

for BlackBerry Enterprise Server

GWAVA_® Retain for BlackBerry Enterprise Server_®

Installation Guide and Users' Manual

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Intended Audience

This manual is intended for IT administrators in their use of Retain for BlackBerry Enterprise Server or anyone wanting to learn more about Retain for BlackBerry Enterprise Server. It includes installation instructions and feature descriptions.

Technical Support

If you have a technical support question, please consult the GWAVA Technical Support section of our website at <u>www.gwava.com</u>.

Sales

You may contact a GWAVA sales team member via:E-mail:BlackBerry@gwava.comTelephone:866-GO-GWAVA (866-464-9282) in North America (toll free)+1 514 639 4850 (direct line).

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Retain for BlackBerry Enterprise Server is software designed to assist users in complying with legal and regulatory archiving mandates. Use of this software does not, in itself, constitute compliance with any regulation or statute, notwithstanding the fact that GWAVA may be informed of the use for which it is being put.

Further, it is expressly understood that no warranties are created herein by a course of dealing, performance or trade usage and GWAVA does not warrant that the Software developed pursuant to the present Agreement will meet the Customer's needs, be free from errors, satisfy the Customer's obligations under any statute or rule, or that the operation of the Software will be uninterrupted .It is further expressly understood and agreed that the disclaimers and exclusions contained in the present Section constitutes condition precedent to the present Agreement, are an essential part thereof and have formed a component part of the process of determining the compensation charged to the Customer by GWAVA for the services provided hereunder.

About Retain for BlackBerry Enterprise Server

Retain for BlackBerry Enterprise Server provides archiving, auditing, and data retention for regulatory compliance and as a part of a company's data loss prevention strategy. Retain provides safe and immediate access to an organization's BlackBerry Smartphone users' SMS, BBM, PIN message data, and phone usage data. This is a server based solution; there is no thin client required for the devices.

Introduction

Retain for BlackBerry Enterprise Server allows authorized users to audit and conduct discoveries of PIN, BBM, and SMS messages and Phone Call usage data sent or received from a BlackBerry Smartphone. Organizations can now protect themselves proactively from information leaks, misuse of company resources, and legal liability. Retain for BlackBerry Enterprise Server ensures that executives and administrators are able to accurately evaluate PIN, SMS, BBM and Phone Call activity so they can properly enforce policy and procedure.

Product Overview

Retain for BlackBerry Enterprise Server is a system based on a client – server architecture. Our server component, the Archiving Agent, runs on the same server as your BlackBerry Enterprise Server and our client component, the Viewer Application, runs on any Windows workstation. Retain for BlackBerry Enterprise Server archives the data it collects from the BlackBerry Enterprise Server and stores it in a Microsoft SQL database. The database may be located anywhere on your network. Authorized auditors can view the archived data. They can conduct discoveries and export data from these discoveries in .xls, .pdf or .xps formats.

Many organizations, already archiving email, have a requirement to maintain one archival repository. Retain can also convert each PIN, BBM, SMS text message, and phone call usage into a piece of email which can be delivered to the email server where it will be archived by the existing email archiving solution.

Retain for BlackBerry Enterprise Auditors, compliance, legal, human resources, IT, administrators and security departments oversight and review of all PIN, BBN, and SMS message communication that pass through the BlackBerry Enterprise Server.

Licensing

Retain for BlackBerry Enterprise Server is licensed per user, but has a fully featured demo lasting thirty days. After the trial period is over, Retain must be licensed to restore functionality. To obtain a license, contact your GWAVA sales representative, Call 866-GO GWAVA ext 700 or visit <u>http://www.gwava.com/products/form.php</u>.

Features

- Confidential PIN, SMS, BBM and call log inspection of BlackBerry devices
- Designed for auditors and legal staff
- Search employee PIN, BBM, and SMS messages, Phone Call logs
- Print and export PIN, BBM, and SMS messages, Phone Call logs
- Confidential process No modifications are made to the data
- Complete logging for review of auditing activities

Minimum System Requirements

Archiving Agent (server side)

Windows XP or Windows 2000 or Windows 2003 (fully updated and patched through 'Windows Update')

- BlackBerry Enterprise Server v4.1 (SP 4 for GroupWise, SP 6 for Exchange)
- Microsoft SQL Server 2000, 2005 (Workgroup, Standard or Enterprise)
- Microsoft .NET Framework 2.0 or higher (fully updated and patches through 'Windows Update')
- ➢ 512 MB RAM
- > 2 GB hard drive space (depending on the size of the BlackBerry Enterprise Server audit log files)

Enough SQL users to satisfy Retain for BES Viewer. (The viewer connects to the SQL server. If five viewers are used simultaneously, five 'user CALs' are required. For more information, see http://www.microsoft.com/sql/howtobuy/fag.mspx.)

Viewer Application (client side)

- Windows XP or Windows 2003 (fully updated and patched through 'Windows Update')
- Microsoft .NET Framework 2.0 or higher (fully updated and patches through 'Windows Update')
- ➢ 512 MB RAM
- > 1 GB hard drive space (depending on the space needed for exporting)

Architecture

Retain for BlackBerry Enterprise Server is made up of two main components:



The Agent, (Archiving Agent), sits on the same server as your BlackBerry Enterprise Server. It reads the log files generated by the BlackBerry Enterprise Server and stores them in a Microsoft SQL database. In addition to the log files, the Agent stores configuration information on how your Retain for BlackBerry Enterprise Server system is set up. This information includes the location of other BlackBerry Enterprise Servers in your network that you wish to monitor and archive. Every BlackBerry Enterprise Server that you wish to include in your archiving system must have an Archiving Agent installed on it.

The Viewer, (Viewer Application), sits on a workstation and connects to the SQL database via TCP/IP to read what the Agent put there. In addition, it reads configuration information from the SQL database to know where your other BlackBerry Enterprise Servers are located and contacts those servers to provide you with additional information about the archives you will be viewing.

NOTE For running the Agent and Microsoft SQL on the same server

When the Archiving Agent and the SQL server are housed on the same machine, the SQL server must start before the Archiving Agent, or the agent will fail to connect because the SQL server is not currently running when the Agent starts. To remedy this problem, add a Windows Service dependency to the Retain Archiving Agent to ensure that the Agent starts up after the SQL service.

How It Works

In a simple configuration

A simple configuration contains four things:

- 1) BlackBerry Enterprise Server
- 2) Microsoft SQL database
- 3) Retain Archiving Agent
- 4) Retain Viewer

The Microsoft SQL database containing the Retain for BlackBerry database does NOT need to be on the Blackberry Enterprise Server. In a simplified configuration, they can be hosted on the same machine. The same SQL database server which the BlackBerry Enterprise Server uses may also be used to store the archived data for Retain. Having both databases on the same system would be an example of the simplest configuration.

The Agent reads the log files from the server's hard disk and will store them in the SQL database.

The Viewer logs in to the Agent and receives the data and configuration information from the Agent. The Agent gathers this data and information from the BlackBerry Enterprise Server database as well as the logged information which has been stored in the Retain database. If the Agent and Microsoft SQL are run on the same server, Microsoft SQL must be started before the Agent.

In an Enterprise configuration

A complex or Enterprise configuration contains the same basic four things that the simple configuration has, and essentially works the same, but may have multiple BlackBerry Enterprise Servers, Retain Agents, and Retain Viewers. There can only be one Retain database, to which all Agents connect to keep the information consistent in the system.

In a configuration where you might have more than one BlackBerry Enterprise Server, the system works much the same as the simple configuration.

The first Windows server with BlackBerry Enterprise Server is set up just like in the simplest configuration discussed earlier. The second Windows server and BlackBerry Enterprise Server system is added to the configuration. You may put the Microsoft SQL database anywhere; it does not need to be installed on the same server as your BlackBerry Enterprise Server. However, every BlackBerry Enterprise Server to be included in the archiving system must have its own Retain Agent installed. You configure each Agent to tell it where to send the collected data and which BlackBerry configuration to connect to, so that the Viewer may communicate with any Agent and receive the same information. It does not matter which Agent a viewer connects to, the viewers will all show the same information as long as there is only one Retain database which the Agents connect to and store the collected data. The Viewer logs into any Retain Agent, which gathers the same information from the Retain and BlackBerry Enterprise Server databases, and relays that information to the viewer.

Preparation

Retain for BlackBerry Enterprise Server requires MS SQL server to be setup to accept certain connection, as well as the BlackBerry Enterprise Server configured to log the correct data. We will first discuss the correct configuration of the SQL and BlackBerry Enterprise Servers before we install Retain.

The following settings and programs are required before a Retain Install:

- > A MS SQL server
 - The MSSQL server *MUST* have mix authentication enabled. Mix mode Uses both Windows and SQL authentication modes (If you are using MSDE, this web site explains how to change authentication mode: <u>http://support.microsoft.com/kb/325022</u>)
 - Retain for BlackBerry Enterprise Server requires a user with rights to create and manage its storage database. The user must have the following rights:
 - Read rights to the BlackBerry Enterprise Server configuration database, (by default, the BESMgmt database).
 - Read and Write rights to the Retain for Blackberry Enterprise Server database. (BBArchive database)
 - MSDE users will probably use the SA (system administrator) password. (If this password is not known, it can be reset using osql.exe in a command prompt.)
 - If you decided to change this password, please make sure no other applications are using SQL authentication. By default BES uses Windows authentication (therefore changing the sa password has no effect). This can be verified by opening BlackBerry Enterprise Server Configuration (not the Manager) and selecting the 'Database Connectivity' tab. Osql.exe is usually located in C:\Program Files\Microsoft SQL Server\80\Tools\Binn. Once the directory is changed to Binn in the command prompt, type:

osql -E -q "EXEC sp_password NULL,'new password','sa'"

Make sure to replace new password with your desired sa password.

- The actual data gathered by the Archive Agent is text-based, is easily compressed, and the field lengths are very short. So the overall space required by the Retain database is quite small.
- The Retain archives may be placed on any reachable Microsoft SQL server. Usually, the same machine used for the BlackBerry Enterprise Server is used to store the Retain archives, because the space requirements are small. However, this is always dependent on the amount of data you will be archiving. So you can decide when setting up to put the data elsewhere.
- The MSSQL server must have TCP/IP connections allowed. A good way to test this is to launch osql.exe using the -S switch with the MSSQL IP address. Further instructions are given here: <u>http://technet.microsoft.com/en-us/library/aa213088(SQL.80).aspx</u>
- If the MSSQL server listens on a port other than the default port, this port must be specified during the install. Know the port (default port is 1433).
- > License file(s) downloaded to both Retain for Blackberry Agent and Viewer machines.

Software downloaded to Server/Workstations. The current version of Retain for Blackberry can be downloaded here:

http://www.gwava.com/products/dev_downloadform.php

Fill out the form and select the download button for Retain for Blackberry Enterprise Server from the product page.

Plan Your Installation

Setting up GWAVA Retain for BlackBerry Enterprise Server requires advance planning to decide exactly what and how you want to archive, where to store the data, and how you will want to access it. Download Retain for BlackBerry Enterprise Server from

http://www.gwava.com/products/dev_downloadform.php. Be sure to obtain your license as well.

Strategy

- 1) Plan your system.
- 2) Prepare your servers.
- 3) Install the SQL Database.
- 4) Install the Archiving Agent(s).
- 5) Configure the Archiving Agent(s).
- 6) Install the Viewer.

Plan Your System

Consider where you want your archived data stored. How much space that will be required, depends on the size of your BlackBerry system. (Use the current BlackBerry log files as your guide.) The data will be stored in a Microsoft SQL database and the Viewer will access the database server to present the data to you. So a key factor in this is speed and availability of access. Every Agent must be able to connect to and store data in this SQL database. In addition, for more detailed features, (such as showing which data came from which BlackBerry Enterprise Server), the Viewer must be able to connect to the BlackBerry Enterprise Servers.

Prepare Your Servers

All necessary software must be installed, working, and configured for Retain. Ensure that there is an unblocked TCP connection available between the servers. See the <u>software checklist</u>, for details. By default, the BlackBerry Enterprise Servers do not log PIN, Phone Call, BBM, and SMS data. The BlackBerry Enterprise Server must be configured to log PIN, SMS, BBM, or call data before Retain's agents will have any data to collect. First <u>configure the BlackBerry Enterprise Server</u>, and then install the agents.

Install the SQL Database

Before the Agents start collecting the data, you need to provide a place for the data to be stored. Choose what database server you will use to store the archived data and make it available and ready. Then, proceed with installing the Agents.

Install the Viewer

The viewer can be installed on any workstation that can connect to the SQL server via TCP/IP. In a multiple server system, the Viewer also needs to be able to connect to the BlackBerry Enterprise Servers.

BE SURE TO INSTALL THE LICENSES SO THE VIEWER AND AGENTS RUN PROPERLY.

Install the Archiving Agent(s)

Install an agent on each BlackBerry Enterprise Server you wish you include in your archiving system. Do not run the configuration utility until you have installed all of the Agents.

Configure the Archiving Agent(s)

Start with the primary or the most important BlackBerry Enterprise Server. After running the Agent Setup program, run the setup wizard. The wizard will start up automatically if it's the first time you run the Agent Setup program. Once you have the first one running, configure the other agents.

BlackBerry Enterprise Server log settings

- For Retain to be able to find data to import, the BlackBerry Enterprise Server must be set to log the phone calls, PIN, BBM, and SMS. If your BlackBerry Enterprise Server has not been logging this information, you will not be able to collect data until it begins logging the information.
- This quick guide to changing the logging level in the BlackBerry Enterprise Server is provided as a courtesy. The full guide is in the BlackBerry Enterprise Server Help file, accessible from the within the BlackBerry Manager program and from the Start menu. (Start, Programs, BlackBerry Enterprise Server, Help, BlackBerry manager Help.)
- Enabling this feature is explained in detail in the part entitled 'Accessing log files for BlackBerry services', section 'Monitor PIN messages, SMS messages, and phone calls in a BlackBerry Domain'
- To set the BlackBerry Enterprise Server to log this information, open the BlackBerry administrator utility and select the BlackBerry Domain.

On the Global tab, click Edit Properties.



When the Global Properties window opens, select the IT Policy item from the left tree, and double click on the It Policies field.

Global Properties		X
 Properties General Global PIM Sync Access Control Push Control WLAN Configuration IT Policy Enterprise Service Policy Media Content Management 	IT Policy Administration IT Policies IT Policy to User Mapping	(2 items)
<>	IT Policy Enables you to define IT policy settings BlackBerry Domain. If you change an IT devices that are assigned to it.	that can be applied to users in the Policy, it is resent to the BlackBerry

Select Default, and then click Properties.

IT Policies			
IT Policy Name			New Remove Properties New Copy
	ок	Cancel	Apply

Scroll down and select the PIM Sync Policy Group item from the tree on the left.

Default						Þ
Properties			Disable All Wireless Sync			
 Device-Only Items 	ī		Disable Address Wireless Sync			
 Desktop-Only Items 			Disable Calendar Wireless Sync			
 Global Items 			Disable Memopad Wireless Sync			
 Common Policy Group 			Disable Task Wireless Sync			
 Password Policy Group 			Disable Wireless Bulk Loads	_		
 CMIME Application Policy Gro 			Disable PIN Messages Wireless Sync	False	ו	
 Security Policy Group 			Disable SMS Messages Wireless Sync	False	L .	•
 SMIME Application Policy Gro 	=		Disable Phone Call Log Wireless Sync	False		
 PGP Application Policy Group 	-		Disable Enterprise Activation Progress	1 0100	,	-
 Memory Cleaner Policy Group 			Disable Enterprise Activation regress			
 TLS Application Policy Group 						
 WTLS Application Policy Grou 						
 Browser Policy Group 						
 SIM Application Toolkit 						
TCP Policy Group						
PIM Sync Policy Group						
 Bluetooth Policy Group 						
 VoIP Policy Group 						
 Smart Dialing Policy Group 						
VPN Policy Group		F	IM Sync Policy Group			
WLAN Policy Group			Contains IT policies that apply to wirele	ss synchi	ronization settings.	^
On-Device Help Policy Group						
Bluetooth Smart Card Reader	~					
		L				
				ж	Cancel	Apply

The logic behind the three options shown is in reverse. Set all three of the options shown here to "False". (Disable PIN, SMS, and Phone Call Log Wireless Sync) Click on the fields desired and select 'False' from the drop-down menu. Now your BlackBerry Enterprise Server will log all PIN, SMS, and Phone Calls for all the connected users.

If you do not wish to monitor all these items, only set the items you wish to monitor to 'false'.

Select OK. Your BlackBerry Enterprise Server is ready for the Retain Agent.

General Installation

To install Retain for BlackBerry Enterprise Server, locate and unzip the download from <u>www.gwava.com</u>. Select and run either the Viewer or Agent installer. The installation for both objects is nearly identical. If you have a previous Retain for BlackBerry Enterprise Server installation, it must be completely removed before you install version 2.0 (Save your license file, rename your database, completely uninstall the viewer and agent software.)



The Retain for BlackBerry Agent or Viewer installation begins.



Read, and if you accept the agreement, specify and click next.



After accepting, you may proceed through the installation.

Only the Viewer installation allows you to specify the install location. The Agent install does not have this screen.

记 🖓 GWAVA Retain for BlackBerry Agent Setup	🚏 GWAVA Retain for BlackBerry Agent Setup 🛛 🛛 🔀
Select Installation Folder This is the folder where GWAVA Retain for BlackBerry Agent will be installed.	Change current destination folder Browse to the destination folder
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse". Eolder: C:\Program Files\GWAVA\GWAVA Retain for BlackBerry Agent\Brgwse	Look in: GWAVA Retain for BlackBerry Agent E K
Advanced Installer	Advanced Installer Cancel OK

Specify your choice or accept the default and click 'Next'.

뤻 GWAVA Retain for BlackBerry Agent Setup	
Configure Shortcuts Create application shortcuts	
Create shortcuts for GWAVA Retain for BlackBerry Agent in the following locations:	
☑ Desktop ☑ Start Menu Programs folder	
Artvanced Installer	
Auvanceu Inscaller Ca	incel

Click 'Install' when you are ready to install the program. If you wish to change any settings, use the 'back' button.

🖥 GWAVA Retain for BlackBerry Agent Setup	X
Ready to Install	
The Setup Wizard is ready to begin the GWAVA Retain for BlackBerry Agen	1
Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.	
Advanced Installer	
< <u>Back</u> Install Cance	el

Click 'Finish' to complete the installation



Agent Configuration

Before you can run Retain for BlackBerry Enterprise Server, you need to configure the Agent and specify where the data is, then collect it. Find the GWAVA Retain for BlackBerry Agent icon and run the Agent. (The BlackBerry Enterprise Server must be set to log PIN, SMS, BBM and Phone calls. See the Appendix for instructions on how to check or modify the correct settings.)



Agent Console

The Agent only imports the current day's BlackBerry Enterprise Server logs. If the

Agent is shut down, the BlackBerry Enterprise Server transactions logged afterwards will not be imported if the Agent is not restarted during that day. When the Agent is restarted, only the current day's logs will be imported. To import older logs, use the log import tool.

First the Agent needs to be configured. Click 'Setup Wizard' if the setup wizard does not automatically start.



The Agent needs to know the address and have access to the MS SQL server. It is recommended to use the SA user and password here because the Retain database will be created. (If a user other than SA is used here, it must have rights to create a database.)

SQL Server connection par	ameters for the archive database
Specify the SQL database : dedicated server or the sam connection will be tested wi	ierver Retain for BlackBerry Enterprise Server will use. This may be a le database server that BlackBerry Enterprise Server uses. This hen you click Next.
IP Address/DNS Name:	
Username:	
Password:	
It is recommended to create server must have mixed mo - The user must use SQL Sr - Set the default database to - Enable 'dbcreator' Server - Map user to BESMgmt and	a database user for Retain instead of using your 'sa' account. Your SQI de authentication enabled. Follow these tips: erver authentication with a username and password. omaster. Role. d enable db_datareader permission.

The Retain Agent requires a unique configuration name. Provide one and click 'next'.

lf ti imp cor	his is the fir plementatio nfiguration	st time you install an a n use New Agent. If use Take Over Existi	agent or you are a you are replacing ng Agent.	dding a second ag an existing agent a	jent to an existing and would like to c	copy it's
۲	New Age	nt: pjwin200	13	(You may	use the same nar	ne as the serv
0	Take Ove	er Existing Agent:				
	Existing	Agents:	-	1	4	
	Id	Agent name	Listen port	Import time	Version	Import
	1	Agent01	9050	01/28/1974	100	
	2	pjwin2003	9050	01/01/2008	2.1.7.0	

You may specify or change the Agent listening port or leave it as default. This is the port that the Viewer will require to contact the Agent. If you change this port, note what you changed it to. (This port must be accessible for external Viewers to function.)

🖾 GWAVA Retain for BlackBerry Enterprise Server
Agent Port and Import Interval TCP/IP Communication Port and Log Import Interval
The Viewer application communicates with this agent by TCP/IP. The default port is 9050. Import Interval specifies how often log files are imported, the default is 15 minutes, range is 5 to 1440.
Agent listens on port: 10050 👻 Agent import interval: 15 💮 minutes
< <u>Back</u> Next> Cancel

The Agent gathers all of the information from the BlackBerry Enterprise Server logs, and requires them to be on a local disk. Specify the location here and click 'Next'.

🚟 GWAVA Retain t	for BlackBerry Enterprise Server	_ 🗆 🔀				
BlackBerry Enterprise Server Log Path Local or mapped location to BlackBerry Enterprise Server Logs						
BlackBerry Ent location.	erprise Server exports logs to its installation directory. Retain needs know this					
Log File Path:	C/\Program Files\Research In Motion\BlackBerry Enterprise Server\Logs					
Note for UNC F	Paths: RIM KB12211					
	< <u>₿</u> ack <u>N</u> ext>	Cancel				

Retain for BlackBerry Enterprise Server requires a connection to, and rights to read the BlackBerry Enterprise Server configuration database.

Enter the address to the MS SQL database where the BlackBerry management database is located, and the credentials for a user with read rights to the database. (The SQL database MUST use mixed authentication for this to work.)

🚟 GWAVA Retain for BlackBer	ry Enterprise Server 📃 🗖 🔀			
BlackBerry Enterprise Server SQL Server Connection param	Database Access eters to the BESMgmt SQL Database			
This Agent needs read access to the BlackBerry Enterprise Server database. This is normally named BESMgmt. This connection will be tested when you click Next.				
IP Address/DNS Name:	192 168 1.104			
Username:	gwava			
Password:	NEGER			
	Copy previous database settings			
	< Back Next > Cancel			

By Default, the BlackBerry Management database is called the BESMgmt.db, though the management database name can be changed. Select the appropriate database and select 'Next'.

🔚 GWAVA Retain for BlackBerry Ente	erprise Server 📃 🗖 🔀			
BlackBerry Enterprise Server Database Selection Select the BESMgmt Database				
By default the BlackBerry Enterprise Se database here in case you have renam	river database is named BESMgmt. Please select the correct ed BESMgmt.			
Existing databases: master tempdb model model ReportServer ReportServerTempDB BESMant BBARCHIVE	Please select the database from the list.			
	< <u>Back</u> <u>Next</u> Cancel			

If you have multiple BlackBerry Enterprise Servers sharing the same management database, select the correct configuration that your BlackBerry Enterprise Server is currently using.

BackBerry Enterprise Server Database Configuration Select the specific BlackBerry Enterprise Server configuration this agent will archive for If you have multiple BlackBerry Enterprise Servers in your organization that share the same BESMgmt database you must select which server this agent will archive for. Existing BlackBerry Enterprise Server configurations: Id Server configurations: Id GWAVA-TEST GWAVA-TEST GWAVA-TEST	lotani to	r BlackBerry Enterpri	ise Server	_	
If you have multiple BlackBerry Enterprise Servers in your organization that share the same BESMgmt database you must select which server this agent will archive for.	lackBerry Enterpr Select the specifi	ise Server Database C c BlackBerry Enterprise Ser	onfiguration rver configuration this	agent will archive fo	и
Existing BlackBerry Enterprise Server configurations:	lf you have multip BESMgmt databa	le BlackBerry Enterprise Se se you must select which s	rvers in your organiza erver this agent will a	tion that share the s chive for.	ame
Id Service name Display name Server DN Machine r I GWAVA-TEST GWAVA-T Select a server confinuation from the list above	- Existing BlackB	erry Enterprise Server cor	nfigurations:		
	Id	Service name	Display name	Server DN	Machine r
Select a server configuration from the list above	÷ 1	GWAVA-TEST			GWAVA-T
Select a server configuration from the list above					>
	Select a server co	onfiguration from the list abo)ve.		
	Select a server co	onfiguration from the list abo	IVE.		
	Select a server co	onfiguration from the list abo	ove.		
	Select a server co	onliguration from the list abc	ove.		
	Select a server co	onfiguration from the list abc	ove.		

Select whether all users, or just specific users are to be archived. Keep in mind how many users the system is licensed to archive. Once a user has data archived, they cannot be removed from the license total.

🖾 GWAVA Retain for BlackBerry Enterprise Server 📃 🗖 🔀
User Provisioning Configure automatic or manual user provisioning
When Retain finds new users it can automatically archive their data or leave them until they are manually added through the Import Data tool.
 Archive all users (Recommended) Select this option to have Retain archive all users that it finds.
 Archive specific users Select this option if you will manually add users to Retain.
Note: It is highly recommended to archive all users. By using the specific user mode you will need to manually add users to Retain each time you add them to your BlackBerry Enterprise Server. During initial setup users must be selected as well.
If you are using the specific user mode you can select which users will be archived (and add new users to Retain as you add them to your organization) through the tool "Data Import" in the Archive Agent Console.
Cancel

Retain can contact you with any errors or reports of what was imported once daily. If you want to receive these notifications, specify a contact address(s) and SMTP server information here. You must provide a valid user and password for Retain to send the mail from.

🚟 GWAVA Retain for Black	Berry Enterprise Server 📃 🗖 🔀
Alerting and Reporting Specify recipients of emai	l alerts and reports.
This agent is capable of s enable daily reports.	ending alets and daily reports. Specify an SMTP Server and optionally
SMTP Server Address: Port: Username: Password:	1921691.102 Send Test 25 💬 admin xxxxx
	Send alerts to the following addresses: admirr@bricebitter.com Separate multiple addresses with semi-colons.
	< <u>B</u> ack <u>N</u> ext> Cancel

Select 'Next'.

SMTP Connector

Retain has the ability to take the BlackBerry Enterprise Server logged events and turn them into a status email containing the information of the original phone call, SMS, BBM, or PIN that was logged. This is mainly used to input logs into long term storage systems designed for Email. This allows current Email archive solutions to also archive all the activity on the BlackBerry Enterprise Server. This is achieved through the SMTP connector.

If you have an Email archive solution you want to contain the BlackBerry Enterprise Server activity, or you want an Email record of all events, enable the SMTP connector here. Otherwise, leave the SMTP connector disabled and click 'Next' through the next two screens and finish the setup wizard. If you wish to enable or disable the connector at a later time, all you need do is re-run the setup wizard.

🛎 GWAVA Retain for BlackBerry Enterprise Server 📃 🗆 🔀				
SMTP Connector Enable/Disable SMTP Connector and specify SMTP Server details				
This agent can encapsulate each PIN, SMS, and Phone Call message it archives into an RFC-822 SMTP message to store in your existing email archive.				
Enable the SMTP cor	nectori			
SMTP Server Address:	192.168.1.102 Send Test			
Port	25 🐑			
Username:	admin			
Password:	XXXXX			
	Copy previous SMTP settings			
	< <u>B</u> ack <u>N</u> ext> Cancel			

Enter the correct information for your SMTP server with a valid SMTP username and password.

🔚 GWAVA Retain for BlackBerry Enterprise	Server 💶 🗖 🔀
SMTP Connector (Advanced Configuration) Advanced configuration of the SMTP Connector	
Configure the To and From headers of the SMTP From address (This means the sender of the r	messages. nessage to the gateway) if known in the sustem
Sent from domain:	yourdomain.com
 Use a fixed from name: 	retainbes
O Use the original sender's name (or numb	er)
To address (This means the recipient of the m	essage) f known to the system.
Use a fixed recipient name:	archiver
Use the original recipient's name (or num	ber)
	< <u>B</u> ack <u>N</u> ext > Cancel

You may specify which user name the SMTP connector will use to send the messages, the 'from' name, as well as the domain name. If you choose not specify a user address, you send the messages as the BlackBerry user which created the log entry. (i.e. If the phone owner is Theodor Geisel, and the phone number 312-345-6789, an email containing his SMS message may be sent to <u>3123456789@lorax.com</u>, or <u>theodor.geisel@lorax.com</u> depending on your BlackBerry Enterprise Server settings.)

IMPORTANT: If your Email server does not accept all messages, then you **must** make sure that your system will accept the addresses that the SMTP connector will generate. For this reason, it is recommended to use a **fixed address** that will be accepted by the email server. If the original sender's name or number is used, and the email is rejected by the server, the next message will attempt to use an alternate address, cycling through addresses until one is accepted. With variable addresses selected, you may have different addresses for the same user, and messages rejected. If a message is rejected, it will not be regenerated, so messages which are rejected are lost.

The SMTP connector runs right after the log import. So the date of messages sent by the SMTP connector is after the actual phone call, SMS, or PIN. The log import interval you set earlier in the wizard determines the time difference between the actual event and the email.

REMEMBER: the SMTP connector creates an Email for every single SMS, BBM, PIN, and phone call that is logged by the BlackBerry Enterprise Server. This can generate large amounts of traffic on busy servers.



Select 'Next' to continue.

The Agent configuration is complete. If you wish to change anything, use the 'Back' button to return to the page you wish to change. If you are satisfied with the settings you provided, select 'Next' to finish the configuration.



If you need to change any of the settings, you may run the setup wizard at any time.

After you have finished the wizard, the agent and the service must be restarted.



Once the configuration has been completed, you should be returned to the agent window, and should find the configuration listed on the agent screen in the Configuration Summary.

Configuration		,
Agent Name:	pjwin2003	Setup Wizard
Archive DB:	BBARCHIVE on 192.168.1.104	Manage Auditors
BlackBerry DB:	BESMgmt on 192.168.1.104	
		Manage Imports

Start the service.

Service Control			
Service Status: Version:	Stopped 2.1.8.0	Start	Stop

After the service is configured and started, it will run automatically as a system service on system startup.

Install License

From the agent screen, select the copy license button on the bottom of the page

License		
Expiration: Users: Licensee:	2/23/2011 100 GWAVA, Montreal, QC, CA, colin@gwava.co	New License
L		

Browse to where your license file is located, select it, and click 'Ok'.

License File	_	_	_			? 🔀
Look jn:	2.1.8		~	3 🦻	• 📰 💙	
My Recent Documents	icense.pem					
Desktop						
My Documents						
My Computer						
S	File <u>n</u> ame:	license.pem			~	<u>O</u> pen
My Network	Files of type:	License Files			~	Cancel

The license information should appear in the license information field on the Agent screen. When it does, the license has been recognized and is properly installed.

Manage Imports

The Import Manager is where you can exclude or include specific users' data from your Retain system. Without setting up the Import Manager, you will not have any data imported into your

Agent Name: piwin2003 Setup Wizard Archive DB: BBARCHIVE on 192.168.1.104		
Archive DB: BBARCHIVE on 192.168.1.104)3 Se	etup Wizard
Manage Auditors	HVE on 192.168.1.104	nage Auditors
Manage Imports	Mar	nage Imports

system. The import Manager starts with an empty list of active users. To access the Manage Imports window, select the 'Manage Imports' button from the Agent window interface. You MUST populate this section before any data will be available to your system.

It also shows a running list of how many users you have left in your license.

port Manager								
Impo Here you	ort Manage u need to specify	which BlackBerry user	s are hav icensed	ing their messages impo	ited. ou have 1 licenses	s left.		
Display name	PIN number	Email address	Active	Last license change	Group name	Service name		Add user(s)
				-				
paul jones		Bonnie_Ayers@	~	09/25/2007		BES01		Hemove user
daron parcell		Claudia_Harvey	~	11/23/2007		BES01		
Nancy Ray	ECLTOCMO	Nancy_Ray@co		10/04/2007	Accounting	BES01		
Dustin Jacobs	5×802G11	Dustin_Jacobs		10/29/2007	Corporate	BES01		
Herman Bauer	00SFRIHR	Herman_Bauer		09/10/2007	National	BES01		
Sean Pratt	O8UF43AM	Sean_Pratt@co		10/29/2007	Technical	BES01		
Elias Cortez	L4ED4AF9	Elias_Cortez@c		10/21/2007	Marketing	BES01		
Marissa Simon	HLQYORHW	Marissa_Simon		09/19/2007	Sales	BES01		
Antoine Richards	JAODLZ9V	Antoine_Richard		10/30/2007	Marketing	BES01		
Erica Petty	TM20W1EW	Erica_Petty@co		10/14/2007	Marketing	BES01		
Bridgette Harrell	EHBI4H1J	Bridgette_Harrel		10/01/2007	Technical	BES01		
Guadalupe Broo…	L7JF39SL	Guadalupe_Bro		11/17/2007	Technical	BES01		
Maggie Nielsen	7HPPJSYS	Maggie_Nielsen		09/10/2007	Corporate Care	BES01	· · · · ·	
t]	:	:		:	:		>	
Import settings Import phone call messages Import PIN messages Import SMS messages Import SMS bodytext Import								Check all
						App	oly	Close

This interface works the same as the User Rights interface. The items checked for a selected user, or users, will be imported into the Retain system, while the items not checked in the Import settings will be omitted.

To add a user, select add user and then select the user from the list. You may select multiple users at once. The Add user(s) window ONLY shows the users that are not currently listed in the import section, so it is impossible to add duplicates.

	user(s)					
Select t	he user(s) from beig	OW:				
Display name	PIN number	Email address	Active	Last license change	Group name	Service name
Tabitha Mc Clure	H1GEPKW4	Tabitha_Mc Clur	~	09/27/2007	Marketing	BES01
Denise Daniel	OLXMVP78	Denise_Daniel	~	10/21/2007	Technical	BES01
Victor Hurst	L3M5NML4	Victor_Hurst@c	~	11/10/2007	National	BES01
Robin Paul	PSHVMFAH	Robin_Paul@co	~	09/30/2007	Marketing	BES01
Stuart Powers	8HYZCNHW	Stuart_Powers	~	10/27/2007	Technical	BES01
Ricardo Parrish	FZ9MEY2B	Ricardo_Parrish	~	11/12/2007	National	BES01
Tanya Browning	PB3K0UTT	Tanya_Browning	~	11/08/2007	Technical	BES01
Gloria Todd	TZATJRYV	Gloria_Todd@c	~	09/27/2007	Service	BES01
Mandi Harding	6BHLYCOS	Mandi_Harding	V	10/01/2007	Marketing	BES01
Dena Kane	5LICPQ3P	Dena_Kane@co…	~	09/12/2007	Corporate	BES01
Danny Rogers	DZ7VLWFN	Danny_Rogers	V	09/03/2007	Technical	BES01
Nikki Johnson	GMR50QS8	Nikki_Johnson	V	11/14/2007	Marketing	BES01
Curtis Ramirez	ZHUZY442	Curtis Ramirez		10/10/2007	Accessory	BES01
<						>

To Remove a user or users, simply select that user or users and then select the Remove button.

Manage Auditors

The Rights manager allows you to create or grant auditing rights to a user in your system. To spawn the manager, select the 'Manage Auditors' button from the configuration section of the Agent.

Configuration)
Agent Name:	piwin2003	Setup Wizard
Archive DB:	BBARCHIVE on 192.168.1.104	Manage Auditors
BlackBerry DB:	BESMgmt on 192.168.1.104	Manage Imports

🔀 Auditor Rights Manager		<
📲 💑 Create new auditor 🛛 🤬 Delete auditor		
Auditors Please select one or more auditors below	Auditor rights Please select the global and (optional) specific rights below	
Administration Administration Administration Administration Administration Administration Administration	Auditor Credentials	
	Full name: Administrator V Enabled	
Vickie Mueller Owen Hartman Shelia Young	Login name: admin Assign color: 132, 132, 235 Password: xxxxxx	
Dan Lutz Carla Frazier Garla Frazier Fericia Montoya Joanna Snow Juanta Reyes William Frank Justin Barajas	View Messages Image: Wallow viewing of phone call messages Allow viewing of PIN messages Allow viewing of SMS messages Allow viewing of SMS messages Allow viewing of BBM messages	
Monica Blair Wesley Archer Jeff Berger Holie Newman Moses Peck Darnell Osborne Janine Vargas Staci Conway	Review Messages Extra Functionality Image: Allow reviewing of messages Image: Allow searching for messages Image: Allow unmarking of reviewed messages Image: Allow searching for messages Image: Allow unmarking of reviewed messages Image: Allow searching for messages Image: Allow unmarking of messages Image: Allow searching for messages	
Erica Hogan Alma Rivers Tabitha Pruitt Alma Rivers Alma Rivers Alma Rivers Hannah Beasley	Apply Close	

To create an auditor, select the "Create new auditor" button from the toolbar.

🕴 💑 Create new auditor 🛛 🔒 Delete auditor

Enter the desired information for the new Auditor. This user name is what the auditor will be known by in the system and the login and password allow access through the viewer to the data.

Once you have created the new auditor, you may select them and modify their rights in the system.

GWAVA Retain for BlackBerry Enterprise Server 🛛 🔀								
Create a new auditor Fill in the fields below:								
Full name:								
Login name:								
Password:								
Retype:								
	Create							

There are two ways to modify rights for new or existing auditors in the system, global and user specific. The Global rights window applies the rights granted to the auditor to every user in the system, (present and future). The "Rights to specific users" option applies to only the users specified in the list. The rights listed and their effects in both modes are the same.

Global

The optional rights for auditors allow you to customize what an auditor has rights to modify or review.

The rights here are mainly self explanatory. The full name, login name, and password all change the way the auditor logs in or is logged in the audit log.

The Assign Color option allows you to dictate the highlight color for the auditor, (The color of the highlight behind the messages that are reviewed by this auditor). The View messages, Review messages and the Extra functionality allow the restriction of rights to the actual data that is collected on the specific values shown. This allows tight control over what an auditor can do.

ruirname.	Administrator	Enabled
Login name:	admin	Assign color: 📃 192, 192, 255 💽
Password:	XXXXX	
liew Message:	;	
🔽 Allow view	ving of phone call messages	
🔽 Allow view	ving of PIN messages	Allow viewing of PIN subject I Allow viewing of PIN bodytext
🔽 Allow view	ving of SMS messages	Allow viewing of SMS bodytext
🗹 Allow view	ving of BBM messages	
Review Messa		Extra Functionality
Allow revi	ewing of messages	Allow searching for messages
	harking of reviewed messages	Allow exporting for messages
Allow unn		
Allow unn		Allow printing of messages
Allow unn		Allow printing of messages
Allow unn		Allow printing of messages

Newly created auditors start with no rights and no assigned color as default. This allows you to create users without the risk of accidentally granting a right you did not specifically select.

Rights to specific users

The user specific rights tab allows you to grant the auditor rights that affect only the users listed, and only the rights listed for that user. You may grant rights specific to a certain user, or you may select multiple users using the 'shift' or 'ctrl' keys while selecting to grant rights to a group.

lobal Rights Rights	to Specific Users							
Display name	User name	PIN	email address	Service name	Group na	Add user(s)		
						Bemove user(s)		
Dustin Jacobs	Dustin Jacobs	5×802G11	Dustin_Jacobs	BES01	Corporati			
Herman Bauer	Herman Bauer	OOSFRIHR	Herman_Bauer	BES01	National			
Victor Hurst	Victor Hurst	L3M5NML4	Victor_Hurst@c	BES01	National			
Robin Paul	Robin Paul	PSHVMFAH	Robin_Paul@co	BES01	Marketin			
Ricardo Parrish	Ricardo Parrish	FZ9MEY2B	Ricardo_Parrish	BES01	National			
Susana Williams	Susana Williams	BPXJJCW7	Susana_William	BES01	Internatic			
Dena Kane	Dena Kane	5LICPQ3P	Dena_Kane@co…	BES01	Corporati			
Nikki Johnson	Nikki Johnson	GMR50QS8	Nikki_Johnson	BES01	Marketin			
Curtis Ramirez	Curtis Ramirez	ZHUZY442	Curtis_Ramirez	BES01	Accesso			
Barry Roberts	Barry Roberts	CV6RCT3F	Barry_Roberts@	BES01	Marketin			
Barry Roberts Barry Roberts CV6RCT3F Barry_Roberts@ BESU1 Marketin Image: Comparison of the state of the stat								
					Apply	Close		

To add users to the list, select the add user button and select the users from the list. Repeat if necessary, though you may again use the 'shift' and 'ctrl' keys to select multiple users at once. The Add user(s) list only shows the users that are not currently listed in the user rights list, so it is impossible to have duplicates.

You may likewise remove users from the list, and any rights that the auditor had for that user which are not granted globally will also be removed. Select multiple or single users as desired.

Select th	USER(S) he user(s) from belo	WV:					
Display name	PIN number	Group name	Service name	Email address	Active	Archiving	Userr
nauliones			BES01	Bonnie Avers@			paul
daron parcell			BES01	Claudia Harvey			daron
Nancy Ray	ECLTOCMO	Accounting	BES01	Nancy Ray@co			Nancy
Tabitha Mc Clure	H1GEPKW4	Marketing	BES01	Tabitha_Mc Clur			Tabith
Denise Daniel	OLXMVP78	Technical	BES01	Denise_Daniel			Denis
Dustin Jacobs	5×802G11	Corporate	BES01	Dustin_Jacobs			Dustir
Herman Bauer	00SFRIHR	National	BES01	Herman_Bauer			Herma
Victor Hurst	L3M5NML4	National	BES01	Victor_Hurst@c			Victor
Robin Paul	PSHVMFAH	Marketing	BES01	Robin_Paul@co	V		Robin
Stuart Powers	8HYZCNHW	Technical	BES01	Stuart_Powers	~		Stuart
Sean Pratt	08UF43AM	Technical	BES01	Sean_Pratt@co	V		Sean
Ricardo Parrish	FZ9MEY2B	National	BES01	Ricardo_Parrish	V		Ricarc
Elias Cortez	L4ED4AF9	Marketing	BES01	Elias Cortez@c			Elias (

Archive Viewer



Archive Viewer

To start the viewer, locate the viewer icon on the desktop and launch the program, or start the program from the start menu. (Programs | Beginfinite | GWAVA Retain for BlackBerry Agent Viewer)

🖼 GWAVA Retain for BlackBerry Enterprise Server - Arc	hive Viewer 2.1.18.0 📃 🗖 🔀
File Actions View Help	
😸 Search 😰 Export 🕻 🚨 Audit Trail 🕻 🚨 Display:	<u>×</u>
🕴 Active Users 🗸 👻	User Browser
	Phone call PIN SMS BBM
	User Browser Search Results
Quick Chart 🗸	Quick Viewer
Phone PIN SMS BBM	
01	
00.8	
00.6	
00.4	
00.0	
00.2	
00'	

When you start the viewer, you are greeted by the blank viewer window. Before you can manage your data, you must connect to the archive. Select "Login" from the 'File' menu.

File	Actions	View Help	
 8	Login	Export	a Audit Trail
-5	Exit		

Retain for Blackberry Enterprise Server requires that you connect to one of the installed Retain Archiving Agents. The Viewer always authenticates with an archiving agent, (it does not matter which one if multiple agents are installed). If properly authenticated, the archiving agent passes the credentials of the Retain DB (ip / user name / password) to the viewer. The viewer is then able to connect to the Retain DB. The end user will never know the ip address, name, or password to the Retain DB. This all happens in the background. Use the username and password which you used for the Retain Agent.

Enter in the Agent address, (IP address or DNS), and if you changed the Agent listen port, change it here as well.

The first thing an Administrator needs to do is to setup the <u>Import Manager</u>, so that logs can be imported. Without setting up the Import Manager, no data will be available in the viewer or the Retain database.

🚟 GWAVA Reta	in for BlackBerry Enterprise Server 🛛 🔀
Arc Pleas	chive login se fill in your credentials below
Username:	admin
Password:	*****
Agent address:	10.1.1.104
Agent port:	9050 📚
	OK Cancel

The default name and password is admin | admin. You can change this from the Rights manager.

GWAVA Retain for BlackBerry Enterprise Server - Archive Viewer 2.1.16.0 _ 🗆 🔀 File Actions View Help 😞 Search... 🔮 Export... 🛛 🤱 Audit Trail... 🛛 🤷 Display: 🛛 Active Users -👻 🕴 User Browser Active Users Display name PIN number Email address Active Phone call PIN SMS BBM From/to name Phone number Device Date/Tim Server Date/Time Duration Bonnie_Ayers@... 🔽 User name 🤱 paul jones Call type Claudia_Harvey... 🤱 daron parcell **~** 🤱 Nancy Ray 🛛 ECLTOCMO Nancy_Ray@co... Image: A start of the start of 🤱 Tabitha Mc C... H1GEPKW4 Tabitha_Mc Clur... **V** Denise Daniel OLXMVP78 Denise_Daniel... \checkmark 🤱 Dustin Jacobs 5X802G11 Dustin_Jacobs... 🤱 Herman Bauer 🛛 00SFRIHR Herman_Bauer... \checkmark A Victor Hurst L3M5NML4 Victor_Hurst@c... \checkmark Robin Paul PSHVMFAH Robin_Paul@co... 🔽 Stuart Powers 8HYZCNHW Stuart_Powers... **~** 🤱 Sean Pratt 🛛 08UF43AM Sean_Pratt@co... \checkmark 🤱 Ricardo Parri... FZ9MEY2B Ricardo_Parrish... ~ 🤱 Elias Cortez 🛛 L4ED4AF9 Elias Cortez@c... \checkmark 🧸 Marissa Sim... HLQYORHW Marissa_Simon... **V** & Antoine Rich... JAODLZ9V Antoine_Richard... **v** User Browser Search Resul > Quick Chart Quick Viewe Phone PIN SMS ВВМ 0.1 00.8 00.6 00.4 00.2 00 ogged in as Administrator (admin) , connected to agent 192.168.1.104:9050

After you have entered the correct information, select OK to connect to the Agent.

Once you have connected, any data in the database should be viewable in the viewer.

🔚 GWAVA Reta	GWAVA Retain for BlackBerry Enterprise Server - Archive Viewer 2.1.18.0 📃 🗖 🔀											
File Actions Vie	w Help											
😽 Search 🔋	Export	🛔 Audit Trail 🕴 🔏 🛛	Display: A	ctive Users	-							
Active Users			-	User Browser								-
Display name 🛛 🛆	PIN number	Email address	Active	Phone call (228)	PIN (252) SN	4S (238) BBM (()					
🤱 Abel Malone	ZØYZCGBA	Abel_Malone@c		Call type	From/to name	Phone number	Device Date/Tir	n Server	Date/Tim	Duration	User name	-
🤱 Abigail Lara	87BEVYDC	Abigail_Lara@c		Incoming - Mis	Rosa Richmo	096-1118507	6/11/2007 19:01	: 6/11/2	007 19:01:	00:08:40	Dustin Jacobs	
🤱 Alana Hester	61Y0SP2U	Alana_Hester@		Incoming - Co	Telly Wyatt	523-6335369	5/01/2007 03:03	3: 5/01/2	007 03:03:	00:34:51	Candy Mccann	n
Alberto Dors	KKHRDDUV	Alberto_Dorsey		Incoming - Co	Brandy Castro	9820904070	11/10/2007 02:1	11/10/	2007 02:1	00:24:51	Leo Reyes	
🤱 Alexandra M	4VVX8781	Alexandra_Moo		Incoming - Mis	John Combs	730-811-9258	3/03/2007 14:17	*: 3/03/2	007 14:17:	00:24:14	Vincent Rubio	
🤱 Alice Robers	04ICJBNI	Alice_Roberson		Incoming - Co	Frederick Yo	5123634848	10/19/2007 23:2	2 10/19/	2007 23:2	00:43:34	Iris Bray	
🤱 Alonzo Zimm	RSORG8VM	Alonzo_Zimmer		Incoming - Co	Kendall Black	455-179-1180	7/17/2007 12:23	3: 7/17/2	007 12:23:	00:37:38	Yvonne Kauf	
🤱 Amanda Hick	3VH7K2Z5	Amanda_Hickm		Outgoing	Leo Perry	924-0765913	7/07/2007 23:20): 7/07/2	007 23:20:	00:13:25	Keri Wilkinson	
🤱 Angelia Clarke	2885E T P B	Angelia_Clarke		Incoming - Mis	Maggie Bird	380-946-7248	10/07/2007 12:2	2 10/07/2	2007 12:2	00:18:48	Staci Kim	
🤱 Antoine Rich	JAODLZ9V	Antoine_Richard		Incoming - Co	Cheri Sanchez	362-559-2212	9/26/2007 06:38): 9/26/2	007 06:36:	00:16:44	Gilbert Doyle	
🤱 Antonio Whe	RJODT68C	Antonio_Wheele		Outgoing	Christa Andr	149-0824220	4/13/2007 13:13	3: 4/13/2	007 13:13:	00:09:11	Shawn Rhodes	s
🤱 April Mccall	VP6VANIR	April_Mccall@co		Outgoing	Isabel Blevins	0467058084	5/09/2007 08:07	?: 5/09/2	007 08:07:	00:13:52	Amanda Hick	
🤱 Armando Ar	VFCOP4S6	Armando_Armst		Incoming · Co	Jamison Dod	404880-7424	8/26/2007 04:57	?: 8/26/2	007 04:57:	00:44:51	Audrey Johns.	
🤱 Ashley Valdez	0Y36UY6W	Ashley_Valdez		Incoming · Mis	Trenton Logan	185-115-5648	11/25/2007 04:0) 11/25/	2007 04:0	00:05:08	Alexandra Mo.	I
🤱 Audrey John	J7M5UAPZ	Audrey_Johnsto		Outgoing	Karrie Mc Da	374139-3155	10/11/2007 08:1	10/11/	2007 08:1	00:41:58	Eric Norman	~
<			>	User Browser	Search Results							
Quick Chart			-	🕴 Quick Viewer				-	Reviewe			-
Phone	PIN	SMS BBM		a						Mark as re	viewed	
		0110		Phor					Deviewd		6 a Van	
									neviewu		Action	
240				Date and Time	c 7/7/2007 1*	I:20:06 PM	Call 1	уре:				
200				From/To name	r Leo Perru		Num	her:				
160					. 2007 only							
120				Duration:	00:13:25							
80												
40												
00												
Logged in as Admini	strator (admin)	connected to agent 192	168.1.104	:9050								

Select a user. Any items that have been reviewed by an auditor are marked in red.

The archive viewer has three major options to change or toggle the view; Quick viewer, Quick chart, and Reviewer. These are toggled on and off through their respective buttons under 'View' menu.

File Actions	View	Help
🗧 🜏 Search	~	Quick Viewer
Active Users		Charts
Display name	 	Reviewer

The user list and the User Data panes in the window are the base of the viewer, and cannot be toggled off. The other three windows along the bottom can be removed or combined as desired. The configuration showed below has all three windows active.

🔚 GWAVA Reta	🖬 GWAVA Retain for BlackBerry Enterprise Server - Archive Viewer 2.1.18.0 📃 🗖 🔀										×	
File Actions Vie	w Help											
😽 Search 🚦	Export	🚨 Audit Trail 🕴 🔏 D	isplay: A	tive Users	-							
Active Users			-	User Browser								-
Display name 🛛 🛆	PIN number	Email address	Active	Phone call (228)	PIN (252) SN	4S (238) BBM (D)					
🤱 Abel Malone	Z8YZCGBA	Abel_Malone@c		Call type	From/to name	Phone number	Device Date	/Tim Server	Date/Tim	Duration	User name	
🤱 Abigail Lara	87BEVYDC	Abigail_Lara@c		Incoming - Mis	Rosa Richmo	096-1118507	6/11/2007 1	9:01: 6/11/2	007 19:01: (00:08:40	Dustin Jacobs	
🤱 Alana Hester	61Y0SP2U	Alana_Hester@		Incoming - Co	Telly Wyatt	523-6335369	5/01/2007 03	3:03: 5/01/2	007 03:03: (00:34:51	Candy Mccann	1 I
Alberto Dors	KKHRDDUV	Alberto_Dorsey		Incoming - Co	Brandy Castro	9820904070	11/10/2007 (02:1 11/10/	2007 02:1 (00:24:51	Leo Reyes	
🤱 Alexandra M	4VVX8781	Alexandra_Moo		Incoming - Mis	John Combs	730-811-9258	3/03/2007 14	4:17: 3/03/2	007 14:17: (00:24:14	Vincent Rubio	
🤱 Alice Robers	04ICJBNI	Alice_Roberson		Incoming - Co	Frederick Yo	5123634848	10/19/2007	23:2 10/19/	2007 23:2 (00:43:34	Iris Bray	
🤱 Alonzo Zimm	RSORG8VM	Alonzo_Zimmer		Incoming - Co	Kendall Black	455-179-1180	7/17/2007 12	2:23: 7/17/2	007 12:23: (00:37:38	Yvonne Kauf	
🤱 Amanda Hick	3VH7K2Z5	Amanda_Hickm		Outgoing	Leo Perry	924-0765913	7/07/2007 23	3:20: 7/07/2	007 23:20: (00:13:25	Keri Wilkinson	
🤱 Angelia Clarke	2885E T PB	Angelia_Clarke		Incoming - Mis	Maggie Bird	380-946-7248	10/07/2007	12:2 10/07/	2007 12:2 (00:18:48	Staci Kim	
🤱 Antoine Rich	JAODLZ9V	Antoine_Richard		Incoming - Co	Cheri Sanchez	362-559-2212	9/26/2007 06	6:36: 9/26/2	007 06:36: (00:16:44	Gilbert Doyle	
🤱 Antonio Whe	RJODT68C	Antonio_Wheele		Outgoing	Christa Andr	149-0824220	4/13/2007 13	3:13: 4/13/2	007 13:13: (00:09:11	Shawn Rhodes	s
🤱 April Mccall	VP6VANIR	April_Mccall@co		Outgoing	Isabel Blevins	0467058084	5/09/2007 0	3:07: 5/09/2	007 08:07: (00:13:52	Amanda Hick	
🤱 Armando Ar	VFCOP4S6	Armando_Armst		Incoming - Co	Jamison Dod	404880-7424	8/26/2007 04	4:57: 8/26/2	007 04:57: (00:44:51	Audrey Johns.	
🤱 Ashley Valdez	0Y36UY6W	Ashley_Valdez		Incoming - Mis	Trenton Logan	185-115-5648	11/25/2007 (04:0 11/25/	2007 04:0 (00:05:08	Alexandra Mo.	
🧟 Audrey John	J7M5UAPZ	Audrey_Johnsto		Outgoing	Karrie Mc Da	374139-3155	10/11/2007 (08:1 10/11/	2007 08:1 (00:41:58	Eric Norman	~
<			>	User Browser	Search Results							
Quick Chart			-	Quick Viewer				-	Reviewer			-
D ana (DIN			A						Mark as re	viewed	
Inone		300		🛛 📔 Phor					Deview de	6	0 - 1 ² -11	
									heview da	te Auditor	Action	
240				Date and Time	7/7/2007 1	1:20:06 PM	С	all Type:				
200				From/To name	Leo Perry		N	umber:				
160				Duration:	00:13:25							
120												
80												
40												
00												
Logged in as Admini	strator (admin)	connected to agent 192	168 1 104	9050								

The Quick chart window pane displays a simple chart of the number of phone calls, PIN, SMS, and BBM messages that the user has recorded in Retain. The graph shown rates the amount of items from 0 to 600 and provides a quick status of this particular user's phone activities.

The Quick viewer window pane displays information on the selected item. For a phone call, it displays the call time, recipient, duration, and when expanded, the call type and number.

The Reviewer window pane shows the activity that Retain has seen on this item. (This is the auditor's tool.) This lists when an item was listed as reviewed, and by which user. If an item is unlisted as reviewed, that is logged as well.

Removing or deselecting any of these window panes allows for more room in the Archive viewer window to display either the remaining options or the base viewer with the user list and item window. This window has only the Reviewer active.

🐱 GWAVA Retain for BlackB	erry Enterprise Server - Arc	🗢 GWAVA Retain for BlackBerry Enterprise Server - Archive Viewer 2.1.18.0 📃 🗖 🔀								
File Actions View Help										
😸 Search 🎯 Export	🚨 Audit Trail 🕴 🚨 Display: 🛛 A	active Users	-							
Active Users	-	User Browser					-			
Display name 🛛 🗠 PIN number	Email address Active	Phone call (228)	PIN (252) SM	4S (238) BBM ([0]					
Abel Malone Z8YZCGBA	Abel_Malone@c 🔽	Call type	From/to name	Phone number	Device Date/Tim Server Da	ate/Tim Duration	User name 🔄			
Abigail Lara 87BEVYDC	Abigail_Lara@c 🔽 📒	Incoming · Mis	Rosa Richmo	096-1118507	6/11/2007 19:01: 6/11/2007	7 19:01: 00:08:40	Dustin Jacobs 📃			
🤱 Alana Hester 61Y0SP2U	Alana_Hester@ 🔽 💻	Incoming · Co	Telly Wyatt	523-6335369	5/01/2007 03:03: 5/01/2007	7 03:03: 00:34:51	Candy Mccann			
🤱 Alberto Dors KKHRDDUV	Alberto_Dorsey 🔽	Incoming · Co	Brandy Castro	9820904070	11/10/2007 02:1 11/10/200	07 02:1 00:24:51	Leo Reyes			
🤱 Alexandra M 4VVX8781	Alexandra_Moo 🔽	Incoming · Mis	John Combs	730-811-9258	3/03/2007 14:17: 3/03/2007	7 14:17: 00:24:14	Vincent Rubio			
🤱 Alice Robers 041CJBNI	Alice_Roberson 🔽	Incoming · Co	Frederick Yo	5123634848	10/19/2007 23:2 10/19/200	07 23:2 00:43:34	Iris Bray			
🧸 Alonzo Zimm RSORG8VM	Alonzo_Zimmer 🔽	Incoming · Co	Kendall Black	455-179-1180	7/17/2007 12:23: 7/17/2007	7 12:23: 00:37:38	Yvonne Kauf			
🧸 Amanda Hick 3VH7K2Z5	Amanda_Hickm 🔽	Outgoing	Leo Perry	924-0765913	7/07/2007 23:20: 7/07/2007	7 23:20: 00:13:25	Keri Wilkinson			
🧸 Angelia Clarke 2885ETPB	Angelia_Clarke 🔽	Incoming · Mis	Maggie Bird	380-946-7248	10/07/2007 12:2 10/07/200	07 12:2 00:18:48	Staci Kim			
Antoine Rich JAODLZ9V	Antoine_Richard 🔽	Incoming · Co	Cheri Sanchez	362-559-2212	9/26/2007 06:36: 9/26/2007	7 06:36: 00:16:44	Gilbert Doyle			
Antonio Whe BJODT68C	Antonio_Wheele 🔽	Outgoing	Christa Andr	149-0824220	4/13/2007 13:13: 4/13/2007	7 13:13: 00:09:11	Shawn Rhodes			
April Mccall VP6VANIR	April_Mccall@co 🔽	Outgoing	Isabel Blevins	0467058084	5/09/2007 08:07: 5/09/2007	7 08:07: 00:13:52	Amanda Hick			
Armando Ar VFC0P4S6	Armando_Armst 🔽	Incoming · Co	Jamison Dod	404880-7424	8/26/2007 04:57: 8/26/2007	7 04:57: 00:44:51	Audrey Johns			
Ashley Valdez 0Y36UY6W	Ashley_Valdez 🔽	Incoming - Mis	Trenton Logan	185-115-5648	11/25/2007 04:0 11/25/200	07 04:0 00:05:08	Alexandra Mo			
Audrey John J7M5UAPZ	Audrev Johnsto 🔽	Outgoing	Karrie Mc Da	374139-3155	10/11/2007 08:1 10/11/200	07 08:1 00:41:58	Eric Norman 🛛 💌			
Barry Roberts CV6RCT3F	Barry Roberts@	User Browser	Search Results							
Bobbie Franc 1XT5CVHZ	Bobbie Francis									
Brandon Brig., YJM569Q8	Brandon Bright	Reviewer					-			
Brandy Hans., JDKF9GTB	Brandy Hansen				Mark as reviewed					
Bridgette Har., EHBI4H1J	Bridgette Harrel.			4		1				
8 Byron Novak U8Z640.11	Buron Novak @	Review date		Auditor		Action				
S Candy Mcca G3N5TMY2	Candy Mccann									
Carla Tuler 3X0HE60.1	Carla Tuler@co									
Carolyn Morg XTM6V1BJ	Carolyn Morgan									
Caseu Masseu EP81JS2Y	Casev Massev									
Catherine Mo EZE1PGA0	Catherine Mose									
Cecil Sween W43TK8/9	Cecil Sweeney									
Chadwick Pa. GD8FUNWY	Chadwick Parks.									
Loggod in as Administrator (admin)	connected to prost 102 1/0 1 102	1,0050								
Logged in as Administrator (admin) ;	, connected to agent 192.168.1.104	1:9030					.::			

This window has removed all three options and maximized the User list and Data panes.

🔚 GWAVA Retai	n for BlackBeri	ry Enterprise Serv	er - Arcl	nive Viewer 2.1	.18.0				_ 0	K
File Actions View	/ Help									
🚦 🌏 Search 🎯	Export 🕴 🤱	Audit Trail 🚦 🤱 Di	splay: A	tive Users	-					
Active Users			-	User Browser						•
Display name 🖉	PIN number	Email address	Active 🔼	Phone call (228)	PIN (252) SN	1S (238) BBM (I	0)			
Abel Malone	Z8YZCGBA	Abel_Malone@c		Call type	From/to name	Phone number	Device Date/Tim Server Da	ate/Tim Duration	User name	^
🤱 Abigail Lara	87BEVYDC	Abigail_Lara@c		Incoming · Mis	Rosa Richmo	096-1118507	6/11/2007 19:01: 6/11/200	7 19:01: 00:08:40	Dustin Jacobs	
🤱 Alana Hester	61Y0SP2U	Alana_Hester@		Incoming - Co	Telly Wyatt	523-6335369	5/01/2007 03:03: 5/01/2003	7 03:03: 00:34:51	Candy Mccann	=
🤱 Alberto Dors	KKHRDDUV	Alberto_Dorsey		Incoming - Co	Brandy Castro	9820904070	11/10/2007 02:1 11/10/20	07 02:1 00:24:51	Leo Reyes	
🤱 Alexandra M	4VVX8781	Alexandra_Moo		Incoming · Mis	John Combs	730-811-9258	3/03/2007 14:17: 3/03/2003	7 14:17: 00:24:14	Vincent Rubio	
🤱 Alice Robers	04ICJBNI	Alice_Roberson		Incoming - Co	Frederick Yo	5123634848	10/19/2007 23:2 10/19/20	07 23:2 00:43:34	Iris Bray	
🤱 Alonzo Zimm	RSORG8VM	Alonzo_Zimmer		Incoming - Co	Kendall Black	455-179-1180	7/17/2007 12:23: 7/17/200	7 12:23: 00:37:38	Yvonne Kauf	
🤱 Amanda Hick	3VH7K2Z5	Amanda_Hickm		Outgoing	Leo Perry	924-0765913	7/07/2007 23:20: 7/07/200	7 23:20: 00:13:25	Keri Wilkinson	
🤱 Angelia Clarke	2885E T PB	Angelia_Clarke		Incoming - Mis	Maggie Bird	380-946-7248	10/07/2007 12:2 10/07/20	07 12:2 00:18:48	Staci Kim	
🤱 Antoine Rich	JAODLZ9V	Antoine_Richard		Incoming - Co	Cheri Sanchez	362-559-2212	9/26/2007 06:36: 9/26/2003	7 06:36: 00:16:44	Gilbert Doyle	
🤱 Antonio Whe	RJODT68C	Antonio_Wheele		Outgoing	Christa Andr	149-0824220	4/13/2007 13:13: 4/13/2003	7 13:13: 00:09:11	Shawn Rhodes	
🤱 April Mecall	VP6VANIR	April_Mccall@co		Outgoing	Isabel Blevins	0467058084	5/09/2007 08:07: 5/09/200	7 08:07: 00:13:52	Amanda Hick	
🤱 Armando Ar	VFC0P4S6	Armando_Armst		Incoming - Co	Jamison Dod	404880-7424	8/26/2007 04:57: 8/26/2003	7 04:57: 00:44:51	Audrey Johns	
🤱 Ashley Valdez	0Y36UY6W	Ashley_Valdez		Incoming - Mis	Trenton Logan	185-115-5648	11/25/2007 04:0 11/25/20	07 04:0 00:05:08	Alexandra Mo	
🤱 Audrey John	J7M5UAPZ	Audrey_Johnsto		Outgoing	Karrie Mc Da	374139-3155	10/11/2007 08:1 10/11/20	07 08:1 00:41:58	Eric Norman	
🤱 Barry Roberts	CV6RCT3F	Barry_Roberts@		Outgoing	Megan Contr	825-300-8820	8/28/2007 08:10: 8/28/2003	7 08:10: 00:00:14	Dana Murillo	
🤱 Bobbie Franc	1XT5CVHZ	Bobbie_Francis		Incoming · Mis	Eileen Morgan	865-480-0683	12/24/2007 21:3 12/24/20	07 21:3 00:10:29	Denise Daniel	
🤱 Brandon Brig	YJM569Q8	Brandon_Bright		Incoming · Mis	Yvonne Mcki	832-680-7810	12/12/2007 14:2 12/12/20	07 14:2 00:08:17	Oscar Gibson	
🤱 Brandy Hans	JDKF9GTR	Brandy_Hansen		Incoming - Mis	Rita Roth	417-3964170	10/21/2007 19:2 10/21/20	07 19:2 00:21:24	Trent Wilson	
🤱 Bridgette Har	EHBI4H1J	Bridgette_Harrel		Incoming · Mis		387427-7295	6/11/2007 21:46: 6/11/2007	7 21:46: 00:31:13	Jackie Huff	
🤱 Byron Novak	U8Z640J1	Byron_Novak@		Outgoing	Don Wells	5175252386	9/04/2007 09:24: 9/04/2007	7 09:24: 00:01:31	Philip Rose	
🧸 Candy Mcca	G3N5TMY2	Candy_Mccann		Outgoing	Phillip Davila	738-0437027	7/23/2007 06:22: 7/23/2007	7 06:22: 00:16:11	Lynette Mueller	
🤱 Carla Tyler	3×0HE6OJ	Carla_Tyler@co		Outgoing	Sandra Cord	622-7548654	4/28/2007 12:40: 4/28/2007	7 12:40: 00:11:55	Dexter Collier	
🧟 Carolyn Morg	XTM6V1BJ	Carolyn_Morgan		Incoming · Mis	Sherri Lawre	8731757294	12/20/2007 06:3 12/20/20	07 06:3 00:09:40	Frederick Glo	
🧏 Casey Massey	FP81JS2Y	Casey_Massey		Incoming - Mis	Lakeisha Mc	393-1982577	10/31/2007 04:3 10/31/20	07 04:3 00:23:04	Trina Chapman	
🤱 Catherine Mo	F7E1PGA0	Catherine_Mose		Incoming - Co	Teddy Jacob	249-150-8031	7/28/2007 00:45: 7/28/2007	7 00:45: 00:17:03	Dustin Jacobs	
🤱 Cecil Sween	W43TK8V9	Cecil_Sweeney		Outgoing	Sonia Webb	680-044-1474	7/23/2007 19:18: 7/23/2007	7 19:18: 00:16:19	Dylan Vaughan	
🤱 Chadwick Pa	GD8FUNWY	Chadwick_Parks		Outgoing	Becky Stokes	447-112-5072	7/10/2007 20:48: 7/10/2003	7 20:48: 00:13:56	Brandy Hansen	~
<	1111		>	User Browser	Search Results					
Logged in as Adminis	trator (admin) . co	nnected to agent 192.	168.1.104	9050						.:

The User Data Pane has three tabs. The Phone call, PIN, SMS, and BBM tabs will be populated with data only if you selected Retain to monitor and import this data from the BlackBerry Enterprise Server logs. The BlackBerry Enterprise Server must be set to monitor these interactions before data will be available to Retain.

Phone call (520)	PIN (519) SMS (503)					
Call type	∇ From/to name	Phone number	Start date	Duration	Command	User name 🖉
Outgoing	Tabatha Wilson	871613-6242	7/08/2007 12:36:21	00:35:36	Add	Kevin Maldonado
Outgoing	Eduardo Hamilton	9565232098	8/24/2007 10:08:04	00:32:52	Update	Katie Horton
Outgoing	Abigail Riddle	7670237195	8/30/2007 22:57:23	00:11:34	Update	Rafael Acevedo
Outgoing	Eli Washington	6328133853	9/19/2007 16:23:08	00:37:40	Add	Antonio Wheeler
Outgoing	Carlos Watts	4235817548	6/02/2007 17:59:48	00:40:24	Add	Cecil Sweeney
Outgoing	Rene Price	0463207355	5/04/2007 23:03:20	00:01:23	Update	Alana Hester
Outgoing	Latonya Mc Daniel	846700-9099	4/01/2007 10:38:44	00:40:19	Update	Micah Sellers
Outgoing	Debbie Branch	623-902-6502	6/27/2007 20:40:06	00:44:58	Update	Julia Grimes
Outgoing	Sonja Yoder	1123611312	2/26/2007 13:47:34	00:34:11	Update	Oscar Gibson
Outgoing	Roy Gilmore	477408-5124	8/23/2007 01:44:37	00:43:54	Add	Sandra Casey
Outgoing	Dante Savage	207825-6201	9/11/2007 20:29:18	00:36:15	Update	Alonzo Zimmerman
Outgoing	Beth Hines	059-7281997	3/10/2007 14:58:20	00:02:39	Add	Denise Johns
Outgoing	Lucas Higgins	922-776-0331	9/24/2007 15:01:07	00:04:47	Update	Ebony Harrison
Outgoing	Leo Wang	319542-3404	11/06/2007 09:03:	00:12:32	Update	Audrey Johnston
Outgoing	Traci Mograth	518456-3339	9/24/2007 18:17:46	00:38:35	Add	Cecil Sweeney
Outaoina	Milton Chan	2020/51501	12/17/2007 01-14-	00-21-10	A dd	Buton Novak 🛛 🖹

The	different	windows	and th	he data	that they	/ show ar	e displa	ved below.
1110	annerent		und u	ic aata	that they	, J110 W UI	c aispia	yea below.

Phone call (52	0) PIN (519)	SMS (503)							
Message typ	То	Cc	Bcc	From	Subject	Bodytext	Send/received d	Command	Username 🔼
Incoming	2IBHAV6J	VYSABJCW		Maggie Niel	Hi there	Quad raren	4/01/2006 20:01	Add	Vivian Butler
Incoming	YDLLECL9		2T3H4PYV	Casey Mas	Hey!	Multum gra	8/12/2007 22:05	Add	Ricardo Par
Outgoing	5GEBSR1H			Jenifer Bird	Got a new c	Quad raren	9/18/2007 18:07	Add	Chastity Ro
Incoming	9BRS9KEY	YEM1YF7K		Robin Paul	Retain	Quad raren	11/06/2007 22:3	Add	Jesus Patel
Outgoing	VRWT5YWJ			Gabriela Le	Downloads	Versus ess	5/15/2007 09:55	Add	Marvin Wade
Incoming	BDSWBYHS			Clarissa Bri	My 8820 de	Pro linguen	3/09/2006 10:59	Add	Bonnie Ayers
Incoming	YDSG5BAI			Gretchen Di	Gonna have	Versus ess	2/08/2007 15:16	Add	Jonathan M
Incoming	SOLBU81A			Loretta Vale	Call me	Tam quo, et	1/17/2007 01:03	Update	Orlando Re
Incoming	LOG2G1YL			Kevin Mald	Remember	Longam, e f	11/21/2007 19:3	Add	Casey Mas
Outgoing	6G79L27A			Mark Hanco	Give me a q	Multum gra	9/13/2007 11:18	Update	Brandy Han
Incoming	74EREU7C			Elena Howa	My pc broke	Pro linguen	1/31/2007 08:16	Add	Lakisha Mc
Outgoing	C2KTSW0S			Leticia Flow	Retain	Multum gra	5/19/2006 04:54	Add	Robin Paul
Outgoing	P3UZ8Q67			Micheal Mar	With may	Sed quad e	5/17/2007 00:22	Update	Armando Ar
Outgoing	VZ341XK2			Jennifer Roy	Hey!	Pro linguen	9/16/2006 03:40	Update	Nathaniel A
Incoming	5B6VG86S			Leo Reyes	Retain	Et quad esti	9/07/2006 09:13	Add	Wendell Oc., 🚬
Incoming	2GGPON5W			Morgan Wa	ltineraru	Multure are	A702/2006.06/06	Undate	Mollu Bradlau 🔛

Phone call (520)	PIN (519) SN	4S (503)						
Email address	Message type	То	From	Bodytext	Send/received dat	Message stat	Command	User name 🔄
invalid@comp	Outgoing	QJ6IIV39	Jennifer Roy	Id eudis quo li	8/17/2006 17:13:	Tx_Sent	Add	Gretchen Diaz
invalid@comp	Outgoing	HL450FZG	Morgan Web	Tam quo, et q	. 11/26/2006 09:59	Tx_Sent	Add	Catherine Mo
invalid@comp	Incoming	UBJD1NSM	Candy Mccann	Sed quad feci	10/07/2006 23:11	Rx_Received	Add	Antoine Rich
invalid@comp	Outgoing	W1MVH6L7	Stefanie Booth	Quad rarendu	. 8/09/2006 05:25:	Tx_Sent	Add	Jared Keith
invalid@comp	Incoming	RCIUJ3MF	Jenifer Bird	Tam quo, et p	5/12/2007 20:46:	Tx_Sent	Update	Marvin Wade
invalid@comp	Incoming	TLE371FV	Don Hartman	Longam, e fu	3/01/2006 12:37:	Rx_Received	Update	Scott Wade
invalid@comp	Incoming	C7GS12SB	Donovan Aus	Versus esset	7/16/2006 02:49:	Tx_Sent	Add	Loretta Valen
invalid@comp	Outgoing	PIPORE9Y	Sherry Woods	Tam quo, et q	4/19/2007 00:12:	Rx_Received	Add	Amanda Hick
invalid@comp	Incoming	AUYTDFOA	Tanya Lambert	Quad rarendu	. 5/28/2006 11:41:	Rx_Received	Add	Antonio Whe
invalid@comp	Incoming	FK17LZ55	Trina Chapm	Quad rarendu	. 5/27/2007 00:41:	Rx_Received	Update	Elias Cortez
invalid@comp	Incoming	TQR1PSC0	E va Montoya	Multum gravu	5/20/2007 08:59:	Rx_Received	Add	Gwendolyn B
invalid@comp	Incoming	DCDX0AW0	Joyce Lloyd	Versus esset	1/01/2007 12:28:	Tx_Sent	Update	Lorena Baxter
invalid@comp	Outgoing	MZKHEXSC	Jimmie Jenki	Et quad estis	12/18/2006 13:07	Rx_Received	Update	Meghan Heb
invalid@comp	Outgoing	70MJPTWH	Katie Horton	Id eudis quo li	. 8/06/2006 03:43:	Tx_Sent	Update	Gloria Todd
invalid@comp	Outgoing	Q21ENWHH	Trina Chapm	Tam quo, et p	12/16/2006 16:32	Rx_Received	Update	Randall Jime
invalid@comp	Incoming	1EPGHVC5	Perru Downs	Quad rarendu	5/31/2007 16:14	Tu Sant	Undate	Tabitha Mc Cl 🔛

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View Audit trail

Retain also tracks the movement of all Auditors in the system. Select the 'View audit trail' button from the tool bar and the audit trail window will be spawned.



🔿 Vie	w audit trail				
Drag a colum	n header here to gro	up by that column.			
Executed on	Auditor user name	Auditor display name	Action	Performed on auditor display name	Performed on auditor user r
9/09/200811:5	admin	Administrator	Login		
8/18/200815:4	admin	Administrator	Logout		
8/18/200815:4	admin	Administrator	Login		
8/18/200815:4	admin	Administrator	Logout		
8/18/200815:4	admin	Administrator	Login		
8/18/200815:4	admin	Administrator	Logout		
8/18/200815:4	admin	Administrator	Login		
8/18/200815:3	admin	Administrator	Logout		=
8/18/200815:3	admin	Administrator	Login		
8/18/200815:3	admin	Administrator	Logout		
8/18/200815:3	admin	Administrator	Login		
8/18/200815:3	admin	Administrator	Logout		
8/18/200815:3	admin	Administrator	Login		
8/18/200815:2	admin	Administrator	Logout		
8/18/200815:1	admin	Administrator	Edit auditor	Owen Hartman	Chris
8/18/200815:1	admin	Administrator	Login		~
		1111			>

This window shows the footsteps of the auditor through Retain and reports each action taken.



The Export Items function allows you to publish data from Retain to other formats. You can either export the User data, (all data specified in the export window), and then clicking export, or export the entire search result.

The export function grabs all user data and search results. If you wish to export only a section of the results, tighten the search criteria or edit the exported data.

After you have chosen the data type and Paper specification you desire, select the Export button.



You can now choose the filename and type to which Retain will export the data.

Browse to the location and enter the filename you wish to save the data as.

Export allows you to publish the data in three different formats; .xls, .pdf, and .xps. Choose one of these from the Save as type and select Save.

MS-Excel file (*.xls)
Adobe pdf file (*.pdf)
Microsoft xps file (*.xps)

If you selected Export to do so, or left it as default, the document will open after it has been saved. (This is an exported log excerpt from a two page .pdf, portrait size output file.)

Call type	From/to name	Phone number	Start date	Duration	Command	User name
Incoming - Completed	Guillermo Ball	345669-4398	6/01/2007 04:22:53	00:40:00	Add	Ebony Harrison
Outgoing	Neal Rocha	863387-3138	8/11/2007 13:48:36	00:41:43	Add	Lamont Larson
Incoming - Completed	Gretchen Barnett	139-1371988	4/15/2007 00:09:19	00:42:39	Update	Gabriela Lester
Incoming - Missed Call, Unopened	Levi Galloway	164-5537354	6/02/2007 02:14:31	00:06:23	Update	Timothy Schmitt
Incoming - Missed Call, Unopened	Claude Kelly	2277870047	7/26/2007 10:32:26	00:27:30	Update	Curtis Ramirez
Incoming - Missed Call, Unopened	Chadwick Ware	228033-8374	5/14/2007 05:56:04	00:03:00	Update	Shawn Rhodes
Outgoing	Victor Wolf	178806-5078	4/24/2007 07:01:09	00:33:08	Add	Armando Armstrong
Outgoing	Donna Fowler	353-904-9528	9/24/2007 15:57:31	00:38:25	Add	Orlando Reed
Incoming - Completed	Randal Wheeler	483-6984037	6/23/2007 19:11:18	00:32:50	Add	Gwendolyn Byrd
Incoming - Missed Call, Unopened	Gilberto Forbes	776-5829483	9/14/2007 02:58:06	00:25:17	Add	Shari Mc Bride
Incoming - Missed Call, Unopened	Penny Crawford	907-297-0123	7/15/2007 05:19:58	00:14:14	Add	Denise Valenzuela
Incoming - Missed Call, Unopened	Kenneth Knapp	485109-9909	6/29/2007 16:37:06	00:22:38	Update	Lamont Larson
Incoming - Missed Call, Unopened	Jay Morrison	1577922436	11/21/2007 13:13:33	00:15:12	Update	Joan Mullen
Incoming - Completed	Latisha Jordan	321-916-2796	8/13/2007 10:40:41	00:30:48	Update	Guadalupe Brooks
Incoming - Completed	Jarrod Ritter	129-104-9227	12/30/2007 02:59:16	00:22:10	Update	Jenifer Bird
Incoming - Completed	Janelle Bradford	833-895-5042	6/11/2007 14:29:57	00:19:22	Update	Tia Mays
Incoming - Missed Call, Unopened	Constance Moses	627419-2428	9/03/2007 07:16:00	00:23:19	Add	Clarissa Briggs
Incoming - Missed Call, Unopened	Jeannette Pham	0316043490	3/23/2007 07:56:08	00:04:50	Add	Jonathon Allen
Incoming - Completed	Glenda Marshall	8513954465	10/11/2007 23:51:52	00:41:36	Add	Kristina Melendez
Incoming - Missed Call, Unopened	Kristen Obrien	964583-8786	7/23/2007 11:06:44	00:26:57	Update	Martin Mc Gee
Outgoing	Andre Noble	015409-9136	6/23/2007 02:17:13	00:10:12	Add	Alice Roberson
Outgoing	Roberta Moyer	2353374835	9/22/2007 09:35:42	00:38:01	Add	Mark Hancock
Incoming - Completed	Perry Zimmerman	8727748335	6/22/2007 09:05:33	00:43:48	Update	Larry Joyce
Incoming - Completed	Reginald Haynes	493-936-6326	10/15/2007 15:23:14	00:31:01	Update	Diane Mc Intyre
Incoming - Missed Call, Unopened	Toby Hogan	5164873102	6/28/2007 22:53:57	00:22:32	Update	Dustin Jacobs
Incoming - Completed	Lucas Sellers	896-366-6848	5/27/2007 11:48:07	00:27:52	Update	Felix Shannon
Incoming - Completed	Bonnie Hobbs	658-281-0177	5/14/2007 14:03:20	00:25:33	Update	Jonathan Manning
Outgoing	Alisha Logan	3651833654	7/23/2007 05:23:33	00:04:27	Update	Margarita Mc Dowell
Incoming - Missed Call, Unopened	Cassie Watkins	1689153822	10/05/2007 06:00:16	00:29:07	Update	Joan Mullen
Outgoing	Robyn Rubio	994-0632559	9/28/2007 14:16:47	00:39:08	Add	Mandi Harding
Incoming - Completed	Bobbie Chung	838326-1710	10/12/2007 06:41:22	00:41:37	Add	Nathaniel Arellano
Incoming - Completed	Abraham Huerta	776-861-3062	5/08/2007 09:26:21	00:24:26	Update	Lamont Larson
Outgoing	Sarah Pacheco	184-710-9347	8/07/2007 11:38:09	00:40:58	Add	Maggie Nielsen
Incoming - Missed Call, Unopened	Chad Daugherty	086-374-2098	4/23/2007 13:44:33	00:21:44	Update	Dustin Jacobs
Incoming - Completed	Lakesha Morrow	2117777220	12/26/2007 16:24:18	00:44:04	Update	Christy Irwin
Incoming - Missed Call, Unopened	Philip Leach	381-581-6576	5/14/2007 05:49:41	00:14:13	Add	Martin Mc Gee

Search Items

File Actions	View Help	
😽 Search.	📴 Export	audit Trail

The Search items option allows you to search the entire Phone, SMS, BBM, and PIN records for any criteria you

provide. To create a search, first select the Search items button from the toolbar. The search items window will appear.

🚟 GWAVA Retain for BlackBerry Enterprise Server							_ 🗆 🔀	
Search items Specify the users to include in your search, and de	fine the search criter	ria:						
Searching for data	Users to search or	 Messages to se 	arch for					
A search consists of two things:	Specify which use	rs you want to use	from the list					
- Selecting users to search on	Search on all users in the list (200)							
- Specifying the search criteria	🔘 Search on all	SELECTED users i	n the list (0)					
Both the collection of users and the message criteria can be stored separately. Also, you can store the combination of	Display name	PIN number	Group name	Service name	Email address	Active	Archivi	
the two. Such a combination of users and criteria is called a								
search.	Bonnie Ayers	UGSEIY9G	Technical	BES01	Bonnie_Ayers@	V		
You can specify the users to search on and the message criteria to the right of this dialog. Below, you can save an	Claudia Harvey	HBQKR3TZ	Accounting	BES01	Claudia_Harvey	~		
entire 'Search' for later use, or load a earlier saved 'Search'.	Nancy Ray	ECLTOCMO	Accounting	BES01	Nancy_Ray@co	~		
	Tabitha Mc Clure	H1GEPKW4	Marketing	BES01	Tabitha_Mc Clur	~		
	Denise Daniel	OLXMVP78	Technical	BES01	Denise_Daniel	~		
	Dustin Jacobs	5×802G11	Corporate	BES01	Dustin_Jacobs	V		
	Herman Bauer	00SFRIHR	National	BES01	Herman_Bauer	~		
	Victor Hurst	L3M5NML4	National	BES01	Victor_Hurst@c	~		
	Robin Paul	PSHVMFAH	Marketing	BES01	Robin_Paul@co	V		
	Stuart Powers	8HYZCNHW	Technical	BES01	Stuart_Powers	~		
	Sean Pratt	OSUF43AM	Technical	BES01	Sean_Pratt@co	V		
	Ricardo Parrish	FZ9MEY2B	National	BES01	Ricardo_Parrish	V		
	Elias Cortez	L4ED4AF9	Marketing	BES01	Elias_Cortez@c	~	~	
	Marissa Simon	HLQYORHW	Sales	BES01	Marissa_Simon	~	v v	
	<			1				
Load search Save search	Load group	Save g	roup					
	<u>, </u>				Search	Ca	incel	

If you already have a saved search, you can select the Load search option; otherwise the system assumes that you wish to create a new search. At any time, if you wish to save your search, selecting the Save search button allows you to do so.

To perform a search, you must first select which users and item types will be searched. The system allows you to either search on all users in the system, (this system has 200 users), or you may opt to search in only the selected users. This requires that you select one or more users from the list.

Once you have selected the users you wish to search in, you must then select which item types you wish to search through. (All types, SMS, BBM, phone, or PIN.) Click on the "Messages to search for" tab

above the user selection window	Users to search on Messages	to search for	
pane.	What messagetypes do you wa	nt to search for:	
	Phone calls	PIN messages	SMS messages
	 Incoming messages only 	 Outgoing messages only 	Incoming and outgoing messages
	Phone call PIN SMS		
	Friendlydatafield	Condition Value	Operator
Before you can select any of the message types you wish to search through, you must select either the Start new criteria, or Load criteria button.			
After you have selected the Start			
new criteria, or loaded new	Add criteria row Dele	te criteria row	
can change the message types	Start new criteria	ad criteria	
that the search applies to.			
What messagetypes do you want to sea	rch for:		
Phone calls	PIN messages	SM	1S messages
 Incoming messages only 	 Outgoing messages 	only 💿 Inc	coming and outgoing messages

The boxes with check marks in them are active and will have the search applied to them.

Now that the message types have been selected, you may add search criteria. Select the Add criteria Row button from the bottom of the window.

Friendlydatafield		Condition	Value	Operator
	~	×		AND
[Any text field]		Contains		AND
From/to name		Is equal to		OR
From/to phone number		Starts with		
Elapsed time		Ends with		
Call date		Contains not		
		Matches regular expression		

The dropdown window menus are shown here. To access the dropdown windows, double-click on the desired field, then select the operator. The Value field is the area where you manually add the keywords to search for. If you wish to add more than one search criteria, use the AND, OR operator and select the Add Criteria Row button again, and then input the desired search information. Repeat as desired.

Click the Search button when you wish to perform the search.

After the search is complete, you will be returned to the main viewer screen. The search results are listed under the search results tab, at the bottom of the User data/Search results window. To toggle between the two, use the tabs.

Search results								
Phone call (1) F	PIN (463) SMS (512)						
Call type	From/to name	Phone number	Start date	Durati	on	Command	U	lser name
Outgoing	Marci Franklin	065-285-6948	5/12/2007 07:	00:13:4	46	Add	J	oan Mullen
User data Sean	ch results			•	Reviewe	er		
Phon	e call				Beview o	Mark as	reviewe	d
Date and time:	5/12/2007 7:	16:26 AM	Call type	e:				
From/To name:	Marci Franklin	1	Number					
Duration:	12:13:46 AM							

If you wish to save the search criteria, select

This search data can be organized and printed or exported in the same manner as the User data results and information can.

the Save criteria button from the bottom of the search criteria window.

You will be prompted to create a save name and a description.

Unsaved criteria will remain in the search window until new search criteria are specified, or the program is restarted.

🚟 GWAVA Retain fo	r BlackBerry Enterprise Server 📃 🗖 🔀
Save s Fill in the fit	earch criteria ^{Ids below:}
Name of the criteria:	search 1
Description:	First search criteria
	Save

Customizing the Viewer

Retain allows the user to extensively customize the viewer to fit any environmental need. The toolbars, viewer panes and viewers can be moveable and edited. The viewer panes can also be detached from the main window to 'float' as their own independent window on the desktop.

Changing and customizing the toolbars



Actions toolbar – Archive login, Search Items, Export Items, Charts, User Properties Panes – Quick viewer, Quick chat, Reviewer

tbRights - Rights Manager, Import Manager, View Audit Trail

You can remove or add toolbars, add or remove buttons, and move these toolbars. To remove or add a toolbar to the viewer, right click on the toolbar area in the window, and select the toolbar you wish to add or remove from the right click menu.

All panes and items in the viewer which are not locked are available to be moved. The toolbars are the only items which can be locked into place. Moveable items are noted by the four vertical dots at the top-right edge of the item you wish to move.

A simple use of this, for instance, to maximize the view panes on a monitor, is to expand the main viewer window and click and drag the toolbars and set them end-to-end.

😹 GWAVA Reta	🗖 GWAVA Retain for BlackBerry Enterprise Server - Archive viewer V1.1.0.1 build 3070 📃 🗖 🛛										
File Actions Vie	w Help										
🌯 Archive login	😽 Search items	🗊 Export items 🧧	Charts	User proper	ties _	👩 Rights manager	🧐 Import mana	iger 🤱 View audit t	rail 📕 🔯 Q	uick viewer 🛛 Quid	k chart 🔒 Reviewer 🚽
All BlackBerry Ent	erprise Server users		-	User data	Ľ						
Display name	PIN number	Email address	Active 🔼	Phone call (4)	195) PII	N (486) SMS (460)					
🤱 Bonnie Ayers	UGSEIY9G	Bonnie_Ayers@		Call type		From/to name	Phone number	Start date	Duration	Command	User name 🔼
🤱 Claudia Harv	HBQKR3TZ	Claudia_Harvey		Incoming - C	Complet	Guillermo Ball	345669-4398	6/01/2007 04:22:	00:40:00	Add	Ebony Harrison
🤱 Nancy Ray	ECLTOCMO	Nancy_Ray@co		Outgoing		Neal Rocha	863387-3138	8/11/2007 13:48:	00:41:43	Add	Lamont Larson
🤱 Tabitha Mc C	H1GEPKW4	Tabitha_Mc Clur		Incoming - C	Complet	Gretchen Barnett	139-1371988	4/15/2007 00:09:	00:42:39	Update	Gabriela Lester
🤱 Denise Daniel	OLXMVP78	Denise_Daniel		Incoming - M	lissed	Levi Galloway	164-5537354	6/02/2007 02:14:	00:06:23	Update	Timothy Schmitt
🤱 Dustin Jacobs	5×802G11	Dustin_Jacobs		Incoming · M	lissed	Claude Kelly	2277870047	7/26/2007 10:32:	00:27:30	Update	Curtis Ramirez
🤱 Herman Bauer	00SFRIHR	Herman_Bauer		Incoming - M	lissed	Chadwick Ware	228033-8374	5/14/2007 05:56:	00:03:00	Update	Shawn Rhodes
🤱 Victor Hurst	L3M5NML4	Victor_Hurst@c		Outgoing		Victor Wolf	178806-5078	4/24/2007 07:01:	00:33:08	Add	Armando Armstro
🤱 Robin Paul	PSHVMFAH	Robin_Paul@co		Outgoing		Donna Fowler	353-904-9528	9/24/2007 15:57:	00:38:25	Add	Orlando Reed
🤱 Stuart Powers	8HYZCNHW	Stuart_Powers		Incoming - C	Complet	Randal Wheeler	483-6984037	6/23/2007 19:11:	00:32:50	Add	Gwendolyn Byrd
🤱 Sean Pratt	08UF43AM	Sean_Pratt@co		Incoming - M	lissed	Gilberto Forbes	776-5829483	9/14/2007 02:58:	00:25:17	Add	Shari Mc Bride
🤱 Ricardo Parri	FZ9MEY2B	Ricardo_Parrish		Incoming - M	lissed	Penny Crawford	907-297-0123	7/15/2007 05:19:	00:14:14	Add	Denise Valenzuela
🤱 Elias Cortez	L4ED4AF9	Elias_Cortez@c		Incoming - M	lissed	Kenneth Knapp	485109-9909	6/29/2007 16:37:	00:22:38	Update	Lamont Larson
🤱 Marissa Sim	HLQYORHW	Marissa_Simon		Incoming - M	lissed	Jay Morrison	1577922436	11/21/2007 13:1	00:15:12	Update	Joan Mullen 🛛 🔽
री			>	User data 3	Search re	esults					

The gray buttons on the end of the toolbars allow you to add or remove items from the toolbar.



The menus here contain the buttons allowed for each toolbar, and can be deselected to remove, or selected to add them to the toolbar.

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Changing the viewer panes

The viewer panes have the option to be detached from the viewer window completely and float on the desktop as independent windows. To move a pane to another location in the Retain Viewer, click and drag the pane title bar to the desired location. As you drag, you will notice hot buttons appear which allow you to drop and resize the pane to the pre-designed location and size. If you avoid the hot buttons then the pane will set wherever you drop it on the viewer window.

If you do not drop the window pane in the viewer window, or set it in an area which the viewer does not recognize as an anchor spot, the pane will float on the desktop. Floating panes act as their own independent windows, and as such, can be resized a moved independently from the main viewer window. You may also detach, or float, a pane from the right click menu. Right clicking on a pane title bar allows you to float or hide a pane at will.

😹 GWAVA Retain for BlackBerry Enterprise Ser	ver - Arch	hive viewer \	/1.1.	0.1 build 30	70				- 🗆 X
File Actions View Help	<u>enenenenenene</u>		renereer	<u>EPEPEPEPEPEPEPEPEPE</u>		SERVER PROPERTY AND A SERVER			
🕴 🍫 Archive login \ 🚽 Search items 🎯 Export items	🛃 Charts	🗾 User prope	erties						
🕴 👩 Rights manager 🧐 Import manager 🤱 View au	dit trail 📃			Ľ					
Cuick viewer 🕅 Quick chart 💽 Reviewer									
		1:0.1							
; All blackbeny Enterprise Server users	-	Search resu	llts						
Display name PIN number Email address	Active 📤	Phone call	PIN	SMS					
Bonnie Ayers UGSEIY9G Bonnie_Ayers@		Drag a col	umn h	neader here to	group by that col	umn.			
Claudia Harv HBQKR3TZ Claudia_Harvey		Call tupe		From/to name	Phone number	Start date	Duration	Command	llser name
A Nancy Ray ECLTUCMU Nancy_Ray@co			-				Duration		
Tabitha Mc L., HIGEPKW4 Tabitha_Mc Clur									
Lenise Daniel ULXMVP78 Denise_Daniel									
Dustin Jacobs 5X802GTT Dustin_Jacobs									
Keter Units 1 20 ENNI 4 Vieter UnitSe									
Victor Hurst L3M3NML4 Victor_Hurst@c									
Shuart Pawara Rev70NHAn Nobir_rau@co									
Sean Pratt 08/JE436M Sean Pratt@co									
Bicardo Parri EZ9MEY28 Bicardo Parrish									
Elias Cortez L4ED4AF9 Elias Cortez@c									
Marissa Sim HLQYORHW Marissa Simon									
Antoine Rich JAODLZ9V									
Rica Petty TM20W1EW									
🧸 Tanya Brown PB3K0UTT 🛛 🔤 Phone 🔤 P	IN	SMS							
Bridgette Har EHBI4H1J				:	h results				
& Guadalupe B L7JF39SL									
A Maggie Niels 7HPPJSYS									
Gloria Todd TZATJRYV									
A Mandi Harding 6BHLYCOS 300									
Elena Howard SA8TRE7M 200									
Susana Willi BPXJJCW7 100									
× 00									
Logged in as Administrator (admin) ,,					_				

To return a floating pane to the main viewer window, either drag and drop the pane to an anchor location in the main window or right click and unselect the floating option to return the pane to its default location.



All panes will return to their original location on restart of the viewer application.

Organizing Data

The viewer allows you to organize and filter the data shown in the user list, search results, and user data panes. The two different ways of organizing the data are filtering and grouping. Filtering works like a miniature search, only displaying the information that fits the particular criteria you set as the filter. Filters are set on columns in the data fields. Grouping uses the column headers to organize the data into a tree, where you choose the hierarchy for the grouping tree.

Both of these options use columns. To view which columns are active in the data panes, right click and

select Show columns from the menu. The list that opens shows the active columns, and allows you to add or remove columns.

By default, filtering and grouping are turned off. You enable and disable both options from the right click

menu by selecting 'Toggle' for either option to turn on, or off, the desired option.

When either option is enabled the data pane where the option is enabled expands to display the option area.

The grouping option spawns the area above the columns, whereas the filtering option adds a row directly beneath the column headers.

Drag a column ł	neader here t	o gro	up by that column.		
Display name	PIN number	A	Email address	Active	^
🤱 Herman Bauer	00SFRIHR		Herman_Bauer	~	
🤱 Alice Robers	04ICJBNI		Alice_Roberson	~	
🤱 Darrick Cruz	0DU8P4Y7		Darrick_Cruz@c	~	
🤱 Joshua Suar	ONILQHM3		Joshua_Suarez	~	

	Toggle filtering	~	Display name
	Clear all filters	V	PIN number
	Toggle grouping		Group name
	Clear all groups		Service name
	Show columns	~	Email address
1		~	Active
•	off, the	V	Archiving
			Created on
			Deleted on
			Activated on

Filtering

To set a filter, click on the filter row in the column which you wish to set the filter, a drop menu arrow should appear in the column field, which displays the automatic filters available. This shows the details which show all the values which are contained in that column.

Display name	PIN number	🔺 Email add	lress	Active	^
			~ 🛛		
🤱 Herman 🛛 (Custo	m)		^	~	
Alice Ro (Blank	sj Janks)		ີ	~	
Darrick CAbel_1	Malone@company	.com	ю	~	
🚨 Joshua (Abigai	Lara@company. Hester@company	com	z	~	
Gretcher Alberto	Dorsey@compart	ny.com			
🤱 Joan Mu Alexar	ndra_Mooney@co	mpany.com	<u></u> с	~	
🤱 Ashley Valdez	0Y36UY6W	Ashley_\	/aldez	~	
🤱 Yvonne Kauf	1EGTI8TZ	Yvonne_	Kaufma	~	
🤱 Suzanne Val	1M4VVGBJ	Suzanne	_Valent	~	
🤱 Marvin Wade	1MHIY4FB	Marvin_V	Vade@…	~	~
<				>	

	PIN number 👘 🛆	Email address	Active	Archiving	<u>^</u>
Jer	00SFRIHR	Herman_ = Equal	s 🔽	 Image: A set of the set of the	
rs	04ICJBNI	Alice_Rc Conta	ins 🔽		
2	0DU8P4Y7	Darrick_Cruz@c	~		
ar	ONILQHM3	Joshua_Suarez	~	 Image: A set of the set of the	
iaz	002V7P0M	Gretchen_Diaz			
•	OQO3CWLC	Joan_Mullen@c	V		
ez	0Y36UY6W	Ashley_Valdez	~	~	
uf	1EGTI8TZ	Yvonne_Kaufma	~	~	
al	1M4VVGBJ	Suzanne_Valent	V		
le	1MHIY4FB	Marvin_Wade@	~	 Image: A start of the start of	~
<				>	

Once a filter has been set, only the rows which contain that value in that column will be displayed.

There are some columns which only show two options, contains and equals. These filters only have two or three values in the columns to filter out. These columns may also be the most useful as they cut down large amounts of data without having to know the exact value in the column which you are looking for. For instance, if you wish to see all the accounts which Retain is not archiving, set the archiving column filter to 'equals' and an empty checkbox. The results will be filtered as soon as you have set a value.

To clear or remove all the filters you have set, you may right click and select 'Clear all filters' from the menu.

Grouping

Grouping columns organizes the data according to the column criteria. To enable grouping, right click on the title bar of the pane you wish to organize, and select Toggle grouping. The pane

should now display a grouping area to hold the columns you have decided to group by.

Drag a column ł	neader here to gro	up by that column.		
Display name	PIN number \triangle	Email address	Active	
🤱 Herman Bauer	00SFRIHR	Herman_Bauer	~	
🤱 Alice Robers	04ICJBNI	Alice_Roberson	\checkmark	



After you have activated grouping, the grouping bar appears above the column headers, with instructions to drag headers to that location. In this example, we are looking for information on an incoming call on a specific date to Jamie Koch, in order to get the call number. Select Jamie Koch from the User list, and toggle grouping on the User data pane.

Click and drag the Call type header into the grouping window. (Red arrows will appear, pointing to the grouping bar to indicate where the column header should be dropped.)

User data						
Phone call (52-	4) PIN (501) S	MS (538)				
Drag a colum	n header here	to group by that c	olumn.			
Call type Call type	From/to name	Phone number	Start date	Duration	Command	User name
Incoming	Shirley Hoffm	1242211576	3/08/2007 07:	00:24:38	Add	Tanya Lambert
Incoming - C	Latoya Haas	201-2402884	5/08/2007 04:	00:24:25	Update	Trent Wilson

The information in the pane will be pulled into groups according to the header column values.



To continue grouping, expand a desired group, and drag the next column header to the grouping bar. Since we know the day that the phone call came in, we can group according to the start date header

Us	er data					-
Ph	one call (524) PIN	I (501) SMS (538)				
	Call type 🛆 📃 Sta	rt date 🛆				
Ξ (Call type : Incoming	- Completed (184 items)				
6	∃ Start date : 2/26/	/2007 4:05:57 AM (1 item)				
G	Start date : 2/27/	2007 1:07:22 AM (1 item)				
G	∃ Start date : 2/27/	/2007 4:00:16 PM (1 item)				
)	Start date : 3/1/2	2007 8:05:39 AM (1 item)				
	From/to name	Phone number	Duration	Command	User name	
	Jamie Koch	972104-4567	00:23:24	Add	Herman Bauer	
G	E Start date : 3/1/2	2007 11:11:02 PM (1 item)				
G	E Start date : 3/2/2	2007 9:53:25 PM (1 item)				
G	E Start date : 3/3/2	2007 11:15:15 PM (1 item)				

We then can expand the correct date and find the phone calls listed. Here, there is only one call listed, and further grouping is needless.

You may group as many headers as you like, and rearrange the order by dragging them to the desired location in the grouping bar.

To clear all grouping, right click and

select 'Clear all groups' from the menu.

Uninstall

Retain for BlackBerry Enterprise Server can be removed for both the viewer and the agent, without affecting the rest of your system.

To completely uninstall Retain for BlackBerry Enterprise Server:

Agent:

Stop the agent running process through the Agent configuration wizard. Use the 'Remove Programs' windows utility to uninstall the program

If desired, remove the program installation directory and logs, which are not removed automatically. DO NOT DELETE YOUR LICENSE.

You still need to drop your BBArchive database from the MySQL system. Using the MySQL Management Studio, remove the database and close all open connections. Doing this deletes all of your collected data. It is recommended that you retain your log files in order to retain all data if the BBArchive database is deleted.

Viewer:

Use the 'Remove Programs' windows utility to uninstall the program.

If desired, you may remove the program installation directory and logs. DO NOT DELETE YOUR LICENSE.

Appendix

Manually Importing Logs

To add BlackBerry Enterprise Server logs, (older than your Retain installation) to the database, the logs must be manually imported through the advanced options in the Retain Agent interface.

Manually importing logs tells Retain to look for older logs in the original source directory, and the log files must retain their original name.



After selecting 'Advanced', the import tools desired must also be selected from the drop-down menu of the advanced tools window.

There are two options which deal with manually importing logs: a single date, and a date range. The import Date only imports logs conforming

with the specified date. A date range imports all logs falling within the specified range.

Advanced 🗙	
Agent Utility Configuration Command: Import Date Execute Start Date: 2/25/2010	Agent Utility Configuration Command: Import Range Execute Start Date: 2/25/2010 Execute End Date: 2/25/2010 Execute
Results	Results
Results represent high level success or failure, please see the log files for details. Check for Updates Close	Results represent high level success or failure, please see the log files for details. Check for Updates Close

Select the desired date, or range, and select 'Execute'. You may view the results in the results window. Imported log data will be added to the system according to the 'imported users' settings.

The command-line import tool is still included for scripting purposes, and instructions can be found below.

Ping	~
Import Date	
Import Range	
SMTP Send Date	≣
SMTP Send Range	
Sync Users	-
SMTP Count Unsent PIN	_
SMTP Count Unsent Phone	~

Command Line Manually Imported Logs

To add BlackBerry Enterprise Server logs, (older than your Retain installation) to the database, you need to use the manual log import tool, agentutil.exe. This allows you to input the older data to your Retain system.

To import a single log or a single day's worth of logs, there are options, or commands, to use with the agentutil.exe utility included with Retain. There are also commands that allow you to import a date range or a specific type of log. The SMTP connector can be triggered by this utility, and the options are included below which allow you to create messages for the SMTP connector, or to bypass that option in order to avoid overwhelming your mail server.

The options or commands recognized by the utility are listed below, and will be shown if you run the utility without any parameters.



The source directory used is configured in the archiving agent graphic configuration screen. This is simply a way to force a manual import.

- 1) Open a command prompt (Start|Run|CMD)
- 2) CD to "C:\Program Files\Beginfinite\GWAVA Retain for BlackBerry Agent"
- 3) Run the agent. ("agentutil")

a. If you simply enter agentutil<ENTER>, you will get the screen you see above. It is helpful if you forget the syntax.

b. The syntax is: agentutil [ip-address] [port] [command] [parameters]

Example:

If you wish to import the log files between August 27, 2007 and August 28, 2007, you would enter: agentutil 127.0.0.1 9050 importdaterange 08/27/2007 08/28/2007

This assumes that your agent is on the same host you're running this command (usually so) and that you're using the default port of 9050 (set in the configuration screen).

One other important point is that the date format is MM/DD/YYYY.

Migrating data from a Retain for Blackberry 1.x database

The Retain 2.0 database is not compatible with the Retain 1.0 database format, and the data must be pulled from the original log files or migrated from the current 1.x database to the new 2.0 database format.

To migrate Retain 1 data into the new Retain 2 system you must:

- > Uninstall Retain 1.x (DO NOT delete RETBBArchives database)
- Install Retain 2.0
- Create BBArchive database using the 'Create200db.exe' utility.
- Configure Archive agent, and have agent running.

Once you have completed these steps, run the Retain migratory utility. It can be found under Start | All Programs | GWAVA Retain for BlackBerry Agent | GWAVA Retain for BlackBerry DB Migrator.

🛱 BeginFinite 🔹 🕨 🛱 GWAVA Retain for BlackBerry Agent 🕨

Or it can be run directly from the program directory: C:\Program Files\BeginFinite\GWAVA Retain for BlackBerry Agent

The Migration utility will first alert you to its function with this screen.





GWAVA Retain for BlackBerry dbCreator GWAVA Retain for BlackBerry Agent Wizard

GWAVA Retain for BlackBerry DB Creator

The Migration utility will open with this window.

To migrate the data, connection info to the old database must be provided. Supply the IP address of the MySQL server where the RETBBArchives database. Provide the Username and Password, and if you changed the database name from the default, specify that here.

GWAVA Retain fo	or BlackBerry Enterprise Se	rver - Migration t	tool	_	_ 🗆 🔀
Reta Please	in 1.× database enter the database parameters belo	w	Reta Please c	in 2.0 archiving agent heck the database parameters below	
Retain 1.x database :	settings		Retain archiving agen	it 2.0 settings	
Ip address: Username: Password: Database name:	 RETBBArchives	Connect	Agent listen port: Ip address: Log file path:	9050 📚 192.168.1.104	Connect
Available data			Migration		
Phone call records t PIN records to migra SMS records to mig	omigrate: 0 ate: 0 rate: 0		Progress:		Migrate

Select 'Connect'. The Migration utility will notify you if you have successfully connected. If the connection fails, correct the information and verify that the SQL server is running and the connection is available.

Provide the correct information for the Retain 2.0 archiving agent as well. The default port is specified. If you are not running the Migration utility local to the Archiving agent, you will need to change the IP Address.

Click 'Connect'.

The Log file path will be automatically propagated if you have a valid connection to the Archiving agent.

When you have successfully connected to both the 2.0 agent and the 1.x database, the 'Migrate' button will become available. Select 'Migrate' to move your data from the old database into your Retain 2.0 system.

The Migration utility will show you status of the migration. It may take several minutes depending on the size of the database and the performance of your system and connections.

You will be notified when the migration has completed. Once you see this notification, close the migration utility. Your data has been migrated.

×
Migration done.
ОК