



# VZ Navigator BlackBerry Enterprise Server Application Deployment and Required Settings Guide

**Reference: Blackberry Enterprise Server 5 & 4.1.6**

Policy Reference: BlackBerry Enterprise Server Administration Guide  
**Version: 5.0 | Service Pack: 2**  
**Policy Reference Guide (Version 25)**  
Doc ID : KB03748

**Published: 6/21/2010**

**Version 5.0**

**Prepared For: BES Administrators**

**Prepared By: Faisal Rahman**

---

Verizon Wireless

TeleCommunication Systems Inc. (TCS)

*Disclaimer: the information contained in this document is proprietary and confidential and is intended only for the persons to whom it is transmitted by TeleCommunication Systems, Inc.. Any reproduction of this document, in whole or in part, or the divulgence of any of its contents, without prior written consent of TeleCommunication Systems, is prohibited. Receipt or possession of this document does not convey any rights to disclose its contents, in whole or in part, to any third party, or to develop, manufacture, use, or sell anything described herein.*

## VZ Navigator Blackberry Enterprise Server Deployment

This document provides information about how to distribute and install VZ Navigator on BlackBerry® devices and BlackBerry-enabled devices.

The document describes the following methods for deploying applications:

- BlackBerry Desktop Software (BlackBerry device connected to a user's computer)
- Web browser (wireless download)
- Application Control policies (wireless push)

Process to Host and deploy VZ Navigator on Blackberry Enterprise Server Versions 5.0/BESX

Section 1 – Specify a shared network folder for VZ Navigator

- Create and share an application folder
- Add the Share Folder to the BAS

Section 2 - Add VZ Navigator to the application repository

Section 3 - Create custom application control policies for a BlackBerry Java Application

- Required Application Control Policy Name
- Optional Application Control Policy Name

Section 4 - Creating Software Configurations

- Add VZ Navigator to a software configuration

Section 5 - Deploying VZ Navigator

- Assigning VZ Navigator to a software configuration then to multiple user accounts
- Web browser or BlackBerry Browser Wireless Method

Section 6 – Network Preference

Section 7 – Assign Proper Permissions to VZ Navigator

Section 8 – BES 4.1.6 Deployment **(Must Use VZ Navigator V6 ALX BES 4 Package)**

Section 9 – Troubleshooting

Supported Devices:

RIM BlackBerry 8530(Curve)

RIM BlackBerry 9530(Storm)

RIM BlackBerry 9550(Storm 2)

RIM BlackBerry 9630(Tour)

RIM BlackBerry 9650 (Bold)

Download VZ Navigator ALX Package: [http://download.vzwshop.com/vzw/VZNavigator\\_ALX\\_Package.zip](http://download.vzwshop.com/vzw/VZNavigator_ALX_Package.zip)

**At anytime if you need assistance with the installing the device software or any aspects of the deployment contact your RIM support specialist.**

## Section 1 - Specify a shared network folder for VZ Navigator

You must specify a shared network folder for VZ Navigator using the BlackBerry Administration Service before you add VZ Navigator to the application repository. The BlackBerry Administration Service must access the shared network folder to install VZ Navigator on BlackBerry devices. Do not add application files to the shared network folder or make changes to the files that the BlackBerry Administration Service stores in the shared network folder.

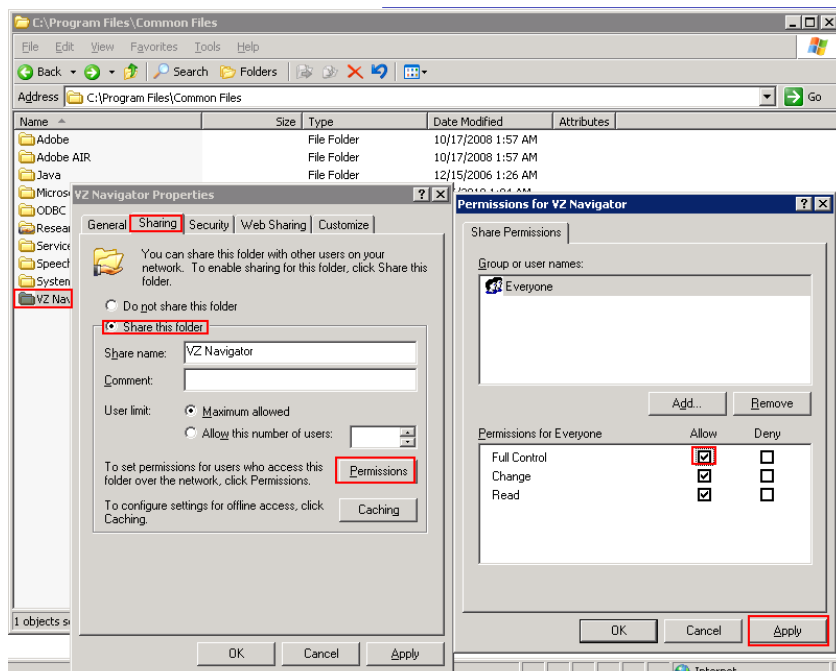
Before you begin: Create a shared network folder on the network that hosts the BlackBerry® Enterprise Server. This shared network folder must not be the same network share location that is used for BlackBerry® Device Software, and it must not be located in **<drive>:\Program Files\Common Files\Research In Motion**.

The administration accounts that you use for the BlackBerry Administration Service must have write permissions for the shared network folder. The administration accounts that run the BlackBerry Administration Service Application Server service must have write permissions for the shared network folder. BlackBerry devices and the computers that host the BlackBerry Enterprise Server instances must have access to the shared network folder.

### Create and share an application folder

1. From the BlackBerry Enterprise Server, go to **<drive>:\Program Files\Common Files\**
2. Create a Folder (Example: VZ Navigator) Right-click the **VZ Navigator** folder and select **Properties**.
3. Select the **Sharing** tab.
4. Select the **Share this folder** option.
5. Click **Permissions**.
6. Clear all the selections except **Allow for Full Control**, and then close the Permissions window. Select **Apply**.

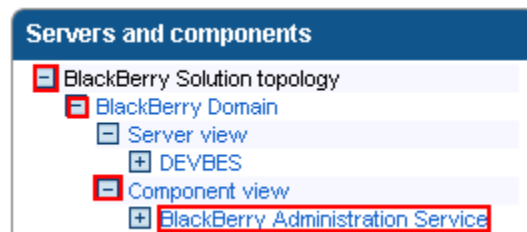
Steps 1-6



## Add the Share Folder to the BAS

1. In the BlackBerry Administration Service, on the Servers and components menu, expand **BlackBerry Solution topology > BlackBerry Domain > Component view**.
2. Click **BlackBerry Administration Service**.
3. Click **Edit component**.
4. In the BAS software management section, in the BlackBerry Administration Service application shared network drive field, type the path of the shared network folder using the following format: \<BlackBerry\_Administration\_Service\_computer\_name>\<shared\_folder>. The shared network path must be typed in UNC format (for example, \\ComputerName\Applications\Testing).
5. Click **Save all**.
6. Then 'The component information has been saved.' should appear.

### Step 1 & 2



### Step 3



### Step 4 & 5

Software management	
BlackBerry Administration Service application shared network drive:	<input type="text" value="\\devbes\WZ Navigator"/>
BlackBerry Device Software deployment managed by BlackBerry Administration Service:	<input type="button" value="Yes"/>

### Step 6

The component information has been updated.

## Section 2 – Add VZ Navigator to the application repository

To send a VZ Navigator to BlackBerry devices, you must first add the VZ Navigator bundle to the application repository. To send an updated version of a VZ Navigator to BlackBerry devices, you must first add the updated bundle to the application repository.

Steps:

1. In the **BlackBerry Administration Service**, on the **BlackBerry solution management** menu, expand **Software > Applications**.
2. Click **Add or update applications**.
3. In the Application location section, click **Browse**. Navigate to the **VZ Navigator** bundle that you want to add to, or update in, the application repository. Select **Open**.
4. Click **Next**.
5. Select **Publish**.
5. Application should show as **Published**.

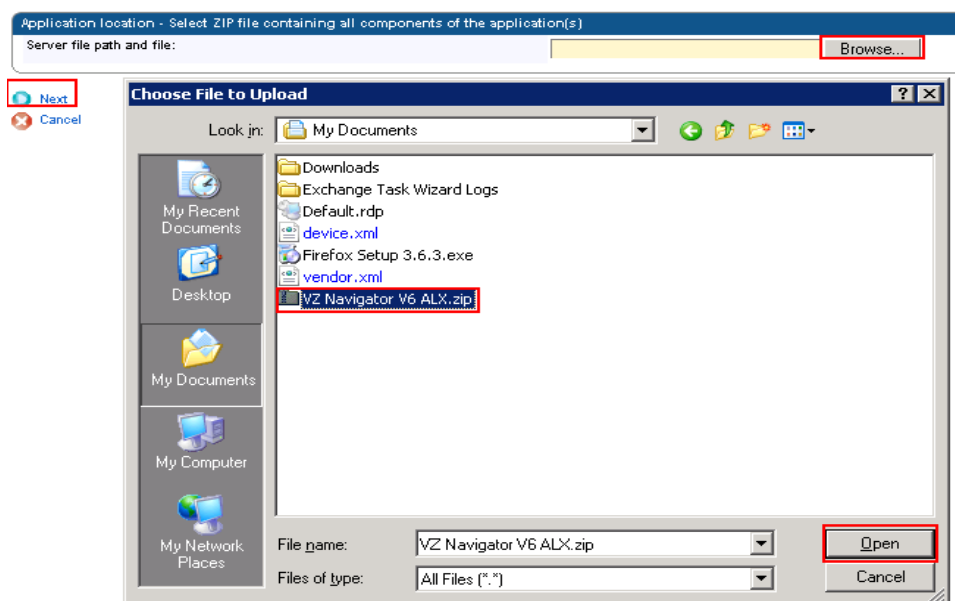
### Step 1 & 2



### Step 3

Add or update applications

You can send BlackBerry® device application bundles to the application repository and send the applications to the BlackBerry devices.



## Step 4

Add or update applications

You can send BlackBerry® device application bundles to the application repository and send the applications to the BlackBerry devices.

Application location - Select ZIP file containing all components of the application(s)

Server file path and file:

## Step 5

Add or update applications

You can send BlackBerry® device application bundles to the application repository and send the applications to the BlackBerry devices.

Application name	Description	Type	Application identifier	Vendor	
\Z Navigator	Navigate the world around you.	Java	\ZNavigator	Networks In Motion	

## Step 6

Add or update applications

You can send BlackBerry® device application bundles to the application repository and send the applications to the BlackBerry devices.

The application(s) and application version(s) have been published.

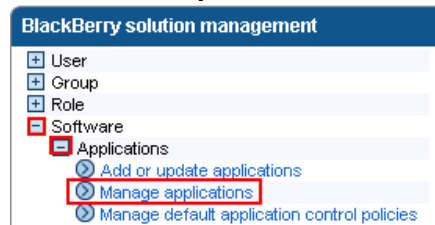
Application name	Description	Type	Application identifier	Keywords	
\Z Navigator	Navigate the world around you.	Java	\ZNavigator		More...

## Section 3 - Create custom application control policies for a BlackBerry Java Application

After you add VZ Navigator to the application repository, you can configure the application to use the standard application control policies, or you can create custom application control policies for the application. If you want a BlackBerry Java Application to use custom application control policies, you must create the custom application control policies before you add the application to a software configuration. When you add the application to a software configuration, you can select which custom application control policy you want to apply to the application. If you add the BlackBerry Java Application to multiple software configurations and you assign different custom access control policies to the BlackBerry Java Application in the different software configurations, you must set the priority for the custom application control policies. This priority determines which custom application control policy the BlackBerry Policy Service applies if you assign multiple software configurations to a user account.

1. In the **BlackBerry Administration Service**, on the BlackBerry solution management menu, expand **Software > Applications**.
2. Click **Manage applications**.
3. Search for **VZ Navigator**.
4. In the search results, click **VZ Navigator**.
5. In the **Application versions** section, click the **version of the application** that you want to create a custom application control policy for. (**6.1.0.32**)
6. Click **Edit application**.
7. On the **Application control policies tab**, in the **Settings** section, select the **Use custom application control policies option**.

### Steps 1 & 2



### Steps 3 & 4

#### Manage applications

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

The screenshot shows the 'Manage applications' search interface. It includes search criteria for application name, keyword, version, author, publication date, and sort order. A search button is highlighted with a red box. Below the search criteria, a table displays the search results for 'VZ Navigator'.

Application name	Description	Type	Application identifier	Keywords	More...
VZ Navigator	Navigate the world around you.	Java	VZNavigator		More...

## Step 5

### Manage applications

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

Application information			
Name:	VZ Navigator	Description:	Navigate the world around you.
Type:	Java	Application identifier:	VZNavigator
Vendor:	Networks In Motion	Keywords:	

Application versions	
6.1.0.32	

## Steps 6 & 7

### Manage applications

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





Application information	Application control policies
-------------------------	------------------------------

Application information			
Name:	VZ Navigator	Description:	Navigate the world around you.
Type:	Java	Application identifier:	VZNavigator
Vendor:	Networks In Motion	Keywords:	

Version information			
Version:	6.1.0.32	Language:	
Author:		Copyright:	Copyright (c) 2010 Networks In Motion
Publisher:	System Administrator	Publishing date:	6/16/10 11:21:21 PM
Keywords:			

Associated software configurations	Description

Module dependencies	Application dependencies
net_rim_cldc	
net_rim_locationapi	
net_rim_os	
net_rim_bbapi_invoke	
net_rim_bbapi_browser	
net_rim_bbapi_phone	
net_rim_pdap	
net_rim_bbapi_menuitem	
net_rim_bb_framework_api	

-  [Edit application](#)
-  [View users with application](#)
-  [Back to search](#)
-  [Back to previous search results](#)

## Required Application Control Policy Name

### Task Steps

Create an application control policy to require users to download VZ Navigator.

- In the **Required application** name field, type a name for the application control policy.
- In the Settings section, configure the settings for the application control policy.
- Click the **Add icon**.
- Repeat steps a to c for each application control policy that you want to create.

Click **Save all**.

Application information    **Application control policies**

**Settings**

Use default application control policies

Use custom application control policies

Priority	Required application control policy name	Description	
	VZ Navigator V6	V6	+ 📎

### Recommended Settings:

Is access to the interprocess communication API allowed: **Allowed**

Are internal network connections allowed: **Allowed**

Are external network connections allowed: **Allowed**

Are local connections allowed: **Allowed**

Is access to the phone API allowed: **Allowed**

Is access to the email API allowed: Allowed (Not Required)

Is access to the PIM API allowed: **Allowed**

Is access to the browser filters API allowed: Allowed (Not Required)

Is access to the event injector API allowed: **Allowed**

Is access to the Serial Port Profile for Bluetooth API allowed: **Allowed**

Is access to the handheld key store allowed: Allowed (Not Required)

Is key store medium security allowed: Allowed (Not Required)

Is access to the GPS API allowed: **Allowed**

Is theme data allowed: Allowed (Not Required)

Is access to the user authenticator API allowed: **Allowed**

Can device settings be modified: **Allowed**

Is access to the file API allowed: **Allowed**

Is access to the module management API allowed: Allowed (Not Required)

Is access to the screen, microphone, and video capturing APIs allowed: **Allowed**

Can the security timer be reset: Allowed (Not Required)

Is access to the WiFi API allowed: **Allowed**

Settings

Is access to the interprocess communication API allowed	Allowed
Are internal network connections allowed	Allowed
Are external network connections allowed	Allowed
Are local connections allowed	Allowed
Is access to the phone API allowed	Allowed
Is access to the email API allowed	Allowed
Is access to the PIM API allowed	Allowed
Is access to the browser filters API allowed	Allowed
Is access to the event injector API allowed	Allowed
Is access to the Serial Port Profile for Bluetooth API allowed	Allowed
Is access to the handheld key store allowed	Allowed
Is key store medium security allowed	Allowed
Is access to the GPS API allowed	Allowed
Is theme data allowed	Allowed
Is access to the user authenticator API allowed	Allowed
Can device settings be modified	Allowed
Is access to the file API allowed	Allowed
Is access to the module management API allowed	Allowed
Is access to the screen, microphone, and video capturing APIs allowed	Allowed
Can the security timer be reset	Allowed
Is access to the WiFi API allowed	Allowed

Is access to the interprocess communication API allowed. If you do not set the [More...](#)

Are internal network connections allowed. If you do not set the value, a [More...](#)

Are external network connections allowed. If you do not set the value, a [More...](#)

Are local connections allowed. If you do not set the value, a default value of [More...](#)

Is access to the phone API allowed. If you do not set the value, a default [More...](#)

Is access to the email API allowed. If you do not set the value, a default [More...](#)

Is access to the PIM API allowed. If you do not set the value, a default value [More...](#)

Is access to the browser filters API allowed. If you do not set the value, a [More...](#)

Is access to the event injector API allowed. If you do not set the value, a [More...](#)

Is access to the Serial Port Profile for Bluetooth API allowed. If you do not [More...](#)

Is access to the handheld key store allowed. If you do not set the value, a [More...](#)

Is key store medium security allowed. If you do not set the value, a default [More...](#)

Is access to the GPS API allowed. If you do not set the value, a default value [More...](#)

Is theme data allowed. If you do not set the value, a default value of [More...](#)

Is access to the user authenticator API allowed. If you do not set the value, a [More...](#)

Can device settings be modified. If you do not set the value, a default value [More...](#)

Is access to the file API allowed. If you do not set the value, a default value [More...](#)

Is access to the module management API allowed. If you do not set the value, a [More...](#)

Is access to the screen, microphone, and video capturing APIs allowed. If you [More...](#)

Can the security timer be reset. If you do not set the value, a default value [More...](#)

Is access to the WiFi API allowed. If you do not set the value, a default value [More...](#)

 Save all

## Optional Application Control Policy Name


Create an application control policy if VZ Navigator is optional for your users.

- In the **Optional application** name field, type a name for the application control policy.
  - In the Settings section, configure the settings for the application control policy.
  - Click the **Add icon**.
  - Repeat steps a to c for each application control policy that you want to create.
- Click Save all.**

Priority	Optional application control policy name	Description
	VZ Nav V6 - Optional	Optional

Settings		
Is access to the interprocess communication API allowed	Allowed	Is access to the interprocess communication API allowed. If you do not set the value, a <a href="#">More...</a>
Are internal network connections allowed	Allowed	Are internal network connections allowed. If you do not set the value, a <a href="#">More...</a>
Are external network connections allowed	Allowed	Are external network connections allowed. If you do not set the value, a <a href="#">More...</a>
Are local connections allowed	Allowed	Are local connections allowed. If you do not set the value, a default value of <a href="#">More...</a>
Is access to the phone API allowed	Prompt user	Is access to the phone API allowed. If you do not set the value, a default <a href="#">More...</a>
Is access to the email API allowed	Allowed	Is access to the email API allowed. If you do not set the value, a default <a href="#">More...</a>
Is access to the PIM API allowed	Allowed	Is access to the PIM API allowed. If you do not set the value, a default value <a href="#">More...</a>
Is access to the browser filters API allowed	Disallowed	Is access to the browser filters API allowed. If you do not set the value, a <a href="#">More...</a>
Is access to the event injector API allowed	Allowed	Is access to the event injector API allowed. If you do not set the value, a <a href="#">More...</a>
Is access to the Serial Port Profile for Bluetooth API allowed	Allowed	Is access to the Serial Port Profile for Bluetooth API allowed. If you do not <a href="#">More...</a>
Is access to the handheld key store allowed	Allowed	Is access to the handheld key store allowed. If you do not set the value, a <a href="#">More...</a>
Is key store medium security allowed	Allowed	Is key store medium security allowed. If you do not set the value, a default <a href="#">More...</a>
Is access to the GPS API allowed	Prompt user	Is access to the GPS API allowed. If you do not set the value, a default value <a href="#">More...</a>
Is theme data allowed	Allowed	Is theme data allowed. If you do not set the value, a default value of <a href="#">More...</a>
Is access to the user authenticator API allowed	Allowed	Is access to the user authenticator API allowed. If you do not set the value, a <a href="#">More...</a>
Can device settings be modified	Allowed	Can device settings be modified. If you do not set the value, a default value <a href="#">More...</a>
Is access to the file API allowed	Allowed	Is access to the file API allowed. If you do not set the value, a default value <a href="#">More...</a>
Is access to the module management API allowed	Allowed	Is access to the module management API allowed. If you do not set the value, a <a href="#">More...</a>
Is access to the screen, microphone, and video capturing APIs allowed	Prompt user	Is access to the screen, microphone, and video capturing APIs allowed. If you <a href="#">More...</a>
Can the security timer be reset	Not permitted	Can the security timer be reset. If you do not set the value, a default value <a href="#">More...</a>
Is access to the VMFi API allowed	Allowed	Is access to the VMFi API allowed. If you do not set the value, a default value <a href="#">More...</a>

 Save all

If VZ Navigator is not permitted create an application for Disallowed Application Control Policy Name.

- In the Disallowed application name field, type a name for the application control policy.
  - Click the **Add icon**.
- If necessary, in each section, click the up and down arrows to set the priority for the application control policies.
  - Click Save all.**

## Section 4 - Creating Software Configurations

You can use software configurations to perform the following actions on BlackBerry® devices:

- Install, upgrade, or remove VZ Navigator.
- Assign access control policies to VZ Navigator to control application permissions and the data that the application can access.
- Specify that VZ Navigator is not permitted.
- Configure the access permissions for VZ Navigator that you do not include in the software configuration
- Install or upgrade VZ Navigator over the wireless network or using the BlackBerry Web Desktop Manager
- Specify standard application settings for VZ Navigator

You can assign a software configuration to a group, multiple user accounts, or a single user account. After you assign a software configuration, you can change the settings in the software configuration to manage VZ Navigator, and standard application settings on BlackBerry devices. You can configure settings in the BlackBerry Administration Service to control how the BlackBerry Administration Service sends VZ Navigator and standard application settings in software configurations to BlackBerry devices.

### Create a software configuration

1. In the **BlackBerry® Administration Service**, on the BlackBerry solution management menu, expand **Software**.
2. Click **Create a software configuration**.
3. In the **Configuration information** section, in the **Name** field, **type a name** for the **software configuration**.
4. In the Disposition for unlisted applications drop-down list, perform one of the following actions:
  - To permit users to **install applications** that are **not included** in the **software configuration** on their BlackBerry devices, click **Optional**.
  - To prevent users from **installing applications** that are **not included** in the software configuration on their BlackBerry devices, click **Disallowed**.
5. In the Application control policy for unlisted applications drop-down list, click the application control policy for unlisted applications that you want to assign to the software configuration.
6. Click Save.

After you finish: Add VZ Navigator to the software configuration.

### Software configurations

[Create a software configuration](#)

#### Create a software configuration

You can use software configurations to manage applications.

Configuration information	
Name:	VZ Navigator V6
Description:	VZ Navigator GPS
Disposition for unlisted applications:	Optional
Application control policy for unlisted applications:	Standard Unlisted Optional

[Save](#)  
[Cancel](#)

[Manage software configurations](#)

## Add VZ Navigator to a software configuration

You must add a BlackBerry® Java® Application to a software configuration and assign the software configuration to user accounts to install the BlackBerry Java Application on BlackBerry devices over the wireless network. To upgrade an application, you must add the new version of the application to the appropriate software configuration. The BlackBerry® Enterprise Server upgrades the application that is on BlackBerry devices to the new version.

1. In the **BlackBerry Administration Service**, on the **BlackBerry solution management menu**, expand **Software**.
2. Click **Manage software configurations**.
3. Click the **software configuration** that you want to add **VZ Navigator** to.
4. Click **Edit software configuration**.
5. On the **Applications** tab, click **Add applications to software configuration**.
6. Search for the **VZ Navigator** to add a software configuration.
7. In the search results, **select VZ Navigator** to add a software configuration.
8. In the Disposition drop-down list for VZ Navigator, perform one of the following actions:
  - To install VZ Navigator automatically on BlackBerry devices, and to prevent users from removing the application, click **Required**.
  - To permit users to install and remove VZ Navigator, click **Optional**.
  - To prevent users from installing a BlackBerry Java Application on BlackBerry devices, click **Disallowed**.
9. In the Application data section, in the Application control policy drop-down list, click an application control policy to apply to VZ Navigator.
10. If necessary, in the Deployment drop-down list, perform one of the following actions:
  - To install VZ Navigator on BlackBerry devices over the wireless network, click **Wireless**.
  - To install VZ Navigator on BlackBerry devices using a USB connection to the user's computer and the BlackBerry® Web Desktop Manager, click **Wired**.
11. Repeat steps 6 to 10 for each BlackBerry Java Application that you want to add to the software configuration.
12. Click **Add to software configuration**.
13. Click **Save all**.

### Step 1



### Step 2

#### Manage software configurations

You can change information about the software configuration; identify applications that you want to make required, available, or unavailable to BlackBerry® devices; delete a software configuration; and more.

Name	Description
VZ Navigator V6	VZ Navigator GPS

### Steps 3 - 4

Configuration information Applications

Configuration information			
Name:	VZ Nav V6	Description:	VZ Navigator GPS
Disposition for unlisted applications:	Optional	Application control policy for unlisted applications	Standard Unlisted Optional

BlackBerry Device Software configuration	
Name:	
Description:	

- Edit software configuration
- Delete software configuration
- View software configuration list

### Step 5

Configuration information Applications

Required application name	Description	Type	Application identifier	Version
None Defined				

Optional application name	Description	Type	Application identifier	Version
None Defined				

Disallowed application name	Description	Type	Application identifier	Version
None Defined				

- Add applications to software configuration
- Save all
- Cancel and return to view

### Step 6-12

Sort criteria

Sort by: Name A to Z Z to A

Showing 1 - 1 of 1

Application name	Description	Type	Version	Disposition	Less...
<input checked="" type="checkbox"/> VZ Navigator	Navigate the world around you.	Java	6.1.0.32	Required	Less...
Application information					
Deployment:	Wireless	Delivery mode:	Push		
Application control policy:	VZ Nav V6				

Showing 1 - 1 of 1

- Add to software configuration
- Back to software configuration view

## Step 13

Configuration information Applications

Required application name	Description	Type	Application identifier	Version
VZ Navigator	Navigate the world around you.	Java	VZNavigator	6.1.0.32

Optional application name	Description	Type	Application identifier	Version
None Defined				

Disallowed application name	Description	Type	Application identifier	Version
None Defined				

- Add applications to software configuration
- Save all
- Cancel and return to view

## Section 5 - Deploying VZ Navigator

### Assigning the VZ Navigator software configuration to multiple user accounts

1. In the **BlackBerry® Administration Service**, on the **BlackBerry solution management** menu, expand **User**.
2. Click **Manage users**.
3. Search for one or more user accounts.
4. At the bottom of the screen, click **Manage multiple users**.
5. Select **one or more user accounts**.
6. In the Add to user configuration list, click **Add software configuration**.
7. In the Available software configurations list, click the software configuration that you want to assign to the user accounts.
8. Click **Add**.
9. Repeat steps 7 and 8 for each software configuration that you want to assign to the user accounts.
10. Click **Save**.

#### Steps 1 -2



#### Step2 3- 5

	Display name	PIN	IT policy	Device model	Last contact date
<input type="checkbox"/>		23	Default		More...
<input checked="" type="checkbox"/>		30	Default	9530	More...
<input type="checkbox"/>		30	Default	9550	More...
<input type="checkbox"/>					More...
<input checked="" type="checkbox"/>		31	Default	9650	More...
<input checked="" type="checkbox"/>		31	Default	8530	More...
<input type="checkbox"/>		30	Default	9530	More...
<input type="checkbox"/>		31	Default		More...
<input checked="" type="checkbox"/>		30	Default	9530	More...

### Step 6

Add to user configuration

- + Add group
- + Add role
- + Add software configuration
- Set IT policy
- + Add Wi-Fi profile
- + Add VPN profile
- + Add VoIP profile
- + Add push rule
- + Add pull rule

### Step 7 & 8

Available software configurations: VZ Navigator V6

Added software configurations:

Buttons: Add, Add all, Remove, Remove all

### Steps 9 -10

Available software configurations:

Added software configurations: VZ Navigator V6

Buttons: Add, Add all, Remove, Remove all

- Save
- Cancel

## Verify VZ Navigator is a 'Resolved Application' and to re-send VZ Navigator:

1. Click on an **Individual User's Display Name**.
2. Select **Software Configuration** in Manager Users>View User (Display Name).
3. Select **View Resolved Application**.
4. VZ Navigator should show as a **Resolved Application**.
5. Select **Resend Application to Device** to Resend VZ Navigator.

### Step 1

Display name	PIN	IT policy	Device model	Last contact date
		Default		More...
		Default	9530	More...
		Default	9550	More...
		Default		More...
		Default	9650	More...
		Default	8530	More...
		Default	9530	More...
		Default		More...
vzwv4	30	Default	9530	More...

## Step 2

User > Manage users > View user (vzwv4)

Manage users

You must search for a user to manage. You can update user information, add or change the groups and roles that a user is assigned to, and delete users.

User Information	Groups	Roles	Wi-Fi profiles	VPN profiles	VoIP profiles	Software tokens	Component information	Access control rules	Software configuration
Policies									

## Step 3

- View resolved applications
- View resolved BlackBerry Device Software bundles
- View resolved application control policy for unlisted applications
- View resolved BlackBerry Device Software application settings
- Edit user
- Back to search
- Back to previous search results

## Steps 4-5

Resolved applications Other configured applications

Required application name	Description	Type	Application identifier	Version
VZ Navigator	Navigate the world around you.	Java	VZNavigator	6.1.0.32

Optional application name	Description	Type	Application identifier	Version
None Defined				

Disallowed application name	Description	Type	Application identifier	Version
None Defined				

- Resend applications to a device
- Back to software configurations
- Back to search
- Back to previous search results

## Web browser or BlackBerry Browser Wireless Method

VZ Navigator can also be downloaded off Verizon's site.

<http://mobile.vzwapp.com> or <http://mobile.vzw.com> or <http://wap.vzw.mcore.com>

Send the user this link to download the application:

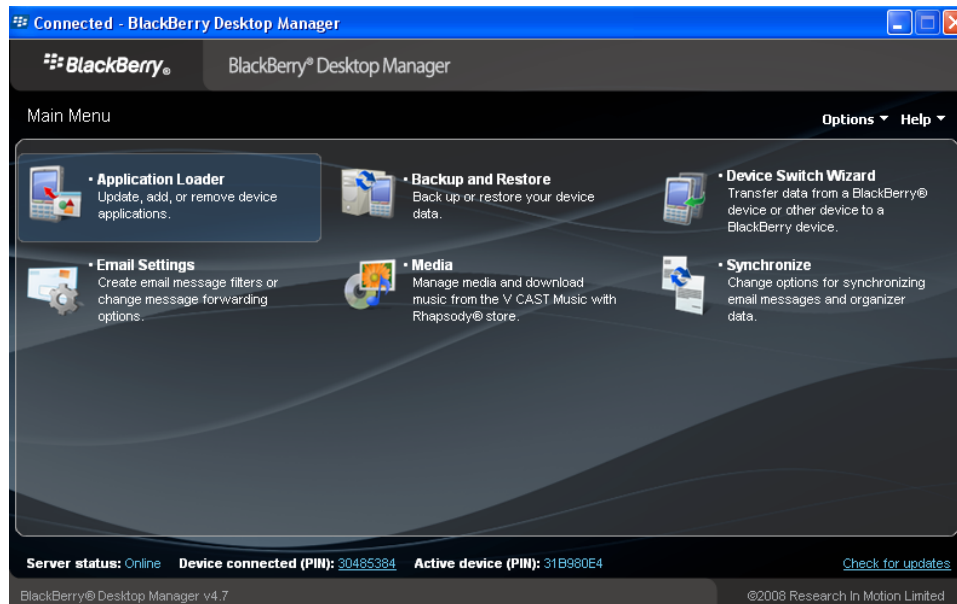
The user can use the Blackberry browser and go to the link

# Wired Deployment

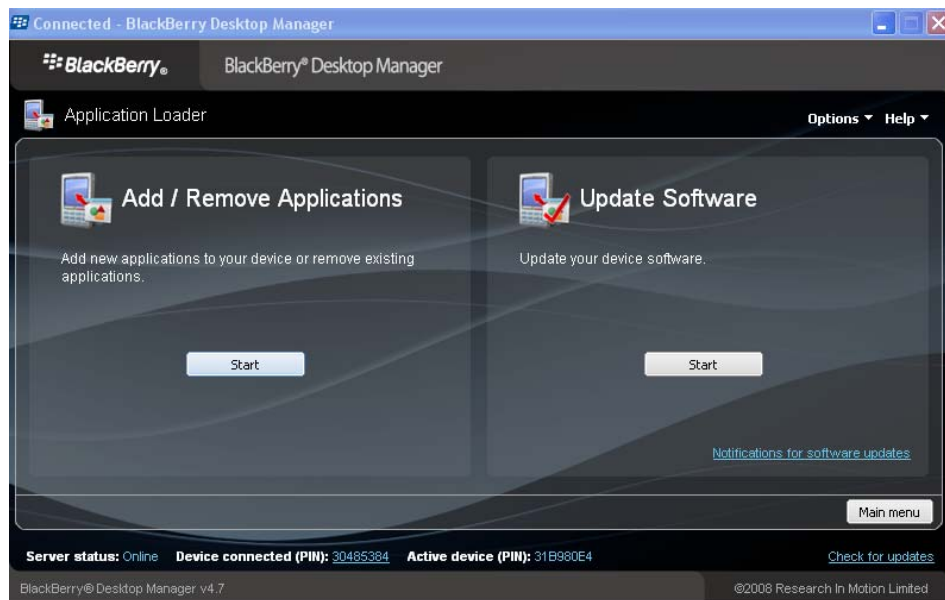
## BlackBerry Desktop Software

This option uses the Application Loader that is installed as part of the BlackBerry Desktop Software. An automated application installer installs the application's .ALX file locally on the user's computer. The user then navigates to the file and installs it on the BlackBerry device. Provide the user with the package and have them install it locally and follow the screens below to load it.

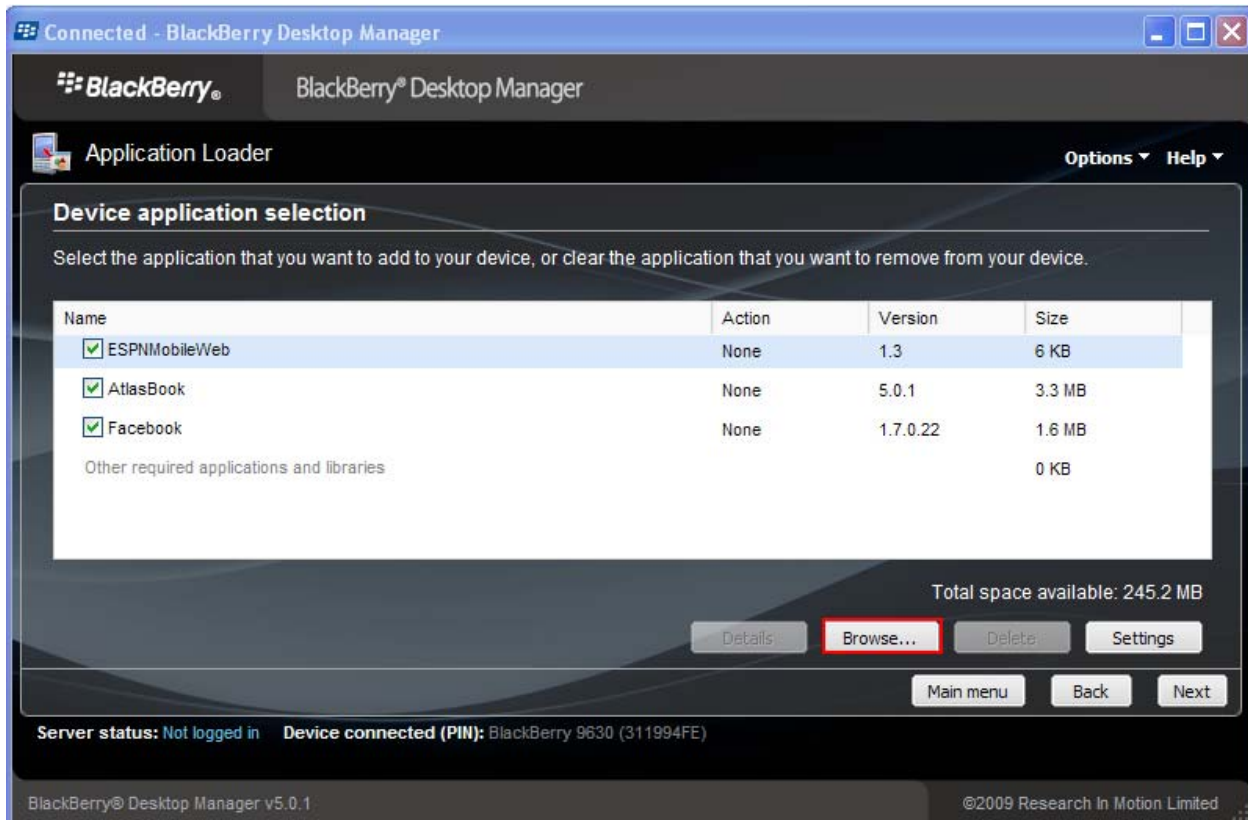
Have the user load Blackberry Desktop Manager. When it is finished loading or if it is already loaded have the user hook up their device to their system through the USB cable provided with the phone and launch BlackBerry Desktop Manager and click on Application Loader.



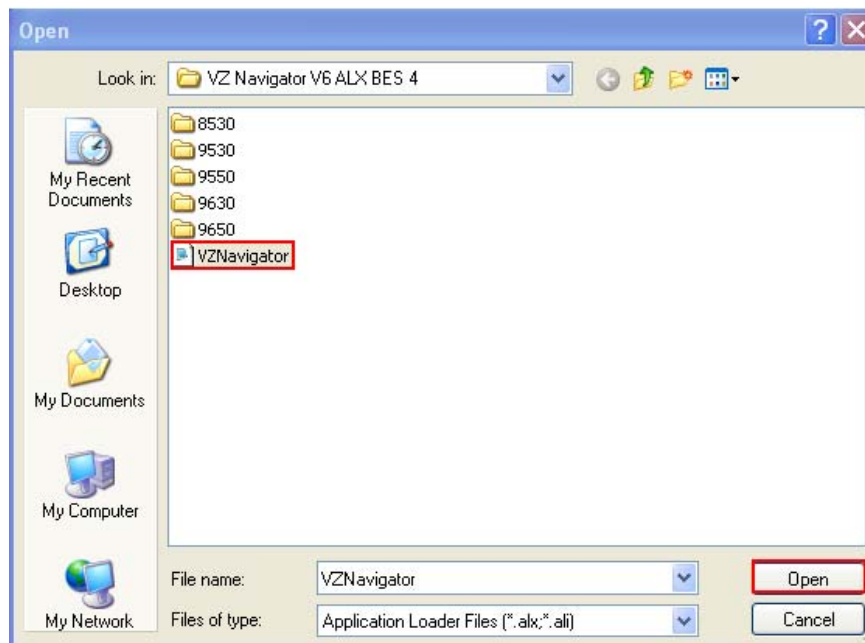
The user should click next on this screen.



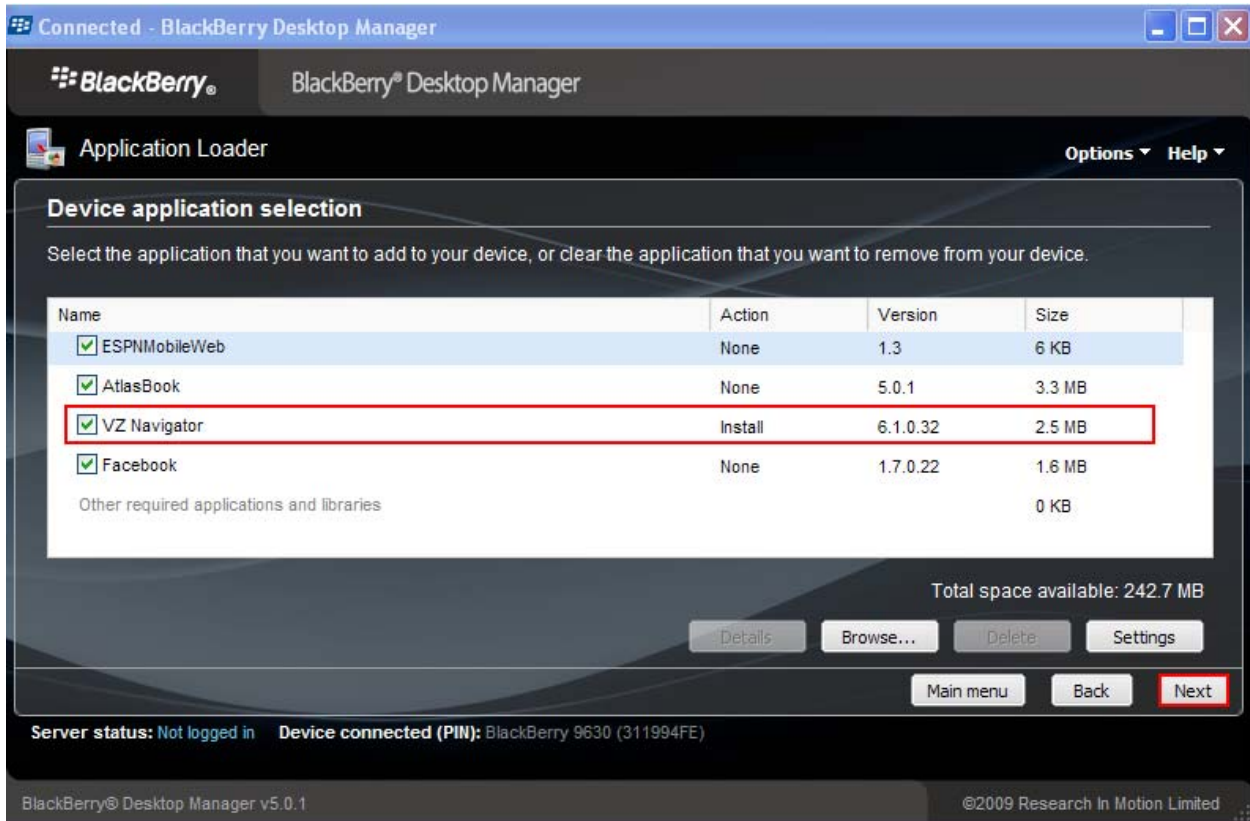
Application Loader will then examine the users' device and show a listing of all application on the devices. Have the user select Browse.



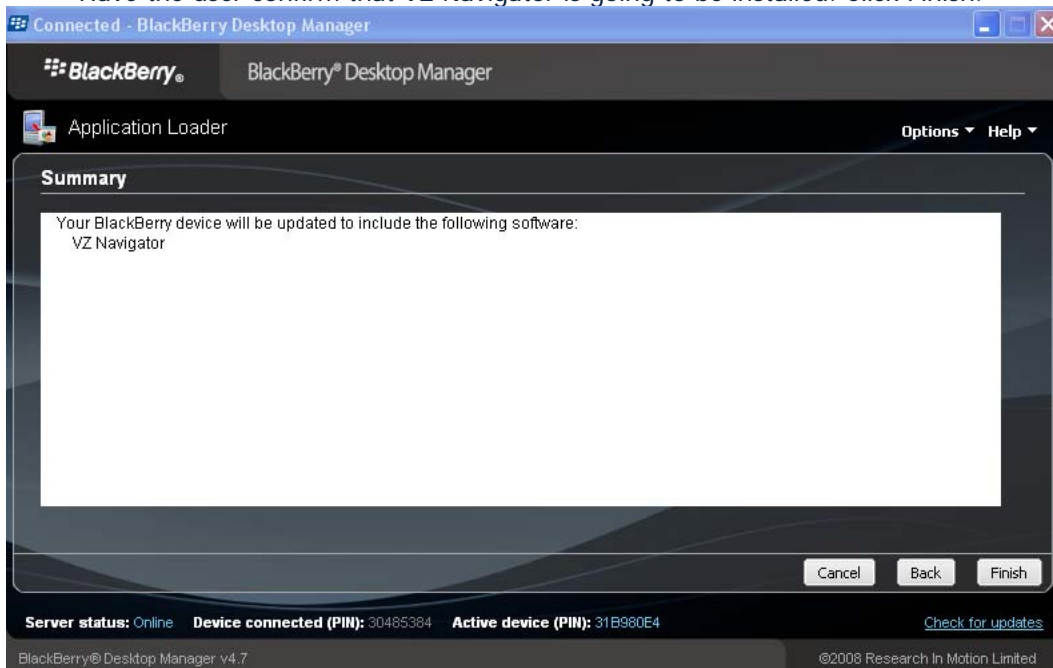
Then locate the **VZ Navigator V6 ALX BES 4** package and select the .ALX file:



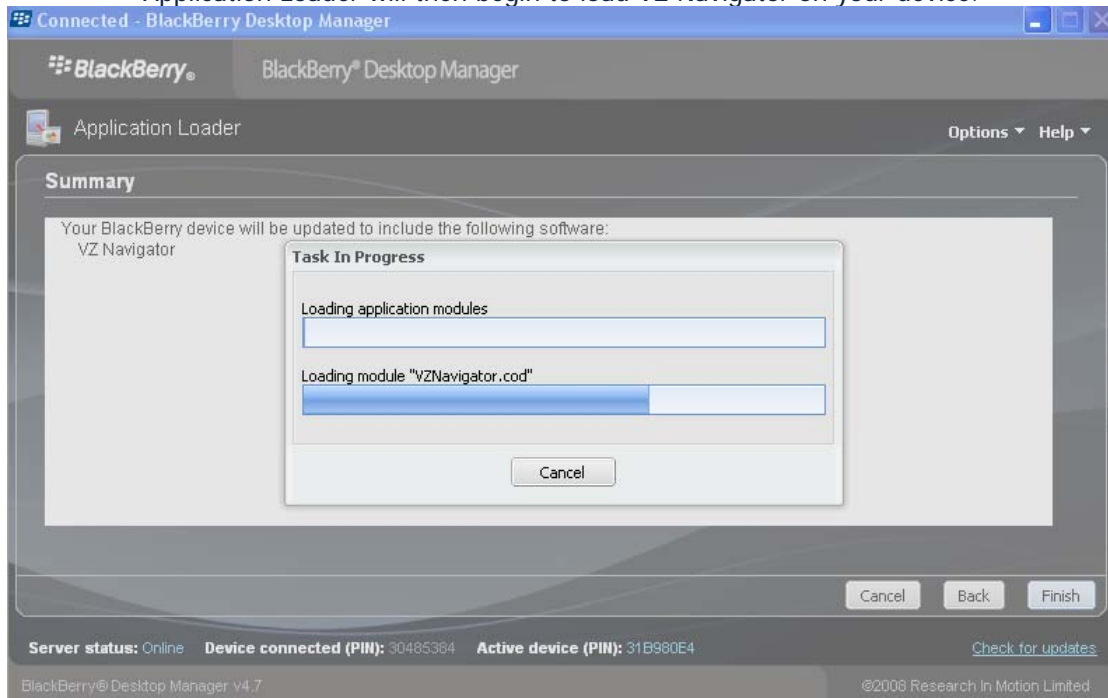
VZ Navigator should then appear on the list of applications and it should say install in the Action field. Proceed by clicking next.



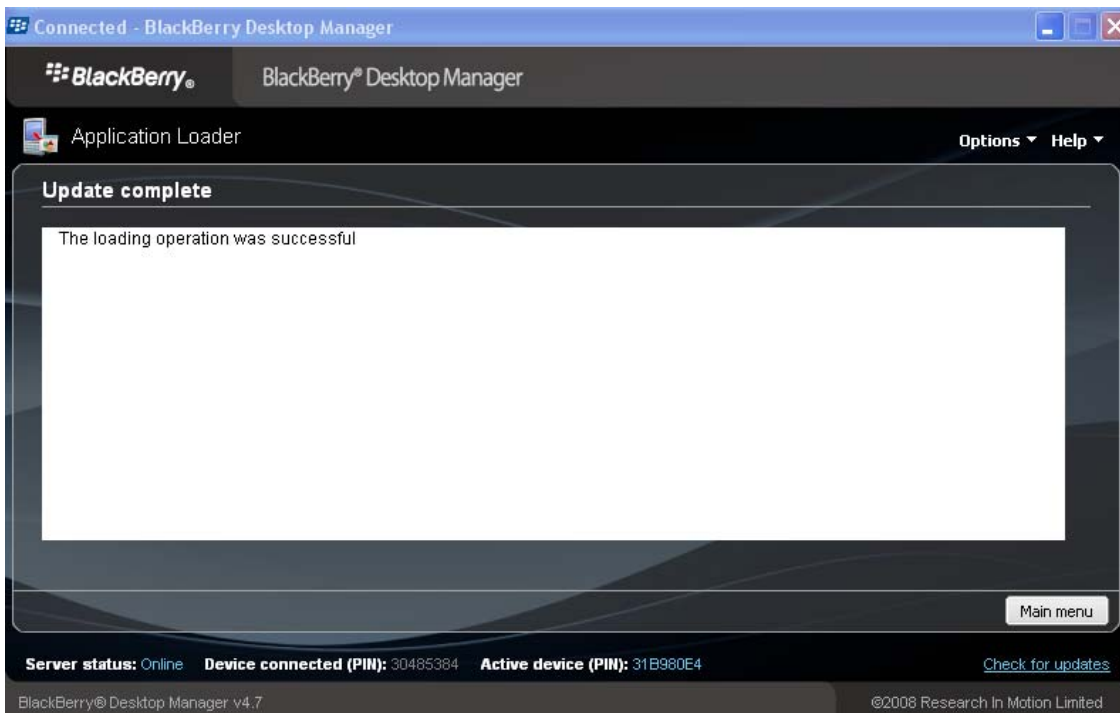
Have the user confirm that VZ Navigator is going to be installed. Click Finish.



Application Loader will then begin to load VZ Navigator on your device.



Click close and the wired deployment should be completed.



When VZ Navigator launches it will request the user to view permissions.

## **Section 6 – Assign Proper Permissions to VZ Navigator**

**Permissions Required for RIM devices for VZ Navigator to function:**

- Connections: Allow
- USB: Allow
- Bluetooth: Allow
- Phone: Allow
- Location (Data) GPS: Allow
- Server Network: Allow
- Internet: Allow
  
- Interactions: Allow
- Cross Application Communication: Allow
- Device Settings: Allow
- Media: Allow
- Browser Filtering: Optional
- Input Simulation: Allow
- Security Timer Reset: Optional
  
- User Data: Allow
- Organizer Data: Allow
- Files: Allow

When set to deny these are the implications:

- Phone (cannot use phone feature to make calls within the application)
- Internet (cannot pull data for maps, navigation, local search, etc..)
- Location (Data)/GPS: (GPS will not work)
- Interprocess Communication (cannot access address book when set to Deny)
- Device Settings Modification
- Media Access (no audio during navigation when set to Deny) – only applies to the 8130
- Module Management
- Keystroke Injection (cannot stop screen from blanking when set to Deny)
- Security Timer Reset (cannot stop password protect mode when set to Deny)
- User Data
- PIM (cannot have access issues with address book when set to Deny)
- Files (cannot save data to the device when set to Deny)

## **Section 7– Network Preference**

Terms: BlackBerry Enterprise Server (BES), Mobile Data Services (MDS).  
Check your IT Policy against this. Any issues please ask Verizon for assistance.  
Blackberry Manager Version 4.1.2.25

IT Policy Rules

Location Based Services:

List of IT Policies that prevent VZ Navigator from working on RIM Devices:

Bluetooth:

    Disable Bluetooth: (will prevent Audible directions from being played over a Bluetooth)

Device-Only Items

    Settings that may conflict:

        Password Required

        Maximum Security Timeout (Timeout may affect Navigation experience)

        Allow SMS (May impact Place Messaging)

Password:

    Set Password Timeout (Will impact application during Navigation)

Security: (When Denied)

    Disallow Third Party Application Downloads (Prevents downloads)

Disallow Patch Download Over Roaming WAN: (Prevents Upgrades over Roaming WAN)

## **Section 8 -VZ Navigator BES 4.1.6**

This document provides information about how to distribute and install VZ Navigator on BlackBerry® devices and BlackBerry-enabled devices.

The document describes the following methods for deploying applications:

- BlackBerry Desktop Software (BlackBerry device connected to a user's computer)
- Web browser (wireless download)
- Application Control policies (wireless push)

5 Step Process to Host and deploy VZ Navigator on Blackberry Enterprise Server Versions 4.0/4.1

Section 1 - Create and share the application folder

Section 2 - Index the third-party application

Section 3 - Create a Software Configuration

Section 4 - Create or Assign an Application Control Policy

Section 5 - Assign the Software Configuration to a BlackBerry Smartphone user/group

Section 6 – Assign Proper Permissions to VZ Navigator

Section 7 – Network Preferences

Section 8 - Troubleshooting

Prerequisites to Deployment:

**Both the BES and Handset must have device software loaded, device.xml updated in order for the deployment to work.**

Firmware/Device Software can be downloaded at <http://vzam.net/blackberry>

<https://www.blackberry.com/Desktop/Download/XML/Device.xml>

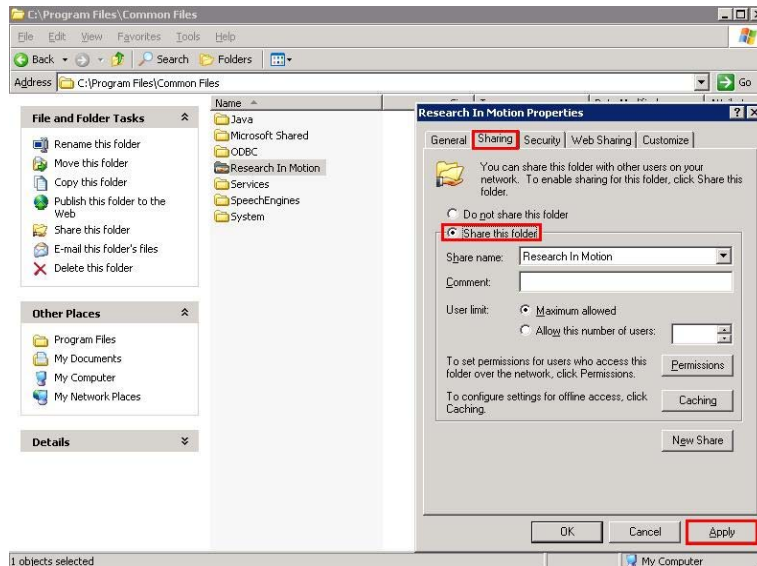
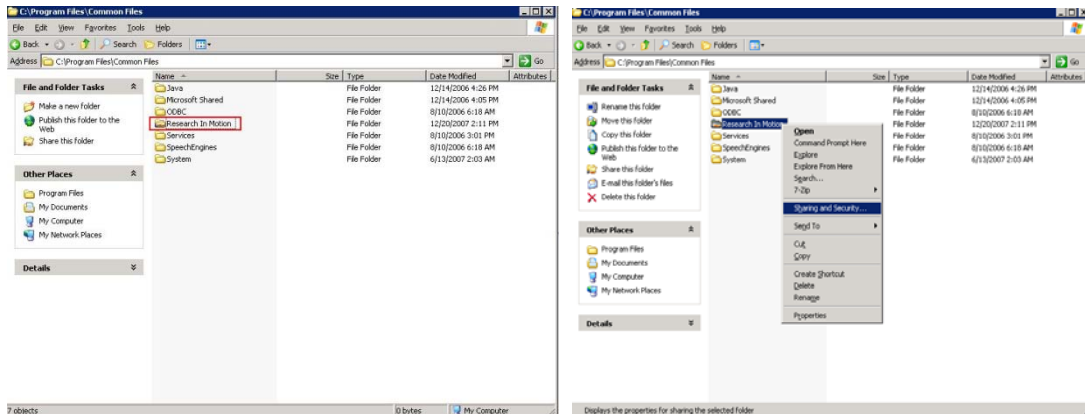
<https://www.blackberry.com/Desktop/Download/XML/Vendor.xml>

Taken from: [KB13589 - How to update the device.xml file](#)

**At anytime if you need assistance with the installing the device software or any aspects of the deployment contact your RIM support specialist.**

## Create and share the application folder

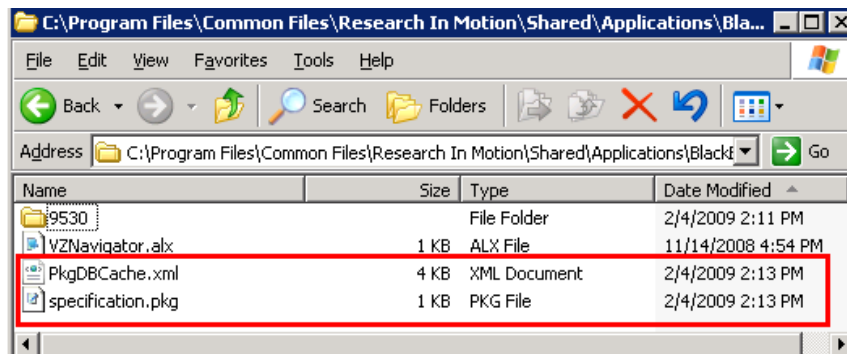
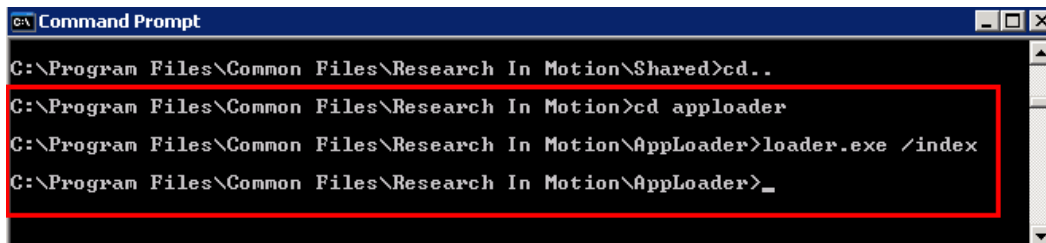
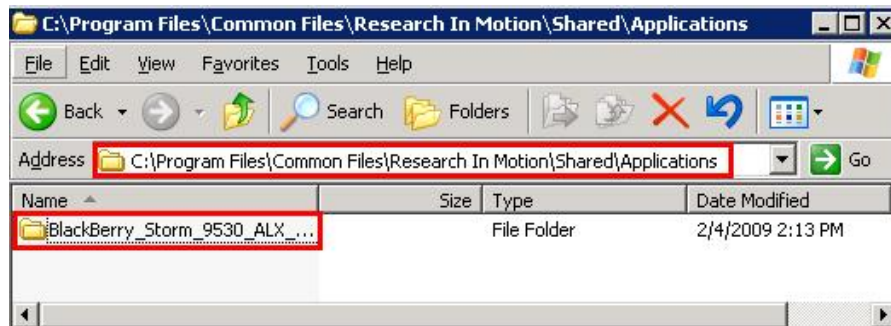
- From the BlackBerry Enterprise Server, go to <drive>:\Program Files\Common Files\Research In Motion.
- Right-click the **Research In Motion** folder and select **Properties**.
- Select the **Sharing** tab.
- Select the **Share this folder** option.
- Click **Permissions**.
- Clear all the selections except **Allow for Read**, and then close the Permissions window.



## Index the third-party application

The Blackberry Manager Security Administrator Authority will host the application within the Blackberry Domain. The administrator completes this action

1. On the host computer, go to C:\Program Files\Common Files\Research In Motion and create a folder called **Shared**.
2. In the Shared folder, create an **Applications** folder.
3. In the Applications folder, create a folder for the third-party application you want to deploy to the BlackBerry smart phone users.
4. Copy the third-party application files (such as ALX and COD files) into the folder you created in the prior step.
5. From a command prompt, go to <drive>:\Program Files\Common Files\Research in Motion\Apploader.
6. Run the command **loader.exe /index**.
7. Go to the Applications\<application name> folder created in step 2 and confirm that the **pkgdbcache.xml** and **specification.pkg** files exist.

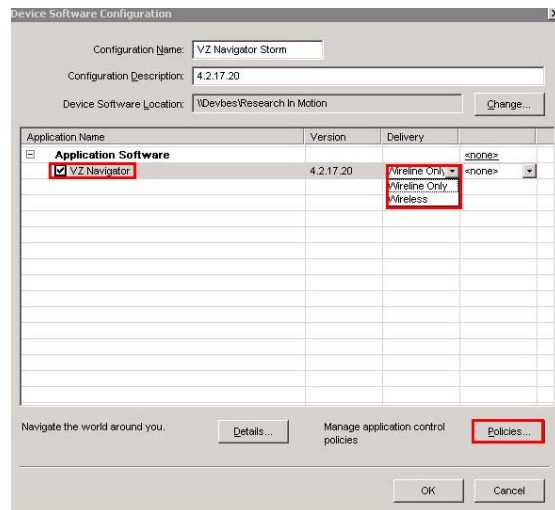
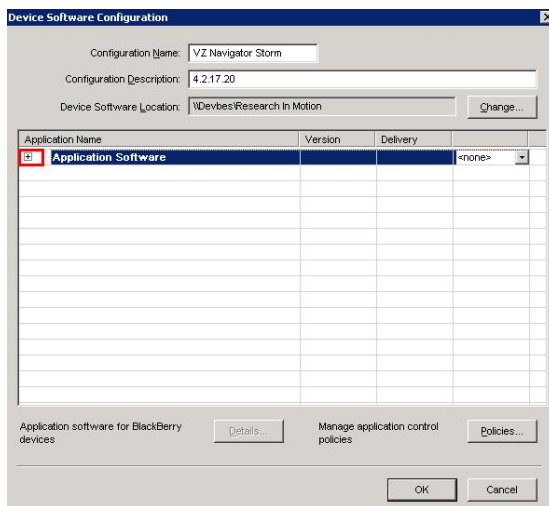
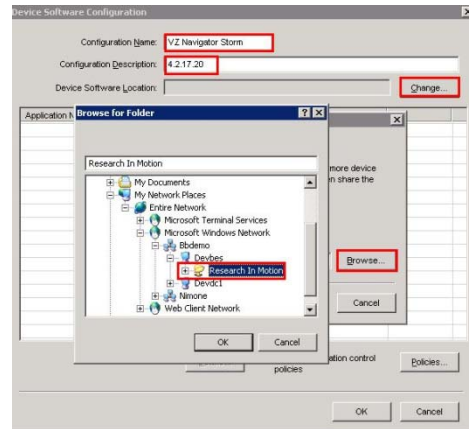
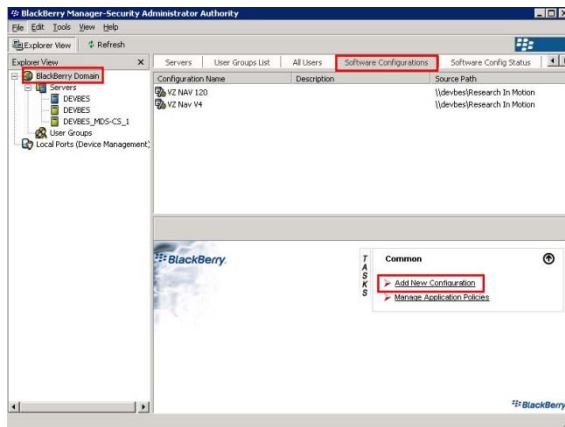


Now the VZ Navigator can be hosted on the Blackberry Enterprise Server. The Blackberry Manager Security Administrator Authority will host the application within the Blackberry Domain. The administrator completes this action.

## Create a Software Configuration/Hosting Application

The BlackBerry Manager Security Administrator Authority will host the application within the BlackBerry Domain. The administrator completes this action

1. Click on the BlackBerry Domain.
2. Click on Software Configuration.
3. Click on Add New Configuration.
4. Type a name for the software configuration.
5. Click the **Change** button next to **Device Software Location**.
6. Type \\<share\_name>\Research in Motion. The BlackBerry Device Software and the Applications folder should appear in the list.
7. The method of deployment can be selected at this point. The options are **Wireless and Wireline only** for the software package to be pushed out wirelessly or hardwired.





## Using IT Policy and Application Control Policy Rules

The BlackBerry Enterprise Server provides IT policy and Application Control Policy rules to control third-party applications using the following methods:

- When you try to download any kind of application, by default, the BlackBerry device first downloads a small portion of the application to determine the hash and to verify whether the application is permitted on the BlackBerry device.
- In BlackBerry Manager, BlackBerry Enterprise Server administrators set IT policies and Application Control Policies to control the manual or automatic installation of third-party applications on BlackBerry devices. Administrators also use these policies to control third-party application access to their organization's BlackBerry device resources and applications.
- Preventing BlackBerry devices from downloading any third-party applications over the wireless network.
- Either requiring or preventing the installation of specific third-party applications.
- Controlling the permissions of third-party applications that exist on BlackBerry devices.

**Note:** By default, BlackBerry devices can install all third-party applications until the BlackBerry Enterprise Server administrator uses one or more of these methods to control the installation of these applications on BlackBerry devices.

### **List of Application Control Policies:**

#### **Recommended:**

##### Application Control Policy

- External Domains (must be allowed)
- Disposition (can be left at optional, if possible set to allow)
- Interprocess Communication (must be allowed)
- Internal Network Connections (must be allowed)
- External Network Connections (must be allowed)
- Local Connections (must be allowed)
- Phone Access (must be allowed for phone calls)
- PIM Data Access (must be allowed for address book)
- Event Injection (must be allowed)
- Device GPS (must be allowed for GPS)

## Wireless Deployment of VZ Navigator

### BlackBerry Enterprise Server and Application Control policy rules Wireless Method

#### Assign the Software Configuration to a BlackBerry Smart phone user/group

For BlackBerry Enterprise Server software version 4.0, complete the following:

1. Select the **Handhelds** tab.
2. Select the BlackBerry smart phone user.
3. Click **Assign Software Configuration** and select the software configuration from the list.

For BlackBerry Enterprise Server software version 4.1, complete the following:

1. In the left-pane, select **BlackBerry Domain**.
2. Select the **All Users** or **User Groups List** tab.
3. Select a BlackBerry smart phone user or group from the list. (**Note:** BlackBerry smart phone users can also be selected from the BlackBerry Enterprise Server Users tab).
4. In the Tasks pane, expand **Device Management**.
5. Select **Assign Software Configuration**.



6. Select the software configuration from the list.

**Note:** The application will be wirelessly pushed to BlackBerry smart phone within four hours. May require a reboot for the device VZ Navigator has been pushed to.

**See section 6 for Wired and OTA deployment via Verizon web browser on BlackBerry Device.**

## Network in Motion's Network Preference

Terms: BlackBerry Enterprise Server (BES), Mobile Data Services (MDS).  
Check your IT Policy against this. Any issues please ask Verizon for assistance.  
BlackBerry Manager Version 4.1.6

IT Policy Rules

Location Based Services:

List of IT Policies that prevent VZ Navigator from working on RIM Devices:

Device-Only Items

Settings that may conflict:

Password Required

Maximum Security Timeout (Timeout may affect Navigation experience)

Home Page Address: (Downloading) Homepage may not be

(<http://solutions.vzwshop.com/vzstart/bb8XXX>)

Global Items: (Need for VZ Navigator calling functionality and download)

Allow Phone

Allow Browser

Password Policy Group

Set Password Timeout

Security Policy Group (When Denied)

Disallow Third Party Application Downloads (Prevents downloads)

Allow Third Party Apps to Use Persistent Store (Displays Splash exit Splash)

Allow Internal Connections

Allow External Connections (Please Exit and Restart VZ Navigator [6])

Memory Cleaner Policy Group (May prevent saving recent searches and favorites)

Memory Cleaner Maximum

Force Memory Clean When Idle

Force Memory Clean When Holstered

MDS Policy Group (will block access to public internet using BES Mobile Data Services)

Disable activation with public MDSS

Disable user-initiated activation with MDSS

BlackBerry Maps Policy Group (Has no affect on VZ Navigator)

Disable BlackBerry Maps

## **Monitor wireless application push failures**

You can retrieve information from the BlackBerry® Configuration Database to identify any issues with the wireless delivery of applications to BlackBerry devices.

1. In the BlackBerry Manager, in the left pane, click **BlackBerry Domain**.
2. Click the **Software Config Status** tab.
3. In the **Name** field, type the name of the user whose BlackBerry device you want to monitor. If you leave the **Name** field empty, the search applies to all users in the BlackBerry Domain.
4. In the **Status** field, click the status that you want to monitor.
5. To change the information that displays for each database entry, right-click a column heading. Select the columns that you want to display.
6. In the **Entries per page** field, type the maximum number of database entries to display.
7. Click **Search**.

## Section 9 Troubleshooting

If application network share has not been define in the BlackBerry Administration Service component is not setup up refer to **Section 1**

The screenshot displays the BlackBerry Administration Service web interface. The top navigation bar includes the BlackBerry logo, the text "BlackBerry® Administration Service", and "System Administrator" with links for "Log out", "Home", and "Help". The main content area is titled "Manage software configurations" and shows a breadcrumb trail: "Software > Manage software configurations > Edit software configuration (v6)". A red error message states: "The application network share has not been defined in the BlackBerry Administration Service component." Below the error message are buttons for "Configuration information" and "Applications". At the bottom of the main content area, there are buttons for "Save all" and "Cancel and return to view". The left sidebar contains a "Quick user search" field, a "BlackBerry solution management" tree with categories like User, Group, Role, Software, Applications, Policy, and Administrator user, and a "Devices" section with "Attached devices", "Deployment jobs", and "Wireless activations". The footer of the interface includes copyright information: "Copyright © 1997 - 2010 Research In Motion Limited. All rights reserved. Version: 5.0.1.13".

### Error messages: Wireless application push

To troubleshoot push failures for wireless applications, collect the following information:

- a. BlackBerry® Policy Service log files from the day the issue was reported (log level 4 recommended)
- b. BlackBerry Dispatcher log files from the day the issue was reported (log level 4 recommended)
- c. BlackBerry device information
2. If the preceding information does not address the issue, you might also require the following information:
  - a. BlackBerry Policy Service log files from the day the issue was reported (log level 6 recommended)
  - b. event log of the BlackBerry device from the day the issue was reported
  - c. system event logs and application event logs
  - d. software configuration files created on the network drive that the BlackBerry device is associated with
  - e. copy of the BlackBerry Configuration Database
  - f. SQL trace of the BlackBerry Policy Service communicating with the BlackBerry Configuration Database
3. For more information about changing the log level for a BlackBerry Enterprise Server component to 6, visit [www.blackberry.com/support](http://www.blackberry.com/support) to read article KB04342. For information about how to obtain the event log of a BlackBerry device, visit [www.blackberry.com/support](http://www.blackberry.com/support) to read article [KB05349](#).

Error Messages:

#### 1. Device timed out waiting for module

This message appears when a BlackBerry device reports a timeout failure while waiting for the application modules. Resend the application to the BlackBerry device. If the second wireless

application push is not successful, in the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

**2. Device reported insufficient memory to install module**

This message appears when a BlackBerry device does not have enough flash memory available to install the application modules. Instruct the user to make more flash memory available on the BlackBerry device. Resend the application.

**3. Device reported that there was an Incomplete Module**

This message appears when an application module is not installed successfully on a BlackBerry device. Resend the application. If the second wireless application push is not successful, in the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

**4. Device reported that the Module Save Failed**

This message appears when a BlackBerry device cannot save an application module. Resend the application. If the second wireless application push is not successful, in the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

**5. Device reported a general failure installing the module**

This message appears when an application does not install successfully on a BlackBerry device. Verify that the BlackBerry device has enough memory available to install the application. Resend the application.

**6. Incomplete ACK data for APPD request**

This message appears when the BlackBerry Policy Service does not receive an acknowledgment message that a BlackBerry device has received application data. Verify that the BlackBerry device is turned on and is located in a wireless coverage area. Resend the application.

**7. Device reported a %s error while installing module**

This message appears when an error occurs in the BlackBerry Policy Service that prevents the application from installing successfully on a BlackBerry device. In the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

**8. Device reported Data Format Error in packet while installing module**

This message appears when an error occurs in the BlackBerry Policy Service that prevents the application from installing successfully on a BlackBerry device. In the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

**9. Device reported Invalid Command while installing module**

This message appears when an error occurs in the BlackBerry Policy Service that prevents the application from installing successfully on a BlackBerry device. In the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

**10. Device Reported Insufficient Body Data while installing module**

This message appears when an error occurs in the BlackBerry Policy Service that prevents the application from installing successfully on a BlackBerry device. In the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

**11. Device reported Invalid Module Hash while installing module**

This message appears when an error occurs in the BlackBerry Policy Service that prevents the application from installing successfully on a BlackBerry device. In the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

**12. Device reported Invalid App Data Length while installing module**

This message appears when an error occurs in the BlackBerry Policy Service that prevents the application from installing successfully on a BlackBerry device. In the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

**13. Device reported Insufficient App Data while installing module**

This message appears when an error occurs in the BlackBerry Policy Service that prevents the application from installing successfully on a BlackBerry device. In the log files that you collected, locate the user account that is experiencing the issue. Trace the installation activity.

#### 14. GetHHCodePackages reported: HHCM\_DEVICE\_NOT SUPPORTED. Upgrade your copy of device.xml

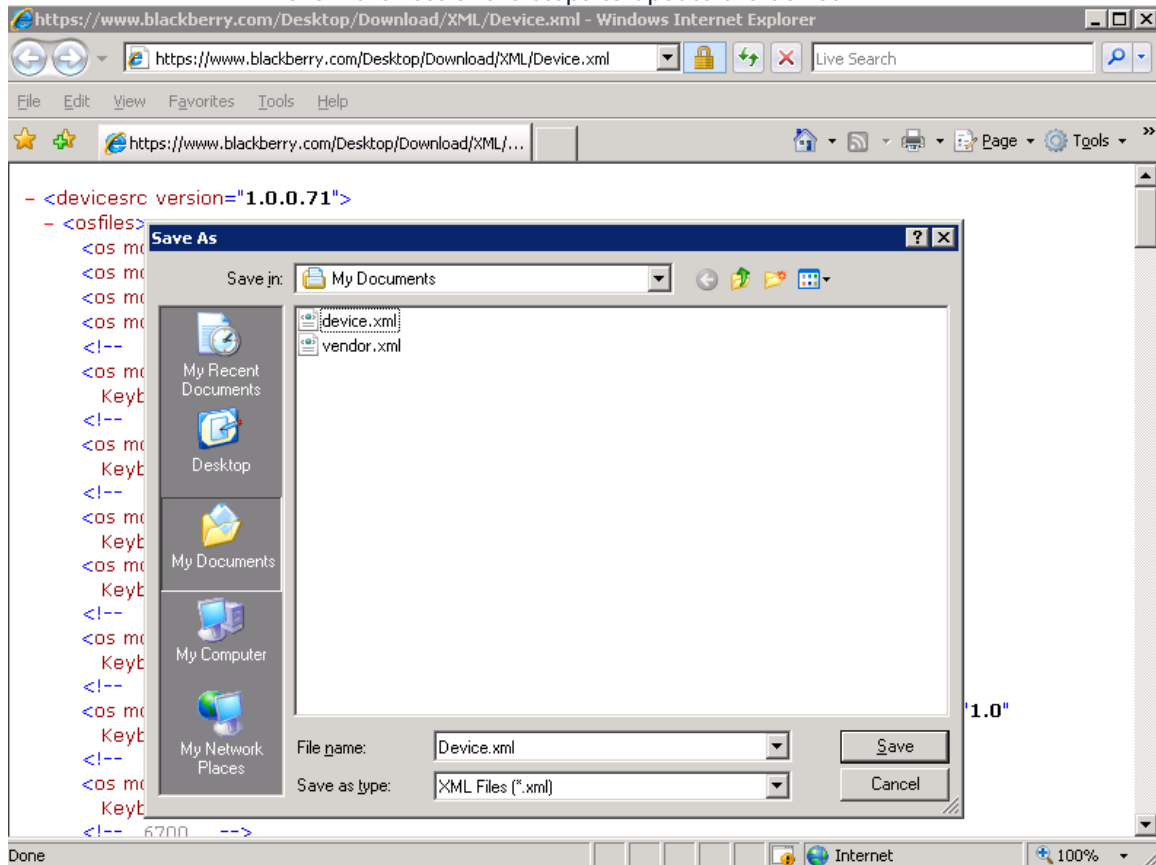
This message appears when the device you are trying to upgrade the software is not supported. To have the device supported download the latest device.xml from the link below:

<https://www.blackberry.com/Desktop/Download/XML/Device.xml>

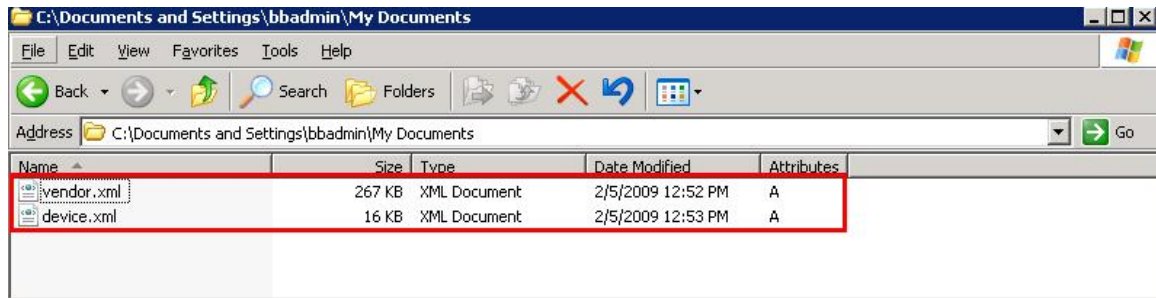
<https://www.blackberry.com/Desktop/Download/XML/Vendor.xml>

Taken from: [KB13589 - How to update the device.xml file](#)

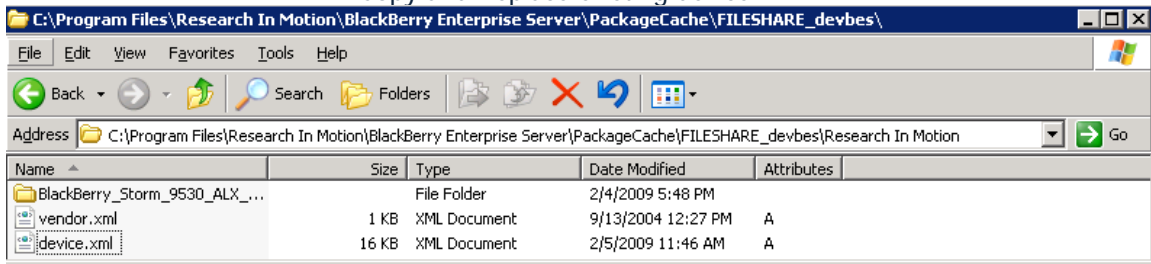
Follow the rest of the steps to update the device.xml



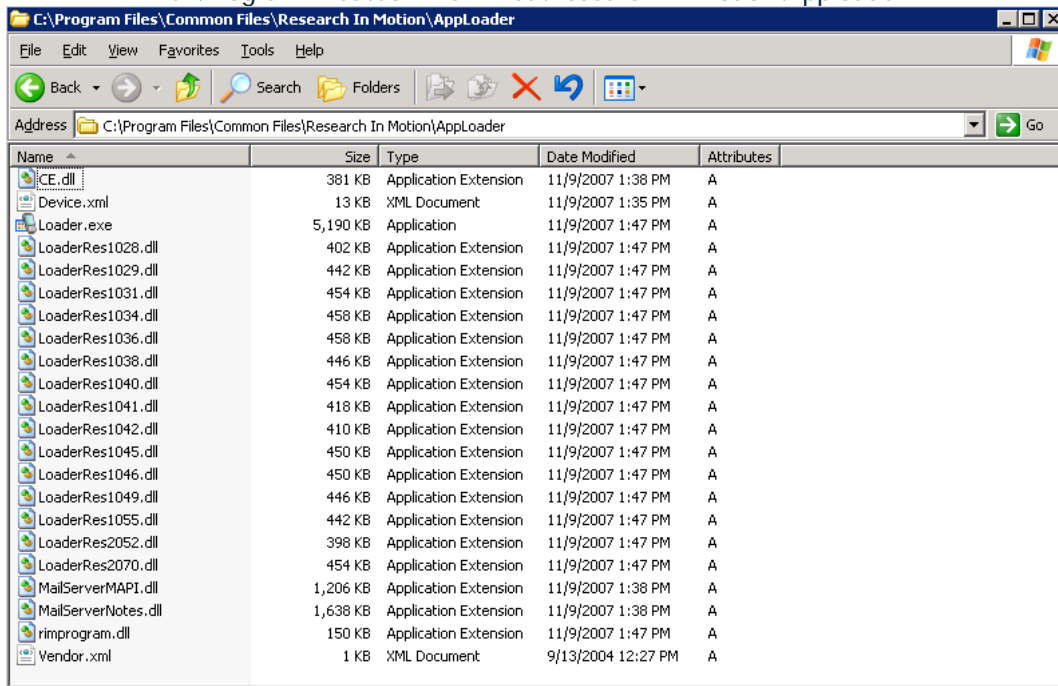
Open the files and click Save As



### Copy and Replace existing device.xml



In C:\Program Files\Research In Motion\BlackBerry Enterprise Server\PackageCache\FILESHARE\_devbes\Research In Motion and C:\Program Files\Common Files\Research In Motion\AppLoader



### Process flow: Sending an application to a BlackBerry device over the wireless network

1. A BlackBerry® Enterprise Server administrator adds a BlackBerry Java® Application to a network drive, and adds the BlackBerry Java Application to a user's software configuration in the BlackBerry Manager. The administrator specifies wireless delivery for the application.
2. The BlackBerry Policy Service sends the software configuration to the BlackBerry Dispatcher.
3. The BlackBerry Dispatcher compresses the data, encrypts it with the master encryption key of the BlackBerry device, and sends it to the BlackBerry Router.
4. The BlackBerry Router sends the data to the wireless network over port 3101.
5. The wireless network verifies that the user's PIN belongs to a valid BlackBerry device that is registered with the wireless network.
6. The BlackBerry device receives and applies the updated software configuration, and compares the applications in the software configuration to the applications that are installed on the BlackBerry device. If the applications do not match those that are defined in the software configuration (for example, an earlier version of an application is installed on the BlackBerry device), the BlackBerry device requests the required updates from the BlackBerry Policy Service.

7. The BlackBerry Policy Service receives the request and sends the applications to the BlackBerry Dispatcher.
8. The BlackBerry Dispatcher compresses the data, encrypts it with the master encryption key of the BlackBerry device, and sends it to the BlackBerry Router.
9. The BlackBerry Router sends the application data to the wireless network over port 3101, which verifies that the PIN belongs to a valid BlackBerry device that is registered with the wireless network.

The BlackBerry device decrypts and decompresses the application data, and installs the BlackBerry Java Application. The BlackBerry Java Application appears on the home screen of the BlackBerry device, or it appears in the list of installed applications on the

More information please visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs)

**Copyright © 2010 All rights reserved. VZ Navigator, the VZ NAVIGATOR logo and the VZ Navigator Version 6 logo are registered trademarks of Verizon Wireless, LLC. All data identified by the VZ NAVIGATOR logo provided by VZ Navigator<sup>®</sup> are the property of Verizon Wireless, LLC. And are being provided as-is and for use solely within of the VZ Navigator<sup>®</sup> application. All other uses of this information are prohibited. Map Data Copyright © 2005 – 2010 NAVTEQ. All rights reserved.**



**TCS is a trademark of TeleCommunication Systems, Inc.**

**Prepared By: Faisal Rahman, Lead Technical Support Analyst**



**BlackBerry ,RIM, are trademarks of Research In Motion Limited**



**Verizon Wireless is trademark of Verizon Trademark Services LLC.**