



Getting Started Guide

Cognos Mobile for BlackBerry Dynamics

What is IBM Cognos Mobile for BlackBerry Dynamics?

- [IBM Cognos Mobile for BlackBerry Dynamics](#) provides access to your IBM Cognos BI content on your mobile devices and is integrated with the [BlackBerry Dynamics](#) product from BlackBerry.
- The app is available in the Apple AppStore as a free download and also appears in the [Good Marketplace](#)
- To use the app, the end-user must be granted access to both the IBM Cognos BI environment and the Good Control Server. The mobile device must also be provisioned by the BES Administrator.

Who should use this app?

- Customers who have standardized on BlackBerry's infrastructure and require that all mobile applications be integrated with BlackBerry Dynamics.
- These customers cannot rollout the regular version of the [IBM Cognos Mobile app](#) because it cannot communicate to the Good Proxy and therefore cannot access the IBM Cognos BI server from their mobile devices.

How does it work?

- The IBM Cognos Mobile for Good Technology app can communicate to the IBM Cognos BI server through Good's Network Operating Center (NOC) as well as direct access.
- See the documentation provided on the [BlackBerry site](#).

Which BlackBerry Dynamics capabilities are integrated with the app?

- The local storage on the mobile device is handled by BlackBerry Dynamics and is FIPS 140-2 compliant
- The communication between the mobile device and the IBM Cognos BI Server is securely handled by Good's infrastructure which flows through their Network Operating Center (NOC)
- The BES Administrator can perform a remote wipe of the application's data if the device is deemed to be at risk.

Which version of IBM Cognos BI is required?

- The IBM Cognos Mobile for BlackBerry Dynamics app is backwards compatible with the IBM Cognos BI and Mobile servers 10.2.0 and higher.

What are the differences between this app and the regular IBM Cognos Mobile app?

To offer an enclosed environment, certain capabilities which involved exporting or importing files were removed. Here is a list of the capabilities which are not supported in this app.

- Manually importing Active Reports. This includes importing from any email client (Good for Enterprise mail as well), from iTunes or from a web server.
- Access to Saved Outputs for the following output formats: PDF, XLS and CSV. (Saved Outputs for regular reports and Active Reports are still available).
- Ability to email a screenshot from within the app
- Access to Samples
- Apple Push Notifications

What are the steps required to try out the app?

To learn more about our Cognos Mobile offering and capabilities, IBM recommends to:

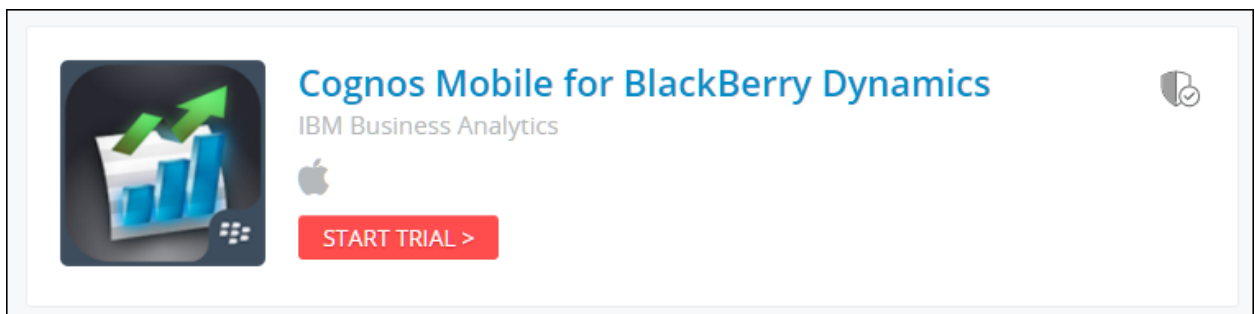
- download the regular version of the IBM Cognos Mobile app and try out the Samples
- review the How-to Videos to learn more about our features and capabilities

If you are not an existing IBM Cognos BI customer, please contact the IBM Account Team to start the conversation.

To try out the IBM Cognos Mobile for BlackBerry Dynamics app as an existing IBM Cognos and BlackBerry customer, here are the recommended steps:

1) Request access to the app from the Good Marketplace

- From the [BlackBerry Marketplace website](#), your company's BES Administrator can request access to the app by clicking on the "Get Application" button and filling out the form. This step must be done by a BES Administrator since IBM can only grant access to a person that is registered as an administrator.
- Once IBM enables the application for your company, it becomes available in the Good Controller, allowing the app to be used.

**2) Configure the app through the Good Controller**

- The BES Administrator creates user accounts to grant access to the app.
- Provides an "Access Keys" for all users.

3) Enable the mobile devices:

- Users who were provided access, can provision their devices on the first launch of the app by typing in their given "Access Key".
- At the initial launch, the app will prompt the user to create a new password.