



# Installation Guide

## PGP Support Package for BlackBerry Devices



# Contents

<b>PGP Support Package for BlackBerry devices installation.....</b>	<b>3</b>
About the PGP Support Package for BlackBerry devices.....	3
Prerequisites: Installing the PGP Support Package for BlackBerry devices.....	3
Install the PGP Support Package for BlackBerry devices on your computer.....	3
Install or upgrade the PGP Support Package for BlackBerry devices on your BlackBerry device.....	3
Enroll with the PGP Universal Server.....	3
PGP Support Package for BlackBerry devices troubleshooting.....	4
<b>Legal notice.....</b>	<b>5</b>



# PGP Support Package for BlackBerry devices installation

## About the PGP Support Package for BlackBerry devices

The PGP® Support Package for BlackBerry® devices is designed to permit you to send PGP protected messages from—and receive PGP protected messages to—your BlackBerry device, if you are able to send PGP protected messages from and receive PGP protected messages to your computer. The PGP Support Package for BlackBerry devices supports messages protected using the OpenPGP standard and, if your BlackBerry device is associated with an email account that uses a BlackBerry® Enterprise Server that supports them, messages protected using the PGP/MIME standard.

## Prerequisites: Installing the PGP Support Package for BlackBerry devices

- Verify that you have installed the BlackBerry® Device Software on your computer. The installation file for the PGP® Support Package for BlackBerry devices uses components from the BlackBerry Device Software.
- Verify that you have installed and configured the PGP® Universal Satellite or PGP® Desktop Professional on your computer. To determine the correct version for your configuration, see the PGP documentation.
- Verify that you have obtained the installation file for the PGP Support Package for BlackBerry devices from PGP Corporation or an authorized PGP reseller.
- Verify that your BlackBerry® Enterprise Server supports the PGP Support Package for BlackBerry devices.

## Install the PGP Support Package for BlackBerry devices on your computer

1. Double-click the installation file for the PGP® Support Package for BlackBerry® devices.
2. Complete the instructions on the screen.

## Install or upgrade the PGP Support Package for BlackBerry devices on your BlackBerry device

1. Connect your BlackBerry® device to your computer.
2. On the taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.
3. Double-click the **Application Loader** icon.
4. Click **Next**.
5. Select the **BlackBerry PGP Support Package** check box.
6. Click **Next**.
7. Click **Finish**.

## Enroll with the PGP Universal Server

1. After your BlackBerry® device has completed enterprise activation, at the prompt, click **Enroll Now**.
2. Type your email address or user name and password.
3. Click **OK**.

4. Click **OK** again.
5. To download PGP® keys from the PGP® Universal Server, click **Yes**.
6. Type the pass phrase to decrypt your private key.
7. Click **OK**.

## PGP Support Package for BlackBerry devices troubleshooting

### I cannot enroll with the PGP Universal Server

Try performing one of the following actions:

- Verify that you used the correct email address or user name and password to enroll. Try typing the email address or user name and password again.
- If you dismissed the Enroll Now prompt, in the device options, click **Security Options**. Click **PGP**. Click **Enroll with Universal Server**. Click **Download keys**.

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