

# **BlackBerry Enterprise Server v4.1 SP5**

## **Product Release Overview**

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*February 21, 2008*

# BlackBerry Enterprise Server v4.1 with Service Pack 5

## Agenda

### **BlackBerry Overview**

Product Release Summary

Feature Overview

Administrative Considerations

Related Product Releases

Upgrade and Purchase Information

# BlackBerry Overview

## A Global Wireless Enterprise Solution

Provides a connection to enterprise corporate data and applications with advanced security features for mobile users, including:

- Email & personal information management content
- Instant messaging
- Voice
- Other applications –  
*sales force automation,*  
*field service management*  
*document management systems*  
*from leading vendors*



# BlackBerry Overview

## A Global Wireless Enterprise Solution

### What the solution is all about:

- Extending the enterprise, securely, to wherever employees happen to be working
- Keeping people connected to high value information
- Increasing both personal and corporate efficiency
- Making the wireless experience transparent to the user, and simple to manage for IT



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# BlackBerry Enterprise Server v4.1 with Service Pack 5

## Product Release Summary

### Maintenance

- Address Software Defects
- IT Policy Management Updates

### Functional Enhancements

- Messaging (Email + Calendar)
  - Rich Content Email Rendering
  - Remote Email Search and Download
  - Free/Busy Lookup
  - Native File Email Attachment Download
  - Attachment View and Edit
- Virtually Real-Time Collaboration
  - Instant Messaging + Presence
- Over The Air Software Loading (OTASL)

### Platform Compatibility Certification

- Messaging
- Virtualization
- 64-bit Windows®

### Related Offerings

- BlackBerry® Monitoring Service
- BlackBerry® Web Desktop Manager
- BlackBerry® Client for IBM® Lotus® Connections

# BlackBerry Enterprise Server v4.1 with Service Pack 5

## Product Release Summary

### Upgrade and Purchase Information

- Upgrade is available for free for customers with BlackBerry Enterprise Server v4.1.0 or above  
Download will be available at [www.blackberry.com/go/newsp](http://www.blackberry.com/go/newsp)
- Customers with BlackBerry Enterprise Server v4.0.X and lower can upgrade by:
  - Purchasing the software upgrade (\$999 US) OR
  - Purchasing a BlackBerry® Technical Support Services contract (info available at: <http://na.blackberry.com/eng/support/programs/technical.jsp>)
- For new customers there is no price increase from BlackBerry Enterprise Server v4.1.4 (\$3,999/server US – includes 20-user licenses)

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# BlackBerry Enterprise Server v4.1 with Service Pack 5 – Messaging Experience End User Enhancements

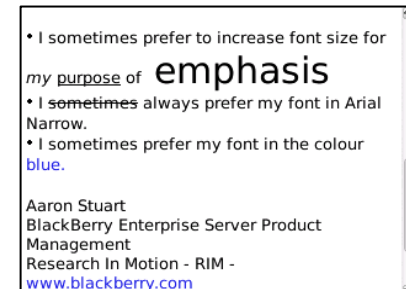
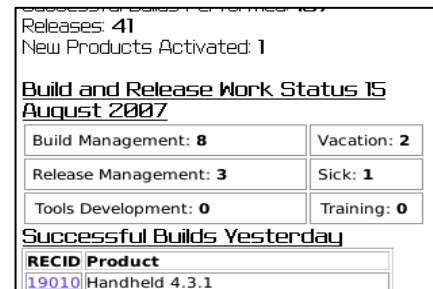
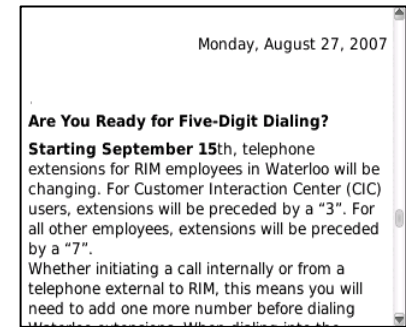
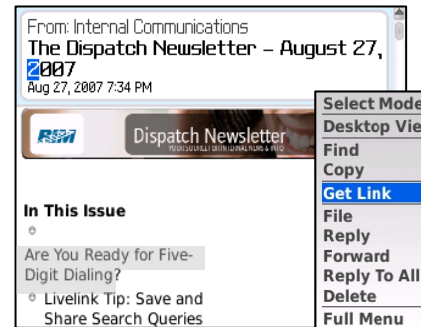
## Rich Content Email Rendering

### Rich Text and HTML

- External images on-demand
- Embedded images, tables
- Active hyper linking
- Font formatting
  - type, color, effects, size
- Paragraph-level formatting
  - numbering, bullets
  - justification, indentation

### Administrative Controls

- Disable rich content email rendering
- Disable externally referenced images
- Disable auto-send of inline images
- Disable manual inline image requests
- Scope is per-server basis

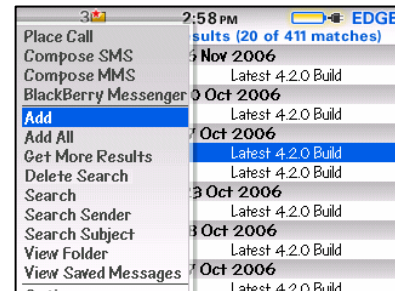
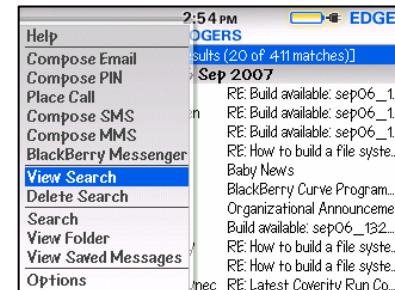
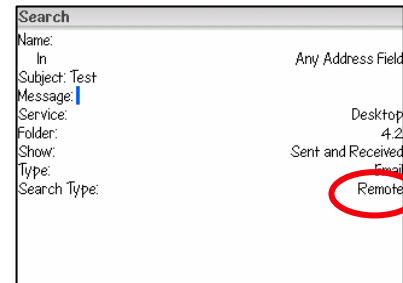


*Requires v4.5+ Device Software*

# BlackBerry Enterprise Server v4.1 with Service Pack 5 – Messaging Experience End User Enhancements

## Remote Email Search and Download

- Search, download email no longer locally on device
- Search for email that matches search criteria
- Downloads message headers
  - Option for more, more all
- Prime use cases include:
  - Download email from folder not set for redirection
  - Recovering email in Deleted Items/Trash folders
  - Junk email folder pruning
- Administrative Controls
  - Disable remote email search and download
  - Specify max number of remote search results
  - Scope is per-server basis



*Requires v4.5+ Device Software*

# BlackBerry Enterprise Server v4.1 with Service Pack 5 – Messaging Experience End User Enhancements

## Free/Busy Lookup

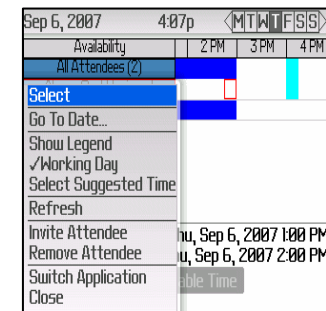
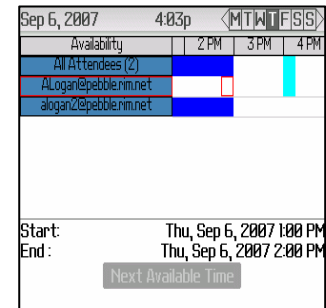
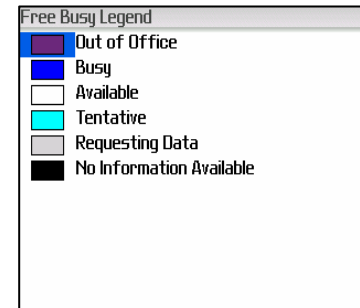
- View availability when inviting attendee(s) to meeting
- Colour coded representation of status (e.g. OOF, Busy, etc.)
- Automatically find “Next Available Time”

### Prime use cases include:

- Remotely schedule a meeting and ensure it’s proposed for a mutually available slot
- Check new invitee’s availability at start of meeting

### Administrative Controls

- Disable free/busy lookup
- Scope is per-server basis



*Requires v4.5+ Device Software*

# BlackBerry Enterprise Server v4.1 with Service Pack 5 – Messaging Experience End User Enhancements

## Native File Email Attachment Download

- Download email attachment in original format
- Expands on ability to view email attachments
- Comprehensive set of formats supported

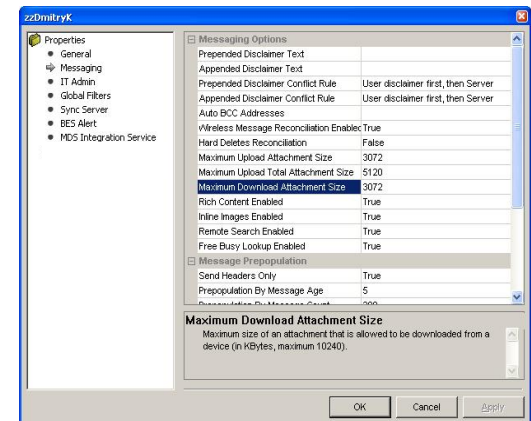
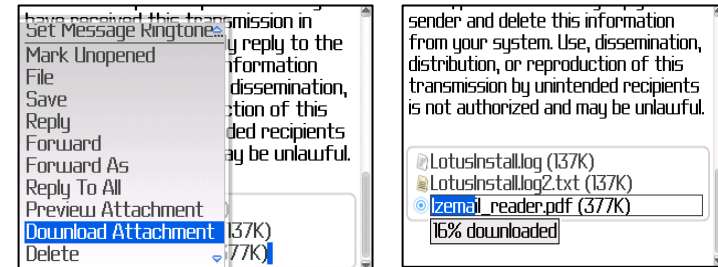
### Prime use case includes:

- Colleague sends user email with a .PPT presentation attached, BlackBerry user opens message and saves as .PPT file to media card
- Then with mass storage mode enabled, presentation is projected at customer site

### Administrative Controls

- Disable native file email attachment download
- Set max download size up to 10MB (default 3MB)
- Scope is per-server basis

## Attachment Download



Requires v4.5+ Device Software

# BlackBerry Enterprise Server v4.1 with Service Pack 5 – Messaging Experience End User Enhancements

## Attachment View and Edit

- Expands on ability to natively download email attachments
- Enabled Dataviz™ Documents To Go™ applications for Viewing and Editing (editing not dependent on BlackBerry Enterprise Server 4.1.5)
  - Initially with Word To Go™, Slideshow To Go™
  - Basic version embedded
  - Full version available for purchase

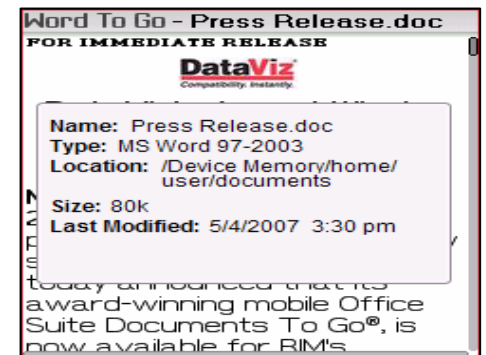
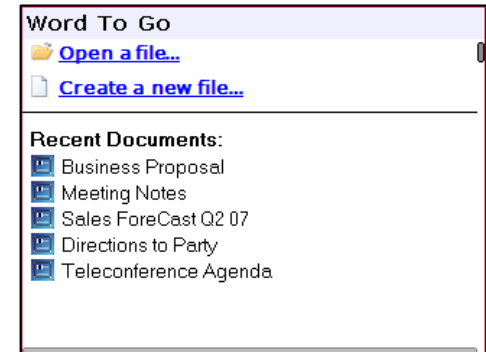
## Prime use case includes:

- Colleague sends user email with a .DOC business proposal attached, BlackBerry user opens message and downloads as .DOC file to media card
- With Word To Go, opens, edits and replies with updates for colleague review

## Administrative Controls

- Dataviz-specific IT Policy controls

## Dataviz – Word To Go



Requires v4.5+ Device Software

# BlackBerry Enterprise Server v4.1 with Service Pack 5 – Messaging Experience End User Enhancements

## **BlackBerry Enterprise Server Only Message View** *Requires v4.1+ Device Software*

- Home screen message view for *only* BlackBerry Enterprise Server-pushed messages
- Expands on current BlackBerry Enterprise Server/BlackBerry Internet Service, SMS/MMS and BlackBerry Internet Service message views
- Scope is per-server basis, Admin initiated

## **Remote “Calendar Reconcile” Command** *Requires v4.1+ Device Software*

- Forces resynchronization of user’s Calendar
- Administrative task on user account
- Accessible for all BlackBerry Manager Admin roles

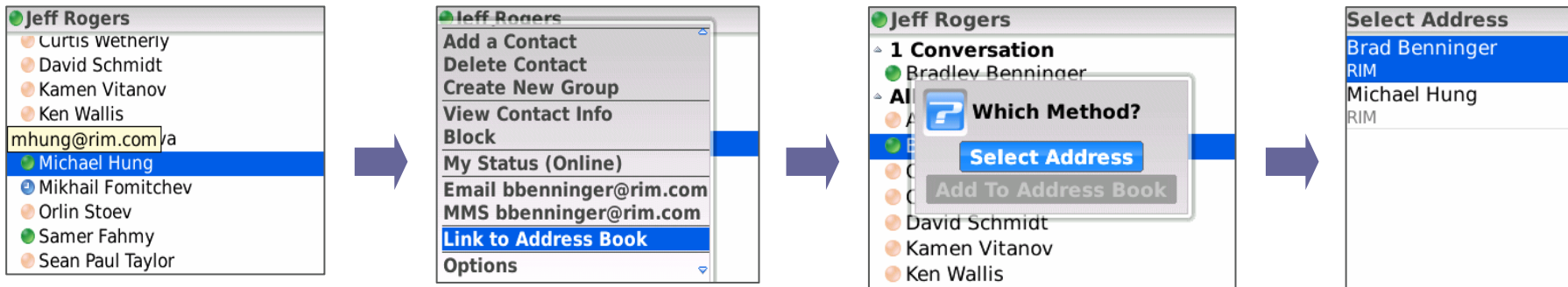
## **Attachments in Messages Encrypted with S/MIME or PGP**

*Requires v4.5+ Device Software*

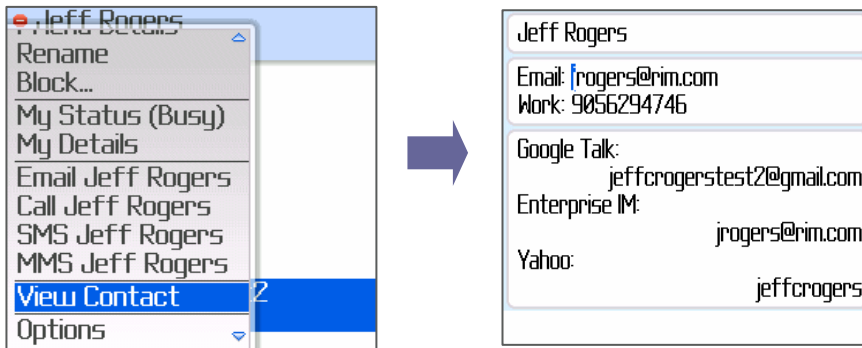
# BlackBerry Enterprise Server v4.1 with Service Pack 5 – IM and Presence

## Address Book Integration

Association of IM Contact to contact

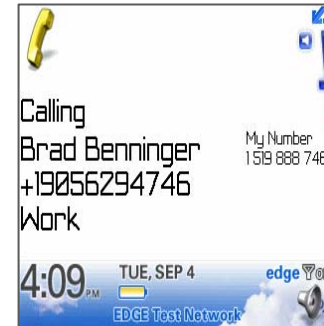
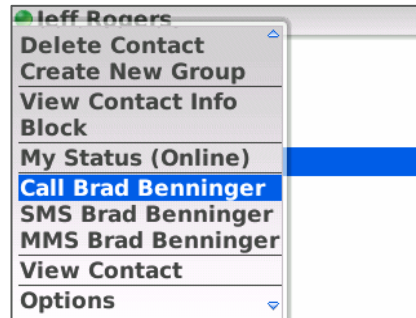
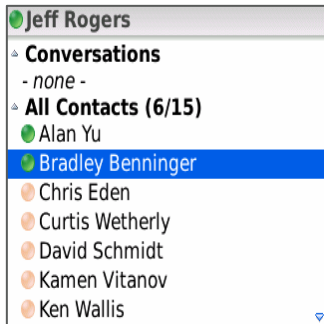


IM fields added to contact

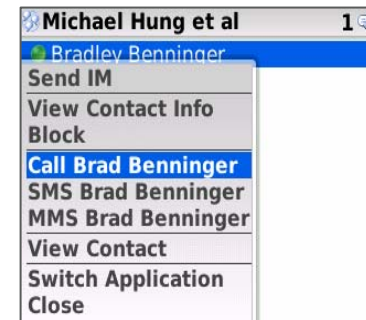
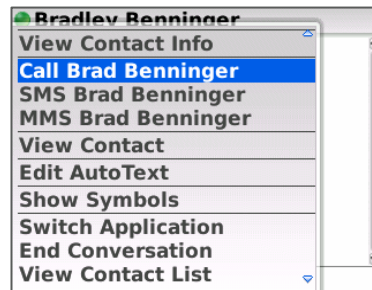
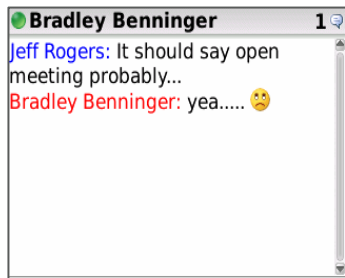


# BlackBerry Enterprise Server v4.1 with Service Pack 5 – IM and Presence

## IM contact “Click to Call”



## IM conversation “Convert to Call”





# Over The Air Software Loading (OTASL)

## Non-obtrusive Download & Upgrade process

*Requires v4.5+ Device Software*

- BlackBerry Management Console will integrate software upgrade scheduling and control
  - IT Administrators can force mandatory updates without requiring end users to connect to a laptop or PC
- Wireless downloading and upgrading processes run in the background without disrupting end user productivity



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# BlackBerry Enterprise Server v4.1 with Service Pack 5 – Administrative Considerations

## Platform - Certification

- Microsoft® Exchange Server 2007 SP1
  - [www.blackberry.com/go/exchange2007](http://www.blackberry.com/go/exchange2007)
  - KBA posted to outline performance benchmarking
- VMware Infrastructure Server 3.0
- Windows 2003 (64-bit)
- Management Database on SQL 2005 (64-bit)

## Security, Administrative Control

- disable virtual preload of icons (req. device v4.3)
- disable device GPS, video recording, voice note recording IT policies (req. device v4.3)
- firewall whitelist addresses IT policy (req. device v4.2.3)
- remote wipe device after delay IT Command (req. device v4.5)
- reset user password if Content Protection enabled (req. device v4.3)
- restrict incoming/outgoing cellular calls (req. device v4.3)

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# BlackBerry Monitoring Service

## Measure Overall Health of BlackBerry Enterprise Server

### Monitoring

- Server-level, user-level and connection-level values
- Configurable thresholds

### Reporting

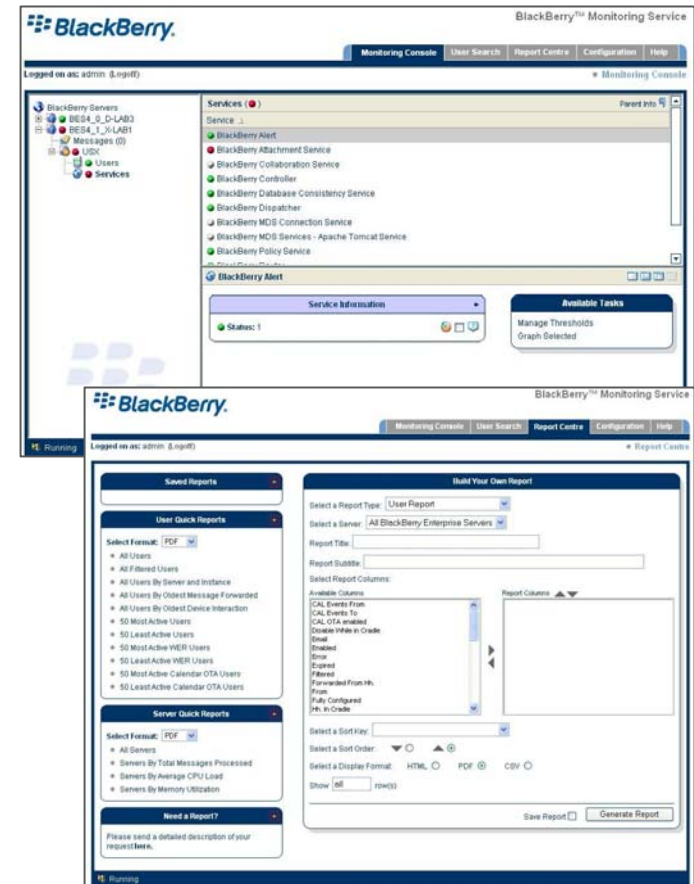
- Server statistic information
- Trending and chart analysis

### Alerting

- Visually displayed and managed via intuitive console
- Email and SMS alerting options

### Troubleshooting

- Unified view for information on servers and users
- Shipping with BlackBerry Enterprise Server x/d v4.1.5 (SP5)
- Shipping with BlackBerry Enterprise Server g v4.1.4 (SP4)



# BlackBerry Web Desktop Manager

## For the User

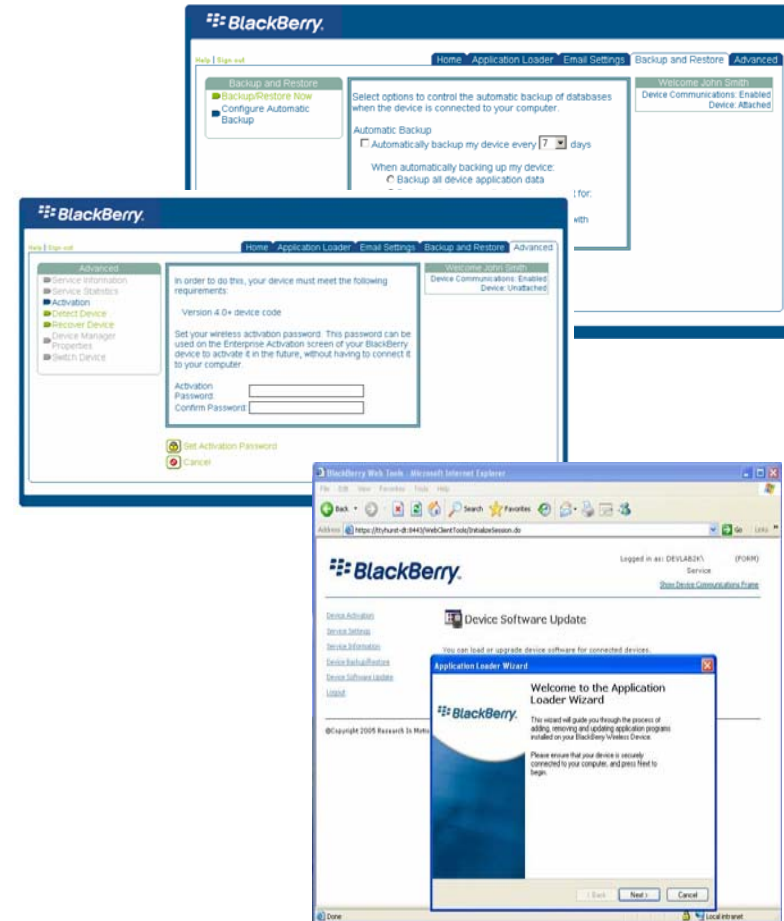
- Upgrade handheld software
- Activate a connected device
- Install Third Party Apps
- Backup and restore device
- Configure device settings
- Review service information
- Authentication for access

## For the Administrator

- Web-based!
- Does *not* require deployment of BlackBerry Desktop Software
- Enable/disable user features
- Increases deployment flexibility

## Downloaded from [www.blackberry.com](http://www.blackberry.com)

- <http://www.blackberry.com/support/downloads>



# BlackBerry Client for IBM Lotus Connections

## Research In Motion (RIM) developed JavaME™ client

- No BlackBerry Enterprise Server component required

### Profile:

- Locate expert by searching by name or tag
- View rich details regarding role & background

### Dogear:

- Search for bookmarks by tag or name
- Re-use own research by viewing your own Dogears
- Share mobile site by creating a Dogear

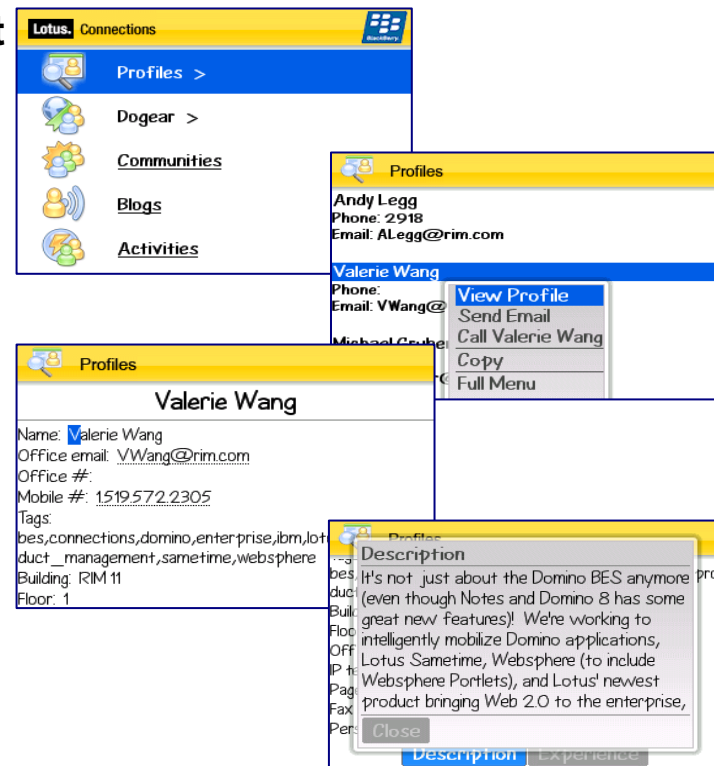
### Communities, Blogs, Activities

- Browser based experience

### Launched in January 2008 as part of Lotusphere

Additional information can be obtained from:

- [www.blackberry.com/go/lotusconnections](http://www.blackberry.com/go/lotusconnections).



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- Customers with BlackBerry Enterprise Server v4.0.X and lower can upgrade by:
  - Purchasing the software upgrade (\$999 US) OR
  - Purchasing a BlackBerry® Technical Support Services contract (info available at: <http://na.blackberry.com/eng/support/programs/technical.jsp>)
  
- For new customers there is no price increase from BlackBerry Enterprise Server v4.1.4 (\$3,999/server US – includes 20-user licenses)

# Continued Success through Innovation and Partnerships

## Innovations

- Wireless email
- Wireless calendar
- Enterprise security
- Manageable solution
- Java platform
- 2.5G and 3G network support
- Integrated voice and data
- Wireless application platform
- Wireless email reconciliation
- Wireless PIM
- “No Desktop” option
- Voicemail/UM integration
- Device technology and usability
- Web Services development support

## Partnerships

- Over 10,000,000 BlackBerry subscribers
- 325+ Networks in 125+ countries in North America, Europe, Asia and Latin America
- Enterprise focused Independent Software Vendors
- Systems Integrators
- BlackBerry Connect™ Desktop and BlackBerry Built-In™ software Licensing Programs

For more information, visit [www.blackberry.com/go/newsp](http://www.blackberry.com/go/newsp)



# Questions?