



Cisco Jabber IM for BlackBerry®

Administrator's Guide

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Table of Contents

Chapter 1

- Overview: Cisco Jabber IM for Blackberry 1**
- Glossary 2
- Which BlackBerry devices and operating systems work with Cisco Jabber IM for Blackberry? 2
- Which networks are available? 3
- Which ports are being used? 3
- Distributing and Deploying 5**
- Distributing 5
- Deploying 5
- Background information on the policy template 6
 - Does Cisco Jabber IM for Blackberry handle policies set in Cisco WebEx Connect and Cisco Unified Presence? 7
- Cisco Jabber IM for Blackberry IT policy rule 7
- Rules code 8
- Overview: Adding Cisco Jabber IM for Blackberry and applying policy rules to the BES ... 10
 - Add the IT policy rules 12
 - Add the Cisco Jabber IM for Blackberry application 15
 - Creating the software configuration 17
 - Applying the application to the software configuration 19

Creating a custom application control policy	20
Creating a group	25
Applying the software configuration to a group	27
Adding users to the Cisco Jabber IM group	28
Additional information for Cisco Unified Presence (CUP) installations	29
Handling server certificates errors when starting Cisco Jabber IM for Blackberry (CUP users)	30
Problems signing in (CUP users)	31
Handling missing photos and other items (CUPC users)	31
Troubleshooting and Working with Desktop Applications	33
Troubleshooting	33
Problems signing in?	34
When I place a call, I see pop-up messages asking for phone permission	34
Why do I see "Profile information is not available" for some of my contacts?	35
Handling permission requests sent from your device	35
Handling certificate-related pop-up messages in Cisco Jabber IM for Blackberry	37
How can I change the connection timeout value?	38
Can I add contacts and groups to Cisco Jabber IM for Blackberry?	39
What happens if someone adds me to his or her contact list while I am using Cisco Jabber IM for Blackberry?	40
Updating or reinstalling Cisco Jabber IM for BlackBerry	40
Working with desktop applications	41
Understanding settings and notifications	41
Using the desktop and mobile applications	42

Feature comparison: Cisco Unified Personal Communicator and Cisco Jabber IM for Blackberry 43

Feature comparison: Cisco WebEx Connect and Cisco Jabber IM for Blackberry 45

Known issues 46

Overview: Cisco Jabber IM for BlackBerry

Cisco Jabber IM for BlackBerry is an extension of the Cisco Enterprise IM applications:

- **Cisco WebEx Connect** (cloud solution) versions 6.5, 6.7, and 7.0
- **Cisco Unified Presence** (on-premise solution) versions 8.0 and 8.5

This application allows users to stay in touch with their contacts any time, any place, on any device. Users can join instant meetings and place phone calls without leaving Cisco Jabber IM for BlackBerry.

Cisco Jabber IM for BlackBerry uses the BlackBerry Enterprise Server (BES) and existing wireless networks.

Check out these topics for quick answers to common questions:

- [Which BlackBerry devices and operating systems work with Cisco Jabber IM?](#) (on page 2)
- [Which networks are available?](#) (on page 3)
- Need to reinstall Cisco Jabber IM for BlackBerry or install an update? Check out these details

If your organization uses single sign-on (available for Cisco WebEx Connect deployments only)

Here are some details:

- Maps to your SSO configuration in the Cisco WebEx Connect Administration Tool, just like the desktop WebEx Connect Client.
- Federated Single Sign On uses the mobile devices browser to access your corporate IDMS (identity management system) page.

- The WebEx token is stored on the local mobile device for 14 days, so users do not have to reauthenticate every time they access the application. After 14 days, users need to reauthenticate through your corporate IDMS page.
- When users re-access the application during the 14 day period, they are validated against the WebEx Connect WAPI data base. If a user is deactivated from the Cisco WebEx Connect Administration Tool, the user will not be able to access the application.

Glossary

- **CUPC:** Cisco Unified Personal Communicator
- **BES:** Blackberry Enterprise Server
- **CUP:** Cisco Unified Presence
- **CJIM:** Cisco Jabber IM for BlackBerry
- **IM:** Instant Messaging

Which BlackBerry devices and operating systems work with Cisco Jabber IM for Blackberry?

Make sure that your device meets these requirements:

Supported BlackBerry Devices

- Bold 9000
- Bold 9650
- Bold 9700
- Bold 9780
- Bold 9900
- Tour 9630
- Torch 9800
- Torch 9810
- Torch 9850
- Curve 8330 (You may need to upgrade the operating system to one of those listed below.)

- Curve 8520
- Curve 8530
- Curve 8900

Supported BlackBerry Operating Systems

- OS 4.6
- OS 4.7
- OS 5.0
- OS 6.0
- OS 7.0

How can I find out which OS I'm on?

- Go to **Settings > Options > About** (If this does not work, you may be on OS6.0 or higher), *or*
- Go to **Options > Device > About Device Versions**

Which networks are available?

- 3G
- CDMA
- WCDMA
- EDGE
- Wi-Fi

Which ports are being used?

- CUP- SOAP server: 8443,
- CUP server: 5222
- WebEx Connect- WAPI: 443,
- WebEx Connect server (SSL gateway): 443.

Distributing and Deploying

Distributing

Cisco will make the Cisco Jabber IM for BlackBerry application available through the BlackBerry App World as well as provide links to the software on Cisco.com.

For WebEx Connect (Jabber cloud) deployments, composed presence and AES encryption issues due to multiple resource login have been found. For this reason, the version of the application that will be posted to the BlackBerry App World will be single resource login. If your organization requires multiple resource login, you can find a multiple resource login version on our Cisco.com product page.

CUP (Jabber On Premises) customers and users will have multiple resource login no matter what version of the application is downloaded - from the BlackBerry App World or Cisco.com product page.

On **Cisco.com**, links to the software for either end user download straight to device or BES push are located on the product page at:
<http://www.cisco.com/go/jabber-im-blackberry>.

Deploying

The preferred method for distributing Cisco Jabber IM for Blackberry is through your organization's corporate BlackBerry Enterprise Server (BES).

Note: You can only use the BlackBerry Enterprise Server; the BlackBerry Enterprise Server Express is not supported.

Using the BES, you have better control deploying the application, improved security, and a better experience for end users.

- 1 Cisco posts the Cisco Jabber IM for Blackberry application to the download server.
- 2 You download the application for deployment to your organization.
Cisco provides two builds:
 - For touch screen devices running the 6.0 or 7.0 operating system
 - For devices without a touch screen, running an older operating system
- 3 *You configure Cisco Jabber IM for Blackberry for your organization's users and push the application using the BES* (on page 10).

Cisco supplies an *IT policy template* (on page 8) which streamlines the process for administrators and end users.

You apply this template (called **ciscoim-itpolicy.xml**)using the BES.
- 4 Members of your organization access the application:
 - For devices running the 5.0 operating system, it is in the **Downloads folder**.
 - For devices running the 6.0 or 7.0 operating system, it is on the **Home screen**.

Important: If an IT administrator doesn't configure the application and push it to end users through the BES, users must install the application from a link and configure it themselves.

Background information on the policy template

Cisco Jabber IM for Blackberry (CJIM) is available to Cisco Unified Presence (CUP) and Cisco WebEx Connect users. In addition, some Connect organizations have single sign-on turned on and others do not.

Given this complexity, we are providing the Cisco Jabber IM for Blackberry IT policy template in XML format to assist your organization in configuring the application for the best possible end-user experience. This solution uses the BlackBerry Enterprise Server (BES) policy "push" technology.

Note: This XML template file, which uses the BES web console, performed satisfactorily under our testing conditions.

Does Cisco Jabber IM for Blackberry handle policies set in Cisco WebEx Connect and Cisco Unified Presence?

For **Cisco WebEx Connect**, Cisco Jabber IM for Blackberry honors these policies and configurations from the desktop application:

- IM logging (server side)
- Encryption
- List of blocked URLs
- List of domain names (for chat)
- Reporting (future)

For **Cisco Unified Presence**, Cisco Jabber IM for Blackberry currently **does not** honor policies set in the desktop application. For example, your settings for these IM features are not honored on the BlackBerry device:

- Offline messages is turned on (or off)
- Presence is turned on (or off)
- Cut and paste is turned on (or off)

Also, since chat history is not available in Cisco Jabber IM for Blackberry, settings related to this feature are not available.

Cisco Jabber IM for Blackberry IT policy rule

The Cisco Jabber IM for Blackberry team developed a single xml file that contains the IT policy rules for setting up Cisco WebEx Connect and Cisco Unified Presence.

This configuration uses the BlackBerry's standard xml base format.

BES administrators can configure these policies:

- **EIMCUPEnabled:** String variable
 - Set the string value to "true" for CUP (on-premises solution)
 - Set the string value to "false" for Cisco WebEx Connect or a cloud enterprise IM solution
- **EIMCUPServerAddress:** This policy rule may be used to set the Cisco CUP server address (for user log in)

Important: This policy rule applies to **CUP** users only.

- You enter in the server IP address or domain name.
- **EIMSSOEnabled:** String variable

Important: Single sign-on is available only to organizations who use the **Cisco WebEx Connect** service. If you are using the CUP service, single sign-on is not currently available.

- Set string value to "true" if you are turning on single sign-on
- Set string value to "false" if you are not turning on single sign-on

Rules code

```
<?xml version="1.0" encoding="UTF-8" ?>
<!--
*
* BlackBerry Enterprise Server
* IT Policy Template definitions
* Copyright (C) 2009 Research In Motion Limited
*
-->

<ITPolicyTemplate version="5.0" timestamp="1238099203"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="ITPolicyTemplate.xsd">
  <ITPolicyTemplateItem Tag="255" SubTag="255" Name="EIMCUPEnabled"
Type="0" MinValue="0" MaxValue="0" Destination="2" UIMask="3"
UserPolicyRule="0">
  <Names>
    <Name locale="en_US">EIMCUPEnabled</Name>
  </Names>
  <Description locale="Default">Check EIM login using Connect or CUPC,
true for CUPC, false for Connect</Description>
  <Descriptions>
```

```

    <Description locale="en_US">Check EIM login using Connect or CUPC,
true for CUPC, false for Connect</Description>

  </Descriptions>

  <Data locale="Default" />

</ITPolicyTemplateItem>

  <ITPolicyTemplateItem Tag="255" SubTag="255"
Name="EIMSSOEnabled" Type="2" MinValue="0" MaxValue="0"
Destination="0" UIMask="3" UserPolicyRule="0">

  <Names>

    <Name locale="en_US">EIMSSOEnabled</Name>

  </Names>

  <Description locale="Default">Check EIM signle sign-on enabled or
not</Description>

  <Descriptions>

    <Description locale="en_US">Check EIM signle sign-on enabled or
not</Description>

  </Descriptions>

  <Data locale="Default" />

</ITPolicyTemplateItem>

  <ITPolicyTemplateItem Tag="255" SubTag="255"
Name="EIMCUPServerAddress " Type="2" MinValue="0" MaxValue="0"
Destination="0" UIMask="3" UserPolicyRule="0">

  <Names>

    <Name locale="en_US">EIMCUPServerAddress</Name>

  </Names>

  <Description locale="Default">Save CUP server address.If this rule is not
set, users can enter the server information manually. If this rule is set, users
will only be allowed to use the specified server information.</Description>

  <Descriptions>

    <Description locale="en_US">Save CUP server address.If this rule is not
set, users can enter the server information manually. If this rule is set, users
will only be allowed to use the specified server information.</Description>

  </Descriptions>

```

```

        <Data locale="Default" />
    </ITPolicyTemplateItem>
</ITPolicyTemplate>

```

File details

Tag=255 and subTag=255	When these values are assigned, the policy rule is a user-defined rule. When imported, these rules are placed under the "user defined" label.
Type = 0	Boolean value
Type=3	String value
<ITPolicyTemplateItem>	Each instance of this tag defines a rule. The ITPolicyTemplateItem node includes the name, type, value, and descriptions, which appear on the page.

Overview: Adding Cisco Jabber IM for Blackberry and applying policy rules to the BES

Important: The instructions provided below apply to the current release of the BES (version 5.0). If you are using version 4.0 to 4.1 SP7 of the BES, see: <http://btsc.webapps.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB03748> (<http://btsc.webapps.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB03748>) for instructions.

The preferred method for distributing Cisco Jabber IM for Blackberry is through your organization's corporate BlackBerry Enterprise Server (BES). Using this method provides better control, improved security, and is easier for end users.

Cisco posts the Cisco Jabber IM for Blackberry application to the download server. You need to make them accessible through your BES server:

- zip file containing the Cisco Jabber IM package
- ciscoim-itpolicy.xml (policy template file)

If you are going to **push** Cisco Jabber IM for Blackberry (deliver it proactively) to each user's device, follow these steps for the application to the BES and applying the IT policy rules.

- 1 *Add the IT policy rules to the BES* (on page 12).

Note: If users are going to **pull** this application down to their devices, you only need to complete this first step.

Users go to a wiki page or web page to download Cisco Jabber IM for Blackberry.

- 2 *Add the Cisco Jabber IM for Blackberry application* (on page 15).
- 3 *Create the software configuration* (on page 17).
- 4 *Apply the Cisco Jabber IM for Blackberry application to the software configuration* (on page 19).
- 5 *Create a custom application control policy* (on page 20).
- 6 *Create a group for users who can access this application* (on page 25).
- 7 *Apply the software configuration to this group* (on page 27).
- 8 *Assign users to this group* (on page 28).

Add the IT policy rules

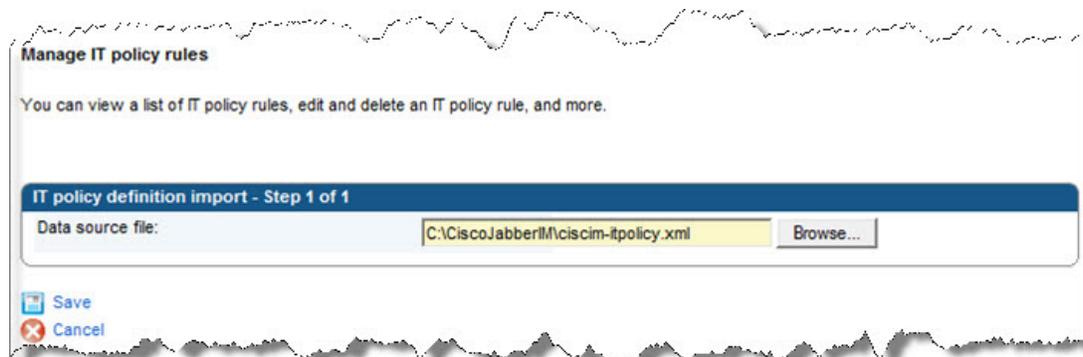
- 1 In the navigation pane on the left, under **BlackBerry solution management**, select **BlackBerry Policy**> **Manage IT policy rules**.



- 2 In the main pane, select **Import IT policy definitions**.

For details about the IT policy definitions, go to [Background information on the policy template](#) (on page 6).

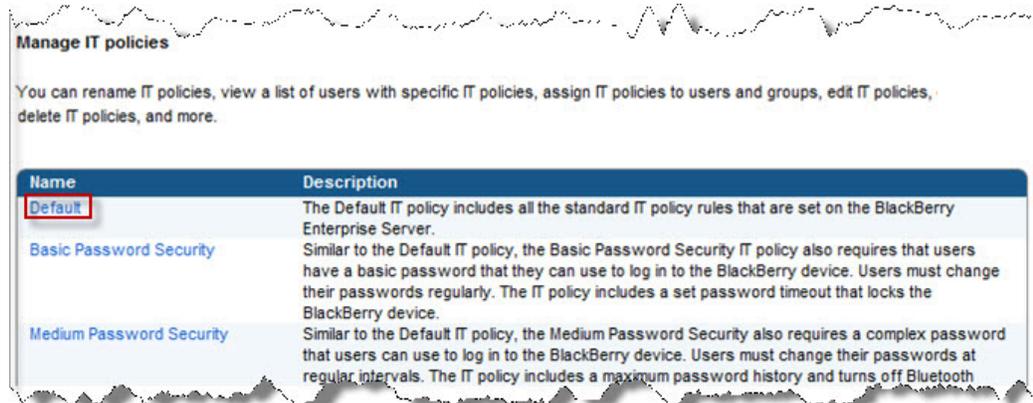
- 3 Browse to locate the Cisco Jabber IM IT Policy Rules file. Then click **Save**.



- 4 In the navigation pane on the left, under **BlackBerry solution management**, select **BlackBerry Policy**> **Manage IT policies**.

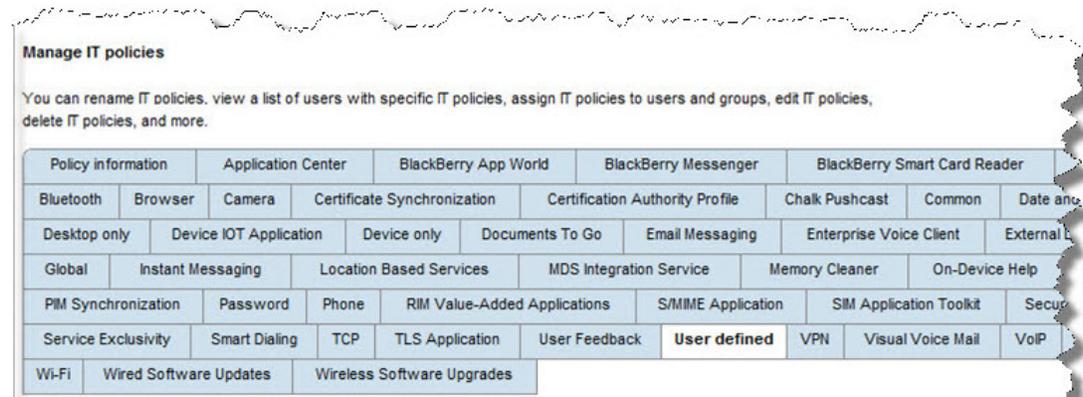
- In the main pane, select the IT Policy that is applied to the devices you plan set up Cisco Jabber IM for BlackBerry on.

Note: In this example, we selected **Default** as the IT Policy.

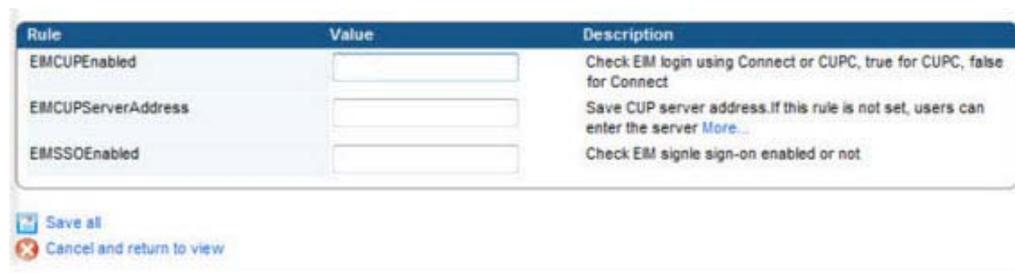


- Scroll down to the bottom of the page and select **Edit IT policy**.

- Choose the **User Defined** tab.



- Enter these values:



- EIMCUPEnabled:** String variable

- Set the string value to "true" for CUP (on-premises solution)
- Set the string value to "false" for Cisco WebEx Connect or a cloud enterprise IM solution
- **EIMCUPServerAddress:** This policy rule may be used to set the Cisco CUP server address (for user log in)

Important: This policy rule applies to **CUP** users only.

- You enter in the server IP address or domain name.
- **EIMSSOEnabled:** String variable

Important: Single sign-on is available only to organizations who use the **Cisco WebEx Connect** service. If you are using the CUP service, single sign-on is not currently available.

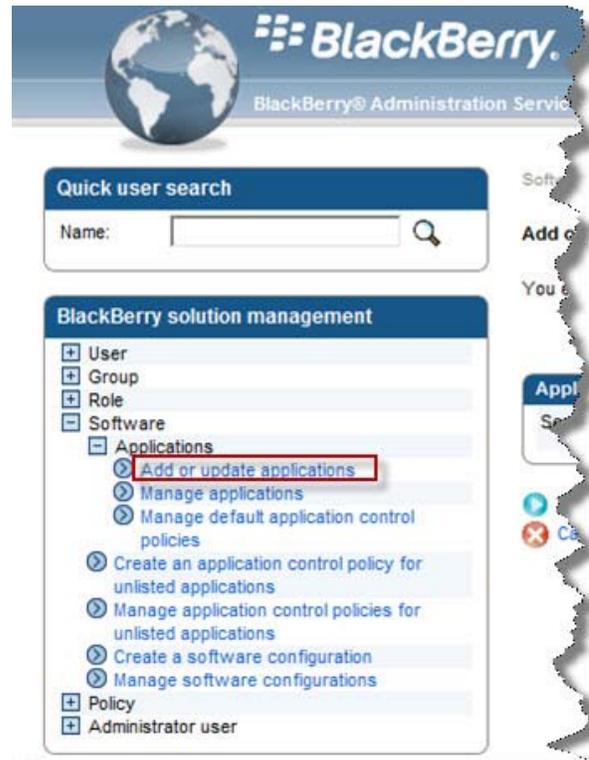
- Set string value to "true" if you are turning on single sign-on
- Set string value to "false" if you are not turning on single sign-on

- 1 Click **Save all**.

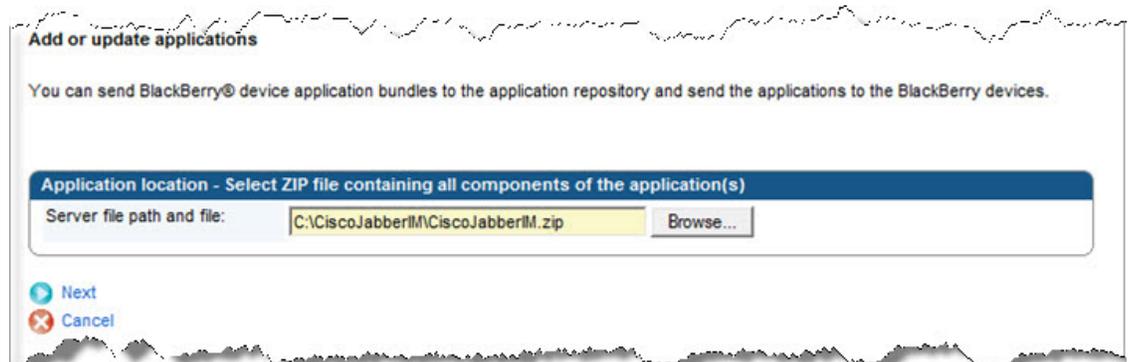
Note: If users will be pulling applications down to their devices, you have completed all the necessary steps.

Add the Cisco Jabber IM for Blackberry application

- 1 In the navigation pane on the left, under BlackBerry solution management, select BlackBerry Policy> Add or update applications.



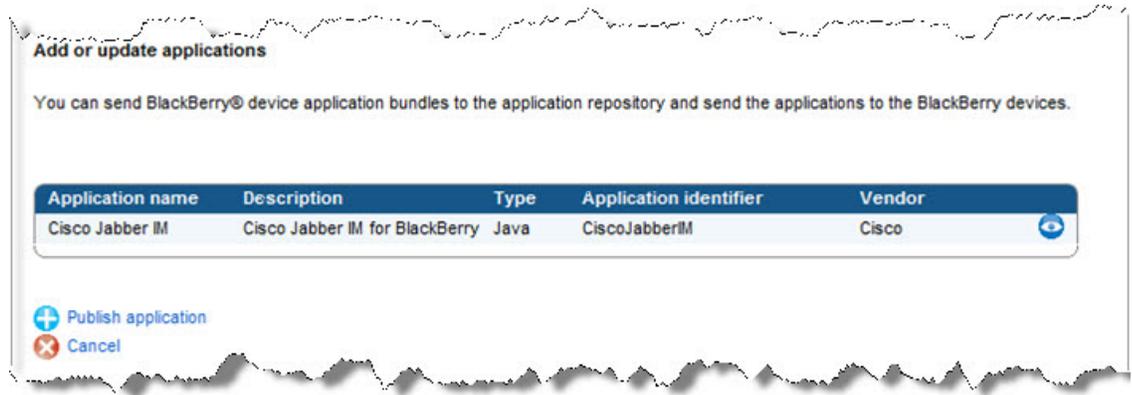
- 2 Browse to locate the Cisco Jabber IM for Blackberry application. Then click **Next**.



All the files associated with the application are imported.

You can click the **Expand** button to view all the details and add keywords.

- 3 Click **Publish application**.



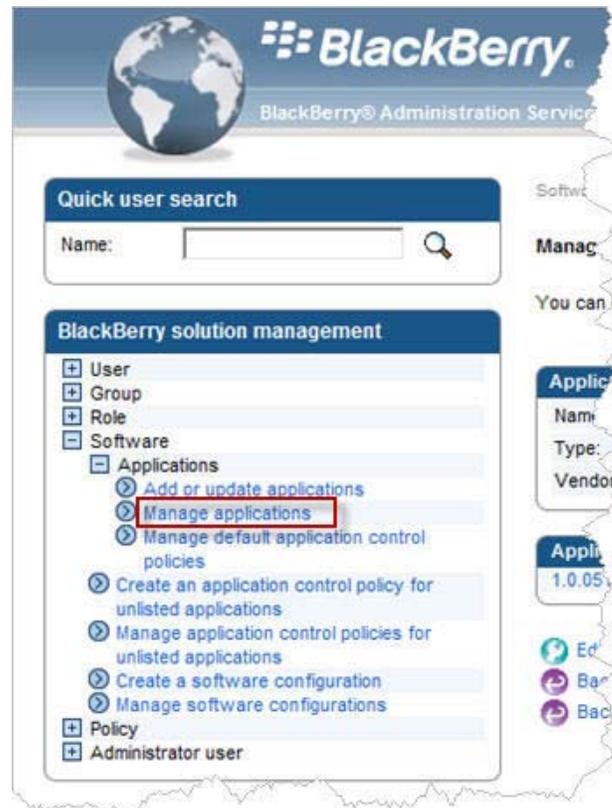
Cisco Jabber IM for Blackberry now appears on the list of managed applications.

Application name	Description	Type	Application identifier	Keywords
BlackBerry App World	Discover a world of possibilities with BlackBerry App World. Personalize your BlackBerry smartphone with games, social networking, personal productivity applications and so much more.	Java	net.rim.bb.appworld	More...
Cisco IM	Cisco WebEx IM for BlackBerry	Java	CiscoWebEx_IM	More...
Cisco Jabber IM	Cisco Jabber IM for BlackBerry	Java	CiscoJabberIM	More...
Cisco Mobile	Cisco Mobile	Java	cisco_umc_en	More...
MVS_Client		Java	MVS_Client	More...
WebEx Meeting Center	Cisco WebEx Meeting Client for BlackBerry Bold	Java	com.webex.bbmeet	More...

Creating the software configuration

The software configuration provides details about the application you are pushing out.

- 1 In the navigation pane on the left, under **BlackBerry solution management**, select **Software**> **Create software configuration**.



- 2 Enter a name for this configuration.

Tip: Use the same name here as the one you assigned as the application name and IT policy.

- 3 Make sure the "Disposition for unlisted applications" is set to "Optional."

Create a software configuration

You can use software configurations to manage applications.

Configuration information			
Name:	Cisco Jabber IM	Description:	
Disposition for unlisted applications:	Optional	Application control policy for unlisted applications	Standard Unlisted Optional

 Save
 Cancel

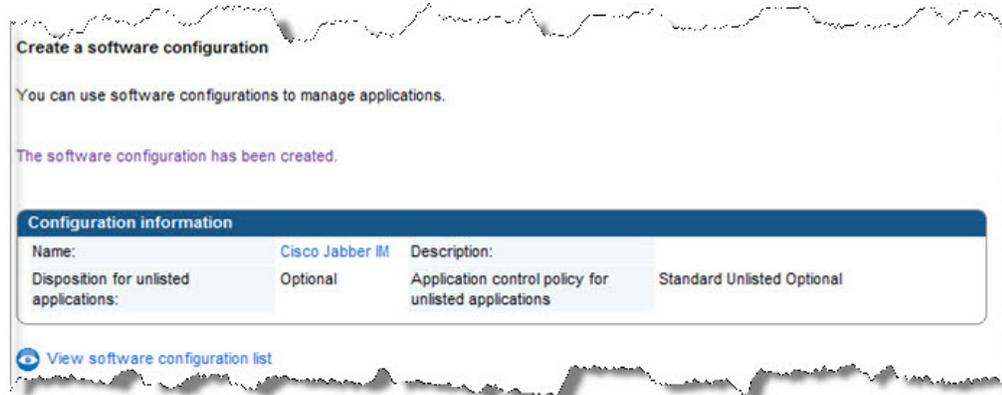
4 Click **Save**.

Applying the application to the software configuration

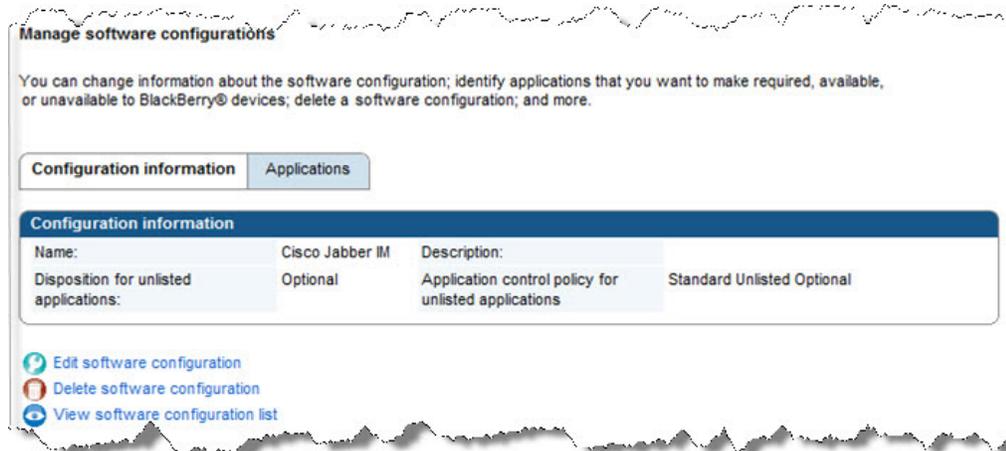
From the software configuration area, you can apply an application to a configuration.

- 1 Select the configuration you just added.

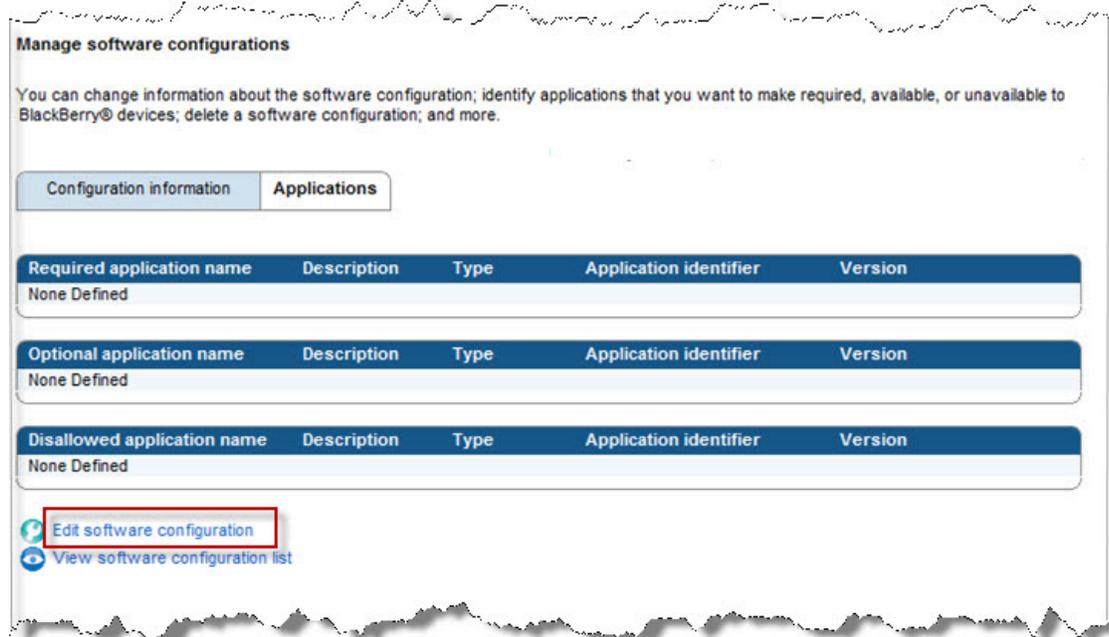
In this example, the configuration is called **Cisco Jabber IM**.



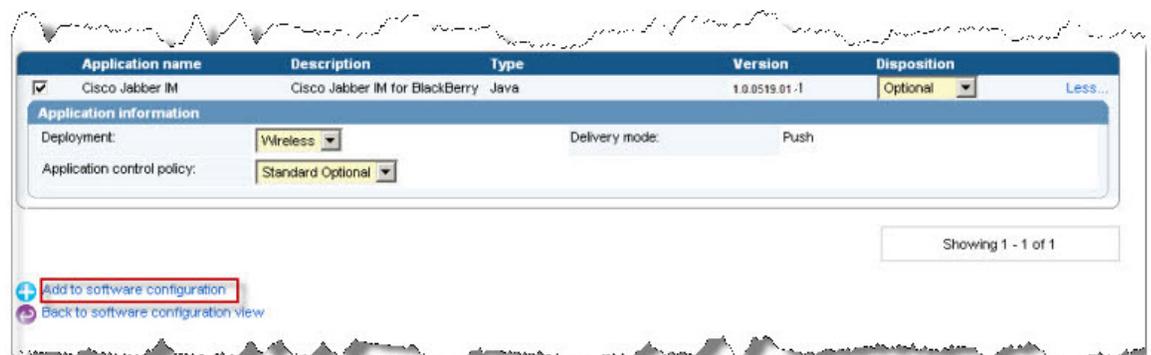
- 2 Select the **Applications** tab.



- 3 Select **Edit software configuration**.



- 4 Scroll down and select **Cisco Jabber IM**.



The software configuration is set for a wireless deployment, which means that a desktop manager is not required to push the application.

- 5 At the bottom of the page, select **Add to software configuration**.

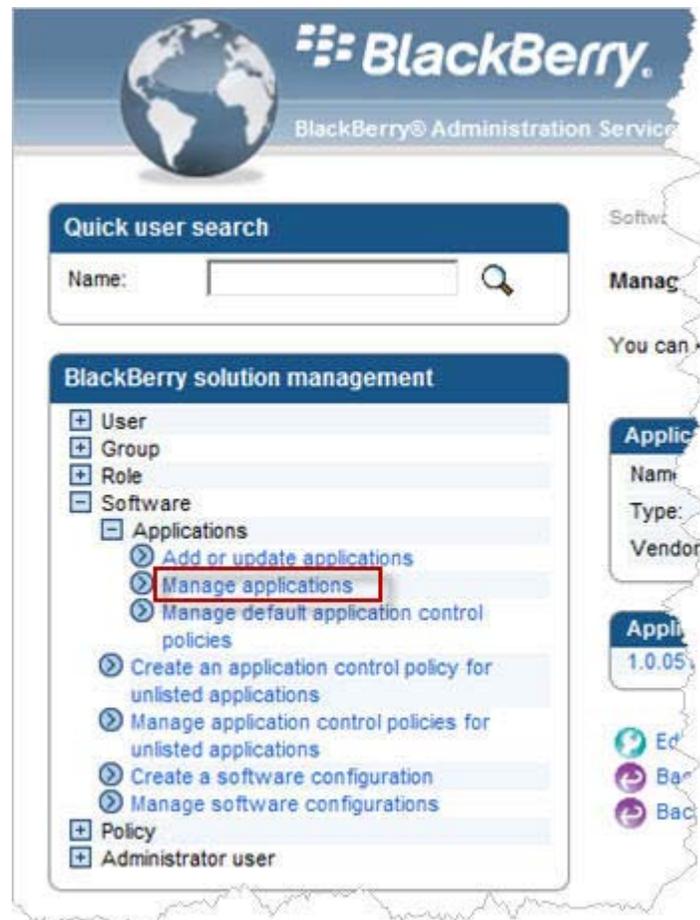
Creating a custom application control policy

Important: You need to set up this custom application control policy before you apply the software configuration to a group.

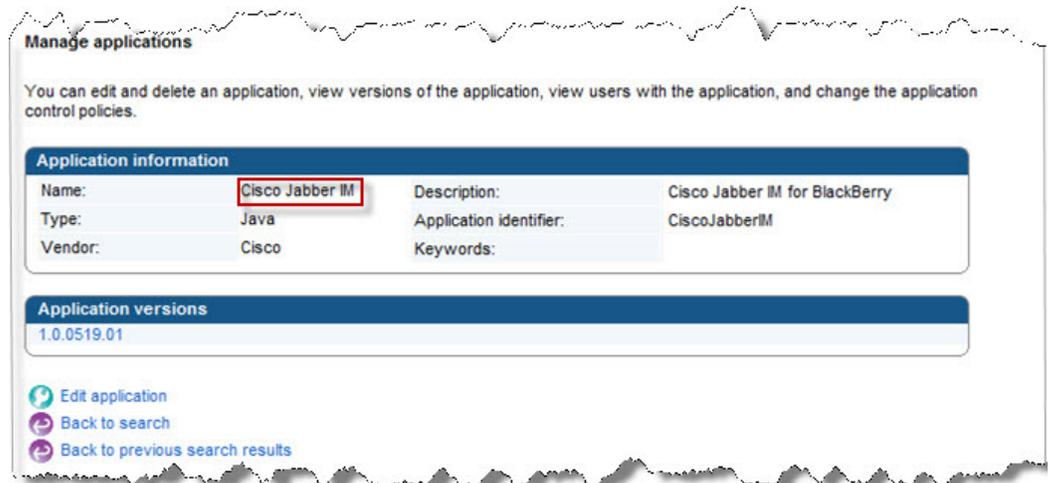
As with any third-party application installed on BlackBerry devices, end users may see pop-up warnings and other messages when they sign in.

You can make some changes to your application control policies that help curtail the number of messages that appear. One or more pop-ups may still appear when a user signs in for the first time (but not after that).

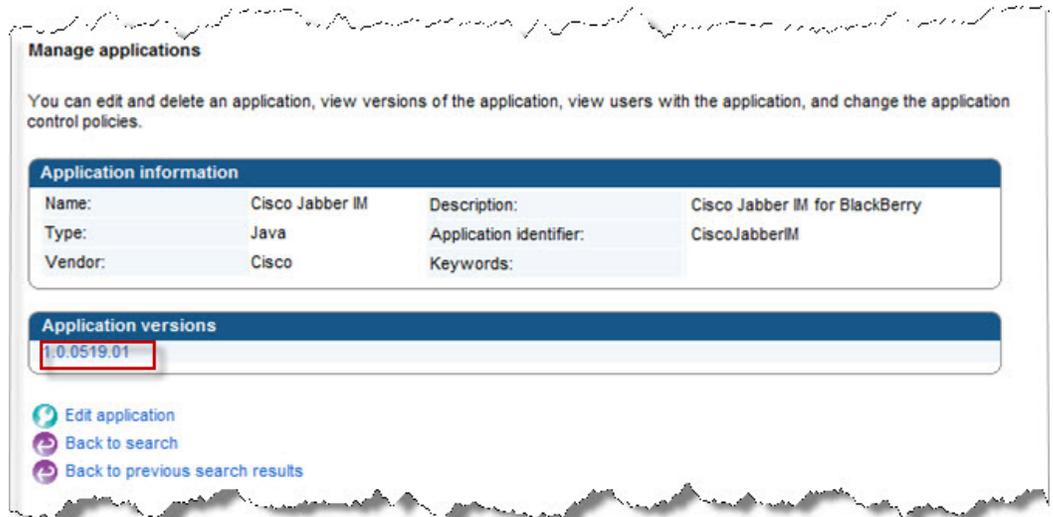
- 1 In the navigation pane on the left, under **BlackBerry solution management**, select **Software > Applications > Manage applications**.



- 2 Select Cisco Jabber IM.



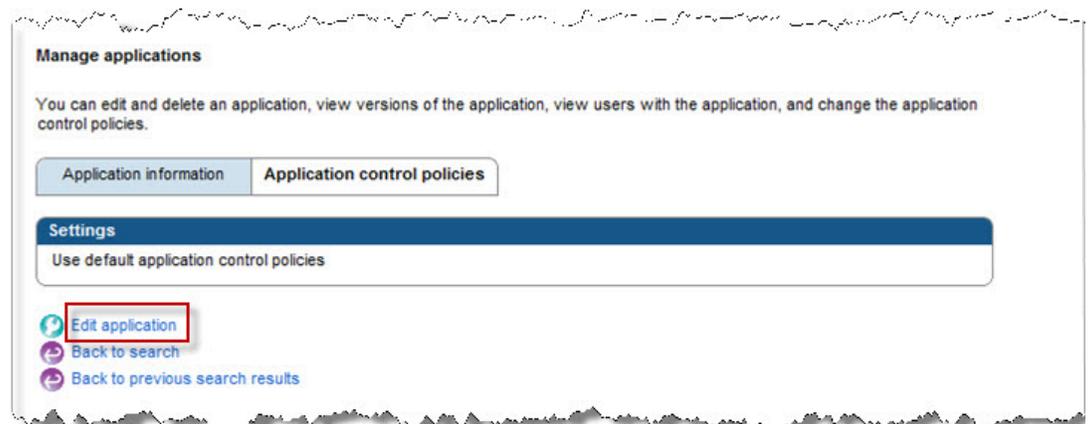
- 3 Select the application version number.



- 4 Select the **Application Control Policies** tab.



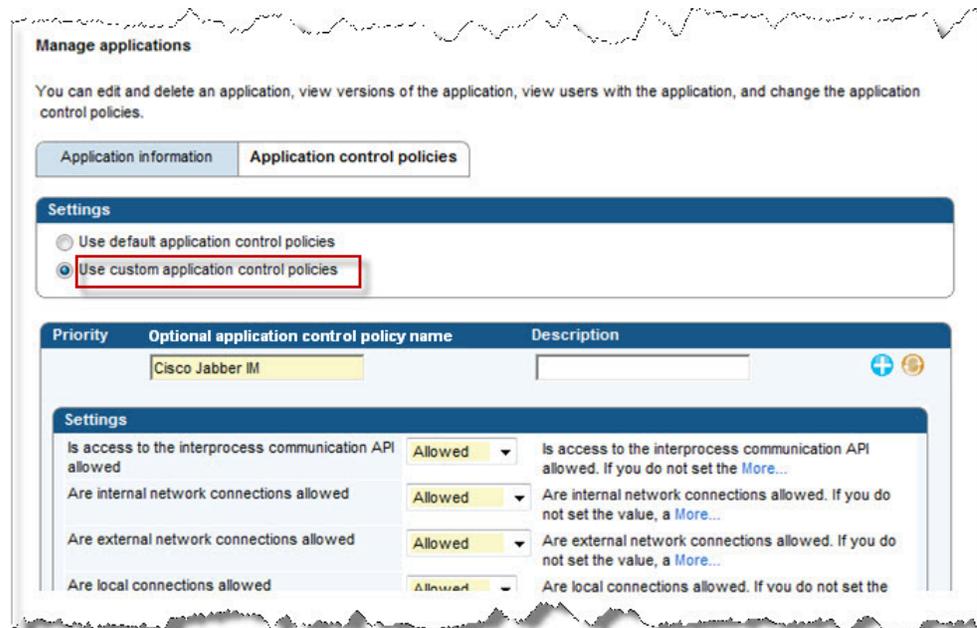
5 Select **Edit application**.



6 Select **Use Custom Application Control Policies**.

7 Under **Required application control policy name**, enter a name for this policy.

In this example, the policy name is *Cisco Jabber IM*.



8 Update the settings.

We recommend that you set all fields to "Allowed," except for these two:

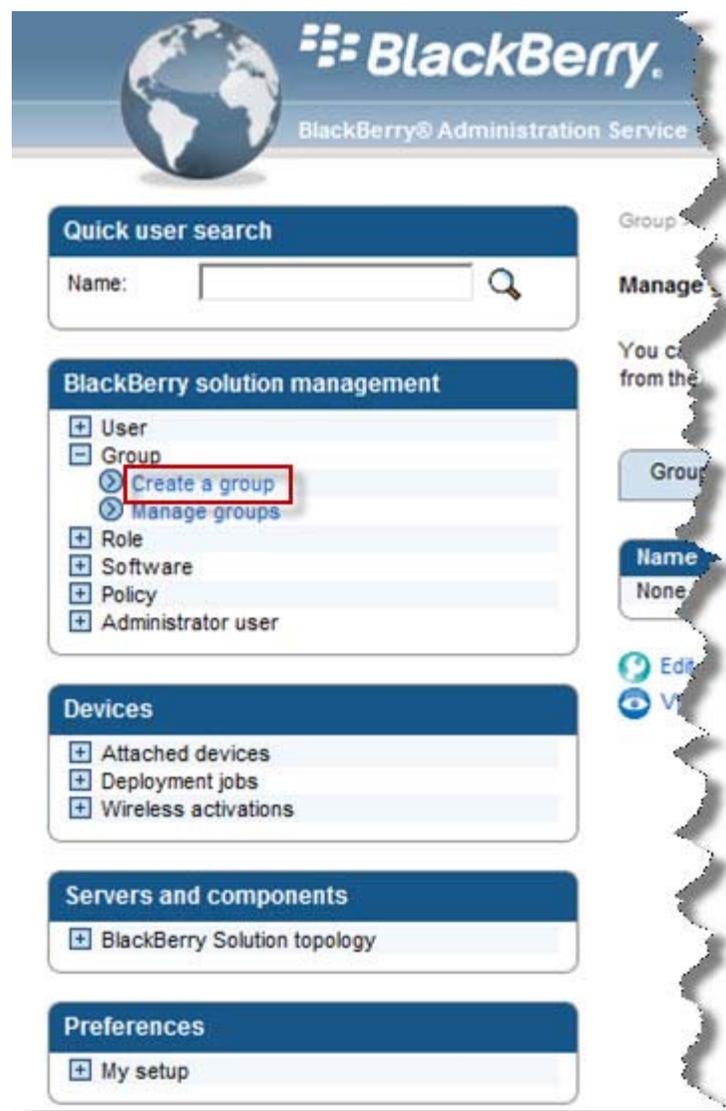
- *Can the security timer be resent*
- *Display information while locked*

9 Click **Save All**.

Creating a group

Tip: If you want to deploy the application to **all users**, you do not need to create a new group. You simply skip these steps and apply the software configuration to the existing group.

- 1 In the navigation pane on the left, under **BlackBerry solution management**, select **Group > Create Group**.



- 2 Enter a name for the group.

Tip: Use the same name here as the one you assigned as the application name and IT policy.

Create a group

You create a group when you want to manage multiple administrators, roles, and users. By clicking the group name, you can add an administrator to a group of administrators and assign roles to the group as necessary.

Group information

Name: Description:

 Save
 Cancel

- 3 Click **Save**.

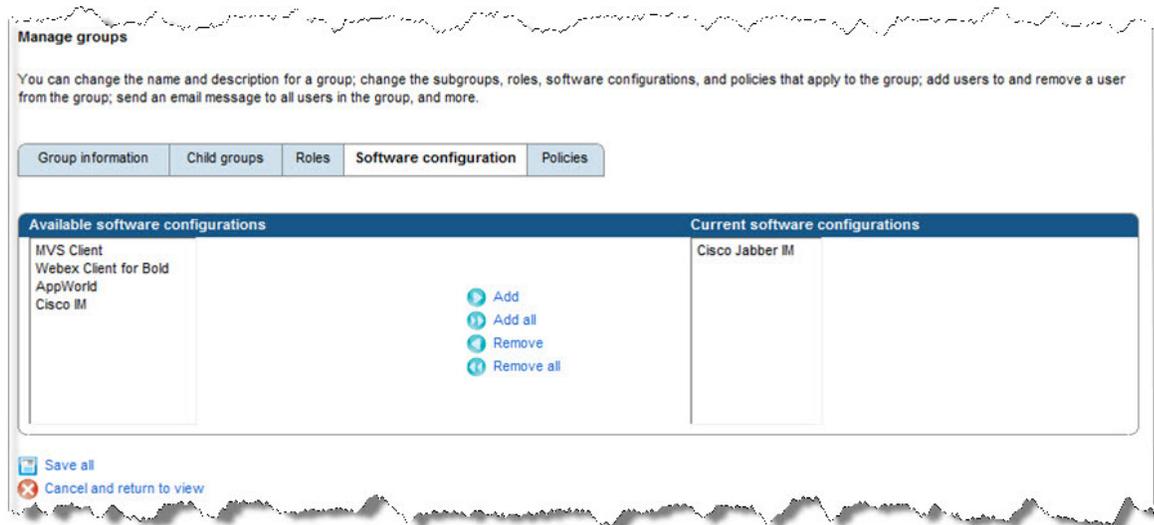
Applying the software configuration to a group

Now you need to apply the software configuration to the new group. This group will contain the names of users who have access to Cisco Jabber IM for BlackBerry.

- 1 In the navigation pane on the left, under **BlackBerry solution management**, select **Group > Manage Groups**.



- 2 Select the **Software Configuration** tab.
- 3 Select **Cisco Jabber IM** from the list of available configurations and then select **Add**.



- 4 Select **Save All**.

All members of this group are now set up to receive the Cisco Jabber IM for Blackberry application.

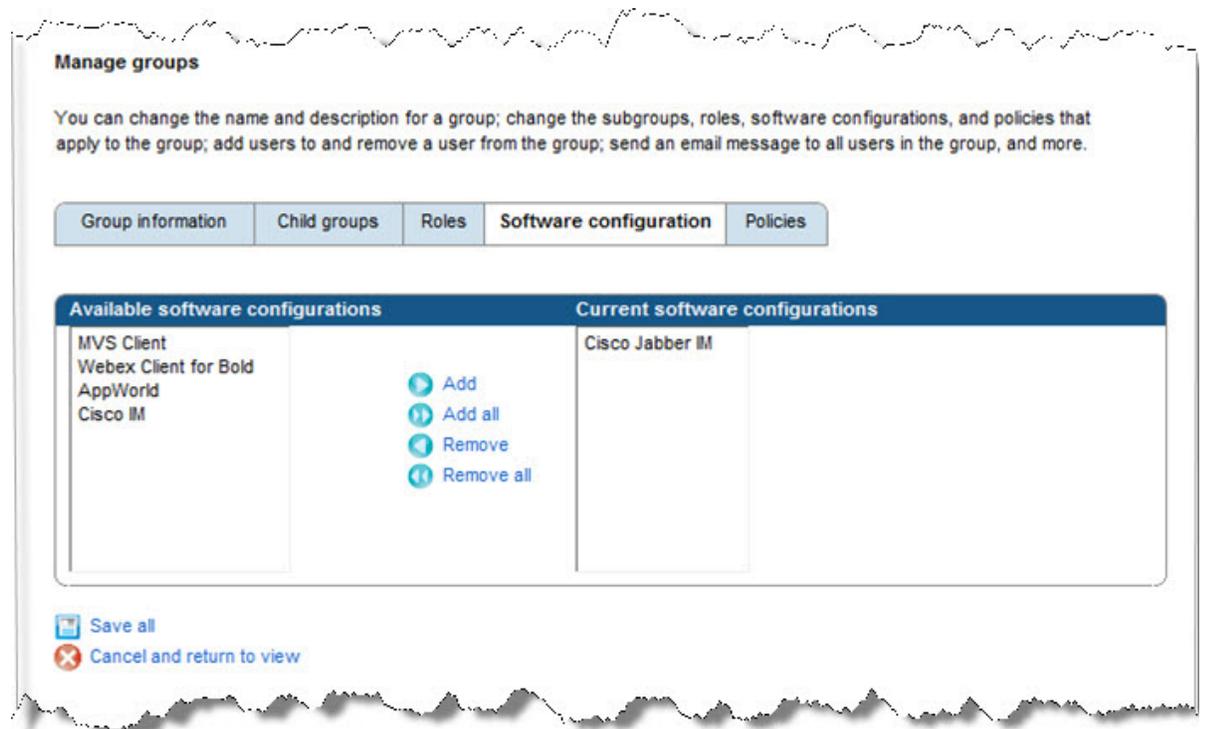
Adding users to the Cisco Jabber IM group

You can now add individual users to the new Cisco Jabber IM group.

- 1 Enter a name in the Search text box then select the name from the results list.



- 2 Select the **Groups** tab.
- 3 Choose the **Cisco Jabber IM group**.



- 4 Select **Save All**.

Additional information for Cisco Unified Presence (CUP) installations

Users who have the Cisco Unified Personal Communicator may see additional messages relating to certificate and notice some issues with data display.

For help in solving some common problems, check out this topics:

- [Handling server certificates errors when starting Cisco Jabber IM for Blackberry \(CUP users\)](#) (on page 30)
- [Problems signing in \(CUP users\)](#) (on page 31)
- [Handling missing photos and other items \(CUP users\)](#) (on page 31)

Handling server certificates errors when starting Cisco Jabber IM for Blackberry (CUP users)

The BlackBerry Enterprise Server (BES) handles certificates in much the same way as a browser does. You have a list of "trusted root certificate authorities," which are built in; certificates from these authorities are trusted automatically. You can also import other certificates (self-signed or not) as "trusted."

You can import the certificate to the BES keystore, but you may still see a prompt, due to a mismatch between domain names. To eliminate this prompt, you need to import a certificate to the BES that has the same domain name as the server. If a certificate on the BES that matches the domain name, the certificate is trusted automatically and the BES handles the connection seamlessly.

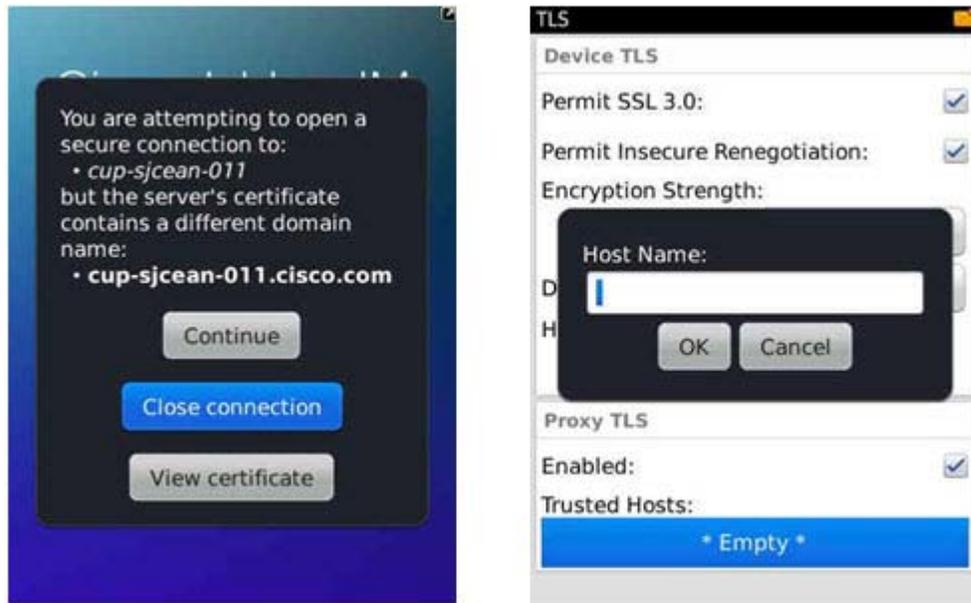
For information about importing "self-signed" certificates, go to: [Importing self-signed certificates](http://www.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB11623) (<http://www.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB11623>).

Quick way to handle a domain name mismatch:

Entering the host name for your server can reduce the number of pop-up messages that appear.

Note: Changing this option may cause pop-up messages to appear in **other applications** on your device.

- 1 Go to **Options > Security > Advanced Security Settings > TLS**.
- 2 Enter the server or host name.



Problems signing in (CUP users)

Users may see this message: "Unable to connect to server. Please contact your administrator or try again."

The CUP server address might not be formatted correctly. It must be in the standard domain format or the DNS cannot resolve it.

Go to the CUP administrator console and check that the address returned by the SOAP server is the fully qualified domain name (FQDN). For more details, go to *Changing the IP Address and Host Name for Cisco Unified Presence* http://preview.cisco.com/en/US/docs/voice_ip_comm/cups/8_0/english/install_upgrade/ipchange/ipchgcup.html.

Handling missing photos and other items (CUPC users)

When users report that photos, mobile numbers, or email addresses are missing from their contacts' profiles, check that you have set up your LDAP settings on CUP.

To learn how, go to *How to Integrate the LDAP Directory for Contact Searches on XMPP Clients* http://2mul.com/en/US/docs/voice_ip_comm/cups/8_0/english/install_upgrade/deployment/guide/dgldap.pdf.

Troubleshooting and Working with Desktop Applications

Troubleshooting

Cisco Jabber IM for Blackberry is easy to use, but sometimes users may have problems. Here's a list of our more frequent questions and issues.

- [I'm having problems signing in](#) (on page 34)
- [Why am I seeing pop-up messages requesting phone permission?](#) (on page 34)
- [How do I handle certificate and connection pop-up messages?](#) (on page 37)
- [I use CUPC and I a pop-up message about my server's certificate](#) (on page 30)
- [The connection timeout setting is too short. How do I change it?](#) (on page 38)
- [Why is my contact's profile not available?](#) (on page 35)
- [Can I add contacts and groups to Cisco Jabber IM?](#) (on page 39)
- [What happens if someone adds me to his or her contact list while I am using Cisco Jabber IM?](#) (on page 40)
- [I can't connect to the server \(CUP user\)](#) (on page 31)
- [Contact are missing their photos, email addresses, and mobile numbers](#) (on page 31)

- Tips for updating or reinstalling Cisco Jabber IM for BlackBerry

Problems signing in?

Try these tips:

- On the sign in screen, make sure that you've entered your username (usually your email address) and password correctly.
- Check your device signal and network connection. Ensure that the mobile network and Wi-Fi connections are turned on:
 - 1 Go to **Options > Device > Advanced System Settings > TCP IP**.
 - 2 Make sure that this option is checked: "APN Settings Enabled."

Note: Your configuration may play a role in whether changing these settings fixes the problem related to sign in.

If you are seeing a lot of pop-up messages related to permissions and certificates, take a look at these topics:

- [Handling certificate-related pop-up messages in Cisco Jabber IM for BlackBerry](#) (on page 37)
- [Handling permission requests sent from your device](#) (on page 35)
- [I use CUPC-- Can I reduce the number of pop-up messages I see?](#) (on page 37)

When I place a call, I see pop-up messages asking for phone permission

To avoid getting these messages, you need to change your Phone options:

- For these devices: 9630, 9700 and 8330, select **Options > Applications**. Select **CiscoJabberIM** and then click **Edit Permissions**. Expand **Connections** and select **Allow**.
- For the 9800 device, select **Options > Device > Application Management**. Select **CiscoJabberIM** and then click **Edit Permissions**. Expand **Connections** and select **Allow**.

Why do I see "Profile information is not available" for some of my contacts?

Check your device signal and network connection.

Also, your ability to view someone's profile may be restricted due to one of these conditions:

- Your contact's administrator may have set limits on who may view the profiles of people in that organization.
- Your contact may have decided to restrict who may see his or her profile.

Example: Your contact has limited the viewing of profile information to people in his or her organization. If you are not a member, you cannot view the profile.

- This contact's status is "Response Pending" on your contact list. In this case, profile information can't be displayed.

Handling permission requests sent from your device

The first time you sign in to Cisco Jabber IM for Blackberry, you may be asked to answer some questions related to "application permissions."

Note: If you installed Cisco Jabber IM for Blackberry from a link, you see more of these messages than those users who had the application "pushed" to their devices by an administrator.

These questions are typical of those users will encounter. Please respond as indicated, so you can quickly and easily access Cisco Jabber IM for Blackberry.

Application Permissions

"Trusted Application status" permission: Select **Yes**.



Application Permissions Request: Make sure these two check boxes are selected:

- Personal Information
- Connectivity



"SSL application" permissions: Make sure both check boxes are selected:

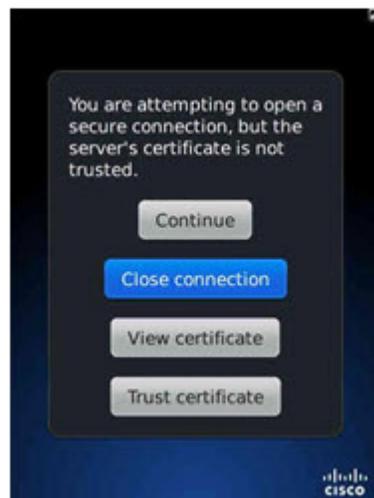
- Do not ask for SSL
- Do not ask for SSL to loginp.webex.connect.com



Handling certificate-related pop-up messages in Cisco Jabber IM for Blackberry

If you downloaded Cisco Jabber IM for Blackberry from a link, you may need to handle a number of messages sent by your device that are related to certificates.

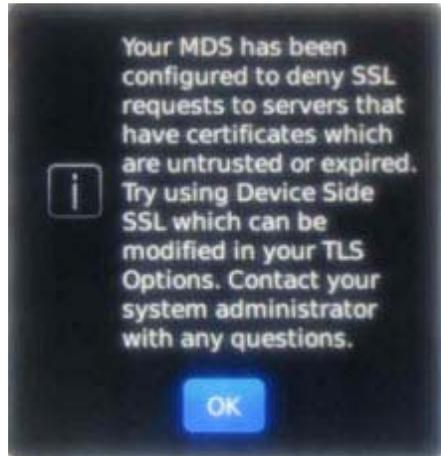
Caution: In general, you can click **Continue** when you receive these messages. If you see this message, be sure you select **Continue**.



Do not select **Trust certificate** here.

If you select any other option on this screen, you will see a number of other messages and be unable to sign in to Cisco Jabber IM for BlackBerry.

Example: If you choose **Trust certificate**, rather than **Continue**, you see this message.



How can I change the connection timeout value?

To lengthen (or shorten) the connection timeout on the BlackBerry Enterprise Server (BES), you need to edit a configuration file.

Important: You must restart MDS-CS after you make these changes.

- 1 Go to **C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\Servers\instance\config** and open this file: **rimpublic.property**.
- 2 Make these updates to **rimpublic.property**:
IPPP.connection.timeout=**6**
IPPP.connection.timeout.subtract.seconds=**10**

Note: How these values are used:
IPPP.connection.timeout=**X**
IPPP.connection.timeout.subtract.seconds=**Y**

Where **X** is the socket timeout in minutes and **Y** is a number in seconds which will be subtracted from **X** to give you your final timeout.

By default, **X** is 2 (120 seconds), **Y** is 10, leaving a timeout of 110 seconds

- 3 Save these changes.
- 4 Restart **MDS-CS** (see instructions below).

To restart MDS-CS using the BlackBerry Application Server (BAS) console:

Restarting MDS-CS wills all network traffic between the BES and all connected BlackBerry devices until it has completed.

- 1 Under **Servers and Components** expand **BlackBerry Solution topology**.
- 2 Select **BlackBerry Domain > Component View > MDS Connection Service**.
- 3 Select the MDS-CS instance from the list.
- 4 At the bottom of the page select the "Restart Instance" link which restarts MDS-CS.

Changing the timeout for all MDS connections

This setting is an MDS server setting. You can find it in the BlackBerry Administration Service (BAS).

- 1 Go to: **Servers and Components > Blackberry Domain > Component View > MDS Connection Service**.
- 2 Select the HTTP Tab.
- 3 Change the device connection timeout value.

This value is set in milliseconds, so the default value of 120,000 is equal to 2 minutes.

You might try setting this value to 360,000 (6 minutes).

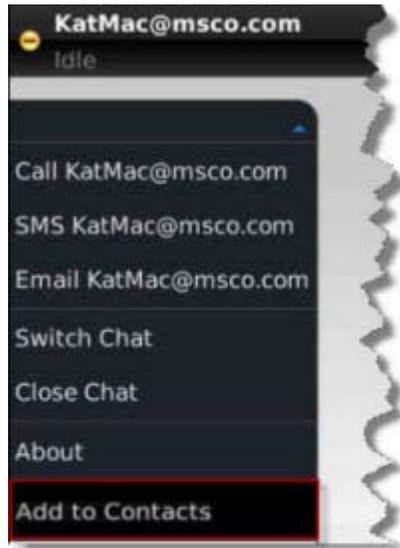
Note: The value you set here applies to **all** MDS connections. Any changes affect all internal web browsing and applications that use the MDS service.

Can I add contacts and groups to Cisco Jabber IM for Blackberry?

You can't add new contacts or create personal groups in Cisco Jabber IM for Blackberry.

If you see an **Add to Contacts** menu item, it comes from the BlackBerry operating system.

On your BlackBerry, when you highlight a name, number, or email address and press the **Menu** key > **Add to Contacts**, you can add that person to your *BlackBerry* contact list. You may have used this BlackBerry feature to populate your BlackBerry contacts from a message, call log, or web page.



The **Add to Contacts** menu item is sent from the BlackBerry operating system.

What happens if someone adds me to his or her contact list while I am using Cisco Jabber IM for Blackberry?

You see the invitation the next time you sign into your desktop application.

Updating or reinstalling Cisco Jabber IM for BlackBerry

From time to time, an updated version of Cisco Jabber IM for Blackberry may be available.

There are two ways of updating the application: installing over (replacing) the current version or deleting the application and then reinstalling the application.

To replace the current version of the application with a newer version, simply download a newer version of the application.

To ensure that updating is a smooth process, please make sure that you follow these instructions before installing the new version.

- If a user wants to install a newer version of the application, simply download the newer version and the old version will be replaced. The device will automatically reboot after the newer version is installed.

Tips:

- Follow these steps whether you install Cisco Jabber IM for Blackberry from a link or it is pushed to the device automatically.

To delete Cisco Jabber IM for Blackberry from your device:

- 1 In the device options, click **Advanced Options**.
- 2 Click **Applications**.
- 3 Highlight the Cisco Jabber IM for Blackberry application.
- 4 Press the **Menu** key.
- 5 Click **Delete**.

Working with desktop applications

Understanding settings and notifications

Things to remember about settings and notifications in Cisco Jabber IM for Blackberry:

- User settings are stored locally; they are not shared between the desktop application and BlackBerry device.
- If users have Cisco Jabber IM for Blackberry running in the background, they still receive notifications (such as meeting invitations) if that setting is turned on.
- If users set their status to "Do Not Disturb," they still receive messages from contacts. However, if they do not wish to receive notifications about new messages and meeting invitations, they can change their settings:

Select **Menu > Settings**. On the Settings screen, under Events Notification, set this notification to OFF: "Show notifications when my status is Do Not Disturb."

Using the desktop and mobile applications

Users can be signed into his or her desktop application (Cisco WebEx Connect or Cisco Unified Presence) and Cisco Jabber IM for Blackberry at the same time.

Users receive messages on both the desktop application and the BlackBerry device until they respond to a chat message. After sending a response, that resource is "locked" and messages are sent to that resource. If a user moves between devices, messages follow them to a device as soon as he or she starts a conversation from that device.

Note: Users who have these versions of Cisco WebEx IM applications may experience problems with locking resources and seeing the correct status for contacts.

- Cisco WebEx Connect versions C6.5 or C6.7
- Cisco WebEx Web IM
- Cisco Jabber IM for the Mac

Note: If your organization uses End-to-End (AES) encryption, multiple resource login may degrade AES encryption to SSL. These issues will be resolved in CY12.

Details about changes to a user's status

- If a user changes his or her status (say from "Available" to "Out to Lunch"), both resources (the desktop and mobile application) start receiving messages again.
- If a user changes his or her status, that change is not reflected on both resources (the desktop and the mobile application)

Example: Bob is on his BlackBerry device and changes his status to "Do Not Disturb." His status on his desktop application does not change. However, his contacts do see his status as "Do Not Disturb."

For more details about resource locking, see *Best Practices for Resource Locking* <http://xmpp.org/extensions/inbox/resource-locking.html>

Multiple resource login

Users can be signed into his or her desktop application (Cisco WebEx Connect or Cisco Unified Presence) and Cisco Jabber IM for Blackberry at the same time.

Users receive messages on both the desktop application and the BlackBerry device until they respond to a chat message. After sending a response, that resource is "locked" and messages are sent to that resource. If a user moves between devices, messages follow them to a device as soon as he or she starts a conversation from that device.

Note: Users who have these versions of Cisco WebEx IM applications may experience problems with locking resources and seeing the correct status for contacts.

- Cisco WebEx Connect versions C6.5 or C6.7
- Cisco WebEx Web IM
- Cisco Jabber IM for the Mac

Note: If your organization uses End-to-End (AES) encryption, multiple resource login may degrade AES encryption to SSL. These issues will be resolved in CY12.

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Example: Bob is on his BlackBerry device and changes his status to "Do Not Disturb." His status on his desktop application does not change. However, his contacts do see his status as "Do Not Disturb."

For more details about resource locking, see *Best Practices for Resource Locking* <http://xmpp.org/extensions/inbox/resource-locking.html>

Single resource login - for Cisco WebEx Connect, Jabber Cloud only

If your organization requires single resource login, the following behavior will occur: When you are logged into your desktop client and then log in to your mobile client, you will be logged off your desktop client and conversely, so all IM activity is on the device you are currently using.

Feature comparison: Cisco Unified Personal Communicator and Cisco Jabber IM for Blackberry

The majority of features in Cisco Unified Personal Communicator that are related to instant messaging are also found in Cisco Jabber IM for Blackberry.

Feature	Cisco Unified Personal Communicator	Cisco Jabber IM for Blackberry
Status		
<ul style="list-style-type: none"> ▪ In a meeting ▪ Busy ▪ Out of Office ▪ Do Not Disturb ▪ Offline ▪ On the phone 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Yes</p> <p>Shown as "Away"</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>No</p>
IM		
<ul style="list-style-type: none"> ▪ Group chat ▪ Persistent chat ▪ Offline ▪ History 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>Yes</p> <p>No</p>
Unified Communication Integration		
<ul style="list-style-type: none"> ▪ Audio ▪ Video ▪ Voicemail 	<p></p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p></p> <p>No</p> <p>No</p> <p>No</p>
Meetings		
<ul style="list-style-type: none"> ▪ Join Instant Meeting 	<p>Yes</p>	<p>Yes</p>
Call Controls		
<ul style="list-style-type: none"> ▪ Forward ▪ Conference ▪ Transfer ▪ Send to mobile 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p>
Contacts		
<ul style="list-style-type: none"> ▪ Add, delete, block ▪ Manage groups ▪ Directory 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>Yes</p>
Security and Administration		
<ul style="list-style-type: none"> ▪ Policy enforcement ▪ Encryption ▪ Server side IM logging 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No (Future enhancement)</p> <p>SSL</p> <p>No</p>

Feature comparison: Cisco WebEx Connect and Cisco Jabber IM for Blackberry

The majority of features in Cisco WebEx Connect that are related to instant messaging are also found in Cisco Jabber IM for Blackberry.

Feature	Cisco WebEx Connect	Cisco Jabber IM for Blackberry
Status		
<ul style="list-style-type: none"> ▪ In a WebEx Meeting ▪ Sharing in a WebEx meeting ▪ In a meeting ▪ Do Not Disturb ▪ Offline ▪ On the phone 	<ul style="list-style-type: none"> Yes Yes Yes Yes Yes Yes 	<ul style="list-style-type: none"> No No Yes Yes Yes Yes
IM		
<ul style="list-style-type: none"> ▪ Broadcast message ▪ Group chat ▪ History ▪ Screen capture ▪ File transfer 	<ul style="list-style-type: none"> Yes Yes Yes Yes Yes 	<ul style="list-style-type: none"> Partial No No No No
Unified Communication Integration		
<ul style="list-style-type: none"> ▪ Audio ▪ Voicemail 	<ul style="list-style-type: none"> Yes Yes 	<ul style="list-style-type: none"> No No
Other features		
<ul style="list-style-type: none"> ▪ Call using computer ▪ Share desktop 	<ul style="list-style-type: none"> Yes Yes 	<ul style="list-style-type: none"> No Not applicable
Meetings		
<ul style="list-style-type: none"> ▪ Join Instant Meeting ▪ Start Instant Meeting ▪ Join scheduled meeting ▪ Meeting list 	<ul style="list-style-type: none"> Yes Yes Yes Yes 	<ul style="list-style-type: none"> Yes No No No

Feature	Cisco WebEx Connect	Cisco Jabber IM for Blackberry
Call Controls <ul style="list-style-type: none"> ▪ Forward ▪ Conference ▪ Transfer ▪ Send to mobile 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p>
Contacts <ul style="list-style-type: none"> ▪ Add, delete, block ▪ Manage groups ▪ Directory 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>Yes</p>
Security and Administration <ul style="list-style-type: none"> ▪ Policy enforcement ▪ Encryption ▪ Single sign-on ▪ Server side IM logging ▪ Reporting (for administrators) 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Yes</p> <p>SSL, AES</p> <p>SAML 2.0</p> <p>Yes</p> <p>Yes</p>

Known issues

- If the user changes font family or font size, he or she must sign out of Cisco Jabber IM for Blackberry and then sign back in for these changes to take effect.
- If a user removes an LDAP group from the contact list, this group still appears until the user signs out of Cisco Jabber IM for Blackberry and then signs back in.
- If a user is signed in to the desktop application and Cisco Jabber IM for Blackberry **and** is chatting with a contact who uses a third-party XMPP application (such as OCS, Sametime, or AOL), messages may not be sent to both resources.
- When a user receives a notification, a notification badge also appears on the home screen application icon.
- Occasionally, contact pictures may be out of sync: a contact's picture in the Profile may be different from the picture shown on the contact list.
- To optimize performance when Cisco Jabber IM for Blackberry is running in the background, users may experience a delay (of up to one minute) in

seeing the status of contacts on their contact list after switching back to Cisco Jabber IM for Blackberry.

- **Joining a meeting by clicking a URL:** If a contact, who is using a desktop application, sends a meeting URL to a Cisco Jabber IM for Blackberry user in a chat message, the user on the BlackBerry device is first asked to download Meeting Manager before he or she may join the meeting.
- In some languages, buttons may not be correctly aligned.
- **For Tour 9630:** Users will not be able to sign in using an external SIM card.
- In the contact list, emoticons appear in text format.
- **For Cisco Unified Presence users only:**
 - If the user's status is "busy" in the desktop application, it shows as "away" in Cisco Jabber IM for Blackberry.
 - If a user is on a version of CUPC older than 8.5.3.x, and the user is logged into both CUPC and Jabber IM for BlackBerry, the user's status may switch between Available and offline intermittently. Upgrading to a later version of CUPC will resolve the issue.
- **For Cisco WebEx Connect users only:**
 - When using earlier versions of Cisco WebEx Connect (6.5 or 6.7), status may not display correctly. The earlier desktop applications use a different model for showing status.
 - **Forgot Password** feature is not available in Cisco Jabber IM for Blackberry. Users must reset passwords in the desktop application.
 - Multiple resource login users may experience composed presence issues when logged in to desktop and mobile clients.
 - Multiple resource login may degrade End-to-End (AES) encryption to SSL encryption.