



CylancePROTECT Mobile for UEM

Overview and Administration Guide

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What is CylancePROTECT Mobile?

CylancePROTECT Mobile is a suite of features that enhances BlackBerry UEM's ability to detect, prevent, and resolve security threats without disrupting the productivity of your workforce.

CylancePROTECT Mobile uses a combination of advanced technologies, including:

- The cloud-based [CylanceINFINITY](#) service that uses sophisticated AI and machine learning to identify malware and unsafe URLs
- The UEM server that provides a complete device management and compliance infrastructure for your organization
- The UEM Client and BlackBerry Dynamics apps that monitor and enforce security standards at the device and user level

The seamless integration of these technologies establishes a secure ecosystem where data is protected and malicious activities are identified at all endpoints and eliminated proactively.

The features are fully integrated into the existing components of the overall UEM server and device architecture, so no additional software footprint or user actions are required to benefit from CylancePROTECT Mobile. Your valuable data and resources are protected continuously without intruding on the daily activity of your device users.

| Feature | Platform | Description |
|--|----------------|---|
| Malware detection for internally deployed apps | Android | When you upload a hosted app to UEM to deploy it to your users, UEM leverages CylanceINFINITY to scan the app and detect potential malware. |
| Detecting malware on devices | Android | The UEM Client or a BlackBerry Dynamics app uploads app files to CylanceINFINITY to identify whether malicious apps are present on a user's device. UEM takes a compliance action that you specify if malware is detected. |
| Detecting sideloaded apps | Android iOS | The UEM server, the UEM Client, and BlackBerry Dynamics apps can detect sideloaded apps on devices and take a compliance action that you specify. |
| Safe browsing with BlackBerry Dynamics apps | Android iOS | When a user navigates to a URL in a BlackBerry Dynamics app (for example, BlackBerry Access), the app sends the URL to CylanceINFINITY in real-time to determine if it is safe. You can choose the user experience when a user tries to navigate to an unsafe URL. For example, the app can permit access and log information, warn the user and give an option to continue, or block access. |
| Scanning URLs in SMS text messages | iOS | When a user receives a URL in an SMS text message, the UEM Client or BlackBerry Work sends the message to CylanceINFINITY in real time to determine if it is safe. Messages with unsafe URLs are moved to the Junk folder and the user can choose to delete the message. If the user clicks the link, safe browsing rules take effect. |

| Feature | Platform | Description |
|---|----------------|--|
| Protecting devices from network threats | Android iOS | BlackBerry Access, BlackBerry Work, and the UEM Client can detect insecure networks and insecure Wi-Fi and take a compliance action that you specify. |
| App integrity checking | iOS | UEM can leverage the Apple DeviceCheck framework to verify the integrity of BlackBerry or ISV authored BlackBerry Dynamics apps. UEM also supports partial integrity checking for custom BlackBerry Dynamics apps, based on the Apple team ID that is associated with the app, without leveraging the DeviceCheck framework. |
| Hardware certificate attestation | Android | CylancePROTECT Mobile extends security patch level enforcement to BlackBerry Dynamics apps. If the security patch level is not satisfied, UEM takes a compliance action that you specify. |

What is CylanceINFINITY?

CylanceINFINITY is a cloud-based platform that uses sophisticated AI and machine learning to determine whether software and websites are potentially malicious and a threat to the security of device endpoints in a UEM domain.

CylanceINFINITY is the evolution of traditional approaches towards cybersecurity, such as allowing or restricting, that are based on the classification of digital signatures and blind trust. As cyber threats have evolved in both scope and sophistication, the use of signatures as a foundation for threat detection and resolution is not as reliable as it used to be.

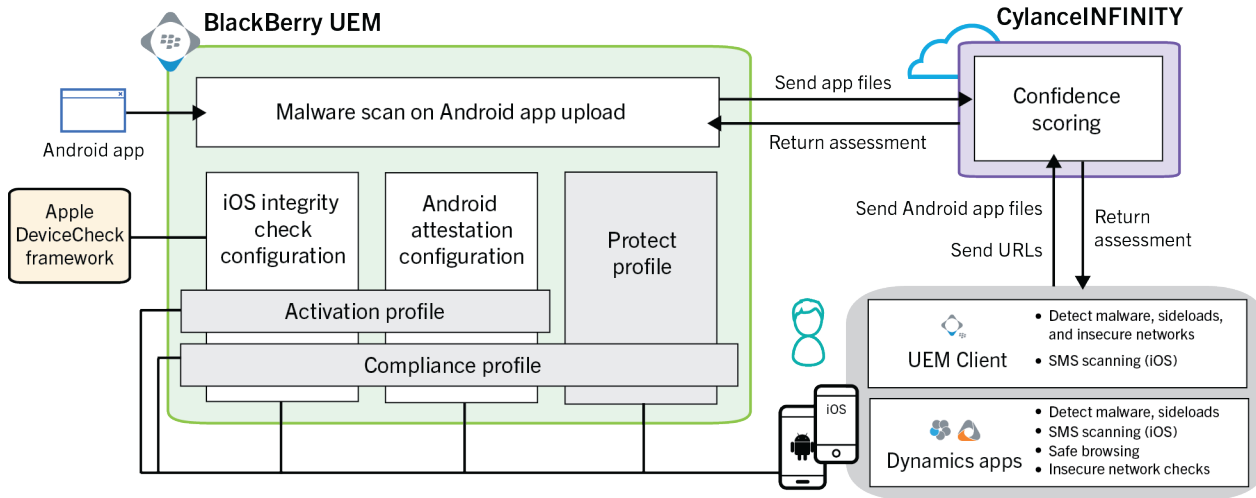
Instead of relying on signatures, the CylanceINFINITY service leverages advanced machine learning and efficient mathematical models to process large volumes of data from global sources, retains and continuously learns from the patterns and properties of that data, and uses that data to make intelligent predictions and decisions about the risk potential of software and URLs in near real-time. The design of CylanceINFINITY ensures that it will constantly evolve and train itself to address new cyber threats.

CylanceINFINITY is a core component of several CylancePROTECT Mobile features, including [malware detection for internally deployed Android apps](#), [malware detection on Android devices](#), [safe browsing](#), and [SMS message scanning](#). At its core, it enables an aggressive and proactive security strategy, identifying and blocking malicious software and websites before they can have any impact on your organization's infrastructure or device users.

The APK files that are uploaded to CylanceINFINITY are kept private and anonymous, with no links back to users, devices, or organizations. CylanceINFINITY does not store any user data. The app packages that are uploaded to CylanceINFINITY are never shared with a third party. The UEM connection to CylanceINFINITY is end-to-end TLS encrypted. For more details about Cylance privacy policies, see the [Cylance Privacy Notice](#).

For more information about the design methodology of CylanceINFINITY, see the [CylanceINFINITY White Paper](#).

Architecture: CylancePROTECT Mobile



| Component | Description |
|-----------------------------------|--|
| BlackBerry UEM management console | <p>Use the UEM management console to:</p> <ul style="list-style-type: none"> • Scan hosted Android apps for malware when you upload the app files to UEM for deployment • Maintain a list of approved apps that are exempt from Android malware detection and iOS and Android sideload detection • Maintain a list of restricted apps that are flagged as malware on Android devices without requiring a malware scan • Maintain a list of approved and blocked domains and IP addresses for safe browsing • Enable and configure integrity checking for BlackBerry Dynamics apps on iOS devices • Enable and configure hardware certificate attestation for BlackBerry Dynamics apps on Android devices |
| CylancePROTECT profile | Create a CylancePROTECT profile and assign it to users to enable CylancePROTECT Mobile features on iOS and Android devices. |
| Activation profile | Create and assign a UEM activation profile to users to enable iOS integrity checking and Android hardware certificate attestation for BlackBerry Dynamics apps at the time of activation. |
| Compliance profile | <p>Create and assign a UEM compliance profile to users to take the appropriate management actions when:</p> <ul style="list-style-type: none"> • Malware is detected on an Android device • A sideloaded app is detected on an iOS or Android device • A BlackBerry Dynamics app on an iOS device fails an integrity check • A BlackBerry Dynamics app on an Android device fails hardware certificate attestation |

| Component | Description |
|--|---|
| CylanceINFINITY | <p>CylanceINFINITY is a cloud-based platform that uses sophisticated AI and machine learning to determine whether software and websites are potentially malicious and a threat to the security of device endpoints in a UEM domain.</p> <p>When you upload an Android app that you want to deploy with UEM, UEM sends the app files to CylanceINFINITY for analysis and risk assessment. CylanceINFINITY returns a confidence score that identifies the app as safe or as malware.</p> <p>The UEM Client and BlackBerry Dynamics apps on Android devices send app files to CylanceINFINITY for analysis and risk assessment. CylanceINFINITY returns a confidence score that identifies the app as safe or as malware.</p> <p>When a user navigates to a URL in a BlackBerry Dynamics app, the app sends the URL to CylanceINFINITY in real-time to determine if it is safe. You can choose the user experience when a user tries to navigate to an unsafe URL.</p> |
| Apple DeviceCheck framework | <p>The iOS integrity check feature allows you to leverage the Apple DeviceCheck framework to periodically verify the integrity of BlackBerry Dynamics apps on users' iOS devices.</p> |
| BlackBerry UEM Client and BlackBerry Dynamics apps | <p>UEM communicates with the UEM Client on a user's device to apply configuration settings and profiles. BlackBerry Dynamics apps are productivity apps that give users secure access to work resources.</p> <p>The BlackBerry Dynamics SDK and the CylancePROTECT Mobile library are integrated with the BlackBerry Access, BlackBerry Work, and UEM Client apps, supporting additional functionality that allows these apps to detect malware and insecure Wi-Fi on Android devices, sideloaded apps and insecure network connections on iOS and Android devices (for iOS, the UEM Client and BlackBerry Work only), and unsafe URLs when using BlackBerry Access and other BlackBerry Dynamics apps.</p> |

CylancePROTECT Mobile use cases

The following use cases demonstrate how you can use CylancePROTECT Mobile in everyday situations.

Use case: Detecting malware on an Android device

Chris Jones uses his personal Android device for work purposes as part of a bring-your-own-phone policy. A friend tells Chris about a new game that he should download from a website that offers free apps from independent developers. Chris downloads and installs the app on his device and starts to play the game.

The UEM Client is also installed on Chris' device. The CylancePROTECT Mobile library in the UEM Client scans the device, identifies the new app, and sends the .apk files to the CylanceINFINITY cloud service. CylanceINFINITY analyses the app files and returns a confidence score to the UEM Client. The confidence score indicates that the app is potentially malicious.

Because a malicious app has been detected, the UEM Client carries out the compliance action that has been set by Chris' UEM administrator. Chris receives a device notification that his device is out of compliance, and he can no longer access BlackBerry Dynamics apps, such as BlackBerry Work and BlackBerry Access.

After checking with his administrator, Chris uninstalls the game. This returns his device to compliance and allows him to access BlackBerry Dynamics apps again.

Use case: Detecting a sideloaded app on an iOS device

Jenna Smith uses her iOS device for work, as part of a bring-your-own-phone program. A friend tells her about a new scheduling app that is available for free from the developer's own website. Jenna visits the site on her device and follows the developer's instructions to download and install the app.

Jenna also has BlackBerry Work installed on her device, which she uses to access her work email. The CylancePROTECT Mobile library that is integrated with BlackBerry Work detects that a sideloaded app is installed on Jenna's device. Jenna receives a notification that her device is out of compliance.

UEM carries out the compliance action that was set by the UEM administrator. While her device is out of compliance, Jenna cannot use BlackBerry Dynamics apps, such as BlackBerry Work or BlackBerry Access.

After checking with her administrator, Jenna removes the sideloaded app from her device. This returns her device to compliance and she can access BlackBerry Dynamics apps again.

Use case: Safe browsing with BlackBerry Dynamics apps

Adam Williams uses his personal Android device for work, as part of a bring-your-own-phone program. Adam receives a phishing email in his BlackBerry Work inbox that contains a malicious link. Adam, unaware of the risk posed by the link, clicks it and attempts to open the website.

Adam's UEM administrator has enabled and configured safe browsing for BlackBerry Dynamics apps on his device. When Adam tries to navigate to the website, the URL is sent in real time to CylanceINFINITY, which returns an assessment that the URL is unsafe.

UEM carries out the action that has been set by the administrator when a user tries to navigate to an unsafe URL. In this case, Adam receives a warning that the URL is unsafe, with the option to continue now that he is aware of the potential risk.

Adam does not want to expose his device to threats, so he does not access the site and deletes the email from his inbox.

Use case: Detecting malicious URLs in SMS text messages on an iOS device

Michael Johnson uses his personal iOS device for work, as part of a bring-your-own-phone policy. Michael receives a text message with a link from an unknown number.

Michael's UEM administrator had previously enabled SMS message scanning on his device. The CylancePROTECT Mobile library in the UEM Client on Michael's device performs a routine scan and detects the text message that contains the URL.

Because the text message is from an unknown number, the UEM Client sends the message to CylanceINFINITY. CylanceINFINITY returns a real-time assessment that the URL is malicious. The UEM Client filters the text message to the SMS junk folder.

Michael goes into his junk folder and permanently deletes the message with the malicious URL from his device.

Steps to set up CylancePROTECT Mobile

| Step | Action |
|------|---|
| 1 | Review the CylancePROTECT Mobile software requirements . |
| 2 | Enable CylancePROTECT Mobile in your UEM domain. |
| 3 | Follow the instructions in any of the sections below to enable and configure the CylancePROTECT Mobile features that you want to use: <ul style="list-style-type: none">• Detecting malware when deploying Android apps from BlackBerry UEM• Detecting malware on Android devices• Detecting sideloaded apps on devices• Safe browsing with BlackBerry Dynamics apps• Scanning URLs in SMS text messages on iOS devices• Protecting devices from network threats• Checking the integrity of BlackBerry Dynamics apps for iOS• Using security patch compliance and hardware certificate attestation for Android devices |
| 4 | Choose whether to enable anonymous data collection. |

Software requirements: CylancePROTECT Mobile

| Requirement | Description |
|----------------|--|
| BlackBerry UEM | <p>CylancePROTECT Mobile is supported in:</p> <ul style="list-style-type: none">• UEM version 12.12 MR1 or later; to support the latest features and fixes, version 12.14 or later is required• UEM Cloud <p>See the UEM Planning and Installation content for planning information, software requirements, and installation or upgrade instructions.</p> <p>You must purchase CylancePROTECT Mobile licenses to enable the service for users in your organization's UEM domain. Contact your BlackBerry representative or complete a contact form for more information.</p> <p>After you install UEM and BlackBerry applies the licenses, Enable CylancePROTECT Mobile in your UEM domain.</p> |

| Requirement | Description |
|--|--|
| Network requirements | Some CylancePROTECT Mobile features require a secure, direct connection from devices to the CylanceINFINITY cloud service. If devices are connected to your organization's Wi-Fi network, your network configuration must allow connections to score.cylance.com:443 . |
| Chrome OS support | CylancePROTECT Mobile features that require BlackBerry Work or BlackBerry Access are supported for Chrome OS version 9. |
| BlackBerry UEM Client and BlackBerry Dynamics apps | To support the latest CylancePROTECT Mobile features, install the latest available versions of the following BlackBerry apps on users' devices: <ul style="list-style-type: none"> • BlackBerry UEM Client for Android or iOS • BlackBerry Work • BlackBerry Tasks • BlackBerry Notes • BlackBerry Connect • BlackBerry Access |

Enable CylancePROTECT Mobile in your UEM domain

Before you begin: Contact your BlackBerry representative to purchase CylancePROTECT Mobile licenses. After BlackBerry adds the licenses for your organization, complete the steps below.

1. In the management console, on the menu bar, click **Settings > Services**.
2. Locate the CylancePROTECT Mobile service in the table and click **Enable**.
3. When you are prompted, click **Enable**.

After you finish:

- Log out of the management console and log in again with the same administrator account.
- If you disable the service, devices are no longer protected with CylancePROTECT Mobile. After you disable the service, all CylancePROTECT profiles and settings are removed from the management console.
- If you want to send UEM events, including events related to CylancePROTECT Mobile functionality, to your organization's Security Information and Event Management (SIEM) solution, see [Send system events to a Security Information and Event Management solution](#) in the UEM administration content.

Detecting malware when deploying Android apps from BlackBerry UEM

You can use BlackBerry UEM to distribute hosted Android apps to users' devices. CylancePROTECT Mobile adds a new layer of security to this feature by giving UEM the ability to scan hosted Android apps (.apk) that are uploaded to UEM to detect potential malware.

When you upload an app to the management console, the app hash is sent to CylanceINFINITY. If CylanceINFINITY does not recognize the hash because it has not analyzed the app previously, the app files are uploaded. CylanceINFINITY analyzes the app files and generates a confidence score that it returns to UEM.

The app appears in the app list while the scan is in progress. If the app is not identified as malware, it remains on the app list. If the app is identified as malware, the app is automatically removed from the app list. If an app is assigned to a user or group while the scan is in progress, it will not be sent to devices until the scan is complete.

CylanceINFINITY retains app binaries and a corresponding confidence score for security purposes. The confidence score for an app can change if the same app is processed again. Whenever you upload a new version of an app, UEM sends the app files to CylanceINFINITY for analysis and scoring.

Upload apps that you want to deploy using BlackBerry UEM

Malware scanning for Android apps that you upload to the management console is enabled by default. If you want to turn off this feature, on the menu bar, navigate to **Settings > CylancePROTECT**, clear the **Enable malware scanning for apps uploaded to UEM** check box, and click **Save**.

When the feature is enabled, UEM will automatically perform a malware scan on any Android app (including custom BlackBerry Dynamics apps) that you upload to the management console. No additional steps are required. If you want to prevent UEM from performing malware scanning for a specific app or for all apps that use a developer's signing certificate, see [Add an app or signing certificate to the approved app list](#).

After you upload an app, you can open the app details (Android tab) to view the status of the malware scan:


- **Verified safe:** The app has been scanned and determined to be safe.
- **Unverified:** The app has not been scanned, either because the feature is disabled, the app is on the [approved app list](#), or the app was uploaded before the upgrade to the UEM version that added support for CylancePROTECT Mobile. You can initiate a malware scan by uploading the app again.
- **Scanning:** The scan is in progress for a BlackBerry Dynamics app.

After an app is scanned, you receive a notification with information about whether the app was identified as malware and whether it has been added to UEM.

Add an app or signing certificate to the approved app list

To prevent UEM from performing malware scanning for a specific Android app or for all apps that use a developer's signing certificate, you can add the app or certificate to the approved app list. Note that all apps on the approved app list are also exempt from [malware scanning on Android devices](#).

You cannot add apps or app certificates that have already been added to the [restricted app list](#).

1. In the management console, on the menu bar, click **Settings > CylancePROTECT > Approved apps**.
2. Click .
3. Do one of the following:

| Task | Steps |
|--|---|
| Add an app to the approved app list | <p>a. On the Approved apps tab, click +.</p> <p>b. Do one of the following:</p> <ul style="list-style-type: none"> • To select an app file, click Select an app file. Click Browse and navigate to and select the .apk file. Click Upload. • To manually enter the app information, click Manually enter the app's hash info. Specify the app details. Click Add. <p>Note: If an app contains multiple .apk files, you must upload each .apk file or manually enter the hash of each file. Optionally, you can add the app's signing certificate (see the following row) instead of uploading or specifying the hash of each file.</p> |
| Add a signing certificate to the approved app list | <p>a. On the Approved developers tab, click +.</p> <p>b. Do one of the following:</p> <ul style="list-style-type: none"> • To add the signing certificate from an app file, click Select an app for certificate information. Click Browse and navigate to and select the .apk file. Click Upload. • To manually enter the certificate information, click Manually enter certificate information. Specify the certificate details (in the OS drop-down list, click Android). When generating the apk hash or certificate thumbprint, use SHA256 hashing algorithms. Click Add. |

4. Repeat step 3 as necessary to add additional apps or signing certificates to the approved app list.
5. Click **Save**.

Detecting malware on Android devices

The UEM Client and BlackBerry Dynamics apps can detect malware on Android devices and report it as a compliance issue to UEM. The UEM Client and BlackBerry Dynamics apps can enforce compliance actions until the malware is removed (for example, preventing all BlackBerry Dynamics apps on the device from running).

The UEM Client and BlackBerry Dynamics apps all include the BlackBerry Dynamics SDK and the CylancePROTECT Mobile library. These apps use these technologies to scan the apps on a user's Android device and upload the app files to the [CylanceINFINITY cloud service](#). The app that initiates the malware scan is determined by the device activation type and the authentication delegate that you configure in the BlackBerry Dynamics profile. CylanceINFINITY uses AI and machine learning to analyze the app package and produce a confidence score that it returns to the app that performed the scan. The confidence score indicates whether the scanned app is safe or potentially malicious.

If the device has one or more malicious apps and "Malicious app package detected" is enabled in the compliance profile, UEM considers the device to be out of compliance, and the UEM Client or BlackBerry Dynamics app takes the management action that is configured in the user's compliance profile.

An app is uploaded to CylanceINFINITY if it has a hash that CylanceINFINITY has not processed previously. Whenever an app has a new hash (for example, for a new version) the app is uploaded to CylanceINFINITY for analysis and scoring (if it has not already been uploaded from another device).

This feature applies to the Android Enterprise, Samsung Knox, MDM controls, and User privacy activation types.

Malware scanning behavior by activation type

The scope of the malware scan depends on the user's activation type:

| Activation type | Scope of malware scanning |
|--|--|
| Android Enterprise: Work and personal - user privacy (Android Enterprise with work profile) | <ul style="list-style-type: none">• Apps in the work profile only |
| Android Enterprise: Work and personal - full control (Android Enterprise fully managed device with work profile) | <ul style="list-style-type: none">• Apps in the work profile only |
| Android Enterprise: Work space only (Android Enterprise fully managed device) | <ul style="list-style-type: none">• All apps on the device |
| MDM controls | <ul style="list-style-type: none">• All apps on the device (work and personal) |

| Activation type | Scope of malware scanning |
|--------------------------|---|
| User privacy | <ul style="list-style-type: none"> All apps on the device (work and personal) The UEM Client or a BlackBerry Dynamics app must be installed on the device The user is prompted with a request to allow malware scanning on the device. If the user does not accept, malware scanning does not occur and the user's device is considered out of compliance. |
| Samsung Knox (all types) | <ul style="list-style-type: none"> Apps in the Knox work space only |

Note: For the User privacy activation type, the name, package name, and hash of malicious apps are partially obfuscated in the management console, UEM logs, and device logs for privacy purposes. For fully managed devices, you can view the full details of malicious apps in the management console. For more information about data collection for different activation types, visit support.blackberry.com/community to read article 60890 (note that you require a BlackBerry Online Account and an active support entitlement to view KB articles).

Prerequisites to support malware detection on Android devices

- Install the UEM Client and/or BlackBerry Dynamics apps on users' devices (see the [software requirements](#)). Whether the malware scan is initiated by the UEM Client or a specific BlackBerry Dynamics app depends on the device activation type and the authentication delegate configured in the BlackBerry Dynamics profile.
- The following settings are recommended based on device activation types:

| Activation type | Recommended settings |
|--------------------|--|
| Android Enterprise | <p>In the BlackBerry Dynamics profile that is assigned to users:</p> <ul style="list-style-type: none"> Select "Enable UEM Client to enroll in BlackBerry Dynamics". This setting is enabled by default in new BlackBerry Dynamics profiles that you create. Select "Do not require password" for Android devices. This allows the UEM Client to run malware scanning in the background without prompting the user for a BlackBerry Dynamics password. Configure the UEM Client as the authentication delegate. If malware is detected and the configured compliance action is to prevent BlackBerry Dynamics apps from running, the UEM Client can block all BlackBerry Dynamics apps until compliance is restored. <p>Note that for this activation type, malware scanning is always performed by the UEM Client.</p> |
| Samsung Knox | <p>In the BlackBerry Dynamics profile that is assigned to users, configure a BlackBerry Dynamics app that runs in the work space as the authentication delegate. This enables one BlackBerry Dynamics app to manage authentication, malware scanning, and compliance enforcement on behalf of all BlackBerry Dynamics apps.</p> |

| Activation type | Recommended settings |
|---|--|
| MDM controls | <p>In the BlackBerry Dynamics profile that is assigned to users:</p> <ul style="list-style-type: none"> • Select "Enable UEM Client to enroll in BlackBerry Dynamics". This setting is enabled by default in new BlackBerry Dynamics profiles that you create. • In the BlackBerry Dynamics profile that is assigned to users, configure the UEM Client as the authentication delegate. This enables the UEM Client to manage malware scanning and compliance enforcement on behalf of all BlackBerry Dynamics apps. This configuration is not required if no BlackBerry Dynamics apps (aside from the UEM Client) are installed on a device. <p>Note that with this activation type, device-level compliance actions (for example, Untrust) are not applicable. Compliance actions for BlackBerry Dynamics apps are applicable.</p> |
| User privacy | <p>In the BlackBerry Dynamics profile that is assigned to users:</p> <ul style="list-style-type: none"> • Select "Enable UEM Client to enroll in BlackBerry Dynamics". This setting is enabled by default in new BlackBerry Dynamics profiles that you create. • Verify that "Do not require password" for Android devices is not enabled, for security purposes. Notify users that they will have to specify a BlackBerry Dynamics password when prompted. • Configure the UEM Client or a specific BlackBerry Dynamics app as the authentication delegate. The UEM Client is recommended because it can run in the background. The authentication delegate can authenticate any BlackBerry Dynamics app on the device and will manage malware scanning on behalf of all BlackBerry Dynamics apps. If malware is detected and the configured compliance action is to prevent BlackBerry Dynamics apps from running, the authentication delegate can block all BlackBerry Dynamics apps until compliance is restored. • If you do not configure an authentication delegate, malware scanning will be performed by the UEM Client and each BlackBerry Dynamics app, which can consume device resources. |
| Device registration for BlackBerry 2FA only | Malware scanning is not applicable to this activation type. |

Enable malware detection for Android devices

Before you begin: Verify that you've met the [prerequisites to support malware detection on Android devices](#).

1. In the management console, on the menu bar, click **Policies and profiles > Protection > CylancePROTECT**.
2. Create a new profile or select and edit an existing CylancePROTECT profile.
3. On the **Android** tab, in the **Malicious app package detection** section, verify that the **Scan new and existing app packages from device for safety check** check box is selected.
4. To exempt apps on the approved app list from malware scanning, verify that the **Always allow apps in approved app list** check box is selected.

You can view the approved app list in the management console at Settings > CylancePROTECT > Approved apps.

5. To block apps that you added to the restricted apps list, verify that the **Always block apps in restricted app list** check box is selected.

You can view the restricted app list in the management console at Settings > CylancePROTECT > Restricted apps.

6. If you want to scan system apps, verify that the **Scan system apps** check box is selected.

System apps are preinstalled in the system partition on a user's device.

7. Under **Upload app packages for safety check over a Wi-Fi connection**, specify the following:

- The maximum size, in MB, of an app that can be uploaded to CylanceINFINITY.
- The maximum size, in MB, of all apps that can be uploaded to CylanceINFINITY in a month (30 days).

A value of 0 means there is no limit. If the maximum app size or monthly maximum would be exceeded, the upload does not occur and an error is added to the device log.

8. If you want to allow the UEM Client or a BlackBerry Dynamics app to upload app packages to CylanceINFINITY over a mobile network connection, select the **Upload app packages for safety check over a mobile network connection** check box. Specify the following:

- The maximum size, in MB, of an app that can be uploaded to CylanceINFINITY.
- The maximum size, in MB, of all apps that can be uploaded to CylanceINFINITY in a month (30 days).

A value of 0 means there is no limit. If the maximum app size or monthly maximum would be exceeded, the upload does not occur and an error is added to the device log.

9. Click **Save**.


After you finish:

- Assign the profile to users and groups. Instruct users to open the authentication delegate app (the UEM Client or a BlackBerry Dynamics app) to initiate the malware scanning process for the first time. After the initial acceptance, malware scanning occurs in the background and is invisible to users. When malware is detected, a system notification displays on the user's device.
- Optionally, you can [add apps or signing certificates to the approved app list](#) to prevent malware scanning for those apps.
- Optionally, you can add [apps or signing certificates to the restricted app list](#) to identify specific apps as malware without requiring a malware scan.
- [Configure compliance actions to take when malware is detected](#).

Add an app or signing certificate to the approved app list

To prevent malware scanning for a specific Android app or for all apps that use a developer's signing certificate, you can add the app or certificate to the approved app list. If you added an app or certificate to the approved app list for [malware detection for internally deployed Android apps](#), those apps are exempt from malware scanning on Android devices.

You cannot add apps or app certificates that have already been added to the [restricted app list](#).

1. In the management console, on the menu bar, click **Settings > CylancePROTECT > Approved apps**.
2. Click .
3. Do one of the following:

| Task | Steps |
|--|---|
| Add an app to the approved app list | <p>a. On the Approved apps tab, click +.</p> <p>b. Do one of the following:</p> <ul style="list-style-type: none"> To select an app file, click Select an app file. Click Browse and navigate to and select the .apk file. Click Upload. To manually enter the app information, click Manually enter the app's hash info. Specify the app details. Click Add. <p>Note: If an app contains multiple .apk files, you must upload each .apk file or manually enter the hash of each file. Optionally, you can add the app's signing certificate (see the following row) instead of uploading or specifying the hash of each file.</p> |
| Add a signing certificate to the approved app list | <p>a. On the Approved developers tab, click +.</p> <p>b. Do one of the following:</p> <ul style="list-style-type: none"> To add the signing certificate from an app file, click Select an app for certificate information. Click Browse and navigate to and select the .apk file. Click Upload. To manually enter the certificate information, click Manually enter certificate information. Specify the certificate details (in the OS drop-down list, click Android). Click Add. |

- Repeat step 3 as necessary to add additional apps or signing certificates to the approved app list.
- Click **Save**.

Add an app or signing certificate to the restricted app list

To identify a specific Android app or all apps that use a developer's signing certificate as malware without sending the files to CylanceINFINITY for scanning, you can add the app or certificate to the restricted app list.

You cannot add apps or app certificates that have already been added to the [approved app list](#).

- In the management console, on the menu bar, click **Settings > CylancePROTECT > Restricted apps**.
- Do one of the following:

| Task | Steps |
|---------------------------------------|--|
| Add an app to the restricted app list | <p>a. On the Restricted apps tab, click +.</p> <p>b. Do one of the following:</p> <ul style="list-style-type: none"> To select an app file, click Select an app file. Click Browse and navigate to and select the .apk file. Click Upload. To manually enter the app information, click Manually enter the app's hash info. Specify the app details. Click Save. <p>Note: If an app contains multiple .apk files, you must upload each .apk file or manually enter the hash of each file. Optionally, you can add the app's signing certificate (see the following row) instead of uploading or specifying the hash of each file.</p> |

| Task | Steps |
|--|---|
| Add a signing certificate to the restricted app list | <ol style="list-style-type: none"> a. On the Restricted developers tab, click +. b. Do one of the following: <ul style="list-style-type: none"> • To add the signing certificate from an app file, click Select an app for certificate information. Click Browse and navigate to and select the .apk file. Click Upload. • To manually enter the certificate information, click Manually enter certificate information. Specify the certificate details. Click Save. |

3. Repeat step 3 as necessary to add additional apps or signing certificates to the restricted app list.
4. Click **Save**.

Configure compliance actions to take when malware is detected

When malware is detected on a user's device, UEM considers the device to be out of compliance. You can configure and assign a compliance profile to users so that UEM can take the appropriate action. For more information about creating and configuring compliance profiles, see [Enforcing compliance rules for devices](#) in the UEM Administration content.

When you first implement malware detection, it is recommended to use the monitor and log option before you implement actions that are potentially more disruptive. After monitoring compliance activity for an appropriate amount of time, you can then implement the desired actions (for example, preventing users from using BlackBerry Dynamics apps until the device is compliant).

Before you begin: [Enable malware detection for Android devices](#).

1. In the management console, on the menu bar, click **Policies and profiles > Compliance > Compliance**.
2. Create a new compliance profile or select and edit an existing compliance profile.
3. On the **Android** tab, in the **CylancePROTECT** section, do any of the following:

| Task | Steps |
|--|---|
| Configure the actions for system apps that are identified as malware | <ol style="list-style-type: none"> a. Select the System app malware detected check box. b. Configure the prompt settings. c. In the Enforcement action for device drop-down list, choose one of the following: <ul style="list-style-type: none"> • To log information about the compliance issue without taking a compliance action, click Monitor and log. • To prevent the user from accessing work resources and apps on the device while it is out of compliance, click Untrust. Note that this option does not impact BlackBerry Dynamics apps. Data and apps are not deleted from the device. d. In the Enforcement action for BlackBerry Dynamics apps drop-down list, choose one of the following options: <ul style="list-style-type: none"> • To log information about the compliance issue without taking a compliance action for BlackBerry Dynamics apps, click Monitor and log. • To prevent the user from accessing BlackBerry Dynamics apps while the device is out of compliance, click Do not allow BlackBerry Dynamics apps to run. |
| Configure the actions for non-system apps that are identified as malware | <ol style="list-style-type: none"> a. Select the Malicious app package detected check box. b. Configure the prompt settings. c. In the Enforcement action for device drop-down list, choose one of the following: <ul style="list-style-type: none"> • To log information about the compliance issue without taking a compliance action, click Monitor and log. • To prevent the user from accessing work resources and apps on the device while it is out of compliance, click Untrust. Note that this option does not impact BlackBerry Dynamics apps. Data and apps are not deleted from the device. d. In the Enforcement action for BlackBerry Dynamics apps drop-down list, choose one of the following options: <ul style="list-style-type: none"> • To log information about the compliance issue without taking a compliance action for BlackBerry Dynamics apps, click Monitor and log. • To prevent the user from accessing BlackBerry Dynamics apps while the device is out of compliance, click Do not allow BlackBerry Dynamics apps to run. |

4. Click **Add** or **Save**.

After you finish:

- Assign the profile to users and groups.
- Optionally, [configure event notifications](#) so that when a malware app is detected on a user's device, administrators receive an email notification that identifies the user and the malware app. If the user removes the malware app from the device, or if the app is no longer considered to be malware (for example, it was added to the approved app list), UEM sends another notification.

- You can view information about compliance violations on the Managed devices screen (filter by compliance violations) or in a user's device details.

Detecting sideloaded apps on devices

Sideloaded apps represent a potential security threat because they don't follow the same restrictions or protections as apps distributed through official app stores or deployed internally from UEM. The UEM server, the UEM Client, and BlackBerry Dynamics apps can detect the presence of sideloaded apps on users' iOS and Android devices.

| Platform | Description |
|----------|--|
| iOS | <ul style="list-style-type: none">• The UEM server can detect sideloaded apps on devices with the MDM controls activation type. When you use the management console to view details about the apps installed on the user's device, a Source column indicates whether the app was installed from the App Store, TestFlight (for beta apps), or UEM, or if the app was sideloaded.• The UEM Client and BlackBerry Work can detect sideloaded apps on devices with any activation type. |
| Android | <ul style="list-style-type: none">• The UEM Client and BlackBerry Dynamics apps can detect sideloaded apps on devices with any of the following activation types:<ul style="list-style-type: none">• Android Enterprise• Samsung Knox• MDM controls• User privacy• The UEM Client and BlackBerry Dynamics apps can detect whether apps have been installed from trusted sources, including the UEM Client, Google Play, the Amazon Appstore, and the Samsung Galaxy Store (among other trusted sources). If an app was installed from a source that is not trusted, it is considered a sideloaded app. |

When a sideloaded app is detected, UEM considers the device to be out of compliance. You can configure and assign a compliance profile to users so that UEM can take an appropriate management action when a sideloaded app is detected. For example, you can prevent BlackBerry Dynamics apps from running on the device until the sideloaded app is removed and the device returns to compliance.

Apps that you upload to the management console and add to the app list are approved automatically (regardless of whether you have deployed the app from UEM) and do not cause compliance violations.

Android sideload detection: Behavior by activation type

The scope of sideload detection depends on the user's activation type:

| Activation type | Scope of sideload detection |
|---|---|
| Android Enterprise: Work and personal - user privacy (Android Enterprise with work profile) | <ul style="list-style-type: none">• Apps in the work profile only |

| Activation type | Scope of sideload detection |
|--|---|
| Android Enterprise: Work and personal - full control (Android Enterprise fully managed device with work profile) | <ul style="list-style-type: none"> • Apps in the work profile only |
| Android Enterprise: Work space only (Android Enterprise fully managed device) | <ul style="list-style-type: none"> • All apps on the device |
| MDM controls | <ul style="list-style-type: none"> • All apps on the device (work and personal) |
| User privacy | <ul style="list-style-type: none"> • All apps on the device (work and personal) • The UEM Client or a BlackBerry Dynamics app must be installed on the device • The user is prompted with a request to allow sideload detection on the device. If the user does not accept, sideload detection does not occur and the user's device is considered out of compliance. |
| Samsung Knox (all types) | <ul style="list-style-type: none"> • Apps in the Knox work space only |

Note: For the User privacy activation type, the name, package name, and hash of sideloaded apps are partially obfuscated in the management console, UEM logs, and device logs for privacy purposes. For fully managed devices, you can view the full details of sideloaded apps in the management console. For more information about data collection for different activation types, visit support.blackberry.com/community to read article 60890 (note that you require a BlackBerry Online Account and an active support entitlement to view KB articles).

Prerequisites to support sideload detection on Android devices

- Install the UEM Client and/or BlackBerry Dynamics apps on users' devices (see the [software requirements](#)). Whether sideload detection is initiated by the UEM Client or a specific BlackBerry Dynamics app depends on the device activation type and the authentication delegate configured in the BlackBerry Dynamics profile.
- The following settings are recommended based on device activation types:

| Activation type | Recommended settings |
|--------------------|---|
| Android Enterprise | <p>In the BlackBerry Dynamics profile that is assigned to users:</p> <ul style="list-style-type: none"> • Enable "Enable UEM Client to enroll in BlackBerry Dynamics." This setting is enabled by default in new BlackBerry Dynamics profiles that you create. • Enable "Do not require password" for Android devices. This allows the UEM Client to run activities in the background without prompting the user for a BlackBerry Dynamics password. • Configure the UEM Client as the authentication delegate. If a sideloaded app is detected and the configured compliance action is to prevent BlackBerry Dynamics apps from running, the UEM Client can block all BlackBerry Dynamics apps until compliance is restored. <p>Note that for this activation type, sideload detection is always performed by the UEM Client.</p> |
| Samsung Knox | <p>In the BlackBerry Dynamics profile that is assigned to users, configure a BlackBerry Dynamics app that runs in the work space as the authentication delegate. This enables one BlackBerry Dynamics app to manage authentication, sideload detection, and compliance enforcement on behalf of all BlackBerry Dynamics apps.</p> |
| MDM controls | <p>In the BlackBerry Dynamics profile that is assigned to users:</p> <ul style="list-style-type: none"> • Enable "Enable UEM Client to enroll in BlackBerry Dynamics." This setting is enabled by default in new BlackBerry Dynamics profiles that you create. • In the BlackBerry Dynamics profile that is assigned to users, configure the UEM Client as the authentication delegate. This enables the UEM Client to manage sideload detection and compliance enforcement on behalf of all BlackBerry Dynamics apps. This configuration is not required if no BlackBerry Dynamics apps (aside from the UEM Client) are installed on a device. <p>Note that with this activation type, device-level compliance actions (for example, Untrust) are not applicable. Compliance actions for BlackBerry Dynamics apps are applicable.</p> |

| Activation type | Recommended settings |
|---|---|
| User privacy | <p>In the BlackBerry Dynamics profile that is assigned to users:</p> <ul style="list-style-type: none"> • Enable "Enable UEM Client to enroll in BlackBerry Dynamics." This setting is enabled by default in new BlackBerry Dynamics profiles that you create. • Verify that "Do not require password" for Android devices is not enabled, for security purposes. Notify users that they will have to specify a BlackBerry Dynamics password when prompted. • Configure the UEM Client or a specific BlackBerry Dynamics app as the authentication delegate. The UEM Client is recommended because it can run in the background. The authentication delegate can authenticate any BlackBerry Dynamics app on the device and will manage sideload detection on behalf of all BlackBerry Dynamics apps. If a sideloaded app is detected and the configured compliance action is to prevent BlackBerry Dynamics apps from running, the authentication delegate can block all BlackBerry Dynamics apps until compliance is restored. • If you do not configure an authentication delegate, malware scanning will be performed by the UEM Client and each BlackBerry Dynamics app, which can consume device resources. |
| Device registration for BlackBerry 2FA only | Sideload detection is not applicable to this activation type. |

Enable sideload detection

To enable sideload detection for Android and iOS devices, you must create and assign a CylancePROTECT profile to users.

If you have already created and assigned a CylancePROTECT profile to enable and configure other CylancePROTECT Mobile features, iOS sideload detection is already enabled for those users. You can assign the same profile to additional user accounts.

1. In the management console, on the menu bar, click **Policies and profiles > Protection > CylancePROTECT**.
2. Create a new CylancePROTECT profile or select and edit an existing CylancePROTECT profile.
3. To enable sideload detection for Android devices, on the **Android** tab, in the **Sideloaded app detection** section, select the **Enable sideloaded app detection** check box.

For iOS devices there are no settings that you need to enable or configure in the profile. After you assign the profile to users, the feature is enabled.

4. Click **Save**.


After you finish:

- Assign the profile to users and groups.
- Optionally, [create an event notification](#) for when a sideloaded app is detected on a device.
- [Configure compliance actions to take when a sideloaded app is detected](#).

Add an app or signing certificate to the approved app list

To prevent sideload detection for a specific Android app or for all Android or iOS apps that use a developer's signing certificate, you can add the app or certificate to the approved app list. Note that all Android and iOS apps that you upload to the management console are approved automatically (regardless of whether you have deployed the app from UEM) and do not cause compliance violations.

BlackBerry has already added specific signing certificates, including the Amazon Appstore certificate and Samsung Kids Home signing certificate, to the approved list. You cannot remove these certificates.

1. In the management console, on the menu bar, click **Settings > CylancePROTECT > Approved apps**.
2. Click .
3. Do one of the following:

| Task | Steps |
|--|--|
| Add an Android app to the approved app list | <p>a. On the Approved apps tab, click +.</p> <p>b. Do one of the following:</p> <ul style="list-style-type: none">• To select an app file, click Select an app file. Click Browse and navigate to and select the .apk file. Click Upload.• To manually enter the app information, click Manually enter the app's hash info. Specify the app details. Click Add. <p>Note: If an app contains multiple .apk files, you must upload each .apk file or manually enter the hash of each file. Optionally, you can add the app's signing certificate (see the following row) instead of uploading or specifying the hash of each file.</p> |
| Add a signing certificate to the approved app list | <p>a. On the Approved developers tab, click +.</p> <p>b. Do one of the following:</p> <ul style="list-style-type: none">• To add the signing certificate from an app file (Android only), click Select an app for certificate information. Click Browse and navigate to and select the .apk file. Click Upload.• To manually enter the certificate information, click Manually enter certificate information. Specify the certificate details and select the appropriate OS. Click Add. |

4. Repeat step 3 to add additional signing certificates to the approved list.
5. Click **Save**.

Configure compliance actions to take when a sideloaded app is detected

When a sideloaded app is detected on a user's device, UEM considers the device to be out of compliance. You can configure and assign a compliance profile to users so that UEM can take the appropriate action. For more information about creating and configuring compliance profiles, see [Enforcing compliance rules for devices](#) in the UEM Administration content.

When you first implement sideload detection, it is recommended to use the monitor and log option before you implement actions that are potentially more disruptive. After monitoring compliance activity for an appropriate

amount of time, you can then implement the desired actions (for example, preventing users from using BlackBerry Dynamics apps until the device is compliant).

Before you begin: [Enable sideload detection](#).

1. In the management console, on the menu bar, click **Policies and profiles > Compliance > Compliance**.
2. Create a new compliance profile or select and edit an existing compliance profile.
3. Select the **iOS** or **Android** tab to configure sideload detection for that platform.
4. In the **CylancePROTECT** section, select the **Sideloaded app is installed** check box.
5. Configure the prompt settings (behavior, method, count, and interval) as desired.
6. In the **Enforcement action for device** drop-down list, choose one of the following:
 - To log information about the compliance issue without taking a compliance action, click **Monitor and log**.
 - To prevent the user from accessing work resources and apps on the device while it is out of compliance, click **Untrust**. Note that this option does not impact BlackBerry Dynamics apps. Data and apps are not deleted from the device.
7. In the **Enforcement action for BlackBerry Dynamics apps** drop-down list, choose one of the following options:
 - To log information about the compliance issue without taking a compliance action for BlackBerry Dynamics apps, click **Monitor and log**.
 - To prevent the user from accessing BlackBerry Dynamics apps while the device is out of compliance, click **Do not allow BlackBerry Dynamics apps to run**.
8. If necessary, repeat steps 3 to 7 to configure compliance actions for the remaining OS platform.
9. Click **Save**.

After you finish:

- Assign the profile to users and groups.
- Optionally, [configure event notifications](#) so that when a sideloaded app is detected on a user's device, administrators receive an email notification that identifies the user, sideloaded apps, and trusted developers on the device. If the sideloaded apps on the device change (for example, an app is removed from the device or added to the approved apps list) UEM sends another notification.
- In the management console, you can view information about compliance violations on the Managed devices screen (filter by compliance violations) or in a user's device details.

Safe browsing with BlackBerry Dynamics apps

CylancePROTECT Mobile allows your organization to leverage the real-time risk assessment capabilities of [CylanceINFINITY](#) to protect BlackBerry Dynamics app users from malicious websites, phishing attempts, malware, adware, and other web sources that pose a threat to your valuable data.

When a user tries to navigate to a website or open a web link in a BlackBerry Dynamics app, the unaltered URL is sent to CylanceINFINITY in real-time. CylanceINFINITY uses advanced machine learning capabilities and accumulated knowledge from threat intelligence feeds to provide an instant assessment of the safety of the URL. The CylancePROTECT Mobile library that is embedded in the UEM Client and BlackBerry Dynamics apps on the device also leverages local machine learning models to identify unsafe URLs. If the CylancePROTECT Mobile library cannot use CylanceINFINITY for URL scoring, the local machine learning models are used automatically. This ensures a secure browsing experience regardless of the device's current context or network connectivity.

You have full control over the user experience in the BlackBerry Dynamics app when an unsafe URL is detected: you can allow the user to proceed and log information, you can provide a warning and give the user the option to continue, or you can block access to the URL.

You can also add specific domains and IP addresses to the approved list or blocked list in the management console. A BlackBerry Dynamics app will check a URL against the approved lists and the blocked lists before sending it to CylanceINFINITY or using local machine learning models.

The BlackBerry Dynamics app keeps a local cache of the recent URLs that have been assessed and uses the cached evaluation (safe or unsafe) if the user tries to access the URL again. Each URL in the cache expires after 7 days or after the user restarts the device. The cache is unique to each BlackBerry Dynamics app and is not shared between apps.

When the user chooses to proceed to a URL after they receive a warning, that URL is also stored in a local cache. If the user tries to navigate to that URL again while it is cached, access is allowed without a warning. These URLs are removed from the cache when the user closes the app.

Note: CylanceINFINITY collects plain text URLs for analysis and risk assessment. No additional metadata or user identifiers are collected or stored with the URL. The URLs are never shared with a third party or used by BlackBerry for any purpose other than providing a safe browsing experience to BlackBerry customers. For more information about Cylance privacy policies, see the [Cylance Privacy Notice](#).

Enable and configure safe browsing for BlackBerry Dynamics apps

By default, safe browsing protection is enabled for BlackBerry Desktop, BlackBerry Access, BlackBerry Work, BlackBerry Tasks, and BlackBerry Connect. When safe browsing is enabled for BlackBerry Access, it is also enabled for BlackBerry Desktop. You must assign a CylancePROTECT profile to user accounts to enable the feature on users' devices.

Before you begin:

- Check the [software requirements](#) to verify that the required versions of BlackBerry Dynamics apps are installed on users' devices.
 - To extend safe browsing to other BlackBerry Dynamics apps, in **Settings > CylancePROTECT > Safe browsing**, on the **Protected BlackBerry Dynamics apps** tab, edit the list to add additional apps.
1. In the management console, on the menu bar, click **Policies and profiles > Protection > CylancePROTECT**.
 2. Create a new CylancePROTECT profile or select and edit an existing CylancePROTECT profile.
 3. Select the platform that you want to configure safe browsing for.
 4. Verify that the **Check for unsafe web resources within the BlackBerry Dynamics apps** check box is selected.

5. In the **Action for unsafe web resources** drop-down list, choose one of the following:
 - To take no action and log information, click **Monitor and log**.
 - To block access to unsafe URLs, click **Block**.
6. In the **Scanning option** drop-down list, choose one of the following:
 - If you want BlackBerry Dynamics apps to send URLs to CylanceINFINITY to determine if they are safe, click **Cloud scanning**.
 - If you want to use only the local machine learning models of the CylancePROTECT Mobile library to identify unsafe URLs, click **On device scanning**.
 - If you want to disable URL scanning, click **No scanning**.

The [approved and blocked domains](#) that you configure are enforced regardless of the option that you choose.

7. If you selected cloud or on-device scanning, and you want to give the user a warning and the option to proceed when a URL has been identified as unsafe, select the **Allow users to override blocked resources and enable access to the requested domain** check box.

Note that users cannot choose to proceed to a URL in a blocked domain. This bypass feature does not apply to sub-resource URLs.


8. If necessary, repeat steps 3 to 7 to configure safe browsing for the other platforms.
9. Click **Save**.

After you finish:

- Assign the profile to users and groups.
- Optionally, [approve or block web domains](#).
- Optionally, [approve or block IP addresses](#).

Approve or block a domain

You can add domains to the approved domains list if you want websites in those domains to be considered safe. Add sensitive domains to the approved list to prevent them from being sent for external evaluation. You can add domains to the blocked domains list to prevent users from accessing any websites in those domains. If a domain is on both lists, the approved list takes precedence.

1. In the management console, on the menu bar, click **Settings > CylancePROTECT > Safe browsing**.
2. Click .
3. Do any of the following:


| Task | Steps |
|------------------|--|
| Approve a domain | <ol style="list-style-type: none"> a. On the Approved tab, under Approved domains, click +. b. In the Domain name field, type the domain. BlackBerry Dynamics apps will look for an exact match with the last portion of the authority in the domain (for example, example.net will match www.example.net and another.example.net, but not thisexample.net). Wildcard characters such as * and ? are not valid. c. In the Description field, type a description of the approved domain. d. Repeat the previous steps to add additional domains. |

| Task | Steps |
|----------------|---|
| Block a domain | <ol style="list-style-type: none"> a. On the Restricted tab, under Restricted domains, click +. b. In the Domain name field, type the domain. BlackBerry Dynamics apps will look for an exact match with the last portion of the authority in the domain (for example, example.net will match www.example.net and another.example.net, but not thisexample.net). Wildcard characters such as * and ? are not valid. c. In the Description field, type a description of the blocked domain. d. Repeat the previous steps to add additional domains. |

4. Click **Save**.

Approve or block an IP address

You can add an IP address or a range of IP addresses to the approved IP addresses list if you want the servers at those addresses to be considered safe. You can add IP addresses to the restricted IP addresses list to prevent users from accessing servers at those addresses. If an IP address is on both lists, the approved list takes precedence.

1. In the management console, on the menu bar, click **Settings > CylancePROTECT > Safe browsing**.
2. Click .
3. Do any of the following:

| Task | Steps |
|-----------------------|--|
| Approve an IP address | <ol style="list-style-type: none"> a. On the Approved tab, under Approved IP addresses, click +. b. In the Start field, type the IP address. c. In the End field, type the end IP address if you want to extend it to a range of IP addresses. If you want to approve a specific IP address only, leave this field blank. d. In the Description field, type a description. e. Repeat the previous steps to add additional IP addresses. |
| Block an IP address | <ol style="list-style-type: none"> a. On the Restricted tab, under Restricted IP addresses, click +. b. In the Start field, type the IP address. c. In the End field, type the end IP address if you want to extend it to a range of IP addresses. If you want to restrict a specific IP address only, leave this field blank. d. In the Description field, type a description. e. Repeat the previous steps to add additional IP addresses. |

4. Click **Save**.

Scanning URLs in SMS text messages on iOS devices

CylancePROTECT Mobile allows your organization to leverage the real-time risk assessment capabilities of [CylanceINFINITY](#) to warn users of potentially harmful links in SMS text messages on iOS devices. To protect user privacy, only messages with URLs are assessed.

When a user receives an SMS text message from an unknown contact that contains a URL, the BlackBerry UEM Client or BlackBerry Work sends the message to CylanceINFINITY in real time. CylanceINFINITY uses advanced machine learning capabilities and accumulated knowledge from threat intelligence feeds to provide an instant assessment of the safety of the URL. The CylancePROTECT Mobile library that is embedded in the UEM Client and BlackBerry Work also leverages local machine learning models to identify unsafe URLs. If the CylancePROTECT Mobile library cannot use CylanceINFINITY for URL scoring, the local machine learning models are used automatically. This ensures a secure browsing experience regardless of the device's current context or network connectivity.

New incoming text messages from known contacts are automatically considered to be safe and only messages that contain URLs from unknown contacts are scanned and assessed. When an unsafe URL in a text message is detected, the message is filtered to the junk folder.

Note: CylanceINFINITY collects the contents of messages from unknown contacts that contain URLs. No additional metadata or user identifiers are collected or stored. The data that is collected is never shared with a third party or used by BlackBerry for any purpose other than providing protection from malicious URLs. For more information about Cylance privacy policies, see the [Cylance Privacy Notice](#).

Enable and configure SMS text message scanning

When you want to enable SMS text message scanning, you must assign a CylancePROTECT profile to user accounts to enable the feature on users' devices. In the CylancePROTECT profile, you can also enable and configure safe browsing for additional protection in the event a user clicks a potentially unsafe link in a text message.

Users must install and activate the BlackBerry UEM Client or BlackBerry Work on their iOS device to use this feature.

1. In the management console, on the menu bar, click **Policies and profiles > Protection > CylancePROTECT**.
2. Create a new CylancePROTECT profile or select and edit an existing CylancePROTECT profile.
3. On the **iOS** tab, verify that the **Enable message scanning** check box is selected.
4. In the **Scanning option** drop-down list, choose one of the following:
 - If you want to send message to CylanceINFINITY to determine if they are safe, click **Cloud scanning**.
 - If you want to use only the local machine learning models of the CylancePROTECT Mobile library to identify unsafe URLs, click **On-device scanning**.
 - If you want to disable URL scanning, click **No scanning**.
5. Click **Save**.

After you finish:

- Assign the profile to users and groups.
- Optionally, [enable and configure safe browsing](#).
- Instruct iOS users to go to **Settings > Messages > Unknown & Spam** to turn on message filtering (Filter Unknown Senders) and to enable SMS filtering for the UEM Client and/or BlackBerry Work.

Protecting devices from network threats

An organization's network can pose potential security risks to users' device data. For example, malicious actors can intercept and alter data transmission, or the encryption and authentication of a Wi-Fi access point may not be secure. CylancePROTECT Mobile defends against the following network threats:

| Threat | Platform | Description |
|------------------------------|---|---|
| Insecure network connections | <ul style="list-style-type: none">• iOS• Android | <ul style="list-style-type: none">• BlackBerry Dynamics apps and the UEM Client try to connect to the CylanceINFINITY cloud service to detect if there is a rogue actor on the network that is attempting to compromise the device's connections.• If the TLS connection to CylanceINFINITY is not successful, CylancePROTECT Mobile determines that the network is not secure.• Every BlackBerry Dynamics app on the device periodically performs insecure network checks. |
| Insecure Wi-Fi access point | <ul style="list-style-type: none">• Android OS 9 or later | <ul style="list-style-type: none">• BlackBerry Access, BlackBerry Work, and the UEM Client check the properties of the current Wi-Fi access point to determine if it is secure.• You can define which Wi-Fi access points are considered insecure and apply a compliance action when a user connects to an insecure network.• BlackBerry Access, BlackBerry Work, and the UEM Client periodically check the security of the Wi-Fi network. |

When a weak Wi-Fi access point is detected, UEM considers the device connected to the network to be out of compliance. You can configure and assign a compliance profile to users so that UEM can take an appropriate management action. For example, you can prevent BlackBerry Dynamics apps from running on the device until the device is connected to a more secure or trusted network and the device returns to compliance.

Enable network protection

To enable insecure network detection for Android and iOS devices or insecure Wi-Fi access point detection for Android devices, you must create and assign a CylancePROTECT profile to users.

1. In the management console, on the menu bar, click **Policies and profiles > Protection > CylancePROTECT**.
2. Create a new CylancePROTECT profile or select and edit an existing CylancePROTECT profile.
3. On the **Android** tab, select the **Detect insecure access point** check box.
Wi-Fi access algorithms are classified in safe and unsafe lists. You can choose to move any of the available algorithms to the safe or unsafe list based on your organization's needs.
4. To enable insecure network detection for iOS and Android devices, on the **Android** or **iOS** tab, in the **Insecure network detection** section, select the **Enable insecure network detection** check box.
5. Click **Save**.

After you finish:

- Assign the profile to users and groups.
- Instruct users to allow location service permissions when prompted by a BlackBerry Dynamics app. Instruct Android 11 users to set the location access permission in the UEM Client to **Allow all the time**.
- Optionally, [create an event notification](#) for when an insecure network or insecure Wi-Fi access point is detected.
- [Configure compliance actions](#) to take when an insecure network or insecure Wi-Fi access point is detected

Configure compliance actions to take when network threats are detected

When an insecure network or insecure Wi-Fi access point is detected, UEM considers the device to be out of compliance. You can configure and assign a compliance profile to users so that UEM can take the appropriate action. For more information about creating and configuring compliance profiles, see [Enforcing compliance rules for devices](#) in the UEM administration content.

When you first implement insecure network or Wi-Fi access point detection, it is recommended that you use the monitor and log option before you implement actions that are potentially more disruptive. After monitoring compliance activity for an appropriate amount of time, you can then implement the desired actions (for example, preventing users from using BlackBerry Dynamics apps until the device is compliant).

1. In the management console, on the menu bar, click **Policies and profiles > Compliance > Compliance**.
2. Create a new compliance profile or select and edit an existing compliance profile.
3. Configure compliance actions for insecure Wi-Fi access point detection:

| Task | Steps |
|---|--|
| Configure compliance actions for insecure network detection | <ol style="list-style-type: none"> a. On the iOS and Android tabs, in the CylancePROTECT section, select the Insecure network detected check box. b. Configure the prompt settings (behavior method, count, and interval) as desired. c. In the Enforcement action for device drop-down list, choose one of the following: <ul style="list-style-type: none"> • To log information about the compliance issue without taking a compliance action, click Monitor and log. • To prevent the user while it is out of compliance, click Untrust. Note that this option does not impact BlackBerry Dynamics apps. Data and apps are not deleted from the device. d. In the Enforcement action for BlackBerry Dynamics apps drop-down list, choose one of the following options: <ul style="list-style-type: none"> • To log information about the compliance issue without taking a compliance action for BlackBerry Dynamics apps, click Monitor and log. • To prevent the user from accessing BlackBerry Dynamics apps while the device is out of compliance, click Do not allow BlackBerry Dynamics apps to run. |

| Task | Steps |
|--|--|
| Configure compliance actions for insecure Wi-Fi access point detection | <ol style="list-style-type: none"> a. On the Android tab, in the CylancePROTECT section, select the Unsafe Wi-Fi detected check box. b. Configure the prompt settings (behavior, method, count, and interval) as desired. c. In the Enforcement action for device drop-down list, choose one of the following: <ul style="list-style-type: none"> • To log information about the compliance issue without taking a compliance action, click Monitor and log. • To prevent the user from accessing work resources and apps on the device while it is out of compliance, click Untrust. Note that this option does not impact BlackBerry Dynamics apps. Data and apps are not deleted from the device. d. In the Enforcement action for BlackBerry Dynamics apps drop-down list, choose one of the following options: <ul style="list-style-type: none"> • To log information about the compliance issue without taking a compliance action for BlackBerry Dynamics apps, click Monitor and log. • To prevent the user from accessing BlackBerry Dynamics apps while the device is out of compliance, click Do not allow BlackBerry Dynamics apps to run. |

4. Click **Save**.

After you finish:

- Assign the profile to users and groups.
- For users with the user privacy and Samsung Knox activation types, the UEM Client and BlackBerry Dynamics apps will not show compliance notifications for this feature on the device, but compliance notifications will display as expected in the management console.
- In the management console, you can view information about compliance violations, including the unsafe network SSID, the unsafe Wi-Fi protocol, and the breach condition.

Checking the integrity of BlackBerry Dynamics apps for iOS

CylancePROTECT Mobile allows you to leverage the [Apple DeviceCheck framework](#) to periodically verify the integrity of BlackBerry Dynamics apps on your users' iOS devices. The DeviceCheck framework verifies that the app is running on a valid Apple device and is signed with the developer's signing key. This feature applies to BlackBerry Dynamics apps that are released by BlackBerry and custom BlackBerry Dynamics apps that your organization or an ISV has developed using the [BlackBerry Dynamics SDK](#) and published to the App Store.

UEM also supports a partial integrity check for custom BlackBerry Dynamics apps, based on the Apple team ID that is associated with the app, without leveraging the DeviceCheck framework.

This feature applies to all iOS activation types.

Considerations for enabling integrity checking for BlackBerry Dynamics apps

- Integrity checking for BlackBerry Dynamics apps is supported for iOS 11 and later.
- Full integrity checking leverages the Apple DeviceCheck framework and is supported for custom BlackBerry Dynamics apps that are published to the App Store. You cannot use full integrity checking for apps that are distributed using the Apple Enterprise Distribution program.
- Partial integrity checking uses the Apple team ID without leveraging the Apple DeviceCheck framework and is supported for BlackBerry Dynamics apps that are distributed using the Apple Enterprise Distribution program.
- The BlackBerry UEM Client is not required for app integrity checking.
- If you enable the "Perform app integrity check on BlackBerry Dynamics app activation" option in an activation profile and configure integrity checking for BlackBerry Dynamics apps, those apps require the BlackBerry Dynamics SDK version 6.0 or later. Activation will fail if the apps use an earlier version of the SDK. All of the BlackBerry Dynamics apps released by BlackBerry in July 2019 or later have the required version of the SDK.
- If a BlackBerry Dynamics app with SDK version 5.0 or earlier is already activated, and you enable "Perform periodic app integrity checks" in the activation profile, the app will fail the periodic attestation check and UEM will take the compliance action specified in the user's compliance profile.
- If the time on the device is incorrect, UEM might not recognize integrity check responses from BlackBerry Dynamics apps as valid. If the time on the device is not corrected, UEM considers the device to be out of compliance after the grace period expires.

Add Apple DeviceCheck keys for custom BlackBerry Dynamics apps

To enable app integrity checking for a custom BlackBerry Dynamics app that your organization or an ISV has developed and published to the App Store, you must add the app's DeviceCheck key in the UEM management console. After you add the key, you can add the app to the attestation list.

You do not need to add a key for apps released by BlackBerry. UEM will automatically use BlackBerry's own DeviceCheck key when you add a BlackBerry app to the attestation list (see [Enable app integrity checking](#)).

1. In the management console, click **Settings > General settings > Attestation**.
2. In the **iOS app integrity check frequency** section, in the **Apple DeviceCheck keys** table, click **+**.
3. In the **DeviceCheck key name** field, type a name for the key.

4. In the **Apple team ID** field, type your team ID. For more information, see "[Locate your Team ID](#)" in the [Apple Developer Portal](#).

If you want a partial integrity check that does not use the Apple DeviceCheck framework, you can skip step 5.

5. If you want to verify that the app is running on a valid Apple device and is signed with the developer's signing key, select the **Use Apple DeviceCheck to validate device and app signature** check box. Do the following:
 - a) In the **Key ID** field, type the key ID. For more information, see "[Create a DeviceCheck private key](#)" in the [Apple Developer Portal](#).
 - b) In the **DeviceCheck key file** field, click browse and navigate to the key file.
6. Click **Add**.
7. Click **Save**.

After you finish: [Enable app integrity checking](#)

Enable app integrity checking

Before you begin:


- If applicable, [Add Apple DeviceCheck keys for custom BlackBerry Dynamics apps](#).
- In the activation profiles that are assigned to users, on the **iOS** tab, enable any of the following settings:
 - To perform an app integrity check when a BlackBerry Dynamics app is activated, select **Perform app integrity check on BlackBerry Dynamics app activation**.
 - To perform regular app integrity checks for BlackBerry Dynamics apps, select **Perform periodic app integrity checks**.

1. In the management console, click **Settings > General settings > Attestation**.
2. In the **iOS app integrity check frequency** section, select the **Enable iOS app integrity check on devices** check box.
3. In the **Challenge frequency** section, specify how often apps must return an attestation response.
4. In the **App grace period** section, specify a grace period.

If the grace period expires without a successful attestation response, a device is considered out of compliance and UEM will take the compliance action specified in the user's compliance profile.
5. In the **Apps to receive attestation challenges** table, click **+**.
6. To use a full integrity check with the DeviceCheck framework, verify that the **Use Apple DeviceCheck to validate device and app signature** check box is selected. For a partial integrity check, clear the check box.
7. If you want to add a custom app to the attestation list, in the **DeviceCheck key name** drop-down list, select the key for the app.
8. Search for and select the app that you want to receive attestation challenges. Click **Select**. You do not need to add a key for apps released by BlackBerry. UEM will automatically use the BlackBerry DeviceCheck key when you select an app released by BlackBerry.
9. Repeat steps 5 to 8 to add additional apps to the list.
10. Click **Save**.
11. Create a CylancePROTECT profile and assign it to user accounts and groups to enable the feature on users' devices. You can create a new CylancePROTECT profile (Policies and profiles > Protection > CylancePROTECT) or use a CylancePROTECT profile that you created previously. Note that currently there are no settings that you need to configure in the profile for integrity checking.

After you finish:

- [Configure compliance actions to take when a device fails an integrity check](#).

- To manually start an app integrity check, navigate to a user's device details. Under **App integrity status**, click **Details**, then click .

Configure compliance actions to take when a device fails an integrity check

Before you begin: [Enable app integrity checking](#).

1. In the management console, on the menu bar, click **Policies and profiles > Compliance > Compliance**.
2. Create a new compliance profile or select and edit an existing compliance profile.
3. On the **iOS** tab, in the **CylancePROTECT** section, select the **App integrity failed** check box.
4. Configure the prompt settings (behavior, method, count, and interval) as desired.
5. In the **Enforcement action for BlackBerry Dynamics apps** drop-down list, choose one of the following options:
 - To log information about the compliance issue without taking a compliance action for BlackBerry Dynamics apps, click **Monitor and log**.
 - To prevent the user from accessing BlackBerry Dynamics apps while the device is out of compliance, click **Do not allow BlackBerry Dynamics apps to run**.
6. Click **Add** or **Save**.

After you finish:

- Assign the profile to users and groups.
- You can view information about integrity checks on the Managed devices screen (filter by iOS app integrity) or in a user's device details. For example, you can filter for devices that have a compliance violation because of a potential malware app that is not responding to attestation even though the user actively uses the app, or if the app is not responding to attestation because it hasn't been used.

Using security patch compliance and hardware certificate attestation for Android devices

You can use a UEM compliance profile to set a security patch level that each user's Android device must satisfy to comply with your organization's security standards. CylancePROTECT Mobile extends security patch level enforcement to BlackBerry Dynamics apps. If the security patch level is not satisfied, you can choose the compliance action that you want UEM to take (for example, do not allow BlackBerry Dynamics apps to run on the device).

CylancePROTECT Mobile also supports hardware certificate attestation for Android devices. Hardware certificate attestation requires BlackBerry Dynamics apps that use the BlackBerry Dynamics SDK version 6.0 or later. All of the BlackBerry Dynamics apps released by BlackBerry in July 2019 or later have the required version of the SDK. If this feature is enabled, activation for BlackBerry Dynamics apps that use an earlier version of the SDK will fail.

Hardware certificate attestation is supported for devices with any Android activation type.

Enable hardware certificate attestation

1. In the management console, on the menu bar, click **Settings > General Settings > Attestation**.
2. In the **Android hardware attestation frequency** section, select the **Enable hardware patch level attestation challenges for Android devices** checkbox. You can use the default settings and modify the frequency of hardware certificate attestation later. Save the settings.
3. Create a new activation profile or edit an existing activation profile.
4. On the **Android** tab, in the **Hardware attestation options** section, select the **Enforce attestation compliance rules during activation** check box.
5. Configure other settings in the activation profile as desired and save the profile. For more information about the settings, see [Create an activation profile](#) in the UEM Administration content.
6. Assign the activation profile to user accounts and groups.
7. Create and assign a CylancePROTECT profile to user accounts and groups to enable the feature on users' devices. You can create a new CylancePROTECT profile (Policies and profiles > Protection > CylancePROTECT) or use a CylancePROTECT profile that you created previously. Note that currently there are no settings that you need to configure in the profile for hardware certificate attestation.

After you finish:

- [Configure the frequency of hardware certificate attestation](#).
- [Configure compliance actions to take when a device fails security patch compliance and attestation](#).
- In the management console, you can navigate to a device details page to view status information about hardware attestation.

Configure the frequency of hardware certificate attestation

Before you begin: [Enable hardware certificate attestation](#)

1. In the management console, click **Settings > General Settings > Attestation**.
2. In the **Android hardware attestation frequency** section, in the **Challenge frequency** drop-down list, specify how often the device must return an attestation response.
3. In the **Device grace period** drop-down list, specify a grace period.

If the grace period expires without a successful attestation response, BlackBerry Dynamics apps are considered out of compliance and UEM will take the compliance action specified in the user's compliance profile (see [Configure compliance actions to take when a device fails security patch compliance and attestation](#)).

4. In the **Challenge frequency for non-compliant devices** field, specify how often UEM tests the integrity of devices that are not currently in compliance.
5. Click **Save**.

After you finish: [Configure compliance actions to take when a device fails security patch compliance and attestation](#)

Configure compliance actions to take when a device fails security patch compliance and attestation

Before you begin:

- [Enable hardware certificate attestation](#)
- [Configure the frequency of hardware certificate attestation](#)

1. In the management console, on the menu bar, click **Policies and profiles > Compliance > Compliance**.
2. Create a new compliance profile or select and edit an existing compliance profile.
3. On the **Android** tab, select the **Required security patch level is not installed** check box.
 - a) Add the required device models and corresponding security patches.
 - b) Configure the prompt settings and enforcement settings for the device and BlackBerry Dynamics apps if the device does not satisfy the required patch level.
4. In the **CylancePROTECT** section, select the **Hardware attestation failed** check box.
 - a) Configure the prompt settings (behavior, method, count, and interval) as desired.
 - b) In the **Enforcement action for BlackBerry Dynamics apps** drop-down list, choose one of the following actions to take when a device fails attestation or does not respond in the configured grace period:
 - To log information about the compliance issue without taking a compliance action for BlackBerry Dynamics apps, click **Monitor and log**.
 - To prevent the user from accessing BlackBerry Dynamics apps while out of compliance, click **Do not allow BlackBerry Dynamics apps to run**.
5. If you want to set the minimum security level for the hardware attestation certificate and the actions that are executed if that level is not met, select the **Hardware attestation security level** check box.
 - a) In the **Minimum security level** required drop-down list, select the appropriate option (Software, Trusted Environment, or StrongBox). For more information, see [SecurityLevel on the Android Developers site](#).
 - b) Configure the prompt settings (behavior, method, count, and interval) as desired.
 - c) In the **Enforcement action for BlackBerry Dynamics apps** drop-down list, choose one of the following actions:
 - To log information about the compliance issue without taking a compliance action for BlackBerry Dynamics apps, click **Monitor and log**.
 - To prevent the user from accessing BlackBerry Dynamics apps while out of compliance, click **Do not allow BlackBerry Dynamics apps to run**.
6. If you want to execute compliance actions when the hardware attestation boot state is unverified, select the **Hardware attestation boot state is unverified** check box.
 - a) Configure the prompt settings (behavior, method, count, and interval) as desired.

- b) In the **Enforcement action for BlackBerry Dynamics apps** drop-down list, choose one of the following actions:
- To log information about the compliance issue without taking a compliance action for BlackBerry Dynamics apps, click **Monitor and log**.
 - To prevent the user from accessing BlackBerry Dynamics apps while out of compliance, click **Do not allow BlackBerry Dynamics apps to run**.

7. Click **Add** or **Save**.

After you finish:

- Assign the profile to users and groups.
- You can view information about compliance violations on the Managed devices screen (filter by compliance violations) or in a user's device details.

CylancePROTECT Mobile anonymous data collection

You can choose to allow CylancePROTECT Mobile to collect anonymous data and statistics from users' devices. This data allows BlackBerry to improve the CylancePROTECT Mobile product by:

- Contributing to the discovery of new, previously undetected threats
- Providing increased confidence in detecting threats and improving the quality of future static checks
- Contributing to the training of machine learning models

BlackBerry does not collect any information that can be used to identify an individual user, device, or organization. There is no way for BlackBerry to process the data to identify or determine its source.

Every app that CylancePROTECT Mobile collects data from uses a unique, randomly generated Anonymous App Identifier that is used to collate data collected over time. The Anonymous App Identifier is unique from any identifier that the user, organization, or BlackBerry is aware of, and is encrypted and stored in the secure container that protects all CylancePROTECT Mobile library data on a device. The Anonymous App Identifier is deleted when the app is uninstalled or is no longer managed by BlackBerry. Because each app uses a unique Anonymous App Identifier, data from apps on the same device cannot be associated.

The data is reported every 6 hours, or the next time a reporting app starts if more than 6 hours have passed. The data is uploaded to BlackBerry over a Wi-Fi connection only, to a maximum of 250 MB each month. The following data is collected:

- Anonymous identity
- Battery status information
- CylancePROTECT Mobile application information
 - Process and thread information
 - Libraries information
- Apps information
- System files and properties information
- Network events information
- Certificates information

BlackBerry controls the frequency of the collection, the types of anonymous data collected, and the limits on monthly collection through a configuration that is sent to the CylancePROTECT Mobile library in the BlackBerry UEM Client and BlackBerry Dynamics apps. BlackBerry reserves the right to change the configuration on an ongoing basis to best target advanced threat detection and bring the most value to the solution.

The data is used internally by BlackBerry's R&D organization, with access limited to employees with a genuine need to access the data and who are granted access through an approval process. The data is not available in any form to anyone outside of BlackBerry, and it is stored in Amazon Web Services S3 storage for analysis and processing. The data is collected and stored in compliance with the [General Data Protection Regulation](#).

Any sensor that may be added in the future will undergo security and privacy reviews to ensure that there is no way that any data that is collected can be used to identify a user, device, or organization.

You can choose to enable or disable anonymous data collection using an option in the CylancePROTECT profiles that you use to configure CylancePROTECT Mobile features. See [Enable or disable anonymous data collection](#). You can choose the specific users and groups to assign CylancePROTECT profiles to, so you can control which users will participate in anonymous data collection. Note that the end user cannot choose to opt in or opt out of anonymous data collection.

Enable or disable anonymous data collection

Repeat the following steps for each CylancePROTECT profile that you have created and assigned to users or groups to manage CylancePROTECT features. By default, anonymous data collection is enabled in a CylancePROTECT profile.

1. In **Policies and profiles > Protection > CylancePROTECT**, select and edit a CylancePROTECT profile.
2. On the **iOS** tab, in the **Statistics collection** section, select or clear the **Allow collection of anonymized statistics from devices to improve the performance of CylancePROTECT** check box.
3. On the **Android** tab, in the **Statistics collection** section, select or clear the **Allow collection of anonymized statistics from devices to improve the performance of CylancePROTECT** check box.

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BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

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