

BOMGAR™

Supporting BlackBerry Smartphones

Thank you for using Bomgar.

At Bomgar, customer service is a top priority. Help us provide you with excellent service. If you have any feedback, including any manual errors or omissions, please send an email to feedback@bomgar.com.

Supporting BlackBerry Smartphones

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Supporting BlackBerry Smartphones

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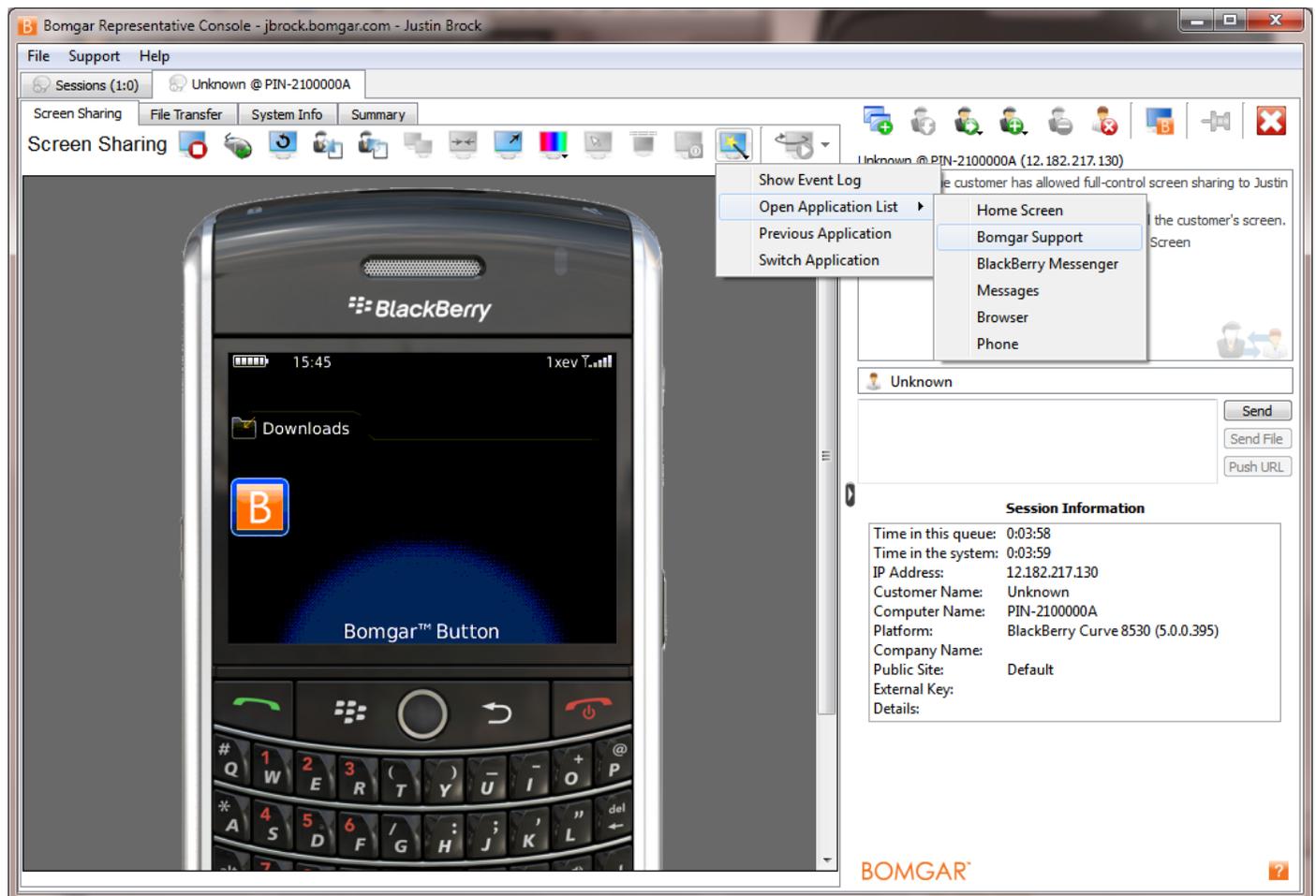
Supporting BlackBerry® – Technical Guide

Overview

Bomgar allows support representatives to access and support remote BlackBerry® Smartphones. This guide provides some best practices for supporting those devices.

You must be running Bomgar version 10.2 (released 12/15/08) or later in order to support BlackBerry® devices, but there have been significant upgrades for BlackBerry® support since.

Refer to www.bomgar.com/documentation to view the documentation for your release. Bomgar supports BlackBerry® OS versions 4.3 and up.



Starting a Support Session with BlackBerry® Smartphones

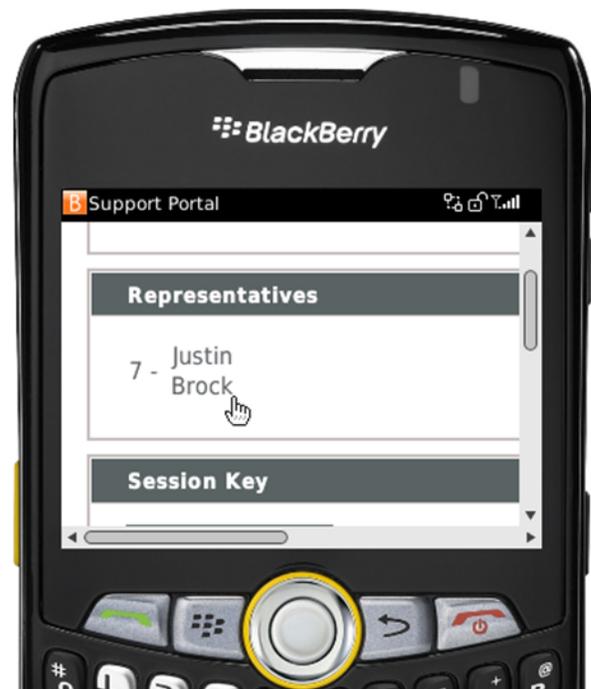
Bomgar enables you to support unmanaged BlackBerry® Smartphones on an ad hoc basis. There are two modes of initiating this type of BlackBerry® Support:

1. Customer-Initiated Support Requests
2. Rep-Initiated Support Invitations

Customer-Initiated Support Requests

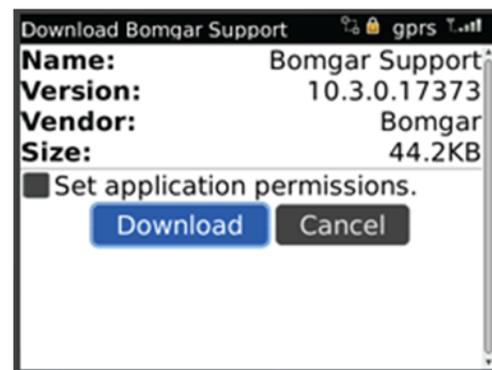
Customers on BlackBerry® Smartphones may request support from you by completing one of the session initiation options on your support portal from their phone.

To begin, customers connect to your support site using the Internet Browser from their BlackBerry®. They can then start a support session by selecting a representative's name, entering a session key, or submitting an issue, depending on the options available on your site.



When prompted, your customer should download the Bomgar customer client. It is not necessary to set application permissions, as the Bomgar client will attempt to set the appropriate permissions automatically. (However, if permissions are set manually, all of the permissions must be set to allow.)

If the Bomgar Client needs to configure its permissions, the BlackBerry® Smartphone will prompt the user with Bomgar Support is requesting changes to its application control permissions.



The user must click View to see the permissions. Once on the permissions screen the user must press Escape then Save when prompted. The screen displays may differ by device and operating system version, therefore this article does not depict them.

When a second prompt appears, informing your customer that the application was successfully installed, he or she should select Run and the support session will start.

Note: Bomgar Buttons for BlackBerry® Smartphones, available with Bomgar 10.5, are an option for recurring customer-initiated support requests. Bomgar Buttons may be installed during a support session or mass-deployed via email and BES.

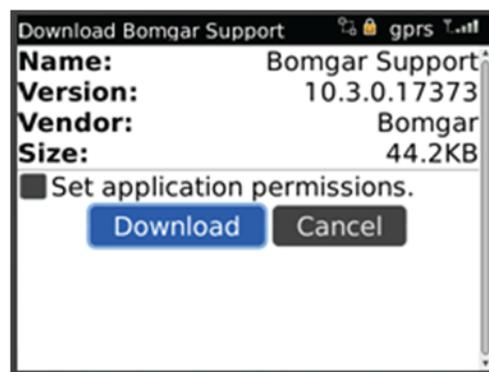
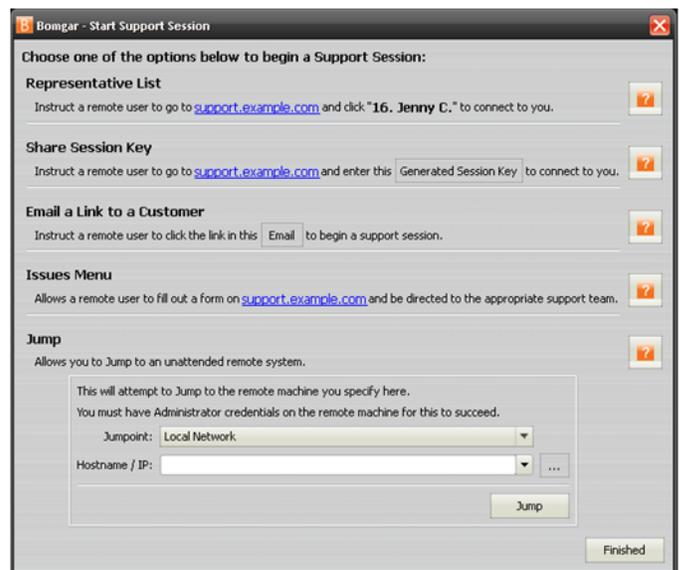
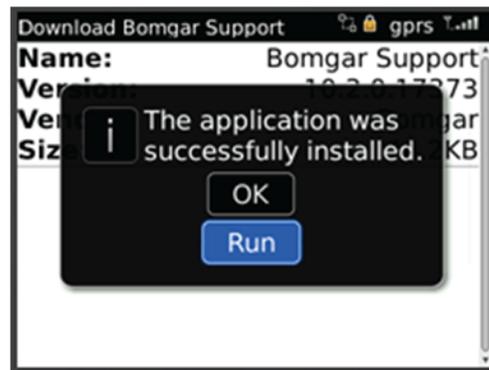
Rep-Initiated Support Invitations

Support representatives may invite customers on BlackBerry® Smartphones into support sessions. To do so, select the Start button above the queues in the representative console. This will open the Start Support Session window.

Then select the Email button under Email a Link to a Customer. This will create an email invitation containing a link that automatically prompts the customer to download the customer client.

Once the customer clicks the link, he or she will begin to download the Bomgar customer client. It is not necessary to set application permissions, as the Bomgar client will attempt to set the appropriate permissions automatically. (However, if permissions are set manually, all of the permissions must be set to allow.)

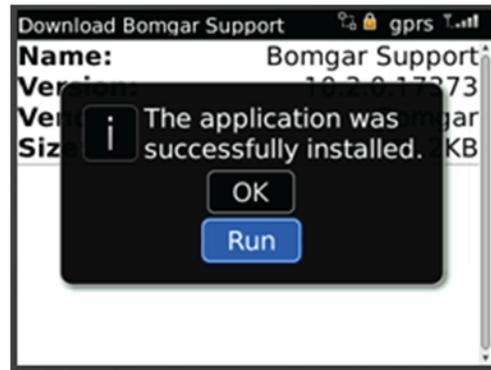
If the Bomgar Client needs to configure its permissions, the BlackBerry® Smartphone will prompt the user with Bomgar Support is requesting changes to its application control permissions.



The user must click View to see the permissions. Once on the permissions screen the user must press Escape then Save when prompted. The screen displays may differ by device and operating system version, therefore this article does not depict them.

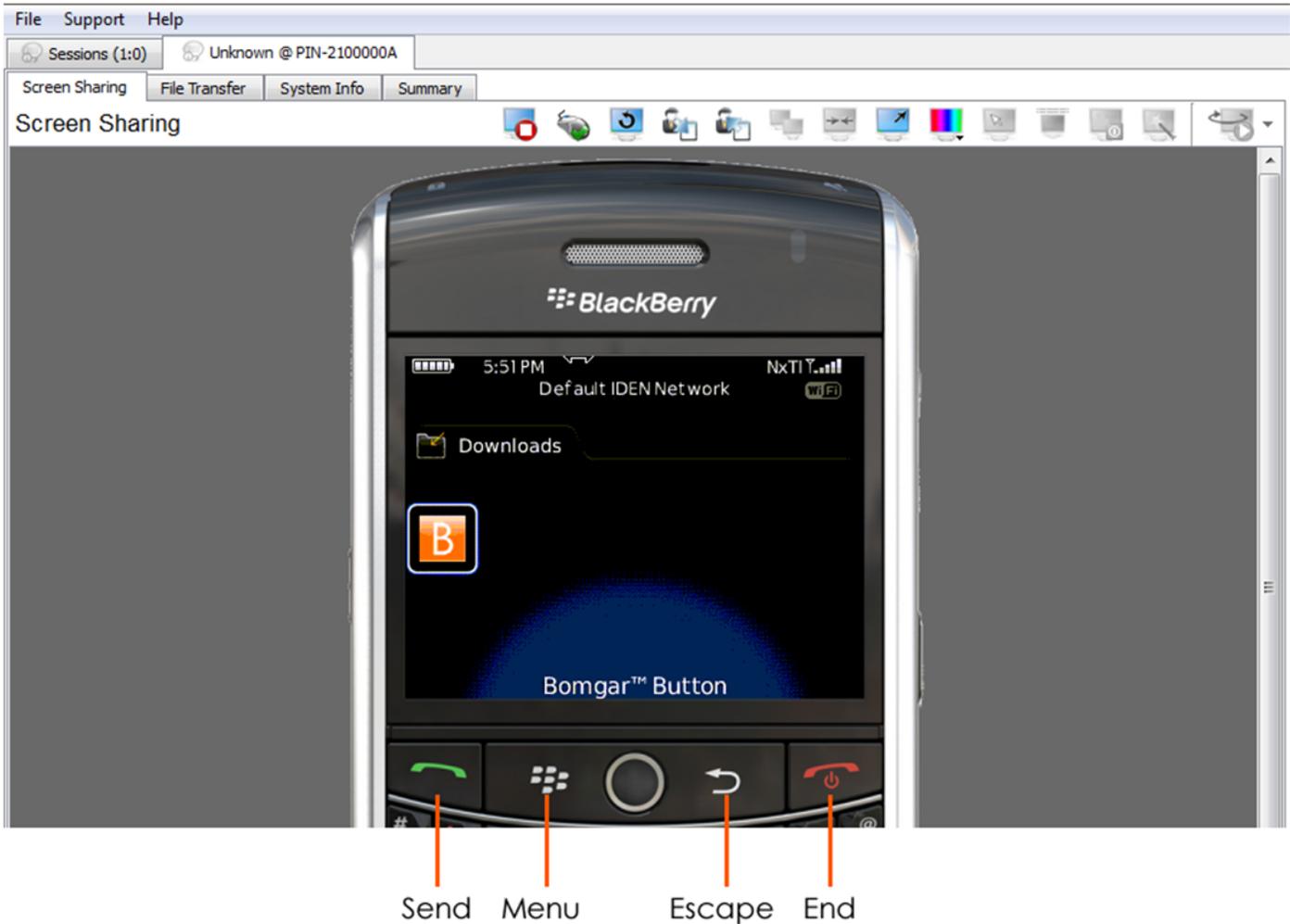
When a second prompt appears, informing your customer that the application was successfully installed, he or she should select Run and the support session will start.

Note: Bomgar Buttons for BlackBerry® Smartphones, available with Bomgar 10.5, are an option for recurring customer-initiated support requests. Bomgar Buttons may be installed during a support session or mass-deployed via email and BES.



The BlackBerry® Support Session

Once connected to a remote BlackBerry® Smartphone, support representatives can chat with customers, view and/or control the Smartphone, transfer files and see the BlackBerry® Smartphone's system information.



The representative console session window displays an image for interacting with the BlackBerry® Smartphone. Representatives can use the mouse to manipulate the trackball (with the exception of the BlackBerry® Storm device) or type on the BlackBerry® Smartphone via the keyboard.

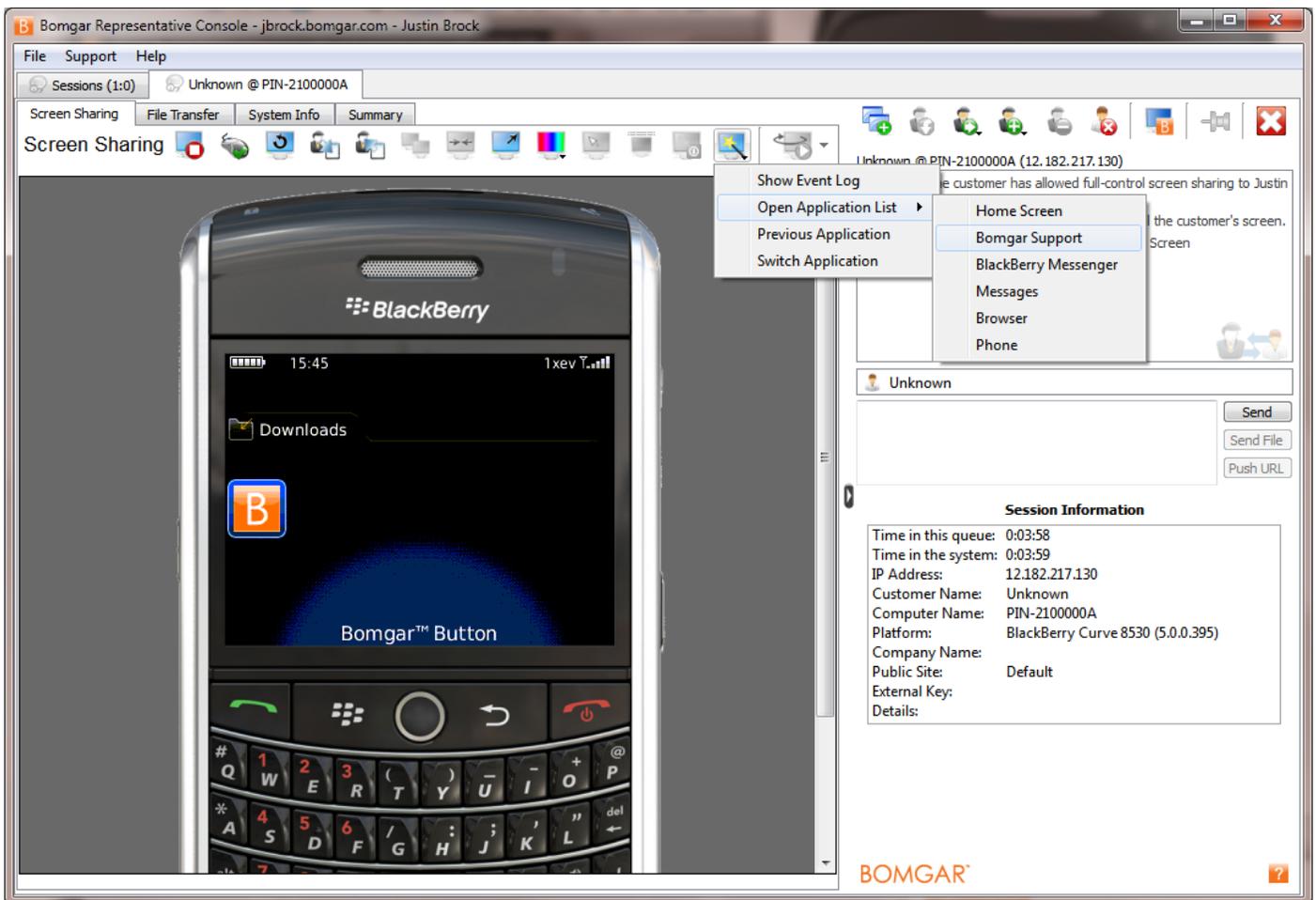
Switching Applications

Navigating applications on a BlackBerry Smartphone can add time to a remote support session. To reduce support time, Bomgar offers two easy ways to switch applications.

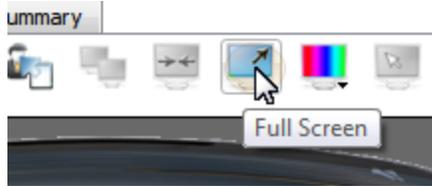
Use Special Actions to Switch Applications

During a support session with a BlackBerry Smartphone, select the **Special Actions** menu to switch between applications on the smartphone.

Show Event Log	Opens the event log on the BlackBerry Smartphone
Open Application List	Opens a fly-out menu which lists all the applications running on the remote device and allows the support rep to select which one to open
Previous Application	Opens the previous application used on the device
Switch Application	Displays the "Switch Application" menu on the device



Use Keystrokes to Switch Applications

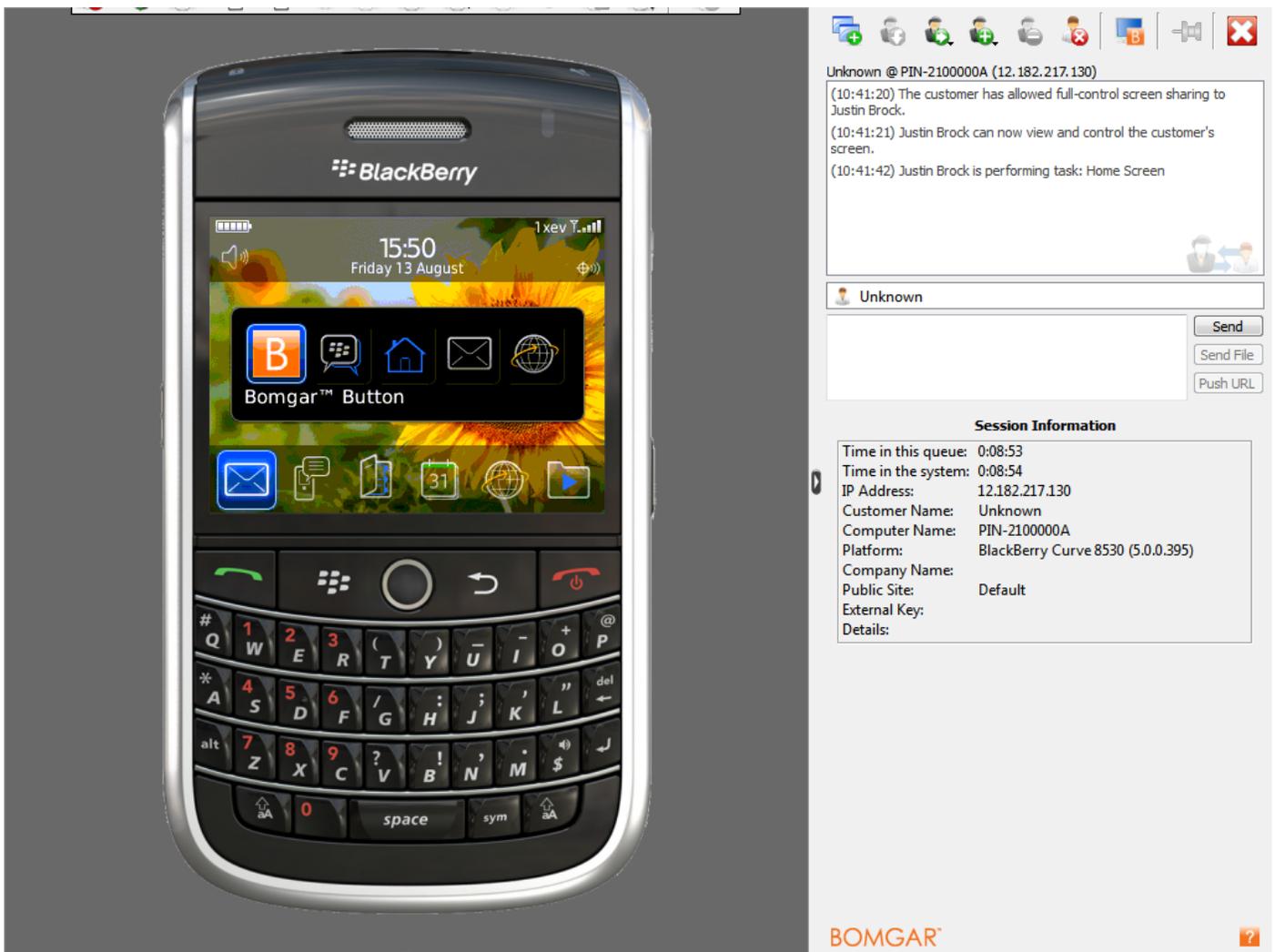


(Note: Alt+Esc only displays the "Switch Application" menu on a BlackBerry Smartphone when the Bomgar Representative Console is in full screen mode.)

During a support session with a BlackBerry Smartphone, you can use the keystroke **Alt+Esc** to display the "Switch Application" menu on a BlackBerry Smartphone.

To open the Bomgar Representative Console in full-screen mode, simply select the **Full Screen** icon in the toolbar.

Once in full-screen mode, pressing **Alt+Esc** displays the "Switch Applications" menu. This list can be moved through using the arrows on your keyboard. Press **Enter** to select the application you want to open.



Timesaving Keystrokes

The following hot keys are available to control the BlackBerry®, when the representative console is in full screen mode:

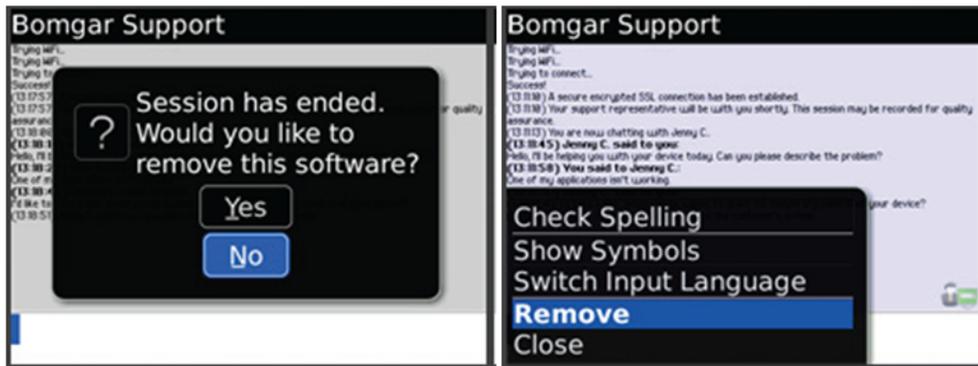
- F1 - Send
- F2 - Menu
- F3 - Trackball Button
- F4/ESC - Escape
- F5 - End or Red Hang Up
- F6 - Volume Up
- F7 - Volume Down
- Alt+Esc - Display Applications (**Note:** Alt+Esc only displays the "Switch Application" menu on a BlackBerry Smartphone when the Bomgar Representative Console is in full screen mode.)

If the BlackBerry® image cannot be simulated by Bomgar for any reason a default image is shown. This image can also be used for keypad interaction.

To navigate away from the Bomgar application without closing the session, click the End (Red Hang Up) key. You can then navigate back to the Bomgar application to continue chatting by selecting the Bomgar icon in the Downloads menu. The Light-Emitting Diode (LED) blinks orange, on the user's device, while you are in a session on a BlackBerry®.

Ending the BlackBerry Support Session

At any time, the remote customer may terminate the support session. If your customer wants to end the session, he or she should press the Menu key and then select either Remove or Close. Also, if the representative wants to end the session, he or she may do so from the representative console.



At the end of a support session, the customer will be prompted to remove the Bomgar software. If the customer chooses not to remove the software automatically when the session ends, he or she will have to remove the software manually at a later time.



If the software was not removed in the previous step, your customer can remove it later at any time without having to reset the device. However, if the software was removed automatically in the previous step, your customer will be prompted to reset. If he or she chooses to reset later, the Bomgar icon will remain on the device until the device is reset.

Selecting the Bomgar icon, however, will not restore the previous session but instead will take your customer back to your support site, where he or she may initiate a new session.

Bomgar Buttons for BlackBerry® Smartphones

Note: Bomgar Buttons for BlackBerry® Smartphones are available with Bomgar 10.5. This article covers using Bomgar Buttons for BlackBerry® singly. Bomgar customers with enterprise licensing may use BlackBerry® Enterprise Server to mass-deploy Bomgar Buttons for BlackBerry®. Mass deployment instructions are covered in the article entitled "Using BES to Deploy Bomgar Buttons for BlackBerry® Smartphones."

Bomgar Buttons are "get help" icons that may be deployed on computers or Smartphones. They allow customers to request support whenever it is needed. Bomgar Buttons do not maintain a connection to the Bomgar appliance.

To use Bomgar Buttons for BlackBerry®, familiarize yourself with the following:

- Settings and Options for Bomgar Buttons for BlackBerry®
- In-session Installation of Bomgar Buttons for BlackBerry®
- Using Bomgar Buttons for BlackBerry® to Request Support

Settings and Options for Bomgar Buttons for BlackBerry®

If your service desk has a specific queue or team for handling BlackBerry® support, you will need to create a new Bomgar Button profile for BlackBerry® Smartphones.

To create a Bomgar Button for BlackBerry® deployment, log into the Bomgar administrative interface, then navigate to Configuration > Bomgar Button.

Under Bomgar Button Profiles, you may add a new Bomgar Button profile. A default Bomgar Button is provided should you choose not to create a customized Bomgar Button.

Note: Adding a new Bomgar Button profile allows you to customize various elements of the icon, including:

- The image used for the Bomgar Button
- The title and short title customers see
- The session initiation options available to customers [e.g., session key only or access to the support queue associated with the Bomgar Button]

Add Bomgar™ Button Profile

[Back to Bomgar™ Button Profiles](#)

Name	<input type="text"/>
Icon	<input type="text"/> Browse...
	<small>NOTE: Icons must be .PNG images with equal width and height. The minimum width and height is 128x128 pixels. The maximum file size is 150 KB.</small>
Title	<input type="text"/>
Short Title	<input type="text"/>
	<small>NOTE: The short title will be used in place of the normal title on operating systems that limit the length of the title.</small>
Deployment Locations	<input checked="" type="checkbox"/> Deploy a shortcut to the desktop <input type="checkbox"/> Deploy a shortcut to the menu <small>NOTE: Deploying to a menu is only supported on Windows®, Mac®, and Linux®. All other platforms will deploy to the desktop if this option is set.</small>
Allow direct access to queue	<input type="checkbox"/>
	<small>NOTE: If checked, Bomgar™ Buttons will be allowed to start a support session in the queue to which they are deployed.</small>
Required	

[Add Bomgar™ Button Profile](#)
[Reset](#)
[Cancel](#)

Once Bomgar Button profiles have been created, administrators can enable support representatives to use them. To do so, navigate to Users & Security > User Accounts and select the particular user you wish to edit. Then scroll down and check the following checkboxes:

- Allowed to deploy and manage Bomgar Buttons in personal queue
- Allowed to deploy Team Bomgar Buttons
- Allowed to manage Team Bomgar Buttons

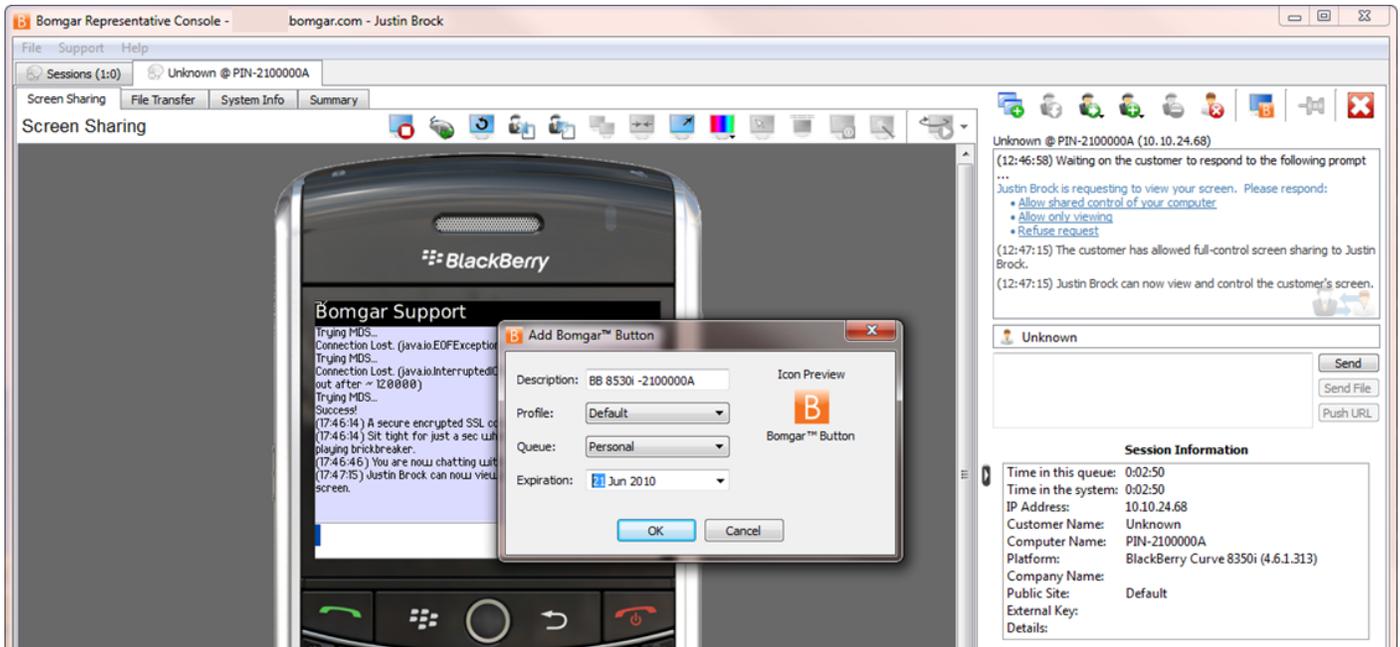
Alternatively, you can navigate to Users & Security > Group Policies and make the same changes for a group of support representatives.

Installing Bomgar Buttons for BlackBerry® During a Support Session

During a support session, a Bomgar Button can be deployed by a representative to a BlackBerry® device and remain resident on the device after the session has ended, making future support sessions easier for customers to initiate.



To install a Bomgar Button on a BlackBerry® device during a support session, the support representative must click the Bomgar Button icon above the chat window. This will open the Add Bomgar Button dialogue window in which the support representative may define the properties of this Bomgar Button.



Once the representative clicks **Ok**, Bomgar Button installs on the device.



The customer may be prompted to Allow or Refuse the deployment. Finally, the Bomgar Button icon appears as an application on the BlackBerry device after installation.

Using Bomgar Buttons for BlackBerry® to Request Support

After Bomgar Buttons have been installed, end-users will see Bomgar as an application on their BlackBerry® Smartphones and can request support by clicking on the Bomgar Button icon.

Once the Bomgar Button has been selected by the customer, Bomgar displays options for requesting support. The available options depend on how the Bomgar Button is configured.

The BlackBerry® Bomgar Button supports all the initiation options defined in the Bomgar Button profile.



Once the customer has initiated the session, the support request will appear in the appropriate support queue.

Bomgar Representative Console - bomgar.com - Justin Brock

File Support Help

Sessions (1:0)

Start... Get Next Accept Transfer

Personal (1) General (0)

Time in Queue	Name	Computer	Platform	Issue	Total Time	Company	Public Site	External Key
0:00:10	PIN-2100000A	PIN-2100000A	BlackBerry Cur...		0:00:10		Default	

Using BES to Deploy Bomgar Buttons for BlackBerry® Smartphones

Note: Bomgar Buttons for BlackBerry® Smartphones are available with Bomgar 10.5. Mass deployable Bomgar Buttons for BlackBerry® require enterprise licensing and are tied to support team queues within public portals. If you want to associate a particular Bomgar Button with a specific support team queue or portal, you will need to define portals and teams first. Otherwise, the Bomgar Button will be associated with the default public portal and the personal or general queue.

The best method for supporting the Smartphones you manage is the BES-deployed Bomgar Button for BlackBerry®. This method gives end-users a simple and straightforward means of requesting support.

Bomgar Buttons are “get help” icons that may be deployed on computers or Smartphones. In the context of BlackBerry® support, Bomgar Buttons may be deployed en masse via BlackBerry® Enterprise Server [BES].

Performing a mass deployment of BlackBerry® Bomgar Buttons requires these steps:

1. Define the profile for the Bomgar Button for BlackBerry®
2. Create a Bomgar Button for BlackBerry® Deployment
3. Download the Bomgar Button for BlackBerry®
4. Upload and deploy the Bomgar Button via BES

Define the profile for the Bomgar Button for BlackBerry®

To create a Bomgar Button for BlackBerry® deployment, log into the Bomgar administrative interface, then navigate to **Configuration > Bomgar Button**.

Under **Bomgar Button Profiles**, you may add a new Bomgar Button profile. A default Bomgar Button is provided should you choose not to create a customized Bomgar Button.

The screenshot shows the 'Add Bomgar™ Button Profile' form. It includes a 'Back to Bomgar™ Button Profiles' button at the top left. The form fields are: Name (text input), Icon (file upload with 'Browse...' button and a note: 'NOTE: Icons must be .PNG images with equal width and height. The minimum width and height is 128x128 pixels. The maximum file size is 150 KB.'), Title (text input), Short Title (text input with a note: 'NOTE: The short title will be used in place of the normal title on operating systems that limit the length of the title.'), Deployment Locations (checkboxes for 'Deploy a shortcut to the desktop' (checked) and 'Deploy a shortcut to the menu' (unchecked) with a note: 'NOTE: Deploying to a menu is only supported on Windows®, Mac®, and Linux®. All other platforms will deploy to the desktop if this option is set.'), Allow direct access to queue (checkbox, unchecked, with a note: 'NOTE: If checked, Bomgar™ Buttons will be allowed to start a support session in the queue to which they are deployed.'), and Required (checkbox, unchecked). At the bottom right are buttons for 'Add Bomgar™ Button Profile', 'Reset', and 'Cancel'.

Once a Bomgar Button profile has been created, you will be able to associate it with a new Bomgar Button you create in the **Mass Deployment Wizard**.

Note: Adding a new Bomgar Button profile allows you to customize various elements of the icon, including:

- The image used for the Bomgar Button
- The title and short title customers see
- The session initiation options available to customers [e.g., session key only or access to the support queue associated with the Bomgar Button]

Create a Bomgar Button for BlackBerry® Deployment

Use the Mass Deployment Wizard to create a BES-deployable Bomgar Button. Here is an explanation for each field in the Bomgar Button Mass Deployment Wizard:

- Description: Describe the Bomgar Button as it will appear in Bomgar
- Public Portal: Associate the Bomgar Button with a portal
- Portal Address: Set the address of the portal associated with the Bomgar Button
- Profile: Select a customized Bomgar Button or the default
- Language: Choose the language for the Bomgar Button
- Team: Associate the Bomgar Button with a specific team queue
- Duration: Choose how long the Bomgar Button will be available



USER LOGIN

 English (US) | [Administrative Interface](#) | [Sandra McKinsey](#) | [LOGOUT](#)

STATUS MYACCOUNT CONFIGURATION USERS & SECURITY REPORTS PUBLICPORTALS LOCALIZATION MANAGEMENT

OPTIONS SUPPORT TEAMS ACCESS SPONSORS JUMPOINT™ JUMP CLIENTS INTEL® RPAT BOMGAR™ BUTTON CANNED MESSAGES CANNED SCRIPTS

Bomgar™ Button Mass Deployment Wizard

Description:

Public Portal:

Profile:

Language:

Team:

Duration:

[Create](#)



Bomgar Button

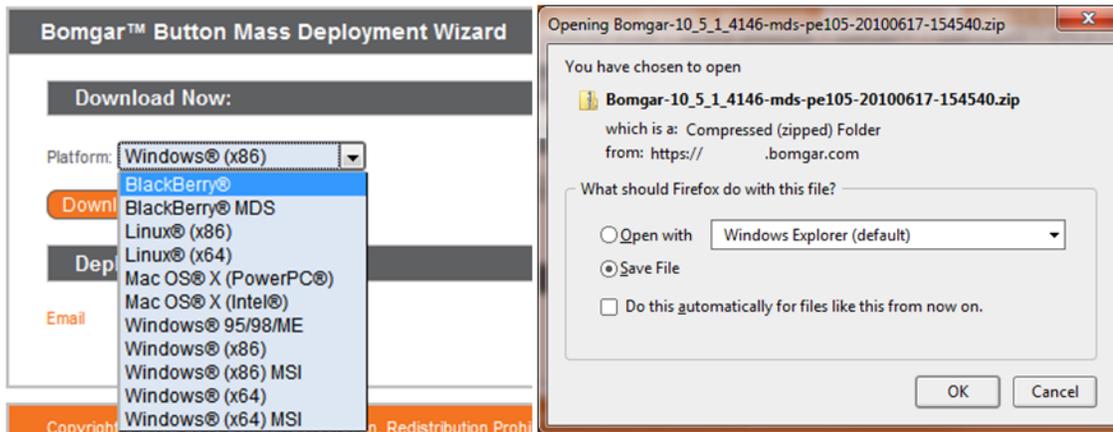
Bomgar™ Button Profiles

[Add New Profile](#)

Name	Title	Icon		
Default	Bomgar Button		Edit Profile	
Help Desk Support	Help Desk Support		Edit Profile	Delete Profile

Download the Bomgar Button for BlackBerry®

Once you have created a new Bomgar Button, you will be able to download a BES-deployable version for the BlackBerry® devices you manage. Select **BlackBerry®** or **BlackBerry® MDS** to deploy the Bomgar Button via BES.



Note: Selecting the **BlackBerry® MDS** option from the **Platform** drop-down list creates a Bomgar Button that routes the customer's connection to Bomgar through MDS, which may hinder performance during the support session. Selecting the **BlackBerry®** option from the **Platform** drop-down list creates an email link with automatic updates.

Upload and deploy the Bomgar Button via BES

Note: The purpose of this section is to clarify the application control policies Bomgar recommends for BES-deployable Bomgar Buttons. It should not be assumed, however, that this is authoritative documentation of BES administration. Changes to the BES administrative interface may not be reflected in this article. Please refer to [BlackBerry documentation for administrators](http://docs.BlackBerry.com/en/admin/) [http://docs.BlackBerry.com/en/admin/] for detailed instructions on deploying software applications to BlackBerry devices.

Log into the BlackBerry® Administration Service interface, navigate to BlackBerry Device Software and upload the zip file of the Bomgar Button you downloaded from the Bomgar Mass Deployment Wizard.

The screenshot shows the BlackBerry Administration Service interface. At the top, there is a header with the BlackBerry logo and 'BlackBerry® Administration Service'. On the right, it says 'BES Admin' with links for 'Log out', 'Home', and 'Help', and the date 'Thursday, May 20, 2010'. The main content area is titled 'Add or update applications' and contains a form for selecting a ZIP file. The form has a 'Server file path and file:' label and a 'Browse...' button. Below the form are 'Next' and 'Cancel' buttons. A copyright notice at the bottom reads 'Copyright © 1997 - 2010 Research In Motion Limited. All rights reserved. Version: 5.0.1.68'.

Once uploaded, the Bomgar Button will appear as an application within BES.

Bomgar recommends modifying the application control policy for the BlackBerry® Bomgar Button. Please set the following BlackBerry Policies to **Allowed**:

- Is access to the event injector API allowed
- Is access to the screen, microphone and video capturing API allowed
- Can the security timer be reset

The screenshot shows the 'Manage applications' page for 'Bomgar Support'. The page has a breadcrumb trail: 'Software > Applications > Manage applications > View application (Bomgar Support)'. Below the breadcrumb, there is a 'Manage applications' section with a description: 'You can edit and delete an application, view versions of the application, view users with the application, and change the application control policies.' There are two tabs: 'Application information' (selected) and 'Application control policies'. The 'Application information' tab shows a table with the following data:

Application information	
Name:	Bomgar Support
Description:	Bomgar Remote Support Application (MDS)
Type:	Java
Application identifier:	bomgar_scc_mds
Vendor:	Bomgar
Keywords:	

Below this is the 'Version information' section with a table:

Version information	
Version:	10.5.0.3692
Language:	
Author:	
Copyright:	Copyright (c) 2002-2010 Bomgar Corporation
Publisher:	BES Admin
Publishing date:	4/15/10 9:53:30 AM
Keywords:	

Next is the 'Associated software configurations' section with a table:

Associated software configurations	Description
None Defined	

Finally, there is the 'Module dependencies' section with a table:

Module dependencies	Application dependencies
net_rim_cldc	
net_rim_bb_framework_api	
net_rim_os	
net_rim_bbapi_phone	
bomgar_scc_mds_dll	
net_rim_bbapi_browser	
net_rim_crypto_1	

At the bottom, there are several action buttons: 'Edit application', 'Delete application', 'View users with application', 'Back to search', and 'Back to previous search results'.

Next, create a software configuration policy that contains the Bomgar application.

Software > Manage software configurations > View software configuration (Bomgar Demo test)

Manage software configurations

You can change information about the software configuration; identify applications that you want to make required, available, or unavailable to BlackBerry® devices; delete a software configuration; and more.

Configuration information **Applications**

Required application name	Description	Type	Application identifier	Version
Bomgar Support	Bomgar Remote Support Application (MDS)	Java	bomgar_scc_mds	10.5.0.358 4

Optional application name	Description	Type	Application identifier	Version
None Defined				

Disallowed application name	Description	Type	Application identifier	Version
None Defined				

[Edit software configuration](#)
[View software configuration list](#)

Finally, add the new software configuration policy to a user, group or role.

User > Manage users > Edit user (Bomgar Demo)

Manage users

You must search for a user to manage. You can update user information, add or change the groups and roles that a user is assigned to, and delete users.

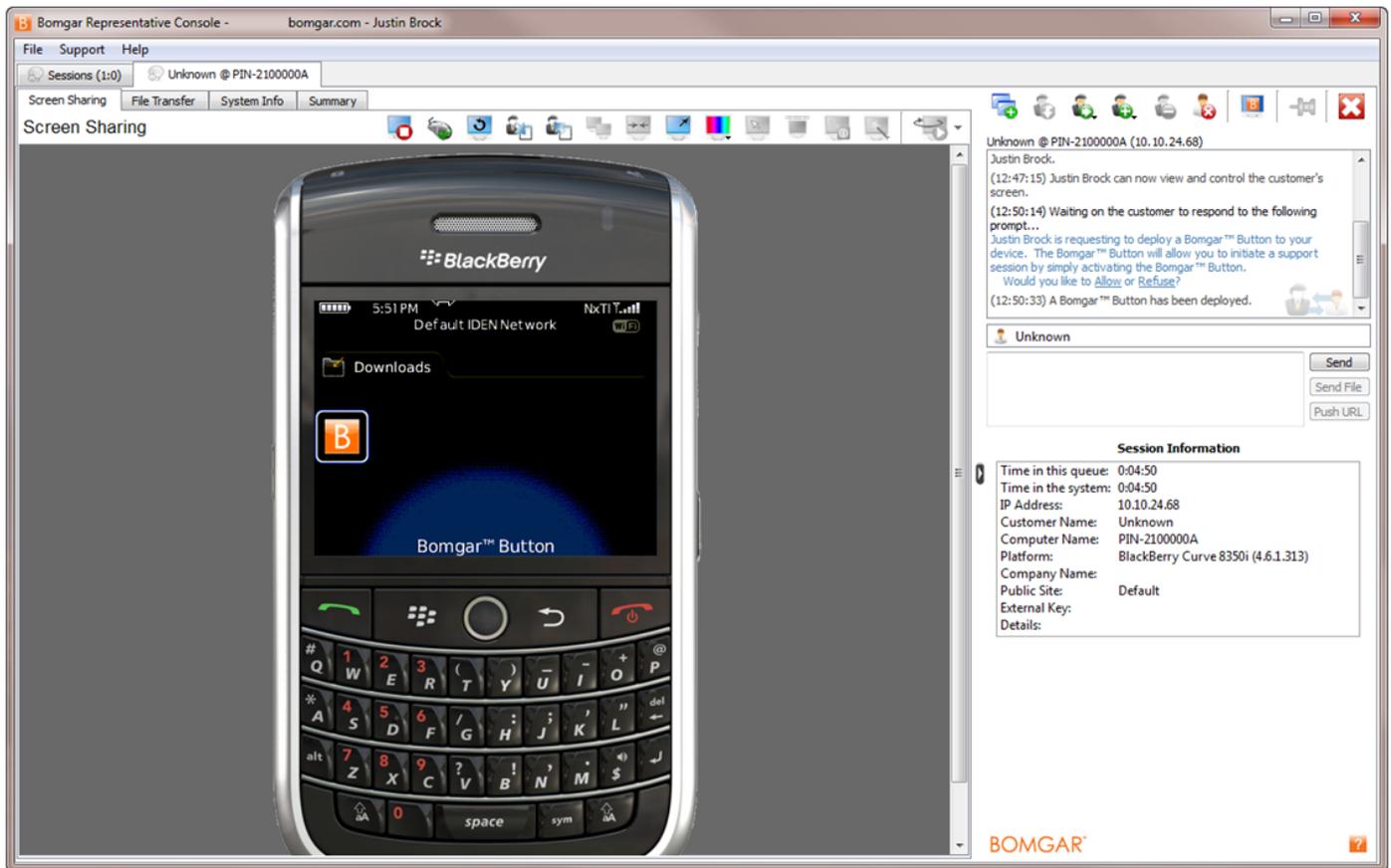
User Information Groups Roles Wi-Fi profiles VPN profiles VoIP profiles Software tokens

Component information Access control rules **Software configuration** Policies

Available software configurations	Current software configurations
Google Maps Config Bomgar SCC Config Bomgar MarkTest.qa	Bomgar Demo test

[Add all](#)
[Remove all](#)

[Save all](#)
[Cancel and return to view](#)



After you have enacted the new software configuration policy, end-users will see Bomgar as an application on their BlackBerry® Smartphones and can request support by clicking on the icon.

BlackBerry® Device Connection Methods

Companies using the BlackBerry Mobile Data System (MDS) should be aware that connecting to Bomgar through the MDS, as opposed to connecting through the Internet access provisioned by the provider, results in slower performance.

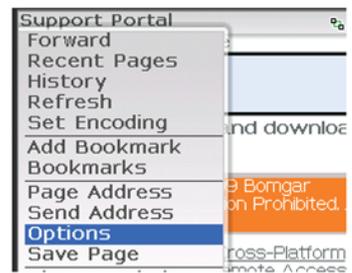
Routing through the MDS adds more points through which the connection has to pass. Bomgar will connect through the MDS if the BlackBerry Browser is used to start the session.

If the BlackBerry Enterprise Server (BES) policy is set to allow you to select the Internet browser, the session performance is much better. The visuals here demonstrate setting up a Verizon 8830 to select the Internet Browser.

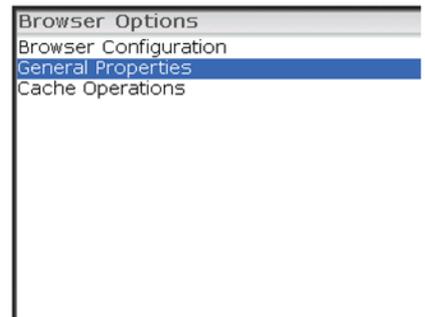
Step 1



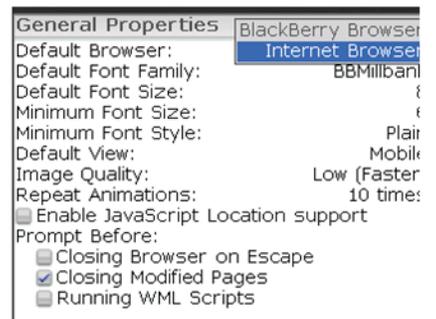
Step 2



Step 3



Step 4



Permissions

When the Bomgar customer client runs, it attempts to set all of its permissions to **Allow**. If for any reason a permission is set to **Deny**, try to change it by going to **Options > Advanced Options > Applications**. Find and highlight the Bomgar application. Press the **Menu** key and then select **Edit Permissions**. Change all permissions set to **Deny** back to **Allow**.

If the Bomgar application is not listed, a BES Information Technology (IT) policy setting may be blocking the download or installation of applications. See the Appendix for further details regarding BES IT policies.

If the Bomgar application's permissions cannot be changed, a permission setting may need to be modified in MDS for the software application.

BlackBerry® Policies

Enterprise Bomgar customers who are using Bomgar software version 10.5 and greater may deploy Bomgar Buttons to BlackBerry® Smartphones via BES.

Customers on previous versions of Bomgar, however, cannot create a software policy specifically for the Bomgar customer client. The Bomgar client contains a unique session key and therefore must be downloaded from the Bomgar Box rather than being pushed through the BES. Consequently, a software-specific policy cannot be tied to a specific Bomgar executable.

Rather the default application control policy should be modified as follows, according to your version of BES. The BES 4.x policy that must be set to **Allowed** to enable Bomgar support is **Event Injection**, as depicted here:

External Domains	
Browser Filter Domains	
Disposition	Optional
Cross Application Communication	Allowed
Internal Network Connections	Prompt User
External Network Connections	Prompt User
Local Connections	Allowed
Phone Access	Prompt User
Email	Allowed
User Data	Allowed
Browser Filters	Allowed
Event Injection	Allowed
Bluetooth Serial Profile	Allowed
Security Data	Allowed
BlackBerry Device Keystore Medium Security	Allowed
GPS	Prompt User
Themes	Allowed
User Authenticator	Allowed

Application Control Policy

How to set a default software policy on BES version 4.x:

1. Open your BES administration utility.
2. Select the BlackBerry Domain.
3. Click on the Software Configuration Tab.
4. Add or Edit a Configuration.
5. If adding a Configuration, select the software location (You can select the Research In Motion folder where applications typically go).
6. Click Policies in the Device Software Configuration window.
7. Click New.
8. Set Event Injection from Prohibit to Allow.
9. Save the new policy.
10. In the Device Software Configuration window, select the pull-down on the far right of Application Software (the very top row).
11. Select the new policy and click OK.
12. Be sure to apply this configuration to either specific users or to groups in your BlackBerry® Domain. Note: By applying the policy at the Application Software level and not on a specific application, you are setting a default policy. Settings for specific applications override any settings in the default policy.

The following 5.x policies must be set to Allowed to enable Bomgar support:

- Event Injection
- Screen, microphone, and video capturing

Here is how to set the unlisted application control policies on BES version 5.x:

In the BlackBerry® Administration Service, on the BlackBerry solution management menu, expand Software.
 Click Manage application control policies for unlisted applications.
 Click the Standard Unlisted Optional application control policy.
 Click Edit application control policy.
 On the Access settings tab, in the Settings section, configure the settings for the application control policy.
 Click Save all.

Application control policy information		Access settings
Settings		
Is access to the interprocess communication API allowed		Allowed
Are internal network connections allowed		Prompt user
Are external network connections allowed		Prompt user
Are local connections allowed		Allowed
Is access to the phone API allowed		Prompt user
Is access to the email API allowed		Allowed
Is access to the PIM API allowed		Allowed
Is access to the browser filters API allowed		Disallowed
Is access to the event injector API allowed		Allowed
Is access to the Serial Port Profile for Bluetooth API allowed		Allowed
Is access to the handheld key store allowed		Allowed
Is key store medium security allowed		Allowed
Is access to the GPS API allowed		Prompt user
Is theme data allowed		Allowed
Is access to the user authenticator API allowed		Allowed
Can device settings be modified		Allowed
Is access to the file API allowed		Allowed
Is access to the module management API allowed		Allowed
Is access to the screen, microphone, and video capturing APIs allowed		Allowed

Bomgar Administration

The Bomgar Appliance must have enabled the **TLS_RSA_WITH_RC4_128_SHA** cipher suite for the BlackBerry Customer Client and others to properly work, as depicted below. Refer to your Bomgar Administration Guide for more details.

The screenshot shows the Bomgar B300 Administration interface. At the top, there is a navigation bar with tabs for STATUS, MYACCOUNT, NETWORKING, SECURITY (selected), and SUPPORT. Below this is a sub-menu with APPLIANCE ADMINISTRATION, SSL CONFIGURATION (selected), and EMAIL CONFIGURATION. The main content area is titled "SSL :: Configuration" and contains several sections:

- Allow SSLv2**: **WARNING:** SSLv2 is cryptographically weak and vulnerable to a number of attacks. You should only enable SSLv2 if legacy clients require it for compatibility.
- Allow SSLv3**:
- SSL Ciphers**: From here you can configure the cipher suites you would like to restrict the Bomgar Box to negotiating when participating in an SSL or TLS connection.
 - NOTE:** The following ciphers are always enabled to ensure proper operation of the Bomgar Box:
 - TLS_RSA_WITH_AES_256_CBC_SHA
 - Additionally, TLSv1 is always enabled to ensure proper operation of the Bomgar Box.
 - Enable All Ciphers** (button)
 - Changes made do not take effect until you click 'Save'.**
 - You may drag-and-drop cipher suites between the "Enabled" and "Disabled" sections to enable or disable them. You may also check and uncheck the boxes next to a particular cipher suite to enable or disable it. Additionally, you may drag and drop enabled cipher suites to change their order of preference. Ciphers are listed in order of most preferred to least preferred.
- Enabled Cipher Suites**:

<input checked="" type="checkbox"/>	TLS_RSA_WITH_AES_128_CBC_SHA
<input checked="" type="checkbox"/>	TLS_RSA_WITH_3DES_EDE_CBC_SHA
<input checked="" type="checkbox"/>	TLS_RSA_WITH_RC4_128_SHA
<input checked="" type="checkbox"/>	TLS_RSA_WITH_RC4_128_MD5
<input checked="" type="checkbox"/>	TLS_RSA_WITH_DES_CBC_SHA
<input checked="" type="checkbox"/>	TLS_RSA_EXPORT_WITH_DES40_CBC_SHA

Troubleshooting BlackBerry Support

BlackBerry® Simulator

Use BlackBerry Smartphone Simulators to demonstrate and test how the BlackBerry Device Software, screen, keyboard, and trackwheel/ trackball will work with your application. These simulators will also simulate behavior in various wireless network conditions. BlackBerry Smartphone Simulators are great tools for testing, training, and use in presentations. BlackBerry Smartphone Simulators can run and debug applications as if they were on actual BlackBerry® Smartphones.

Each simulator package represents a publicly available application version and contains simulators for multiple BlackBerry Smartphones, and the simulator:

- Is used to simulate support scenarios
- Is a helpful tool for simulating customer issues
- Requires installation of MDS simulator
- Is available, along with other model simulator downloads at <https://www.BlackBerry.com/Downloads/entry.do?code=060AD92489947D410D897474079C1477>

Bomgar Client Connection/Installs Fail

Bomgar Client connections/installs could potentially be prevented if a BES administrator:

- Has enabled MDS and
- Has specified a deny permission in the default software policy
Note: If the policy restricts device users or applications from changing the **Allow keystroke injection** permission that will prohibit a support session from being conducted on the devices.

The BlackBerry Device configuration may need to be reset:

- Go to **Options > Advanced Options > Applications**.
- Find and highlight the Bomgar application.
- If the Bomgar application is not there a BES policy is blocking the install or download of applications.
- Click the **Menu** button > **Edit Permissions**.
- The Bomgar client tries to set all permissions to **Allow**. If one is not set to allow, try to change it; otherwise, that may be a setting that requires attention in the MDS policy configuration.

Common Solutions for Troubleshooting Bomgar BlackBerry® Support

Problem	Cause	Solution
BlackBerry device asks you to reboot	You may have an older version of BlackBerry Operating System, or you did not reboot after the Bomgar client was removed from a previous support session	After rebooting, download the client and the device should not ask for another reboot.
Connection continuously drops during support session	Permissions were not set properly, or you are running BlackBerry OS 4.5 over a CDMA network	Go to Options > Advanced Options > Applications > Bomgar > edit perms and set all to Allow. This is a known issue in the BlackBerry OS1. If WiFi is available on your phone, switch to use WiFi for your network connection. If your device does not have WiFi, contact your carrier to upgrade to the latest BlackBerry OS version. NOTE: This issue is not present for devices running over GSM networks.
Touchscreen devices show only a black area where the touch keyboard should appear	With some devices, such as the BlackBerry Storm, session control must be via the keyboard and hot keys	The keyboard and all the hotkeys can be used to control the device.
Bomgar Representative Console does not show the simulated device image	The device you are attempting to support is newer than your release of Bomgar	If you do not have the latest version of Bomgar installed, the latest version may support this device image. Bomgar 10.36 and up will simulate unknown devices with a default image. However, the device can still be supported even without the device image by using the hotkeys as described in the BlackBerry Remote Session section.
BlackBerry Device Error Access Denied: Insecure SSL Request	This message is returned when an SSL certificate chain is incomplete or untrusted	The ideal solution is to upload a trusted certificate chain to your Bomgar box. Two temporary solutions are: <ul style="list-style-type: none"> • Change the BES permissions to Allow Untrusted HTTPS and Allow Untrusted TLS Connections to True • Import the SSL certificate into the device
BlackBerry Device Error Invalid Tunnel Name	This message is returned when the Access Point Name (APN) is not set	As a resolution, go to Options > Advanced Options > TCP/IP and set up the correct APN connection settings.

Note: There is a known issue in the BlackBerry OS only on version 4.5 as confirmed by the BlackBerry Developer's Support Team in the following link: <http://supportforums.BlackBerry.com/t5/Java-Development/Socket-Write-strange-problem/m-p/164-493/highlight/true#M19722>. Any support application will have the same issue when supporting these devices. As noted in the forum post, this only affects these devices when utilizing a CDMA network. The issues will not be present if the device is utilizing a WiFi or GSM Network.

Appendix: BlackBerry Limitations

Sprites, such as radio traffic arrows, the hourglass, the browser arrow cursor, and caps- and altlock indicators may not be captured in screen sharing.

You cannot use the mouse to control the screen of the remote BlackBerry® device, whether the device has a standard keyboard or is entirely touchscreen.

When supporting a touchscreen device, such as BlackBerry® Storm, the virtual keyboard will appear as a black area. Any menus or dialogs that appear in that space during that time will also be blacked out.

Applications are paused during an active phone call on some devices to ensure call quality and reliability. Therefore, while you may remotely initiate a call, you may be unable to see or do anything until the call has ended.

When transferring files certain directories may not be available for read or write depending on the BlackBerry® device model and/ or the BES policies.

Appendix: BES, MDS, BIS

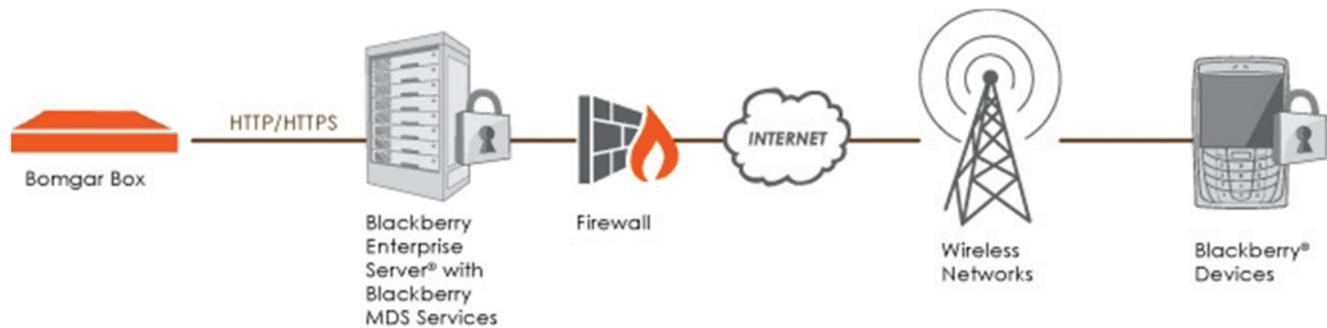
BES – BlackBerry Enterprise Server:

- Is for enterprises using Exchange, Lotus Domino, or Novell Groupwise
- Includes push IT policies (device security, GPS access, etc)
- Includes software application policies that affect Bomgar client
- IT Policies could prevent the Bomgar client from being installed

You can view the 400+ BlackBerry policies at http://na.BlackBerry.com/eng/deliverables/3801/Policy_Reference_Guide.pdf.

MDS - Mobile Data System, as depicted below, runs on the BES and:

- Supports push applications and application policies to BlackBerry devices
- Provides access to applications that sit behind the corporate firewall
- Acts as a reverse proxy
- Has no policy just for Bomgar; therefore, default policies must be correctly configured as previously mentioned



BIS - BlackBerry Internet Service supports email for consumers, rather than enterprise or business customers. BIS should not affect any permission directly, though the settings on your device itself may still need to be set, as discussed in the Permissions section.