

# Unify Your World



## Best Practices for BlackBerry Administrators



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 **BlackBerry**

# Talking Points...

- Logging & Best Practices
- IT Policies – Best Practices
- Administrative rights
- “Must DO” BES Maintenance

# Basic Administration & Best Practices



- Confirm installation and functionality
  - BlackBerry Enterprise Server logs
  - Event viewer
- Modify BlackBerry Enterprise Server logging
- Configure Enhanced Feature Services
  - Collaboration Services
  - Mobile Data Services
- Modify Attachment Service settings
- Work with Policies
  - Creating new policies and what to enable
- Add/Assign Administrative Roles
- Design, Test, Verify & Implement a BES D&R procedure
  - Prior to any user activation

# BlackBerry Services and (Default) Logs

- Mailbox Agent — MAGT
  - Calendar sync
  - Email and lookup services
  - Initial encryption key
- Synchronization Service — SYNC
  - Over-the-Air (OTA) backup of PIM data from devices

# BlackBerry Services and (Default) Logs (cont.)

- Controller — CTRL
  - Monitors the services and restarts where necessary
- Dispatcher — DISP
  - Routing between BB services and components
- Router — ROUT
  - Connects BlackBerry Enterprise Server (BES) to RIM SRP
  - Routes traffic to BB devices

# BlackBerry Services and (Default) Logs (cont.)

- Policy Service — POLC
  - Sends IT policy
  - Wipe and Lock commands
  - Subsequent encryption keys

# BlackBerry Services and (Default) Logs (cont.)

- Attachment Service — ASRV
  - Retrieves attachments according to server configuration
  - Attachment Conversion Log — ACNV

# BlackBerry Services and (Default) Logs (cont.)

- Mobile Data System Service — MDSS
  - Uses Apache Tomcat
  - Via Dispatcher, handles intranet and Internet requests
  - Handles Java application requests

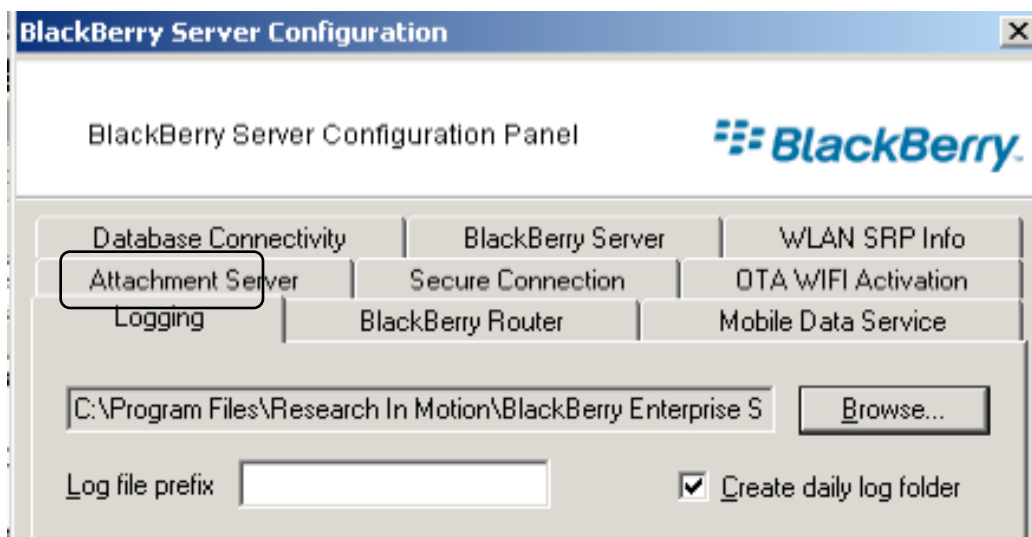


# BlackBerry Services and (Default) Logs (cont.)

- BlackBerry Manager Software — MNGR
- Notes Connector Service — CNTS
- OTA Backup of Device Settings — CBCK
- Alert Notifications — ALRT
- Management Connector — CMNG
  - Enterprise activation
  - Device configuration
- PhoneCallLog
- PinLog
- SMSLog

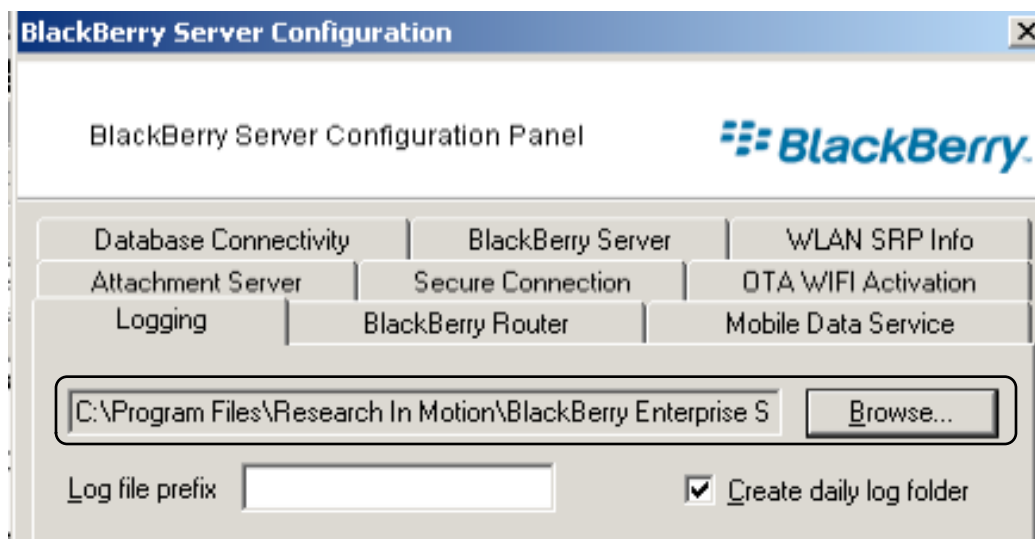
# Configuring BlackBerry Logging (cont.)

- BlackBerry Server Configuration — Logging Tab



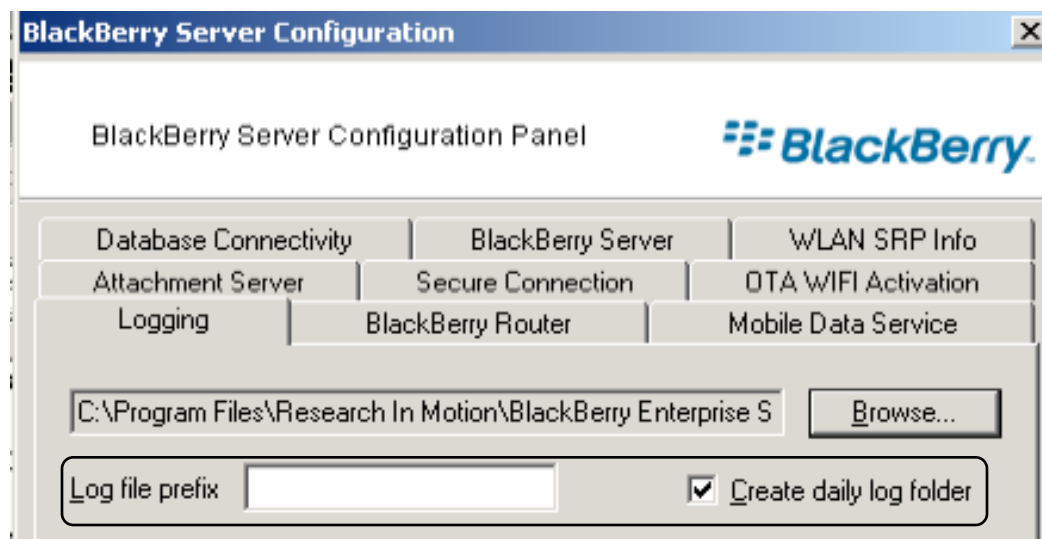
# BlackBerry Server Configuration — Logging Tab

- Log file location



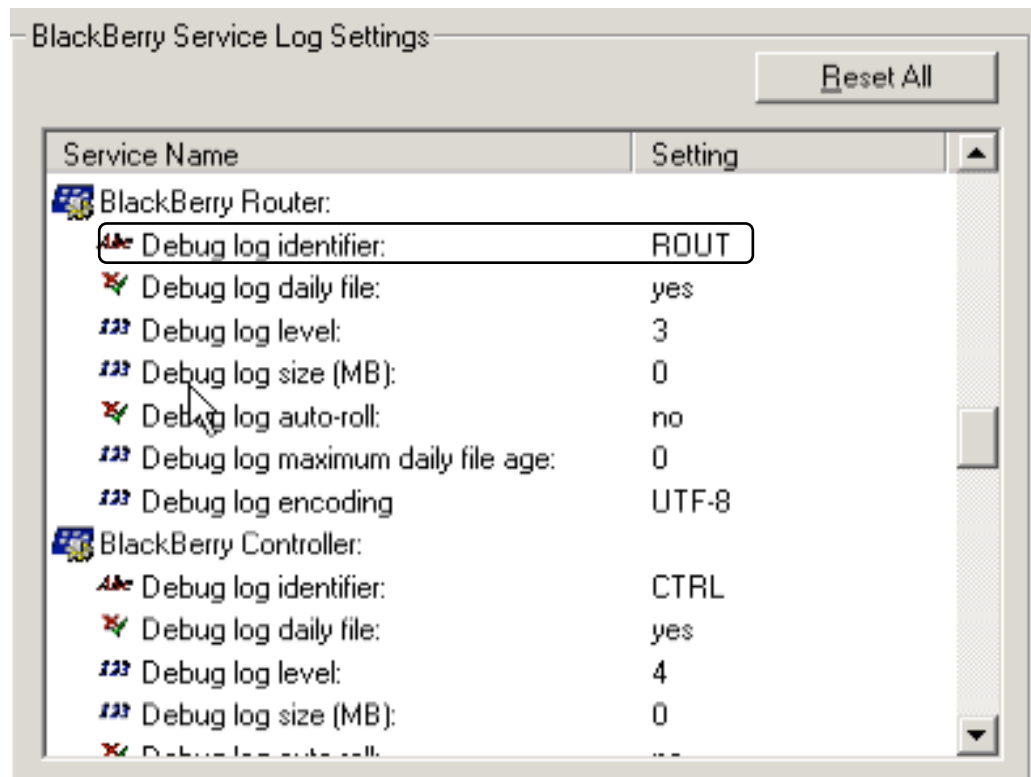
# BlackBerry Server Configuration — Logging Tab

- Prefix for log file
  - will use server name if no prefix specified



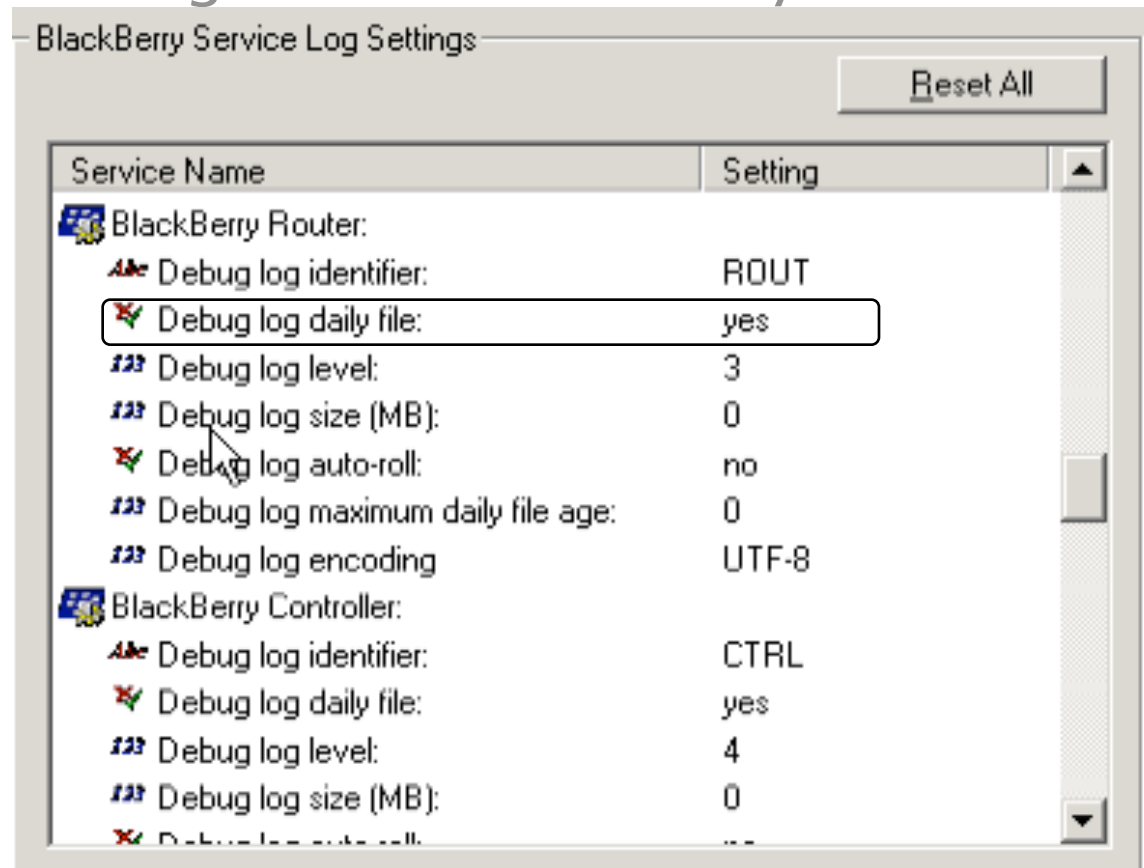
# BlackBerry Server Configuration — Logging Tab

- Unique identifier for log file that matches selected service



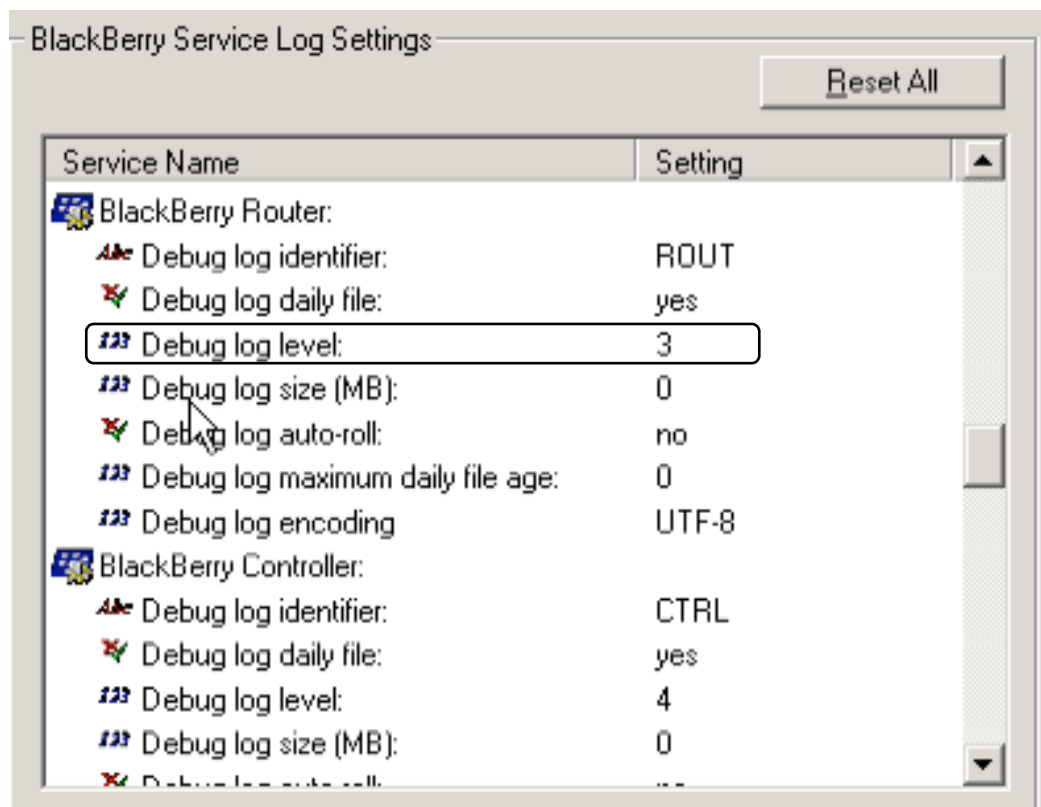
# BlackBerry Server Configuration — Logging Tab

- Should the log file be saved daily



# BlackBerry Server Configuration — Logging Tab

- What detail of logging do you require



# BlackBerry Server Configuration

## — Logging Tab

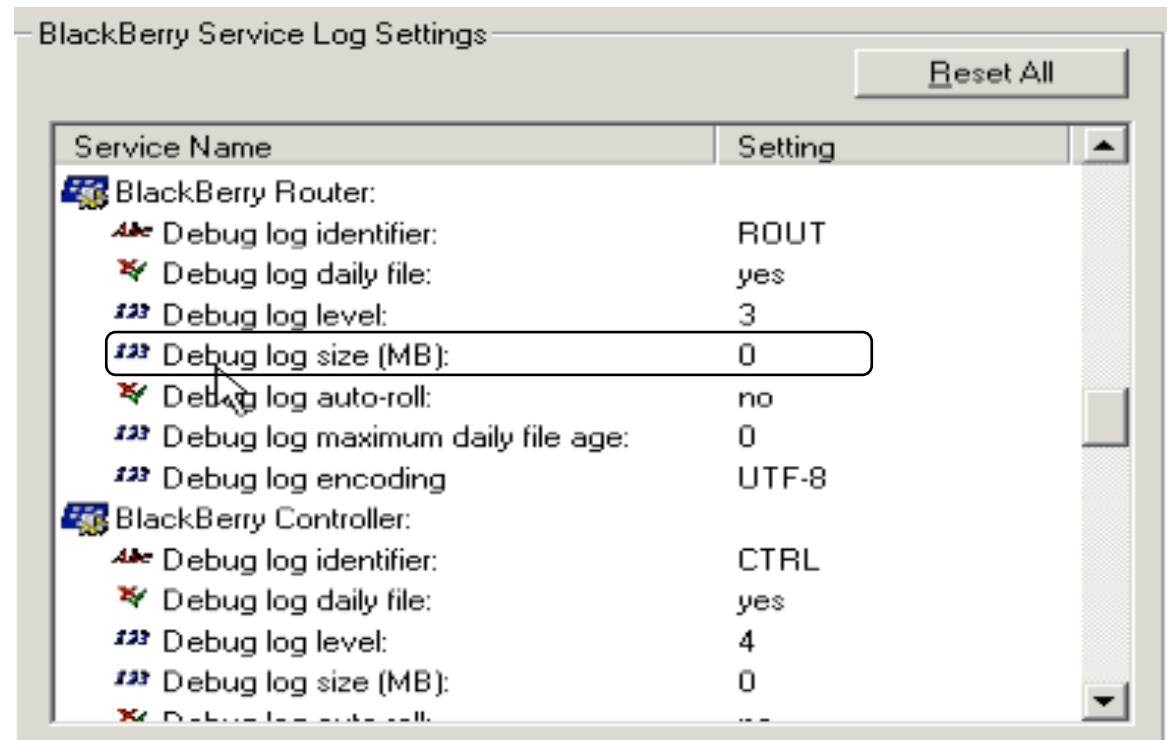


- BlackBerry Log Levels
  - Level 1: Error
  - Level 2: Warning
  - Level 3: Information
  - Level 4: Debug
  - Level 5: Verbose



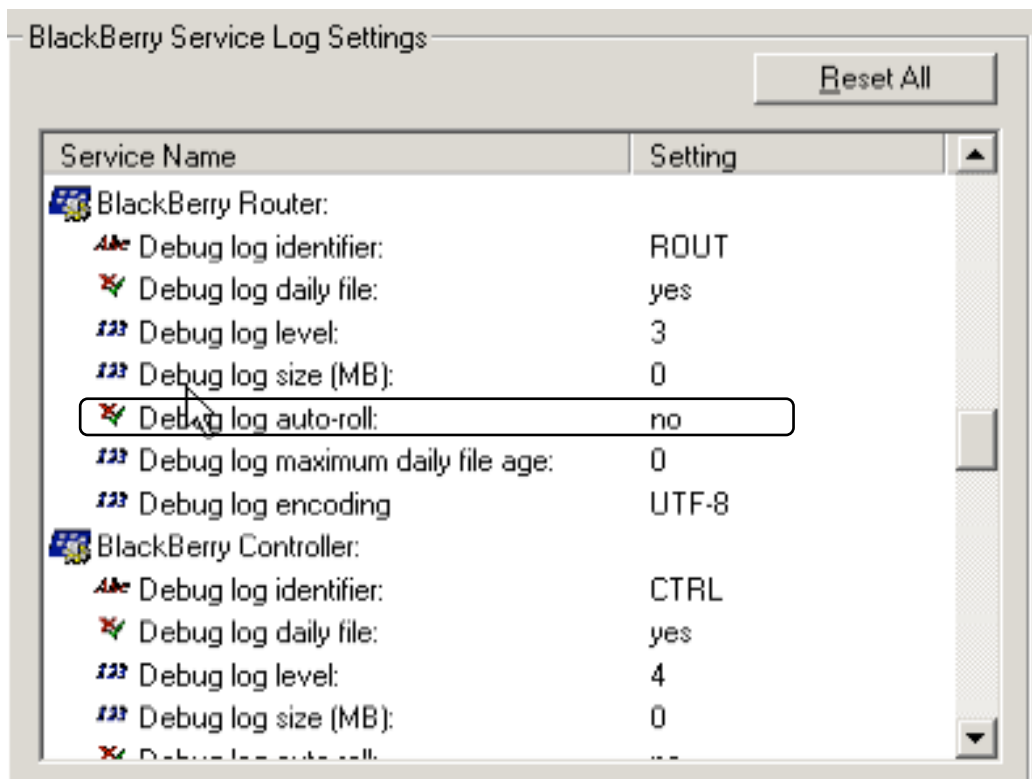
# BlackBerry Server Configuration — Logging Tab

- Maximum size of a single log file
  - 0 means no maximum



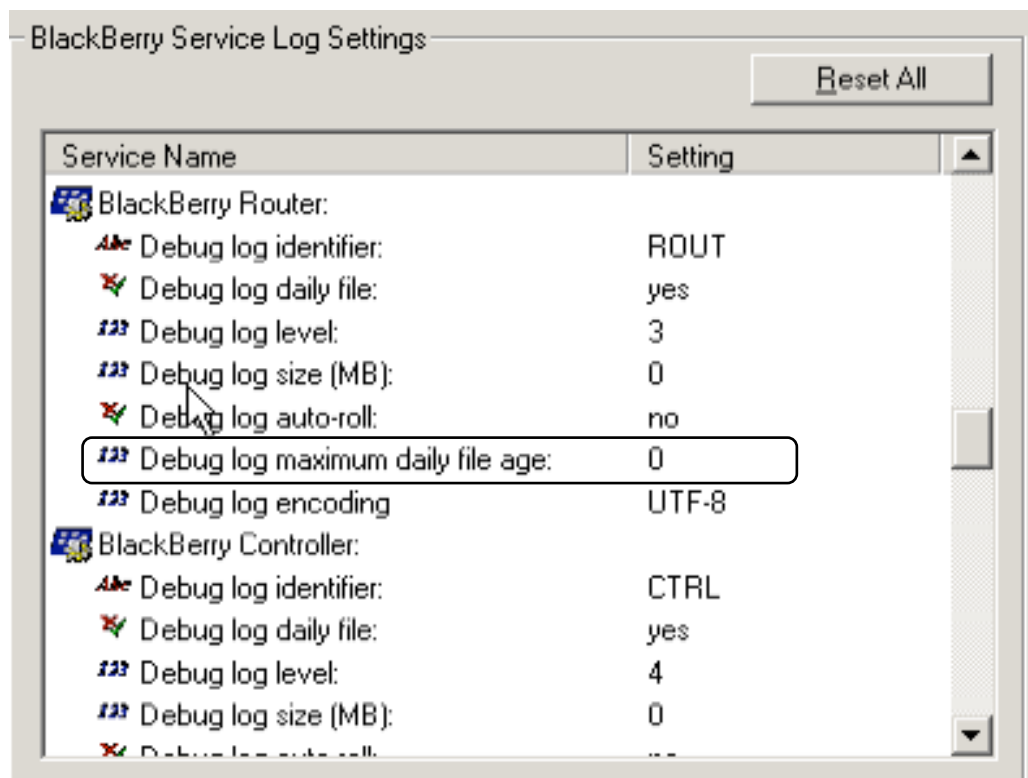
# BlackBerry Server Configuration — Logging Tab

- Automatically create a new log at size limit



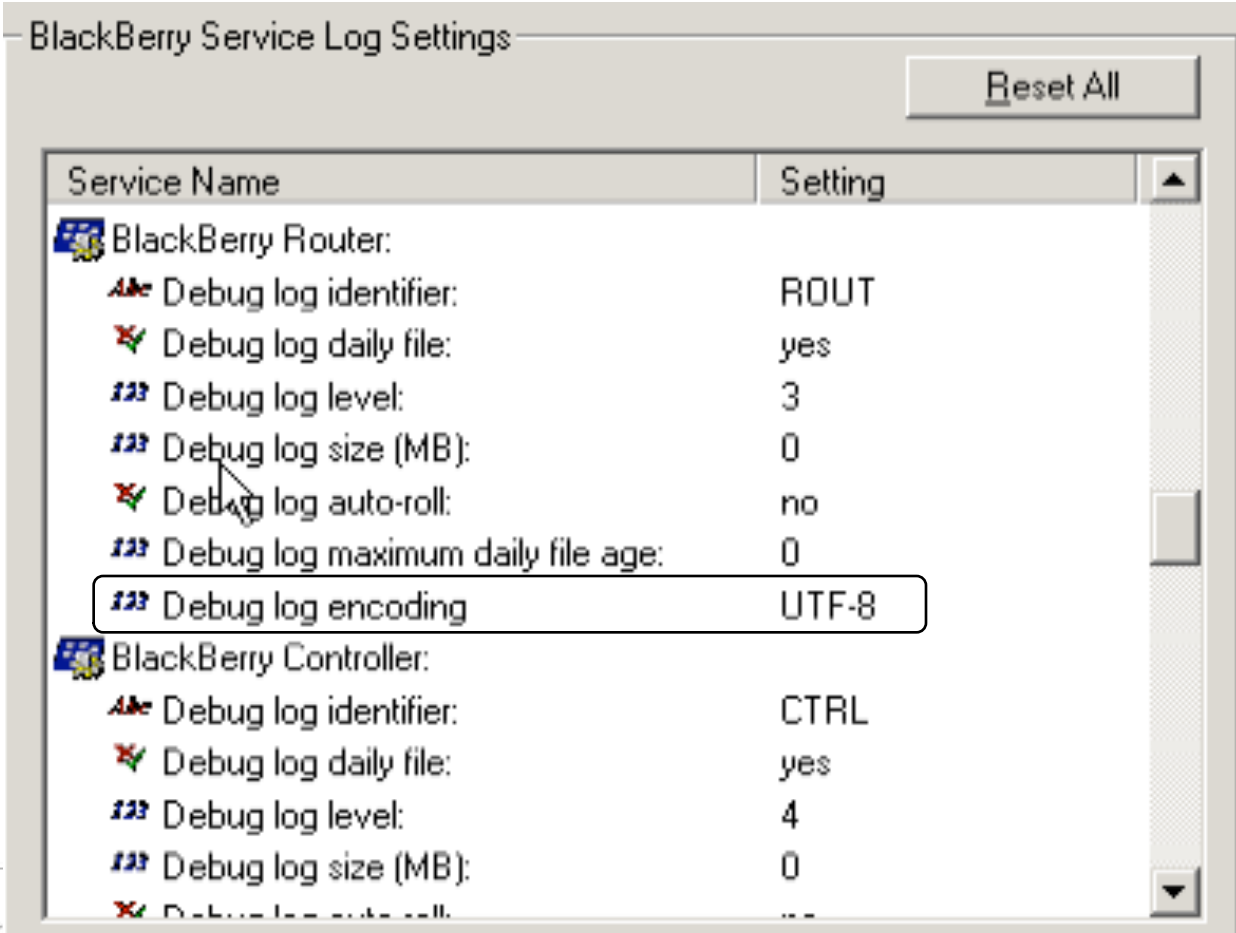
# BlackBerry Server Configuration — Logging Tab

- When to purge log files
  - Age 0 means log files will never be deleted















# BlackBerry Server Configuration — Logging Tab

- Select encode format for log file



BlackBerry Service Log Settings

















Reset All

Service Name	Setting
<b>BlackBerry Router:</b>	
 Debug log identifier:	ROUT
 Debug log daily file:	yes
 Debug log level:	3
 Debug log size (MB):	0
 Debug log auto-roll:	no
 Debug log maximum daily file age:	0
 Debug log encoding	UTF-8
<b>BlackBerry Controller:</b>	
 Debug log identifier:	CTRL
 Debug log daily file:	yes
 Debug log level:	4
 Debug log size (MB):	0
 Debug log auto-roll:	...

# BlackBerry Server Configuration

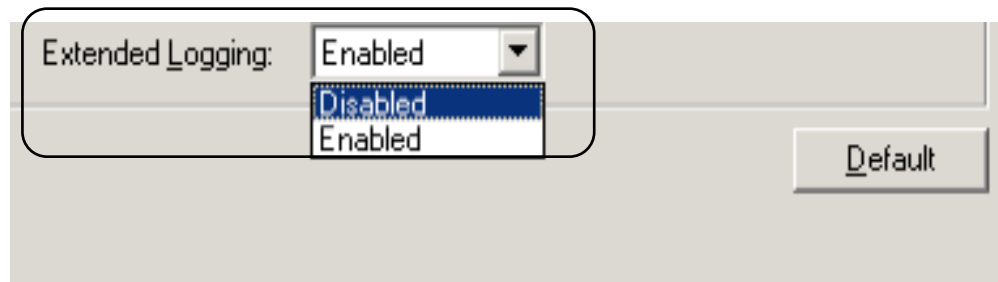
## — Logging Tab

- A view of log files on a server
  - Daily files that are created with the default log file names

 BAFFIN_ALERT_01_20081101_0001.txt	20 KB	Text Document
 BAFFIN_CBCK_01_20081101_0001.txt	25 KB	Text Document
 BAFFIN_CMNG_01_20081101_0001.txt	166 KB	Text Document
 BAFFIN_CNFS_01_20081101_0001.txt	211 KB	Text Document
 BAFFIN_CTRL_01_20081101_0001.txt	43 KB	Text Document
 BAFFIN_DISP_01_20081101_0001.txt	347 KB	Text Document
 BAFFIN_MAGT_01_20081101_0001.txt	1,499 KB	Text Document
 BAFFIN_MDAT_01_20081101_0001.txt	1,148 KB	Text Document
 baffin_MDSS_01_20081101_0001.txt	1 KB	Text Document
 BAFFIN_MNGR_01_20081101_0001.txt	8 KB	Text Document
 BAFFIN_POLC_01_20081101_0001.txt	338 KB	Text Document
 BAFFIN_ROUT_01_20081101_0001.txt	15 KB	Text Document
 BAFFIN_SYNC_01_20081101_0001.txt	287 KB	Text Document
 PhoneCallLog_20081101.CSV	1 KB	CSV File
 PINLog_20081101.CSV	1 KB	CSV File
 SMSLog_20081101.CSV	1 KB	CSV File

# Additional Logging for Attachment Service

- BlackBerry Server Configuration — Attachment Server Tab



# Basic Administration & Best Practices

## BlackBerry Enterprise Server Logging

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- Leave logs **local**, **DO NOT** move the logging directory to a network or remote drive
- **DO NOT** modify the log identifiers, ex: ALRT
- Modify logging levels to **4** for the first **2 weeks** of a server's operation to catch errors and troubleshoot issues
- Once the 2 week "burn" has been completed and all services have been **verified** and are **functional**, modify the logging levels to **2** or **3** depending on your internal monitoring criteria
- Place/configure **monitoring** on disk space, making sure not to run out of space

# BES Resource Kit

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- A series of tools provided by RIM to help you work with and analyze your logs
- Download the documentation for the resource kit, it's very easy to install and use
- There are also user registration command line tools — we won't go into them here



## BES Resource Kit (cont.)



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- Install the resource kit that matches your version of BES software
- Don't try analyzing log files of different versions
- Don't analyze log files on the live server, but copy them to a client machine running the analysis tools
- Log levels should be set to 4 to produce data that can be analyzed

# BES SysLog — Installation

- Configure for sending alerts and notifications against log activity
- BESSysLog.exe and BESSysLogConfig.exe
  - Copy onto client machine
  - BESSysLog — install Domino
    - ✓ Will install as a service

 Background Intelligent Transfer Service	Transfers ...	Started	Manual	Local System
 BlackBerry Syslog	Provides re...		Manual	Local System
 Check Point SSL Net		Started	Automatic	Local System

# Domino Server Logs

- Sometimes the problems are outside of the BES service
- Domino needs to connect to each user's mail server and open his/her mail file for your BES to work
- Domino needs to be able to route SMTP outbound either directly or indirectly
- You will need to identify where in the process the problem is located

# Domino Server Logs (cont.)

- Domino server errors
  - Trace ‘MailServerName’ to confirm routing to Domino mail server
  - No route found ...
  - Cannot open ... (check ACL)

# Domino Server Logs (cont.)

- BlackBerry set-up problems
  - PIM errors — no PIM state for new users
  - Incomplete configuration error
    - ✓ No PIN, encryption key, etc.

# Domino Server Logs (cont.)

- Confirming Services Are Started
  - DELIVERED confirms delivery to the device



# Basic Administration & Best Practices

## Design, Test, Verify & Implement a BES D&R procedure

- Design
  - Sourceless BlackBerry Enterprise move
  - BlackBerry Configuration Database recovery
  - Single-stage BlackBerry Enterprise Server migration
- Test
  - Different levels of outage
    - **Component Outage**
      - ♦ BlackBerry Enterprise Server
      - ♦ BESMGMT DB (remote)
      - ♦ Mail Server
    - **Physical outages**
      - ♦ Network/hardware failure
      - ♦ Site outage
      - ♦ “Hole in the ground”



# Basic Administration & Best Practices

## Design, Test, Verify & Implement a BES D&R procedure

- Verify
  - Verify the functionality and performance of the BlackBerry Enterprise Server
  - Verify the functionality and integrity of the BESMGMT DB
  - Verify the functionality of the user's BlackBerry device
    - Validating the full data route of the solution (including the messaging server)
- Implement
  - Isolated production implementation
    - Limited/controlled outage
  - Revisit/adjusting of the procedure
    - 2<sup>nd</sup>/3<sup>rd</sup> person validation
  - Phased production implementation and validation





# Basic Administration & Best Practices

## Design, Test, Verify & Implement a BES D&R procedure

- Be aware of the expectations of your users AND the **requirements** of your organization
- **Prioritize** the features and services for recovery within your BlackBerry environment
- **Define** the **types** of outages and their **severity** within your organization
- When creating a D&R process consider **including all resources** responsible for supporting the different components within your BlackBerry environment (ex: hardware, operating system, BlackBerry Enterprise Server, the Domino Server, the Domino Mail server) or you have the appropriate access to all the components



# Basic Administration & Best Practices

Design, Test, Verify & Implement a BES D&R procedure

## Best Practice:

- **Be aware** of the tools currently implemented within your environment that can be leveraged to assist with outage notification and management
- **Be aware** of any type of change control processes that can impact your ability to fully test any procedures being considered
- When testing procedures, ensure you have a **functional** environment representative of your organization's environment

# Basic Administration & Best Practices

## Create a NEW *Default* IT Policy



The screenshot shows the BlackBerry Manager Security Administrator Authority interface. The main window displays a tree view on the left under 'BlackBerry Domain' with categories like Servers, Applications Installed, and User Groups. The central pane shows 'Global Properties' with a list of settings including General, Global PIM Sync, Access Control, Push Control, WLAN Configuration, IT Policy, Enterprise Service Policy, and Media Content Management. The 'IT Policy Administration' section is active, showing a list of IT Policies with '(2 items)'. A dialog box titled 'IT Policies' is open in the foreground, displaying a list of IT Policy Names: 'Default' (selected) and 'Default - BA'. The dialog box includes buttons for 'New...', 'Remove', 'Properties...', and 'New Copy...'. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons. The BlackBerry logo is visible in the bottom right corner of the application window.

Edit properties for all BlackBerry Enterprise Servers in the BlackBerry Domain.

The BlackBerry solution: the mobile collaborative platform for Lotus software.



# IT Policies – First Go

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- Device-Only Items
  - Password Required
  - Minimum Password Length
  - Users Can Disable Password
  - Maximum Security Timeout
- Desktop-Only Items
  - Show Application Loader
- Global Items
  - Allow Browser
- Password Policy Group
  - Set Maximum Password Attempts
- Security Policy Group
  - Disallow 3<sup>rd</sup> Party Application Download
  - Disable External Memory
  - Disable USB Mass Storage
- Browser Policy Group
  - MDS Browser Title
- Bluetooth Policy Group
  - Disable Bluetooth
  - Disable Pairing
  - Disable File Transfer
- Camera Policy Group
  - Disable Camera
- Location Based Services Policy Group
  - Enable Enterprise Location Tracking
  - Lets talk about this one!

# IT Policies – thoughts

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- If you are a greenfield site
  - Go for it!
  - Enable the policies you need to meet your security requirements
- If you are inheriting an existing site
  - Be careful
  - Users very use to all the blackberry goodness
  - Implement slowly
  - Test everything
- Leave the IT policy “AS IS”.
  - Create new policies for all users, and associate
  - Have a “pre-live” policy built

# Basic Administration & Best Practices

## Attachment Service Settings

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BlackBerry Server Configuration

BlackBerry Server Configuration Panel

Collaboration Service | Collaboration Service Advanced | Secure Connection  
Database Connectivity | BlackBerry Server | Logging | BlackBerry Router  
Proxy Settings | Mobile Data Service | MDS Advanced | Attachment Server

Configuration Option: Attachment Server

Port Settings  
Submit Port: 1900 Configuration Port: 1999  
Result Port: 2000

Cache Settings  
Concurrent Caching: Enabled  
Document Cache Size (docs): 32

Conversion Processes: 4 Max. Threads Per Process: 4  
Recycle Time(s): 1500 Busy Threshold(s): 120

Distiller Settings

Enabled	Distiller Name	Extensions	Max File Size (Kb)
<input checked="" type="checkbox"/>	Audio Attachments	wav	0
<input checked="" type="checkbox"/>	MS Excel 97-03	xls	0
<input checked="" type="checkbox"/>	HTML Attachme...	html;htm	0
<input checked="" type="checkbox"/>	Image Attachme...	ppm	0
<input checked="" type="checkbox"/>	Adobe PDF	pdf	0
<input checked="" type="checkbox"/>	MS PPoint 97-03	ppt	0

Default

OK Cancel Apply

The BlackBerry solution: the mobile collaborative platform for Lotus software.



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Default

OK Cancel Apply

The BlackBerry solution: the mobile collaborative platform for Lotus software.



# Basic Administration & Best Practices

## Attachment Service Settings



- Specifies if multiple requests for the same attachment can use the first cached copy of the attachment for a new user
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# Basic Administration & Best Practices

## Attachment Service Settings

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- **Remove** unwanted and unsupported attachment types by **disabling** their associated **distillers**
- Confirm the “**Max File Size**” setting for each supported attachment type. *(Tip: As a starting point set the maximum file download to half of that restricted within the messaging environment if under 10MB, for those messaging environments with no limitation consider setting a max limit of 5MB within your BlackBerry environment)*

# Basic Administration & Best Practices

## Configure Enhances Feature Services - MDS

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The screenshot shows a web browser window with the address bar displaying `https://RIM-LDB-02.:7443/mds`. The main content area is divided into two sections. On the left is a 'Properties' sidebar with a tree view containing the following items: General (selected), Filters, Device Policies, Certificate, Connection Service, Message Monitors, Security, Proxy, and JDBC Drivers. On the right is a table of configuration settings:

Server URL	http://RIM-LDB-02.:7080/mds
Allow Unsigned Applications	False
Allow Web Services Access over SSL	True

Below the table is a 'General' section with a scrollable text area containing the following text: 'General BlackBerry MDS Services settings. You must stop and start the BlackBerry MDS Services if these properties are changed.' At the bottom of the window are three buttons: 'OK', 'Cancel', and 'Apply'.

# Basic Administration & Best Practices

## Configure Enhances Feature Services - MDS

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- Leave “**Allow Unsigned Applications**” set to **False** to ensure the security of your BlackBerry Enterprise Server. *(Tip: If you are testing applications in a test environment, you might want to set the field to “**True**” to allow the distribution of the application)*
- For users of MDS & MDS Runtime, configure a **Device Policy** to manage how your users work with MDS Runtime and MDS Applications
- For new MDS applications, configure **Message Monitors** to monitor (capture) alerts and errors for further troubleshooting
- Utilize the **Proxy** settings to configure all MDS traffic routes



# Basic Administration & Best Practices

## Add/Assign Administrative Roles



The screenshot shows the BlackBerry Manager - Security Administrator Authority interface. The left pane displays the BlackBerry Domain tree with 'Local Ports (Device Management)' selected. The right pane shows the 'Role Administration' tab with a table of roles and their administrator counts.

Role Name	Number of Administrators
rim_db_admin_security	0
rim_db_admin_audit_security	0
rim_db_admin_enterprise	0
rim_db_admin_audit_enterprise	0
rim_db_admin_handheld	0
rim_db_admin_audit_handheld	0
rim_db_admin_sr_helpdesk	0
rim_db_admin_audit_sr_helpdesk	0
rim_db_admin_jr_helpdesk	0
rim_db_admin_audit_jr_helpdesk	0

Below the table, the selected role is 'rim\_db\_admin\_enterprise' with 0 administrators. A 'TASKS' panel on the right lists: List Administrators, Add Administrators, and Remove Administrators.

Ready

# Basic Administration & Best Practices

## Add/Assign Administrative Roles



- Administrative roles
  - Are mapped to a unique grouping of administrative functionality
  - Allow support personnel to access groupings of functionality when they log into the BlackBerry Manager
- Audit roles
  - Each administrative role has an associated audit role
  - Have read-only access to the options associated with the role
  - Cannot update or commit any changes

# Basic Administration & Best Practices

## Add/Assign Administrative Roles

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- **As soon as** the BlackBerry Enterprise Server has been installed – **ASSIGN** administrators within your BlackBerry environment. *(Tip: The easiest way to manage administrative accounts is to associate a specific role with an existing administrative user's account, ex: their Windows domain login or an existing SQL account. This allows the user to utilize a familiar account and launch the BlackBerry Manager with the appropriate access points.)*
- **DO NOT** administer directly on the BlackBerry Enterprise Server, use the BlackBerry Manager *remotely* installed to administer the server as well as users as an **ASSIGNED** administrator

# Basic Administration & Best Practices

## Add/Assign Administrative Roles – *Quick Tips*

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- When adding a user to a role, use their fully qualified Windows domain name  
Domain\username
- After installing the BlackBerry Enterprise Server, only the Security Administrator role is created
- Role currently logged in is displayed in title bar

 BlackBerry Manager-Security Administrator Authority

- Log entries include login and role information
- A user assigned to more than one role, by default is assigned to the role with the most restrictive privileges

# “Must DO” BES Maintenance

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- Configure/reschedule Domino maintenance based on current environment functionality (Tip: Make sure maintenance isn't overloading the server and is scheduled to ensure completion)
- Configure Database Pruning on user's State Databases
- Remove deleted users/inactive users (Tip: An alternative to removing inactive users would be to disable wireless functionality)
- Archive/delete expired logs
- Configure/perform maintenance on the BESMGMT DB
  - Follow the vendor recommendations with regards to DB maintenance on your preferred technology
- Follow reboot schedule with associated mail servers
- Check Profiles.nsf database for unwanted documents
  - Deleted user documents that haven't been purged
- Check State Databases for unwanted databases
- Check and purge Windows event logs
- **Related impact:** Check and ensure stability and health of the messaging servers related to the BlackBerry users

The BlackBerry solution: the mobile collaborative platform for Lotus software.



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Thank you  
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The BlackBerry solution: the mobile collaborative platform for Lotus software.

