I can use the standard ActiveSync controls to manage BlackBerry 10 smartphones?

Yes, BlackBerry 10 supports ActiveSync for enterprise integration with Microsoft Exchange and other enterprise mail platforms that use ActiveSync. In fact we already support ActiveSync on the BlackBerry PlayBook tablet today. It will be simple to setup and sync BlackBerry 10 smartphones out of the box with ActiveSync alone, and that's fine if you don't need a high level of security and control (ActiveSync supports a small number of policies which are insufficient for most enterprise MDM requirements) so we also give you the ability to add enterprise-level security and management with BlackBerry Enterprise Service 10.

For more information on why and how we're using ActiveSync, click here.

19 Will BlackBerry 10 devices managed by BlackBerry Enterprise Service 10 have the same IT policies as BlackBerry devices on BlackBerry Enterprise Server has today?

They won't have exactly the same policy set as BlackBerry Enterprise Server has today because we have designed BlackBerry 10 devices to be much more easily managed and secured with the use of BlackBerry Balance partitioning. This means you can control both corporate-owned and personal-owned devices without having to set policies at the very granular level you sometimes have to today.

BlackBerry Enterprise Service 10 includes the BlackBerry Balance security framework designed into the platform end-to-end; across the device, OS, apps and management platform, to provide separation of personal and work data and apps, as well as IT policies to enable corporate-only device deployment.

Because of our innovative container-managed security model, IT Policy management is greatly simplified. This serves to reduce the number of IT policies required, without compromising on the benefit those policies provided. As an example, block copy/cut/paste is a specific policy that is automatically embedded in BlackBerry Balance to prevent data leakage from corporate to personal channels.

20 Will BlackBerry 10 devices support Over-The-Air activation?

Yes, when managed by BlackBerry Enterprise Service 10.

21 Will BlackBerry 10 devices support S/MIME?

Yes, at launch in Q1 2013.

22 Will BlackBerry Mobile Voice System (MVS) be available on BlackBerry 10 devices?

MVS is planned to be available for BlackBerry 10 devices in the Q2 2013 timeframe. As MVS is not a standalone application and is built into the core OS, our focus has been to finalize the BlackBerry 10 OS build to ensure a reliable user experience prior to adding MVS functionality. The fact that MVS is built into the OS is in fact one of the key benefits of the solution in that there is no separate application the user needs to initiate, resulting in a seamless user experience and allowing IT departments to drive cost savings and meet regulatory requirements with little to no user training.

23 Will there be Technical Support Services for BlackBerry 10?

Yes, as with all BlackBerry software, there will be support options available for BlackBerry Enterprise Service 10 managing BlackBerry 10 devices at launch.

All BlackBerry solutions are underpinned by BlackBerry Technical Support Services, a global offering that is designed to support enterprises ranging from small businesses to global organizations. With multiple language and time zone support across five international support centers, you can get the help you need when you need it.

www.BlackBerry.com/btss

BlackBerry® 10 for Enterprise

general frequently asked questions

1 So what makes BlackBerry 10 so different from previous BlackBerry devices?

Help employees make the most of business opportunities with the re-designed, re-engineered, re-invented BlackBerry smartphone powered by BlackBerry® 10. BlackBerry 10 features and apps work seamlessly together to deliver the ultimate end user experience. And with BlackBerry Enterprise Service 10, you can easily deploy, manage, secure and control BYOD and corporate devices and truly mobilize your business.

Built for business users. Empower your users with BlackBerry 10. It helps them manage time, prioritize tasks, stay close to the people who matter and get things done, fast.

- BlackBerry® Hub, flow & peek: A unique new user experience that allows seamless navigation, flowing effortlessly between open applications and the BlackBerry® Hub. All messages, notifications, feeds, and calendar events come into the BlackBerry Hub, and with a simple swipe you can peek into it at anytime from anywhere on the device.
- The BlackBerry® Keyboard learns how you write and adapts to how you type so you can write faster, more accurately and with the least amount of effort.
- BBM™ Video with Screen Share: Switch from a BBM™ chat to a BBM™ Video conversation on the fly, then show them what you're looking at with screen sharing.

BlackBerry® Balance™. BlackBerry Balance gives your employees the freedom and privacy they want for personal use while delivering the security and management you need for business use. It's the best of both worlds, seamlessly built into every BlackBerry® 10 smartphone and managed through BlackBerry Enterprise Service 10.

- Personal and work apps and information are kept separate, and the user can switch from their Personal Space to their Work Space with a simple gesture. The Work Space is fully encrypted and secure, enabling organizations to protect critical content and applications, while at the same time letting users get the most out of their smartphone for personal use.

Applications. BlackBerry has great mobile applications that empower business people and enable side by side use with their personal applications.

- Enabled seamlessly through BlackBerry Enterprise Service 10 and BlackBerry Balance, businesses can easily manage and curate a corporate app storefront (BlackBerry World for Work) within the Work Space to push and install mandatory apps and publish recommended app lists.
- Users retain the ability to access and download great business and personal apps as well as games, videos, movies and music through BlackBerry World in their Personal Space.

Unified Communications. BlackBerry enables a truly integrated voice, messaging, PIM, apps and social experience built for business users, delivering more effortless collaboration between employees, partners and customers.

Mobile Device Management. BlackBerry enables enterprises to manage complex mobile fleets across multiple types of devices, brands, OS', ownership and usage.

- BlackBerry Enterprise Service 10 supports the management of multiple devices and operating systems per user, both corporate owned and personal owned (BYOD) devices.
- Meeting the full range of management needs; from a basic level of administration up to the high security and control needs of government and regulated industries.² Managing devices, OS's and users through a single platform and management console.

Security. BlackBerry is the gold standard for secure end-to-end mobility.

- Satisfying the full range of security needs; from a basic level up to the high levels of security and control needed to satisfy government and regulated organization's needs.² Secure corporate data and applications on personal (BYOD) and corporate devices and protect against data leakage and unauthorized devices accessing corporate assets.

Where multiple devices, ownership models, applications and operating environments exist, BlackBerry Enterprise Service 10 perfectly balances end user and corporate needs to keep your business moving.

2 Do I need special software to connect BlackBerry 10 devices to my company messaging and collaboration systems (e.g. Exchange, Office 365, Google Docs)?

BlackBerry 10 comes with full ActiveSync support. This means you can connect instantly to either on-site server systems or even those in the cloud simply and with minimum administration and cost. Simply enter the appropriate user and server details in the setup menu to start receiving email and syncing your calendar and contacts.

That's fine if you don't need a high level of security and control (ActiveSync supports a small number of policies which are insufficient for most enterprise MDM requirements) so we also give you the ability to add enterprise-level security and management with BlackBerry Enterprise Service 10.

3 Is data on BlackBerry 10 devices compressed?

When managed by BlackBerry Enterprise Service 10, BlackBerry 10 devices feature BlackBerry Balance. This is technology that will automatically and contextually identify & separate work and personal content.

Content classified as Enterprise data on BlackBerry 10 devices (i.e. work email, attachments, work contacts, calendar and notes, work browser, and enterprise applications) will pass through BlackBerry Enterprise Service 10 and will be compressed. Data that is not classified as work (i.e. personal browser, personal email and applications) will not pass through BlackBerry Enterprise Service 10 and will not be compressed.

It is anticipated that the majority of personal data consumption will not benefit from additional compression due to the nature of the content (i.e. video streaming, embedded flash content, music and video downloads, video conferencing, application and game downloads).

We recommend data plans equivalent to other Smartphones in order to accommodate the powerful multimedia and browsing capabilities of BlackBerry 10 devices.

4 Can I use BlackBerry 10 devices alongside other types of mobile devices in my business?

Yes. BlackBerry 10 devices can be used with other devices. Support for ActiveSync means you can now connect BlackBerry 10 devices to your systems in exactly the same way as you do with other devices that support ActiveSync. This also means that each user will be able to have multiple BlackBerry and other devices connected to the same corporate email account.

Further, BlackBerry Enterprise Service 10 multi-platform device management capabilities will allow you to manage BlackBerry as well as iOS and Android devices through a single MDM and security solution.

5 Will BlackBerry 10 devices support existing JDE Java apps?

BlackBerry WebWorks and HTML apps will function on BlackBerry 10 with a simple recompilation. BlackBerry Java apps will need to be ported to BlackBerry 10 using one of the rich standards-based development tools available for BlackBerry 10 including BlackBerry WebWorks or BlackBerry Native or Cascades.

6 I have both employee and company provided devices in my business. If an employee wants to use their own BlackBerry 10 device for work, what do I need to do?

You don't need to do anything. You can encourage your employees to use their own devices for work in order to be more efficient and effective. All they'll need is the server and user details to enter into their device setup wizard that points them to your messaging systems. They can then sync email, calendar, contacts and tasks instantly using ActiveSync.

For security conscious customers, the BlackBerry Enterprise Service 10 solution provides an additional security framework for BlackBerry 10 behind the firewall connectivity. The solution establishes and maintains a BlackBerry "Secure Connection" with the BlackBerry 10 smartphone, leveraging the BlackBerry secure infrastructure that enterprise security departments know and trust. Additionally, BlackBerry Balance employs a corporate perimeter to ensure that all corporate data remains secure on device and separate from personal data.

7 At the moment I only need basic device management and security, but as my business grows these needs may change. Is BlackBerry 10 the right mobile solution for me and how will it grow with my needs?

BlackBerry 10 devices support ActiveSync which provides a basic level of device management and security. BlackBerry also provide BlackBerry Protect free of charge, which is a service that's built into the device and allows a user to self-serve via a web portal for functions like locking, wiping, locating on a map, displaying a message on the device screen and resetting passwords for lost or stolen devices.

BlackBerry has a strong heritage in the mobile device management (MDM) space so as your needs develop, you can rest assured that BlackBerry can provide a suitable level of device management and protection through BlackBerry Enterprise Service 10. BlackBerry Enterprise Service 10 will deliver a greater number of management policies which allow more in-depth device controls and security.

BlackBerry Enterprise Service 10 will also enable BlackBerry Balance on BlackBerry 10 smartphones and PlayBook tablets, which secures and protects sensitive business data on both personally owned and corporate owned devices by creating Work and Personal perimeters that allow users unrestricted access to their personal applications and data while keeping corporate data safe.

We have a strong roadmap for BlackBerry Enterprise Service 10 including 3rd party containerization capabilities and more comprehensive BlackBerry security options for government and regulated environments, so customers can rest assured that BlackBerry remains the most trusted mobility partner for business.

8 I already have a mixture of different types of smartphones and tablets in my business and this is likely to continue. Is there a way I can manage all of them together?

Yes. BlackBerry Enterprise Service 10 will enable you to manage BlackBerry smartphones & PlayBook tablets as well as iOS and Android smartphones and tablets from a single, easy to use management console. BlackBerry is a leader in the mobile device management (MDM) space and has a strong reputation for management, security and control over BlackBerry devices. With BlackBerry Enterprise Service 10 that capability is extended beyond just BlackBerry devices. This makes it faster, easier and more cost effective to manage both company and personal-owned devices.

9 How many servers will I require to support BlackBerry 10 devices?

Server capacity planning and number of servers (physical servers and virtual machines) are dependent on hardware specification, mail server environment, and services configured to route through the BlackBerry servers behind a company firewall. Please review the “Installation & Configuration Guide” for each product and plan your deployment specific to the hardware, software and networking specifications.

Option 1: If you are going to be supporting BlackBerry 10 device as well as iOS or Android devices, you can install BlackBerry Enterprise Service 10 (BlackBerry Device Service, Universal Device Service and BlackBerry Management Studio components) on the same server. In this configuration, we support up to 1000 devices in total.

Option 2: For larger capacity (more than 1000 BlackBerry 10, iOS or Android devices), it is recommended that BlackBerry Device Service and Universal Device Service components of BlackBerry Enterprise Service 10 be installed on separate servers. This scenario is a 2 server configuration.

1. **Server A:** BlackBerry Device Service BDS 6.2
+ BlackBerry Management Studio
 - a. 30K BlackBerry 10 / PlayBook devices (with VPN profiles)
 - b. 10K to 15K BlackBerry 10 / PlayBook devices (no VPN profiles scenario)
2. **Server B:** Universal Device Service 6.2 (6000 iOS / Android devices)

10 I currently use BlackBerry Enterprise Server Express to connect BlackBerry devices to our Microsoft Exchange systems. What do I need to do for BlackBerry 10 devices?

You can continue using BlackBerry Enterprise Server Express to connect and manage your existing BlackBerry OS devices to Microsoft Exchange. You then have a couple of options. If BlackBerry 10 users need only basic security and management, you can connect them direct to Exchange using ActiveSync and use the standard protocols to perform basic device management. If you need a greater level of security and control over the BlackBerry 10 devices, similar to BlackBerry Enterprise Server Express, then you can use BlackBerry Enterprise Service 10 which will deliver greater management capabilities for BlackBerry 10 devices. You can also use BlackBerry Enterprise Service 10 to manage BlackBerry PlayBook tablets as well as iOS and Android smartphones and tablets if you have them. You will continue to be able to manage your existing BlackBerry OS devices from a single unified management console by connecting BlackBerry Enterprise Server Express to BlackBerry Enterprise Service 10.

11 Why has BlackBerry decided to use ActiveSync?

Over the past decade, ActiveSync has matured as a protocol. We are able to use ActiveSync to provide a capable sync engine that is supported for both the traditional Enterprise email platforms that BlackBerry currently supports, and for additional email platforms that support the Microsoft ActiveSync protocol. This ability to build a single sync engine increases the reach of BlackBerry devices, while reducing the complexity of the custom sync engine that exists in today’s BlackBerry Enterprise Server.

By using ActiveSync, we are able to provide a set of additional options for email connectivity to our customers including growth to support multiple devices for each user. In addition it has allowed us to **increase server scalability** when compared to the BlackBerry Enterprise Server.

More information on the subject can be found [here](#).

12 Will there be Technical Support Services for BlackBerry 10?

Yes, as with all BlackBerry software, there will be support options available for BlackBerry Enterprise Service 10 managing BlackBerry 10 devices at launch.

All BlackBerry solutions are underpinned by BlackBerry Technical Support Services, a global offering that is designed to support enterprises ranging from small businesses to global organizations. With multiple language and time zone support across five international support centers, you can get the help you need when you need it.

www.BlackBerry.com/btss

13 What apps can I get on BlackBerry 10?

With BlackBerry 10 you will have all the key apps you need to work from anywhere, boost efficiency and get closer to your customers. The new BlackBerry World makes it easier and faster for you to find, download and share apps. Extensive support for Microsoft Office documents is built into the device with Documents to Go as standard so you can create, view, edit Word, Excel and PowerPoint. You can also view and annotate PDF's.

We will be announcing more details about exciting new business apps for BlackBerry 10 at launch, but in the interim, you can see details of some partners we're already working with like Cisco for Webex and Box. Webex: <http://bizblog.BlackBerry.com/2012/09/cisco-webex-BlackBerry-10/> and Box: <http://bizblog.BlackBerry.com/2012/10/box-integration-BlackBerry-10-cloud-storage/>

In addition to business and productivity apps, the new BlackBerry World in BlackBerry 10 gives users a great choice of the best games, music, videos and movies as well.

14 Are there any types of apps that can work on both BlackBerry OS and BlackBerry 10 devices?

Yes – Apps developed using BlackBerry WebWorks or HTML are compatible with both device types. The only requirement is to compile each app separately using the appropriate compilation tools.

15 Will BlackBerry OS apps need to be rewritten for BlackBerry 10?

Your development teams will be happy to know that BlackBerry WebWorks and HTML apps will function on BlackBerry 10 with a simple recompilation. BlackBerry Java apps will need to be ported to BlackBerry 10 using one of the rich standards-based development platforms available for BlackBerry 10 including BlackBerry WebWorks, BlackBerry Native or Cascades. Care should be taken to ensure that previous user interfaces work well on the higher resolution BlackBerry 10 screens.

16 Can I use applications developed for Android on BlackBerry 10?

While BlackBerry 10 supports Android consumer apps that have been repackaged by their developers for use with the BlackBerry Runtime for Android, Android apps are not supported within the Work Space (corporate perimeter) on BlackBerry 10 (this includes any applications managed by BlackBerry Enterprise Service 10 and BlackBerry World for Work). This means that ported Android apps cannot access corporate data and enterprise connectivity options.

17 How can I distribute apps to BlackBerry 10 enterprise users?

By using BlackBerry Enterprise Service 10 and BlackBerry Balance, multiple options exist to deploy BlackBerry 10 apps to enterprise employees. Apps hosted by the enterprise can be pushed out as either a mandatory installation (the app appears in the app grid within the Work Space) or as an optional download from BlackBerry World for Work corporate app storefront. Apps residing in the public BlackBerry World storefront can be whitelisted, enabling employee optional download to the Work Space.

18 Is it possible to centrally transfer data over from previous BlackBerry smartphones to BlackBerry 10?

IT Admins can centrally provision corporate email profiles, Wi-Fi connectivity, applications (optional & mandatory) from BlackBerry Enterprise Service 10. Once a user activates a device, a secure corporate perimeter is established, and all corporate data is pushed down to the user's device. Corporate PIM data is sync'd from the Exchange server via ActiveSync once the user has activated against BlackBerry Enterprise Service 10. Personal data migration is handled by the end user.

19 Will I be able to back-up my BlackBerry 7 and earlier device data and restore it to a BlackBerry 10 device?

Yes – there are 2 methods available to move data from a BlackBerry 7 or earlier BlackBerry device:

- Micro-SD Card (requires BlackBerry OS 7 device or later)
- Use BlackBerry Link. This requires a PC or Mac.

All email, contacts and calendar content will be automatically synchronized over the air when the device is connected via ActiveSync only or via BlackBerry Enterprise Service 10.

20 Will the “Switch Device” feature from BlackBerry Link (currently BlackBerry Desktop Manager) support my upgrade to a BlackBerry 10 device?

Yes, BlackBerry Link will support a device switch from BlackBerry OS 5.0 and higher to BlackBerry 10 devices.

21 Can I take the MicroSD card from my BB7.0 device and place it into my BlackBerry 10 device and be able to access all my files, pictures and music.

Yes, however Micro-SD Card switch is only supported on BlackBerry OS 7 devices or higher.

22 Will my current applications be restored to the BlackBerry 10 device after a device switch?

Users will be required to download personal apps from BlackBerry World. Applications from previous BlackBerry smartphones may not be available for BlackBerry 10 devices. Availability depends on the application provider. Corporate applications, as defined by your enterprise administrator, will be installed as mandatory or made available for optional download on BlackBerry 10.

23 Will having a virtual keyboard impact the interaction with my applications?

Since applications will need to be re-submitted to BlackBerry World for BlackBerry 10, developers will be able to ensure they are translated properly to fit the larger screen and work well with the new keyboard. Applications built using the BlackBerry 10 platform will benefit from much richer user experiences, designed for both virtual and physical keyboards.

24 My SIM Card from a BlackBerry OS device is not compatible with my new BlackBerry 10 device, how do I correct this (BlackBerry 10 is a Micro SIM)?

Your carrier will be able to provide you with a compatible SIM for your new BlackBerry 10 smartphone. If you have an older, incompatible SIM Card, you'll need to first copy those contacts to your previous BlackBerry smartphone:

- Access the SIM Phone Book from by tapping the BlackBerry key from within the Contacts application
- Tap the BlackBerry key again and select 'Copy All to Contacts'
- Contacts can then be transferred from the previous BlackBerry smartphone to the new BlackBerry 10 device via the methods listed in this guide.

25 Will I be able to transfer data over from non-BlackBerry smartphones to my BlackBerry 10 smartphone?

Yes – however, only multimedia content can be transferred, since non-BlackBerry devices cannot connect directly to BlackBerry Link. Media content must first be transferred to a PC and then transferred to BlackBerry 10 using BlackBerry Link.

All email, contacts and calendar content will be automatically synchronized over the air when the device is connected via ActiveSync only or via BlackBerry Enterprise Service 10.

26 What form factors will BlackBerry 10 be available in?

BlackBerry 10 will be available in all-touch as well as touchscreen with QWERTY form factors, to fully address the preferences and varying needs of users. The all touch device launches first in January 2013 to be followed by the touchscreen with QWERTY device in Q2 2013. Both form factors will be enterprise-ready at launch, with advanced security controls becoming available with the OS update in line with the second device (which will then also be applied to the first device).

¹ BlackBerry Enterprise Service 10 currently supports BlackBerry OS, BlackBerry 10, BlackBerry PlayBook, iOS and Android devices

² Advanced EMM features arrive in Q2 2013 together with the second BlackBerry 10 device launch & BlackBerry 10 OS 10.1 update to the first BlackBerry 10 device launched in January 2013