

Retain BAAS for BBM Protected Checklist and Setup

Item and Requirements Checklist:

- Enterprise ID (From Blackberry)
- Base API license (In licensing tab)
- BlackBerry license (In Licensing tab)
- REST API base License (In REST API tab)
- BBM REST API license (In REST API tab)
- Security certificate created for either Server or Router (whichever is to be used).

Pre-setup tasks:

- Network structure plan (Where to place the Retain Server, and or to use the Router.)
- Retain Server setup and configured – or – Server and router configured
- Router or Server connected to, accessible in DMZ

The setup for Retain BAAS for BBM Protected is quite simple and straight forward for Retain, as the BBM Protected application directly inputs data to the Retain BAAS system. The BBM Protected app can forward data to either the Retain Router or the Retain Server, but it will only archive to one or the other. Because the BBM Protected app communicates directly to the Retain BAAS system, Retain needs to have an open connection to the internet. Due to this requirement, the desired connection should be placed in the network's DMZ. To protect the Retain Server, the Retain Router has been designed to be placed in the DMZ. When the Router cannot be installed in the system, the Retain Server can handle all communication, but will need to be installed in the DMZ. Whichever will be used, Router or Server, the configuration and a security certificate must be generated before setup can be completed.

Setting up the Retain environment

Process Steps:

1. License Retain.

Retain requires a total of 4 licenses to enable Retain BAAS. The first two licenses, base Retain license and the Blackberry module license, are uploaded to the Licenses page in the Retain Server management console. The second two licenses are REST API licenses, REST API base license and the Blackberry REST API license, are installed under the Server Configuration | REST API tab.

2. Configure Retain server connection.

Found under Server Configuration | Communications tab, the Retain server connection info at the bottom of the page. This connection setting is the information which will be used by the REST applications, (in this case BBM Protected application), or the Retain Router, to connect to the Retain Server. If this is not correct, the Router or the REST applications will not be able to connect the Retain Server. This must be configured before moving on to step 3.



Retain Server Connection

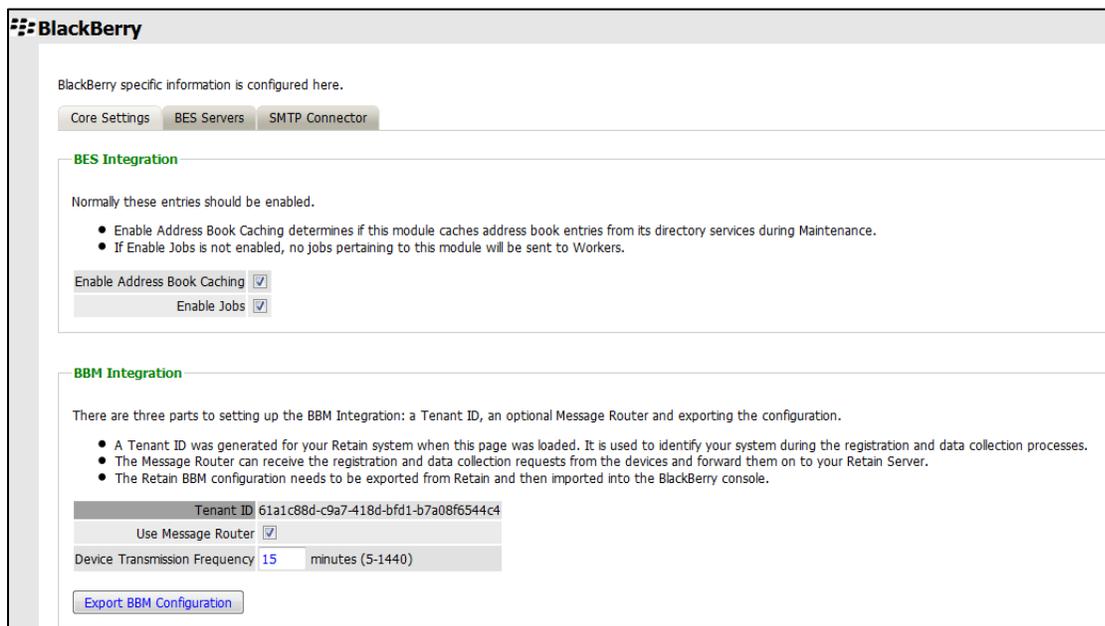
The Router and REST applications will need to know how to connect to the Server. It is highly recommended that you use a DNS host name for the Host Name. It's important to note that you are specifying the URL from the point of view of the **Router or REST application contacting the Server**, which may or may not match the URL you'd use from your browser to reach the Router or Server.

Server Protocol	https
Retain Server Host	retain2.qa.gwava.com
Retain Server Port	443
Retain Server Path	/RetainServer

3. From Blackberry module, Export BBM configuration file.

The BBM Configuration file is generated through the Blackberry module configuration page. Open the module configuration and look at the Core Settings tab. Look at the BBM Integration section. Here the decision is made whether to use the Retain Router or to use the Retain Server. If the Retain Router is to be utilized, select the 'Use Message Router' checkbox.

The Device Transmission Frequency setting is the setting which determines how often the BBM Protected application will upload archive data to the Retain Server. If there is no information to be archived, the BBM Protected application will wait until there is. The setting is in minutes. Minimum is every 5 minutes, maximum is 1440 minutes (24 hours). Once configured, select the 'Export BBM Configuration' button and save the file; you will need it later.



BlackBerry

BlackBerry specific information is configured here.

Core Settings | BES Servers | SMTP Connector

BES Integration

Normally these entries should be enabled.

- Enable Address Book Caching determines if this module caches address book entries from its directory services during Maintenance.
- If Enable Jobs is not enabled, no jobs pertaining to this module will be sent to Workers.

Enable Address Book Caching

Enable Jobs

BBM Integration

There are three parts to setting up the BBM Integration: a Tenant ID, an optional Message Router and exporting the configuration.

- A Tenant ID was generated for your Retain system when this page was loaded. It is used to identify your system during the registration and data collection processes.
- The Message Router can receive the registration and data collection requests from the devices and forward them on to your Retain Server.
- The Retain BBM configuration needs to be exported from Retain and then imported into the BlackBerry console.

Tenant ID 61a1c88d-c9a7-418d-bfd1-b7a08f6544c4

Use Message Router

Device Transmission Frequency 15 minutes (5-1440)

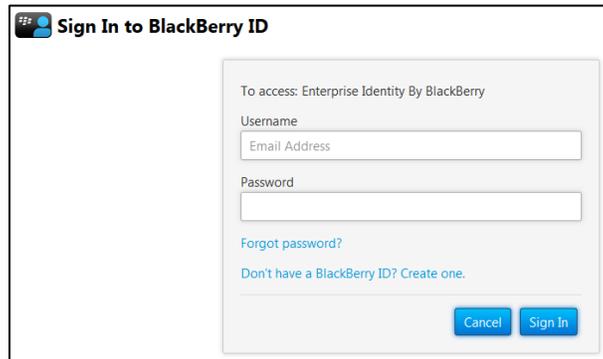
Export BBM Configuration

4. Create Security certificate for destination server/or router (if not already created)

If not already created, the security certificate must be created before moving on to the Blackberry Identity console. The security certificate needs to be in base 64 format.

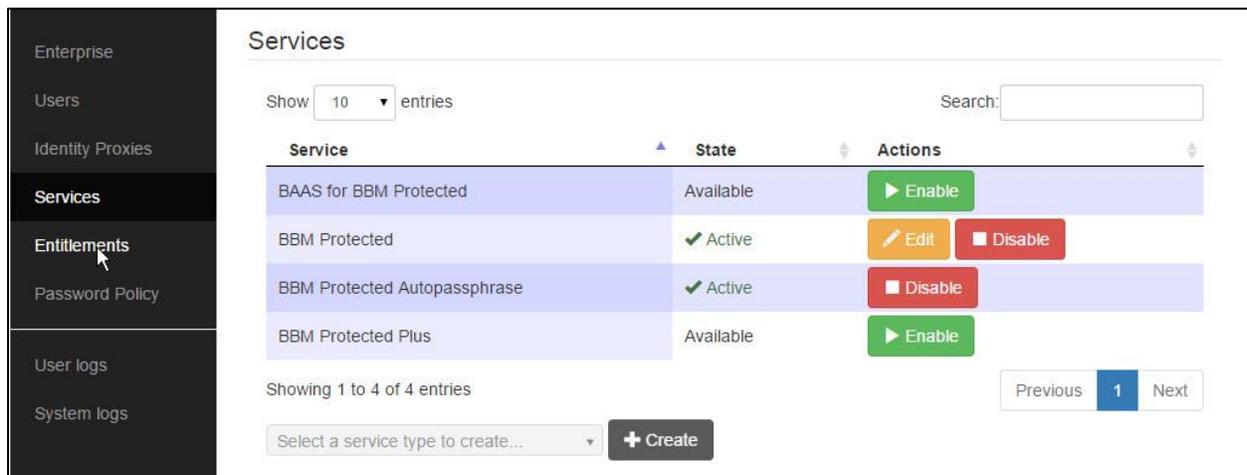
Go to Enterprise Identity Console. (<https://idp.blackberry.com/enterprise>)

5. Go to the BlackBerry Enterprise Identity Console. (<https://idp.blackberry.com/enterprise>)



The image shows a sign-in form titled "Sign In to BlackBerry ID". It contains a sub-header "To access: Enterprise Identity By BlackBerry". Below this are two input fields: "Username" with a placeholder "Email Address" and "Password". There are two links: "Forgot password?" and "Don't have a BlackBerry ID? Create one.". At the bottom right are two buttons: "Cancel" and "Sign In".

6. Enter the credentials provided by Blackberry when account was created.
7. Enter administrator console.
8. Select the 'Services' page.
9. BBM protected must be enabled.



The screenshot shows the "Services" page in the BlackBerry Enterprise Identity Console. On the left is a navigation menu with options: Enterprise, Users, Identity Proxies, Services (highlighted), Entitlements, Password Policy, User logs, and System logs. The main content area is titled "Services" and includes a "Show 10 entries" dropdown and a search box. Below is a table with columns "Service", "State", and "Actions".

Service	State	Actions
BAAS for BBM Protected	Available	Enable
BBM Protected	Active	Edit, Disable
BBM Protected Autopassphrase	Active	Disable
BBM Protected Plus	Available	Enable

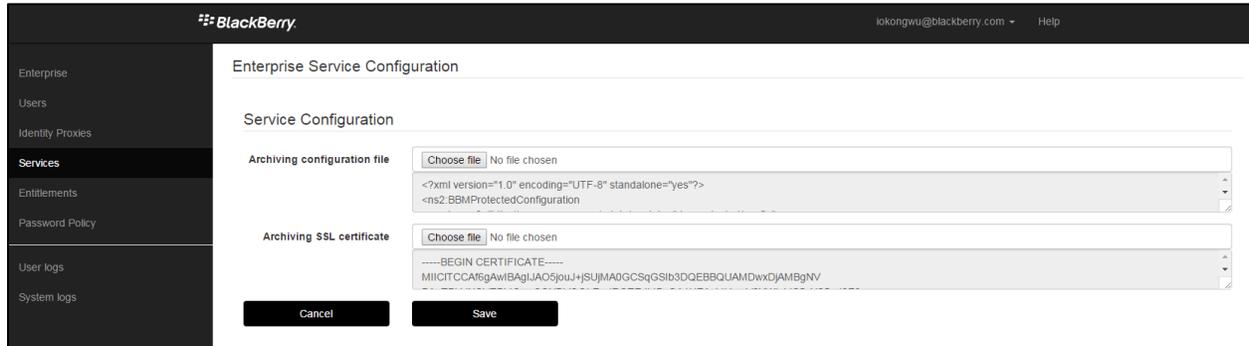
At the bottom, it says "Showing 1 to 4 of 4 entries" and has "Previous 1 Next" navigation. There is also a "Create" button and a dropdown menu for "Select a service type to create...".

10. Enter 'entitlements' and invite users/devices to be added to the service (In this case BBM Protected)

Users must first be added to the BBM Protected system before they can be added to Retain BAAS.

11. Enable BAAS for Protected.

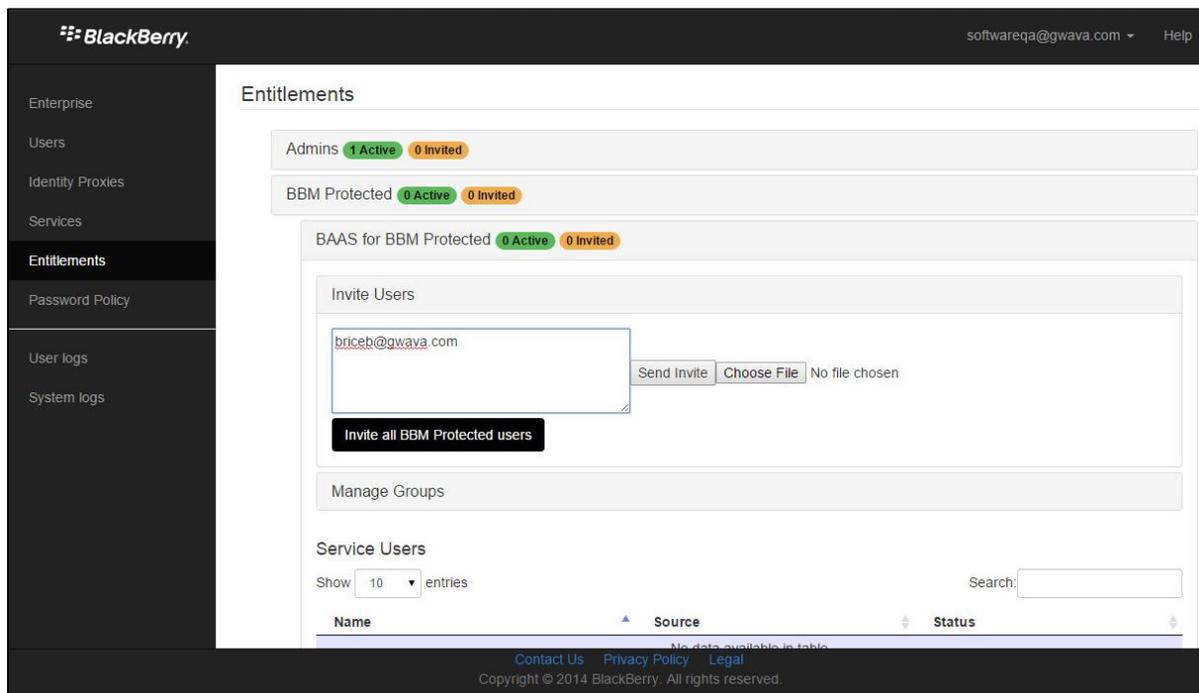
To enable BAAS for protected, select the 'enable' button for BAAS. There are two files which must be uploaded to the Blackberry Identity Console, these are the two files saved earlier: the SSL security certificate for the Retain Server or the Retain router, (whichever is going to be used), and the BBM Configuration file created in step 3.



The Archiving configuration file is the BBM Configuration File, and the SSL certificate needs to be uploaded to the 'Archiving SSL Certificate' section. Select the 'Choose file' button and browse to the appropriate file to upload it. Once both files have been uploaded, select the 'Save' button.

12. Enter Entitlements and invite users

Users invited to BAAS MUST already be users of BBM Protected. If users are not registered to use BBM Protected, BAAS will not work. First invite them to BBM Protected, and then invite to BAAS after the device has been registered with the BBM server for BBM Protected service.



13. Users will be notified that they have been added to the archiving

Once the devices and users have been invited to join the BAAS program, they will be sent a notification that they are now part of the BAAS archive.

They are now part of the BAAS system and their BBM Protected communication will be added to the Retain BAAS archive.

