Licensing Guide

BlackBerry Enterprise Service 10

Version: 10.2

::: BlackBerry®

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About this guide

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BlackBerry Enterprise Service 10 helps you manage BlackBerry, iOS, and Android devices for your organization. This guide explains how licensing works and gives you instructions for how to prepare, use, and manage your licenses.

This guide is intended for senior IT professionals who are responsible for setting up and deploying the product. Follow the instructions in this guide after you install BlackBerry Enterprise Service 10. After you complete the tasks in this guide, configure the product using the instructions in the *BlackBerry Enterprise Service 10 Configuration Guide*.

What is BlackBerry Enterprise Service 10?

BlackBerry Enterprise Service 10 helps you manage mobile devices for your organization. You can manage BlackBerry devices and BlackBerry PlayBook tablets, as well as iOS and Android devices, all from a unified interface. BlackBerry Enterprise Service 10 is designed to help protect business information, keep mobile workers connected with the information they need, and provide administrators with efficient tools that help keep business moving forward.

BlackBerry Enterprise Service 10 includes the following components:

Component	Description
BlackBerry Device Service	Provides advanced administration for BlackBerry 10 devices and BlackBerry PlayBook tablets
Universal Device Service	Provides advanced administration for iOS and Android devices
BlackBerry Management Studio	Provides a unified interface to administer common tasks for BlackBerry 10 devices, BlackBerry PlayBook tablets, BlackBerry 7.1 and earlier devices, iOS devices, and Android devices
BES10 Self-Service	Provides a console to users so that they can perform some self-service tasks. For example, users can create activation passwords, remotely change the password on their device, or delete data from the device.

Key features of BlackBerry Enterprise Service 10

The table below describes some of the key features for BlackBerry Enterprise Service 10.

Feature	Description
Management of most types of devices	BlackBerry Enterprise Service 10 supports all types of BlackBerry devices and tablets, as well as iOS devices and Android devices.

Feature	Description
Single, unified interface	BlackBerry Management Studio is a single, web-based interface where you can view all devices in one place and access the most common management tasks across multiple domains. These tasks include creating and managing groups, managing device controls, and activating mobile devices.
Trusted and secure experience	Device controls give you precise management of how devices connect to your network, what capabilities are enabled, and what apps are available. Whether the devices are owned by your organization or your users, you can protect your organization's information.
Balance of work and personal needs	BlackBerry Balance and Secure Work Space technology are designed to ensure that personal and work information are kept separate and secure on devices. If the device is lost or the employee leaves the organization, you can delete only work-related information or all information from the device. Additional security features are available depending on the device type.

Product documentation

To read the following guides or other related materials, visit docs.blackberry.com/BES10.

Category	Resource	Description
Overview	*Introduction to BlackBerry Enterprise Service 10*	• Quick, visual introduction to BlackBerry Enterprise Service 10 at a high level
	What's New in BlackBerry Enterprise Service 10 Quick Reference	• Summary of new features, enhancements, and updates in BlackBerry Enterprise Service 10
	BlackBerry Enterprise Service 10 Product Overview	• Introduction to BlackBerry Enterprise Service 10 and its features • Finding your way through the documentation • Architecture
	Enterprise Solution Comparison Chart	• Comparison of what features are available across different BlackBerry enterprise solutions

Category	Resource	Description
	Supported Features by Device Type	• Comparison of what features are supported for each type of device in BlackBerry Enterprise Service 10
	BlackBerry Enterprise Service 10 Architecture and Data Flow Quick Reference Guide	• Descriptions of BlackBerry Enterprise Service 10 components • Descriptions of activation and email data flows for different types of devices
Release notes	*BlackBerry Enterprise Service 10 Release Notes*	• Descriptions of known issues and potential workarounds
Installation and upgrade	*BlackBerry Enterprise Service 10 Compatibility Matrix*	• Software that is compatible with BlackBerry Enterprise Service 10
	BlackBerry Enterprise Service 10 Performance Calculator	• Tool to estimate the hardware required to support a given workload for BlackBerry Enterprise Service 10
	BlackBerry Enterprise Service 10 Installation Guide	• System requirements • Installation instructions
	BlackBerry Enterprise Service 10 Upgrade Guide	• System requirements • Upgrade instructions
Configuration	*BlackBerry Enterprise Service 10 Licensing Guide*	• Descriptions of different types of licenses • Instructions for activating and managing licenses in BlackBerry Management Studio
	BlackBerry Enterprise Service 10 Configuration Guide	• Instructions for how to configure server components before you start administering users and their devices
Administration	*BlackBerry Management Studio Basic Administration Guide*	• Basic administration for all supported device types, including BlackBerry 10 devices, BlackBerry PlayBook tablets, iOS devices, Android devices, and BlackBerry 7.1 and earlier devices • Instructions for creating and managing user accounts in multiple Services

Category	Resource	Description
		• Instructions for managing multiple devices for each user account
	BlackBerry Device Service Advanced Administration Guide	• Advanced administration for BlackBerry 10 devices and BlackBerry PlayBook tablets • Instructions for creating user accounts, groups, roles, and administrator accounts • Instructions for activating devices • Instructions for creating and sending IT policies and profiles • Instructions for managing apps on devices
	Universal Device Service Advanced Administration Guide	• Advanced administration for iOS and Android devices • Instructions for creating user accounts, groups, and administrator accounts • Instructions for activating devices • Instructions for creating and sending IT policies and profiles • Instructions for managing apps on devices • Descriptions of IT policy rules for iOS and Android devices
	BlackBerry Device Service Policy Reference Spreadsheet	• Descriptions of IT policy rules for BlackBerry 10 devices and BlackBerry PlayBook tablets
Security	*BlackBerry Device Service Solution Security Technical Overview*	• Description of the security maintained by the BlackBerry Device Service, BlackBerry Infrastructure, and BlackBerry 10 devices and BlackBerry PlayBook tablets to protect data and connections • Description of the BlackBerry 10 OS • Description of the BlackBerry PlayBook OS • Description of how work data is protected on BlackBerry 10 devices and BlackBerry PlayBook tablets when you use the BlackBerry Device Service
	Secure Work Space for iOS and Android Security Note	• Description of the security maintained by the Universal Device Service, BlackBerry Infrastructure, and work space-

Category	Resource	Description
		enabled devices to protect work space data at rest and in transit
		• Description of how work space apps are protected on work space-enabled devices when you use the Universal Device Service

New in this release

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As of April 2014, three of the server license types have new names that reflect the new licensing structure. The new structure offers two tiers, Silver and Gold. The new names make it easier to distinguish between license types. The BlackBerry Account Center and BlackBerry Management Studio feature the new license names.

Original name	New name	Devices	Activation types
EMM - Corporate for BlackBerry	No change	• BlackBerry 10 and BlackBerry PlayBook	• Work and personal - Corporate
EMM - Corporate	Silver	• BlackBerry 10 and BlackBerry PlayBook	• Work and personal - Corporate
		• iOS and Android	• MDM controls
EMM - Regulated for BlackBerry	Gold - BlackBerry	• BlackBerry 10 and BlackBerry PlayBook	• Work and personal - Regulated (BlackBerry 10 only) • Work space only (BlackBerry 10 only) • Work and personal - Corporate
Secure Work Space	Gold - Secure Work Space	• iOS and Android	• Work and personal - full control • Work and personal - user privacy • MDM controls

Understanding licensing   4

You must obtain licenses to activate BlackBerry, iOS, and Android devices in your organization's BlackBerry Enterprise Service 10 domain. When you or a user activates a device, the device uses a license. In previous releases, licenses were also known as CAL keys. Different licenses are available to support different device types and features.

To use licenses, you must:

1. Decide which license types your organization wants to use. Verify that devices have the correct data plan to support the features that you want to manage. Contact your service provider for details and pricing information.

2. Buy server licenses from BlackBerry (the BlackBerry Enterprise Store) or a BlackBerry partner, or buy SIM licenses from your service provider. For more information about SIM licenses, see SIM licenses.

3. Register with the BlackBerry Account Center website and activate your account. Use the BlackBerry Account Center to claim your server licenses. If you buy licenses directly from the BlackBerry Enterprise Store, these actions are completed during the purchase process.

4. Activate your server licenses using one of the methods described in this guide.

5. Configure BlackBerry Enterprise Service 10 and create user accounts.

6. Activate devices.

You use BlackBerry Management Studio to activate licenses, monitor license status, and manage licensing settings.

Server licenses

The following license types are supported in the latest version of BlackBerry Enterprise Service 10. You obtain these licenses (also known as server licenses) from BlackBerry or a BlackBerry partner. For more information about SIM licenses that you can obtain from your service provider, see SIM licenses.

License type	Devices	Activation types
EMM - Corporate for BlackBerry	• BlackBerry 10 and BlackBerry PlayBook	• Work and personal - Corporate
Silver	• BlackBerry 10 and BlackBerry PlayBook	• Work and personal - Corporate

License type	Devices	Activation types
Gold - BlackBerry	• iOS and Android	• MDM controls
	• BlackBerry 10 and BlackBerry PlayBook	• Work and personal - Regulated (BlackBerry 10 only) • Work space only (BlackBerry 10 only) • Work and personal - Corporate
Gold - Secure Work Space	• iOS and Android	• Work and personal - full control • Work and personal - user privacy • MDM controls

For more information about activation types, visit docs.blackberry.com/BES10 to read the *BlackBerry Device Service Advanced Administration Guide* and the *Universal Device Service Advanced Administration Guide.*

SIM licenses

You can use a regulated-level EMM data plan purchased from your service provider (also known as a SIM license) to activate a BlackBerry 10 device, instead of using a server license. Contact your service provider to buy SIM licenses.

To activate a device using this option, you use a SIM card that your service provider has enabled for a regulated-level EMM data plan. You do not need to activate SIM licenses before you can use them. SIM licenses support the following activation types for BlackBerry 10 devices:

• Work and personal - Corporate
• Work and personal - Regulated
• Work space only

There is no limit to the number of SIM licenses allowed in a domain. Use BlackBerry Management Studio to check the usage information for your organization's licenses.

If a user removes the SIM card from a device that uses a SIM license, that device is locked in quarantine mode. As long as the device is quarantined, the user cannot access work data. BlackBerry Enterprise Service 10 removes the device from quarantine when the user inserts the SIM card again. You or the user can also switch service to a different BlackBerry 10 device and then insert the SIM card into the new device.

Switching between a SIM license and a server license

When you activate a BlackBerry 10 device, the device can use a SIM license or a server license. If a SIM license is available, BlackBerry Enterprise Service 10 uses it to activate a device. If a SIM license is not available, BlackBerry Enterprise Service 10 uses an available server license. For more information, see License requirements for activation types.

If you want to switch a device from using a SIM license to a server license, or a server license to a SIM license, the service provider must change the provisioning of the device's SIM card as necessary, and you must reactivate the device.

License requirements for activation types

The following table lists the required license for each activation type that BlackBerry Enterprise Service 10 supports. BlackBerry Enterprise Service 10 checks for available licenses in the order listed.

Activation type	Devices	Description	Required license
Work and personal - Corporate	• BlackBerry 10 and BlackBerry PlayBook	Devices have a personal space and a work space. Administrators have control of the work space only.	One of the following: 1. SIM license 2. EMM - Corporate for BlackBerry 3. Silver 4. Gold - BlackBerry
Work and personal - Regulated	• BlackBerry 10	Devices have a personal space and a work space. Administrators have control of both the personal space and the work space.	One of the following: 1. SIM license 2. Gold - BlackBerry
Work space only	• BlackBerry 10	Devices have a work space only. Administrators have full control of devices.	One of the following: 1. SIM license 2. Gold - BlackBerry
MDM controls	• iOS and Android	A separate work space is not installed on devices. Administrators have basic device management controls.	One of the following: 1. Silver 2. Gold - Secure Work Space
Work and personal - full control	• iOS and Android	A separate work space is created on devices. Administrators have full control of devices.	• Gold - Secure Work Space

Activation type	Devices	Description	Required license
Work and personal - user privacy	• iOS and Android	A separate work space is created on devices. Administrators have control of the work space only.	• Gold - Secure Work Space

Managing licenses for different domains

You can connect BlackBerry Management Studio to the following BlackBerry domains. Depending on the type of domain, you may need to use a different administration console and process to manage licenses.

In products released earlier than BlackBerry Enterprise Service 10, licenses were referred to as CAL keys.

Domain	Console used to manage licenses	How licenses work	Licensing process
BlackBerry Enterprise Service 10 version 10.1 or later	BlackBerry Management Studio	Licenses control the number and types of devices you can activate and the features you can manage.	1. Activate licenses after you install the software. 2. Manage licenses in BlackBerry Management Studio.
BlackBerry Device Service 6.0 or later	BlackBerry Administration Service	CAL keys control the number of devices you can activate.	1. Specify a CAL key when you install the software. 2. Manage CAL keys in the administration console.
Universal Device Service 6.0 or later	Administration Console	CAL keys control the number of devices you can activate.	1. Specify a CAL key when you install the software. 2. Manage CAL keys in the administration console.
BlackBerry Enterprise Server 5	BlackBerry Administration Service	CAL keys control the number of user accounts.	1. Specify a CAL key when you install the software. 2. Manage CAL keys in the administration console.

For more information about adding domains to BlackBerry Management Studio, visit docs.blackberry.com/BES10 to read the *BlackBerry Enterprise Service 10 Configuration Guide*.

License classes

Server licenses can be one of the following classes. The class determines how long the license is valid. You can use BlackBerry Management Studio to view when your trial or subscription licenses expire.

When a license expires, BlackBerry Enterprise Service 10 checks for available licenses, and if a valid license is available, assigns it to the device. If a valid license is not available, the device continues to work as expected, but cannot be reactivated until a valid license is available.

Class	Description
Trial	Trial licenses are licenses that you use to evaluate BlackBerry Enterprise Service 10. Trial licenses are valid for a set amount of time. When you activate trial licenses, you enable the features that are available for your trial.
	When trial licenses expire, you can buy subscription or perpetual licenses. See Impact on the domain when trial licenses expire.
Subscription	Subscription licenses are valid for a subscription period (for example, an annual subscription).
	When subscription licenses expire, you cannot activate new devices or reactivate existing devices (unless other valid licenses are available). The BlackBerry Enterprise Service 10 services continue to run as expected, and you can continue to manage activated devices. You can buy more subscription licenses or you can buy perpetual licenses.
Perpetual	Perpetual licenses do not expire.

Your organization's domain can have a combination of trial, subscription, and perpetual licenses. You can add subscription and perpetual licenses at any time, and you can continue to use trial licenses until they expire. If your domain has trial licenses with different trial periods, BlackBerry Management Studio displays the status of the trial licenses that expire first.

Impact on the domain when trial licenses expire

When trial licenses expire, the impact depends on the license classes that exist in the domain:

License classes in the domain	Description
Trial licenses only	When trial licenses expire, the trial status displays an error icon and "Trial status - expired". You cannot activate new devices or reactivate existing devices.
	The BlackBerry Enterprise Service 10 services stop and you cannot manage activated devices. Data is not deleted from devices.

License classes in the domain	Description
Trial licenses with subscription or perpetual licenses, or both	When trial licenses expire, BlackBerry Enterprise Service 10 checks license usage for the domain and, if available, assigns subscription or perpetual licenses to devices with expired trial licenses. The BlackBerry Enterprise Service 10 services do not stop.
	You can continue to manage devices with expired trial licenses (these devices can be reactivated only if valid licenses are available). After all trial licenses expire, the trial status is no longer displayed.

Licenses and upgrades

When you obtain trial, subscription, or perpetual licenses for BlackBerry Enterprise Service 10 version 10.1 or later, the licenses are still valid when you upgrade the product to a newer version. You do not need to take extra action to prepare your licenses for use when you upgrade.

Trading up licenses

If you are moving from BlackBerry Enterprise Server 5, BlackBerry Device Service 6.x, or Universal Device Service 6.x to BlackBerry Enterprise Service 10 version 10.1 or later, BlackBerry offers ways to trade your existing licenses for BlackBerry Enterprise Service 10 licenses.

The licenses that you can trade up to depend on the licensing offers and technical support programs that are currently available. For more information, visit www.blackberry.com/bes10 and BlackBerry Support options.

Using the BlackBerry Account Center   5

The BlackBerry Account Center is a website that you use to claim the server licenses that you buy from BlackBerry (the BlackBerry Enterprise Store) or a BlackBerry partner. After you register with the BlackBerry Account Center and activate your account, you can:

- Claim licenses and obtain the activation IDs that you require to use the licenses
- View your organization's licenses
- View your order history
- Add other users that can also use the account
- Activate licenses using a host ID or file-based activation (see Activating server licenses)

For more information about the BlackBerry Account Center, visit www.blackberry.com/bes10 and see the "Find your fastest route to BES10" section to read the *BlackBerry Account Center and Customer Claim Process Reference Guide*.

To view videos that demonstrate how to register with the BlackBerry Account Center and obtain license activation IDs, see Obtaining and activating BES10 licenses.

Register and activate your account

Before you can use the BlackBerry Account Center, you must register and activate your account. If you buy licenses from BlackBerry using the BlackBerry Enterprise Store, you register and activate your account during the purchase process. If you buy licenses from a BlackBerry partner, you receive an email with your order information and a link to the BlackBerry Account Center.

1. In a browser, navigate to www.blackberry.com/bbac.

   If you buy licenses from the BlackBerry Enterprise Store, you are directed to this site during the purchase process.

2. Click **Register**.

3. Click **Next**.

4. Type your user information. Click **Next**.

5. Type your organization's information. Click **Next**.

If the information you provided matches an existing account, you are given the option to send an email to the administrator of that account to request access, or you can proceed with registering a new account. If the registration is successful, you receive a confirmation email.

6. In the confirmation email, click the activation link.

7. Type and confirm a password. Click **Activate**.

Log in to the BlackBerry Account Center

1. In a browser, navigate to www.blackberry.com/bbac.

2. In the **Username** field, type the email address you used to register your account.

3. In the **Password** field, type the password you used when you activated your account.

4. Click **Sign In**.

5. If you are logging in to the BlackBerry Account Center for the first time, in the **Country** drop-down list, select your location. Review and accept the license agreements.

Claim a license order

If you purchased licenses from a BlackBerry partner, you must use the BlackBerry Account Center to claim your licenses. The claim process gives you one or more activation IDs that you can use to activate licenses in your organization's domain.

If you purchased licenses from the BlackBerry Enterprise Store, you claim the licenses automatically during the purchase process. After your purchase is confirmed, you can view the activation IDs in the Licenses section of the BlackBerry Account Center.

1. In a browser, navigate to www.blackberry.com/bbac and log in.

2. On the menu bar, click **Claims**.

3. In the **Account** drop-down list, select the account that you want to use. Click **Next**.

4. Verify your organization's Ecode. Click **Next**.
    This step does not occur if you are claiming an order for the first time.

5. In the **Claim Tag ID** field, type the Claim Tag ID you received from a BlackBerry partner. Click **Next**.

6. Review the order details. Click **Next**.

7. Review and accept the various license agreements for your order. Click **Next**.

After you finish:

- When your claim is processed, you receive an email message with a link to the BlackBerry Account Center. Log in and click **Licenses** on the menu bar to view the activation IDs for your licenses. Each ID uses the format *xxxxxx-xxxxxx-xxxxxx-xxxxxx-xxxxxx*, where each *x* is a letter or number.

- Prepare your organization's licensing server. See Preparing the licensing server.

- For instructions for activating licenses, see Activating server licenses.

Manage the users associated with your account

You can allow other users in your organization to use your BlackBerry Account Center account. For example, you might want to add another administrator to the account so that he can claim license orders and obtain activation IDs. You can add new users to your account, or you can remove users that you added previously.

1. In a browser, navigate to www.blackberry.com/bbac and log in.

2. On the menu bar, click **Users**.

3. Perform any of the following actions:

Task	Steps
Add a user to the account	1. Click + **New User**. 2. Type the user information. 3. Click **Update**. The user receives an email with instructions to activate their account and create a password.
Remove a user from the account	1. Click **remove** next to a user's information.

Preparing the licensing server   6

You install the BlackBerry Licensing Service when you install the administration consoles. The BlackBerry Licensing Service manages the use of licenses in your organization's domain.

You can install more than one BlackBerry Licensing Service, but only one can be active. By default, the first instance that you install is active. Any others that you install are disabled.

When you activate server licenses, you register the MAC address of the computer that hosts the active instance with the BlackBerry licensing infrastructure. This computer is registered as the licensing server. The BlackBerry Licensing Service stores the activated licenses that your organization can use.

The domain can have only one licensing server registered at a time. Before you activate licenses, verify that the BlackBerry Licensing Service is active on the computer that you want to be the licensing server. For more information about switching to a different server, see Switching the licensing server after you activate licenses.

Note: Removing the administration consoles from a computer also removes the BlackBerry Licensing Service. Before you remove components, verify that the computer is not the licensing server, or switch to a new licensing server.

Prerequisites: Managing licenses using BlackBerry Management Studio

- To manage licenses, log in to BlackBerry Management Studio using the administrator account that you created when you installed BlackBerry Enterprise Service 10.

- If you want to create an administrator account to manage licenses, the account must exist in both the BlackBerry Device Service and the Universal Device Service. The account must use the same login information for both consoles. This is called a normalized account. Assign the Security Administrator role to the account in both consoles. Other roles can view license information but cannot perform actions related to licensing, such as activating licenses.

- If you want to manage licenses in multiple BlackBerry Enterprise Service 10 domains using one administrator account, create a normalized account in each domain that uses the same login information.

- If your organization's security policies do not permit the options described above, you can log in to BlackBerry Management Studio using a BlackBerry Device Service administrator account.

Activating server licenses
<div style="float:right">7</div>

You must activate licenses before you can use them to activate devices. You do not need to activate SIM licenses obtained from your service provider. Before you activate licenses, see Prerequisites: Activating server licenses.

You can use any of the following activation methods:

Method	Purpose	Consoles you use	Steps
License activation ID	Assign all available licenses associated with an activation ID to a single domain.	• BlackBerry Management Studio	See Activate server licenses using a license activation ID.
Host ID	Distribute the licenses associated with an activation ID across multiple domains.	• BlackBerry Management Studio • BlackBerry Account Center	See Activate server licenses using the host ID.
File-based activation	Activate licenses manually because the licensing server cannot access the Internet.	• BlackBerry Management Studio • BlackBerry Account Center	See Activate server licenses using file-based activation.

Prerequisites: Activating server licenses

- BlackBerry Management Studio must be running.
- The BlackBerry Licensing Service on the licensing server must be running.
- Verify that the BlackBerry Licensing Service can connect to the licensing infrastructure (license.blackberry.com) over port 443 (HTTPS). For more information about outbound port requirements, see the *BlackBerry Enterprise Service 10 Installation Guide* or the *BlackBerry Enterprise Service 10 Configuration Guide*.

Activate server licenses using a license activation ID

When you obtain server licenses, you receive activation IDs that you use to activate the licenses. Each activation ID is associated with a license type and a certain number of licenses. An activation ID is also known as a CAL Authentication Key.

Before you begin:

*   Verify that the administrator account that you want to use meets the requirements. See Prerequisites: Managing licenses using BlackBerry Management Studio.

*   Verify that you have the activation IDs for the licenses. Activation IDs are available in the BlackBerry Account Center. Each ID uses the format *xxxxxx-xxxxxx-xxxxxx-xxxxxx-xxxxxx*, where each *x* is a letter or number.

1.   In BlackBerry Management Studio, on the menu bar, click **Licenses**.

2.   If necessary, in the **Domain** drop-down list, click a domain.

3.   Click **Activate licenses**.

4.   In the **Licensing activation method** drop-down list, click **License activation ID**.

5.   Type the activation ID.

6.   Click **Activate**.

     Verify that the **Activate licenses** window displays **Activated** under the **License activation ID** field.

7.   Repeat steps 5 and 6 for each activation ID that you want to assign to the domain.

8.   Click **Close**.

Activate server licenses using the host ID

Before you begin: Verify that the administrator account that you want to use meets the requirements. See Prerequisites: Managing licenses using BlackBerry Management Studio.

1.   In BlackBerry Management Studio, on the menu bar, click **Licenses**.

2.   If necessary, in the **Domain** drop-down list, click a domain.

3.   Click **Activate licenses**.

4.   In the **Licensing activation method** drop-down list, click **Host ID**.

5.   Copy the host ID (MAC address of the licensing server).

6.   Click **Connect** to navigate to the BlackBerry Account Center (www.blackberry.com/bbac). Log in and go to the
       Licenses section.

7.   Navigate to the licensing information for the domain. Click **Register Server** and use the host ID that you copied to
       register the licensing server for the domain.

8.   Specify the number of licenses to assign to the domain.

9.   In BlackBerry Management Studio, in the **Activate licenses** window, click **Close**.

Activate server licenses using file-based activation

Before you begin:
*   Verify that the administrator account that you want to use meets the requirements. See Prerequisites: Managing
     licenses using BlackBerry Management Studio.

*   During this process, you must use a computer with access to the Internet to log in to the BlackBerry Account Center.
     This can be a different computer than the one that hosts BlackBerry Management Studio.

1.   In BlackBerry Management Studio, on the menu bar, click **Licenses**.

2.   If necessary, in the **Domain** drop-down list, click a domain.

3.   Click **Activate licenses**.

4.   In the **Licensing activation method** drop-down list, click **File based activation**.

5.   Click **Generate**. Save the license challenge file to a location that you can access when you log in to the BlackBerry
       Account Center (you might use a different computer to access the Internet).

6.   From a computer with Internet access, in a browser, navigate to the BlackBerry Account Center
       (www.blackberry.com/bbac). Log in and go to the Licenses section.

7.   Navigate to the licensing information for the domain. Click **Generate License** and follow the instructions to upload the
       license challenge file.

8.   Download the license response file. Save the file to a location that you can access from BlackBerry Management
       Studio.

9.   In BlackBerry Management Studio, in the **Activate licenses** window, click **Choose File** and select the license
       response file (.bin).

10.   Click **Submit**.

Requirements: Using licenses to activate devices

After you follow the configuration instructions in the *BlackBerry Enterprise Service 10 Configuration Guide*, you can use the activation instructions in the BlackBerry Enterprise Service 10 administration guides.

Before you use licenses to activate devices, note the following requirements:

• The BlackBerry Licensing Service on the licensing server must be running.

• Verify that you have the appropriate licenses to support the devices and features that you want to manage.

• Verify that your domain has enough valid licenses. For more information, see Impact on the domain when licenses are out of compliance.

• Verify that devices have the appropriate data plan to support the devices and features that you want to manage. Contact your service provider for more details and pricing information.

Managing licenses   8

You can use BlackBerry Management Studio to view information about your organization's licenses and to configure licensing settings. BlackBerry Management Studio allows you to:

- View the FQDN of the licensing server
- View the license information for any BlackBerry Enterprise Service 10 domain connected to BlackBerry Management Studio
- View the licensing status and review warnings or errors
- Verify whether licenses are in compliance with BlackBerry standards
- Configure how the licensing server communicates with the licensing infrastructure
- Test the connection to the BlackBerry Licensing Service

License information

On the Licensing summary tab, you can view the following information for a BlackBerry Enterprise Service 10 domain:

Column	Description
License type	This column displays a row for each available license type. Each row lists the devices that are compatible with that type. The rows for each license type are always visible, even if your organization does not have licenses of that type.
SIM license	This column displays the number of SIM licenses currently in use in the domain.
Server license	This column displays the total number of licenses for each license type, the number of available licenses, and the number of licenses currently in use. The information displayed is for all license activation IDs.
Server license expiration	This column displays the total number of licenses for each license type, and, if applicable, the date that they expire. The information displayed is for each license activation ID, and indicates the license class (trial, subscription, perpetual). For licenses that expire, the information is not displayed after the expiration date.

Licensing status

BlackBerry Management Studio displays the licensing status of a domain on the Licensing summary tab. If an issue requires your attention, a warning or error icon displays next to "Licenses" on the menu bar. If more than one issue exists, the icon for the most serious issue displays.

When a license expires, the licensing server checks for available licenses, and if a valid license is available, assigns it to the device. If a valid license is not available, the device continues to work as expected, but cannot be reactivated until a valid license is available.

Status message	Icon	Issue
Expiration date is approaching for one or more licenses	⚠️ Warning	Licenses will expire shortly. Until the licenses expire, you can continue to activate new devices and reactivate existing devices.
One or more licenses have expired	❗ Error	Trial licenses have expired. This status is limited to domains that have trial licenses only. If all trial licenses have expired, you cannot activate new devices or reactivate existing devices.
Usage exceeded	❗ Error	For a license type, the number of licenses in use is greater than the number of valid (non-expired) licenses. For example, if 100 Silver licenses are in use, and 50 of those licenses expire, the usage is exceeded: 100 Silver licenses are in use but only 50 of them are valid. If you want to activate new devices or reactivate existing devices, the number of valid (non-expired) licenses must be greater than the number of licenses in use. This status does not apply to a domain with trial licenses only.
Cannot communicate with licensing infrastructure	❗ Error	The BlackBerry Licensing Service is not available. The License information section displays "No licenses." You cannot activate new devices or reactivate existing devices until the BlackBerry Licensing Service is available. The BlackBerry Licensing Service does not need to be running if you want to activate devices using SIM licenses.

Impact on the domain when licenses are out of compliance

The BlackBerry Licensing Service tracks the use of server licenses and detects when a license type is out of compliance. A license type is out of compliance if the number of licenses in use is greater than the number of valid, non-expired licenses (for example, all licenses are in use and then some expire).

BlackBerry Management Studio indicates if the usage of licenses exceeds the number of valid licenses.

Scenario	Compliance state	Impact
For a license type, the number of licenses in use is greater than the number of valid licenses.	Out of compliance	• You cannot activate new devices or reactivate existing devices using this license type. • You can activate new devices if other licenses are available that support the device types and features. • You can continue to manage activated devices; device behavior is not affected.
For a license type, all licenses are in use.	In compliance	• You cannot activate new devices using this license type. • You can reactivate existing devices. • You can activate new devices if other licenses are available that support the device types and features. • You can continue to manage activated devices; device behavior is not affected.

Communicating with the licensing infrastructure

The licensing server polls the licensing infrastructure at a regular interval to retrieve the server licenses that are assigned to the domain. By default, the polling interval is one day. BlackBerry Management Studio displays the day and time of the most recent polling activity.

You can manually start the polling process at any time. You change the polling interval to suit your organization's preference.

If the licensing server does not have access to the Internet, you can turn off the licensing infrastructure connection. Turning off this connection does not affect device behavior or the use of licenses in your organization's domain. This connection must be turned on if you want to activate licenses using a license activation ID or host ID.

Start the polling process manually

1.   In BlackBerry Management Studio, on the menu bar, click **Licenses**.

2.   If necessary, in the **Domain** drop-down list, click the appropriate domain.

3.   Click the **Licensing settings** tab.

4.   Click **Poll now**.

Change how often the licensing server polls the licensing infrastructure

1.   In BlackBerry Management Studio, on the menu bar, click **Licenses**.

2.   If necessary, in the **Domain** drop-down list, click the appropriate domain.

3.   Click the **Licensing settings** tab.

4.   In the **Polling interval** drop-down list, click the polling interval that you want to use.

5.   Click **Save**.

Turn on or turn off the connection to the licensing infrastructure

1.   In BlackBerry Management Studio, on the menu bar, click **Licenses**.

2.   If necessary, in the **Domain** drop-down list, click the appropriate domain.

3.   Click the **Licensing settings** tab.

4.   Under **Licensing infrastructure connection**, perform one of the following actions:

     •   To turn off the licensing infrastructure connection, select the **Turn off** option.

     •   To turn on the licensing infrastructure connection, select the **Turn on** option.

5.   Click **Save**.

Optimizing how server licenses are used

The licensing server checks the domain's available server licenses when:

* You activate server licenses
* You or a user activates or reactivates a device
* You view the Licensing summary tab in BlackBerry Management Studio

When any of these actions occur, the licensing server checks which server licenses are available and which are in use, and tries to optimize license usage. For example, if a user activates an iOS device with the "MDM controls" activation type, the device can use a Gold - Secure Work Space license if a Silver license is not available. If a Silver license becomes available at a later date (for example, you activate more licenses), when you perform any of the actions above, the licensing server assigns a Silver license to the iOS device. The Gold license becomes available.

When the licensing server checks the domain's available licenses, it can change the usage of server licenses only, not SIM licenses. If you want to switch a device from using a SIM license to a server license, or a server license to a SIM license, the service provider must change the provisioning of the device's SIM card as necessary, and you must reactivate the device.

When you update or replace a user's activation type profile (iOS and Android devices only), the changes do not apply until the user reactivates their devices or activates new devices. The licenses used by the devices may change, depending on the new activation type that is applied.

Switching devices

To switch to a different BlackBerry device, you or a user can select the replace device option during activation, or use the replace device option in BES10 Self-Service.

If you choose the same or lower feature level for the replacement device (for example, you change the activation type from "Work and personal - Regulated" to "Work and personal - Corporate"), the device can use the same license and the licensing server does not need to check for available licenses. If you choose a higher feature level, it is considered a new activation. The licensing server checks if the appropriate server license is available. If the device uses a SIM license, you or the user must insert the SIM card into the replacement device after completing the device switch.

If you or a user activates a new iOS or Android device, it is considered a new activation. The licensing server checks if the appropriate server license is available.

Switching the licensing server after you activate licenses

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The licensing server is the computer that hosts the active BlackBerry Licensing Service. When you activate licenses, the licensing server is registered with the licensing infrastructure.

If the BlackBerry Licensing Service is not running, you cannot use server licenses to activate or reactivate devices (you can still use SIM licenses). You can continue to manage activated devices.

You can switch to a new licensing server at any time. You might want to switch the licensing server for the following reasons:

- The current licensing server is not available and you cannot restore it (for example, in a disaster recovery scenario).

- You plan to replace the hardware for the current licensing server.

When you switch to a new licensing server, you release your organization's server licenses and you make the BlackBerry Licensing Service on a different computer the active instance. You then register the computer with the active instance as the new licensing server. You can register only one licensing server for a domain.

Prerequisites: Switch to a new licensing server

- Verify that the BlackBerry Licensing Service is running on the current licensing server. If the licensing server is not available, you can still complete the switch.

- Visit www.blackberry.com/go/kbhelp to read KB34147. Follow the instructions for actions to perform outside of BlackBerry Management Studio. If you have not activated any licenses, this action is not necessary.

- Verify that at least two instances of the BlackBerry Licensing Service are installed in the domain.

- On the server that you want to switch to, in the Windows Services, start the BES10 - BlackBerry Licensing Service. Change the startup type to Automatic.

- Log in to the BlackBerry Account Center and release any server licenses stored by the BlackBerry Licensing Service. You can also contact BlackBerry support to release the server licenses. If you have not activated any licenses, this step is not necessary.

Switch to a new licensing server

1. In BlackBerry Management Studio, on the menu bar, click **Licenses**.

2. If necessary, in the **Domain** drop-down list, click a domain.

3. If you released licenses, perform the following actions:

    a. On the **Licensing settings** tab, click **Poll now**.

    b. Click the **Licensing summary** tab and verify that the licenses are removed.

4. On the **Licensing settings** tab, click **Switch server**.

5. In the **New server** drop-down list, click the server that you want to switch to.

6. Click **Test connection** to verify that the BlackBerry Licensing Service on the new server is running.

7. If the connection was successful, click **Switch server**.

8. In the **Switch server** window, click **Yes**.

9. On the **Licensing settings** tab, verify that the **Server address** field displays the FQDN of the new server and the **Server status** field displays **Connected**.

After you finish:

• Activate server licenses to assign them to the new licensing server.

• On the server that you switched from, in the Windows Services, stop the BES10 - BlackBerry Licensing Service. Change the startup type to Disabled.

Troubleshooting   10

If you are unable to resolve an issue after troubleshooting, on the licensing server, check for error messages in the BAS-AS log files (*<drive>*:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Service 10\Logs*<date>*).

To see a list of frequently referenced KB articles, visit the BlackBerry Enterprise Service 10 Licensing support site.

Server issues

Licensing server is not available

In BlackBerry Management Studio, if the Licenses tab on the menu bar is unavailable, this tooltip appears when you hover the pointer over Licenses.

Possible solution

Perform the following actions:

- In the Windows Services, verify that the BlackBerry Administration Service services are running for at least one BlackBerry Administration Service instance in the BlackBerry Enterprise Service 10 domain.

- Verify that you have an administrator account for the BlackBerry Device Service and the Universal Device Service.

- Verify that you can log in to the BlackBerry Device Service console.

- Log in to BlackBerry Management Studio using a normalized account or a BlackBerry Device Service administrator account.

The license activation ID could not be verified with the licensing infrastructure

In BlackBerry Management Studio, this error message appears when you try to activate server licenses using a license activation ID.

Possible cause	Possible solution
The license activation ID is invalid.	Verify the license activation ID that you specified. It must be in the format *xxxxxx-xxxxxx-xxxxxx-xxxxxx-xxxxxx*, where each *x* is a letter or number, and there cannot be any spaces at the end of the ID.
There is no connection to the licensing infrastructure.	On the external firewall, verify that port number 443 is open and the firewall rules permit an outgoing connection to license.blackberry.com. If the licensing server does not have access to the Internet, you can turn off the licensing infrastructure connection and use the file-based activation method to activate server licenses.
The BlackBerry Licensing Service on the licensing server is not running.	In BlackBerry Management Studio, on the Licensing settings tab, check the server status and click Test connection to server. If the server status displays "Not connected," log in to the licensing server and restart the BES10 - BlackBerry Licensing Service in the Windows Services.
The license activation ID is linked to the licensing server for another BlackBerry Enterprise Service 10 domain.	In the BlackBerry Account Center, verify your organization's license activation IDs and the host IDs that they are linked to. If necessary, release server licenses. To release server licenses assigned to a domain, the BlackBerry Licensing Service must be running on the licensing server.
You did not release the server licenses stored by the BlackBerry Licensing Service on the active server before you switched to a new server for the domain.	In the BlackBerry Account Center, verify your organization's license activation IDs and the host IDs that they are linked to. If necessary, contact BlackBerry support to release server licenses.

The license response file could not be uploaded

In BlackBerry Management Studio, this error message appears when you try to activate licenses using file-based activation.

Possible cause

The MAC address in the license response file that you selected does not match the MAC address of the licensing server.

Possible solution

Perform one of the following actions:

- If you have more than one license response file, select the .bin file that contains the MAC address of the licensing server. To verify the MAC address of the licensing server (host ID), select the host ID activation method.

- To generate a new license challenge file and obtain a new license response file, repeat the steps for file-based activation.

Activation issues

You or a user cannot activate a device

Possible cause	Possible solution
The BlackBerry Enterprise Service 10 services are not running.	In the Windows Services, verify that all BlackBerry Enterprise Service 10 services are running, including the BES10 - BlackBerry Licensing Service on the licensing server. The BlackBerry Licensing Service does not need to be running if you or a user wants to activate a device using a SIM license.
Server licenses are not available.	In BlackBerry Management Studio, perform the following actions: • Verify that server licenses are available to support the device and features that you want to activate. • If necessary, activate server licenses.

Provide feedback

To provide feedback on this content, visit www.blackberry.com/docsfeedback.

Glossary

CAL	Client Access License
EMM	Enterprise Mobility Management
FQDN	fully qualified domain name
HTTPS	Hypertext Transfer Protocol over Secure Sockets Layer
MAC	Media Access Control
MDM	mobile device management
regulated-level EMM data plan	A regulated-level EMM data plan is a specialized data plan that is purchased from a service provider. This data plan allows you to activate a BlackBerry 10 device with any of the available activation types.
SIM	Subscriber Identity Module

Legal notice

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