



for BlackBerry Enterprise Server

Retain

for BlackBerry Enterprise Server®

Quick-install guide

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Overview

The quick install guide is provided as a courtesy and comes with no warranty. This quick guide is intended to provide a fast and easy reference for all the basic software and settings needed to install Retain for BlackBerry Enterprise Server. If more information than the basic settings is required, please review the full installation and administration guide that came with the product.

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.

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Minimum System Requirements

Archiving Agent (server side)

Windows XP or Windows Server 2003 or Windows Server 2008 (fully updated and patched through 'Windows Update')

- BlackBerry Enterprise Server v4.1, (SP 4 for GroupWise, SP 6 for Exchange), or higher.*
- Microsoft SQL Server 2005, 2008 (Workgroup, Standard or Enterprise), or higher.**
- Microsoft .NET Framework 2.0 SP1 or higher
- 1 GB 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/faq.mspix>.)

*BlackBerry Enterprise Server 5.0 SP1 is required for BlackBerry Messenger Archiving

**SQL Server: Mixed Mode Authentication and TCP connections must be enabled. SQL Express is NOT officially supported.

Viewer Application (client side)

- Windows XP, Windows Server 2003, 2005, 2008, Vista, Windows 7 (fully updated and patched through 'Windows Update')
- Microsoft .NET Framework 2.0 SP1 or higher.
- 1 GB RAM
- 1 GB hard drive space (depending on the space needed for exporting)

Software and Settings Checklist

- SQL server(s) installed and working.
- All SQL servers must have mix authentication enabled. (Mix mode Uses both Windows and SQL authentication modes – See <http://support.microsoft.com/kb/325022>)
- Must have SA password or equivalent Administrator rights (User with database creation rights, read/write rights to the BBArchive database and read rights to the BlackBerry Server management database, (BESMgmt). (Instructions to change SA password – See <http://support.microsoft.com/kb/321081>)
- Access to a user that can create a new database. (This will be the BBArchive database)
- This user MUST also have full read/write rights to the BBArchive database.
- Same user MUST also have read rights to the BESMgmt database on the BlackBerry server
 - The BESMgmt is the default name for the Blackberry management database but the name may be different if specified. Make sure you know the name of your management database. The Management database name MUST NOT be the same as the database for Retain – default is BBArchive.)
- The SQL server MUST have TCP/IP enabled and connections allowed.
- IF the SQL server listens on a port other than the default, this port must be specified. Know the port.
- To install you also need access to the server(s) where the BlackBerry Enterprise Server is installed. (agent must be installed on the BlackBerry Enterprise server)
- The BlackBerry Enterprise Server must be set to log PIN, SMS, and phone call data. (See main guide for more information.)
- Ensure you have the .PEM license file for your system. License is required to be installed into the Retain Agent.

Install Locations

Retain for BlackBerry Enterprise Server is installed in two parts: the agent – (Which imports the data from the BlackBerry Server logs), and the Viewer, (which is the main interface for Retain and allows you to view and organize the data). The Viewer can be placed on any compatible workstation that has network access to the SQL server(s) hosting the BBArchive and the BESMgmt, (the Retain and BlackBerry databases).

Installation

The installation for both the Agent and the Viewer is simple and painless. Run the Agent install file on the machine running the BlackBerry Enterprise Server. Run the Viewer install file on the computer(s) desired. Note: the viewer must have TCP/IP access to the both the Retain and BlackBerry databases. The Viewer and Agent installations are nearly identical: license agreement, confirmation, progress, and completion windows. The Viewer allows you to select or change your install location. Click 'Next' through the install and provide the install location as desired.

- Install the Agent and Viewer applications to the desired and appropriate machines.
- Copy the license files (.pem) to the install directories. (Default: C:\Program Files\GWAVA\GWAVA Retain for BlackBerry (Archive Viewer or Agent)). Copy the license file here.)

Create the Retain for BlackBerry database through the Agent interface.

- Run the Retain Agent and run the setup wizard to create the database and configure import settings. For database creation, you must provide:
 - Server connection information. (If server is not local, then IP address or DNS name from dropdown list)
 - Use SQL Server Authentication
 - User name (preferably SA or equivalent)
 - Password
 - Leave database name as default. (For simplicity, or rename as system setup requires.)
 - Create the database.

Run the Agent, to access change or set the configuration, the Setup Wizard will start automatically if it does not detect a configuration saved, or you may start the Setup Wizard from the agent window.

Information required by the Agent Configuration:

- SQL contact information for Retain database. (IP Address/DNS name, User, Password)
- Provide a name for this configuration (An original configuration name in your system will do.)
- Leave the agent connection ports as default
- Provide the BlackBerry log location
- Select what you want to monitor (Call log, PIN, and SMS, are all selected by default)
- SQL contact information for BlackBerry database. (IP Address/DNS name, User, Password)
- Select the BlackBerry management database (Default name: BESMgmt)
- Select the BlackBerry configuration name (Only if more than one BlackBerry server is using the BlackBerry database)
- Configure alerts for desired events. (Need destination address, SMTP IP address, port, user, and password.)
- SMTP connector: See main guide.

Complete the setup wizard. Configuration details should display in agent screen. If no information is displayed, stop service and exit then restart agent application.

Information required by the Viewer:

- Username - Default is 'admin'
- Password - Default is 'admin'
- Agent Address - the IP address or DNS name where the Agent is running
- Agent port - Default is 9050, if you changed the port in the Agent configuration, change this to match.

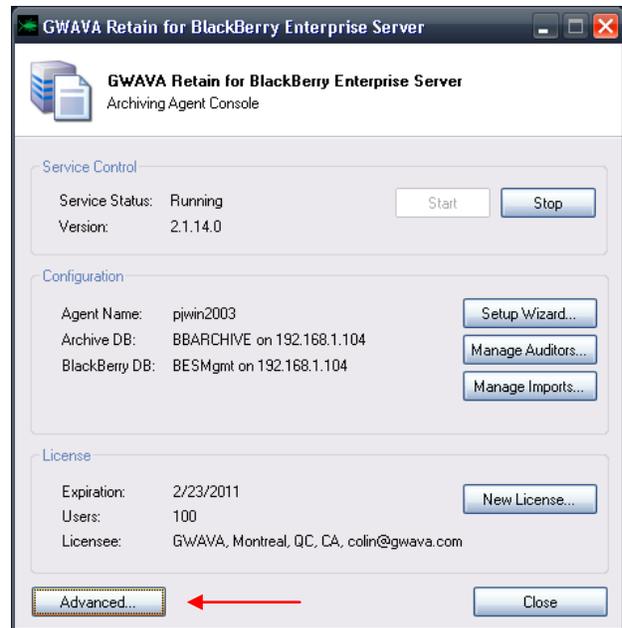
After the Viewer has connected, you may create auditors or change login passwords through the Rights Manager.

See main guide for administrative use.

Manually Importing Logs

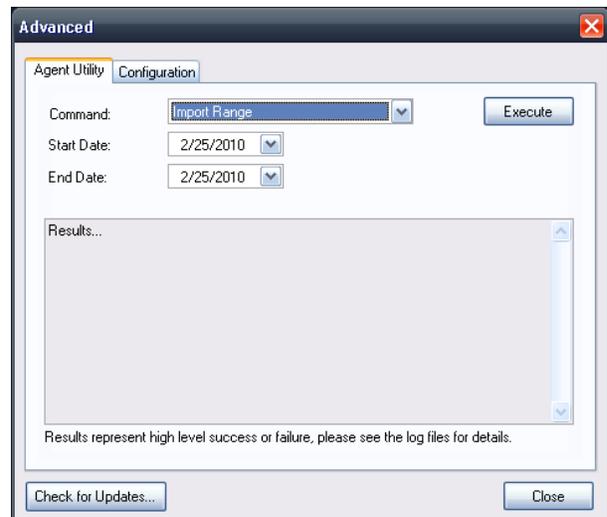
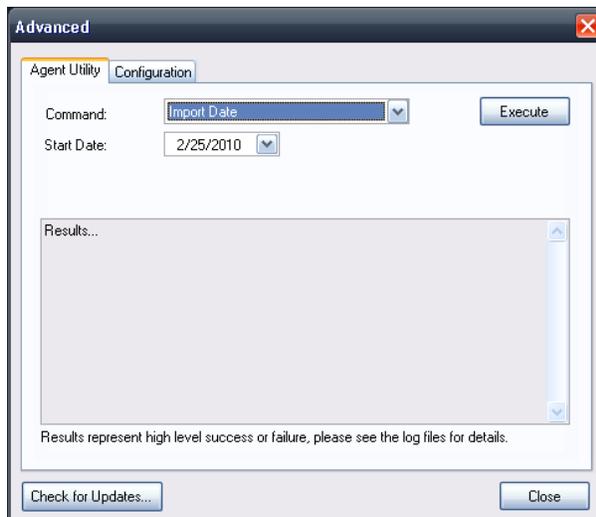
To add BlackBerry Enterprise Server logs, (older than your Retain installation) to the database, the logs must be manually imported through the advanced options in the Retain Agent interface.

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.



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 in the appendix of the main guide.