Frequently Asked Questions
BBM Enterprise

BBM Enterprise is the cross-platform instant messaging solution for text, voice, video, and group chat–on any and multiple devices, including smartphones and desktops.

This document aims to address some of the most frequently asked questions about BBM Enterprise; what it is, how it works, and what requirements are needed. Click on the question to arrive directly at the answer.
Learn more at www.blackberry.com/bbmenterprise

PRODUCT OVERVIEW:

1. Does BBM Enterprise only support mobile devices?
2. What platforms do BBM Enterprise support?
3. Can I extend BBM Enterprise chats to non-BBM Enterprise users?
4. Do I need to install anything to deploy BBM Enterprise to my users?
5. Does BBM Enterprise meet regulatory compliance requirements?

END-USER:

1. Can I only run BBM Enterprise on one device?
2. Can a BBM Enterprise user only talk to BBM Enterprise users within the company?
3. What privacy features are available for an end-user?
4. How do I know which of my BBM contacts are also using BBM Enterprise and which are using BBM consumer?
5. Can I cut and paste copy in to a BBM Enterprise chat from another application?
6. What is the auto-passphrase capability that is available for BBM Enterprise?
7. What happens if my organization does not turn on the auto-passphrase policy but the organization in which I am interacting with has the auto-passphrase policy turned on?

IT ADMIN QUESTIONS

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6. Does the added encryption apply beyond messaging to voice, videos, and files?
7. Can BlackBerry read BBM Enterprise messages?
8. Does BBM Enterprise automatically log messages?

REQUIREMENTS

1. What are the client minimum system requirements for the latest version of BBM Enterprise?

PRODUCT OVERVIEW:

1. **Does BBM Enterprise only support mobile devices?**
No, BBM Enterprise supports smartphones, tablets, as well as desktops.

2. **What platforms do BBM Enterprise support?**
BBM Enterprise supports Android, iOS, BlackBerry 10, Windows, and macOS.

3. **Can I extend BBM Enterprise chats to non-BBM Enterprise users?**
Yes, BBM Enterprise users can extend chats to users using BBM consumer. Chats will still be protected.

4. **Do I need to install anything to deploy BBM Enterprise to my users?**
No, BBM Enterprise is cloud-based and requires no additional installations. You can deploy the app to your users easily from a single console, BlackBerry Enterprise Identity.

5. **Does BBM Enterprise meet regulatory compliance requirements?**
Yes, BBM Enterprise protects data in transit and at rest by adding an additional layer of encryption. It meets HIPAA standards and has integrated auditing and archiving services available.

END-USER:

1. **Can I only run BBM Enterprise on one device?**
No, you can have BBM Enterprise installed on up to 3 devices.

2. **Can a BBM Enterprise user only talk to BBM Enterprise users within the company?**
No, BBM Enterprise users can continue to use the same app to chat and share with other contacts like family and friends who are using BBM consumer.

3. **What privacy features are available for an end-user?**
In addition to the rich, user-centric features of BBM Enterprise, users can also control their chats with edit, retract, and timed message capabilities.

4. **How do I know which of myBBM contacts are also using BBM Enterprise and which are using BBM consumer?**
BBM Enterprise aims to make chatting with all other BBM users seamless by moving the security to the background so that it doesn't get in the way of the user – therefore we don't put a lot of emphasis on who is and isn't a BBM Enterprise user.

5. **Can I cut and paste copy in to a BBM Enterprise chat from another application?**
BBM Enterprise has an IT policy that prevents copying and pasting from BBM Enterprise. If this is enabled, you cannot copy or share information from within BBM Enterprise.

6. **What is the auto-passphrase capability that is available for BBM Enterprise?**
The auto-passphrase feature simplifies the invocation of BBM Enterprise chats by making the passphrase exchange happen automatically and seamlessly between two parties in a conversation. This feature can be turned on (or off) by an IT Admin via a BlackBerry Enterprise Identity Console, and switched to a manual out of band passphrase exchange

7. **What happens if my organization does not turn on the auto-passphrase policy but the organization in which I am interacting with has the auto-passphrase policy turned on?**
In a situation where one organization has the auto-passphrase policy turned on and the other does not, BBM Enterprise defaults to the highest level of security, so the manual passphrase model is used.

IT ADMIN QUESTIONS:

1. **Is BlackBerry UEM required to use BBM Enterprise?**
No, BBM Enterprise does not require BlackBerry UEM. Customers looking to use BBM Enterprise with Android, iOS, BlackBerry 10 OS, Windows, or Mac do not require UEM. The IT Administrator user management of BBM Enterprise is done through the BlackBerry Enterprise Identity console – a service that comes along with your BBM Enterprise subscription.

2. **Do I have to purchase BlackBerry Enterprise Identity separately?**
The BlackBerry Enterprise Identity management console is included with BBM Enterprise at no additional cost when purchasing licenses.

3. **My company already uses Skype for Business, why would I want BBM Enterprise?**
While many organizations have invested in Unified Communication and Collaboration solutions like Skype for Business, mobile adoption of these solutions is often low. These desktop-based enterprise Instant Messaging (IM) solutions often deliver a poor mobile user experience and frequently limit employees to communicating only with other employees inside the organization.

As a result, employees are going outside their corporate deployed IM apps, communicating through unsanctioned 3rd-party applications (such as Facebook Messenger and SMS).

BBM Enterprise allows users to use a single app to securely message contacts inside the company, as well clients, family, and friends outside the company. Plus, it offers a user experience built from the ground up for mobile.

BBM Enterprise works with BlackBerry's secure, scalable and reliable infrastructure. BBM Enterprise will continue to work if an organization's own IT infrastructure has experienced a server outage or a catastrophic crash.

4. **How does BBM Enterprise work with BlackBerry Enterprise Identity?**
BlackBerry Enterprise Identity provides cross-platform user and entitlement management of the BBM Enterprise service for IT Administrators. BlackBerry Enterprise Identity provides a simplified, cloud-based admin console to manage, entitle, and set user policies for BBM Enterprise and other enterprise applications.

5. **How does BBM Enterprise work to add encryption to communications?**
BBM Enterprise works by adding an additional level of encryption to messages sent between BBM Enterprise users by securely exchanging a set of public keys that are unique to those two users.

The first time two BBM Enterprise users initiate a chat, a secret passphrase is shared by email, SMS, phone or in person. The passphrase can also be exchanged automatically using the auto-passphrase feature (configured by IT). Once the secret passphrase is verified, public signing and encryption keys are generated client-side on device, and exchanged between the two users allowing for this advanced encryption of messages moving forward.

6. Does the added encryption apply beyond messaging to voice and video?
Yes, the encryption applies to all communications data sent from BBM Enterprise including voice and video if BBM Enterprise voice and video are purchased.

7. Can BlackBerry read BBM Enterprise messages?
No, BlackBerry cannot read BBM Enterprise messages. The encryption keys used to secure messages sent between BBM Enterprise users are generated client-side and stored on the device. BlackBerry is not the broker in this public key exchange. The enterprise also does not have access to the encryption keys outside of the mobile device itself.

8. Does BBM Enterprise automatically log messages?
No, BBM Enterprise does not automatically log and audit communications but enterprises can choose to deploy archiving. BBM Enterprise customers may integrate archiving with BlackBerry Auditing and Archiving Services, which enables an admin to turn on message logging and store those messages on premise behind the company's firewall, or in the cloud.

REQUIREMENTS:

1. What are the client minimum system requirements for the latest version of BBM Enterprise (v1.2)?
   a. For BlackBerry® 10 devices, BBM Enterprise will work on BlackBerry v10.3+
   b. For iOS, BBM Enterprise will work on iOS 9.0+
   c. For Android, BBM Enterprise will work on Android 4.4+
   d. For Windows, BBM Enterprise will work on Windows 7 Pro, Windows 8, Windows 8.1, Windows 10
   e. For macOS, BBM Enterprise will work on OS 10.7+