

NetWitness[®] Platform

BlackBerry Enterprise Server Event Source Log Configuration Guide

BlackBerry Enterprise Server

Last Modified: Monday, December 9, 2024

Event Source Product Information:

Vendors: [Blackberry](#)

Event Source: BlackBerry Enterprise Server

Versions: 5.x

Note: NetWitness supports the major version. In case of any configuration changes or logs not parsing in a minor version, please open a case in the NetWitness Community Portal for support.

Supported Platforms: Microsoft Exchange

Additional Downloads:

- sftpagent.conf.blackberryes
- blackberryes_logger.vbs
- BESlog.conf

RSA Product Information:

Supported On: NetWitness Platform 12.3 and later

Event Source Log Parser: blackberryes

Collection Method: File

Event Source Class.Subclass: Network.Messaging

Contact Information

NetWitness Community at <https://community.netwitness.com> contains a knowledge base that answers common questions and provides solutions to known problems, product documentation, community discussions, and case management.

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Miscellaneous

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November 2024

Contents

- Configure RIM BlackBerry Enterprise Server to Send Logs 6**
- Set Up Windows Task Scheduler 7**
 - Set Up Windows Task Scheduler for Windows Server 2008 R2 7
 - Set Up Windows Task Scheduler for Windows 2003 8
- Set Up the SFTP Agent 9**
- Configure the `[[[Undefined variable SAVariables.ProductName]]]` Log Collector 10**
 - Configure the Log Collector for File Collection 10
- Getting Help with NetWitness Platform 12**
 - Self-Help Resources 12
 - Contact NetWitness Support 12
 - Feedback on Product Documentation 13

To configure RIM BlackBerry Enterprise Server, you must complete these tasks:

- I. Configure RIM BlackBerry Enterprise Server to generate logs
- II. Set Up Windows Task Scheduler
- III. Set Up the SFTP Agent
- IV. Set up the File Service

Configure RIM BlackBerry Enterprise Server to Send Logs

Note: RSA currently collects logs from the following files: **PINLog.csv**, **PhoneCallLog.csv**, and **SMSLog.csv**.

To configure log collection in RIM BlackBerry Enterprise Server:

1. To set up RIM BlackBerry Enterprise Server to collect Phone Call, SMS, and PIN logs, follow these steps:
 - a. Log on to the BlackBerry Administration Service console with your administrator credentials.
 - b. Click **Policy > Manage IT Policies > Open a Policy > Edit IT Policy > PIM Synchronization**.
 - c. Set the values in the following fields to **No**:
 - **Disable Phone Call Log Wireless Synchronization**
 - **Disable PIN Messages Wireless Synchronization**
 - **Disable SMS Messages Wireless Synchronization**
 - d. Click **Save All**.
2. On the RIM BlackBerry Enterprise Server appliance, create a folder named **EnvisionScripts** on the C: drive.

Note: The **EnvisionScripts** folder is case sensitive.

3. Download the following files from RSA Link (<https://community.rsa.com/docs/DOC-58035>), and paste them into the **C:\EnvisionScripts** folder:
 - **blackberryes_logger.vbs**
 - **BESlog.conf**
4. In the **BESlog.conf** file, specify the path where logs are created on your RIM BlackBerry Enterprise Server.

The default path is **C:\Program Files\Research In Motion\BlackBerry Enterprise Server\Logs**.

Note: If you are using Windows Server 2008 R2, you **must** specify the path where the logs are created in the **BESlog.conf** file.

Warning: When the scripts run on your RIM BlackBerry Enterprise Server appliance, they create corresponding **.pos** files in the same directory as the log files. Do not delete the **.pos** files from this location.

Set Up Windows Task Scheduler

To set up Windows Task Scheduler, complete the following tasks depending on your environment:

- Set up Task Scheduler for Windows Server 2008 R2, or
- Set up Task Scheduler for Windows 2003

Set Up Windows Task Scheduler for Windows Server 2008 R2

To set up Windows Task Scheduler for Windows Server 2008 R2:

1. Log on to the RIM BlackBerry Enterprise Server console.
2. Click **Start > Administrative Tools > Task Scheduler**.
3. From the **Task Scheduler Library**, click **Create Task**.
4. In the Create Task window, complete the following fields.
 - In the **General** tab, in the **Name** field, type **BESTask**.
 - In the **Security Options** section, RSA recommends using an administrator account when running the task.
 - Click **Run whether user is logged on or not**.
 - Click **Run with highest privileges**.
 - In the **Triggers** tab, click **New**.
 - From the New Trigger window, in the **Begin the task** field, select **On a schedule**.
 - In the **Settings** field, select **Daily**, and select the start date and start time. Ensure that the **Recur every** field displays **1 day**.
 - In the **Advanced Settings**, select **Repeat task every**.

Note: RSA recommends every five minutes for a duration of one day.
 - Select **Enabled**.
 - Click **OK**.
 - From the **Actions** tab, click **New**.
 - In the New Action window, in the **Action** field, select **Start a program**.
 - In the **Settings** section, in the **Program/Script** field, type **C:\EnvisionScripts\blackberryes_logger.vbs**.
 - In the **Start in** field, type **C:\EnvisionScripts**.
 - Click **OK**.
5. Click **OK**.

Set Up Windows Task Scheduler for Windows 2003

Warning: In the following procedure, create only one scheduled task.

To schedule file conversion of RIM BlackBerry Enterprise Server logs:

1. On the RIM BlackBerry Enterprise Server host, to open the Scheduled Task Wizard, click **Start > Settings > Control Panel > Scheduled Tasks > Add Scheduled Task**.
2. To complete the Scheduled Task Wizard, follow these steps:
 - a. Click **Next**.
 - b. From the list, select **Command Prompt**, and click **Next**.
 - c. In the task name field, type **BESTask**.
 - d. Under **Perform this task**, select **Daily**, and click **Next**.
 - e. Select the start time and start date, and click **Next**.
 - f. Enter your server logon credentials, and click **Next**.
 - g. Select **Open advanced properties for this task when I click finish**, and click **Finish**.
3. In the Advanced Properties dialog box, on the **Task** tab, follow these steps:
 - a. In the **Run** field, type **C:\EnvisionScripts\blackberryes_logger.vbs**.
 - b. In the **Start in** field, type **C:\EnvisionScripts**.
 - c. Select **Enabled (scheduled task runs at specified time)**.
4. Click the **Schedule** tab, and click **Advanced**.
5. Select **Repeat task**, and complete the fields as follows.

Field	Action
Every	Select how frequently you want [[[Undefined variable SAVariables.ProductSuiteName]]] to receive logs from RIM BlackBerry Enterprise Server. Note: RSA recommends that you schedule this task to run every five minutes.
Until	Select Duration . In the Hours field, type 24 .

6. Click **OK**.
7. Click **Apply**.
8. Click **OK**.

Set Up the SFTP Agent

To set up the SFTP agent on your Windows server:



1. Download **sftpagent.conf.blackberryes** from RSA Link (<https://community.rsa.com/docs/DOC-58035>).
2. To configure that file, see [Install and Update SFTP Agent](#).

Configure the `SAVariables.ProductName` Log Collector

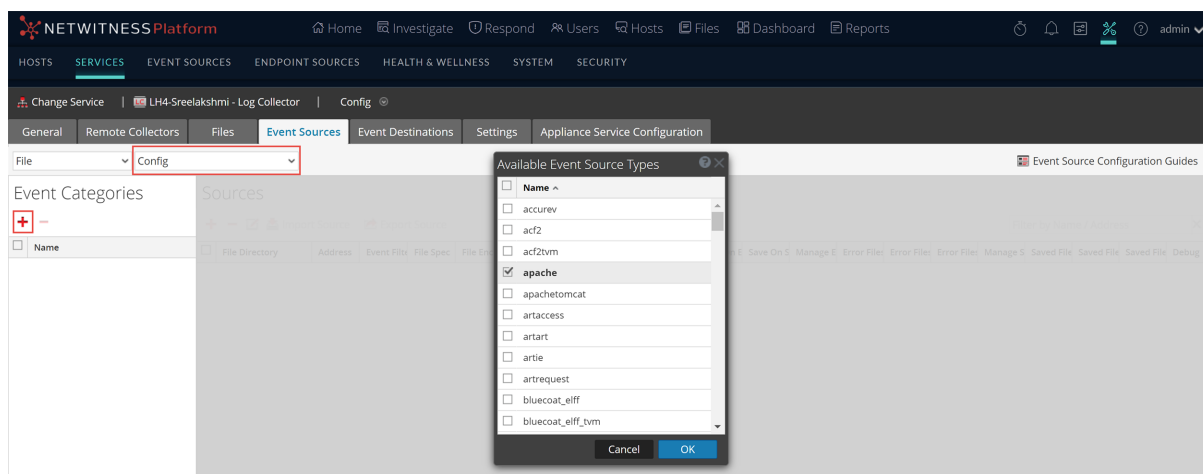
Configure the Log Collector for File Collection

Perform the following steps to configure the Log Collector for File collection.

To configure the Log Collector for file collection:

1. In the NetWitness menu, select  (Admin) > **Services**.
2. In the **Services** grid, select a Log Collector, and from the **Actions** () menu, choose **View > Config > Event Sources**.
3. Select **File/Config** from the drop-down menu.
The Event Categories panel displays the File event sources that are configured, if any.
4. In the **Event Categories** panel toolbar, click **+**.

The **Available Event Source Types** dialog is displayed.

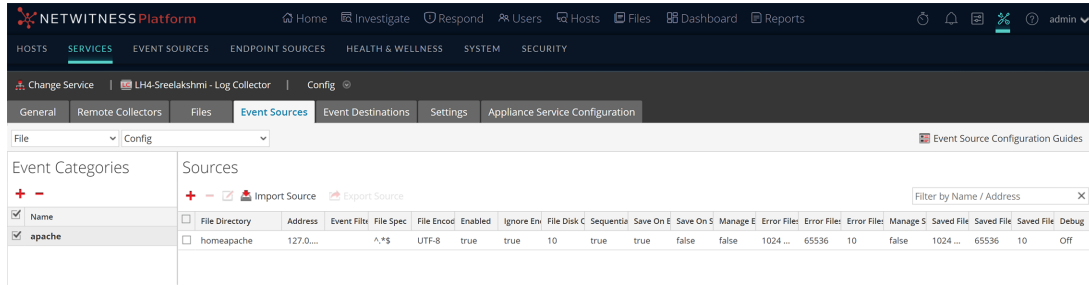


5. Select the correct type from the list and click **OK**.

Select **rimbes** from the **Available Event Source Types** dialog.

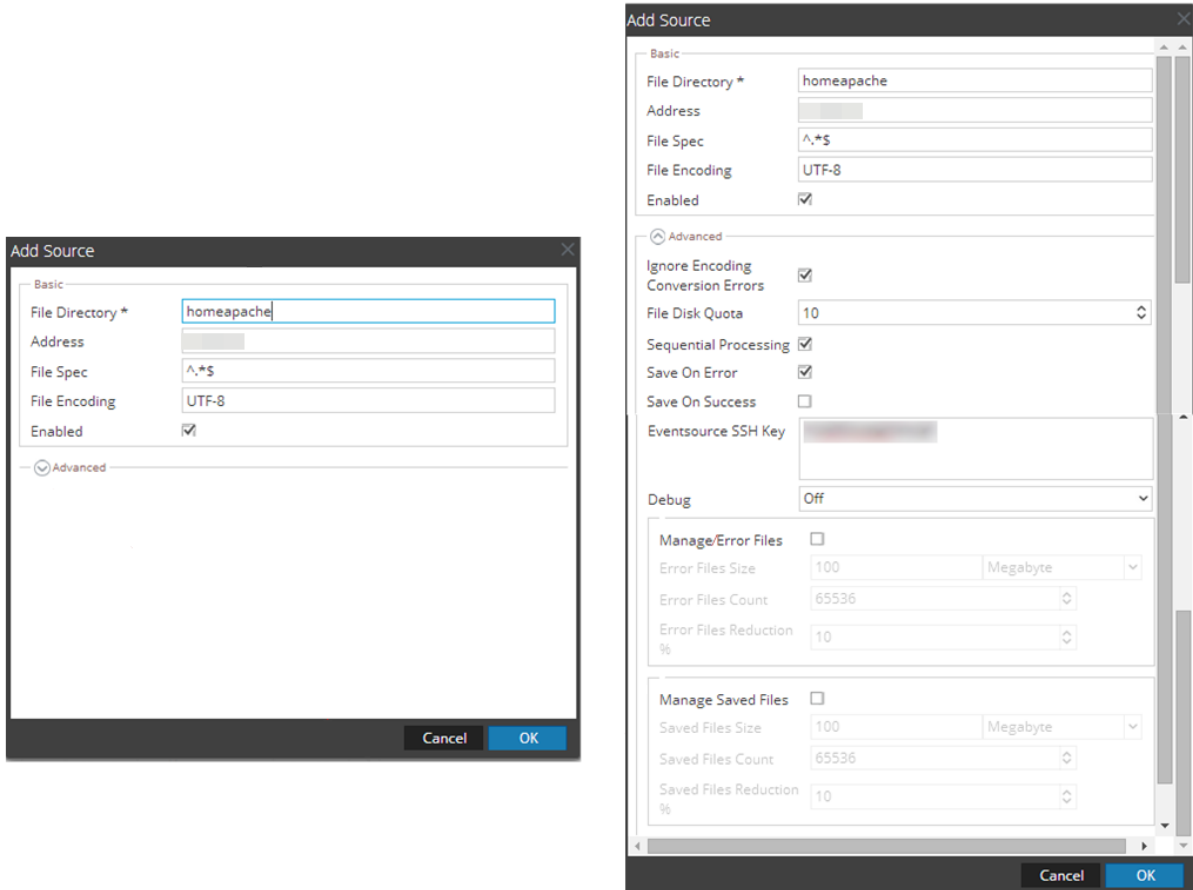
The newly added event source type is displayed in the Event Categories panel.

Note: The image below uses **Apache** as an example only. Your screen will look different, depending on which Event Source type you are configuring.



6. Select the new type in the Event Categories panel and click **+** in the Sources panel toolbar. The **Add Source** dialog is displayed.

Note: Again, the image below uses **Apache** as an example only. Your screen will look different, depending on which Event Source type you are configuring.



7. Add a File Directory name, modify any other parameters that require changes, and click **OK**.
8. Stop and Restart File Collection. After you add a new event source that uses file collection, you must stop and restart the NetWitness File Collection service. This is necessary to add the key to the new event source.

Getting Help with NetWitness Platform

Self-Help Resources

There are several options that provide you with help as you need it for installing and using NetWitness:

- See the documentation for all aspects of NetWitness here: <https://community.netwitness.com/t5/netwitness-platform/ct-p/netwitness-documentation>.
- Use the **Search** and **Create a Post** fields in NetWitness Community portal to find specific information here: <https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions>.
- See the NetWitness Knowledge Base: <https://community.netwitness.com/t5/netwitness-knowledge-base/tkb-p/netwitness-knowledge-base>.
- See the documentation for Logstash JDBC input plugin here: <https://www.elastic.co/guide/en/logstash/current/plugins-inputs-jdbc.html>.
- See Troubleshooting section in the guides.
- See also [NetWitness® Platform Blog Posts](#).
- If you need further assistance, [Contact NetWitness Support](#).

Contact NetWitness Support

When you contact NetWitness Support, please provide the following information:

- The version number of the NetWitness Platform or application you are using.
- Logs information, even source version, and collection method.
- If you have problem with an event source, enable **Debug** parameter (set this parameter to **On** or **Verbose**) and collect the debug logs to share with the NetWitness Support team.

Use the following contact information if you have any questions or need assistance.

NetWitness Community Portal	https://community.netwitness.com In the main menu, click Support > Case Portal > View My Cases .
International Contacts (How to Contact NetWitness Support)	https://community.netwitness.com/t5/support/ct-p/support
Community	https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions

Feedback on Product Documentation

You can send an email to feedbacknwdocs@netwitness.com to provide feedback on NetWitness Platform documentation.