



BlackBerry Messenger IT Policy Management

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Overview

This document describes how system administrators can manage usage of BlackBerry® Messenger, as well as enable auditing for BlackBerry Messenger users on the BlackBerry Enterprise Server™ using IT policy rules. Usage of BlackBerry Messenger is managed using default IT policy rules on the BlackBerry Enterprise Server. Auditing of BlackBerry Messenger is implemented by importing custom IT policy files.

Enabling and turning off BlackBerry Messenger using default IT policy rules

You can manage the usage of BlackBerry Messenger by using the default IT policy rules on the BlackBerry Enterprise Server.

| Policy rule | Policy group | Description | Default setting | Minimum requirements | | | Usage |
|----------------------------------|--------------|--|-----------------|------------------------|-----------------------------|---------------------------------------|--|
| | | | | BlackBerry device type | BlackBerry device software | BlackBerry Enterprise Server software | |
| Allow Peer-to-Peer Messages | Device-Only | This rule specifies whether users can send PIN messages on the BlackBerry device. | TRUE | Java™ or 85x/95x | 3.6 (Java) or 2.5 (85x/95x) | 4.0 | If this rule is set to FALSE, PIN messaging functionality is hidden from users. Warning: This rule does not prevent users from receiving PIN messages. Note: This rule does not prevent users from using BlackBerry Messenger. |
| Disable Peer-to-Peer Normal Send | Security | This rule turns off the ability to send plain text PIN messages when using a signed and, or encrypted messaging package. | TRUE | Java | 3.6 | 4.0 | If this rule is set to TRUE, messages must be signed and, or encrypted. |

| Policy rule | Policy group | Description | Default setting | Minimum requirements | | | Usage |
|--|-----------------------------------|---|-----------------|------------------------|----------------------------|---------------------------------------|--|
| | | | | BlackBerry device type | BlackBerry device software | BlackBerry Enterprise Server software | |
| Disable BlackBerry Messenger | BlackBerry Messenger Policy Group | This rule disables BlackBerry Messenger | FALSE | Java | 3.6 | 4.0.2 | If this rule is set to true, users are not able to use BlackBerry Messenger. |
| Disallow Third Party Application Downloads | Security | Specifies whether applications not authored by Research In Motion are permitted on the BlackBerry device. | FALSE | Java | 3.6 | 3.6 | To prevent users from downloading BlackBerry Messenger using an Internet browser on a computer, set this rule to TRUE. Note: Enabling this IT policy will disallow downloads of other third party applications over the wireless network, and through a computer Internet Browser. |

Audit Reports

When auditing is enabled, all BlackBerry Messenger messages sent to or received from the BlackBerry® device are stored in a database on the BlackBerry device. A report of the database is periodically sent to the Messenger Audit Address. The report includes the following information in a message:

- messages
- display name updates
- content (files and images)
- associated timestamps

System administrators can monitor the destination message account to verify that the audit reports have been received.

Audit report scenarios

| Scenario | Description |
|--------------------|--|
| Backup and restore | If the BlackBerry device data is backed up and restored, messages that have not yet been included in a report are backed up and restored, and then they are sent in the next report. |
| Auto resend | If the BlackBerry device is outside of a wireless coverage area at the time when a report is supposed to be sent, the program sends the report when the BlackBerry device enters a wireless coverage area. |

Audit mailbox size

All audit reports are sent to the BlackBerry Messenger Audit Message Address as set using IT policy. The mailbox should be configured for size according to the following guidelines.

| Scenario | Audit report size for each user |
|----------|---------------------------------|
| Minimum | 0.5 KB |
| Maximum | 32 KB |
| Average | 5 KB |

With the Audit Report Interval set at 24 hours, the amount of data sent to the mailbox is the number of users multiplied by the audit report size.

Auditing IT policy rules

You can use IT policy rules that are imported to the BlackBerry Enterprise Server to turn on auditing of BlackBerry Messenger usage.

Note: These IT policy rules are included in BlackBerry Enterprise Server version 4.0.2 or later.

| Policy rule | Description | Default setting | Minimum requirements | | Usage |
|-------------------------------------|---|-----------------|------------------------|----------------------------|---|
| | | | BlackBerry device type | BlackBerry device software | |
| Messenger Audit Address | This rule specifies the address to send BlackBerry Messenger audit reports to. | NULL | Java | 3.6 | If this rule is empty, auditing is turned off and no reports are sent. |
| Messenger Audit UID | This rule specifies the messaging service that is used to send BlackBerry Messenger audit reports. | NULL | Java | 3.6 | If no UID is provided, the first encrypted message service is used. |
| Messenger Audit Report Interval | This rule specifies the interval (in hours) at which an audit report is generated if new data exists. | 24 | Java | 3.6 | Reports can be sent more frequently if they are required to manage device memory. |
| Messenger Audit Max Report Interval | This rule specifies the interval (in hours) at which an audit report is generated even if no new data exists. | 168 | Java | 3.6 | — |

Importing custom IT policy rules

Custom IT policy rules in the BlackBerry Messenger Policy group can be added to

- BlackBerry Enterprise Servers running BlackBerry Enterprise Server Software version 3.6 or later for Microsoft® Exchange

Custom IT policy rules cannot be added to

- BlackBerry Enterprise Servers for IBM® Lotus® Domino® or Novell® GroupWise®

Administrators can add custom IT policy rules to the BlackBerry Enterprise Server by importing an IT policy template file that contains SQL commands. The policy templates are included in Appendix A of this document.

Import IT policy templates to BlackBerry Enterprise Server Software 3.6 or later for Microsoft Exchange

1. Copy the IT policy template file from Appendix A of this document.
2. See the *BlackBerry Enterprise Server Administration Guide* for more information on importing the file to the BlackBerry Enterprise Server.

Appendix A: IT policy templates

IT policy template for BlackBerry Enterprise Server Software 4.0

```
/*
 * BlackBerry Enterprise Server ITPolicy Template
 * Copyright (C) 2005 Research In Motion Limited
 */
USE "_DATABASENAME_"
set nocount on
GO
/* Delete all the rows in the table to be updated or removed. */
/* (Note: Maintain SQL command format when adding new items to this
list.) */
DELETE FROM ITPolicyTemplate2 WHERE ITPolicyItemTag IN (149)
GO
INSERT INTO ITPolicyTemplate2
(ITPolicyItemTag, ITPolicyItemSubTag, ITPolicyItemName, ITPolicyItemDescription, ITPolicyItemType, ITPolicyItemMinValue, ITPolicyItemMaxValue, ITPolicyItemDestination, ITPolicyItemUIMask, ITPolicyItemData) VALUES(
'149', '0', 'BlackBerry Messenger Policy Group', 'Blackberry Messenger Policy Group', '-1', '0', '0', '0', '2', '' )
INSERT INTO ITPolicyTemplate2
(ITPolicyItemTag, ITPolicyItemSubTag, ITPolicyItemName, ITPolicyItemDescription, ITPolicyItemType, ITPolicyItemMinValue, ITPolicyItemMaxValue, ITPolicyItemDestination, ITPolicyItemUIMask, ITPolicyItemData) VALUES(
'149', '15', 'Disable BlackBerry Messenger', 'Disables BlackBerry Messenger.||In the absence of this rule, a default value of "FALSE" is used.||This rule applies only to Java-enabled handhelds with BlackBerry Handheld Software version 3.6.0 or later.', '0', '0', '0', '0', '2', '' )
INSERT INTO ITPolicyTemplate2
(ITPolicyItemTag, ITPolicyItemSubTag, ITPolicyItemName, ITPolicyItemDescription, ITPolicyItemType, ITPolicyItemMinValue, ITPolicyItemMaxValue, ITPolicyItemDestination, ITPolicyItemUIMask, ITPolicyItemData) VALUES(
'149', '16', 'Messenger Audit Email Address', 'Specifies the email address to which BlackBerry Messenger audit reports are sent. If empty, then auditing is disabled and no reports are sent.||This rule applies only to Java-enabled handhelds versioned 3.6.0 and higher.', '2', '0', '0', '0', '2', '' )
INSERT INTO ITPolicyTemplate2
(ITPolicyItemTag, ITPolicyItemSubTag, ITPolicyItemName, ITPolicyItemDescription, ITPolicyItemType, ITPolicyItemMinValue, ITPolicyItemMaxValue, ITPolicyItemDestination, ITPolicyItemUIMask, ITPolicyItemData) VALUES(
'149', '17', 'Messenger Audit UID', 'Specifies the UID of the service book to use when sending reports. If empty, then the first secure (encrypted) messaging service is used.||This rule applies only to Java-enabled handhelds with BlackBerry Handheld Software version 3.6.0 or later.', '2', '0', '0', '0', '2', '' )
```

```
INSERT INTO ITPolicyTemplate2
(ITPolicyItemTag,ITPolicyItemSubTag,ITPolicyItemName,ITPolicyItemDescription,ITPolicyItemType,ITPolicyItemMinValue,ITPolicyItemMaxValue,ITPolicyItemDestination,ITPolicyItemUIMask,ITPolicyItemData) VALUES(
'149','18','Messenger Audit Report Interval','Specifies the interval, in hours, after which a new report is sent, if there is new data.||Reports may be sent more frequently if required to manage device memory.||The valid range for the value of this rule is 1 through 8736 hours.||In the absence of this rule, a default value of "24" is used.||This rule applies only to Java-enabled handhelds with BlackBerry Handheld Software version 3.6.0 or later.','1','1','8736','0','2','')
```

```
INSERT INTO ITPolicyTemplate2
(ITPolicyItemTag,ITPolicyItemSubTag,ITPolicyItemName,ITPolicyItemDescription,ITPolicyItemType,ITPolicyItemMinValue,ITPolicyItemMaxValue,ITPolicyItemDestination,ITPolicyItemUIMask,ITPolicyItemData) VALUES(
'149','19','Messenger Audit Max Report Interval','Specifies the interval, in hours, after which a new report is sent, even if there is no new data.||The valid range for the value of this rule is 1 through 8736 hours.||In the absence of this rule, a default value of "168" is used.||This rule applies only to Java-enabled handhelds with BlackBerry Handheld Software version 3.6.0 or later.','1','1','8736','0','2','')
```

IT policy template for BlackBerry Enterprise Server Software 3.6

```
/*
 * BlackBerry Enterprise Server ITPolicy Template
 * Copyright (C) 2004 Research In Motion Limited
 */
USE "_DATABASENAME_"
set nocount on
GO
/* Delete all the rows in the table to be updated or removed. */
/* (Note: maintain SQL command format when adding new items to this
list.) */
DELETE FROM ITPolicyTemplate2 WHERE ITPolicyItemTag IN (149)
GO
INSERT INTO ITPolicyTemplate2 VALUES( '149','0','BlackBerry Messenger
Policy Group','Blackberry Messenger Policy Group','-
1','0','0','0','0','2','' )
INSERT INTO ITPolicyTemplate2 VALUES( '149','15','Disable BlackBerry
Messenger','Disables BlackBerry Messenger.||In the absence of this
rule, a default value of "FALSE" is used.||This rule applies only to
Java-enabled handhelds with BlackBerry Handheld Software version 3.6.0
or later.','0','0','0','0','0','2','' )
INSERT INTO ITPolicyTemplate2 VALUES( '149','16','Messenger Audit Email
Address','Specifies the email address to which BlackBerry Messenger
audit reports are sent. If empty, then auditing is disabled and no
reports are sent.||This rule applies only to Java-enabled handhelds
with BlackBerry Handheld Software version 3.6.0 or
later.','2','0','0','0','0','2','' )
INSERT INTO ITPolicyTemplate2 VALUES( '149','17','Messenger Audit
UID','Specifies the UID of the service book to use when sending
reports. If empty, then the first secure (encrypted) email service is
used.||This rule applies only to Java-enabled handhelds with BlackBerry
Handheld Software version 3.6.0 or later.','2','0','0','0','0','2','' )
INSERT INTO ITPolicyTemplate2 VALUES( '149','18','Messenger Audit
Report Interval','Specifies the interval, in hours, after which a new
report is sent, if there is new data.||Reports may be sent more
frequently if required to manage device memory.||The valid range for
the value of this rule is 1 through 8736 hours.||In the absence of this
rule, a default value of "24" is used.||This rule applies only to Java-
enabled handhelds with BlackBerry Handheld Software version 3.6.0 or
later.','1','1','8736','0','2','' )
INSERT INTO ITPolicyTemplate2 VALUES( '149','19','Messenger Audit Max
Report Interval','Specifies the interval, in hours, after which a new
report is sent, even if there is no new data.||The valid range for the
value of this rule is 1 through 8736 hours.||In the absence of this
rule, a default value of "168" is used.||This rule applies only to
Java-enabled handhelds with BlackBerry Handheld Software version 3.6.0
or later.','1','1','8736','0','2','' )
```

Part number: SWD_X_IM(EN)-006.003

*Check with service provider for availability, roaming arrangements and service plans. Certain features outlined in this document require a minimum version of BlackBerry Enterprise Server software, BlackBerry Desktop Software, and/or BlackBerry handheld software. May require additional application development. Prior to subscribing to or implementing any third party products or services, it is your responsibility to ensure that the airtime service provider you are working with has agreed to support all of the features of the third party products and services. Installation and use of third party products and services with RIM's products and services may require one or more patent, trademark or copyright licenses in order to avoid infringement of the intellectual property rights of others. You are solely responsible for determining whether such third party licenses are required and are responsible for acquiring any such licenses. To the extent that such intellectual property licenses may be required, RIM expressly recommends that you do not install or use these products and services until all such applicable licenses have been acquired by you or on your behalf. Your use of third party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third party products and services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

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