

Field Force Manager File Locations

Storm 1 and 2

<http://support.fieldforcemanager.com/deploy/FieldForceManager/BES/FFMStormBES.zip>

Tour 9630

<http://support.fieldforcemanager.com/deploy/FieldForceManager/BES/FFM9630BES.zip>

Curve 2 8530

<http://support.fieldforcemanager.com/deploy/FieldForceManager/BES/FFM8530BES.zip>

Curve 2 8330

<http://support.fieldforcemanager.com/deploy/FieldForceManager/BES/FFM8330BES.zip>

Howto Install Field Force Manager through BES Push to BlackBerry devices

Most of this article's content is taken from the original [BlackBerry Enterprise Server Administrator Guide](#) provided by RIM. You need to have your enterprise environment running already and your BlackBerry users are set up in your BES already as well.

To make the Field Force Manager available for users to install on or add to their BlackBerry devices, you must save the Field Force Manager to a network drive and create a software index. You can maintain only one version of software or an application on the network drive at a time. This actually means that in case you update the software your network drive you will also update the software in your BES system.

How to install Field Force Manager for a BlackBerry Wireless Handheld on a network drive:

This will make the software available for your users to install it. You add Field Force Manager software to a network drive so that the application can be made available to users' BlackBerry devices.

If necessary, on the network drive, create the path [drive]:\Program Files\Common Files\Research In Motion\Shared Applications.

1. In the Applications folder, create a subfolder for the application that you want to add.
2. Copy the **.alx**, **.cod**, and **.dll** files to the subfolder.

Now you need to tell your "device force" that this application is existing. To inform the application loader tool and software configurations of the applications that are available to add to BlackBerry® devices, you create a software index for the applications that you add to your organization's network drive. When you create a software index, the BlackBerry® Enterprise Server creates a **specification.pkg** file and a **PkgDBCACHE.xml** index file for each application.

1. At the command prompt, navigate to [drive]:\Program Files\Common Files\Research In Motion\Apploder.
2. Perform one of the following actions:
 - o To create a software index, type loader.exe /index.
 - o To update a software index, type loader.exe /reindex.

Share a network drive for applications

You share a network drive for applications to make the applications available for users to install on their BlackBerry® devices.

1. Share :\Program Files\Common Files\Research In Motion\Shared\Applications.
2. Set the permission attributes to Read-only.

Defining software configurations

Software configurations allow you to perform the following actions to manage applications on BlackBerry® devices for specific user accounts or groups:

- Remotely add and remove third-party Java® applications, the collaboration client, and the BlackBerry® MDS Runtime using the application loader tool on BlackBerry devices that are connected to computers running the BlackBerry® Device Manager.
- Define application control policies and add them to software configurations to specify the resources that third-party Java applications, the collaboration client, and the BlackBerry MDS Runtime can access on BlackBerry devices from behind the organization's firewall.

You must create a separate software configuration for each BlackBerry device series in your organization.

You must either install all of the application files that you want to install on a specific BlackBerry device model on the BlackBerry® Enterprise Server or on a computer with a shared network drive before you can set an application control policy on a BlackBerry device. You set up a software configuration to point to the location of the application files.

Create a software configuration

If you have more than one BlackBerry® device series in your organization, you must create a different software configuration for each series.

1. In the BlackBerry Manager, in the left pane, click BlackBerry Domain.
2. On the Software Configurations tab, click Add New Configuration.
3. Type a configuration name and description in the appropriate fields.
4. Click Change.
5. Type the location of the BlackBerry® Device Software or applications.

6. Click OK.
7. In the Application Name list, select the check box beside the BlackBerry device series that you want to configure the BlackBerry Device Software or applications for.
8. Perform one of the following actions:
 - To permit users to add applications to BlackBerry devices, select the check box beside the application name.
 - To prevent users from adding the application to BlackBerry devices, clear the check box beside the application name.
9. Click OK.
10. After you finish: Define an application control policy.

Define an application control policy

For more information about defining application control policy rules, see the Policy Reference Guide.

1. Before you begin: Create a software configuration.
2. In the BlackBerry® Manager, in the left pane, click BlackBerry Domain.
3. Click the Software Configurations tab.
4. Click Manage Application Policies.
5. Click New.
6. Type a new policy name.
7. Customize the application control policy rules.
8. Click OK.
9. After you finish: Assign an application control policy to an application in a software configuration.

Assign an application control policy to an application

NOTE: Field Force Manager requires the following permission be set to allow

- **Connections - ALLOW**
 - **USB – ALLOW**
 - **Bluetooth – ALLOW**
 - **Phone – ALLOW**
 - **Location (GPS) – ALLOW**
 - **Company Network – ALLOW**
 - **Carrier Internet – ALLOW**
- **Interactions**
 - **Interprocess Communication – ALLOW**
 - **Device Settings Modification – ALLOW**
 - **Media Access – ALLOW**
 - **Module Management – ALLOW**
 - **Theme Data Injection – ALLOW**
 - **Keystroke Injection – ALLOW**
 - **Browser Filtering – ALLOW**

- **Screen Capturing – ALLOW**
- **Security Timer Reset – ALLOW**
- **User Data - ALLOW**

1. Before you begin: To assign an application control policy other than the default application control policy settings, you must first define an application control policy.
2. In the BlackBerry® Manager, in the left pane, click BlackBerry Domain.
3. Click the Software Configurations tab.
4. In the Configuration Name list, click a software configuration.
5. Click Edit Configuration.
6. Expand the Application Software application tree.
7. In the Policy drop-down list, click an option to assign an application control policy to the application:

Option	Description
Assign the default application control policy.	To assign the application control policy that is assigned at the application software level, click [default]
Assign an application control policy that you have defined.	To assign an application control policy that you have defined to all applications that are not currently assigned to an application control policy, click that application control policy.
Allow the user to set application controls on the BlackBerry device.	To allow the application control settings that are configured on the BlackBerry device, click [none].

8. Click OK.
9. After you finish: Assign the software configuration to a user group or user account.

Assign a software configuration to a user group

1. In the BlackBerry® Manager, in the left pane, click a user group.
2. In the lower pane, on the Group Configuration tab, click Device Management.
3. Click Assign Software Configuration.
4. Click the software configuration that you want to assign.
5. Click OK.

Assign a software configuration to a user account

1. In the BlackBerry® Manager, in the left pane, click a BlackBerry® Enterprise Server.
2. On the Users tab, click the user account that you want to assign the software configuration to.
3. In the lower pane, click Device Management.
4. Click Assign Software Configuration.
5. Click the software configuration that you want to assign.
6. Click OK.

Send an application to a BlackBerry device over the wireless network

You can send a BlackBerry® Java Application, the collaboration client, and the BlackBerry® MDS Runtime over the wireless network to supported BlackBerry devices that have 16 MB or more of flash memory. The BlackBerry® Enterprise Server can take up to 4 hours to send the application to a BlackBerry device.

1. Before you begin: To send an application over the wireless network, your organization's IT policy must permit third-party applications on BlackBerry devices.
2. In the BlackBerry Manager, in the left pane, click BlackBerry Domain.
3. On the Software Configurations tab, click a software configuration.
4. In the lower pane, click Edit Configuration.
5. Click the application that you want to send over the wireless network.
6. In the Delivery drop-down list, click Wireless.
7. To make sure that the application remains installed on a BlackBerry device, change the Disposition application control policy to Required.
8. Click OK.

For more detailed instructions on monitoring the success of the application push please check the [BlackBerry Enterprise Server Administrator Guide](#) on page 38 and following. This does also include a complete list of error messages that might occur during wireless application push.

Source: [BlackBerry Enterprise Server Administrator Guide](#) (see page 33 of 175).