

Enterprise Vault.cloud™
Personal Archive for
BlackBerry Help

Enterprise Vault.cloud: Personal Archive for BlackBerry Help

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Personal Archive for BlackBerry Help

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About Personal Archive for BlackBerry

Personal Archive for BlackBerry lets you access messages archived in Enterprise Vault.cloud from your BlackBerry device. During an mail server outage, you can compose, reply to, and forward messages from Personal Archive for BlackBerry.

Additionally, Personal Archive for BlackBerry can archive text messages and phone records from your device to Enterprise Vault.cloud.

Prerequisites for Personal Archive for BlackBerry

To use Personal Archive for BlackBerry, you need the following:

- An active Enterprise Vault.cloud account .
- Your Enterprise Vault.cloud user name.
- Your Enterprise Vault.cloud password.

Installing Personal Archive for BlackBerry

Administrators can deploy Personal Archive for BlackBerry using the Over-the-Air (OTA) deployment method from a BlackBerry Enterprise Server (OTA). Alternatively, you can install Personal Archive for BlackBerry using the BlackBerry Desktop Manager. The system requirements for installing Personal Archive for BlackBerry using the Desktop Manager are as follows.

BlackBerry device	Internet connection
Computer	<ul style="list-style-type: none"> ■ Microsoft Windows 2000, XP, Vista, or 7 ■ BlackBerry Desktop Software version 7.1.0, B42 ■ RIM USB drivers and a USB connection
Application requirements	<p>Personal Archive for BlackBerry deployment files for your BlackBerry version.</p> <p>You can download the deployment files in compressed format from the support article at the following location:</p> <p>http://www.veritas.com/docs/000023458</p> <p>Note: See the information on the article download page about the differences between the versions of Personal Archive for BlackBerry with and without collection.</p>

To install Personal Archive for BlackBerry using the BlackBerry Desktop Manager

- 1 Connect your BlackBerry device to your computer.
- 2 Launch the BlackBerry Desktop Manager.
- 3 In the BlackBerry Desktop Manager, click **Application Loader**.

- 4 In the Add/Remove Applications section of the Application Loader, click **Start**.
- 5 In the **Device application selection** window, click **Browse**.
- 6 Navigate to the folder location where you downloaded and extracted the Personal Archive for BlackBerry deployment files for your BlackBerry version.
- 7 Select the .alx file in the folder and then click **Open**.
- 8 Check the **Personal Archive** check box and then click **Next**.
- 9 If required, select a backup option in the **Device backup** window and then click **Next**.
- 10 Verify the information that displays in the **Completing the application loader** window and then click **Finish**.
- 11 Click **Close** after the application installs.

Logging in to Personal Archive for BlackBerry

After you install Personal Archive for BlackBerry, the application appears in your list of applications. When you launch the application, you must log in using your Enterprise Vault.cloud credentials before you can access your archived messages.

To log in to Personal Archive for BlackBerry

- 1 Select **Personal Archive** from your application list.
- 2 On the Login screen, enter your Enterprise Vault.cloud user name and password.
- 3 If you want Personal Archive for BlackBerry to save your credentials, check **Remember Me**.
- 4 Click **Login**.

About Personal Archive for BlackBerry menu options

The Personal Archive for BlackBerry menu options let you access the main functionality available in the application. The options available in the menu depend on the screen from which you access it.

The menu options that are available are as follows:

Back	Navigate to the previous screen.
Refresh	Refresh the message list.

Run Search	Run a search.
Cancel	Cancel the current search.
Clear	Clear the current search criteria fields.
Reply	Reply to the selected messages.
Reply All	Reply to all recipients of the selected message.
Forward	Forward the selected message.
New Message	Compose a new message.
Send	Send the composed message.
Add Attachment	Select an attachment to send with the composed message.
Add Bcc	Display the Bcc field for the composed message.
Contact List	Display your contact list.
Mailbox	Display the message list.
Simple Search	Perform a Simple Search of your archived messages.
Advanced Search	Perform an Advanced Search of your archived messages.
Received	Display only received messages.
Sent	Display only sent messages.
Outbox	Display the messages that are in the queue to send.
Settings	Displays the Settings screen.
About	Display the About screen.
Help	Display the Help screen.
Logout	Log out of the application.

Changing the default Home screen view

By default, the message displays after you successfully log in to Personal Archive for BlackBerry showing all your archived messages. You have the option of changing the default screen that displays after you log in on the Settings page.

To change the default Home screen

- 1 Select **Settings** from the menu.
- 2 In the Default Home Page section, select one of the following options:

List View	Select to display the message view by default.
Simple Search	Select to display the Simple Search screen by default.
Advanced Search	Select to display the Advanced Search screen by default.

Changing your message view

By default, the message view on the Home screen displays all your archived messages. You can change the message view to display only received or sent messages.

To change your message view

- 1 Click the **Mailbox** tab that is located above the message list.
- 2 Select one of the following options:

Mailbox	Select to display all your archived messages.
Received	Select to display only received messages.
Sent	Select to display only sent messages.

Sending messages

You can send new messages or reply to and forward message from Personal Archive for BlackBerry.

To send a message message

- 1 Do one of the following:
 - Select **New Message** from the menu.
 - Select a message from the message list and select **Reply**, **Reply All**, or **Forward** from the menu.
- 2 Enter the email address of the message recipients in the **To** or **CC** fields.

Note: If required, select **Add Bcc** from the menu to display the **Bcc** field.

- 3 If required, select **Add Attachment** from the menu to select an attachment.
- 4 Compose your message.
- 5 Click **Send**.

Sorting your archived messages

By default, the messages that display on your Home screen are sorted by date. You can change the property your archived messages are sorted by using the following tabs.

Date	Select to sort your archived messages by date and time in descending order. The Date tab is the tab selected by default on the Home screen.
From	Select to sort your archived messages by message sender in ascending order.
To	Select to sort your archived messages by message recipient in ascending order.

Note: Click the trackball with a tab selected to change the sort order for that tab.

Using Simple Search

Using Simple Search, you can search Enterprise Vault.cloud for specific archived messages.

To use Simple Search

- 1 Select **Simple Search** from the menu.
- 2 In the search box that displays above the message list, enter your search criteria.
- 3 Click the **Magnifying Glass** icon to perform your search.

Note: You can sort your search results using the Date, From and To tabs.

Using Advanced Search

Using Advanced Search, you can customize searches using specific search criteria including subject, sender, recipient, mail direction, attachment type, or date.

To use Advanced Search

- 1 Select **Advanced Search** from the menu.
- 2 Specify your search criteria in the following fields:

Direction	Select an option to search for all messages, only received messages, or only sent messages.
All Fields	Enter a search term that you want to search for throughout the entire message.
Subject	Enter the subject of the message.
From	Enter the name or the email address of the message sender.
To	Enter the name or the email address of the message recipient.
Attachment Type	Enter the type of attachment that you want to find.
Date	Enter the date of the message that you want to find.

- 3 In the **Advanced Search** menu, click **Run Search**.

Note: In the **Advanced Search** menu, click **Clear** if you want to clear all the search criteria fields.

About shortcut keys

The following shortcut keys are available for Personal Archive for BlackBerry.

Functionality	Qwerty keypad shortcut keys	Suretype keypad shortcut keys
New message	Shift + C	Shift + C
Reply	Shift + R	Shift + !
Reply all	Shift + L	Shift + L
Forward	Shift + F	Shift + .
Simple Search	Shift + S	Shift + ?
View received messages	Alt + I	Alt + 3
View sent messages	Alt + O	Alt + O
Move cursor to bottom of the page	Space	Space
Move cursor to top of the page	Shift + Space	Shift + Space
Go to top of Mail Details screen	Shift + T	Shift + T
Go to bottom of Mail Details screen	Shift + B	Shift + B

Over-the-Air Deployment Guide

This chapter includes the following topics:

- [Introduction](#)
- [Prerequisites](#)
- [Configuring the MIME types](#)
- [Creating the hosting website](#)
- [Copying the executable files to the hosting website](#)

Introduction

This guide describes how to deploy Personal Archive for BlackBerry using the Over-the-Air (OTA) deployment method. The OTA deployment method lets you host the application on an Internet Information Services (IIS) server so users can download and install the application directly from the server.

Prerequisites

The following prerequisites are necessary to implement the OTA deployment method for Personal Archive for BlackBerry.

- Windows Server hosting IIS
- Personal Archive for BlackBerry executable files

Configuring the MIME types

The first step to deploy Personal Archive for BlackBerry using the OTA deployment method is to add the required MIME types to the IIS server.

To configure the MIME types

- 1 Do one of the following to open IIS Manager:
 - On the **Start** menu, click **Run**, enter **inetmgr**, and then click **OK**.
 - On the **Start** menu, click **Administrative Tools**, and then click **Internet Information Services (IIS) Manager**.
- 2 In the left pane, expand **Web Sites**, right-click **Default Web Site**, and then select **Properties**.
- 3 On the **HTTP Headers** tab, click **MIME Types**.
- 4 In the **MIME Types** window, click **New**.
- 5 In the **MIME Type** window, enter **cod** in the **Extension** field and **application/vnd.rim.cod** in the **MIME Type** field, and then click **OK**.
- 6 In the **MIME Types** window, click **New** to add a second MIME type.
- 7 In the **MIME Type** window, enter **jad** in the **Extension** field and **text/vnd.sun.j2me.app-descriptor** in the **MIME Type** field, and then click **OK**.
- 8 In the **MIME Types** window, click **New** to add a third MIME type.
- 9 In the **MIME Type** window, enter **jar** in the **Extension** field and **application/java-archive** in the **MIME Type** field, and then click **OK**.
- 10 In the **MIME Types** window, click **OK**.
- 11 In the **Default Web Site Properties** window, click **OK**.

Creating the hosting website

The next step to deploy Personal Archive for BlackBerry using the OTA deployment method is to create the hosting website for the download location.

To create the hosting website

- 1 Do one of the following to open the IIS Manager:
 - On the **Start** menu, click **Run**, enter **inetmgr**, and then click **OK**.
 - On the **Start** menu, click **Administrative Tools**, and then click **Internet Information Services (IIS) Manager**.
- 2 In the left pane, right-click **Web Sites**, select **New**, and then select **Web Site**.

- 3 In the **Welcome** panel of the Web Site Creation Wizard, click **Next**.
- 4 In the **Web Site Description** panel, enter a description for the hosting website in the **Description** field and then click **Next**.
- 5 In the **IP Address and Port Settings** panel, enter the IP address for the hosting website in the **Enter the IP address to use for this Web site** field.
- 6 In the **IP Address and Port Settings** panel, enter **80** in the **TCP port this Web Site should use** field and then click **Next**.
- 7 In the **Web Site Home Directory** panel, enter the file path where the executable files are located in the **Path** field and then click **Next**.

Note: By default, the **Allow anonymous access to this Web site** check box is checked. Uncheck this check box if you do not want anonymous users to access the executable files.

- 8 In the **Web Site Access Permissions** panel, check the **Read**, **Run scripts**, and **Browse** check boxes and then click **Next** to complete the wizard.

Copying the executable files to the hosting website

The final step to deploy Personal Archive for BlackBerry using the OTA deployment method is to copy the executable files to the hosting website.

To copy the executable files to the hosting website

- 1 Navigate to the following article on our support site:
<http://www.veritas.com/docs/000023458>
- 2 Download the Personal Archive for BlackBerry compressed deployment files.
- 3 Extract the OTA files for the version of the BlackBerry client your organization uses.

Note: See the information on the article download page about the differences between the versions of Personal Archive for BlackBerry with and without collection.

- 4 Copy the extracted files to the file path you entered in the **Web Site Home Directory** panel of the Web Site Creation Wizard.

Note: A sample OTA link for downloading the Personal Archive for BlackBerry application is as follows: **http://169.16.13.211/Personal_Archive.jad**.

Configuring IT policies on the BES

This chapter includes the following topics:

- [Configuring IT policies on the BlackBerry Enterprise Server](#)
- [Changing the value of an existing IT policy rule](#)
- [Identifying the IT policies that need to be changed or verified](#)
- [Creating new IT policies for BlackBerry Enterprise Server 5.0](#)
- [Assigning IT policies](#)

Configuring IT policies on the BlackBerry Enterprise Server

This guide describes how to configure IT policies on the BlackBerry Enterprise Server to work with Personal Archive for BlackBerry. The possible steps to complete the configuration include the following:

- Changing the value of an existing IT policy rule.
- Identifying the predefined IT policies that need to be changed or verified.
- Creating and configuring new IT policies for BlackBerry Enterprise Server 5.0.
- Assigning IT policies to a group and a user account.

Changing the value of an existing IT policy rule

The procedures for changing the value of an existing IT policy rule for BlackBerry Enterprise Server 4.1 and 5.0 are provided below.

To change the value of an existing IT policy rule for BES 4.1

- 1 Open the BlackBerry Manager.
- 2 On the left pane, click **BlackBerry Domain**.
- 3 On the **Global** tab, click **Edit Properties**.
- 4 Click **IT Policy**.
- 5 In the IT Policy Administration section, double-click **IT Policies**.
- 6 Select the IT policy that you want to change.
- 7 Click **Properties** and then select **Allowed**.
- 8 Click **OK** to close the open windows.
- 9 Restart the BlackBerry Synchronization Service.

To change the value of an existing IT policy rule for BES 5.0

- 1 Log in to the BlackBerry Administration Service.
- 2 In the **BlackBerry Solution Management** menu, expand **Policy**.
- 3 Click **Manage IT Policies**.
- 4 Select the IT policy that you want to change.
- 5 Click **Edit IT Policy**.
- 6 Change the IT policy value (i.e. Allowed).
- 7 Click **Save All**.
- 8 Restart the BlackBerry Synchronization Service.

Identifying the IT policies that need to be changed or verified

The following IT policies need to be changed or verified for the BlackBerry Enterprise Server to work with Personal Archive for BlackBerry.

Policy Name	Description	Value
Phone Access	Permits a third-party Java application to access the phone application on BlackBerry devices.	Allowed
Organizer Data	Specifies whether an application can access the BlackBerry device PIM APIs which control access to the user's personal information on the BlackBerry device such as the address book. Note: Permitting an application to access PIM data and APIs and to use internal and external network connection protocols might permit an application to send all of the user's personal information from the BlackBerry device.	Allowed
Disposition application control policy rule	Makes the application trusted.	Allowed

Creating new IT policies for BlackBerry Enterprise Server 5.0

The procedures for creating and configuring new IT policies for BlackBerry Enterprise Server 5.0 are provided below.

To create a new IT policy for BES 5.0

- 1 Log in to the BlackBerry Administration Service.
- 2 In the **BlackBerry Solution Management** menu, expand **Policy**.
- 3 Click **Create an IT Policy**.
- 4 Enter a name and description for the new policy.
- 5 Click **Save**.

To configure the new IT policy

- 1 In the IT Policy Information section, click **IT Policy**.
- 2 Click **Edit IT Policy**.
- 3 On the **IT Policy Group** tab, configure the values of the IT policy rules.
- 4 Click **Save All**.

Assigning IT policies

The procedures for assigning IT policies to a group and to a user account are provided below.

To assign an IT policy to a group

- 1 Log in to the BlackBerry Administration Service.
- 2 In the **BlackBerry Solution Management** menu, expand **Group**.
- 3 Click **Manage Groups**.
- 4 In the Manage Groups section, select the group to which you want to assign the IT policy.
- 5 On the **Policies** tab, click **Edit Group**.
- 6 Select the policy from the drop-down list.
- 7 Click **Save All**.

To assign an IT policy to a user account

- 1 Log in to the BlackBerry Administration Service.
- 2 In the **BlackBerry Solution Management** menu, expand **User**.
- 3 Click **Manage Users**.
- 4 Search for the user account to which you want to assign the IT policy.
- 5 Click the display name of the account.
- 6 In the **Policies** tab, click **Edit User**.
- 7 Select the policy from the drop-down list.
- 8 Click **Save All**.