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UPDATE

08/05/2011 10:30 AM

Security controls originally put in place on 7/25/11 are being reinstated.

Personal Blackberries®
will be disconnected from the State network*.
9:30 AM on Monday 8/8/11.

* - state.de.us and cj.state.de.us networks

(Individuals that are not using AstraSync or NotifySync will be unable to send/receive State email from their personal Berry.)*

Be sure to check out the...

[AstraSync Configuration Instructions](#)

For the most timely customer service, always contact the
[DTI Service Desk](#) 302-739-9560
with questions or concerns; *not* individual DTI team members.

NOTE: DTI is NOT able to provide troubleshooting or support for personally-owned mobile devices. For assistance configuring, ActiveSync on personally-owned devices, please contact the 3rd party vendor's application customer/technical support.



SECURING NON-STATE-ISSUED BLACKBERRIES® CONNECTING TO THE STATE NETWORK
FREQUENTLY ASKED QUESTIONS (FAQ) originally posted: 7/05/2011 last updated: 08/08/2011 10:50am

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Frequently Asked Questions (FAQ):

Q - Does this impact my State-issued Blackberry?

A – No. There is NO IMPACT to State-owned/issued Blackberries. NO ACTION NEEDED

Q - Does this impact my iPhone, iPad, Droid or other personal mobile device that is currently approved and connecting to the state.de.us or cj.state.de.us network?

A – No. This only impacts **PERSONALLY-OWNED** Blackberries.
There is NO IMPACT to other mobile devices connecting via ActiveSync.

Q – Will I be able to continue to access OWA?

A – Yes; using the [Opera web browser](#) to access Outlook Web Access (OWA) from your mobile device.

(NO SECURITY REQUEST REQUIRED)

YOU WILL BE UNABLE TO ACCESS OWA VIA THE 'BUILT IN' BLACKBERRY WEB BROWSER.

- individuals with a State.de.us email address: <https://owa.state.de.us>
- individuals with a CJ.State.de.us email address: <https://owa.cj.state.de.us>

– Use Outlook Web Access (OWA) using the Opera web browser

(NO SECURITY REQUEST REQUIRED)

THE 'BUILT IN' BLACKBERRY WEB BROWSER WILL NOT WORK.

Access OWA using the approximate link below using the web browser or computer device with Internet access to VIEW your work email, calendar, contacts, etc.

- individuals with a State.de.us email address use: <https://owa.state.de.us>
- individuals with a CJ.State.de.us email address use: <https://owa.cj.state.de.us>

Q - What is wrong with the way I have been accessing my work email, calendar, and contacts via my **PERSONALLY-OWNED** Blackberry?

A – The security of our information infrastructure and information assets is a priority for the State of Delaware. Each State employee has a responsibility to do everything they can to reduce vulnerabilities and improve our resilience to cyber-attacks. This change is required to close potential security vulnerabilities and to reduce the risk of leaking sensitive State data. With the growth in the use of mobile devices and the applications deployed on them, these devices are increasing as targets for cyber criminals.

Q - How is a **PERSONALLY-OWNED** Blackberry any different than a personally owned iPhone or other smart phone device that employees are allowed to use to retrieve and access state email, etc?

A - We had to split the implementations into phases because iPhones, iPads and droids, etc. have ActiveSync native to the device, whereas on the berry it is an add-on app. In the end, the restrictions are the same, using the same 7 security controls. The Blackberries also presented a unique challenge since we could not do targeted communication as we did last fall...another reason for the split implementation. If all goes according to plan, within 30 days, ALL personal devices, regardless of model, connecting to the state network will be secured...we just used a couple different roads to accomplish it.

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Q - Why do I have to pay a yearly fee for a third-party vendor application to use my **PERSONALLY-OWNED** Blackberry to connect to my work email, calendar, contacts – but there is not a charge for me to use a personal iPhones, iPads, Droids, Window Mobile Devices, etc. to connect?
A – ActiveSync® is natively “built-in” on the iPhones, iPads, Droids, etc. – but is NOT “built-in” on Blackberries, so a third-party ActiveSync application (aka emulator) needs to be installed on **PERSONALLY-OWNED** Blackberries to securely connect to our network. <[Link to instructions](#)>

Q - I (or my client) have a special business need. Can't you turn “the old way of connecting” back on for just me/him/her?
A – Disabling Blackberry Internet Service (BIS) is an Enterprise-wide change. It is NOT technically possible to enable BIS for a select few individuals, but disable it for the enterprise.

Q - I've requested my ten (10) business day evaluation period from the DTI Service Desk, but I'm still unable to access my work email/calendar on my **PERSONALLY-OWNED** BlackBerry.
A – That is just the first step in a multi-step process. Complete each of the steps listed under “INTERIM SOLUTION - Ten (10) Business Day Evaluation Period” within the [SUPPLEMENTAL INFO for THOSE MOST IMPACTED](#) document.

Q - I've installed the third-party application on my device, but am still not seeing my work email in my personal BlackBerry inbox., but I'm still unable to access my work email/calendar on my **PERSONALLY-OWNED** BlackBerry.
A – That is just the first step in a multi-step process. Complete each of the steps listed under “INTERIM SOLUTION - Ten (10) Business Day Evaluation Period” within the [SUPPLEMENTAL INFO for THOSE MOST IMPACTED](#) document.

Q – I was told before only one form needs to be filled out per person even if they have multiple personal devices that they have configured to receive their email. Is that still the case? What if they have an iPad and a **PERSONALLY-OWNED** BlackBerry? Do they need to fill out 2 separate forms or will the one allow both?
A – Individuals that are already using another mobile device (i.e. iPad, iPhone, Windows Mobile Device, etc.) to access their work account, WILL need to [install and configure](#) an ActiveSync application/emulator on their **PERSONALLY-OWNED** BlackBerry but DO NOT need to complete/submit a second request form.

FOR ADDITIONAL INFORMATION	<p>Each of these resources is available on the public-facing Internet:</p> <ul style="list-style-type: none"> • General Facts • SUPPLEMENTAL INFO for THOSE MOST IMPACTED • Updated AstraSync Configuration Instructions • SUPPLEMENTAL INFO for ISOs, IRMs, Network Admins, and other support personnel • Personal Mobile Device/Smart Phone Network Access Request Form (Completed by the requestor and submitted to their ISO.) <p><small>STATE.DE.US email address –Contact your ISO. If you are unsure who your organization's ISO* is, contact your Network Admin or IT Support group. Only users with CJ.STATE.DE.US email address - fax signed forms to 302-739-6285 – attention DELJIS ISO. (Call 302-739-4856 if you'd like to confirm receipt.) * - link only accessible when connected to the State or CJ network</small></p> <p style="text-align: center;">For the most timely customer service, always contact the DTI Service Desk with questions/concerns; <u>not</u> individual DTI team members.</p>
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