

**BOMGAR™**

**Supporting BlackBerry® Smartphones**  
Technical Guide

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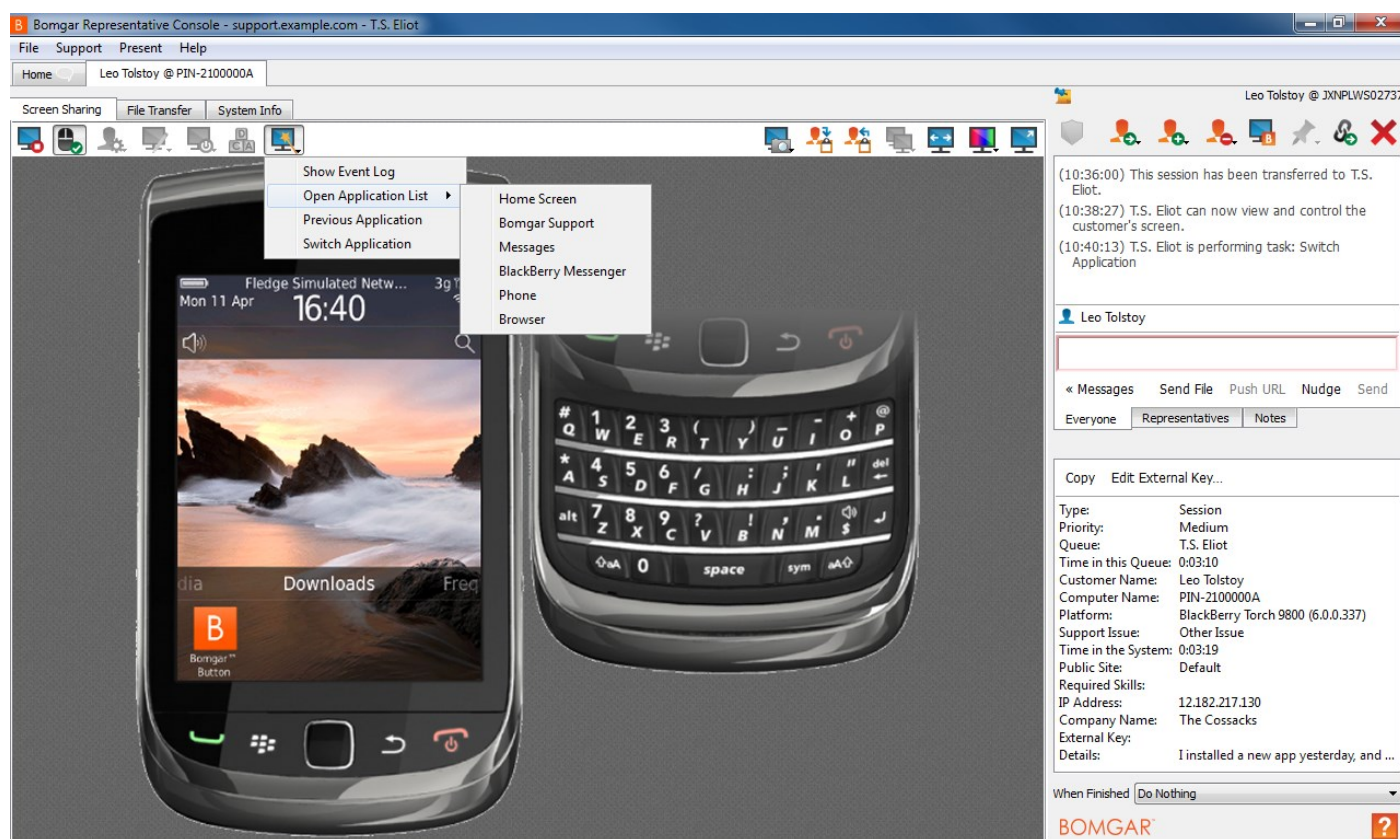
## Support BlackBerry® Smartphones Using Bomgar

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 or later in order to support BlackBerry® devices, but there have been significant upgrades for BlackBerry® support since.

Starting with Bomgar 14.1, web-based click-to-chat is also available on BlackBerry® devices. Click-to-chat allows you to easily chat with your remote customer without requiring your customer to download or run the Bomgar customer client. To use click-to-chat, the remote user must be using a modern browser supported by Bomgar.

Refer to [www.bomgar.com/docs](http://www.bomgar.com/docs) to view the documentation for your release. Bomgar supports BlackBerry® OS versions 4.3 through 7.x.



## Start a Support Session with a BlackBerry® Smartphone

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

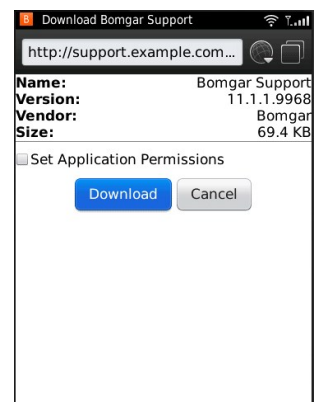
Customers on BlackBerry® Smartphones may request support from you by completing one of the session initiation options on your support portal from their phone.

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.)

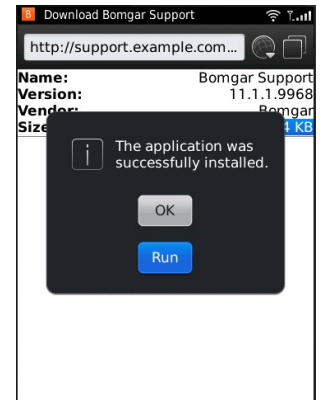
If the Bomgar client needs to configure its permissions, the BlackBerry® Smartphone will alert the user that Bomgar Support is requesting changes to its application control permissions.



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

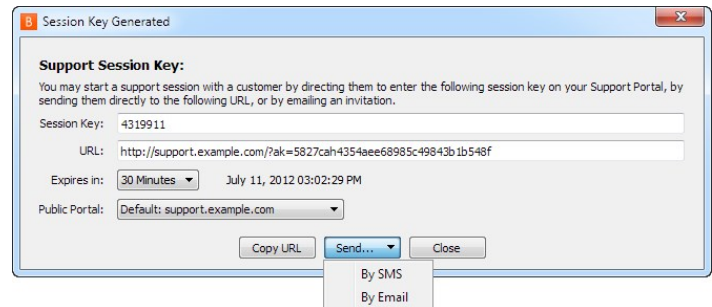
When a second prompt appears, informing your customer that the application was successfully installed, he or she should click **Run**, and the support session will start.

**Note:** Bomgar Buttons for BlackBerry® Smartphones, available starting 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, generate a session key and send the link to the customer either by SMS or by email. This link 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 alert the user that the Bomgar support client 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** and then **Save** when prompted. The screen displays may differ by device and operating system version; therefore this document does not depict them.

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

**Note:** *Bomgar Buttons for BlackBerry® Smartphones, available starting 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.*



## How a Support Session Looks on a BlackBerry®

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.

If automatic logging of system information is enabled, the BlackBerry information is logged and accessible for integration and archive purposes, extending data reporting and audit capabilities. Enable the set the logging parameters from **/login > Configuration > Options** in the **Support Session Logging Options** section.

**Support Session Logging Options**

**Enable Screen Sharing Recording** ☒ NOTE: If this is checked, Screen Sharing of the customer's computer during support sessions will be automatically recorded and will be available for viewing from the session report details by users with the appropriate permission.

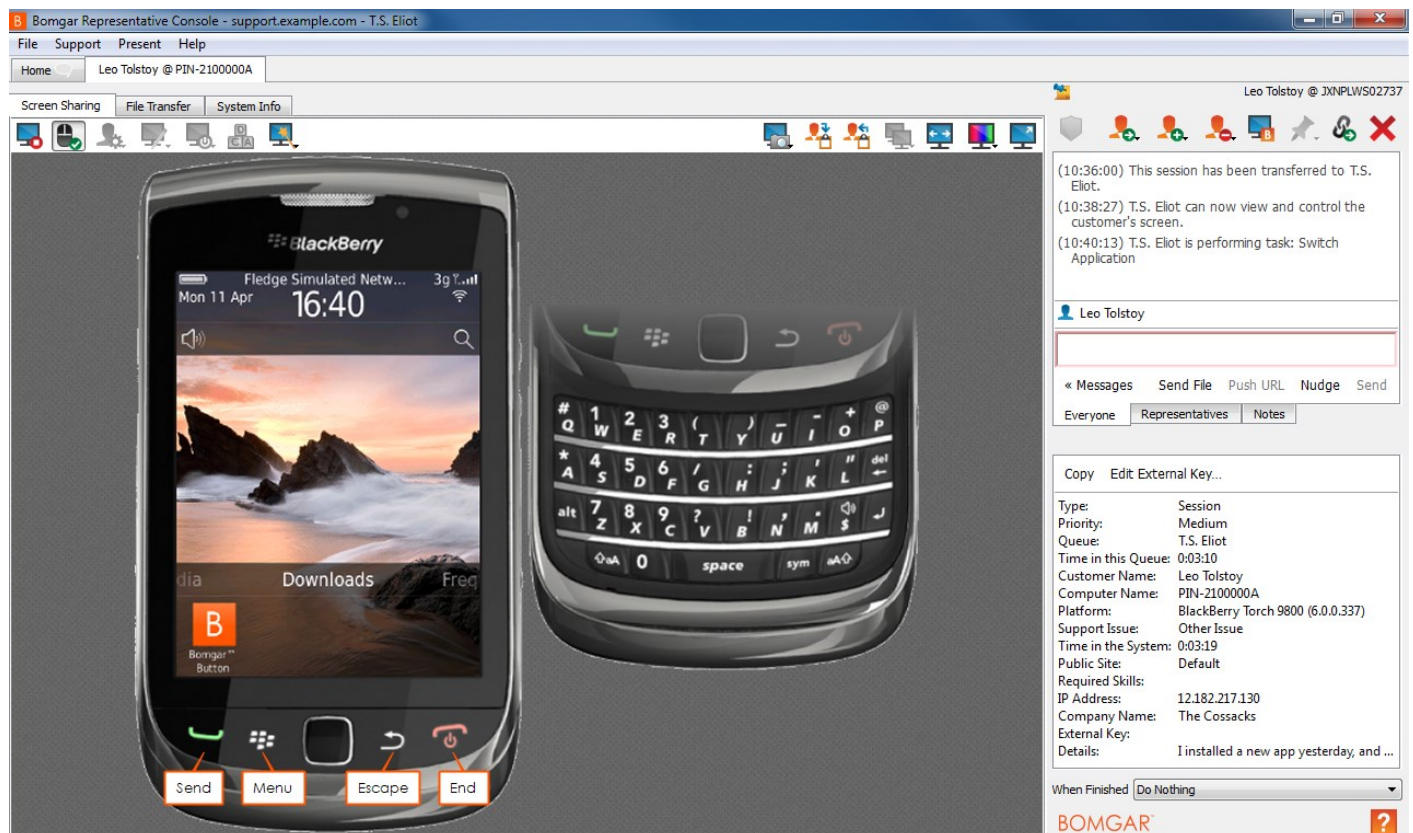
**Screen Sharing Recording Resolution**  NOTE: Screen Sharing recordings are converted to this resolution when they are viewed.

**Enable Command Shell Recording** ☒ NOTE: If this is checked, all Command Shell activity will be automatically recorded and will be available for viewing from the session report details by users with the appropriate permission.

**Command Shell Recording Resolution**  NOTE: Command Shell recordings are converted to this resolution when they are viewed.

**Enable Automatic Logging of System Information** ☒ NOTE: If this is checked, the customer's system information will automatically be retrieved and logged at the beginning of a support session. This information is available in the details section of the Support Session Report.

**System Information Logging for Mobile Platforms**  NOTE: If automatic system information logging information is enabled, then this setting determines the amount of information logged for mobile platforms. Extended logging provides more information than standard logging, but uses more network and device resources.



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



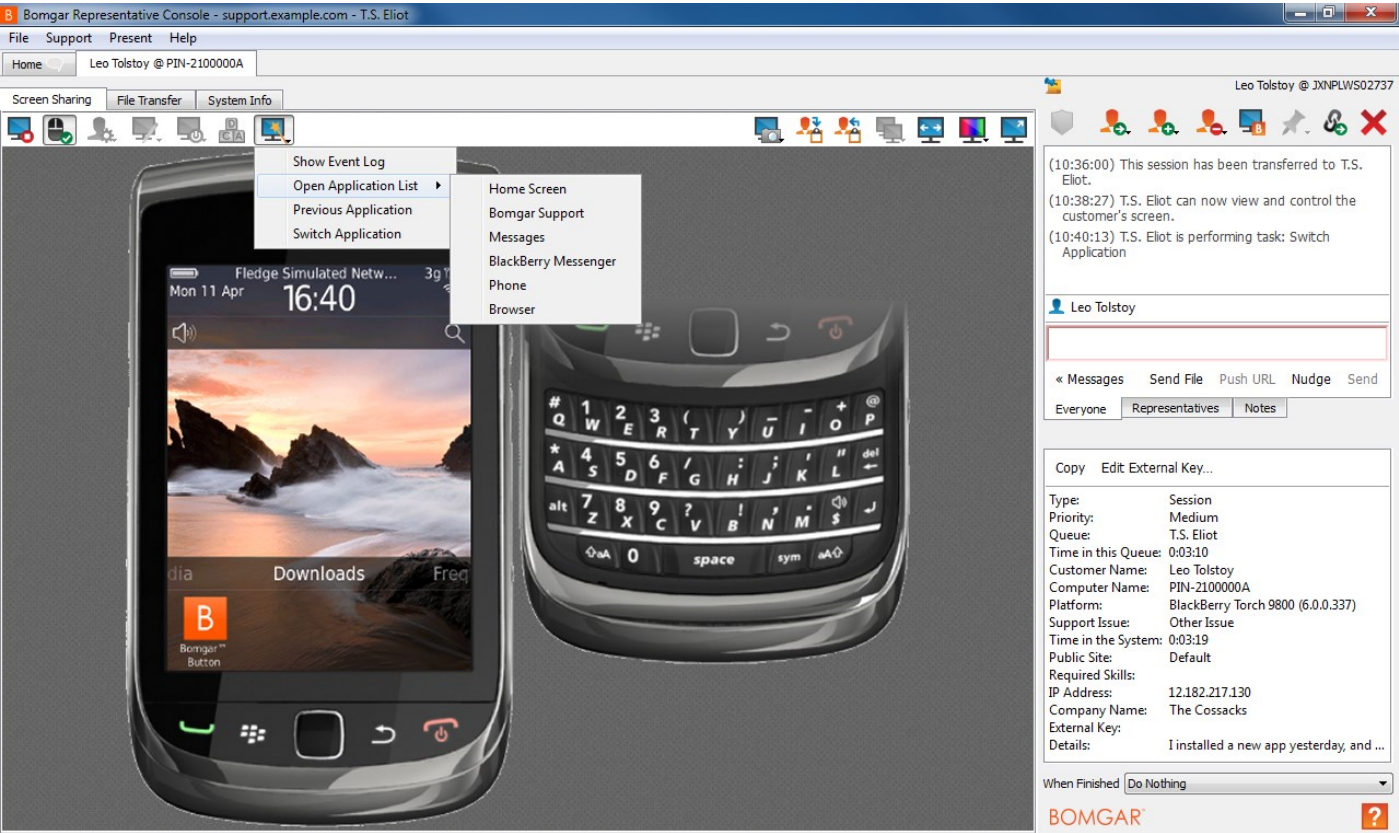
## SWITCH APPLICATIONS WHILE SCREEN SHARING WITH A BLACKBERRY®

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 <b>Switch Application</b> menu on the device

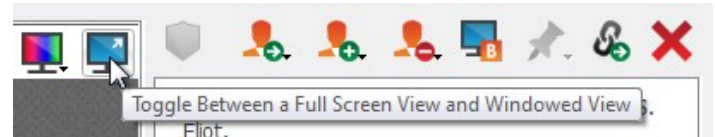




## USE KEYSTROKES TO SWITCH APPLICATIONS

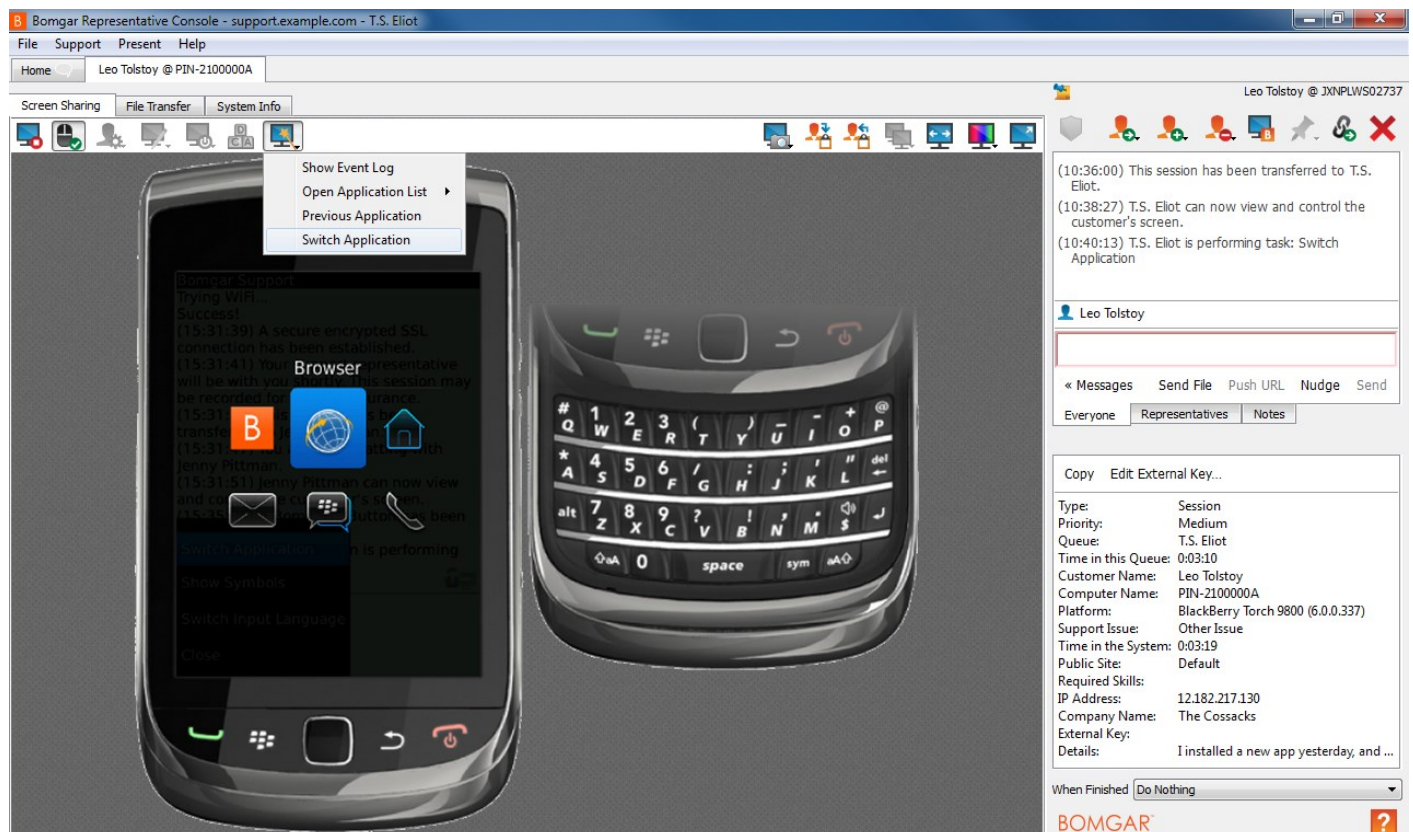
During a support session with a BlackBerry Smartphone, you can use the keystroke **Alt+Esc** to display the "Switch Application" menu on a BlackBerry Smartphone.

**Note:** Pressing **Alt+Esc** displays the **Switch Application** menu on a BlackBerry Smartphone only when the Bomgar representative console is in full screen mode.



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. Move through this list using the arrows on your keyboard. Press **Enter** to select the application you want to open.



## USE TIME-SAVING KEYSTROKES WHILE SUPPORTING A BLACKBERRY®

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 - Switch Applications

**Note:** These actions work on a BlackBerry Smartphone only 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.

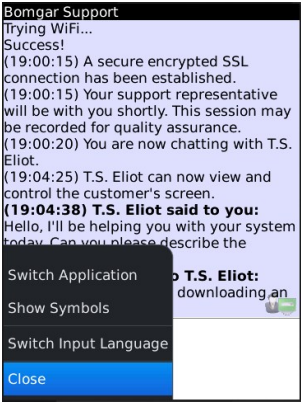
To navigate away from the Bomgar application without closing the session, click the **End** (Red Hang Up) key. You can then navigate back to the Bomgar application to continue chatting by selecting the Bomgar icon in the **Downloads** menu. The LED blinks orange on the user's device while you are in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

## END 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 **Close**. Also, if the representative wants to end the session, he or she may do so from the representative console.

If a Bomgar Button has been deployed to the BlackBerry, the Bomgar icon will remain on the device until the Bomgar Button expires or is removed. The customer can run the Bomgar Button to request a new support session.

If a Bomgar Button has not been deployed, the Bomgar icon will remain on the device until the icon is deleted or the device is reset. Selecting this icon will not start or restore a session but will take your customer to your support site.



## Bomgar Buttons for BlackBerry® Smartphones

**Note:** Bomgar Buttons for BlackBerry® Smartphones are available with Bomgar 10.5 and later. This article covers using Bomgar Buttons for a single BlackBerry®. Bomgar customers with Enterprise licensing may use BlackBerry® Enterprise Server to mass-deploy Bomgar Buttons for BlackBerry®. Mass deployment instructions are covered in ["Using BES to Deploy Bomgar Buttons for BlackBerry®" on page 16](#).

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®" on page 13](#)
- ["Install a Bomgar Button for BlackBerry® During a Support Session" on page 14](#)
- ["Use a Bomgar Button for BlackBerry® to Request Support" on page 15](#)

## SETTINGS AND OPTIONS FOR BOMGAR BUTTONS FOR BLACKBERRY®

If your service desk has a specific queue or team for handling BlackBerry® support, you may wish to create a new Bomgar Button profile for BlackBerry® Smartphones. Adding multiple Bomgar Button profiles is an Enterprise-only feature; with Standard licensing, you may edit the default profile but not add any profiles.

To create a Bomgar Button for BlackBerry® deployment, log into the Bomgar administrative interface, and 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]

**Edit Bomgar Button Profile**

[Back to Bomgar Button Profiles](#)

<b>Name</b>	Default
<b>Icon</b>	 <input type="button" value="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>
<b>Title</b>	Bomgar Button [support.example.com]
<b>Short Title</b>	Bomgar Button <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>
<b>Deployment Locations</b>	<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>
<b>Allow direct access to queue</b>	<input checked="" 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>
<b>Required</b>	

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 some combination of the following checkboxes:

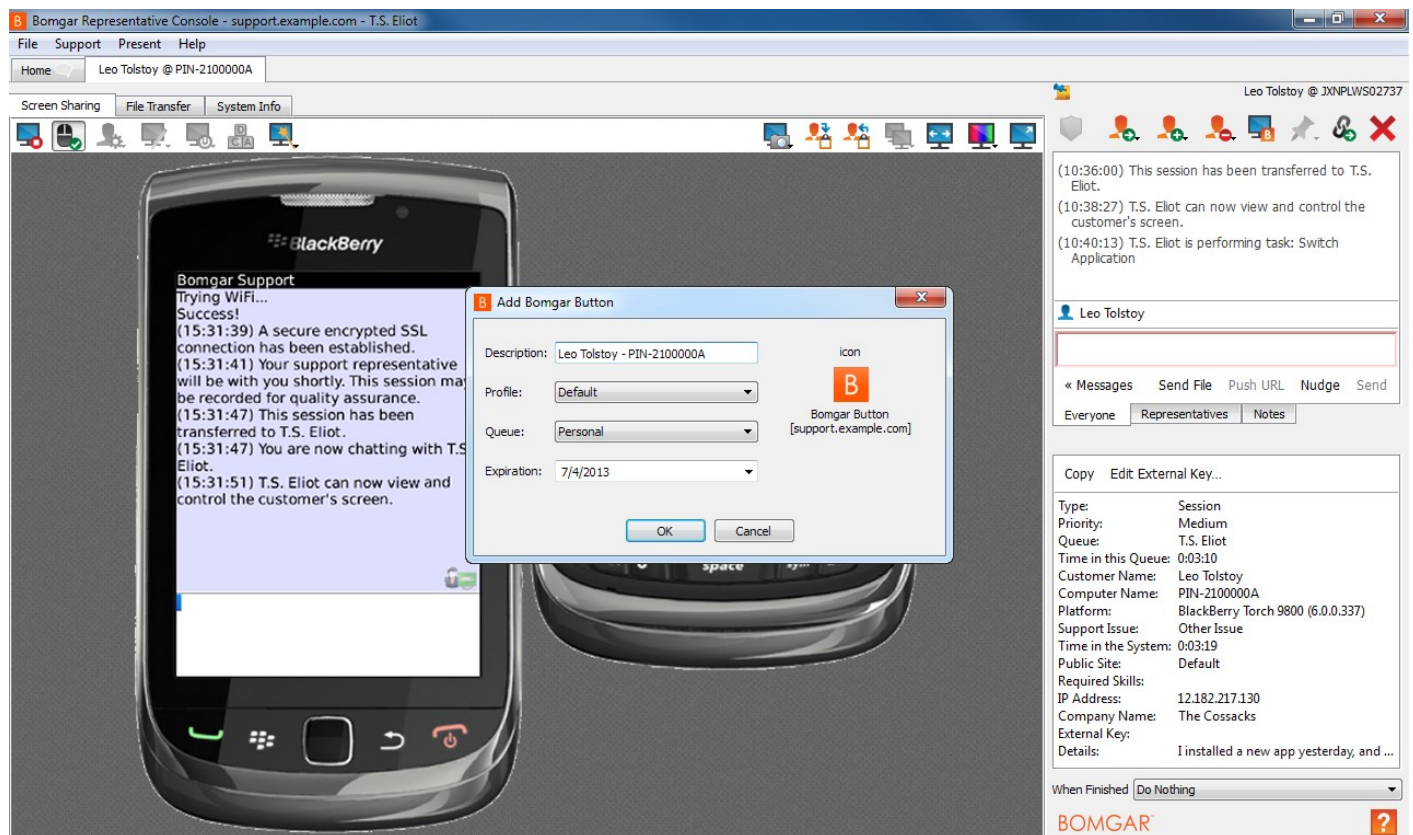
- Allowed to deploy and manage Bomgar Buttons in personal queue
- Allowed to deploy Team Bomgar Buttons
- Allowed to manage Team Bomgar Buttons

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

## INSTALL A BOMGAR BUTTON FOR BLACKBERRY® DURING A SUPPORT SESSION

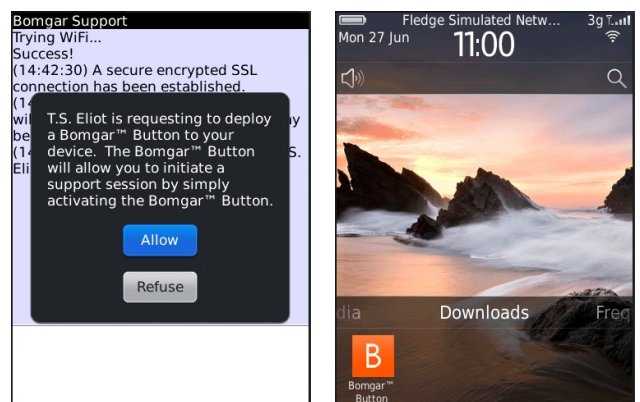
During a support session, a Bomgar Button can be deployed by a representative to a BlackBerry® device and remain resident on the device after the session has ended, making future support sessions easier for customers to initiate.

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**, the Bomgar Button installs on the device.

If prompted to allow or refuse the deployment, the customer should click **Allow**. Finally, the Bomgar Button icon appears as an application on the BlackBerry device after installation.



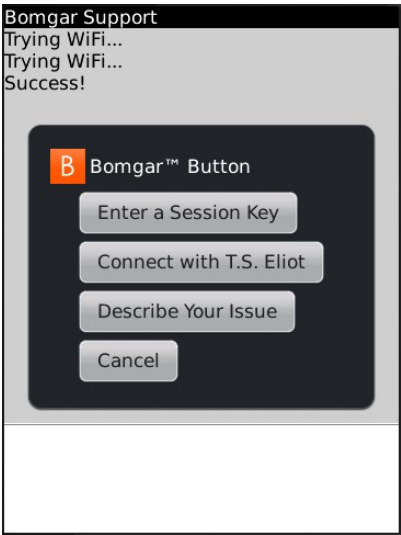


## USE A BOMGAR BUTTON FOR BLACKBERRY® TO REQUEST SUPPORT

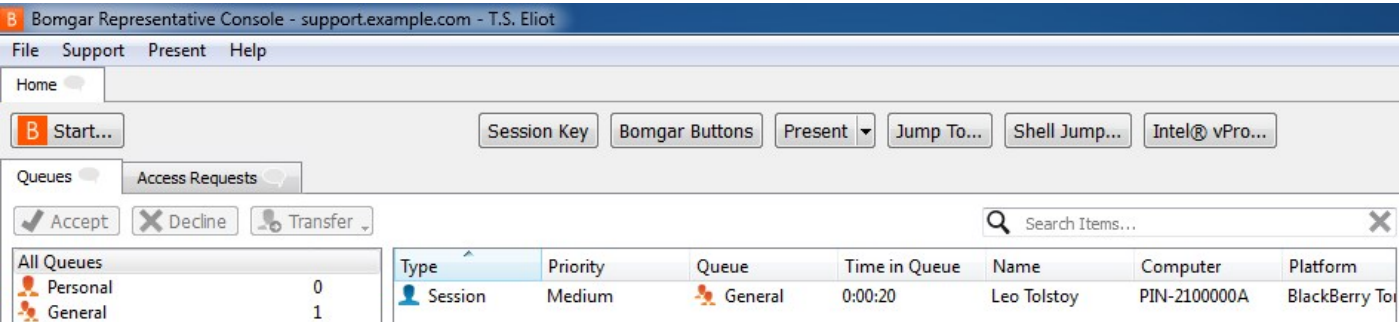
After Bomgar Buttons have been installed, end-users will see Bomgar as an application on their BlackBerry® Smartphones and can request support by clicking on the Bomgar Button icon.

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.



## Using BES to Deploy Bomgar Buttons for BlackBerry®

**Note:** Bomgar Buttons for BlackBerry® Smartphones are available with Bomgar 10.5 and later. 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 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®" on page 17](#)
2. ["Create a Bomgar Button for BlackBerry® Deployment" on page 18](#)
3. ["Download the Bomgar Button for BlackBerry® " on page 19](#)
4. ["Upload and Deploy the Bomgar Button via BES" on page 20](#)


## DEFINE THE PROFILE FOR THE BOMGAR BUTTON FOR BLACKBERRY®

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

Under **Bomgar Button Profiles**, you may edit the default Bomgar Button profile, or Enterprise customers may add a new Bomgar Button profile.

**Edit Bomgar Button Profile**

[Back to Bomgar Button Profiles](#)

<b>Name</b>	Default
<b>Icon</b>	 <input type="text"/> <a href="#">Browse...</a> <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>
<b>Title</b>	<input type="text" value="Bomgar Button [support.example.com]"/>
<b>Short Title</b>	<input type="text" value="Bomgar Button"/> <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>
<b>Deployment Locations</b>	<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>
<b>Allow direct access to queue</b>	<input checked="" 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>
<b>Required</b>	

[Save Changes](#) [Revert to Factory Default](#) [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 queues 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 the Bomgar Button Manager of the representative console.
- **Public Portal:** Associate the Bomgar Button with a public portal.
- **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.
- **Deployed Bomgar Buttons Are Valid For:** Choose how long the Bomgar Button will be available.
- **Install Mode:** Select whether to install the Bomgar Button for a single user or for all users on a shared system. To deploy a BlackBerry® Bomgar Button, you must select **Single User**.

**Bomgar Button Mass Deployment Wizard**

Description

Public Portal

Profile

Language

Team

Deployed Bomgar Buttons Are Valid For

Install Mode

Default: support.example.com

Default

English (US)

Personal

- Select -

- Select -

Bomgar™ Button  
[support.example.com]

NOTE: Deploying Bomgar Buttons for All Users is only supported on Windows®. Administrative privileges are required to deploy, and any changes to their appearance requires re-deployment.

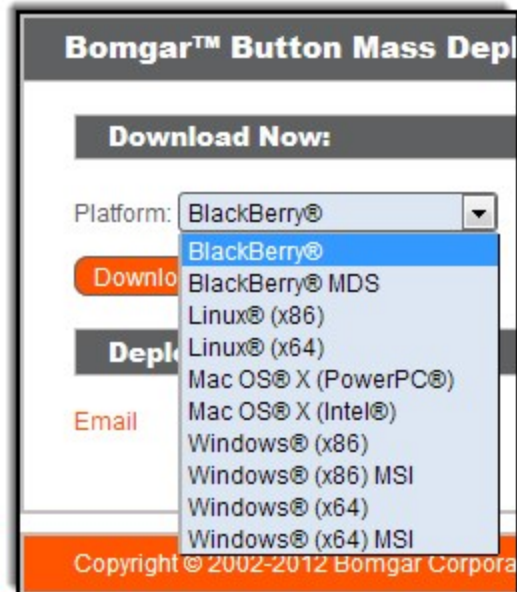
Create

All fields are required.

## 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.

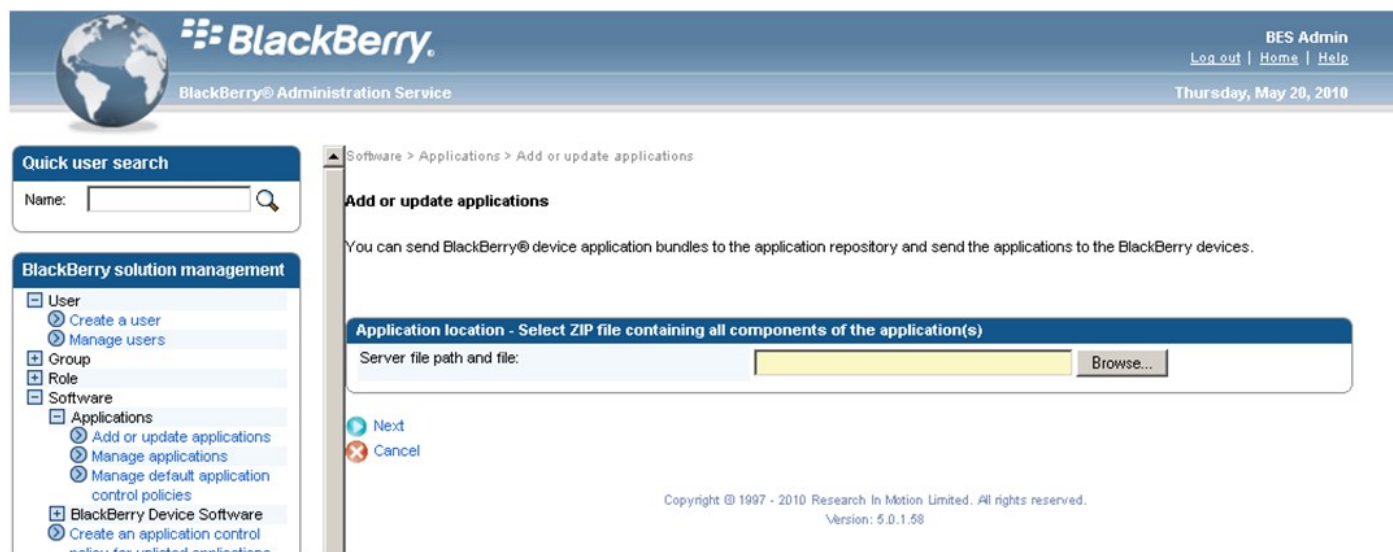
***Note:** Selecting the **BlackBerry® MDS** option from the **Platform** drop-down list creates a Bomgar Button that routes the customer's connection to Bomgar through MDS, which may hinder performance during the support session. Selecting the **BlackBerry®** option from the **Platform** drop-down list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



Once uploaded, the Bomgar Button will appear as an application within BES. To create the application control policy, navigate to **Manage applications** in the BlackBerry® Administrative Service interface. Go to **Software > Applications > Manage Applications**, and use the **Application control policies** tab to make changes to the application.



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

Next, create a software configuration policy that contains the Bomgar application. Set the rights and name for both the **Required** and **Optional application name** configurations, in case making the button an optional install is a possible consideration.

Software > Applications > Manage applications > View application (Bomgar Support)

#### Manage applications

You can edit and delete an application, view versions of the application, view users with the application, and change the application control policies.

Application information
Application control policies

**Application information**

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

**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:			

**Associated software configurations**

Description
None Defined

**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

Edit application  
Delete application  
View users with application  
Back to search  
Back to previous search results

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	10.5.0.3584

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	<b>Software configuration</b>	Policies			

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

1 Add

2 Add all

3 Remove

4 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.

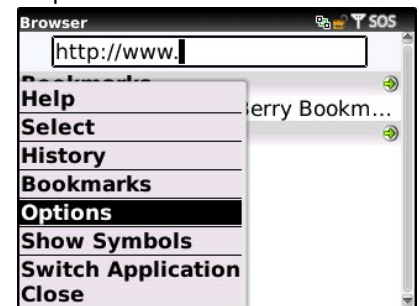
Routing through the MDS adds more points through which the connection has to pass. Bomgar will connect through the MDS if the BlackBerry Browser is used to start the session.

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.

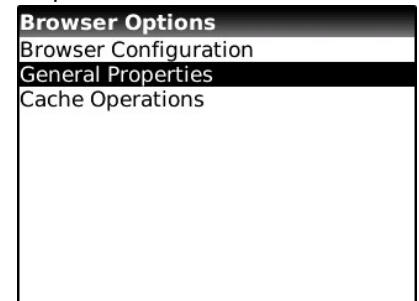
### Step 1



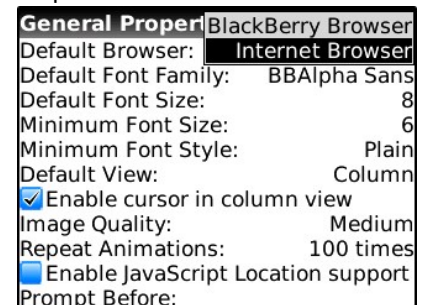
### Step 2



### Step 3



### Step 4



## BlackBerry® Permissions for Running the Bomgar Customer Client

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. Similarly, if the application installs but cannot connect, a BES IT policy may be disallowing connections. See ["Troubleshoot BlackBerry® Support" on page 28](#) for common fixes and ["Appendix: BES, MDS, BIS" on page 31](#) 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 for Allowing Bomgar Support

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 Appliance 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:

Application Control Policy	
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

## How to Set a Default Software Policy on BES

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



# Set SSL Ciphers in the Bomgar Appliance Administrative Interface

In the /appliance interface, 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 the [Appliance Administration Guide](#) for more details.

STATUS | USERS | NETWORKING | SECURITY | SUPPORT

CERTIFICATES | APPLIANCE ADMINISTRATION | SSL CONFIGURATION | EMAIL CONFIGURATION

SSL :: Configuration

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.

Enable All Ciphers

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. Cipher suites are listed in order of most preferred to least preferred.

Enabled Cipher Suites

☒ TLS\_ECDHE\_ECDSA\_WITH\_AES\_256\_GCM\_SHA384

☒ TLS\_ECDHE\_ECDSA\_WITH\_AES\_128\_GCM\_SHA256

☒ TLS\_ECDHE\_ECDSA\_WITH\_AES\_256\_CBC\_SHA384

☒ TLS\_ECDHE\_ECDSA\_WITH\_AES\_128\_CBC\_SHA256

☒ TLS\_ECDHE\_RSA\_WITH\_AES\_256\_GCM\_SHA384

☒ TLS\_ECDHE\_RSA\_WITH\_AES\_128\_GCM\_SHA256

☒ TLS\_ECDHE\_RSA\_WITH\_AES\_256\_CBC\_SHA384

☒ TLS\_ECDHE\_RSA\_WITH\_AES\_128\_CBC\_SHA256

☒ TLS\_ECDH\_ECDSA\_WITH\_AES\_256\_GCM\_SHA384

☒ TLS\_ECDH\_ECDSA\_WITH\_AES\_128\_GCM\_SHA256

☒ TLS\_ECDH\_ECDSA\_WITH\_AES\_256\_CBC\_SHA384

☒ TLS\_ECDH\_ECDSA\_WITH\_AES\_128\_CBC\_SHA256

☒ TLS\_ECDH\_RSA\_WITH\_AES\_256\_GCM\_SHA384

☒ TLS\_ECDH\_RSA\_WITH\_AES\_128\_GCM\_SHA256

☒ TLS\_ECDH\_RSA\_WITH\_AES\_256\_CBC\_SHA384

☒ TLS\_ECDH\_RSA\_WITH\_AES\_128\_CBC\_SHA256

☒ TLS\_RSA\_WITH\_AES\_256\_GCM\_SHA384

☒ TLS\_RSA\_WITH\_AES\_128\_GCM\_SHA256

☒ TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA256

☒ TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA256

☒ TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA

☒ TLS\_RSA\_WITH\_AES\_128\_CBC\_SHA

☒ TLS\_RSA\_WITH\_3DES\_EDE\_CBC\_SHA

☒ TLS\_RSA\_WITH\_RC4\_128\_SHA

Disabled Cipher Suites

☐ TLS\_RSA\_WITH\_RC4\_128\_MD5

☐ TLS\_RSA\_WITH\_DES\_CBC\_SHA

Save

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# Troubleshoot 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 <http://us.blackberry.com/developers/resources/simulators.jsp>

## 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 and then **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 TO TROUBLESHOOT 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 cannot be made	Persistent socket connections may be disabled	In the BlackBerry® Manager, click a BlackBerry MDS Connection Server. On the <b>Connection Service</b> tab, click <b>Edit Properties</b> and then <b>General</b> . Set <b>Use Persistent Socket</b> to <b>True</b> .
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 <b>Options &gt; Advanced Options &gt; Applications &gt; Bomgar &gt; edit perms</b> and set all to <b>Allow</b> .  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.  <b>Note:</b> 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 10.3.6 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 <b>Access Denied: Insecure SSL Request</b>	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 Appliance. Two temporary solutions are: <ul style="list-style-type: none"> <li>Change the BES permissions to <b>Allow Untrusted HTTPS</b> and <b>Allow Untrusted TLS Connections to True</b></li> <li>Import the SSL certificate into the device</li> </ul>
BlackBerry Device Error <b>Invalid Tunnel Name</b>	This message is returned when the Access Point Name (APN) is not set	As a resolution, go to <b>Options &gt; Advanced Options &gt; TCP/IP</b> 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/164493/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 alt-lock 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

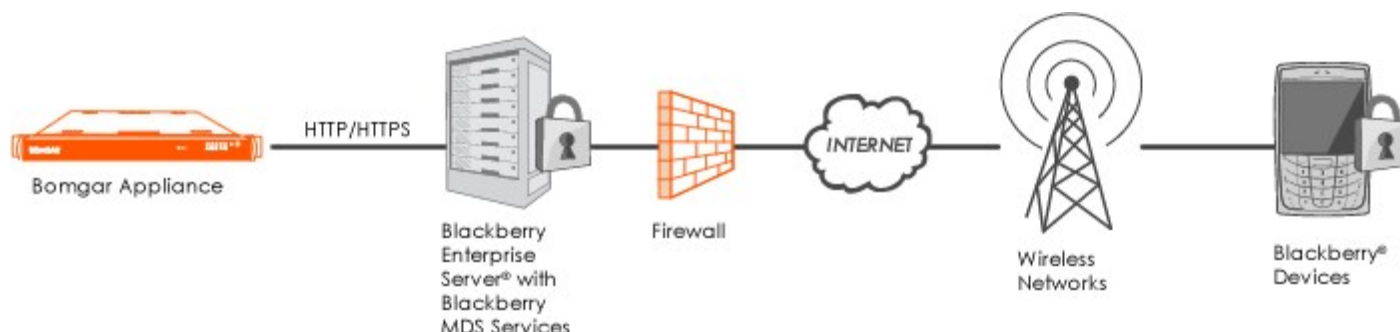
BES - BlackBerry Enterprise Server:

- 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](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 "[BlackBerry® Permissions for Running the Bomgar Customer Client](#)" on page 24.