



BlackBerry Access

Administration Guide

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What is BlackBerry Access?

BlackBerry Access is a secure browser that allows users to access your organization's intranet and business applications through the work firewall, without using a VPN, on Android, iOS, Windows, and macOS devices.

BlackBerry Access is part of the suite of BlackBerry Dynamics mobile productivity apps. You deploy and manage BlackBerry Access using BlackBerry UEM or a standalone Good Control server. Both solutions give you the ability to configure app settings to meet the needs and standards of your organization.

The features offered by BlackBerry Access:

Feature	Description
Secures data	BlackBerry Access secures work web apps in containers, ensuring that data is protected and never leaves your organization's control. All browsing data is encrypted with industry-leading FIPS-validated AES encryption, and BlackBerry Access uses PAC file URLs to route work data securely.
User authentication	BlackBerry Access leverages standard user authentication methods, including SSL, NTLM, and TLS, and supports credential persistence. BlackBerry Access also supports single sign-on with Kerberos Constrained Delegation across realms and RSA soft token generation.
Intuitive browser features	BlackBerry Access provides an intuitive interface that makes it easy to download content, set bookmarks, and browse in multiple tabs. BlackBerry Access for iOS also captures and saves web clips, and allows users to view streaming video with intuitive player controls.
App deployment	BlackBerry Access supports pop-ups that streamline the deployment of web apps, including Cisco WebEx, Salesforce, and custom-developed apps. You can deploy your organization's HTML5 desktop apps securely, and can provide users with offline access to those apps.
Integrated app store	BlackBerry Access offers an integrated enterprise app store for Android and iOS devices.
Remote commands	If a user's device is compromised (for example, lost or stolen), you can remotely delete browser data, lock the app, or wipe device data.
Integration with other apps	BlackBerry Access for Windows and BlackBerry Access for macOS also provide users with access to BlackBerry Work to access their mail, calendars, and contacts from within the secure browser.

Getting started with BlackBerry Access

System requirements

To use BlackBerry Access, your organization must meet the following requirements:

Item	Requirement
Management solution	One of the following: - BlackBerry UEM, version 12.6 MR1 or later - Good Control version 2.3 or later, Good Proxy version 2.3 or later
Device OS	For device OS compatibility, see the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix .

Deploying BlackBerry Access

You can use either BlackBerry UEM or Good Control to manage BlackBerry Access. If you have not configured your BlackBerry UEM or Good Control environment, you must complete configuration tasks before you can continue with the tasks in this guide. Refer to the table below for more information on which solution to use and where to find more information.

Management option	Description
BlackBerry UEM	- If you require MDM capabilities, you must manage BlackBerry Access using BlackBerry UEM. - To use BlackBerry UEM to manage BlackBerry Access, see Managing BlackBerry Dynamics apps for information about deploying BlackBerry Access in your organization.
Good Control	- Although it is recommended that you use BlackBerry UEM, if you do not require MDM, you can use Good Control to manage BlackBerry Access. For more information on the benefits of using BlackBerry UEM, see Benefits of upgrading from Good Control to BlackBerry UEM. - To use Good Control to manage BlackBerry Access, see the Good Control documentation for information about deploying BlackBerry Access in your organization.

Downloading and activating BlackBerry Access

Platform	Details
- BlackBerry Access for Android devices - BlackBerry Access for iOS devices	- For MDM managed devices, you can use BlackBerry UEM to push BlackBerry Access to users, or you can make the app available in users' work catalogs. Users can download the BlackBerry UEM Client from the Google Play store or App Store. The UEM Client manages the activation of BlackBerry Dynamics apps, so users do not require an access key to activate the apps. - For devices that are not MDM managed, users can download BlackBerry Access from the Google Play store or App Store. Using BlackBerry UEM or Good Control, you provide users with an access key to activate BlackBerry Access (see Generate access keys for BlackBerry Dynamics apps).
- BlackBerry Access for Windows devices - BlackBerry Access for macOS devices	- Direct users to download and install BlackBerry Access from the BlackBerry End User Portal for Enterprise Software - Using BlackBerry UEM or Good Control, you provide users with an access key to activate BlackBerry Access (see Generate access keys for BlackBerry Dynamics apps).

Prerequisites: Deploying BlackBerry Work with BlackBerry Access

When users install BlackBerry Access for Windows or BlackBerry Access for macOS, BlackBerry Work is also installed as an integrated web extension for BlackBerry Access.

Before you deploy BlackBerry Access for Windows or BlackBerry Access for macOS with BlackBerry Work, note the following prerequisites:

- Verify that the "Disable BlackBerry Work" app configuration setting is not selected (see [BlackBerry Access app configuration settings](#)).
- BlackBerry Work uses Microsoft Exchange Web Services instead of Microsoft Exchange ActiveSync. BlackBerry Work doesn't use a configuration file for the Microsoft Exchange Web Services Autodiscover service. Verify that the Microsoft Exchange Web Services Autodiscover service is enabled. For more information about using EWSEditor to check if the Autodiscover service is enabled, visit the [BlackBerry Knowledge Base](#) to read [Test Application Impersonation \(EWS\) & Autodiscover](#).
- Verify that the BlackBerry Enterprise Mobility Server is configured for the Microsoft Exchange Web Services Autodiscover service. For instructions, see the [BlackBerry Enterprise Mobility Server Installation and Configuration content](#).
- If Microsoft Exchange Web Services is using a self-signed server certificate, ensure that the "Alert user for invalid or expired certificate" app configuration setting is not selected.

If you want to enable Kerberos Constrained Delegation, note the following prerequisites:

- In the Microsoft Internet Information Services (IIS), enable Kerberos authentication (under Windows authentication) for the Microsoft Exchange Web Services web server.
- In Microsoft Active Directory Users and Computers, in the Microsoft Management Console (MMC), on the Delegation tab, add the Microsoft Exchange Web Services HTTP service for the UEM or Good administrator account.

- If Kerberos Constrained Delegation is enabled, users can't enter their authentication credentials (username and password). Authentication is delegated to the UEM or Good administrator account.
- For more information about setting up Kerberos Constrained Delegation, visit [BlackBerry Help and Manuals: Good Control and Good Proxy](#) to read the *Good Control Help* and the *Kerberos Constrained Delegation Guide*.

Managing BlackBerry Access

Making BlackBerry Access available to users

Make BlackBerry Access available to users in BlackBerry UEM

To manage BlackBerry Access in BlackBerry UEM, you must add BlackBerry Access to the app list. Your organization must be entitled to use BlackBerry Access in the BlackBerry Marketplace for Enterprise Software. After your organization is entitled to use the app, you can update the app list to synchronize the apps with BlackBerry UEM immediately, or wait until it synchronizes automatically (UEM synchronizes BlackBerry Dynamics apps every 24 hours). After BlackBerry Access has been added to the app list, you can assign it to users.

For complete instructions for managing BlackBerry Dynamics apps in BlackBerry UEM, see [see Managing BlackBerry Dynamics apps](#)

1. Log in to your account at <https://apps.good.com/pce/#/apps>.
2. Locate the app in the BlackBerry Marketplace for Enterprise Software and request a trial. The app will be made available to your organization and can be assigned to users after the app has been synchronized to BlackBerry UEM.
3. To purchase the app, follow the instructions provided by the app developer.

After you finish:

- [Update the app list](#).
- To allow users to install and activate BlackBerry Access on their devices, [assign BlackBerry Access to a user group](#). or [user account](#).
- If you want to use the BlackBerry UEM Client to manage the activation of BlackBerry Access (and other BlackBerry Dynamics apps) on Android or iOS devices, instruct users to download the BlackBerry UEM Client from the Google Play store or App Store.
- If you want users to activate BlackBerry Access using an access key, use [to send users an email with the email address and access key they need to activate the app](#) (see [Generate access keys for BlackBerry Dynamics apps](#)).

Update the app list

1. On the menu bar, click **Apps**.
2. Click .

Making BlackBerry Access available to users in Good Control

For more information about making BlackBerry Access available to users in Good Control, [see the Good Control Online Help](#).

Configuring BlackBerry Access app settings

Configure BlackBerry Access app settings in BlackBerry UEM

1. On the menu bar, click **Apps**.
2. Click the BlackBerry Access app.
3. On the BlackBerry Dynamics tab, in the **App configuration** table, click +.

4. Type a name for the app configuration.
5. Configure the app settings. See [BlackBerry Access app configuration settings](#) for a description of the settings that you can configure.
6. Click **Save**.

After you finish: [Assign BlackBerry Access to a user group](#). or [user account](#)

Configure BlackBerry Access app settings in Good Control

1. On the menu bar, click **Policy Sets**.
2. Click the name of the policy that you want to assign to BlackBerry Access users.
3. Click the **APPS** tab.
4. Expand **APP SPECIFIC POLICIES > BLACKBERRY ACCESS**.
5. Configure the app settings. See [BlackBerry Access app configuration settings](#) for a description of the settings that you can configure.
6. Click **Update**.

BlackBerry Access app configuration settings

General

Setting	Description	Applies to
Homepage	This setting specifies the URL for the website that you want to appear as the home screen when users start BlackBerry Access. The URL must begin with "http://" or "https://".	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Allow user to set home page	This setting specifies whether users can set their own home pages in BlackBerry Access.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Use UIWebView to render web content on devices (only applicable to iOS devices 12.0 or earlier)	This setting specifies whether to allow iOS 12.0 and earlier devices to use UIWebView. The default view is WKWebView.	BlackBerry Access for iOS

Setting	Description	Applies to
Allow telephone and maps URL	This setting specifies whether users can access telephone and map URLs in BlackBerry Access.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Identify BlackBerry Access in User Agent	This setting specifies whether BlackBerry Access can send its user agent string to servers hosting websites that users visit. The user agent string identifies BlackBerry Access in the HTTP request headers. Servers use the information in the user agent string to provide content tailored to BlackBerry Access.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Enable pop-up windows	This setting specifies whether BlackBerry Access allows pop-up windows. Disabling pop-up windows may cause issues with applications such as Microsoft Exchange, that open pop-up windows for tasks like composing new email messages. If you disable this setting, when an app tries to open a pop-up window, BlackBerry Access displays a message that pop-up windows are blocked.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Allow other applications to open urls in full screen mode. (iOS only)	This setting specifies whether apps can open in full screen mode by default.	BlackBerry Access for iOS
Allow import of bookmarks from Safari or Firefox	This setting specifies whether users can import bookmarks that they export from other browsers into BlackBerry Access.	- BlackBerry Access for Windows - BlackBerry Access for macOS
Push Bookmarks	This setting specifies bookmarks that will be preloaded in BlackBerry Access to make it easier for users to access work intranet webpages. You can copy and paste the text of your bookmarks file directly into this text box. The bookmarks must follow the Netscape bookmark file format. For more information, see https://gist.github.com/jgarber623/cdc8e2fa1cbcb6889872.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Enable web clip feature	This setting specifies whether users can use web clips. Web clips are small icons on mobile devices that link to webpages.	BlackBerry Access for iOS

Setting	Description	Applies to
Allow users to perform app diagnostics	This setting specifies whether users can perform app diagnostics for BlackBerry Access. If this setting is selected, the “Run Diagnostics” option appears in the BlackBerry Access settings menu on users’ devices.	- BlackBerry Access for Android - BlackBerry Access for iOS
Enable APK installation (Android only)	This setting specifies whether users can download and install .apk files.	BlackBerry Access for Android
Allow external apps to open HTTP/HTTPS URLs through BlackBerry Access	This setting specifies whether third-party apps on the device can open webpages in BlackBerry Access. Note: For BlackBerry Access for iOS, links in third-party, non-BlackBerry Dynamics apps can open in BlackBerry Access only if they launch with the following URL scheme: access://open?url= (for example, access://open?url=http://www.blackberry.com)	- BlackBerry Access for Android - BlackBerry Access for iOS
Do not allow download from any HTTP or HTTPS site you have not approved by whitelisting it in BlackBerry Control	This setting specifies whether BlackBerry Access users can download content from HTTP or HTTPS webpages even if they haven't been added to an allowed list.	- BlackBerry Access for Android - BlackBerry Access for iOS
Do not allow download from any HTTPS site you have not approved by whitelisting it in BlackBerry Control	This setting specifies whether BlackBerry Access users can download content from HTTPS webpages even if they haven't been added to an allowed list.	- BlackBerry Access for Android - BlackBerry Access for iOS
Enable export of downloaded files to OS file system (Windows and Mac)	This setting specifies whether BlackBerry Work users can download files directly to their device's default download folder, instead of the BlackBerry Dynamics secure container. Note that allowing users to bypass the secure container is a potential security risk.	- BlackBerry Work for Windows - BlackBerry Work for macOS
Enable import of files from OS file system	This setting specifies whether BlackBerry Work users can attach files that aren't in the BlackBerry Dynamics secure container.	- BlackBerry Work for Windows - BlackBerry Work for macOS
Enable Direct Downloads	This setting specifies whether BlackBerry Work users can download attachments in email messages directly to the device's file system, instead of into the Download Manager in the BlackBerry Dynamics Launcher.	- BlackBerry Work for Windows - BlackBerry Work for macOS

Setting	Description	Applies to
Disable BlackBerry Work	This setting specifies whether users can use BlackBerry Work.	- BlackBerry Work for Windows - BlackBerry Work for macOS
Open HTML files from other BlackBerry Dynamics applications	This setting specifies whether BlackBerry Access can open HTML files from other BlackBerry Dynamics apps.	- BlackBerry Access for Android - BlackBerry Access for iOS
Enable Geolocation	This setting specifies whether BlackBerry Access users can allow webpages to access their device's location.	- BlackBerry Access for Android - BlackBerry Access for iOS
Enable 3rd Party Applications	This setting specifies whether BlackBerry Access can open custom URL schemes supported by third-party apps. By default, BlackBerry Access opens only HTTP and HTTPS URL schemes. If you select this setting, you must also set the "Enter comma separated URL schemes" setting.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Enter comma separated URL schemes	This setting specifies the custom URL schemes that BlackBerry Access can open. The list must be separated by commas. For example, itms-services,market,wbx,lync, where "itms-services" is App Store, "market" is Google Play, "watchdox" is BlackBerry Workspaces, "wbx" is WebEx, and "lync" is Microsoft Lync Server. This setting is valid only if the "Enable 3rd Party Applications" setting is selected.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS

Setting	Description	Applies to
Enter JSON for search engine titles and URLs	This setting specifies search engine links that are added to the end of users' search results for bookmarks, history, or downloads. They provide users with easier access to search engines when they perform searches. In the text box, specify the search engine labels to show in BlackBerry Access such as Google and the corresponding search engine URLs. The text must be in .json format and each entry must end with [[GASEARCHKEY]]. For example: <pre>[{ "Google" : "https://www.google.com/?gws_rd=ssl#q=[[GASEARCHKEY]]"}, { "Yahoo" : "https://search.yahoo.com/search?p=[[GASEARCHKEY]]"}, { "Bing" : "http://www.bing.com/search?q=[[GASEARCHKEY]]"}]</pre>	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS
To force policy update to device, enter current date and time and click update	This setting allows you to send the updated app settings to devices. It also refreshes PAC files. Enter the current date and time, in either 24-hour format or 12-hour format (for example, 02-16-2017 12:04AM in 12-hour format and 02-16-2017 0004 in 24-hour format) and click Update.	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS

Security

Setting	Description	Applies to
Allow SHA1 intermediate certificates	This setting specifies whether BlackBerry Access users can access https websites that use SHA1 signature TLS certificates and expired certificates. By default, this setting is selected.	• BlackBerry Access for Android • BlackBerry Access for iOS
Allow legacy/weak algorithms (DES)	This setting specifies whether BlackBerry Access can use 3DES algorithms.	• BlackBerry Access for Android • BlackBerry Access for iOS

Setting	Description	Applies to
Allow user to securely save authentication credentials	This setting specifies whether BlackBerry Access users can save their authentication credentials that they use to access webpages.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Expire stored credentials after	This setting specifies when the stored user credentials expire. You can choose between "Never Expire" or "24 Hrs." This setting is valid only if the "Allow user to securely save authentication credentials" setting is selected.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Alert user for invalid or expired certificate	This setting specifies whether users will be notified when certificates are invalid or expired.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Enforce strict tunnel	This setting specifies whether BlackBerry Access can use only IP addresses and URLs listed in Connectivity profiles. If this setting is selected, BlackBerry Access routes all traffic through BlackBerry Proxy servers. If external sites are not allowed they are blocked.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Allow URL not in Allowed Domains of Connectivity Profiles to be loaded in native browser	This setting specifies whether, when BlackBerry Access users try to access webpages from domains that aren't listed in the allowed domains in Connectivity profiles, they are opened in the device's native browser instead of BlackBerry Access. This setting is valid only if the "Enforce strict tunnel" setting is selected.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS

Setting	Description	Applies to
Do not prompt client cert authorization for all sites	When a user uploads only one certificate to BlackBerry UEM that matches a recognized CA, selecting this setting allows the webpage requesting authorization to obtain the certificate without prompting the user. If the user has uploaded multiple certificates from the same CA, the user is prompted to select the certificate to use.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Do not prompt client cert authorization for white listed sites only	When a user uploads only one certificate to BlackBerry UEM that matches a recognized CA, selecting this setting allows all domains listed in the allowed domains portion in Connectivity profiles to obtain the certificate without prompting the user. If the user has uploaded multiple certificates from the same CA, the user is prompted to select the certificate to use.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Show encryption client cert to site authorization	Specify whether all uploaded encryption certificates are displayed when a user attempts to access websites that require a client cert	- BlackBerry Access for Android - BlackBerry Access for iOS

Network

Setting	Description	Applies to
Enter comma separated Kerberos realm mappings e.g.: foo=FOO.COMPANY.COM	This setting specifies Kerberos realm mappings. Kerberos authentication realms define areas that are under control of Kerberos. These mappings allow you to equate realm names with other names that are accessible or for some other reason. The limit is 4000 characters.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
Enable Kerberos Forwardable Ticket	This setting specifies whether Kerberos Forwardable tickets can be used. Forwardable tickets in Kerberos are client-side authentication credentials that are tied to a particular IP address that can be treated as new tickets with other IP addresses.	- BlackBerry Access for Android - BlackBerry Access for iOS

Setting	Description	Applies to
Resolve short names to full qualified domain name (FQDN) for Kerberos authentication	This setting specifies whether users can reach servers by typing the unqualified domain name instead of the FQDN for Kerberos authentication. Enabling this setting may impact performance.	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS
Disable file upload and download on mobile connections (Windows Only)	This setting specifies whether files can be downloaded or uploaded when users are connected to a mobile network instead of a Wi-Fi network.	• BlackBerry Access for Windows
Enable Web Proxy	This setting specifies whether BlackBerry Access can communicate through a web proxy server.	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS
Use Proxy Auto Configuration	PAC files make it easier for users to work with proxy servers by hiding the complexities of authentication from the end user. If your organization uses a PAC file to define proxy rules, you can select this setting to use the proxy server settings from the PAC file that you specify. Enabling this setting will override static web proxy settings. This setting requires BlackBerry Dynamics servers version 1.6 and later. This setting is valid only if the "Enable Web Proxy" setting is selected.	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS
Enter URL for PAC file location	This setting specifies the URL for the web server that hosts the PAC file, including the PAC file name. For example, http://www.example.com/PACfile.pac. Note: The PAC file must not be hosted on the same server as Good Control or on the same server as BlackBerry UEM or any of its components. This configuration is not supported. The limit is 4000 characters. This setting is valid only if the "Enable Web Proxy" and "Use Proxy Auto Configuration" settings are selected.	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS

Setting	Description	Applies to
Use Static Web Proxy (Full Tunnel)	This setting specifies whether communications are enabled through a single web proxy service only. This setting is valid only if the "Enable Web Proxy" setting is selected.	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS
Proxy Host	This setting specifies the the FQDN or IP address of the proxy server. This setting is valid only if the "Use Static Web Proxy (Full Tunnel)" setting is selected.	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS
Proxy Port	This setting specifies the port number of the proxy server. This setting is valid only if the "Use Static Web Proxy (Full Tunnel)" setting is selected.	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS
Enable PAC proxy check for all the sub-resources	You can use this setting to enforce PAC processing without caching. Selecting this setting has an impact on the performance of your organization's environment. It is recommended to use this feature for special circumstances only.	• BlackBerry Access for Android • BlackBerry Access for iOS • BlackBerry Access for Windows • BlackBerry Access for macOS

RSA

Setting	Description	Applies to
Enable RSA SecurID	This setting specifies whether users can use RSA SecurID token authentication to authenticate with BlackBerry Access, instead of a password.	• BlackBerry Access for Android • BlackBerry Access for iOS

Setting	Description	Applies to
Prompt PIN for PINPAD Token	This setting specifies whether users are always prompted for an RSA SecurID PIN. This setting is valid only if the "Enable RSA SecurID" setting is selected.	- BlackBerry Access for Android - BlackBerry Access for iOS
Token File Password Retry Count	This setting specifies the number of times that a user can enter an incorrect RSA SecurID PIN before they are locked out. This setting is valid only if the "Enable RSA SecurID" setting is selected.	- BlackBerry Access for Android - BlackBerry Access for iOS
Token Request SendTo Email Address	This setting specifies the email address of your RSA authentication manager. All RSA SecurID token seed record requests are sent to this address. This setting is valid only if the "Enable RSA SecurID" setting is selected.	- BlackBerry Access for Android - BlackBerry Access for iOS
Token Request CC Email Address	This setting specifies the email address that should be CC'd for all RSA SecurID token seed record requests. This setting is valid only if the "Enable RSA SecurID" setting is selected.	- BlackBerry Access for Android - BlackBerry Access for iOS
Token Request Email Subject	This setting specifies the email subject for token request emails. This setting is valid only if the "Enable RSA SecurID" setting is selected.	- BlackBerry Access for Android - BlackBerry Access for iOS

Features

Setting	Description	Applies to
Allow user to upload	This setting specifies whether users can upload files to web pages in BlackBerry Access. Files can have a maximum size of 25 MB.	- BlackBerry Access for Android - BlackBerry Access for iOS
Allow user to take new photos/videos and upload	This setting specifies whether users can take photos and videos and upload the photos and videos to a web page. Users must allow BlackBerry Access to access their cameras. Files can have a maximum size of 25 MB.	- BlackBerry Access for Android - BlackBerry Access for iOS

Setting	Description	Applies to
Allow user to select existing photos/videos to upload	This setting specifies whether users can upload existing photos and videos from their photo libraries to a web page. Files can have a maximum size of 25 MB.	- BlackBerry Access for Android - BlackBerry Access for iOS
Allow user to select files from file providers to upload	This setting specifies whether users can upload files from other file apps. Files can have a maximum size of 25 MB.	- BlackBerry Access for Android - BlackBerry Access for iOS

BlackBerry Work (Mac and Win)

Setting	Description	Applies to
Launch mail app on browser start	This setting specifies whether the mail app opens instead of a browser window when BlackBerry Access starts.	- BlackBerry Access for Windows - BlackBerry Access for macOS
EWS server	This setting specifies the URL that the mail app uses for Microsoft Exchange Web Services provisioning.	- BlackBerry Access for Windows - BlackBerry Access for macOS
Enable KCD or PKNIT Support	This setting specifies whether the mail app can use Kerberos constrained delegation.	- BlackBerry Access for Windows - BlackBerry Access for macOS
Use client certificate in place of login/password	This setting specifies whether users can use SSL certificates instead of using a login and password to authenticate with BlackBerry Work. Depending on your environment, SSL certificates must be uploaded to BlackBerry UEM or Good Control. For more information, see Managing certificates .	- BlackBerry Access for Windows - BlackBerry Access for macOS
Disable Notifications	This setting specifies whether BlackBerry Work displays notifications for mail and calendar events.	- BlackBerry Access for Windows - BlackBerry Access for macOS

Setting	Description	Applies to
Enable email Classification	This setting specifies whether to enable email classification markings, such as INTERNAL, CONFIDENTIAL, NO FORWARD, and/or NO REPLY. If selected, specify the following sample information in the Classifications and caveats field as required: <pre> <emailClassificationMarks> <options> <classifications>ON</classifications> <caveats>OFF</caveats> <classificationDefault>INTERNAL</classificationDefault> <caveatDefault>NO FORWARD</caveatDefault> </options> <classifications> <classification> <select>INTERNAL</select> <subject>(INTERNAL)</subject> </classification> <classification> <select>CONFIDENTIAL</select> <subject>[CONFIDENTIAL]</subject> </classification> </classifications> <caveats> <caveat> <select>NO FORWARD</select> <subject>(DO NOT FORWARD)</subject> </caveat> <caveat> <select>NO REPLY</select> <subject>(DO NOT REPLY)</subject> </caveat> </caveats> </emailClassificationMarks> </pre>	- BlackBerry Access for Windows - BlackBerry Access for macOS
Default signing algorithm	This setting specifies the algorithm to use for signing sent messages.	- BlackBerry Access for Windows - BlackBerry Access for macOS
Default encryption algorithm	This setting specifies the algorithm to use for encrypting sent messages.	- BlackBerry Access for Windows - BlackBerry Access for macOS

Setting	Description	Applies to
Use Office 365 Modern Authentication	This setting allows you to configure options for Microsoft Office 365. Modern authentication enables BlackBerry Work to use sign-in features such as Multi-Factor Authentication and SAML-based third-party Identity Providers. If selected, specify the following: • In the Office 365 Sign On URL field, specify the web address that BlackBerry Work should use when it signs in to Office 365. If you do not specify a value, BlackBerry Work uses https://login.microsoftonline.com during setup. • In the Office 365 Tenant ID field, specify the tenant ID of the Office 365 server that you want BlackBerry Work to connect to during setup. If you do not specify a value, a value of "common" is used. • In the Azure App ID field, specify the Microsoft Azure app ID for BlackBerry Work. For information on how obtain an Azure app ID, see Obtain an Azure app ID for BlackBerry Work.	• BlackBerry Access for Windows • BlackBerry Access for macOS
Enable Upgrade Notifications	This setting specifies whether to push notifications to users when a new upgrade is available. If selected, specify the following: • In the Min Windows Version field, specify the minimum BlackBerry Access for Windows version. If there are versions available that are later than the version specified in this field, users will be sent an upgrade notification. • In the Min Mac Version field, specify the minimum BlackBerry Access for macOS version. If there are versions available that are later than the version specified in this field, users will be sent an upgrade notification. • In the Win Download URL field, specify the URL for the BlackBerry Access for Windows app. By default, the field contains the location that BlackBerry provides for downloads. • In the Mac Download URL field, specify the URL for the BlackBerry Access for Windows app. By default, the field contains the location that BlackBerry provides for downloads. • In the Notification Message, you can create a custom message or leave the default message.	• BlackBerry Access for Windows • BlackBerry Access for macOS

Setting	Description	Applies to
Enable Awingu Extension	This setting specifies whether to enable the Awingu extension which allows users to store their Awingu credentials. Also, when enabled, an icon is added to the toolbar in BlackBerry Access and users can launch Awingu by clicking the icon in the toolbar. If selected, you must specify the following: - In the Awingu URL field, specify your organization's Awingu URL. For example, yourcompany.awingu.com - In the Awingu DOMAIN field, specify your organization's Awingu domain.	- BlackBerry Access for Windows - BlackBerry Access for macOS

Developer

Setting	Description	Applies to
Enable developer mode	This setting allows you to enable developer mode in BlackBerry Access.	- BlackBerry Access for Windows - BlackBerry Access for macOS

Manage Extensions (Mac and Win)

Setting	Description	Applies to
Permitted Extension Download URLs	This setting specifies the URLs of the websites that users are allowed to download extensions from for third-party apps such as Cisco WebEx. The URLs must include the protocol and the host name. For example, http://test.com/resource.	- BlackBerry Access for Windows - BlackBerry Access for macOS

Obtain an Azure app ID for BlackBerry Work

If you are configuring Office 365 settings in the app configuration for BlackBerry Work, you may need to obtain and copy the Azure app ID for BlackBerry Work.

1. Log on to portal.azure.com.
2. In the left column, click **Azure Active Directory**.
3. Click **App registrations**.
4. Click **New application registration**.
5. In the **Name** field, enter a name for the application. This is the name that users will see.
6. In the **Application type** drop-down list, select **Native**.
7. In the **Redirect URI** field, enter the following:
 - chrome-extension://glilhfdenplejncjmngdaojobbobomfa/app/ms_oauth_finish.html**

8. Click **Create**.
9. After the app has been created, in the toolbar under the name of the app, click **Settings**.
10. Under API Access, click **Required permissions**.
11. Click **Add**.
12. Click **Select an API**
13. Select **Office 365 Exchange Online (Microsoft.Exchange)**.
14. Click **Select**.
15. Select the following permission for Office 365 Exchange Online (Microsoft.Exchange)
 - **Access mailboxes as the signed-in user via Exchange Web Services**
16. Click **Select**.
17. Click **Done**.
18. Click **Add**.
19. Click **Select an API**
20. Click **Microsoft Graph**.
21. Click **Select**.
22. Select the following permissions for Microsoft Graph:
 - **Sign in and read user profile**
 - **Send mail as a user**
23. Click **Select**.
24. Click **Done**.
25. Click **Windows Azure Active Directory**.
26. If it is not already selected, select **Sign in and read user profile** and then click **Save** if you changed the value.
27. Click **Grant Permissions** to apply the permissions for the app. These settings will not be applied to the app until you have granted the updated permissions.
28. Click **Yes**.

You can now copy the Application ID for the app that you created. It is located under the name of the app, in the Application ID field.

Configuring the BlackBerry Dynamics Launcher

The BlackBerry Dynamics Launcher allows users to access their BlackBerry Dynamics apps in one place. Using the BlackBerry Dynamics Launcher button, users can access things such as BlackBerry Work (mail, calendar, contacts), app catalogs, and downloads, from the BlackBerry Access browser window.

You can configure the BlackBerry Dynamics Launcher in the BlackBerry Enterprise Mobility Server. You can also set a customized icon for the BlackBerry Dynamics Launcher.

For more information, [see the BlackBerry Enterprise Mobility Server content](#).

Adding the work app catalog to the BlackBerry Dynamics Launcher

You can add the work app catalog to the BlackBerry Dynamics Launcher so that users have quick access to a list of their assigned work apps.

For BlackBerry Access for Android devices, when users select the BlackBerry UEM App Catalog icon in the BlackBerry Dynamics Launcher, the work app catalog opens in the BlackBerry UEM Client.

For BlackBerry Access for iOS devices, when users select the BlackBerry UEM App Catalog icon in the BlackBerry Dynamics Launcher, the work app catalog opens in the BlackBerry Access for iOS browser.

For more information about using BlackBerry UEM to manage BlackBerry Access, [see the Getting started with BlackBerry UEM and BlackBerry Dynamics content](#).

For more information about using Good Control to manage BlackBerry Access, visit <http://help.blackberry.com/en/good-control-good-proxy/current/> to read the *Good Control Help Guide*.

Configure single sign-on for BlackBerry Access in Good Control

You can enable single sign-on for BlackBerry Access in an environment that's already set up for Microsoft Office 365 with Microsoft Active Directory Federation Services and single sign-on.

Before you begin:

- Configure single sign-on in Office 365 with Active Directory Federation Services version 2.0 or 3.0, relying on Windows Authentication and Kerberos.
- Configure Good Control for Kerberos constrained delegation.
- Verify that the "Identify BlackBerry Access in User Agent" app setting is selected in BlackBerry UEM or Good Control.

1. Verify the SPN for Active Directory Federation Services. For Active Directory Federation Services to use Kerberos, the Active Directory Federation Services service must have registered an SPN. This SPN should already be registered by the prerequisite Active Directory Federation Services configuration in Office 365.

- a) Open a command prompt on a computer with Active Directory RSAT tools installed.
- b) Enter the command: `set spn -q HOST/fqdn.of.adfs.server` where `fqdn.of.adfs.server` is the FQDN of your Active Directory Federation Services server.

This command exposes the name service account that serves Active Directory Federation Services. For a safer form of delegation (HOST allows any protocol, only HTTP is needed) you might want to register the HTTP SPN of the Active Directory Federation Services service account with the following command: `set spn -S HTTP/fqdn.of.adfs.serverADFS_service_account`, where `ADFS_service_account` is the name of the Active Directory Federation Services service account shown in the previous command.

2. Enable the User Agent in Active Directory Federation Services. By default, Active Directory Federation Services allows only known user agents to use Windows Authentication. All other user agents are considered external and are served with Forms Based Authentication (FBA) or certificate authentication.

- a) To enable single sign-on in BlackBerry Access you need to add the BlackBerry Access user agent string to Active Directory Federation Services to allow Windows Authentication for BlackBerry Access and Kerberos constrained delegation. For all platforms, the BlackBerry Access user agent string begins with `Mozilla/5.0`.
- b) To verify the Active Directory Federation Services user agents, enter the following command: `Get-ADFSProperties | Select -ExpandProperty WIASupportedUserAgents`
- c) Edit and run the following script to add the new user agent to Active Directory Federation Services. **\$NewUserAgent** must be edited to the value that you will add.

```
$NewUserAgent = "Mozilla/5.0"
$CurrentUserAgents = Get-ADFSProperties | Select -ExpandProperty WIASupportedUserAgents
$UserAgentAddArray = $CurrentUserAgents + $NewUserAgent
Set-ADFSProperties -WIASupportedUserAgents $UserAgentAddArray
```

- d) To verify that the Active Directory Federation Services user agent has been added, run the **Get-ADFSProperties** command again: `Get-ADFSProperties | Select -ExpandProperty WIASupportedUserAgents`

- e) Restart the Active Directory Federation Services service.
- 3. Set delegation on the Kerberos account of Good Control.
 - a) Log in to Good Control.
 - b) Navigate to the Server Properties tab.
 - c) Scroll to find the value of the **gc.krb5.principal.name** property. Set this object name in Microsoft Active Directory.
 - d) On your Microsoft Active Directory server, click the **Delegation** tab.
 - e) Click **ADD** and enter the Active Directory Federation Services service account name that you discovered in step 1.
 - f) Add the HTTP SPN.
 - g) Click **OK**.

Configure single sign-on for BlackBerry Access in BlackBerry UEM

You can enable single sign-on for BlackBerry Access in an environment that's already set up for Microsoft Office 365 with Microsoft Active Directory Federation Services and single sign-on.

Before you begin:

- Configure single sign-on in Office 365 with Active Directory Federation Services version 2.0 or 3.0, relying on Windows Authentication and Kerberos.
- Configure BlackBerry UEM for Kerberos constrained delegation.
- Verify that the "Identify BlackBerry Access in User Agent" app setting is selected in BlackBerry UEM.

1. Verify the SPN for Active Directory Federation Services. For Active Directory Federation Services to use Kerberos, the Active Directory Federation Services service must have registered an SPN. This SPN should already be registered by the prerequisite Active Directory Federation Services configuration in Office 365.
 - a) Open a command prompt on a computer with Active Directory RSAT tools installed.
 - b) Enter the command: `set spn -q HOST/fqdn.of.adfs.server` where *fqdn.of.adfs.server* is the FQDN of your Active Directory Federation Services server.

This command exposes the name service account that serves Active Directory Federation Services. For a safer form of delegation (HOST allows any protocol, only HTTP is needed) you might want to register the HTTP SPN of the Active Directory Federation Services service account with the following command: `set spn -S HTTP/fqdn.of.adfs.serverADFS_service_account`, where *ADFS_service_account* is the name of the Active Directory Federation Services service account shown in the previous command.

2. Enable the User Agent in Active Directory Federation Services. By default, Active Directory Federation Services allows only known user agents to use Windows Authentication. All other user agents are considered external and are served with Forms Based Authentication (FBA) or certificate authentication.
 - a) To enable single sign-on in BlackBerry Access you need to add the BlackBerry Access user agent string to Active Directory Federation Services to allow Windows Authentication for BlackBerry Access and Kerberos constrained delegation. For all platforms, the BlackBerry Access user agent string begins with `Mozilla/5.0..`
 - b) To verify the Active Directory Federation Services user agents, enter the following command: `Get -ADFSProperties | Select -ExpandProperty WIASupportedUserAgents`
 - c) Edit and run the following script to add the new user agent to Active Directory Federation Services. **\$NewUserAgent** must be edited to the value that you will add.

```
$NewUserAgent = "Mozilla/5.0"
$CurrentUserAgents = Get-ADFSProperties | Select -ExpandProperty WIASupportedUserAgents
$UserAgentAddArray = $CurrentUserAgents + $NewUserAgent
```

```
Set-ADFSProperties -WIASupportedUserAgents $UserAgentAddArray
```

- d) To verify that the Active Directory Federation Services user agent has been added, run the **Get-ADFSProperties** command again: `Get-ADFSProperties | Select -ExpandProperty WIASupportedUserAgents`
 - e) Restart the Active Directory Federation Services service.
3. Set delegation on the Kerberos account.
- a) Log in to BlackBerry UEM.
 - b) Click **Settings > BlackBerry Dynamics > Properties**.
 - c) Scroll to find the value of the **gc.krb5.principal.name** property. Set this object name in Microsoft Active Directory.
 - d) On your Microsoft Active Directory server, click the **Delegation** tab.
 - e) Click **ADD** and enter the Active Directory Federation Services service account name that you discovered in step 1.
 - f) Add the HTTP SPN.
 - g) Click **OK**.

Setting up a PAC file to manage a proxy infrastructure

A work network can have complex traffic flows between local networks, connected vendor and partner networks, and the Internet. DNS domains are often split between internal and Internet hosts that require complex routing. A PAC file is an efficient way to manage a complex proxy infrastructure.

A PAC file is a JavaScript function definition that determines whether web browser requests (HTTP, HTTPS, and FTP) go directly to the destination or if they are forwarded to a web proxy server. PAC files can support proxy deployments in which clients are configured to send traffic to the web proxy.

The benefits of using a PAC file:

- A PAC file allows you to automatically:
 - Send Internet-bound HTTP, HTTPS, and FTP traffic directly to the proxy
 - Send Intranet traffic directly to the destination
 - Make exceptions for internal or external sites that must be routed or bypass the proxy
- A PAC file locks down the BlackBerry Access LAN egress configuration
- A PAC file provides a flexible, easy-to-maintain, and script-driven method of controlling the routing of web requests
- A PAC file can include code that handles proxy load distribution and failover
- A PAC file can be stored and updated in a central location, instead of distributed on multiple servers and devices; when a PAC file is changed, client browsers retrieve the updated copy the next time BlackBerry Access is launched

Note:

- It is a best practice to keep the PAC file size under 1 MB to ensure proper performance.
- The return values in the PAC file must not contain spaces or newline characters.
- The PAC file must not be hosted on the same server as Good Control or on the same server as BlackBerry UEM or any of its components. This configuration is not supported.

PAC file example

PAC files should start with a clear and concise coding methodology. You can achieve the same result using several different methods using the PAC file functions that are available and the flexibility of the JavaScript language. The following example shows how to:

- Normalize the requested URL for pattern matching
- Bypass the proxy when the destination is a plain hostname (a hostname that doesn't include a domain)
- Bypass the proxy for a defined set of local domains
- Bypass non-routable addresses ([RFC 3330](#), better known as Special-Use IPv4 Addresses)
- Send remaining HTTP, HTTPS, and FTP traffic to a specific proxy

```
function FindProxyForURL(url, host)

/* Normalize the URL for pattern matching */
{
url = url.toLowerCase();
host = host.toLowerCase();

/* Don't proxy local hostnames */
if (isPlainHostName(host))
{
return 'DIRECT';
}

/* Don't proxy local domains */
if (dnsDomainIs(host, ".example1.com") ||
(host == "example1.com") ||
dnsDomainIs(host, ".example2.com") ||
(host == "example2.com") ||
dnsDomainIs(host, ".example3.com") ||
(host == "example3.com"))
{
return 'DIRECT';
}

/* Don't proxy non-routable addresses (RFC 3330) */
if (isInNet(hostIP, '0.0.0.0', '255.0.0.0') ||
isInNet(hostIP, '10.0.0.0', '255.0.0.0') ||
isInNet(hostIP, '127.0.0.0', '255.0.0.0') ||
isInNet(hostIP, '169.254.0.0', '255.255.0.0') ||
isInNet(hostIP, '172.16.0.0', '255.240.0.0') ||
isInNet(hostIP, '192.0.2.0', '255.255.255.0') ||
isInNet(hostIP, '192.88.99.0', '255.255.255.0') ||
isInNet(hostIP, '192.168.0.0', '255.255.0.0') ||
isInNet(hostIP, '198.18.0.0', '255.254.0.0') ||
isInNet(hostIP, '224.0.0.0', '240.0.0.0') ||
isInNet(hostIP, '240.0.0.0', '240.0.0.0'))
{
return 'DIRECT';
}

/* Don't proxy local addresses.*/
if (false)
{
return 'DIRECT';
}
}

if (url.substring(0, 5) == 'http:' ||
```

```

url.substring(0, 6) == 'https:' ||
url.substring(0, 4) == 'ftp:')
{
return 'PROXY xyz1.example.com:8080';
}

return 'DIRECT';
}

```

The following example shows a simple load distribution and failover using DNS:

```

{
if (isInNet(myIpAddress(), "10.1.0.0", "255.255.0.0"))
{ return "PROXY xyz1.example.com:8080; " +
"PROXY xyz2.example.com:8080";
}

if (isInNet(myIpAddress(), "10.2.0.0", "255.255.0.0"))
{ return "PROXY xyz1.example.com:8080; " +
"PROXY xyz2.example.com:8080";
}

if (isInNet(myIpAddress(), "10.3.0.0", "255.255.0.0"))
{ return "PROXY xyz2.example.com:8080; " +
"PROXY xyz1.example.com:8080";
}

if (isInNet(myIpAddress(), "10.4.0.0", "255.255.0.0"))
{ return "PROXY xyz2.example.com:8080; " +
"PROXY xyz1.example.com:8080";
}
else return "DIRECT";
}

```

The following example (new in version 2.9) shows how to specify URLs to open in the native browser and URLs to block:

```

function FindProxyForURL(url, host)
{

if (shExpMatch (url, "*example.org*")){
return "PROXY example.net:8080; PROXY :3128";
}
if (dnsDomainIs (host, "blackberry.com")){
return "NATIVE";
}
if (dnsDomainIs (host, "*example.com*")){
return "BLOCK";
}

//redirect on http page
if (shExpMatch (url, "*domain123.example.net*")){
return "BLOCK http://domain1.example.org/";
}

return DIRECT;
}

```

Configure PAC settings in BlackBerry UEM

Before you begin: Verify that the PAC file is not hosted on the same server as BlackBerry UEM or any of its components. This configuration is not supported.

1. In the BlackBerry UEM management console, on the menu bar, click **Apps**.
2. Click the BlackBerry Access app.
3. On the BlackBerry Dynamics tab, in the **App configuration** table, click the app configuration that you want to edit.
4. Click the **Network** tab.
5. Select the **Enable Web Proxy** option.
6. Select the **Use Proxy Auto Configuration** option.
7. In the **Enter URL for PAC file location** field, type the fully qualified PAC file location.
8. Click the **Security** tab.
9. Select the **Enforce strict tunnel** option.
10. Click **Save**.
11. For the BlackBerry Dynamics subsystem to route traffic to a proxy resolved by the PAC file, every proxy server and the PAC location must be allowed access through BlackBerry Proxy. Perform the following actions:
 - a) Click **Policies and profiles**.
 - b) Expand **Connectivity (BlackBerry Dynamics)**.
 - c) Click **Default**.
 - d) Click .
 - e) In the **Allowed Domains** table, click .
 - f) Enter the domain and select the BlackBerry Proxy instances to use with the proxy server that you included in the PAC file.
 - g) Click **Save**.
 - h) Click  to add more PAC hosts.

Configure PAC settings in Good Control

Before you begin: Verify that the PAC file is not hosted on the same server as Good Control. This configuration is not supported.

1. In the Good Control console, in the navigator, click **Policy Sets**.
2. Select the BlackBerry Access policy that you want to configure.
3. Click the **Edit** icon.
4. Click the **Application Policies** tab.
5. Click **Good Access**.
6. Click the **Network** tab.
7. Select the **Enable Web Proxy** option and enter the fully qualified PAC file location.
8. In the **Enter URL for PAC file location** field, type the fully qualified PAC file location.
9. For on-premises deployments, click the **Security** tab and make sure that the **Enforce strict tunnel** option is selected. For cloud deployments, Strict Tunnel must be disabled or you will block access to external sites.
10. Click **Update**.
11. For the BlackBerry Dynamics subsystem to route traffic to a proxy resolved by the PAC file, every proxy server and the PAC location must be allowed access through Good Proxy. Perform the following actions:
 - a) In the navigator, under **Policies**, click **Connectivity Profiles**.

- b) Click **Master Connection Profile**.
 - c) Beside **Allowed Domains**, click **Edit**.
 - d) Enter the domain and select the Good Proxy instances to use with the proxy server that you included in the PAC file.
 - e) Click **Add** to include more entries.
 - f) Click **Save** to save these settings.
12. For on-premises deployments, verify that Strict Tunnel is enabled by repeating Steps 1 and 2 above and then clicking the **Security** tab. For cloud deployments, Strict Tunnel must be disabled or you will block access to external sites.

Test a PAC configuration

When you test PAC configurations, it's recommended that you enable debugging and detailed logging to accurately capture the sequence of operations. When detailed logging is enabled from the app, BlackBerry Access logs proxy-related errors to a special console found in device settings. To view this console, you can open BlackBerry Access on the device, tap **Settings > Console**.

BlackBerry Access also provides network utilities that can be used to debug a PAC file policy. To view these network utilities from the device, you can tap **Settings > Advanced – Network Utilities**, select **PAC Resolve**, and enter an IP or Hostname to check how the currently applied PAC file resolves it.

Refreshing PAC configuration on devices

You can ensure that the latest PAC configuration has been pushed to all devices by forcing a policy refresh of the BlackBerry Access policies and PAC settings in either BlackBerry UEM or Good Control.

Force a policy and PAC file refresh in BlackBerry UEM

If you have changed a policy and want to force BlackBerry UEM to send updates, including refreshing the PAC files on devices, perform the following steps in BlackBerry UEM:

1. On the menu bar, click **Apps**.
2. Click the BlackBerry Access app.
3. On the BlackBerry Dynamics tab, in the **App configuration** table, click the app configuration that you want to edit.
4. On the **General** tab, scroll to the **To force policy update to device, enter current date and time and click update** field.
5. Enter the date and time in either 24 hour format or 12 hour format. For example, 02-16-2017 12:04AM (12-hour) and 02-16-2017 0004 (24-hour).
6. Click **Save**.

Force a policy and PAC file refresh in Good Control

The Good Control server sends policy updates to all client devices when the policies have been changed.

If you have changed a policy and want to force Good Control to send updates, including refreshing the PAC files on devices, perform the following steps in Good Control:

1. Click **Policy Sets**.
2. Click the policy set that you want to configure.
3. Click the **Apps** tab.
4. Expand the **App Specific Policies** section.
5. Scroll to find the entry for **BlackBerry Access** and click to expand.

6. Click the **General** tab.
7. Scroll to the **To force policy update to device, enter current date and time and click update** field.
8. Enter the date and time in either 24 hour format or 12 hour format. For example, 02-16-2017 12:04AM (12-hour) and 02-16-2017 0004 (24-hour).
9. Click **Update**.

PAC file FAQ

What happens when a PAC file can't be downloaded?

If a PAC policy is mentioned but the PAC file can't be downloaded, BlackBerry Access doesn't allow the browser to navigate to any web sites, and users see the following message: "Invalid web proxy configuration". Users can try reloading the page to restart the PAC file download so that BlackBerry Access can try to download the PAC file again.

When is a PAC file downloaded and how long is it cached?

For iOS devices, the PAC file is downloaded whenever the BlackBerry Access policy is updated and the app is unlocked. Whenever the BlackBerry Access policy comes to the app, the download sequence starts. When the device starts receiving the PAC file, the previous PAC file is replaced with the new one. After it is downloaded, the data is stored in a persisted file and it's not downloaded again unless a new policy is pushed by Good Control.

For Android devices, the PAC file is downloaded only at the time the user tries to load a webpage. When it's downloaded, the PAC data is stored in memory (not persisted) and not downloaded again until either the policy is updated, the app is restarted, or whenever the network changes. The PAC file is downloaded again when a user accesses a webpage after restarting the device or when network changes occur.

You can use the "Enable PAC proxy check for all the sub-resources" app setting to enforce PAC processing without caching. Setting this app setting has an impact on the performance of your organization's environment. It's recommended to use this feature for special circumstances only.

Is there a cache timeout that controls whether the client will download PAC regularly?

There's no cache timeout for PAC files. The client doesn't download a new configuration unless it meets the criteria described in the previous question.

How can you force clients to update PAC files if the PAC URL is the same but the PAC content has changed?

Due to a limitation in Good Control, you cannot apply the policy without changing one of the fields in the policy. You can force a refresh of BlackBerry Access policies, including PAC configuration, on user's devices.

Why do users see an "Invalid Web Proxy Configuration" error message and how can users diagnose the problem?

This error message is displayed due to various conditions related to PAC files or the proxy server. Users can go to the console in BlackBerry Access to see more details. This error message can be displayed for the following reasons:

- The PAC script couldn't be executed because of a JavaScript error. Unfortunately, BlackBerry Access can't detect JavaScript errors. It's recommended that you first test the PAC file in a browser on a computer and then deploy it to devices. A PAC tester tool is available to test the PAC here: <https://code.google.com/p/pactester/>.

- The PAC file returns an empty value. In the case of computer browsers, they fall back to a connection without a web proxy. However, for security reasons, BlackBerry Access doesn't fall back and displays an error message instead.
- None of the web proxies returned by the PAC files are whitelisted in Good Control client connections. For more information, see [Configure PAC settings in Good Control](#).
- The PAC URL is invalid, is not whitelisted, or the PAC URL couldn't be connected to. For more information, see [Configure PAC settings in Good Control](#).
- Manual proxy is set but the proxy details haven't been configured. For more information, see [Configure PAC settings in Good Control](#).

Configure RSA SecurID soft token authentication

BlackBerry Access for iOS and Android devices supports RSA SecurID soft token authentication. The software consists of an app and a separately installed, software-based security token that transfers password protection and authentication delegation to Good for Enterprise.

BlackBerry Access contains an embedded RSA SecurID authenticator that can generate and display a 6-digit or 8-digit tokencode at 30 or 60 second intervals.

1. To start a user's RSA SecurID software authenticator, provision an RSA SecurID software token seed record and send it to the user in an email so that they can import the seed record into BlackBerry Access.
2. [Configure an RSA SecurID application policy in BlackBerry UEM](#) or [Configure an RSA SecurID application policy in Good Control](#). The policy includes the email address of an RSA Authentication Manager administrator who is responsible for assigning and delivering software token seed records.
3. Generate the Compressed Token Format URL with the RSA Authentication Manager. Replace the protocol portion of the URL to send an HTTP URL to Good for Enterprise so that it can import the RSA token into BlackBerry Access:
 - Change the **com.rsa.securid://ctf?ctfData=numeric_string** or **custom_url_scheme://ctf?ctfData=numeric_string** to **http://ctf?ctfData=numeric_string**.

The URL is case sensitive: **ctfData** must be mixed case, as shown.

4. The seed record must be delivered in an .sdtid file or a Compressed Token Format URL. The user imports the seed record into BlackBerry Access.
5. A user that has BlackBerry Access already activated on their device opens the email message and clicks the RSA token to install it in BlackBerry Access.

After you finish:

- The RSA administrator assigns a software token to the user, binds it to the user's device ID, and sends the seed record to the user in a Compressed Token Format URL format.
- The user opens the seed record in BlackBerry Access.
- BlackBerry Access imports the seed record and instantiates the RSA SecurID authenticator.

Configure an RSA SecurID application policy in BlackBerry UEM

1. In the BlackBerry UEM console, click **Apps**.
2. Click the BlackBerry Access app.
3. On the BlackBerry Dynamics tab, in the **App configuration** table, click the app configuration that you want to edit.
4. Click the **RSA** tab.
5. Select the **Enable RSA SecurID** checkbox.

6. BlackBerry Access must prompt a PINPAD software token user to enter their PIN in order to generate an RSA SecurID passcode. If you want BlackBerry Access to prompt users each time they request a passcode, select the **Prompt PIN for PINPAD Token** check box. Otherwise, BlackBerry Access will cache the PIN.
7. Enter your RSA Authentication Manager administrator's email address in the **RSA Administrator Email Address** field. Good Control will send all token seed record requests to this address.
8. If you want to CC a recipient each time a BlackBerry Access user requests an RSA SecurID seed record, enter the recipient's email address in the **RSA Administrator CC Email Address** field.
9. Click **Save**.

Configure an RSA SecurID application policy in Good Control

1. In the Good Control console, click **Policy Sets**.
2. Locate the policy set that you want to configure in the **Policy Sets** table and click the edit icon in the Action column.
3. Click the **Apps** tab.
4. In the **App Specific Policies** section, expand the BlackBerry Access policy.
5. Click the **RSA** tab.
6. Select the **Enable RSA SecurID** checkbox.
7. BlackBerry Access must prompt a PINPAD software token user to enter their PIN in order to generate an RSA SecurID passcode. If you want BlackBerry Access to prompt users each time they request a passcode, select the **Prompt PIN for PINPAD Token** check box. Otherwise, BlackBerry Access will cache the PIN.
8. Enter your RSA Authentication Manager administrator's email address in the **RSA Administrator Email Address** field. Good Control will send all token seed record requests to this address.
9. If you want to CC a recipient each time a BlackBerry Access user requests an RSA SecurID seed record, enter the recipient's email address in the **RSA Administrator CC Email Address** field.
10. Click **Update**.

Kerberos authentication support

BlackBerry Access fully supports Kerberos authentication. Kerberos authentication is an integral part of Microsoft Active Directory implementations that has increasingly become a centerpiece of enterprise-level interoperability. It provides secure user authentication through the Active Directory domain controller, which maintains the user account and login information necessary to access your organization's network.

The Kerberos protocol governs three system participants:

1. A KDC
2. The client device
3. The server it wants to access

The KDC is installed as part of the domain controller and performs two service functions: the Authentication Service and the TGS.

When they log in to your network, users must negotiate access by providing a login name and password that's verified by the AS portion of the KDC within their domain. The KDC has access to the Active Directory user account information. After a user is authenticated, the user is granted a TGT that's valid for the local domain. The TGT is cached on the device, which uses it to request sessions with services throughout the network. You can configure the TGT's default expiration.

In addition, BlackBerry Access is certified for Kerberos Constrained Delegation, a BlackBerry Dynamics platform feature that lets domain administrators restrict the network resources that a service trusted for delegation can access by limiting the scope where application services can act on a user's behalf. When configured, Kerberos

Constrained Delegation restricts which front-end service accounts can delegate to their back-end services. By supporting constrained delegation across domains, services can be configured to use constrained delegation to authenticate to servers in other domains rather than using unconstrained delegation. This provides authentication support for across-domain service solutions by using an existing Kerberos infrastructure without needing to trust front-end services to delegate to any service.

Mapping domains to Kerberos realms

When a client attempts to access a service running on a particular server, it knows the name of the service (host) and the name of the server (for example, server01.example.com), but because more than one Kerberos realm may be deployed on your network, it must guess the name of the realm in which the service resides.

By default, the name of the realm is taken to be the DNS domain name of the server in uppercase letters.

Example Domain Name	EXAMPLE Kerberos REALM NAME
server01.example.org	EXAMPLE.ORG
server01.example.com	EXAMPLE.COM
server01.hq.example.com	HQ.EXAMPLE.COM

In many configurations, this is sufficient, but in others, the derived realm name might not be the name of a valid realm. In these cases, the mapping from the server's DNS domain name to the name of its realm must be specified, as shown below.

For BlackBerry Access domain-to-realm mapping, you can record a list of comma-separated equivalencies in which the first mapping in the list is treated as the default domain mapping. It will be used if the user has left the domain field empty, as well as when the server requires NTLM or Kerberos authentication.

Another frequent use of this mapping is to equate a NetBIOS name that users might be familiar with to a Kerberos realm name that becomes more recognizable.

Map domains to Kerberos realms in BlackBerry UEM

1. In the BlackBerry UEM console, click **Apps**.
2. Click the BlackBerry Access app.
3. On the BlackBerry Dynamics tab, in the **App configuration** table, click the app configuration that you want to edit.
4. Click the **Network** tab.
5. In the field provided, enter the list of comma-separated values, using this syntax: domain=KERBEROS_REALM_NAME

The value of *KERBEROS_REALM_NAME* must always be in uppercase letters.

Example: eastdomain=EAST.EXAMPLE.CORP

6. Click **Save**.

Map domains to Kerberos realms in Good Control

1. In the Good Control console, click **Policy Sets**.
2. Locate the policy set that you want to configure in the **Policy Sets** table and click the edit icon in the **Action** column.
3. Click the **Apps** tab.

4. In the **App Specific Policies** section, expand the BlackBerry Access policy.
5. Click the **Network** tab.
6. In the field provided, enter the list of comma-separated values, using this syntax: domain=KERBEROS_REALM_NAME
The value of *KERBEROS_REALM_NAME* must always be in uppercase letters.
Example: eastdomain=EAST.EXAMPLE.CORP
7. Click **Update**.

Managing certificates

BlackBerry UEM and Good Control support the use of public and private key (PKCS #12) certificates for signing email and client authentication.

The following section explains how to allow users to use certificates with BlackBerry Access. It assumes that you have already set up your environment to communicate with your CA. If you have not completed this step, refer to the following instructions, depending on your environment:

- [Connect BlackBerry UEM to your organization's BlackBerry Dynamics PKI Connector](#)
- In the Good Control online help, see the [Certificates Definitions Tab](#) section.

For more information on setting up your environment to use certificates, refer to the following:

- For Good Control, [see the Certificates section in the Good Control online help](#).
- For BlackBerry UEM, [see the Certificates section in the BlackBerry UEM administration content](#).

Verify that BlackBerry Access can use certificates in BlackBerry UEM

By default, the BlackBerry Work and BlackBerry Access apps are allowed to use PKCS#12 certificates. For other BlackBerry Dynamics apps, you must allow them to use certificates. To verify that BlackBerry Access can use certificates, complete the following steps.

1. In the BlackBerry UEM console, click **Apps**.
2. Click the BlackBerry Access app.
3. On the BlackBerry Dynamics tab, in the **User certificates** section, make sure that the **Allow BlackBerry Dynamics apps to use user certificates, SCEP profiles, and user credential profiles** option is selected.
4. Click **Save**.

Verify that BlackBerry Access can use certificates in Good Control

By default, the BlackBerry Work and BlackBerry Access apps are allowed to use PKCS#12 certificates. You must add any other apps that you want to allow to the App Usage tab in Good Control. To verify that BlackBerry Access can use certificates, complete the following steps.

1. Navigate to the **Certificates > App Usage** tab.
2. To add an app, click **Add App**.
3. In the dialog box, find the app that you want to add and select it. Click **OK**.
4. To remove an application, scroll through the list to find the app to remove.
5. Click **X** beside the app.
6. Click **OK** to remove the app or **Cancel** to retain it.

Upload certificates for users in BlackBerry UEM

The client certificate must have a .pfx or .p12 file name extension. You can send more than one client certificate to devices.

1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, click the name of a user account.
4. In the **IT policy and profiles** section, click **+**.
5. Click **User certificate**.
6. Type a description for the certificate.
7. In the **Apply certificate to** section, select **BlackBerry Dynamics enabled devices**.
8. In the **Certificate file** field, click **Browse** to locate the certificate file.
9. Click **Add**.

The certificate is listed in the **BlackBerry Dynamics user certificates** table on the user summary page.

Upload certificates for users in Good Control

You can upload PKCS#12 certificate files for users in Good Control.

Before you begin: The certificate files must have either a .p12 or .pfx file extension.

1. Navigate to **Users and Groups**.
2. Select a user to edit and click **User Actions > Edit User**.
3. Click the **Certificates** tab.
4. Click **Upload**.
5. Navigate to the PKCS#12 certificate file on your computer.
6. Select or open the file.
7. Follow the instructions on the screen to upload the certificate file.

Good Control displays the date of the upload. Good Control can't display more information about the certificate until the user uses the certificate at least once by entering the password to the certificate file. Until the password is entered, the certificate is encrypted and details can't be obtained from it.

Delete certificates for users in BlackBerry UEM

You can delete PKCS #12 certificate files for users in BlackBerry UEM.

1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, click the name of a user account.
4. In the **BlackBerry Dynamics user certificates** table, click **X** beside the certificate that you want to delete.

Delete certificates for users in Good Control

You can delete PKCS#12 certificate files for users in Good Control.

1. Navigate to **Users and Groups**.
2. Select a user to edit and click **User Actions > Edit User**.
3. Click the **Certificates** tab.
4. Select the certificate that you want to delete.
5. Click **Delete**.

Security features

BlackBerry Access is built using the BlackBerry Dynamics SDK and provides users with access to your organization's network behind your firewall. For more information about security and the BlackBerry Dynamics SDK, including how data-at-rest and data-in-transit is secured, cryptography details, and policy enforcement, see the [BlackBerry Dynamics Security White Paper](#).

BlackBerry Access protects data with anti-debugging techniques, method integrity checking, and source code obfuscation of security-sensitive code on all platforms. Unlike users on iOS and Android platforms, users on aWindows and macOS platforms have administrator privileges. BlackBerry Access for Windows and BlackBerry Access for macOS do not have compliance rules that detect whether a device is jailbroken or rooted. BlackBerry Access for Windows and BlackBerry Access for macOS have an additional compliance policy to check for the presence of antivirus software.

The following are some additional security features that are specific to BlackBerry Access:

- All browser data stored in a secure container
- Support for PAC files
- Connectivity profiles that define the network connections, Internet domains, IP address ranges, and app servers that devices can connect to when using BlackBerry Access
- DLP policy enforcement
- Support for various authentication methods, including client certificates, Kerberos, and more
- Separate BlackBerry Dynamics certificate store
- Support for S/MIME in BlackBerry Work for Windows and BlackBerry Work for macOS
- Secure file downloads and secure file viewer
- Policy that specifies which extensions can be downloaded in BlackBerry Access

Remote data wipe

Wiping data is a process that allows you to remotely erase data from a user's device when a violation or breach of security policy is detected, a user's network permissions are changed or revoked, or the user's employment is terminated. When data is wiped, the secure container on the device where files and folders that the organization owns are located is physically rewritten with zeros to prevent data recovery. This is different from an ordinary file deletion, where only the pointer to the file in the file allocation table is deleted.

Send device commands to BlackBerry Access in BlackBerry UEM

After BlackBerry Access, or any other BlackBerry Dynamics app, has been installed on a device, you can perform actions on the apps. For example, you can delete app data if a user has lost a device.

1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, click the name of the user account.
4. Select the device tab for the device that has installed the app that you want to manage.
5. In the **BlackBerry Dynamics apps** section, perform one of the following actions:

Task	Steps
Lock app	Lock the BlackBerry Dynamics app. This is useful when a user has lost a device but may recover it. The app cannot be accessed but app data is not deleted.

Task	Steps
Unlock app	Unlock the BlackBerry Dynamics app. The user will regain access to the app and app data.
Delete app data	Delete all data for the BlackBerry Dynamics app and make the app unusable. The app data cannot be recovered. This is useful when a user has lost a device and cannot recover it.
Logging on	Turn on app logging. Logging is set to debug level.
Logging off	Turn off app logging.
Upload log file	Upload the app logs from the device to the BlackBerry Dynamics NOC.
Get app events	Display detailed information about compliance and other app events.

6. Confirm whether you want to complete the action.

Send device commands to BlackBerry Access in Good Control

After BlackBerry Access, or any other BlackBerry Dynamics app, has been installed on a device, you can perform actions on the apps. For example, you can delete app data if a user has lost a device.

1. Navigate to **Users and Groups** > *select a user* > **Edit** > **Devices and Apps** > *select a device* > **Installed Apps**.
2. Check the checkboxes for the applications you want to change.
3. In the search results, click the name of the user account.
4. Using the **App Actions** menu on the right, perform one of the following actions:

Task	Steps
Lock app	Lock the BlackBerry Dynamics app. This is useful when a user has lost a device but may recover it. The app cannot be accessed but app data is not deleted.
Unlock app	Unlock the BlackBerry Dynamics app. The user will regain access to the app and app data.
Delete app data	Delete all data for the BlackBerry Dynamics app and make the app unusable. The app data cannot be recovered. This is useful when a user has lost a device and cannot recover it.
Logging on	Turn on app logging. Logging is set to debug level.
Logging off	Turn off app logging.
Upload log file	Upload the app logs from the device to the BlackBerry Dynamics NOC.
Get app events	Display detailed information about compliance and other app events.

5. Confirm whether you want to complete the action.

Secure storage of browsing activity

All BlackBerry Access browsing activity, including browser data, the cache, and cookies are encrypted and stored in a secure container on devices. The secure container ensures that work data is stored separately from personal data on devices.

SSL and TLS

SSL transmission protocol employs a cryptographic system that uses two keys to encrypt data: a public key known to everyone and a private, or secret, key known only to the recipient of the message. TLS is the successor to SSL.

Both protocols use X.509 certificates and asymmetric cryptography to identify the counterparty with whom they are talking, and to exchange a symmetric key. This session key is then used to encrypt data flowing between the parties, providing data and message confidentiality, along with message authentication codes for message integrity and message authentication. An important characteristic is PFS, so the short term session key cannot be derived from the long-term asymmetric secret key.

NTLMv2 authentication

NTLMv2 is a challenge-response authentication protocol and a cryptographically strengthened replacement for NTLMv1. Kerberos, which is the preferred authentication protocol for Windows and Microsoft Active Directory domains, is used when a server belongs to a Windows Server domain or if a trust relationship with a Windows Server domain is established in some other way, such as Linux to Microsoft Active Directory authentication.

NTLMv2 sends two 16-byte responses to an 8-byte server challenge. The two responses are:

- The HMAC-MD5 hash of the server challenge, which is a randomly generated client challenge
- An HMAC-MD5 hash of the user's password and other identifying information

The formula that is used begins with the NT Hash, that is stored in the SAM or Active Directory, and continues to hash in the username and domain name, using HMAC-MD5.

HTTP basic authentication

HTTP basic authentication implementation is the simplest technique for enforcing access controls to web resources because it doesn't require cookies, session identifiers, or login pages. Instead, HTTP basic authentication uses static, standard HTTP headers, which means that no handshakes have to be done in anticipation.

However, the basic authentication mechanism provides no confidentiality protection for the transmitted credentials. They are merely encoded with BASE64 in transit, but not encrypted or hashed. Basic authentication should therefore only be used over HTTPS.

User passwords

Users can change their passwords in the BlackBerry Access settings.

Video support

BlackBerry Access for iOS devices supports many video formats. YouTube videos aren't supported because they are served with non-compliant tags that can't be replaced or rewritten by BlackBerry Access. You must open YouTube videos in a native browser instead. BlackBerry Access for iOS devices support the same video formats that Apple does, except for the following legacy formats: M2V, 3GP, and 3GP-2.

To securely play videos on web sites, the HTML5 `<video>` tag with the `<source>` element's `src` attribute is required at the time the page is loaded in the browser. If BlackBerry Access can't detect a `<video>` tag, the video playback isn't secured. The following is a sample of the tags:

```
<video width="320" height="240" controls>
  <source src="test.mp4" type="video/mp4">
  <source src="test.ogg" type="video/ogg">
  Your browser does not support the video tag.
</video>
```

Web servers that serve videos must be configured for byte streaming so that BlackBerry Access can play them. The web server must support the HTTP header 206 Partial Content. Otherwise, videos are downloaded to the device, and the user must play them manually.

Video support FAQ

Q. What are the limitations in BlackBerry Access capability to trap all video elements and in the website and stream securely through BlackBerry Dynamics?

Because BlackBerry Access uses Apple's webkit to render the HTML data, it isn't possible to catch all video elements and redirect them through the BlackBerry Dynamics network. Instead, BlackBerry Access will run some additional Java scripts after the page is loaded to replace the video elements with custom URL which will make the native player call back to BlackBerry Access application logic when it needs to fetch data so that the video data can be streamed through BlackBerry Dynamics. There are few limitations due to the fact that BlackBerry Access translates video elements after the page is loaded:

- While a page is being loaded (not fully loaded), if the user taps on any of video elements, the player may request data directly and not go through BlackBerry Dynamics. The video playback may not work if the HTTP server that hosts video can't be reached directly. Users must wait for the page to load completely, and the video icons must be replaced by BlackBerry Access playback icons.
- Some of the pages have logic to dynamically create video elements based on user action after the page is loaded. These dynamically inserted video elements may not be playable through BlackBerry Access secured streaming.
- Custom javascript players and HTML elements are not supported.

Q. What are the requirements for video to be streamed and played in BlackBerry Access through BlackBerry Dynamics?

BlackBerry Access supports secure streaming of video files hosted within corporate intranet through HTTP based video streaming over BlackBerry Dynamics based secured connection. The current solution requires the following setup to work seamlessly:

- The HTTP server hosting video has to support range requests. Otherwise the video can't be played back.
- The network over which the device is connected to should be able to support the minimum bitrate needed by video files. The bitrate differs based on resolution of video, not meeting this rate will either not play back the video or will have a lot of pauses while the player is trying to buffer the data.
- It is recommended to have BlackBerry Access connected to the Good Proxy server using BlackBerry Dynamics Direct Connect instead of through the BlackBerry Dynamics NOC for less latency and better video playback.

Q. What video files are supported by BlackBerry Access?

BlackBerry Access uses iOS native video player and should support most of audio/video codecs and containers supported by the native player. BlackBerry Access has been tested for video and audio encoded with AAC, MP3, MPEG 4, H.264, and MP4 contained in video containers. BlackBerry Access doesn't support 3GP.

Q. What is maximum size of video file supported?

BlackBerry Access uses 32 bit values to keep track of video offset, so it can support up to 2 GB of data. Only video files up to 700 MB have been tested.

Q. Where are video files buffered and what are limitations with buffering?

BlackBerry Access has a limited amount of buffering in RAM (volatile program memory). The memory is capped at 20 MB currently, and no video data is stored in the file. Because caching doesn't persist in the file, the video player may have to fetch the same data repeatedly depending on how the user plays the video.

Q. Why does it take lot of time to start video playback when I go forward or back in a video?

Because seeking requires BlackBerry Access to fetch data from the network by issuing new connections and requesting a new data range, it takes time for the connection request and fetch depending on the current bandwidth and latency. Also, because of limited non-persistent buffering, BlackBerry Access may not have previously played data when user seeks back while watching video and must request the data from server again.

Q. How do I download video file and watch it later?

The download option is available only for the video files. Whole locations are referred in the link tag (href) or when the video URL is entered in the address bar. BlackBerry Access doesn't support download to file for videos that are embedded in HTML files using <video> tags.

Q. Why does my BlackBerry Access application lock while watching video?

This because of a security restriction in BlackBerry Dynamics and the IT policy. The video player doesn't reset the idle timeout, so the device can lock while user is watching video. You may have to tap the screen now and then to reset the idle timeout.

Q. Is Apple's HTTP live streaming supported?

Yes.

Configuring allowed Internet domains

You can configure default and allowed Internet domains for users to use in BlackBerry Access. This allows users to reach servers by typing the unqualified domain name instead of the FQDN. For example, if your organization has an internal server running knowledge base software with an FQDN of kb.example.com, you can configure domain information so that users can reach that server by simply typing "kb" in the browser.

You use connectivity profiles to specify allowed Internet domains in either BlackBerry UEM or Good Control. You can set up configurations that apply to your entire user base or configurations that apply only to specific user groups.

For more information, see one of the following, depending on your environment:

- If you are using BlackBerry UEM, see [Create a BlackBerry Dynamics connectivity profile in the Getting Started with BlackBerry UEM and BlackBerry Dynamics](#).
- If you are using Good Control, see the [Good Control Help content](#).

Changing communications protocols

Using BlackBerry UEM or Good Control, you can allow certain secure communications protocols, such as TLSv1.0 or TLSv2, for communication with client devices.

You should be careful when you disable protocols. Check with your organization's IT staff to find out which protocols can be safely disabled. Otherwise, you might disable a protocol that's used on your network, and this

can disrupt the secure handshake that's required between BlackBerry UEM or Good Control and users' devices, and users may receive a "Page Not Found" message.

BlackBerry Access for iOS has its own application policy that controls which communications protocol to use.

For more information, see one of the following, depending on your environment:

- If you are using BlackBerry UEM, see [Configuring BlackBerry UEM to make TLS/SSL connections to Exchange ActiveSync in the BlackBerry UEM Configuration content](#).
- If you are using Good Control, see the [Good Control Help content](#).

Allow users to open custom URL schemes

By default, BlackBerry Access opens only HTTP and HTTPS URL schemes. You can use the "Enable 3rd Party Applications" and "Enter comma separated URL schemes" app settings in BlackBerry UEM or Good Control to allow users to open custom URL schemes supported by third-party apps. For more information about these app settings, see [BlackBerry Access app configuration settings](#).

You must add the third-party URL scheme names in the "Enter comma separated URL schemes" app setting, or users are blocked from accessing the third-party apps. You can find the names of blocked third-party URL schemes in the BlackBerry Access console log.

Before you begin: Verify that detailed logging is enabled in BlackBerry Access.

1. In BlackBerry Access, click the URL to access the third-party application.
2. Wait until BlackBerry Access returns the following error message: URL scheme is blocked.
3. Go to the BlackBerry Access console.
4. Look for the error message for the blocked URL scheme.
5. In BlackBerry UEM or Good Control, add the name of the URL scheme to the "Enable 3rd Party Applications" app setting.

Identifying BlackBerry Access in user agent

When a BlackBerry Access user visits a website, BlackBerry Access sends its user agent string to the server that hosts the website. The user agent string contains tokens that provide information about BlackBerry Access, such as the browser description, operating system, and current browser mode, in the HTTP request headers. The server uses the information in the user agent string to provide content tailored to BlackBerry Access.

The following are examples of user agent strings:

- BlackBerry Access for Android:

```
Mozilla/5.0 (Linux; Android 4.1.1; SAMSUNG-SGH-I747/JR003L) AppleWebKit/537.36  
(KHTML, like Gecko) Chrome/28.0.1500.45 Mobile Safari/537.36 Good  
Access/2.0.74.304
```

- BlackBerry Access for iOS:

```
Mozilla/5.0 (iPhone; CPU iPhone OS 11_2_6 like Mac OS X) AppleWebKit/604.5.6  
(KHTML, like Gecko) Version/11.0 Mobile/15D100 Safari/604.5.6
```

- BlackBerry Access for Windows:

```
Mozilla/5.0 (Windows NT 6.2; WOW64) AppleWebKit/537.36 (KHTML, like Gecko)
Chrome/61.0.3163.91 Safari/537.36
```

- BlackBerry Access for macOS:

```
Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_5) AppleWebKit/537.36 (KHTML, like
Gecko) Chrome/61.0.3163.91 Safari/537.36
```

You can use the "Identify BlackBerry Access in User Agent" app setting in BlackBerry UEM or Good Control to allow BlackBerry Access to provide user agent strings to servers.

Good Control cloud deployments and intranet servers

When you use BlackBerry Access with the Good Control cloud configuration, intranet servers (resources on your internal network) aren't accessible.

In on-premises instances of Good Control, you have access to a Good Proxy server, which must be configured to allow access from outside your organization's firewall. However, in Good Control Cloud, there's no administrator-accessible Good Proxy server because you don't configure servers, ports, web proxies, or other the hardware or network settings. You can't configure access to an intranet in Good Control Cloud because there are multiple distributed intranets that belong to different organizations. For security reasons, these intranets can't be part of the shared cloud configuration.

Using BlackBerry Analytics to collect app data

You can enable the BlackBerry Analytics feature for your users if you want to capture events in BlackBerry Dynamics apps, such as when the user starts the BlackBerry Dynamics apps, the user's platform, and when the app goes into the background. You can view and analyze the metrics by logging in to the BlackBerry Dynamics web-based system and accessing the Analytics dashboard. For more information about BlackBerry Analytics, visit [BlackBerry Help and Manuals: BlackBerry Analytics](#).

Configure a compliance rule for Windows antivirus detection in Good Control

You can use a compliance rule to check if antivirus software is installed and running on Windows.

1. On the menu bar, click **Policy Sets**.
2. Click the name of the policy that you want to assign to users.
3. Click the **COMPLIANCE POLICIES** tab.
4. Expand **ANTIVIRUS STATUS (WIN32 ONLY)**.
5. For **Checks Antivirus Status**, select **Enable**.
6. For **Failure Action**, select the action to take if users are not compliant.
7. Click **Update**.

Configure support for FQDN resolution in Good Control

In Good Control, you can configure support for FQDN resolution for Kerberos authentication.

1. On the menu bar, click **GP Server Properties**.
2. On the **DEFAULT GP SERVER PROPERTIES** tab, select the check box for **gp.gps.unalias.hostname**.
3. Click **Submit**.

Troubleshooting

Diagnostics

If a user is reporting an issue, you can ask them to perform app diagnostics.

You can use diagnostic tools to check the connection between BlackBerry Access and BlackBerry Proxy and other target servers.

BlackBerry Access for iOS also has a “Collect network summary” option that you can use to collect and display a summary of your internet usage. The summary, which can be used for diagnostics, displays information such as delays in connections, authentication handshakes, and proxy resolution.

Generate a diagnostics report on iOS devices

You can ask users to generate a diagnostics report and then email the results.

Before you begin: Provide the following instructions to users:

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the Support section, tap **Run Diagnostics**.
4. Tap **Start Diagnostic**.
5. Click **Start**.
6. When the diagnostics complete, click **Share logs** to send an email with the report details.

Generate a diagnostics report on Android devices

You can ask users to generate a diagnostics report and then email the results.

Before you begin: Provide the following instructions to users:

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the Support section, tap **Run Diagnostics**.
4. Tap **Start Diagnostics**.
5. When the diagnostics complete, click **Share Results** to send an email with the report details.

Troubleshoot issues using the BlackBerry Access console

You can use the BlackBerry Access console to help users find possible causes of issues that they might encounter.

Provide the following instructions to users:

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. Tap **Settings**.
4. Tap **Console**.

5. Look at the displayed messages to see if they indicate what the problem is.

Upload log files to BlackBerry Support

If requested by BlackBerry Support, you can upload log files to help troubleshoot issues that your users are having with BlackBerry Dynamics apps.

Provide the following instructions to users:

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Advanced** section, click **Logs**.
4. Click **Upload Logs**.

Troubleshoot connectivity issues

If users are reporting connectivity issues, you can ask them to perform connectivity tests. These tests also help you troubleshoot proxy servers and PAC file configurations. Tests are performed on the connections between the device, other servers, and the BlackBerry Dynamics NOC, and do not go through the BlackBerry Proxy (if using BlackBerry UEM) or Good Proxy (if using Good Control).

Provide the following instructions to users:

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Advanced** section, choose one of the following:
 - On iOS devices, click **Network Utilities**.
 - On Android devices, click **Net Tools**.
4. Provide the URL or IP address that you want to test to users and tell them to enter it.
5. Depending on what you want to test, tell users to select either **Ping**, **Trace**, or **Lookup**.

Feature support

Feature	Description	Applies to
Cookies	- Persistent cookies - Nonpersistent cookies	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS
JavaScript engine	Uses native WKWebView for rendering	BlackBerry Access for iOS
HTML attachments	Uses Google's open source V8 JavaScript engine for rendering.	BlackBerry Access for Android
	Navigation return to HTML attachment	BlackBerry Access for Android
	Maximum size of attachment is 3 MB	- BlackBerry Access for Android - BlackBerry Access for iOS
	Long tap on attachment	BlackBerry Access for iOS
	No support for child pages or resources (relative links from the parent page)	- BlackBerry Access for Android - BlackBerry Access for iOS
Audio	Support for the same audio formats that Apple supports. To securely play audio on web sites, the HTML5 <code><audio></code> tag is required at the time the page is loaded in the browser. If BlackBerry Access can't detect an <code><audio></code> tag, the audio playback isn't secured.	BlackBerry Access for iOS
Fingerprint authentication	Samsung Pass for user authentication using fingerprints. You can use the same application policies that you use to manage Android fingerprint authentication for Samsung Pass.	BlackBerry Access for Android

Feature	Description	Applies to
Languages supported by BlackBerry Access controls	English, Danish, Dutch, French, German, Italian, Japanese, Korean, Simplified Chinese, Spanish, and Swedish	- BlackBerry Access for Android - BlackBerry Access for iOS
	English, Dutch, French, Japanese, Korean, Simplified Chinese, and Swedish	- BlackBerry Access for Windows - BlackBerry Access for macOS
File types	Unsupported file types: .msg: Microsoft Outlook message format .zip: Compressed file archive	- BlackBerry Work for Windows - BlackBerry Work for macOS
Plugins	- Adobe Flash: Not supported - Applets: Not supported - Microsoft ActiveX: Not supported - WebSockets: Supported only for BlackBerry Access for iOS, BlackBerry Access for macOS, and BlackBerry Access for Windows. WebSockets are not secured by BlackBerry Access for Android.	- BlackBerry Access for Android - BlackBerry Access for iOS - BlackBerry Access for Windows - BlackBerry Access for macOS

Browser support for HTML5 and CSS3

BlackBerry Access for Android HTML and CSS3 support

Feature list	Tags	BlackBerry Access for Android
Score		464 of 555
Parsing rules		
	<!DOCTYPE html> triggers standards mode	Supported
	HTML5 tokenizer	Supported
	HTML5 tree building	Supported
	SVG in text/html	Supported
	MathML in text/html	Supported
Video		
	video element	Supported
	Subtitle Supported	Supported
	Poster image Supported	Supported
	MPEG-4 Supported	Unsupported
	H.264 Supported	Supported
	Ogg Theora Supported	Unsupported
	WebM Supported with VP8 Supported	Supported
	WebM Supported with VP9 Supported	Unsupported
Audio		
	audio element	Supported
	PCM audio Supported	Supported
	AAC Supported	Supported
	MP3 Supported	Supported

Feature list	Tags	BlackBerry Access for Android
	Ogg Vorbis Supported	Supported
	Ogg Opus Supported	Unsupported
	WebM Supported	Supported
Elements		
	Embedding custom non-visible data	Supported
	New or modified elements	
	section element	Supported
	section element	Supported
	nav element	Supported
	article element	Supported
	aside element	Supported
	hgroup element	Supported
	header element	Supported
	footer element	Supported
	Grouping content elements	
	figure element	Supported
	figcaption element	Supported
	reversed attribute on the ol element	Supported
	Text-level semantic elements	
	download attribute on the a element	Supported
	ping attribute on the a element	Supported
	mark element	Supported
	ruby, rt and rp elements	Supported
	time element	Unsupported
	wbr element	Supported

Feature list	Tags	BlackBerry Access for Android
	Interactive elements	
	details element	Supported
	summary element	Supported
	menu element of type toolbar	Unsupported
	menu element of type popup	Unsupported
	dialog element	Unsupported
	Global attributes or methods	
	hidden attribute	Supported
	Dynamic markup insertion	
	outerHTML property	Supported
	insertAdjacentHTML function	Supported
Forms		
	Field types	
	input type=text	Supported
	Minimal element Supported	Supported
	Selection Direction	Supported
	input type=search	Supported
	Minimal element Supported	Supported
	input type=tel	Supported
	Minimal element Supported	Supported
	input type=url	Supported
	Minimal element Supported	Supported
	Field validation	Supported
	input type=email	Supported
	Minimal element Supported	Supported

Feature list	Tags	BlackBerry Access for Android
	Field validation	Supported
	input type=datetime	Unsupported
	Minimal element Supported	Unsupported
	Custom user-interface	Unsupported
	Value sanitization	Unsupported
	min attribute	Unsupported
	max attribute	Unsupported
	step attribute	Unsupported
	stepDown() method	Unsupported
	stepUp() method	Unsupported
	valueAsDate()mothen	Unsupported
	valueAsNumber() method	Unsupported
	input type=month	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate()mothen	Supported
	valueAsNumber() method	Supported
	input type=week	Unsupported
	Minimal element Supported	Unsupported

Feature list	Tags	BlackBerry Access for Android
	Custom user-interface	Unsupported
	Value sanitization	Unsupported
	min attribute	Unsupported
	max attribute	Unsupported
	step attribute	Unsupported
	stepDown() method	Unsupported
	stepUp() method	Unsupported
	valueAsDate() method	Unsupported
	valueAsNumber() method	Unsupported
	input type=time	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate() method	Supported
	valueAsNumber() method	Supported
	input type=datetime-local	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported

Feature list	Tags	BlackBerry Access for Android
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=number	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	Field validation	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=range	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported

Feature list	Tags	BlackBerry Access for Android
	valueAsNumber() method	Supported
	input type=color	Unsupported
	Minimal element Supported	Unsupported
	Custom user-interface	Unsupported
	Value sanitization	Supported
	input type=checkbox	Supported
	Minimal element Supported	Supported
	indeterminate property	Supported
	input type=image	Supported
	Minimal element Supported	Supported
	width property	Supported
	height property	Supported
	input type=file	Supported (except for Android SB)
	Minimal element Supported	Supported
	files property	Supported
	textarea	Supported
	Minimal element Supported	Supported
	maxlength attribute	Supported
	wrap attribute	Supported
	select	Supported
	Minimal element Supported	Supported
	required attribute	Supported
	fieldset	Supported
	Minimal element Supported	Supported

Feature list	Tags	BlackBerry Access for Android
	elements attribute	Supported
	disabled attribute	Supported
	datalist	Unsupported
	Minimal element Supported	Unsupported
	list attribute for fields	Unsupported
	keygen	Supported
	Minimal element Supported	Supported
	challenge attribute	Supported
	keytype attribute	Supported
	output	Supported
	Minimal element Supported	Supported
	progress	Supported
	Minimal element Supported	Supported
	meter	Supported
	Minimal element Supported	Supported
Fields		
	Field validation	Supported
	pattern attribute	Supported
	required attribute	Supported
	Association of controls and forms	Supported
	control property on labels	Supported
	form property on fields	Supported
	formAction property on fields	Supported
	formEnctype property on fields	Supported
	formMethod property on fields	Supported

Feature list	Tags	BlackBerry Access for Android
	formNoValidate property on fields	Supported
	formTarget property on fields	Supported
	labels property on fields	Supported
	Other attributes	Supported
	autofocus attribute	Supported
	autocomplete attribute	Supported
	placeholder attribute	Supported
	multiple attribute	Supported
	dirName attribute	Supported
	CSS selectors	Supported
	:valid selector	Supported
	:invalid selector	Supported
	:optional selector	Supported
	:required selector	Supported
	:in-range selector	Supported
	:out-of-range selector	Supported
	:read-write selector	Supported
	:read-only selector	Supported
	Events	Supported
	oninput event	Supported
	onchange event	Supported
	oninvalid event	Supported
	Forms	Supported
	Form validation	Supported
	checkValidity method	Supported

Feature list	Tags	BlackBerry Access for Android
	noValidate attribute	Supported
User interaction		
	Drag and drop	
	Attributes	Unsupported
	draggable attribute	Unsupported
	dropzone attribute	Unsupported
	Events	Unsupported
	ondrag event	Unsupported
	ondragstart event	Unsupported
	ondragenter event	Unsupported
	ondragover event	Unsupported
	ondragleave event	Unsupported
	ondragend event	Unsupported
	ondrop event	Unsupported
	HTML editing	
	Editing elements	Supported
	contentEditable attribute	Supported
	isContentEditable property	Supported
	Editing documents	Supported
	designMode attribute	Supported
	CSS selectors	Unsupported
	APIs	Supported
	execCommand method	Supported
	queryCommandEnabled method	Supported
	queryCommandIndeterm method	Supported

Feature list	Tags	BlackBerry Access for Android
	queryCommandState method	Supported
	queryCommandSupported method	Supported
	queryCommandValue method	Supported
	Spellcheck	Supported
	spellcheck attribute	Supported
History and navigation		
	Session history	Supported
Microdata		
	Microdata	Unsupported
Web applications		
	Application Cache	Supported
	Custom scheme handlers	Unsupported
	Custom content handlers	Unsupported
	Custom search providers	Supported
Security		
	Sandboxed iframe	Supported
	Seamless iframe	Unsupported
	iframe with inline contents	Supported
Various		
	Scoped style element	Unsupported
	Asynchronous script execution	Supported
	Runtime script error reporting	Supported
	Base64 encoding and decoding	Supported
Related specifications		
Location and Orientation		

Feature list	Tags	BlackBerry Access for Android
	Device Orientation	Supported
Communication		
	Cross-document messaging	
	Server-Sent Events	Supported
	XMLHttpRequest Level 2	Supported
	Upload files	Supported
	Text response type	Supported
	Document response type	Supported
	Array buffer response type	Supported
	Blob response type	Supported
Files		
	File API	Supported
	File API : Directories and System	Supported
Storage		
	Session Storage	Unsupported
	Secure Local Storage wit persistence	Supported
	IndexedDB	Unsupported
	Web SQL Database	Unsupported
Workers		
	Web Workers	Supported
	Shared Workers	Supported
Local multimedia		
	Access the webcam	Unsupported
Notifications		

Feature list	Tags	BlackBerry Access for Android
	Web Notifications	Unsupported
Other		
	Page Visibility	Supported
	Text selection	Supported
	Scroll into view	Supported
	Mutation Observer	Supported
Experimental		
Audio		
	Web Audio API	Unsupported
Video and Animation ₁		
	Full screen Supported	Supported
	Pointer Lock Supported	Supported
	window.requestAnimationFrame	Supported

₁ These media formats may be rendered by invoking native device players when device is connected to corporate Wi-Fi network.

BlackBerry Access for iOS HTML and CSS3 support

Feature list	Tags	BlackBerry Access for iOS
Score		410
Parsing rules		10
	<!DOCTYPE html> triggers standards mode	Supported
	HTML5 tokenizer	Supported
	HTML5 tree building	Supported
	SVG in text/html	Supported
	MathML in text/html	Supported

Feature list	Tags	BlackBerry Access for iOS
Canvas		20
	canvas element	Supported
	2D context	Supported
	Text	Supported
Video		21/30
	video element	Supported
	Subtitle Supported	Unsupported
	Poster image Supported	Supported
	MPEG-4 Supported	Supported
	H.264 Supported	Supported
	Ogg Theora Supported	Unsupported
	WebM Supported	Unsupported
	WebM Supported with VP9 Supported	Unsupported
Audio		20
	audio element	Supported
	PCM audio Supported	Supported
	AAC Supported	Supported
	MP3 Supported	Supported
	Ogg Vorbis Supported	Unsupported
	Ogg Opus Supported	Unsupported
	WebM Supported	Unsupported
Elements		29/35
	Embedding custom non-visible data	Supported
	New or modified elements	
	section element	Supported

Feature list	Tags	BlackBerry Access for iOS
	section element	Supported
	nav element	Supported
	article element	Supported
	aside element	Supported
	hgroup element	Supported
	header element	Supported
	footer element	Supported
	Grouping content elements	Supported
	figure element	Supported
	figcaption element	Supported
	reversed attribute on the ol element	Supported
	Text-level semantic elements	partially Supported
	download attribute on the a element	Unsupported
	ping attribute on the a element	Supported
	mark element	Supported
	ruby, rt and rp elements	Supported
	time element	Unsupported
	wbr element	Supported
	Interactive elements	partially Supported
	details element	Supported
	summary element	Supported
	command element	Unsupported
	menu element of type list	Supported
	menu element of type toolbar	Unsupported
	menu element of type context	Unsupported

Feature list	Tags	BlackBerry Access for iOS
	Global attributes or methods	
	hidden attribute	Supported
	Dynamic markup insertion	Supported
	outerHTML property	Supported
	insertAdjacentHTML function	Supported
Forms		102/115
	Field types	
	input type=text	Supported
	Minimal element Supported	Supported
	Selection Direction	Supported
	input type=search	Supported
	Minimal element Supported	Supported
	input type=tel	Supported
	Minimal element Supported	Supported
	input type=url	Supported
	Minimal element Supported	Supported
	Field validation	Supported
	input type=email	Supported
	Minimal element Supported	Supported
	Field validation	Supported
	input type=datetime	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported

Feature list	Tags	BlackBerry Access for iOS
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate() method	Supported
	valueAsNumber() method	Supported
	input type=date	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate() method	Supported
	valueAsNumber() method	Supported
	input type=month	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported

Feature list	Tags	BlackBerry Access for iOS
	stepUp() method	Supported
	valueAsDate()method	Supported
	valueAsNumber() method	Supported
	input type=time	partially Supported
	Minimal element Supported	Supported
	Custom user-interface	Unsupported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate()method	Supported
	valueAsNumber() method	Supported
	input type=time	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate()method	Supported
	valueAsNumber() method	Supported

Feature list	Tags	BlackBerry Access for iOS
	input type=datetime-local	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=number	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	Field validation	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=range	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported

Feature list	Tags	BlackBerry Access for iOS
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=color	Unsupported
	Minimal element Supported	Unsupported
	Custom user-interface	Unsupported
	Value sanitization	Unsupported
	input type=checkbox	Supported
	Minimal element Supported	Supported
	indeterminate property	Supported
	input type=image	Supported
	Minimal element Supported	Supported
	width property	Supported
	height property	Supported
	input type=file	Supported
	Minimal element Supported	Supported
	files property	Supported
	textarea	Supported
	Minimal element Supported	Supported
	maxlength attribute	Supported
	wrap attribute	Supported
	select	Supported

Feature list	Tags	BlackBerry Access for iOS
	Minimal element Supported	Supported
	required attribute	Supported
	fieldset	partially Supported
	Minimal element Supported	Supported
	elements attribute	Unsupported
	disabled attribute	Supported
	datalist	Unsupported
	Minimal element Supported	Unsupported
	list attribute for fields	Unsupported
	keygen	Supported
	Minimal element Supported	Supported
	challenge attribute	Supported
	keytype attribute	Supported
	output	Supported
	Minimal element Supported	Supported
	progress	Unsupported
	Minimal element Supported	Unsupported
	meter	Unsupported
	Minimal element Supported	Unsupported
Fields		
	Field validation	Supported
	pattern attribute	Supported
	required attribute	Supported
	Association of controls and forms	Supported
	control property on labels	Supported

Feature list	Tags	BlackBerry Access for iOS
	form property on fields	Supported
	formAction property on fields	Supported
	formEnctype property on fields	Supported
	formMethod property on fields	Supported
	formNoValidate property on fields	Supported
	formTarget property on fields	Supported
	labels property on fields	Supported
	Other attributes	Supported
	autofocus attribute	Supported
	autocomplete attribute	Supported
	placeholder attribute	Supported
	multiple attribute	Supported
	dirName attribute	Supported
	CSS selectors	Supported
	:valid selector	Supported
	:invalid selector	Supported
	:optional selector	Supported
	:required selector	Supported
	:in-range selector	Supported
	:out-of-range selector	Supported
	:read-write selector	Supported
	:read-only selector	Supported
	Events	Supported
	oninput event	Supported
	onchange event	Supported

Feature list	Tags	BlackBerry Access for iOS
	oninvalid event	Supported
	Forms	Supported
	Form validation	Supported
	checkValidity method	Supported
	noValidate attribute	Supported
User interaction	20	20
	Drag and drop	Unsupported
	Attributes	Unsupported
	draggable attribute	Unsupported
	dropzone attribute	Unsupported
	Events	Unsupported
	ondrag event	Unsupported
	ondragstart event	Unsupported
	ondragenter event	Unsupported
	ondragover event	Unsupported
	ondragleave event	Unsupported
	ondragend event	Unsupported
	ondrop event	Unsupported
	HTML editing	
	Editing elements	Supported
	contentEditable attribute	Supported
	isContentEditable property	Supported
	Editing documents	Supported
	designMode attribute	Supported
	APIs	Supported

Feature list	Tags	BlackBerry Access for iOS
	execCommand method	Supported
	queryCommandEnabled method	Supported
	queryCommandIndeterm method	Supported
	queryCommandState method	Supported
	queryCommandSupported method	Supported
	queryCommandValue method	Supported
	Spellcheck	
	spellcheck attribute	Supported
History and navigation		10
	Session history	Supported
Microdata		0/15
	Microdata	Unsupported
Web applications		15/20
	Application Cache	Supported
	Custom scheme handlers	Unsupported
	Custom content handlers	Unsupported
	Custom search providers	Unsupported
Security		15/20
	Sandboxed iframe	Supported
	Seamless iframe	Unsupported
	iframe with inline contents	Supported
Various		5/10
	Scoped style element	Unsupported
	Asynchronous script execution	Supported
	Runtime script error reporting	Supported

Feature list	Tags	BlackBerry Access for iOS
	Base64 encoding and decoding	Supported
Related specifications		
Location and Orientation		20
	Device Orientation	Supported
WebGL		10/25
	3D context	Unsupported
	Native binary data	Supported
	ArrayBuffer	Supported
	Int8Array	Supported
	Uint8Array	Supported
	Int16Array	Supported
	Uint16Array	Supported
	Int32Array	Supported
	Uint32Array	Supported
	Float32Array	Supported
	Float64Array	Supported
	DataView	Supported
Communication		33/35
	Cross-document messaging	Supported
	Server-Sent Events	Supported
	XMLHttpRequest Level 2	partially Supported
	Upload files	Supported
	Text response type	Supported
	Document response type	Supported
	Array buffer response type	Supported

Feature list	Tags	BlackBerry Access for iOS
	Blob response type	Unsupported
Files		10
	File API	Supported
	File API : Directories and System	Unsupported
Storage		15/25
	Session Storage	Supported
	Secure Local Storage without persistence	Supported
	IndexedDB	Unsupported
	Web SQL Database	Unsupported
Workers		15
	Web Workers	Supported
	Shared Workers	Supported
Local multimedia		0/10
	Access the webcam	Unsupported
Notifications		0/10
	Web Notifications	Unsupported
Other		8/10
	Page Visibility	Unsupported
	Text selection	Supported
	Scroll into view	Supported
	Mutation Observer	Supported
Experimental		
Audio		5
	Web Audio API	Supported
Video and Animation ₁		3/10

Feature list	Tags	BlackBerry Access for iOS
	Full screen Supported	Unsupported
	Pointer Lock Supported	Unsupported
	window.requestAnimationFrame	Supported

¹ These media formats may be rendered by invoking native device players when device is connected to corporate Wi-Fi network.

BlackBerry Access for macOS HTML and CSS3 support

Feature list	Tags	BlackBerry Access for macOS
Score		504 of 555
Parsing rules		
	<!DOCTYPE html> triggers standards mode	Supported
	HTML5 tokenizer	Supported
	HTML5 tree building	Supported
	SVG in text/html	Supported
	MathML in text/html	Supported
Video		
	video element	Supported
	Audio track selection	Unsupported
	Video track selection	Unsupported
	Subtitle Supported	Supported
	Poster image Supported	Supported
	MPEG-4 Supported	Unsupported
	H.264 Supported	Unsupported
	H.265 Supported	Unsupported
	Ogg Theora Supported	Supported

Feature list	Tags	BlackBerry Access for macOS
	WebM Supported with VP8 Supported	Supported
	WebM Supported with VP9 Supported	Supported
Audio		
	audio element	Supported
	PCM audio Supported	Supported
	AAC Supported	Unsupported
	MP3 Supported	Supported
	Ogg Vorbis Supported	Supported
	Ogg Opus Supported	Supported
	WebM Supported	Supported
Elements		
	Embedding custom non-visible data	Supported
	New or modified elements	
	section element	Supported
	section element	Supported
	nav element	Supported
	article element	Supported
	aside element	Supported
	hgroup element	Supported
	header element	Supported
	footer element	Supported
	Grouping content elements	
	figure element	Supported
	figcaption element	Supported
	reversed attribute on the ol element	Supported

Feature list	Tags	BlackBerry Access for macOS
	Text-level semantic elements	
	download attribute on the a element	Supported
	ping attribute on the a element	Supported
	mark element	Supported
	ruby, rt and rp elements	Supported
	time element	Unsupported
	wbr element	Supported
	Interactive elements	
	details element	Supported
	summary element	Supported
	menu element of type toolbar	Unsupported
	menu element of type popup	Unsupported
	dialog element	Unsupported
	Global attributes or methods	
	hidden attribute	Supported
	Dynamic markup insertion	
	outerHTML property	Supported
	insertAdjacentHTML function	Supported
Forms		
	Field types	
	input type=text	Supported
	Minimal element Supported	Supported
	Selection Direction	Supported
	input type=search	Supported
	Minimal element Supported	Supported

Feature list	Tags	BlackBerry Access for macOS
	input type=tel	Supported
	Minimal element Supported	Supported
	input type=url	Supported
	Minimal element Supported	Supported
	Field validation	Supported
	input type=email	Supported
	Minimal element Supported	Supported
	Field validation	Supported
	input type=datetime	Unsupported
	Minimal element Supported	Unsupported
	Custom user-interface	Unsupported
	Value sanitization	Unsupported
	min attribute	Unsupported
	max attribute	Unsupported
	step attribute	Unsupported
	stepDown() method	Unsupported
	stepUp() method	Unsupported
	valueAsDate() method	Unsupported
	valueAsNumber() method	Unsupported
	input type=month	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported

Feature list	Tags	BlackBerry Access for macOS
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate() method	Supported
	valueAsNumber() method	Supported
	input type=week	Unsupported
	Minimal element Supported	Unsupported
	Custom user-interface	Unsupported
	Value sanitization	Unsupported
	min attribute	Unsupported
	max attribute	Unsupported
	step attribute	Unsupported
	stepDown() method	Unsupported
	stepUp() method	Unsupported
	valueAsDate() method	Unsupported
	valueAsNumber() method	Unsupported
	input type=time	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported

Feature list	Tags	BlackBerry Access for macOS
	valueAsDate() method	Supported
	valueAsNumber() method	Supported
	input type=datetime-local	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate() method	Supported
	valueAsNumber() method	Supported
	input type=number	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	Field validation	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=range	Supported

Feature list	Tags	BlackBerry Access for macOS
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=color	Unsupported
	Minimal element Supported	Unsupported
	Custom user-interface	Unsupported
	Value sanitization	Supported
	input type=checkbox	Supported
	Minimal element Supported	Supported
	indeterminate property	Supported
	input type=image	Supported
	Minimal element Supported	Supported
	width property	Supported
	height property	Supported
	input type=file	Supported (except for Android SB)
	Minimal element Supported	Supported
	files property	Supported
	textarea	Supported

Feature list	Tags	BlackBerry Access for macOS
	Minimal element Supported	Supported
	maxlength attribute	Supported
	wrap attribute	Supported
	select	Supported
	Minimal element Supported	Supported
	required attribute	Supported
	fieldset	Supported
	Minimal element Supported	Supported
	elements attribute	Unsupported
	disabled attribute	Supported
	datalist	Unsupported
	Minimal element Supported	Unsupported
	list attribute for fields	Unsupported
	keygen	Supported
	Minimal element Supported	Supported
	challenge attribute	Supported
	keytype attribute	Supported
	output	Supported
	Minimal element Supported	Supported
	progress	Supported
	Minimal element Supported	Supported
	meter	Supported
	Minimal element Supported	Supported
Fields		
	Field validation	Supported

Feature list	Tags	BlackBerry Access for macOS
	pattern attribute	Supported
	required attribute	Supported
	Association of controls and forms	Supported
	control property on labels	Supported
	form property on fields	Supported
	formAction property on fields	Supported
	formEnctype property on fields	Supported
	formMethod property on fields	Supported
	formNoValidate property on fields	Supported
	formTarget property on fields	Supported
	labels property on fields	Supported
	Other attributes	Supported
	autofocus attribute	Supported
	autocomplete attribute	Supported
	placeholder attribute	Supported
	multiple attribute	Supported
	dirName attribute	Supported
	CSS selectors	Supported
	:valid selector	Supported
	:invalid selector	Supported
	:optional selector	Supported
	:required selector	Supported
	:in-range selector	Supported
	:out-of-range selector	Supported
	:read-write selector	Supported

Feature list	Tags	BlackBerry Access for macOS
	:read-only selector	Supported
	Events	Supported
	oninput event	Supported
	onchange event	Supported
	oninvalid event	Supported
	Forms	Supported
	Form validation	Supported
	checkValidity method	Supported
	noValidate attribute	Supported
User interaction		
	Drag and drop	
	Attributes	Unsupported
	draggable attribute	Unsupported
	dropzone attribute	Unsupported
	Events	Unsupported
	ondrag event	Unsupported
	ondragstart event	Unsupported
	ondragenter event	Unsupported
	ondragover event	Unsupported
	ondragleave event	Unsupported
	ondragend event	Unsupported
	ondrop event	Unsupported
	HTML editing	
	Editing elements	Supported
	contentEditable attribute	Supported

Feature list	Tags	BlackBerry Access for macOS
	isContentEditable property	Supported
	Editing documents	Supported
	designMode attribute	Supported
	CSS selectors	Unsupported
	APIs	Supported
	execCommand method	Supported
	queryCommandEnabled method	Supported
	queryCommandIndeterm method	Supported
	queryCommandState method	Supported
	queryCommandSupported method	Supported
	queryCommandValue method	Supported
	Spellcheck	Supported
	spellcheck attribute	Supported
History and navigation		
	Session history	Supported
Microdata		
	Microdata	Unsupported
Web applications		
	Application Cache	Supported
	Custom scheme handlers	Unsupported
	Custom content handlers	Unsupported
	Custom search providers	Supported
Security		
	Sandboxed iframe	Supported
	Seamless iframe	Unsupported

Feature list	Tags	BlackBerry Access for macOS
	iframe with inline contents	Supported
Various		
	Scoped style element	Unsupported
	Asynchronous script execution	Supported
	Runtime script error reporting	Supported
	Base64 encoding and decoding	Supported
Related specifications		
Location and Orientation		
	Device Orientation	Supported
Communication		
	Cross-document messaging	
	Server-Sent Events	Supported
	XMLHttpRequest Level 2	Supported
	Upload files	Supported
	Text response type	Supported
	Document response type	Supported
	Array buffer response type	Supported
	Blob response type	Supported
Files		
	File API	Supported
	File API : Directories and System	Supported
Storage		
	Session Storage	Unsupported
	Secure Local Storage with persistence	Supported
	IndexedDB	Unsupported

Feature list	Tags	BlackBerry Access for macOS
	Web SQL Database	Unsupported
Workers		
	Web Workers	Supported
	Shared Workers	Supported
Local multimedia		
	Access the webcam	Unsupported
Notifications		
	Web Notifications	Unsupported
Other		
	Page Visibility	Supported
	Text selection	Supported
	Scroll into view	Supported
	Mutation Observer	Supported
Experimental		
Audio		
	Web Audio API	Unsupported
Video and Animation ₁		
	Full screen Supported	Supported
	Pointer Lock Supported	Supported
	window.requestAnimationFrame	Supported

₁ These media formats may be rendered by invoking native device players when device is connected to corporate Wi-Fi network.

BlackBerry Access for Windows HTML and CSS3 support

Feature list	Tags	BlackBerry Access for Windows
Score		504 of 555
Parsing rules		
	<!DOCTYPE html> triggers standards mode	Supported
	HTML5 tokenizer	Supported
	HTML5 tree building	Supported
	SVG in text/html	Supported
	MathML in text/html	Supported
Video		
	video element	Supported
	Audio track selection	Unsupported
	Audio track selection	Unsupported
	Subtitle Supported	Supported
	Poster image Supported	Supported
	MPEG-4 Supported	Unsupported
	H.264 Supported	Unsupported
	H.265 Supported	Unsupported
	Ogg Theora Supported	Supported
	WebM Supported with VP8 Supported	Supported
	WebM Supported with VP9 Supported	Supported
Audio		
	audio element	Supported
	PCM audio Supported	Supported
	AAC Supported	Unsupported

Feature list	Tags	BlackBerry Access for Windows
	MP3 Supported	Supported
	Ogg Vorbis Supported	Supported
	Ogg Opus Supported	Supported
	WebM Supported	Supported
Elements		
	Embedding custom non-visible data	Supported
	New or modified elements	
	section element	Supported
	section element	Supported
	nav element	Supported
	article element	Supported
	aside element	Supported
	hgroup element	Supported
	header element	Supported
	footer element	Supported
	Grouping content elements	
	figure element	Supported
	figcaption element	Supported
	reversed attribute on the ol element	Supported
	Text-level semantic elements	
	download attribute on the a element	Supported
	ping attribute on the a element	Supported
	mark element	Supported
	ruby, rt and rp elements	Supported
	time element	Unsupported

Feature list	Tags	BlackBerry Access for Windows
	wbr element	Supported
	Interactive elements	
	details element	Supported
	summary element	Supported
	menu element of type toolbar	Unsupported
	menu element of type popup	Unsupported
	dialog element	Unsupported
	Global attributes or methods	
	hidden attribute	Supported
	Dynamic markup insertion	
	outerHTML property	Supported
	insertAdjacentHTML function	Supported
Forms		
	Field types	
	input type=text	Supported
	Minimal element Supported	Supported
	Selection Direction	Supported
	input type=search	Supported
	Minimal element Supported	Supported
	input type=tel	Supported
	Minimal element Supported	Supported
	input type=url	Supported
	Minimal element Supported	Supported
	Field validation	Supported
	input type=email	Supported

Feature list	Tags	BlackBerry Access for Windows
	Minimal element Supported	Supported
	Field validation	Supported
	input type=datetime	Unsupported
	Minimal element Supported	Unsupported
	Custom user-interface	Unsupported
	Value sanitization	Unsupported
	min attribute	Unsupported
	max attribute	Unsupported
	step attribute	Unsupported
	stepDown() method	Unsupported
	stepUp() method	Unsupported
	valueAsDate() method	Unsupported
	valueAsNumber() method	Unsupported
	input type=month	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate() method	Supported
	valueAsNumber() method	Supported
	input type=week	Unsupported

Feature list	Tags	BlackBerry Access for Windows
	Minimal element Supported	Unsupported
	Custom user-interface	Unsupported
	Value sanitization	Unsupported
	min attribute	Unsupported
	max attribute	Unsupported
	step attribute	Unsupported
	stepDown() method	Unsupported
	stepUp() method	Unsupported
	valueAsDate() method	Unsupported
	valueAsNumber() method	Unsupported
	input type=time	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsDate() method	Supported
	valueAsNumber() method	Supported
	input type=datetime-local	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported

Feature list	Tags	BlackBerry Access for Windows
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=number	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	Field validation	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=range	Supported
	Minimal element Supported	Supported
	Custom user-interface	Supported
	Value sanitization	Supported
	min attribute	Supported
	max attribute	Supported
	step attribute	Supported
	stepDown() method	Supported

Feature list	Tags	BlackBerry Access for Windows
	stepUp() method	Supported
	valueAsNumber() method	Supported
	input type=color	Unsupported
	Minimal element Supported	Unsupported
	Custom user-interface	Unsupported
	Value sanitization	Supported
	input type=checkbox	Supported
	Minimal element Supported	Supported
	indeterminate property	Supported
	input type=image	Supported
	Minimal element Supported	Supported
	width property	Supported
	height property	Supported
	input type=file	Supported (except for Android SB)
	Minimal element Supported	Supported
	files property	Supported
	textarea	Supported
	Minimal element Supported	Supported
	maxlength attribute	Supported
	wrap attribute	Supported
	select	Supported
	Minimal element Supported	Supported
	required attribute	Supported
	fieldset	Supported

Feature list	Tags	BlackBerry Access for Windows
	Minimal element Supported	Supported
	elements attribute	Unsupported
	disabled attribute	Supported
	datalist	Unsupported
	Minimal element Supported	Unsupported
	list attribute for fields	Unsupported
	keygen	Supported
	Minimal element Supported	Supported
	challenge attribute	Supported
	keytype attribute	Supported
	output	Supported
	Minimal element Supported	Supported
	progress	Supported
	Minimal element Supported	Supported
	meter	Supported
	Minimal element Supported	Supported
Fields		
	Field validation	Supported
	pattern attribute	Supported
	required attribute	Supported
	Association of controls and forms	Supported
	control property on labels	Supported
	form property on fields	Supported
	formAction property on fields	Supported
	formEnctype property on fields	Supported

Feature list	Tags	BlackBerry Access for Windows
	formMethod property on fields	Supported
	formNoValidate property on fields	Supported
	formTarget property on fields	Supported
	labels property on fields	Supported
	Other attributes	Supported
	autofocus attribute	Supported
	autocomplete attribute	Supported
	placeholder attribute	Supported
	multiple attribute	Supported
	dirName attribute	Supported
	CSS selectors	Supported
	:valid selector	Supported
	:invalid selector	Supported
	:optional selector	Supported
	:required selector	Supported
	:in-range selector	Supported
	:out-of-range selector	Supported
	:read-write selector	Supported
	:read-only selector	Supported
	Events	Supported
	oninput event	Supported
	onchange event	Supported
	oninvalid event	Supported
	Forms	Supported
	Form validation	Supported

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	Document response type	Supported
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	Blob response type	Supported
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	File API : Directories and System	Supported
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Feature list	Tags	BlackBerry Access for Windows
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	Pointer Lock Supported	Supported
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Glossary

AAC	Advanced Audio Coding
AES	Advanced Encryption Standard
API	application programming interface
CA	certification authority
DNS	Domain Name System
FIPS	Federal Information Processing Standards
FQDN	fully qualified domain name
FTP	File Transfer Protocol
HMAC	keyed-hash message authentication code
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol over Secure Sockets Layer
JSON	JavaScript Object Notation
KDC	key distribution center
LAN	local area network
MD5	Message-Digest Algorithm, version 5
MDM	mobile device management
MPEG	Moving Pictures Experts Group
NTLM	NT LAN Manager
PAC	proxy auto-configuration
PCM	pulse code modulation
PFS	Perfect Forward Secrecy
PKCS	Public-Key Cryptography Standards
RSAT	Remote Server Administration Tools
S/MIME	Secure Multipurpose Internet Mail Extensions

SOAP	Simple Object Access Protocol
SPN	Service Principal Name
SQL	Structured Query Language
SSL	Secure Sockets Layer
TGS	The Ticket Granting Service (TGS) is a KDC service that grants service tickets for Kerberos enabled services on your organization's network.
TGT	The Ticket Granting Ticket (TGT) is a service ticket that a client of a Kerberos enabled service sends to the TGS to request the service ticket for the Kerberos enabled service.
TLS	Transport Layer Security
UEM	Unified Endpoint Manager
VPN	virtual private network

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Published in Canada