



GWAVACon

Retain for Blackberry Enterprise Server

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Welcome

- What is Retain for BlackBerry Enterprise Server?
- Why do I need this?
- How does it work technically?
- What else do I need to know?



Some Questions

- **Email**
 - Are you archiving?
 - Considering?
 - What prompted this?
- **SMS & PIN Messaging**
 - What is PIN Messaging?
 - Do you allow SMS/PIN?
 - What has prompted this?
- **Compliance/Retention Policy**



What is Retain for BlackBerry Enterprise Server

Archiving and auditing solution for BlackBerry smartphones:

- SMS messages
- PIN messages
- Phone usage data



Why Do I Need This? End User Solutions

- PIN and SMS are disabled through IT Policy
- Users can not communicate efficiently
- Complain to IT Department when PIN/SMS is disabled



Why Do I Need This? Compliance

- Compliance Officers need access to logs of communication
- SOX, HIPAA, FINRA, BASIL, SEC Requirements ...
- Expectation of IT Department for resolution



Why Do I Need This? Attrition

- End Users are leaving the organization
- Requirement to track them, are they stealing intellectual property, customer lists, ...



Why Do I Need This? Audit & Discovery Tools

- Existing tools and text log files are cumbersome
- Ease of resolving requests from HR, Legal, Compliance, Executives
- Viewer Application removes IT Department as middle-person



Why Do I Need This? Summary

- All reasons for email archiving and retention apply to PIN, SMS, and Phone Usage data
- SMS and PIN are essential to communicates today; disabling is not an adequate solution
- Have your cake and eat it!



Technical Overview

- BlackBerry Architecture
- Retain for BlackBerry Enterprise Server:
 - Agent Application
 - Viewer Application
 - SQL Database



BlackBerry Architecture

- BlackBerry Internet Service
- Provided by Carriers
- “Big BES in the sky”

- BlackBerry Enterprise Server
- Provided by Internal IT Dept.
- Control, Privacy, Management

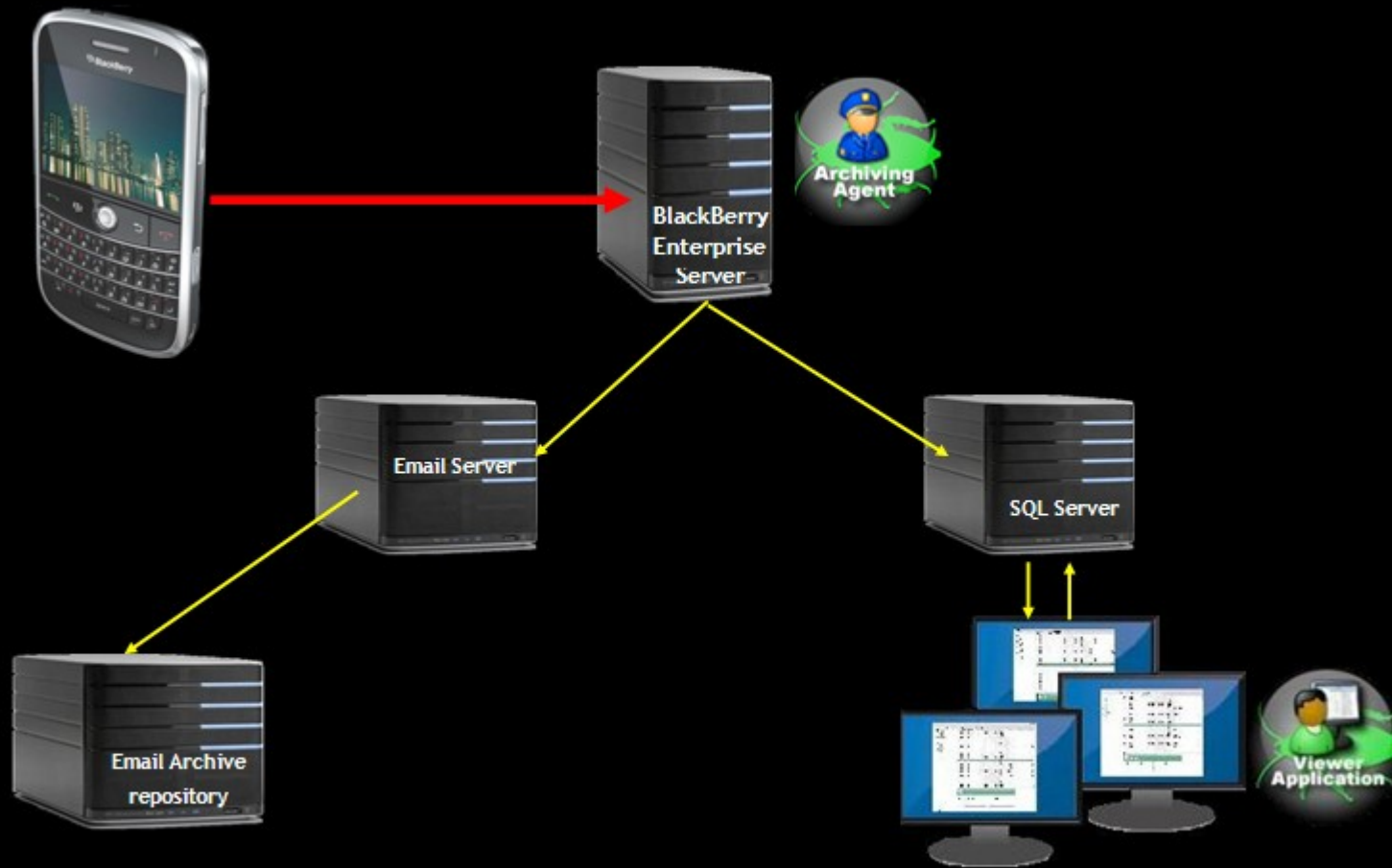


Figure 1



Agent, Viewer, SQL Server

- BlackBerry devices sync with the Enterprise Server
- Agent runs on Enterprise Server and sends to SQL Server
- Viewer views your data in the database

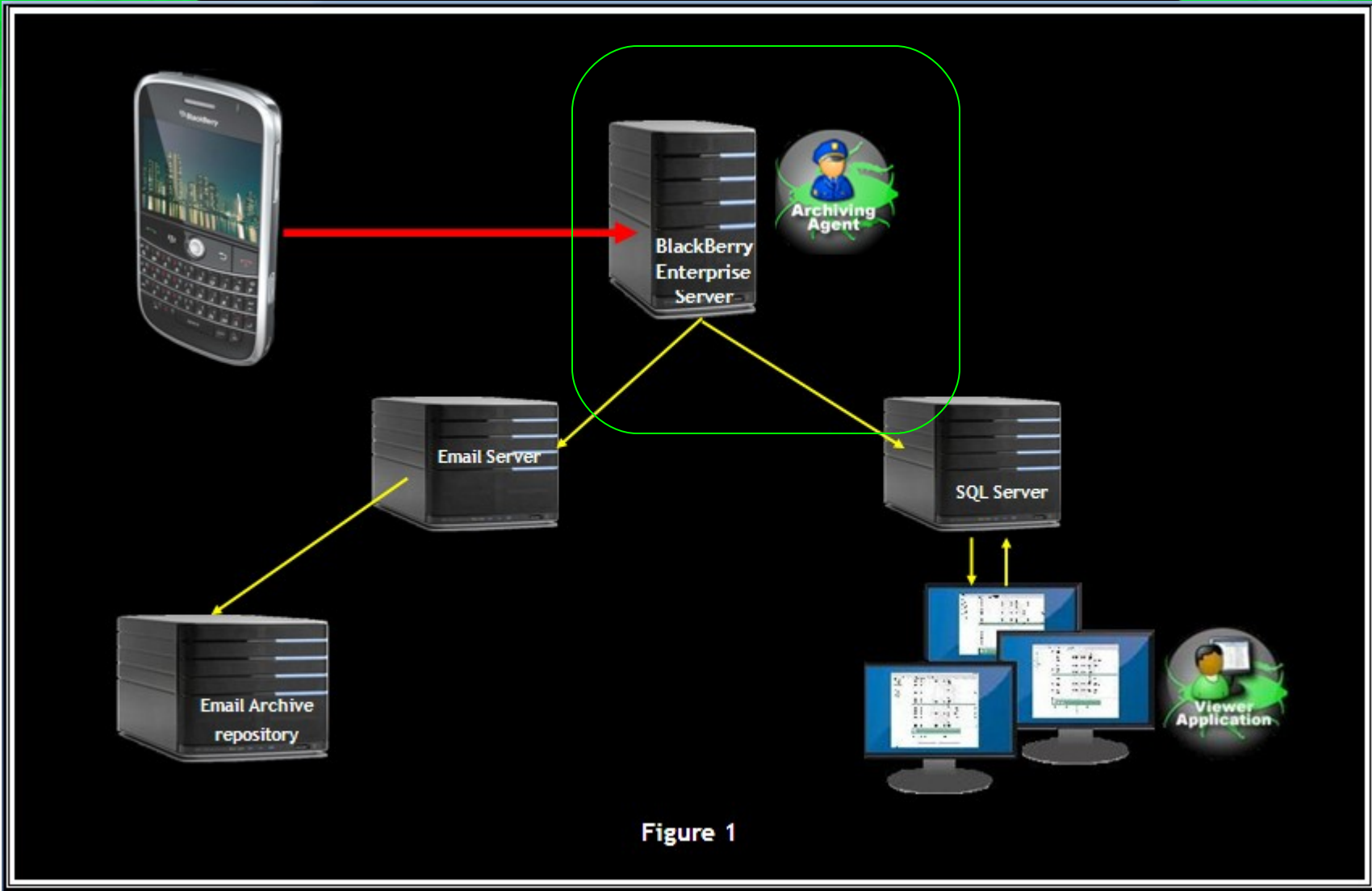


Figure 1



Server Side: Agent

- Agent runs on Server
- Collects & Cleans your Logs:
 - SMSLog
 - PINLog
 - PhoneCallLog

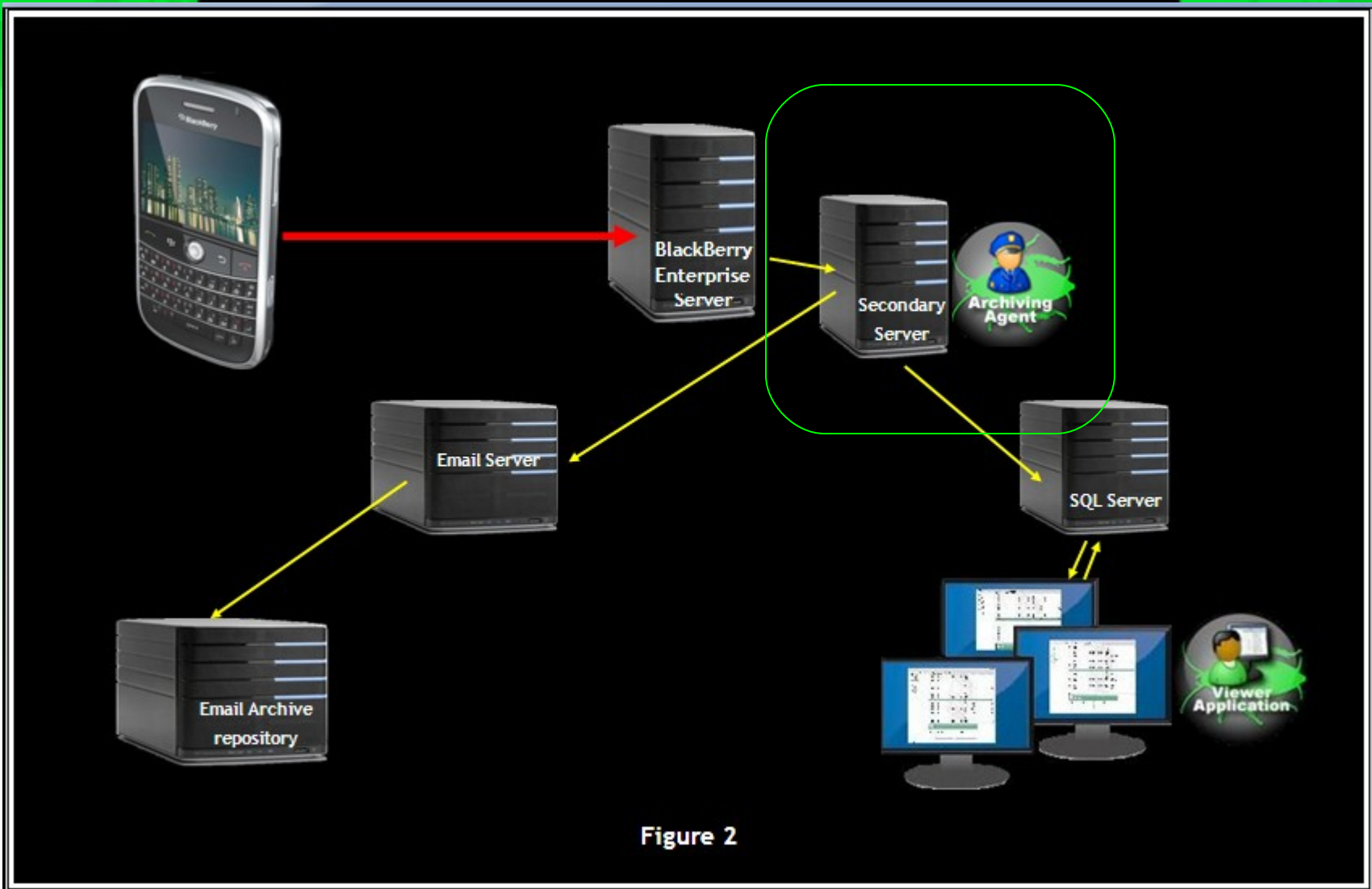


Figure 2



Alternate Server for Agent

- Organizations that “freeze” Enterprise Server from changes
- Run agent on alternate server
- Share files through file sharing, scripted copies, etc...



Multiple Agents, Scalability

- More than one BlackBerry Enterprise Server
- Each server can handle a maximum number of users (RIM has recommendations, depends on your users)
- Retain for BlackBerry Enterprise Server scales easily by using more agents

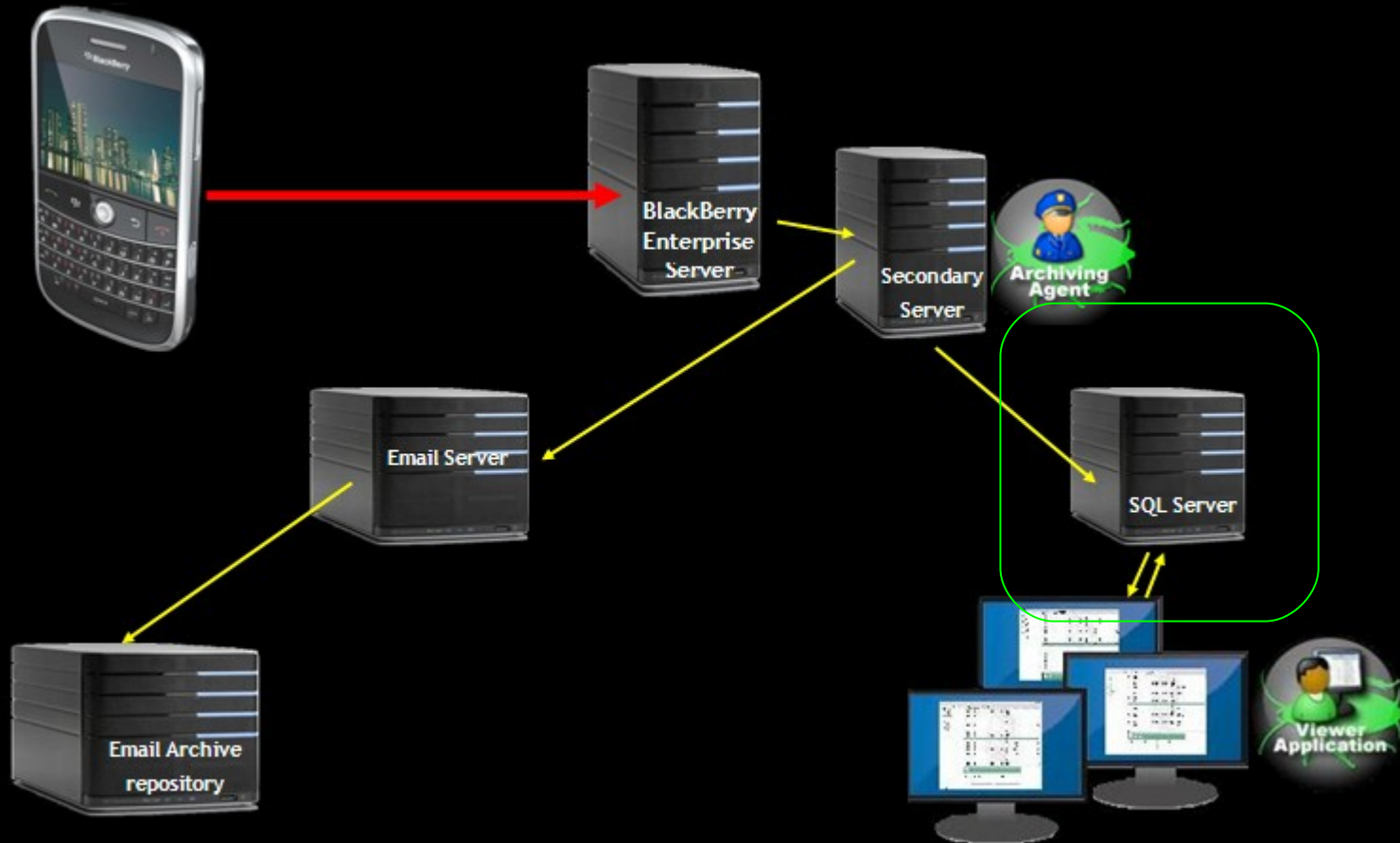


Figure 2



SQL Server

- Standard Microsoft SQL Server
- Use existing server in your organization, or dedicate a server
- Production requires SQL Server 2000 or 2005, and never MSDE
- Consider security

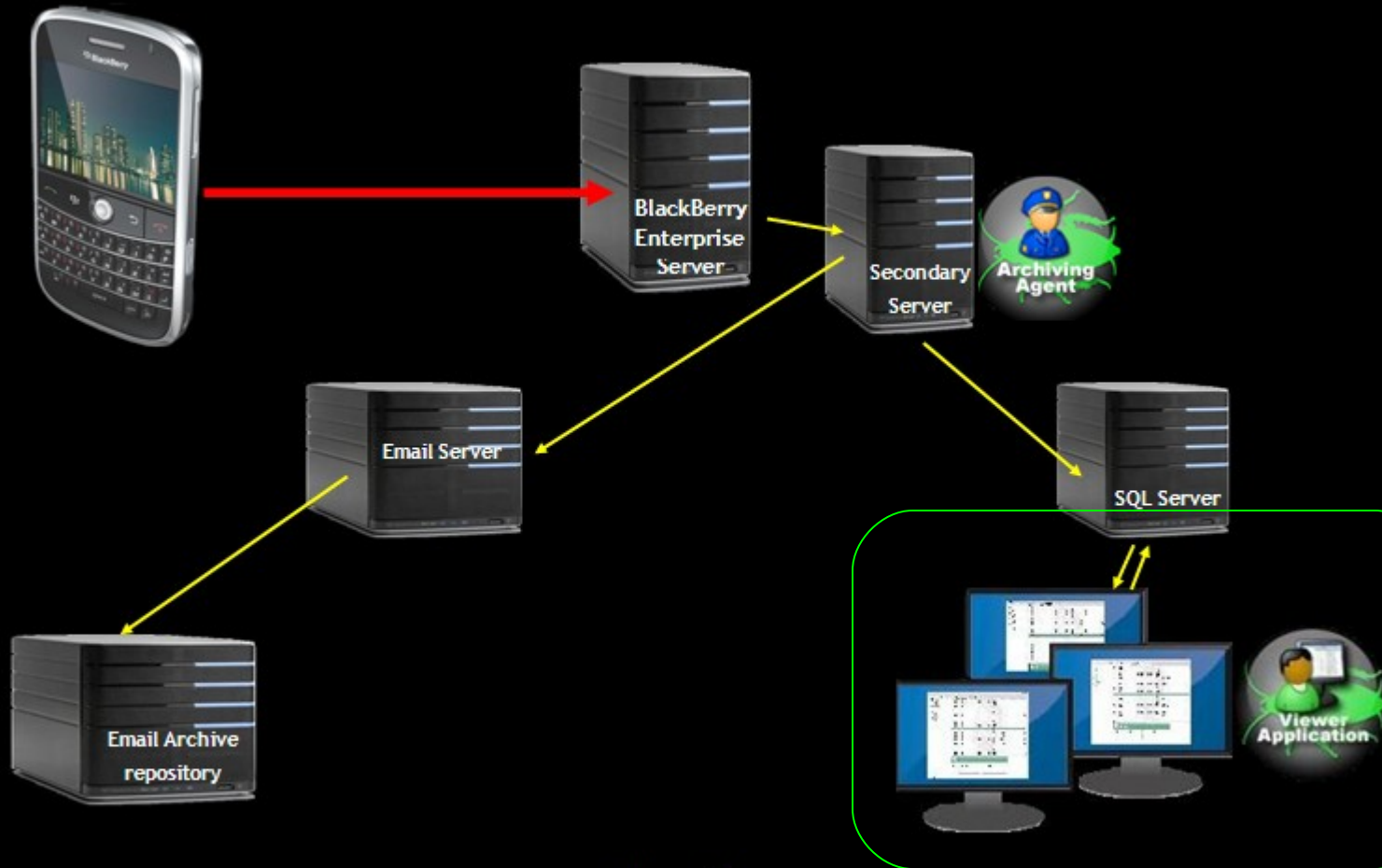


Figure 2



Viewer Application

- Runs on any Windows desktop
- Connects to SQL through an Agent (for permissions)
- “Auditors” for Discovery
- “Administrators” for solution Management



Viewer Details: Auditing

- Compliance, HR, Executive
- Discovery
- Searching
- Details for PIN/SMS/PhoneCall
- Review (Mark Reviewed)
- Charting, Simple Export



Viewer: Searching

The screenshot shows a software window titled "GWAVA Retain for BlackBerry Enterprise Server". The window is divided into several sections:

- Search items:** A header section with a sub-header "Specify the users to include in your search, and define the search criteria:". Below this is a tree view under "BlackBerry users" with four entries: "Bas de Zwart", "Marjolien Smidt", "Roel van Bueren" (which is selected with a blue arrow), and "Ronald de Zwart".
- What messagetypes do you want to search for:** A section with three columns of checkboxes: "Phone calls" (checked), "Incoming only" (unchecked), "PIN messages" (checked), "Outgoing only" (unchecked), "SMS messages" (checked), and "Both incoming and outgoing" (checked).
- Datafield, Condition, Value:** A table structure for defining search criteria, currently empty.
- Instructions:** A text box stating "Conduct a search by user, or several users, for specific text/phone numbers from data in the archive database."
- Buttons:** "Add new row" and "Delete current row" buttons are located below the table. "Load searchcriteria" and "Save searchcriteria" buttons are in a section below that.
- Search/Cancel:** "Search" and "Cancel" buttons are located at the bottom right of the window.

Search For Specific Text in SMS/PIN messages



Viewer: PIN, SMS, Phone

GWAVA Retain for BlackBerry Enterprise Server - Archive Viewer

File Actions Options Help

Connect to BES server Search Items Export Items Charts Print Items Quickviewer Grouping Clear filters

BlackBerry users

- Bas de Zwart
 - Call log
 - PIN log
 - SMS log
- Marjolijn Smidt
 - Call log
 - PIN log
 - SMS log
- Roel van Bueren
 - Call log
 - PIN log
 - SMS log
- Ronald de Zwart
 - Call log
 - PIN log
 - SMS log

id	creationDate	modificationDate	systemRef	user	pin	emailAddress	messageType	to	cc	serverLogDate
1	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:22:22
2	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2006/12/01 18:22:33
3	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:22:33
4	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:22:33
5	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:22:33
6	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2006/12/01 18:22:33
7	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:22:33
8	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:22:33
9	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2006/12/01 18:40:08
10	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2006/12/01 18:40:14
11	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2006/12/01 18:40:17
12	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2006/12/01 18:40:21
13	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:40:23
14	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:40:29
15	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2006/12/01 18:40:33
16	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:40:59
17	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:41:35
18	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2006/12/01 18:41:40
19	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:45:10
20	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Outgoing	24F6AEB5		2006/12/01 18:45:12
21	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2007/01/29 15:35:27
22	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2007/01/29 15:35:30
23	04/17/2007	04/17/2007	1	Roel van Bueren	24FAC5E2	Roel@rovabunetworks.nl	Incoming	Roel van Bueren:24FAC5E2		2007/01/29 17:00:22

See all archived PIN Messages for a specific user.

This data can be exported to an Excel spreadsheet for further discovery reporting.

Pin message

Datetim: 2006/12/01 18:31:26

From: 24F6AEB5

To: Roel van Bueren:24FAC5E2

Message type: Incoming

Subject: Re: Test na bb update

En nu dan?-----Original Message-----From: Roel van BuerenTo: Cor van de HerweSent: Dec 1, 2006 18:12Subject: Test na bb update

GWAVA Retain for BES

See PIN Messages for A Specific User



Viewer: PIN/SMS/PhoneCall

 Pin message

Datetime:	<input type="text" value="2006/12/01 18:31:26"/>	<p>En nu dan?-----Original Message-----From: Roel van BuerenTo: Cor van de MerweSent: Dec 1, 2006 18:12Subject: Test na bb update</p>
From:	<input type="text" value="24F6AEB5"/>	
To:	<input type="text" value="Roel van Bueren:24FAC5E2"/>	
Message type:	<input type="text" value="Incoming"/>	
Subject:	<input type="text" value="Re: Test na bb update"/>	

The Quick Viewer allows you to easily view the details of a specific PIN message.

 Sms message

Datetime:	<input type="text" value="2007/03/31 10:59:09"/>	<p>We bellen zo, moeten ff tegels uitzoeken</p>
From:	<input type="text"/>	
To:	<input type="text" value="+31614193250"/>	
Message type:	<input type="text" value="Outgoing"/>	

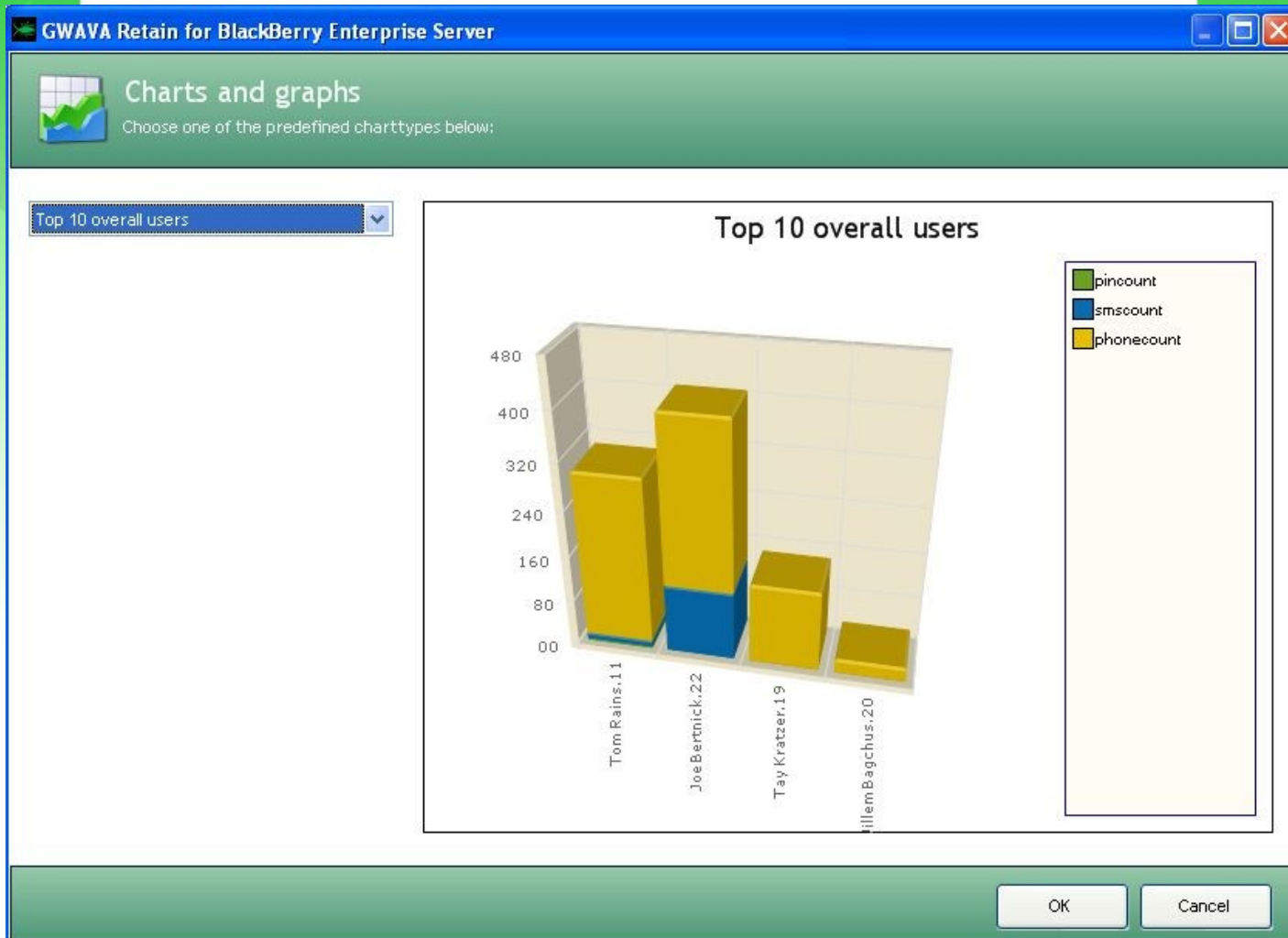
The Quick Viewer allows you to easily view the details of a specific SMS message.



Viewer: Reviewing

- Mark Messages as Reviewed
- Auditor's have distinct color coding
- Saves Date/Time and name of Auditor

Viewer: Charting, Exporting





Viewer Details: Administrators

- Rights Management
- Audit the Auditor
- Select devices to archive



Viewer: Rights Management

- Auditors that may use Viewer
- Who do they get to see
- What data they get to see
- Functionality they get to use



Viewer: Audit the Auditor

- Review Audit Trails



Viewer: Selecting Users

- Select devices that are Archived
- Licenses
- Select data to archive:
 - SMS, PIN, PhoneCalls
 - Subject, Subject+Body



Viewer Summary

- Viewer for Auditors
- Viewer for Administrators



Summary

- What is Retain for BlackBerry Enterprise Server
- Why do I need it?
- How does it work?



Hands On Lab

- Use software in a VM
 - Sunday 17:00 - 17:50
 - Monday 14:30 - 15:20



Questions!

- Live Demo (weather permitting)



Thank You!



GWAVA

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