



NON-STATE-ISSUED BLACKBERRY SMART PHONES AND MOBILE DEVICES MICROSOFT EXCHANGE ACTIVE SYNC TIPS AND TRICKS

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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 we can to reduce vulnerabilities and improve our resilience to cyber-attacks.

With that in mind, a potential vulnerability involving State data on personally-owned smart phones or mobile devices was identified and closed by ensuring that smart phones (iPhones, Droids, etc.) and mobile devices (iPad, iPod Touch, etc.) that connect to our networks, via ActiveSync OVER THE AIR, must meet the following minimum security controls:

- Strong Passwords
- Password History
- Password Expiration
- Inactivity Timeout (60 minutes)
- Lockout after 7 failed attempts
- Remote wiping for lost/stolen devices
- Encryption (if device is capable)
 - **NOTE: If your device is not able to support encryption (many Droids fall into this category), it will be placed on a policy that does not require encryption, until an OS update that supports encryption is released. Once updates are released all individuals affected will be informed that they need to upgrade the software on their device by a certain date.**

Individuals with a state.de.us and/or cj.state.de.us email address can request access to the State or CJ network to access their email and/or calendar, via their mobile device(s).

- These mobile device(s) must be compatible with Microsoft Exchange ActiveSync (also known as Microsoft Direct Push Technology).
- To request this functionality, individuals must contact their State Organization's Information Security Officer (ISO).
- Once this functionality is approved and enabled, the process below needs to be completed on the device.

ONE-TIME ActiveSync Setup Process: NOTE: The process is different on each device, but the following steps apply to the majority of devices:

- 1) **It is advisable to back up your data BEFORE creating a partnership (syncing) with ActiveSync.**
- 2) On the device, click on your ActiveSync setup
- 3) You will be prompted for a server. Enter in: **owa.state.de.us**
- 4) Make sure that "This server uses SSL" is checked
- 5) On the next screen you will be prompted for your username, password, and domain
 - a. Username: **this is your state username**
 - b. Password: **this is your state password**
 - c. **Domain: State** (if you have a state.de.us email address)
- or -
CJ (if you have a CJ.state.de.us email address)
- 6) After you have entered in this information, you can sync your device with your mailbox. The first time you do this, it MAY take a several minutes to download your calendar, contacts, and emails.

See the Customer/Technical Support section below for additional information.

Customer/Technical Support

- Individuals who have been granted this access, and who need assistance to configure ActiveSync on their device should:
 - Visit the device manufacturer's website
 - Visit their cell carrier/provider's website
 - Contact their cell carrier/provider's customer support

Exchange Version

- The State is currently running Exchange version 2007.