

Manually Deploying the Mobile Device Management App to BlackBerry 5.x Devices

Note: A Mobile Device Management agent app for BlackBerry 6.0 and above devices can be downloaded directly from the RIM AppWorld store (<http://us.blackberry.com/apps-software/appworld/>). You only need to use the manual method of deployment described in this document if you are using a BlackBerry 5.x device.

Environment

BlackBerry Enterprise Server software version 5.0

Server Deployment

Download the following zip file.

<http://download.kaseya.com/components/kmdm/KaseyaRIMAgent/v1.0.0.0/KaseyaRIMAgent.zip>

You do not have to extract these zip files. The procedure below extracts the zip files for you.

Configuration Summary

Task 1 - Create and share the application folder.

Task 2 - Define the share in BlackBerry Administration Service.

Task 3 - Add/publish the application.

Task 4 - Configure the software using BlackBerry Solution Management.

Task 5 - *Optional* - If the application needs to be deployed as soon as possible, configure the application deployment schedule.

Task 6 - Assign the software configuration to a user.

Task 7 - View the status of a job.

Task 1

Create and share the application folder.

1. On the **BlackBerry Enterprise Server**, open **Windows Explorer** or **My Computer** and create a folder. Right-click on the folder and select **Properties**.
2. Click the **Sharing** tab.
3. Click **Share this folder**.
4. Click **Permissions**.
5. Check **Full Control (including Change and Read access)**, and close the **Permissions** window.

Note: If you prefer to not share a directory on the BlackBerry Enterprise Server, then install the latest BlackBerry Device Software on a workstation and share the <drive>:\Program Files\Common Files\Research In Motion folder here.

Note: Please refer to the *BlackBerry Enterprise Server v5.0 Administration* guide if the above path should not be shared. This is a recommendation for larger environments where sharing of any sub-folders within the Program Files directory is prohibited or not desirable. If this is the case, a folder can be created at another location with the following structure ... \Research In Motion\Shared\Applications\<application folder>.

Task 2

Define the share in **BlackBerry Administration Service**.

1. In the **BlackBerry Administration Service**, on the left-pane, expand **BlackBerry Solution Topology**, expand **BlackBerry Domain**, expand **Component View**.
2. Select **BlackBerry Administration Service**.
3. Scroll to the bottom, Select **Edit Component**.
4. In the **Software Management** area, in the textbox next to **BAS Application Shared Network Drive**, type \\<hostname>\sharename - e.g \\ADAMBES\Applications
5. Select **Save all**.

Task 3

Add/publish the application.

1. In the left-pane, under **BlackBerry Solution Management**.
2. Expand **Software**.
3. Select **Add** or **Update Applications**.
4. Browse to locate and select the zip file you downloaded at the beginning of the procedure, then click **Next**. Click **Publish Application**.
5. Confirm that a new folder exists for the application under the **Applications** folder.
6. Confirm that **PkgDBCACHE.xml** and **Specification.pkg** exist in this new folder.

Task 4

Configure the software using **BlackBerry Solution Management**.

1. Open the **BlackBerry Administration Service**.
2. On the left-pane, expand **Software**, expand **Applications**.
3. Select **Create a software configuration**.
4. Enter the name of the software configuration.
5. Set the **Disposition for unlisted applications** to **Optional**. Click **Save**.
6. Click **View Software Configuration List** and select your new software configuration.
7. Click **Edit software configuration**.
8. Click the **Applications** tab.
9. Click **Add Applications to Software Configuration**.
10. Click **Search**.
11. Check the box beside the name of the new software configuration application.
12. Set the **Disposition** to **Required** or **Optional**.
13. Set the **Deployment** to **Wireless**.
14. Verify the **Application** control policy is set to **Standard Required**.
15. Click **Add to Software Configuration**.
16. Click **Save All**.

Task 5 (Optional)

If the application needs to be deployed as soon as possible, configure the application deployment schedule.

1. On the left-pane, under **Devices**, expand **Deployment jobs**.
2. Click **Specify Job Schedule Settings**.
3. Click **Edit Job Schedule Settings**.
4. Set the **Default Delay** to 1 minute. This can be left as default.

5. Click **Save All**.

Note: The Deploy Now option no longer exists.

Task 6

Assign the software configuration to a user.

1. On the left-pane, under **BlackBerry Solution Management**.
2. Expand **User**.
3. Click **Manage Users**.
4. Click **Search**.
5. Click on a user account.
6. Click on the **Software Configuration** tab.
7. Click **Edit User**.
8. Under **Available software configurations**, select the software configuration.
9. Click **Add**.
10. The software configuration should then appear under **Current Software Configurations**.
11. Click **Save all**.

Task 7

View the status of a job.

After a software configuration is created and assigned to a user account, or an existing software configuration which is currently assigned to a user account is changed, the BlackBerry Administration Service creates a *job* to deliver BlackBerry Device Software, BlackBerry Java Applications, or application settings to the BlackBerry smartphones.

1. From the **BlackBerry Administration Service**, on the left-pane, under on the **Devices** menu, expand **Deployment jobs**.
2. Click **Manage deployment jobs**.
3. Click **Search** to search for a job.
4. In the search results area, under the **Status** column, you can view the status of the job.
5. To view more information about a job or to change a job, click the ID of the job.
6. Verify the application is installed on the device by going into **Options > Advanced Options > Applications** on the BlackBerry smartphone.