

Documents To Go® for BlackBerry V. 2

System Administrator Guide

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Overview

This document describes how administrators can deploy, configure IT policies, create an allowed list for third-party application control and activate the Documents To Go application using the BlackBerry Enterprise Server™.

Deployment

The Documents To Go application works within the deployment framework built into the BlackBerry Enterprise Server. As such, Documents To Go can be deployed by following the steps outlined in the BlackBerry Enterprise Server System Administrative Guide available from Research In Motion. For this information, please visit the following URL.

<http://na.blackberry.com/eng/support/docs/admin/?userType=2>

Note: When deploying Documents To Go into a mixed Blackberry Device Software environment consisting of devices with OS 4.7.0 or greater, it is recommended that the BlackBerry Enterprise Server be upgraded to version 4.1.6 or greater. Previous iterations of the BlackBerry Enterprise Server have a known issue when deploying multiple versions of an application into a mixed Blackberry Device Software environment. For more information, please refer to SDR166976 in the Fixed Issues section of the BlackBerry Enterprise Server 4.1.6 Release Notes.

Documents To Go IT Policy Group

Beginning with BlackBerry Enterprise Server 4.1.5 and higher, a Documents To Go policy group has been added to the built in IT Policies. These policies allow for high level control of the Documents To Go application. The following policies are available in the Documents To Go policy group.

Disable Documents To Go - This rule specifies whether users can open files or attachments using the Documents To Go application on the BlackBerry® device. The default setting is False.

Hide Documents To Go Communication Menus - This rule prevents the user from registering with DataViz, checking for updates, and from trying the Premium Edition. The default setting is False.

Hide Documents To Go Premium Feature Menus - This rule specifies whether to hide the DataViz® Documents To Go Premium features that are not available on BlackBerry® devices that are running the Standard Edition of the Documents To Go application. The default setting is False.

How to create an allowed list for third-party application control

The Documents To Go application works within the application control framework built in to the BlackBerry Enterprise Server. For information in regards to this functionality, please read the following knowledge base article.

<http://www.blackberry.com/btsc/KB03748>

Activation of Documents To Go using the BlackBerry Enterprise Server

The Documents To Go application can be activated on individual devices without the end user having to perform any actions. This is possible through the creation of a User Defined IT Policy which can then be applied to all accounts that are using the Documents To Go application.

BES 4.1.5 - 4.1.6

1. In the BlackBerry Manager, in the left pane, click BlackBerry Domain.
2. On the Global tab, click Edit Properties.
3. Click IT Policy.
4. In the IT Policy Administration section, double-click IT Policies.
5. Click the IT policy you want.
6. Click Properties.
7. In the Properties list, click User Defined Items.
8. Double-click IT Policy Template.
9. Click New.
10. In the left pane, select IT Policy Template Item under Properties.
11. Set the IT policy rule name as "Activate Documents To Go".
12. Type a description for the rule. This can be any description you feel makes sense.
13. Set the Type to String.
14. Set the Destination to handheld.
15. Click OK to save the rule.
16. Click OK in the Policy Template Window.
17. In the Policy Item Settings, add the Documents To Go Registration Number and Activation Key you obtained from your Documents To Go purchase. The syntax of the string should be:
Registration Number; Activation Key.

Example: 5555555-5555;ABCD-55AB55CD55EF

BES 5.0 and higher

- In the BlackBerry Administration Service, on the BlackBerry solution management menu, expand Policy.
- Click Create an IT policy rule.

- Based on the devices being used in your environment, create one or both of the following policies:
- Set the IT policy rule name as “Activate Documents To Go”.
- Type a description for the rule. This can be any description you feel makes sense.
- Set the Type to String.
- Set the Destination to handheld.
- Click Save.
- Now the IT Policy must be edited to include the Registration Number and Activation Key for Documents To Go. On the BlackBerry solution management menu, click Manage IT Policies.
- Click on the IT Policy where you would like to apply the Documents To Go rule.
- Click Edit Policy.
- Click the User defined tab.
- In the Value field of the Documents To Go rule, add the Documents To Go Registration Number and Activation Key you obtained from your Documents To Go purchase. The syntax of the string should be: Registration Number; Activation Key.
Example: 5555555-5555;ABCD-55AB55CD55EF
- Click Save all.

Technical Support

If you are experiencing problems with the Documents To Go application on your device you may contact either DataViz or RIM technical support. However, for assistance with application deployment or IT Policies on your BlackBerry Enterprise Server, please contact RIM technical support for additional help.