



Blackberry at Rensselaer (BaRe) is Rensselaer's mobile computing solution for Exchange users. BaRe is based on RIM's Blackberry Enterprise Server (BES). The service provides instant push e-mail capabilities to any Rensselaer Exchange user with a supported Blackberry device.

The BaRe FAQs

What is **BaRe**?

BaRe is a DotCIO administered service which delivers wireless access to Rensselaer's Exchange services and data using a Blackberry handheld device.

Why does DotCIO offer **BaRe**?

There is clearly a compelling business need for secure, always-on, reliable and timely access to Exchange services – e-mail, calendar, contacts, etc. BaRe, built atop RIM's Blackberry Enterprise server, allows DotCIO to provide and support these services for our exchange community in a secure manner which protects the interests of both the BaRe user and Rensselaer.

BaRe provides end-to-end encryption between the wireless handheld and the BlackBerry Enterprise Server which is encrypted using Triple DES (3DES).

All **BaRe** servers are housed at Rensselaer, secured behind multiple layers of firewalls.

If a Blackberry handheld is lost or stolen, the **BaRe** administrator can remotely initiate a command that erases all data and eliminates the potential of exposing sensitive information. If a device is temporarily misplaced, a remote command can be sent to the device, locking it until the owner retrieves it. A recent survey noted that more than 85,000 cell phones were found in taxis in Chicago alone during a six-month period, only half of which were returned to their owners.

Security Policies can be administered and distributed remotely by the **BaRe** administrator. These policies apply to the entire device rather than just the messaging client software

BaRe allows DotCIO to support a large number of mobile users effectively and efficiently.

Why should I use **BaRe**?

Data is delivered in real-time and without carrier (Sprint, Verizon, etc) imposed mailbox quotas.

You determine which mailbox folders to make available on your mobile device.

You have complete wireless access to Exchange email, calendar, contacts, and more — all wirelessly synchronized with your desktop, without ever attaching the device to your computer .

Because you have no external e-mail account with a carrier, Rensselaer support staff can

directly assist you should you have trouble sending or receiving e-mail.

You should use **BaRe** for many of the same reasons that DotCIO offers **BaRe**, especially concerning data protection.

Although Blackberry devices are very good business devices and **BaRe** is a cost effective solution, we recognize that some people might have a preference for a non-Blackberry solution.

BaRe is DotCIO's supported service for mobile e-mail users. DotCIO cannot assist you with sending or receiving e-mail on a handheld device unless you are a **BaRe** subscriber.

Why won't DotCIO provide handheld e-mail support other than through **BaRe**? Is **BaRe** better in every way than all the alternatives?

BaRe is not better than all of the alternatives in every way. However, it is better in at least one very important way – it allows DotCIO to provide a valuable service to the campus in a supportable, affordable, and sustainable manner which protects the interests of Rensselaer.

BaRe is presently the best way for Rensselaer to provide Exchange users with mobile services across all factors and constraints, and it is the only supported program DotCIO offers.

What about supporting other devices in the future?

About 8 months prior to launching the campus-wide **BaRe** service in August 2005, we evaluated the then available approaches for offering handheld, mobile access to Exchange, and we chose the Blackberry's Enterprise Server, which at the time only support Blackberry devices.

Subsequently, RIM has announced BlackBerry Connect™ which provides a subset of Blackberry features to devices from other manufacturers (exclusively Nokia as of the date of this publication) via **BaRe**.

We are aware of the mobile support which Microsoft plans to provide in future releases of exchange. We will evaluate new technologies as they are developed, especially as they relate to upgrades of our Exchange service. However, we do not anticipate upgrading Exchange until sometime in 2008.

DotCIO is not unsympathetic to those who prefer non-Blackberry devices. However, at this time, only through the **BaRe** program can we offer superior and comprehensive wireless support to handheld devices.

How do I enroll in **BaRe**?

To enroll in **BaRe**, you must already be a user of Rensselaer's Exchange service.

You must have/acquire a BlackBerry devices which supports wireless activation, that is, devices with RIM OS 4.0 and higher.

(You can check the version of the client software installed on your handheld if you open OPTIONS →ABOUT on your BlackBerry handheld.)

Your departmental Exchange support person can assist you with enrolling in **BaRe**.

What does **BaRe** cost?

BaRe users incur an annual subscription fee (\$100 as of August 1, 2006) which is used solely to fund the **BaRe** service itself.

This annual subscription fee does not cover the cost of Blackberry device itself or recurring monthly carrier voice and data charges. All these costs are the responsibility of the end user or their department.

Which carriers can I use?

While Sprint PCS and Cingular Wireless are Rensselaer's supported vendors, you are free to choose another carrier. Rensselaer users must contact the vendor sales reps directly for pricing. Vendor contact information can be found at <http://www.rpi.edu/dept/tele/staff/Cellularvendor.html>

Can I use **BaRe** when I travel outside the U.S.?

You will need an International plan which provides the voice and data services for your itinerary, independent of whether you are a **BaRe** user or not.

Not all carriers offer service in foreign countries. You should research which carriers offer international coverage. Subsequently, before you make a financial commitment, a carrier should be chosen carefully with respect to coverage, data service availability, cost, and operational aspects which may result from traveling from one country to another.

As a Bare subscriber, who supports me?

End-user support for **BaRe** is provided directly by your departmental Exchange support staff. In turn, DotCIO will work closely with departmental Exchange staff as required to resolve all related issues.

Can I try before I buy?

DotCIO has Blackberry loaner devices which can be provided to users who are considering a BaRe subscription, but are yet undecided. These same devices are also made available to departmental Exchange administrators for training and testing.

Your departmental exchange support person can arrange for acquisition of a loaner device.

Over the last five years, Rensselaer has maintained a very successful laptop program, the foundation of which is offering a single laptop model at any given time, and providing outstanding support around that single model. It makes sense to leverage our very positive experience with mobile computing as we move into mobile messaging. DotCIO will only support, or assist in supporting, e-mail and data services on approved Blackberry devices using the **BaRe** service.