

TeleNav® Settings for BlackBerry® Enterprise Server 5.0

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Revision History

Version	Date Released	Description of Changes	Author
5.0a	01/27/2010		Michael Smith
5.0b	05/28/2010	Added note about application update error.	Michael Smith

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Introduction

Objective

This document is intended to provide guidance to BES administrators who are involved in the management of BlackBerry® handhelds that host TeleNav GPS Navigator™ or TeleNav Track™.

NOTE: Modern BlackBerry handhelds contain a GPS receiver. However, some older models beginning with a "7" (except 7100i) and the 8700 and 8707 require an external Bluetooth-linked GPS receiver.

Other IT Policy Rules apply for the management of telephony and network access.

We suggest following the discussion in the Reference Guide in parallel to reading the following to make sure that the policies you establish are appropriate for your enterprise. Those policy groups that are relevant to the use of TeleNav products, or sound like they could be, are discussed in the following subsections.

If you need assistance beyond the scope of this document, you should contact RIM customer support.

Notice

TeleNav, Inc. is not responsible for any errors or omissions your enterprise makes in applying the BES policies.

The steps detailed in this guide are for BlackBerry Enterprise Server 5.0, running in conjunction with Microsoft Exchange Server 2007 on Windows Server 2003. There may be differences depending on your server and Exchange implementation.

TeleNav's Network Usage Priority

On GPRS or EDGE networks, TeleNav prefers to use BlackBerry Internet Services (BIS) over BlackBerry Enterprise Server (BES) Mobile Data Services (MDS). If neither is available, the application will use TCP/IP via a carrier Access Point. TeleNav's servers maintain a list of Access Point Names (APNs), but the user may have to enter a new/different APN if the carrier gateway is abruptly changed. For GPS Telcel, no TCP path is open. On CDMA networks, TeleNav GPS Navigator prefers to use TCP since the APN is part of the RIM handheld code, and does not need to be user managed.

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Create and Share the Application Folder

To create and share the application folder, complete the tasks below.

Task 1

1. On the BlackBerry Enterprise Server, open Windows Explorer or My Computer and Create a Folder. Right-click on the Folder and select Properties.
2. Click the Sharing tab.
3. Click "Share this folder."
4. Click **Permissions**.
5. Check Full Control (including Change and Read access), and close the Permissions window.

NOTE: *If it is preferred to not share a directory on the BlackBerry Enterprise Server, then install the latest BlackBerry Device Software on a workstation and share the <drive>:\Program Files\Common Files\Research In Motion folder here.*

NOTE: *Please refer to the BlackBerry Enterprise Server v5.0 Administration guide if the above path should not be shared. This is a recommendation for larger environments where sharing of any sub-folders within the Program Files directory is prohibited or not desirable. If this is the case, a folder can be created at another location with the following structure ... \Research In Motion\Shared\Applications\<application folder>.*

Task 2

To define the share in BlackBerry Administration Service, complete the following steps:

1. In the BlackBerry Administration Service, on the left-pane, expand "BlackBerry Solution Topology."
2. Expand "BlackBerry Domain" and then expand "Component view."
3. Select "BlackBerry Administration Service."
4. Scroll to the bottom, click **Edit Component**.

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5. In the Software Management area, in the textbox next to BAS Application Shared Network Drive, type: \\<hostname>\sharename
6. Click **Save all**.

The screenshot shows the BlackBerry Administration Service web interface. The breadcrumb trail is: BlackBerry Solution topology > BlackBerry Domain > Component view > View (BlackBerry Administration Service). The page title is "BlackBerry Administration Service" and the date is "Monday, ...".

Components

The BlackBerry® Administration Service connects to the BlackBerry Configuration Database. You can use the BlackBerry Administration Service to manage the BlackBerry Domain, including users and device administration.

The component information has been updated.

Component information

LDAP authentication	BlackBerry Web Desktop Manager information	Font colors	Company logos
LDAP authentication			
Component information			
Component name:	BlackBerry Administration Service	Component description:	BAS Component.
Component category:	BlackBerry Administration Service		
Security settings			
Minimum password length:	4	Password expiry (days):	365
Software management			
BlackBerry Administration Service application shared network drive:	\\bes01.corp.telenav.com\wirelesssoftware	BlackBerry Device Software deployment managed by BlackBerry Administration Service:	No

Servers and components

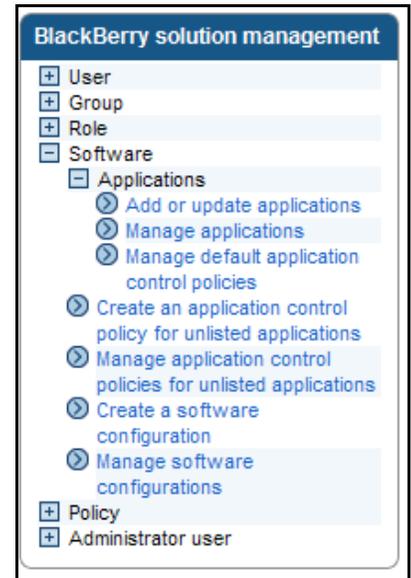
- BlackBerry Solution topology
 - BlackBerry Domain
 - Server view
 - Component view
 - BlackBerry Administration Service
 - BAS on BES01
 - BlackBerry Enterprise Server
 - Policy
 - Synchronization
 - Alert
 - Logging
 - Controller
 - Email
 - Collaboration
 - Attachment
 - MDS Integration Service
 - MDS Connection Service

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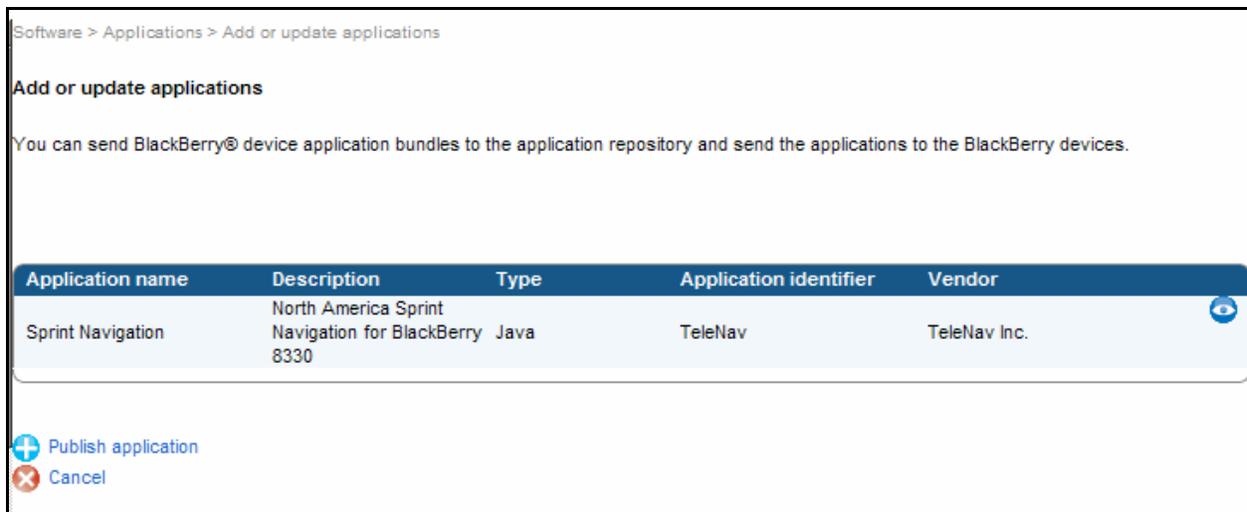
Task 3

To add or publish the application, do the following steps:

1. In the left-pane, under BlackBerry solution management, expand "Software."
2. Select "Add or update applications."



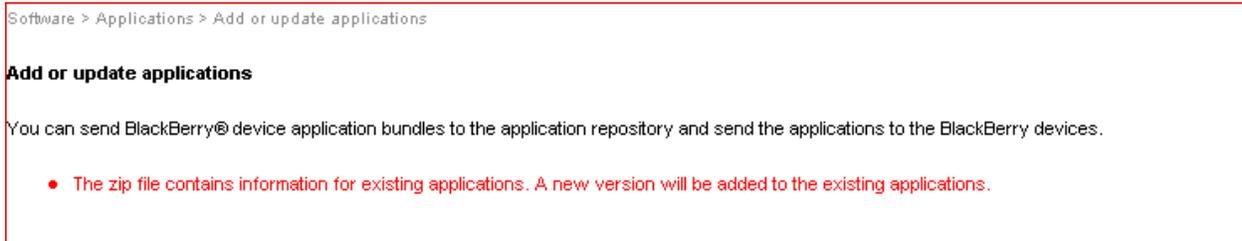
3. Browse to the Zip file located in the software share folder, and click **Next**.
4. Click **Publish Application**.



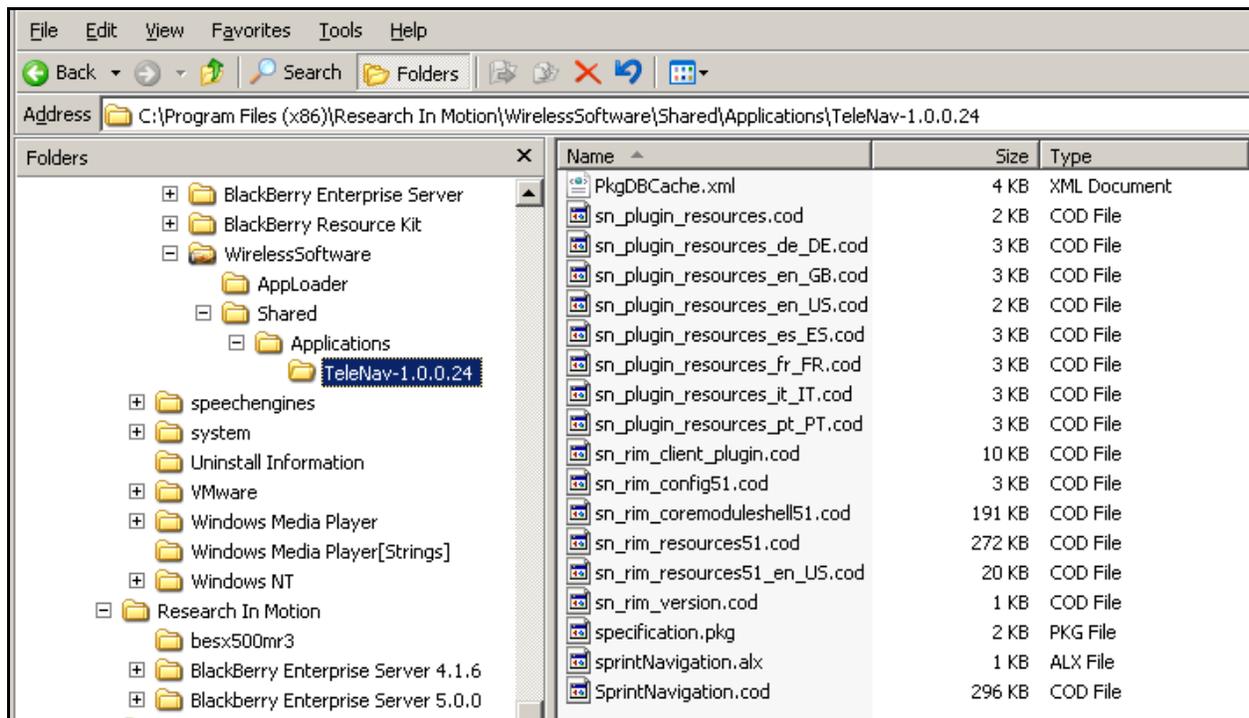
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NOTE: If you attempt to upload a Zip file that contains the same version of the application that was already uploaded, you will receive the following error: "The zip file contains information for existing applications. A version in the zip file already exists in the system. The existing application will not be updated."

5. If you are upgrading an application, you will see the following:



6. Confirm that a new folder exists for the application under the Applications folder.
7. Confirm that **PkgDBCACHE.xml** and **Specification.pkg** exist in this new folder.



Task 4

To configure the software configuration via BlackBerry solution management, do the following steps:

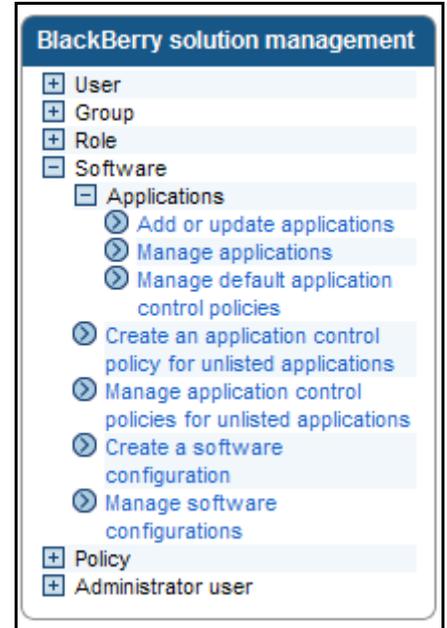
1. Open the BlackBerry Administration Service.

Customer Support: 1-888-353-6284



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2. On the left-pane, expand "Software" and then expand "Applications."
3. Select "Create a software configuration."



4. Enter the name of the software configuration.
5. Set the "Disposition for unlisted applications" to **Optional**.
6. Click **Save**.

A screenshot of the "Create a software configuration" form. The form has a title bar "Create a software configuration" and a subtitle "You can use software configurations to manage applications." Below this is a "Configuration information" section with four fields: "Name:" with a text input containing "example", "Description:" with an empty text input, "Disposition for unlisted applications:" with a dropdown menu set to "Optional", and "Application control policy for unlisted applications:" with a dropdown menu set to "telenav". At the bottom of the form are "Save" and "Cancel" buttons.

7. Click "View Software Configuration List" and select your new software configuration.
8. Click "Edit software configuration."

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9. Click the Applications tab.
10. Click "Add Applications To Software Configuration."
11. Click **Search**.
12. Check the box beside the name of the new software configuration application.
13. Set the Disposition to **Required** or **Optional**.
14. Set the Deployment to **Wireless**.
15. Verify the Application control policy is set to **Standard Required**.
16. Click "Add to Software Configuration."
17. Click **Save All**.

Quick user search

Name: Search

BlackBerry solution management

- User
- Group
- Role
- Software
 - Applications
 - Add or update applications
 - Manage applications
 - Manage default application control policies
 - Create an application control policy for unlisted applications
 - Manage application control policies for unlisted applications
 - Create a software configuration
 - Manage software configurations
 - Policy
 - Administrator user

Devices

- Attached devices

Publication date start: Publication date end:

Sort criteria

Sort by:
 A to Z Z to A

Search Clear

Showing 1 - 1 of 1

Application name	Description	Type	Version	Disposition
<input checked="" type="checkbox"/> Sprint Navigation	North America Sprint Navigation for BlackBerry Java 8330		1.0.0.24	<input type="text" value="Optional"/> Less...

Application information

Deployment: Delivery mode: Push

Application control policy:

+ Add to software configuration

Back to software configuration view

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Task 5

NOTE: This task is optional.

To configure the application deployment schedule if the application needs to be deployed as soon as possible, complete the following steps:

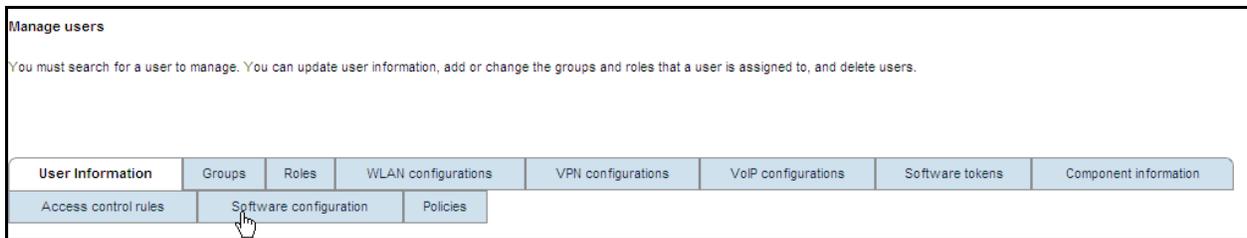
1. On the left-pane, under Devices, expand "Deployment jobs."
2. Click "Specify Job Schedule Settings."
3. Click "Edit Job Schedule Settings."
4. Set the Default Delay to 1 minute, (this can be left as default).
5. Click **Save All**.

NOTE: The "Deploy Now" option is no longer available.

Task 6

Send the application to the BlackBerry device over the wireless network.

1. In the Handheld Configuration Tool (Microsoft Exchange), click "Software configuration."



2. In the "Available Software Configuration" list, click on one of the software configurations to highlight it.

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3. Click **Add**.

Manage users

You must search for a user to manage. You can update user information, add or change the groups and roles that a user is assigned to, and delete users.

User Information Groups Roles WLAN configurations VPN configurations VoIP configurations Software tokens Component information

Access control rules **Software configuration** Policies

Available software configurations		Current software configurations	
Sprint8330 tester	Add Add all Remove Remove all	TeleNav	TeleNav Track for Blackberry 8900

4. In the “Configuration Name” list, click on a software configuration.

User Information Groups Roles WLAN configurations VPN configurations VoIP configurations Software tokens Component information

Access control rules **Software configuration** Policies

Name	Description	Assigned to
TeleNav		User assigned
TeleNav Track for Blackberry 8900	TNT V 4.2.0	User assigned

[View resolved applications](#)
[View resolved application control policy for unlisted applications](#)
[Edit user](#)
[Back to search](#)
[Back to previous search results](#)

5. Click “Edit Software Configuration.”

Manage software configurations

You can change information about the software configuration; identify applications that you want to make required, available, or unavailable to BlackBerry® devices; delete a software configuration and more.

Configuration information **Applications**

Required application name	Description	Type	Application identifier	Version
TeleNavTrack	TeleNavTrack for BlackBerry 8900	Java	TeleNav	4.2.0

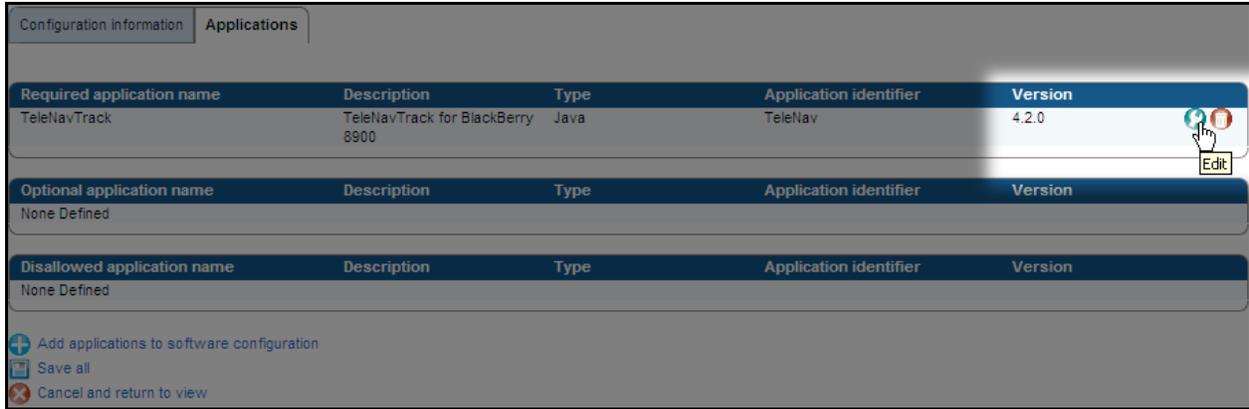
Optional application name	Description	Type	Application identifier	Version
None Defined				

Disallowed application name	Description	Type	Application identifier	Version
None Defined				

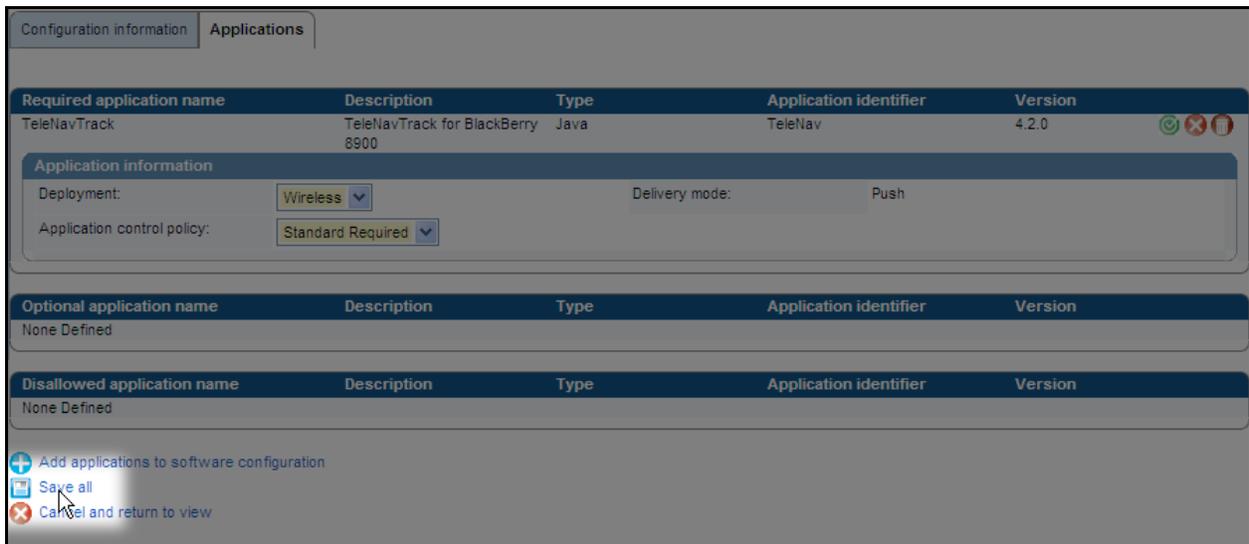
[Edit software configuration](#)
[View software configuration list](#)

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6. Expand the application, and then click the **Edit** icon  (located next to the application version) to select wireless push.



7. Click **Save All**.



NOTE: The default deployment time is 15 minutes.

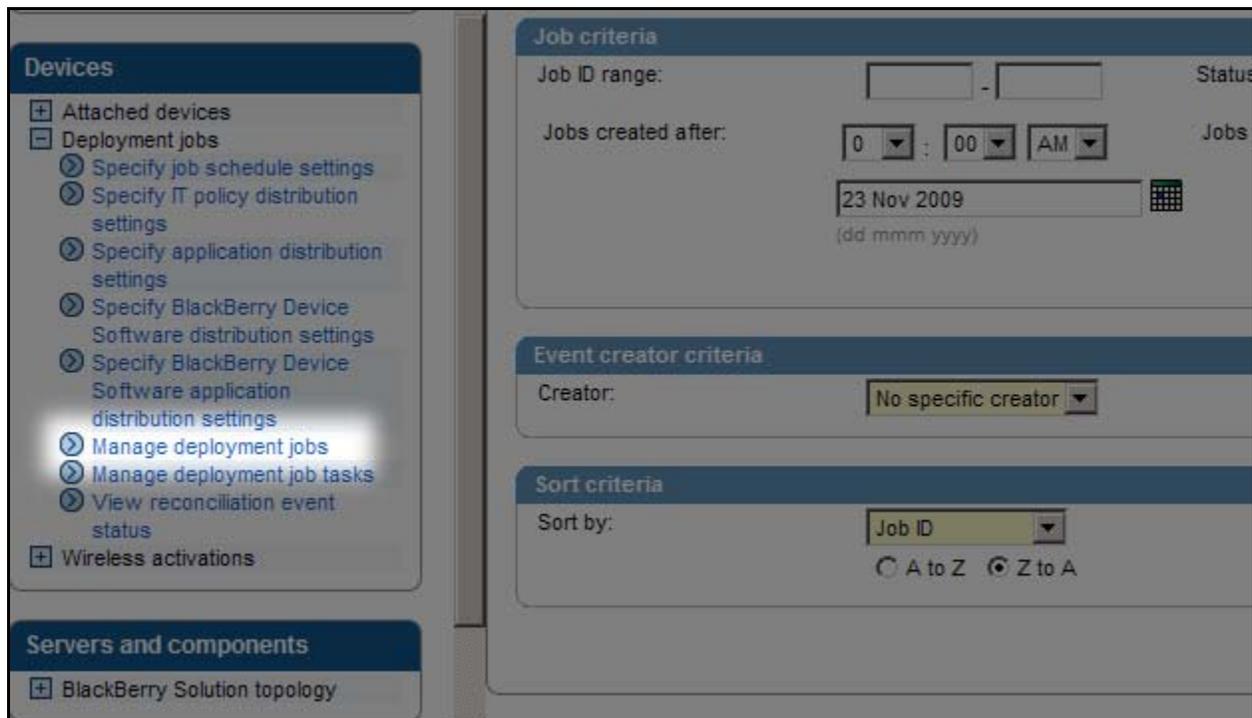
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Task 7

After a software configuration is created and assigned to a user account, or an existing software configuration which is currently assigned to a user account is changed, the BlackBerry Administration Service creates a job to deliver BlackBerry Device Software, BlackBerry Java® Applications, or application settings to the BlackBerry handhelds.

View the status of a job by doing the following steps:

1. From the BlackBerry Administration Service, on the left-pane under the Devices menu, expand "Deployment jobs."
2. Click "Manage deployment jobs."



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3. Click **Search** to search for a job.
4. In the search results area, under the Status column, you can view the status of the job.
5. To view more information about a job or to change a job, click the ID of the job.

Job ID	Creation date	Status	Event creator	Priority
2553	11/23/09 2:12:17 PM	Completed		Medium
2552	11/23/09 1:49:16 PM	Completed		Medium
2551	11/23/09 1:17:15 PM	Completed		Medium
2550	11/23/09 1:10:15 PM	Completed		Medium
2549	11/23/09 1:10:15 PM	Completed		Medium
2547	11/23/09 1:00:14 PM	Completed		Medium
2542	11/23/09 11:58:12 AM	Completed		Medium
2539	11/23/09 11:38:11 AM	Completed		Medium
2538	11/23/09 11:33:11 AM	Completed		Medium
2527	11/23/09 1:40:53 AM	Completed		Medium

6. Verify the application is installed on the device by going into Options >> Advanced Options >> Applications on the BlackBerry handheld.

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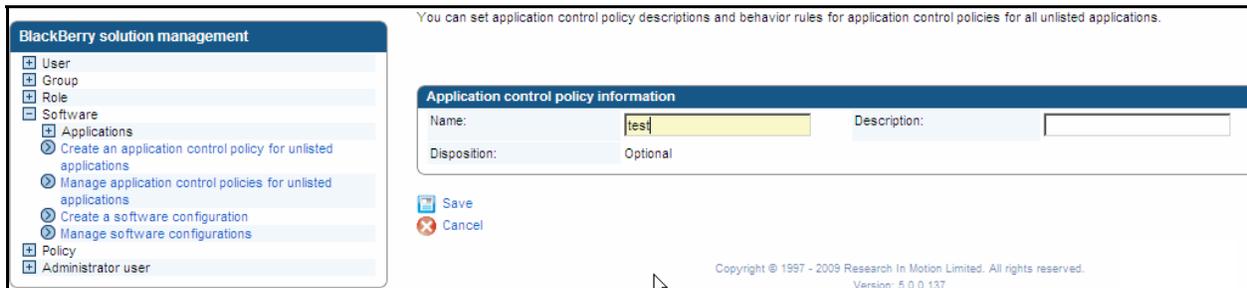
Create & Manage Application Control Policy for TeleNav

To create and manage the Application Control Policy for unlisted applications like TeleNav GPS Navigator, do the following steps:

1. Log into BES administration console.
2. Go to "BlackBerry solution management."
3. Expand "Software." And then expand "Applications"
4. Click "Create an application control policy for unlisted applications."

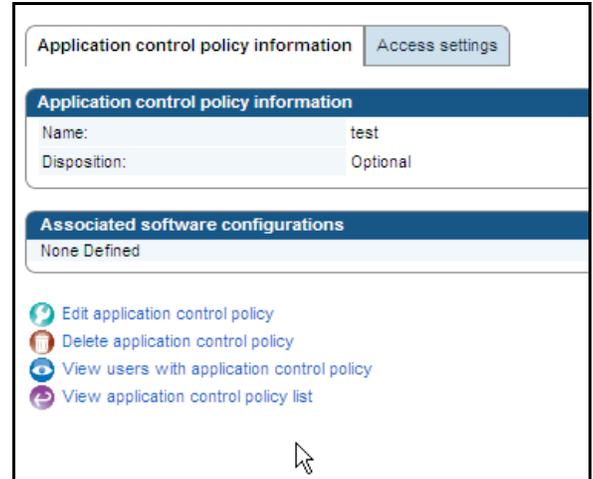


5. Name and save your new policy.



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6. Go to "Application control policy information."
7. Click on "Edit application control policy."



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8. Select the "Access settings" tab. Set permissions for the device policy here.
9. GPS API must be set to "Allowed."
10. Click **Save all**.

Application control policy information
Access settings

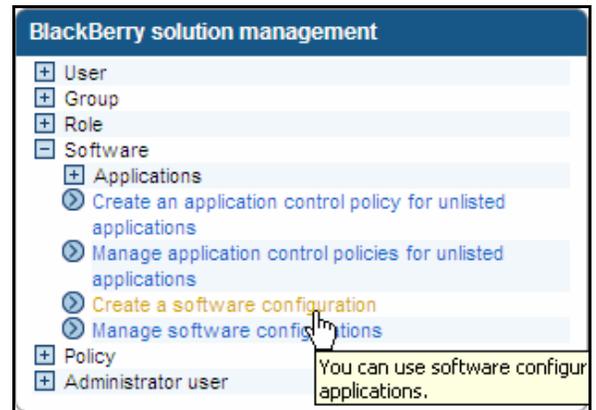
Settings

Is access to the interprocess communication API allowed	Allowed	Is access to the interprocess communication API allowed. If you do not set the More...
Are internal network connections allowed	Prompt user	Are internal network connections allowed. If you do not set the value, a More...
Are external network connections allowed	Prompt user	Are external network connections allowed. If you do not set the value, a More...
Are local connections allowed	Allowed	Are local connections allowed. If you do not set the value, a default value of More...
Is access to the phone API allowed	Prompt user	Is access to the phone API allowed. If you do not set the value, a default More...
Is access to the email API allowed	Allowed	Is access to the email API allowed. If you do not set the value, a default More...
Is access to the PIM API allowed	Allowed	Is access to the PIM API allowed. If you do not set the value, a default value More...
Is access to the browser filters API allowed	Disabled	Is access to the browser filters API allowed. If you do not set the value, a More...
Is access to the event injector API allowed	Disabled	Is access to the event injector API allowed. If you do not set the value, a More...
Is access to the Serial Port Profile for Bluetooth API allowed	Allowed	Is access to the Serial Port Profile for Bluetooth API allowed. If you do not More...
Is access to the handheld key store allowed	Allowed	Is access to the handheld key store allowed. If you do not set the value, a More...
Is key store medium security allowed	Allowed	Is key store medium security allowed. If you do not set the value, a default More...
Is access to the GPS API allowed	Prompt user	Is access to the GPS API allowed. If you do not set the value, a default value More...
Is theme data allowed	Allowed	Is theme data allowed. If you do not set the value, a default value of More...
Is access to the user authenticator API allowed	Allowed	Is access to the user authenticator API allowed. If you do not set the value, a More...
Can device settings be modified	Allowed	Can device settings be modified. If you do not set the value, a default value More...
Is access to the file API allowed	Allowed	Is access to the file API allowed. If you do not set the value, a default value More...
Is access to the module management API allowed	Allowed	Is access to the module management API allowed. If you do not set the value, a More...
Is access to the screen, microphone, and video capturing APIs allowed	Not permitted	Is access to the screen, microphone, and video capturing APIs allowed. If you More...
Can the security timer be reset	Not permitted	Can the security timer be reset. If you do not set the value, a default value More...
Is access to the WiFi API allowed	Allowed	Is access to the WiFi API allowed. If you do not set the value, a default value More...
List of internal domains	<input type="text"/>	List of internal domains
List of external domains	<input type="text"/>	List of external domains
List of browser filter domains	<input type="text"/>	List of browser filter domains

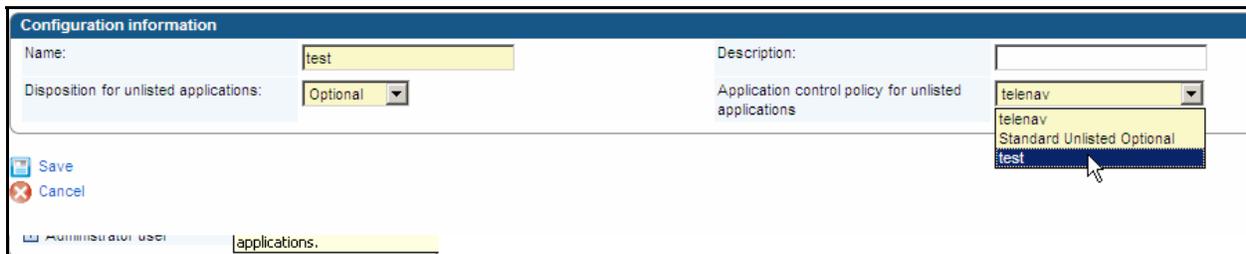
Save all

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11. Go to "BlackBerry solution management."
12. Expand "Software" and then expand "Applications."
13. Click on "Create a software configuration."



14. Create and name the software configuration.
15. At "Application control policy for unlisted applications, select your new control policy from the drop-down menu.



16. Go to "Manage users" and select the user for whom the policy should be applied to.

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17. Select the "Software configuration" tab and apply the policy to the user.

The screenshot shows the BlackBerry Enterprise Server 5.0 settings interface. At the top, there are several tabs: "User information", "Groups", "Roles", "WLAN configurations", "VPN configurations", "VoIP configurations", "Software tokens", and "Component information". Below these, there are sub-tabs: "Access control rules", "Software configuration", and "Policies". The "Software configuration" sub-tab is selected, and a mouse cursor is pointing at it. The main content area is divided into several sections: "User information" with fields for "Display name" (Valdez, Hector) and "User ID" (12); "Authentication type" (Active Directory) with a "User name" field and a "Password" field; "Associated device PIN" (20980E7C); and "Messaging configuration" (Default configuration). At the bottom, there are three buttons: "Add BlackBerry Administration Service authentication", "Save all", and "Cancel and return to view".

18. Click on **Save all**.

The screenshot shows the BlackBerry Enterprise Server 5.0 software configuration management interface. It is divided into two main panels: "Available software configurations" on the left and "Current software configurations" on the right. The "Available software configurations" panel is currently empty. The "Current software configurations" panel contains a list of configurations: "Sprint8330", "TeleNav", and "tester". In the center, there are four buttons: "Add", "Add all", "Remove", and "Remove all". A mouse cursor is pointing at the "Add all" button. At the bottom, there are two buttons: "Save all" and "Cancel and return to view".