

OTASL - Configuring the BES for Wireless Software Upgrades

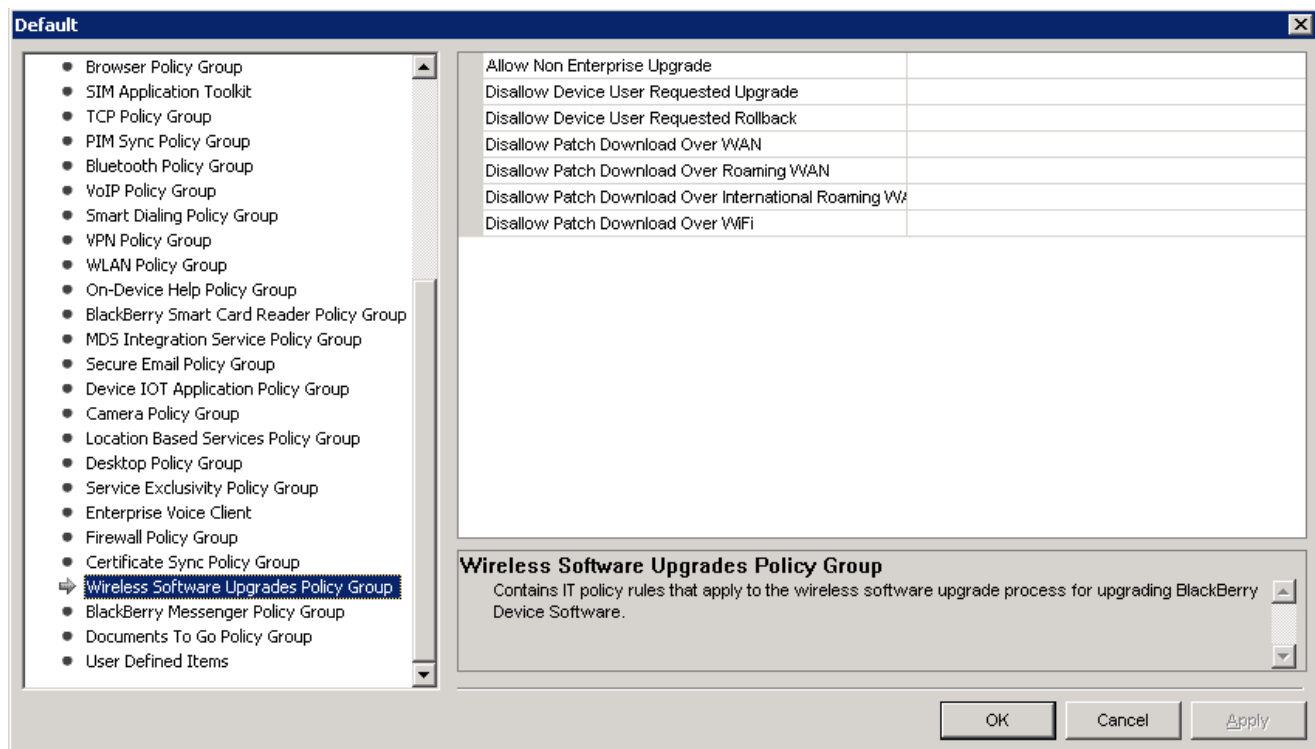
Pre-requisites

- BlackBerry Enterprise Server 4.1 Service Pack 5 or higher
- BlackBerry Device Software 4.5 or higher
- BlackBerry Manager is able to connect with the server in the BlackBerry® Infrastructure that provides wireless BlackBerry Device Software upgrade information. If no software upgrades are available the upgrades tab will not be displayed.

One or more BlackBerry smartphones that support wireless BlackBerry Device Software upgrades and are activated on the BlackBerry Enterprise Server.

Screenshot BES 4.1

If you look at the IT Policy fields in the BES this is a screenshot that should see would look like. I have included the descriptions also:



- **Allow Non Enterprise Upgrade:** Specify whether to allow RIM or the wireless service provider to send wireless software upgrade requests to the BlackBerry device. If you do not set this rule, a default value of False will be used.
- **Disallow Devices User Requested Upgrade:** Specify whether to prevent the BlackBerry device user from requesting available wireless software upgrade packages. If you do not set this rule, a default value of False will be used.
- **Disallow Device User Requested Rollback:** Specify whether to prevent the BlackBerry device user from requesting rollbacks of previously successful wireless software upgrades. If you do not set this rule, a default value of False will be used.
- **Disallow Patch Download Over WAN:** Specify whether to prevent the wireless software upgrade application on the BlackBerry device from downloading software upgrade package files over a WAN connection. If you do not set this rule, a default value of False will be used.

- **Disallow Patch Download Over Roaming WAN:** Specify whether to prevent the wireless software upgrade application on the BlackBerry device from downloading software upgrade package files over a roaming WAN connection. If you do not set this rule, a default value of False will be used.
- **Disallow Patch Download Over International Roaming WAN:** Specify whether to prevent the wireless software upgrade application on the BlackBerry device from downloading software upgrade package files over an international WAN connection. If you do not set this rule, a default value of False will be used.
- **Disallow Patch Download Over Wi-Fi:** Specify whether to prevent the wireless software upgrade application on the BlackBerry device from downloading software upgrade package files over a Wi-Fi connection. If you do not set this rule, a default value of False will be used.

Screenshot BES 5.0

The screenshot shows the BlackBerry solution management interface. On the left is a navigation tree with categories: BlackBerry solution management, Devices, Servers and components, and Preferences. The main area displays a grid of policy categories, with 'Wireless Software Upgrades' selected. Below this, a table lists specific rules with their values and descriptions.

Rule	Value	Description
Allow Non Enterprise Upgrade		Specify whether to allow RIM or the wireless service provider to send wireless More...
Disallow Device User Requested Upgrade		Specify whether to prevent the BlackBerry device user from requesting available More...
Disallow Device User Requested Rollback		Specify whether to prevent the BlackBerry device user from requesting rollbacks More...
Disallow Patch Download Over WAN		Specify whether to prevent the wireless software upgrade application on the More...
Disallow Patch Download Over Roaming WAN		Specify whether to prevent the wireless software upgrade application on the More...
Disallow Patch Download Over International Roaming WAN		Specify whether to prevent the wireless software upgrade application on the More...
Disallow Patch Download Over WiFi		Specify whether to prevent the wireless software upgrade application on the More...

How to initiate a wireless upgrade from the BlackBerry Enterprise Server:

1. In the BlackBerry Manager select **BlackBerry Domain**, click the **Upgrades** tab.

The screenshot shows the BlackBerry Manager Security Administrator Authority interface. The 'BlackBerry Domain' is selected in the Explorer View on the left. The 'Upgrades' tab is selected in the top navigation bar. The main content area shows the BlackBerry Manager title and a 'TASKS' sidebar with options like 'Find User' and 'Find Handheld'.

2. Use one or more of the fields available to search for BlackBerry smartphones that meet specific criteria.

Name	PIN	Home Carrier	BlackBerry Device Model	Upgrade Status	Server Name
		120	9000		VF7LSVBEX41
		120	8700		VF7LSVBEX41

3. In the list of applicable BlackBerry smartphones, select one or more BlackBerry devices.
4. Click **Device Management**.
5. Click **View/Upgrade Software**.



6. In the **Severity** drop-down list, perform one of the following actions:
 - Select a severity level to assign to the software upgrade package.
 - Select **Mandatory** to “force” the software update onto the BlackBerry smartphone. The user does not get the option to decline the upgrade.
 - Select Low / Medium / High / Critical to “poke” the user that a new software update is available. **Note:** The user will see the severity level assigned once they open the wireless upgrade icon on the BlackBerry smartphone home screen.

Upgrade Software Configuration

Enterprise Device Upgrade Information

Severity: Medium

Enterprise Notation:

Device Upgrade Application Configuration

Rollback Cutoff Days: 5

Continue Cancel

7. Type a message to display to BlackBerry smartphone users, such as a description of the software upgrade package and the reason for the upgrade request.
8. In the **Rollback Cut off Days** field, change the default number of days for which you are permitted to start a cancellation request after sending the upgrade request.
9. Click **Continue**.
10. In the **Upgrade to Version** drop-down list, click the version number of a software upgrade package.



11. Click **Continue**.
12. Click **OK**.

Security information for BlackBerry Administrators:

Preventing wireless software upgrades based on the source of the upgrade request

You can change the BlackBerry® Enterprise Server settings to prevent or allow upgrade requests from sources other than the BlackBerry Enterprise Server.

By default, the BlackBerry Enterprise Server does not allow supported BlackBerry devices to receive upgrade requests from wireless service providers; however, BlackBerry device users can send requests for software upgrade packages from their BlackBerry devices either to the BlackBerry Enterprise Server or to their wireless service providers.

Vodafone recommends that BlackBerry Enterprise Server administrators prevent BlackBerry device users from sending software upgrade requests to allow for centralised administration of device firmware versions. The steps to change the default behaviour to the recommendation are outlined below:

Prevent BlackBerry device users from sending software upgrade requests

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 an IT policy.
6. Click **Properties**.
7. Click **Wireless Software Upgrades Policy Group**.
8. Set the Disallow Device User Requested Upgrade IT policy rule to **True**.
9. Click **OK**.

Additional IT Policies

There are additional IT policies which BlackBerry Enterprise Server administrators may wish to configure dependant upon individual requirements. These are outlined below:

Allow wireless service providers to send software upgrade requests

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 an IT policy.
6. Click **Properties**.
7. Click **Wireless Software Upgrades Policy Group**.
8. Change the Allow Non Enterprise Upgrade IT policy rule setting to **True**.
9. Click **OK**.

Preventing wireless software upgrades based on the network connection type

You can prevent BlackBerry® devices from starting or completing approved software upgrades over specific types of network connections. You might choose to place restrictions for the following reasons:

- conserve network bandwidth

- prevent added cost of network usage
- make sure wireless software upgrades occur over only those network connections that you consider to be efficient and reliable
- increase security

Upgrading software over a serial bypass connection

An enterprise Wi-Fi® network and an environment that includes a remote BlackBerry® Router in a DMZ are designed to bypass the BlackBerry® Infrastructure.

You can allow BlackBerry device users to download software upgrade packages over a Wi-Fi connection under the following conditions:

- Your organization's environment is designed to bypass the BlackBerry Infrastructure.
- You have the appropriate administrative role and permission on the BlackBerry® Enterprise Server

After the BlackBerry Infrastructure sends the software upgrade package to the BlackBerry Enterprise Server, the BlackBerry Enterprise Server sends the software upgrade request to the BlackBerry devices over the wireless network.

To perform the wireless software upgrade over a serial bypass connection, the users must connect their BlackBerry devices to computers running the BlackBerry® Device Manager.

Prevent BlackBerry device users from downloading software upgrade packages over a Wi-Fi connection

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 an IT policy.
6. Click **Properties**.
7. Click **Wireless Software Upgrades Policy Group**.
8. Set the Disallow Patch Download Over Wi-Fi IT policy rule to **True**.
9. Click **OK**.

Prevent BlackBerry device users from downloading software upgrade packages over a WAN connection

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 an IT policy.
6. Click **Properties**.
7. Click **Wireless Software Upgrades Policy Group**.
8. Set the Disallow Patch Download Over WAN IT policy rule to **True**.
9. Click **OK**.

Prevent BlackBerry device users from downloading software upgrade packages over a roaming WAN connection

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 an IT policy.
6. Click **Properties**.
7. Click **Wireless Software Upgrades Policy Group**.
8. Set the Disallow Patch Download Over Roaming WAN IT policy rule to **True**.
9. Click **OK**.

Prevent BlackBerry device users from downloading software upgrade packages over an international roaming WAN connection

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 an IT policy.
6. Click **Properties**.
7. Click **Wireless Software Upgrades Policy Group**.
8. Set the Disallow Patch Download Over International Roaming WAN IT policy rule to **True**.
9. Click **OK**.