

SecuSUITE for Enterprise Administration Guide

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What is SecuSUITE for Enterprise?

SecuSUITE for Enterprise is a solution that provides secure voice communication and text messaging. SecuSUITE for Enterprise provides end-to-end encryption for phone calls between SecuSUITE users to protect them against electronic eavesdropping. To use SecuSUITE in an organization, users install the SecuSUITE app on their devices, and administrators use the administration portal to manage the user accounts in the organization.

Introduction

This guide describes how to register your organization's SecuSUITE for Enterprise license, create your administrator account, and create and manage SecuSUITE for Enterprise user accounts.

Steps to set up the SecuSUITE for Enterprise administration portal

When you set up the SecuSUITE for Enterprise administration portal, you complete the following actions:

1. Purchase a SecuSUITE for Enterprise license from BlackBerry.
2. Obtain an SRP ID and authentication key from *myAccount*.
3. Register the SRP ID and authentication key in the SecuSUITE administration portal.
4. Create administrator accounts.
5. Create user accounts.

Setting up the SecuSUITE for Enterprise administration portal

Before you can begin to use the SecuSUITE for Enterprise administration portal, you must obtain a SecuSUITE for Enterprise license from the account for your organization. After you buy the license and obtain the SRP ID and authentication key, you receive an email with a link to the administration portal that you can use to create your account.

Register with an SRP ID and authentication key

Before you begin: Obtain a SecuSUITE for Enterprise license and an SRP ID with authentication key.

1. In the email that you received when you obtained the SecuSUITE for Enterprise license, click the link for the SecuSUITE for Enterprise administration portal or visit <https://admin.secusuite.blackberry.com/>.
2. Read the disclaimer. Click **Confirm**.



not logged in.

SecuSUITE Initial Registration

SRP ID

SRP Key

Administrator contact information:

Title

First name

Last name

MSISDN

E-Mail

3. In the **SRP ID** field, enter the SRP ID.
4. In the **SRP Key** field, enter the authentication key you obtained with your SRP ID.

Create the first administrator

You must create an administrator account so that you can log in to the SecuSUITE for Enterprise administration portal for the first time. The first administrator that you create is assigned the Super Admin role and has full permissions in the administration portal. After you log in as a Super Admin, you can create additional administrator accounts to distribute work creating and managing users.

1. In the **Title** drop-down list, select a title.
2. In the **First name** field, enter your first name.
3. In the **Last name** field, enter your last name.
4. In the **MSISDN** field, enter your mobile phone number.
5. In the **E-Mail** field, enter your email address. An invitation email with a temporary password is sent to this address.
6. Click **Register**.
7. A message confirming that an invitation email was sent is displayed. Click **OK**. The login page for the administration portal opens.

Register an administrator in the administration portal

After you create the first administrator account, you receive an email that contains a link to the SecuSUITE for Enterprise administration portal and a temporary password that is used to register the administrator.

1. Click the link in the email to open the SecuSUITE for Enterprise administration portal.

The screenshot shows the login page of the SecuSUITE for Enterprise administration portal. The page features a dark header with the BlackBerry logo on the left, the text '» Welcome to SecuSUITE Customer Interface' in the center, and the 'secusmart' logo on the right. Below the header, there are language options for 'English' and 'German', and a 'Login' button. The main content area shows 'not logged in.' and a central 'Login' form. The form includes fields for 'Username' and 'Password', a 'login »' button, and a link to the BBSLA and Privacy Policy.

2. In the **Username** field, enter your email address.
3. In the **Password** field, enter the temporary password you received in the email.
4. When you are prompted, create a new password.
The password must be at least eight characters, and it must contain at least one uppercase letter, lowercase letter, special character, and number.
5. Click the check box to acknowledge the disclaimer.
6. Click **Change password**.

When the confirmation message appears, you can click one of the open tabs.

Using the administration portal


The first administrator account that you create is a Super Admin and has full permissions in the SecuSUITE for Enterprise administration portal. You can use the first administrator account to create other administrators. After you create the first administrator account, you can use the administration portal to manage SecuSUITE. You can use the following tabs to manage SecuSUITE for your organization:

- Dashboard: View a graphical overview of your account's statistics
- User: Create and manage user accounts
- Configuration:
 - Create additional administrators and provide credentials
 - Define settings for user invitations
 - Import and export users
 - Change your password
 - Audit administrator activities
- Logout: End your session
- ?: Information tab

Creating administrator accounts

Super Admins can create administrator accounts in the SecuSUITE for Enterprise administration portal and assign permissions that control the actions that they can perform.

Create an administrator account

1. In the SecuSUITE for Enterprise administration portal, click the **Configuration** tab.
2. Click **Manage admins**.
3. Click .
4. In the **title** drop-down list, select a title.
5. In the **e-mail** field, enter the administrator's email address. An invitation email with a temporary password is sent to this address.
6. In the **first name** field, enter the administrator's first name.
7. In the **last name** field, enter the administrator's last name.
8. In the **MSISDN** field, enter the administrator's mobile phone number.

9. In the **Invitation timeout** field, specify when the invitation expires.

10. Click **Create admin**.

The administrator account is created and an invitation email is sent to the new administrator.

After you finish: Change permissions for administrator accounts.

Change permissions for administrator accounts


The first administrator account that is created in the SecuSUITE for Enterprise administration portal is automatically a Super Admin and has permissions to add and edit other administrator accounts. Every new administrator is immediately assigned to the Admin role and has permissions to manage users and change user related settings. A Super Admin can change the permissions of administrator accounts to Super Admin or Admin.

Before you begin: You must be a Super Admin to create administrator accounts.


1. On the **Configuration** tab, click **Admin Groups & Rights**.
2. In the left pane, click the group you want to assign the administrator to. The **Assign admin to group** pane opens on the right and displays an overview of the permissions and a list of all administrators. Administrators that have a green background are already assigned to the Admin group.
3. Click the administrator that you want to assign to the Admin group. The background changes from red to green. The administrator has been added to the group.

Edit an administrator account

Before you begin: You must be a Super Admin to edit administrator accounts.

1. Click the **Configuration** tab.
2. Click **Manage admins**.
3. Click  beside the administrator that you want to edit.
4. Make any necessary changes.
5. Click **Update admin**.

Change the password for an administrator account

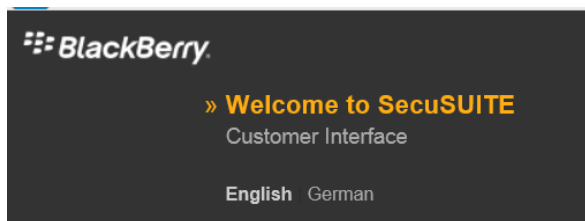
1. Click the **Configuration** tab.
2. Click **Manage admins**.
3. Click  beside the administrator that you want to edit.
4. Click **Reset password**.

A message is displayed to confirm that the password was changed and an email was sent to the administrator.

Change the language in the administration portal

The SecuSUITE for Enterprise administration portal is available in two languages: German and English.

1. In the upper-left corner of the administration portal, click the language that you want to use.



Note: The language that you use in the administration portal does not affect the language that is used in automated messages that are sent to users. You can change the language that is used in automated messages in the Configuration tab under General settings.

Change your password

1. Click the **Configuration** tab.
2. In the **Change password** dialog box, type your current password.
3. Type the new password.
The password must be at least eight characters, and it must contain at least one uppercase letter, lowercase letter, special character, and number.
4. Confirm the new password.
5. Click **Change password**.

Managing user accounts

Before a device user can use the SecuSUITE for Enterprise app, you must create a user account for them in the SecuSUITE for Enterprise administration portal. You can create users manually, or you can import users in a .csv file.



After you create users, you can invite them to use SecuSUITE for Enterprise. The user will receive an email with links to download the app and instructions to install and activate the app on their device. For more information about setting up and using the app, see the *SecuSUITE for Enterprise App User Guide*.

Note: An administrator must push the SecuSUITE app to BlackBerry 10 devices. For more information, see “Set up SecuSUITE for Enterprise for BlackBerry 10 device users.”

You can perform the following actions on user accounts in the administration portal:

- Create
- Invite or re-invite
- Edit
- Deactivate
- Delete
- Export or import

Create a user account

1. Click the **User** tab.
2. Click  to add a SecuSUITE user account.
3. Enter the first name, last name, email address, and the mobile phone number for the device that the user wants to install the SecuSUITE for Enterprise app on.
4. Click **Submit changes**.
5. The new account is shown in the **Manage Users** pane. If a flashing  appears beside the user’s status, click **Refresh table** to verify that the account is saved.

Note: By default, the **send invitation** check box is selected so that an invitation email is sent to the user automatically when you click **Submit changes**. If you clear this check box, you must send the invitation email to the user manually after you click **Submit changes**.

Invite a user

When you invite users, their status changes to “invited.” The user receives an email that contains the information they need to download, install, and register the app. When the

user registers the app, their status is displayed as active. By default, the invitation expires after seven days. If an invitation expires, you can resend it as many times as necessary. You can change the validation time to suit your needs. For more information, see “Change the validation time.”

Change the validation time

By default, invitations expire after seven days. You can change the validation time to suit your needs.


1. Click **Configuration > General settings > invitation timeout**.
2. Edit the settings as required.

Edit a user account

You can edit the information for a user at any time. A user’s identity is bound to an internally managed ID that persists as long as the account is not deleted.


If you change the email address, the user receives a new invitation. This ensures that only users with correctly registered mobile devices use SecuSUITE for Enterprise.

Phone numbers cannot be changed.

1. Click the **User** tab.
2. Click  beside the name of the user that you want to edit.


Deactivate a user

When you deactivate a user, you remove SecuSUITE for Enterprise services. This has immediate effect.

1. Click the **User** tab.
2. Click  beside the user that you want to deactivate.

After you finish: You can delete the user. To reactivate the user, you must send a new invitation.


Delete a user account

To delete a user account, click  beside the user. This icon only appears if the user is not active. You must deactivate a user before you delete them.

Important: When you delete a user account, it is removed from the SecuSUITE for Enterprise server. To add the user again, you must create a new user account.

Re-invite a user

When you re-invite a user, the user receives an email with the information to download the app and a new activation code. You can re-invite users in the following cases:

- The invitation has expired.
 - The user removes and reinstalls the SecuSUITE for Enterprise app.
 - The user was deactivated.
1. Click the **User** tab.
 2. Click  beside the name of the user that you want to re-invite.

Export user accounts

You can export a list of user accounts to a .csv file. You can use the .csv file to edit user accounts on a large scale.

Note: You cannot change phone numbers in the .csv file.

1. Click the **Configuration** tab.
2. Click **Export users**.
3. Click **Start export now**.
4. Open or save the file.

Note: The best application to open the file is Windows WordPad.

Import user accounts

To edit changes on a large scale, you can also import user accounts after you change data in a .csv file. If you create a custom .csv file, you should use an exported file as a template to prevent errors when you import the custom file. Columns must be separated by commas and use the same headers.

Note: You cannot change phone numbers in the .csv file.

1. Click the **Configuration** tab.
2. Click **Import users**.
3. Select **Allow updates of existing users**.

4. Click **Browse** and select the file.
5. Click **Upload file**. A message appears to confirm that the import was successful and displays the number of user accounts that were changed.





Using bulk actions

You can select multiple users to perform bulk management actions. To perform bulk actions, you search for users, select the check box beside each user, and click one of the icons in the bulk action menu in the administration portal. For example, to send invitation email messages to a number of users that were added to the administration portal, you can search for users with the status “new,” select them, and click the send invitation icon in the bulk action menu.

When you select the first user, the bulk actions menu appears in the lower-left corner of the administration portal. Because you can select users only on the current page in the administration portal, you should make sure that you have selected a high enough number of records to display on the page (for example, to select 100 users, the administration portal must display at least 100 records on the page).

When you select and confirm the action to run on the selected users, the action is applied to all users that support the action. Users that are skipped are displayed in an error message. For example, if you select multiple users and run a bulk action to delete them, only users that have been deactivated are deleted. Any active users are skipped and displayed in an error message.

Overview of icons for user administration

	Send invitation re-invite	Send an email that contains the information that users need to register on the SecuSUITE for Enterprise server. By default, the invitation expires after one day. You can change the invitation timeout. You can resend the invitation as often as you need.
	Edit account	Edit user account information.
	Deactivate user immediately	Deactivate a user to remove SecuSUITE services. To reactivate the user, re-invite them. You can delete users after they are deactivated.
	Delete user	Delete a user account. You cannot delete an active user. You can delete only new user accounts that are not active yet and user accounts that are deactivated.

Overview of user statuses

Status	Description	Possible actions
new	The user is created, but an invitation hasn't been sent.	Invite, delete, edit account
invited	The user received an invitation email with a link to download the app and the activation code.	Re-invite user, edit account, delete
active	The user has accepted the invitation, downloaded and installed the SecuSUITE for Enterprise app, and registered on the SecuSUITE for Enterprise server.	Re-invite user, edit account, deactivate
deactivated	SecuSUITE services were removed.	Re-invite user, edit account, delete
invitation expired	The invitation that was sent to the user has expired.	Re-invite, delete

Additional administration tasks

Set up SecuSUITE for Enterprise for BlackBerry 10 device users

To set up SecuSUITE for Enterprise for BlackBerry 10 device users, you must add the SecuSUITE for Enterprise app for BlackBerry 10 .bar file to BES12 as an internal app so that it is pushed to the devices. Users can install the app in the work space using BlackBerry World for Work.

You can download the .bar file from

<https://swdownloads.blackberry.com/Downloads/entry.do?code=37CFFF3C04F95B22BCF166DF586CD7A9>

Check and adjust your work Wi-Fi network

Some organizations' Wi-Fi settings can interfere with SecuSUITE for Enterprise. If SecuSUITE users report problems making secure calls using your work Wi-Fi network, please adjust the settings.

The enterprise firewall must allow the SecuSUITE for Enterprise apps that are connected to the Wi-Fi network to create outbound connections to the following IP ranges:

- 68.171.224.228 to 68.171.224.239
- 68.171.224.70 to 68.171.224.795
- 178.239.81.144 to 178.239.81.191

Please also adjust the following services:

- TCP over port 5061
- UDP over port range 35000 to 65000

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