



**RSIC**

Anything, Anywhere, Anytime

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## Introduction

This document describes the custom policies that can be used to control the behavior of RSIC Survey 3.0, by specifying custom policies on the Blackberry Enterprise Server (BES). This can be used to fully configure the application on all user devices that fall under the specified policies.

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**RSIC Survey custom BES policies**

The list below displays all the custom policies that can be defined on the BES to control and configure RSIC Survey. Please note that the custom policy name should be created without the colon (':') on the BES. When communicating about these policies, please use the numbers as easy referrals, since these will remain the same throughout different versions of RSIC Survey.

#	Name	Description	Type	Destination
1	<i>Survey_AddTemplate</i>	This policy is used to allow/deny the creation of template(s) by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
2	<i>Survey_EditTemplate</i>	This policy is used to allow/deny editing of already created template(s) by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
3	<i>Survey_DeleteTemplate</i>	This policy is used to allow/deny deletion of already created template(s) by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
4	<i>Survey_DistributeTemplate</i>	This policy is used to allow/deny distribution of already created template(s) by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
5	<i>Survey_RenameTemplate</i>	This policy is used to allow/deny renaming of already created template(s) by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
6	<i>Survey_ImportTemplate</i>	This policy is used to allow/deny importing of template(s) received by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
7	<i>Survey_ImportBVSFile</i>	This policy is used to allow/deny importing of file(s) with ".bvs" extension present on the BlackBerry in order to create template(s). The value for this policy is either "Allow" or "Deny".	String	Handheld
8	<i>Survey_AllowedTemplateTypes</i>	This policy defines the template(s) types that will be allowed to be created, edited, deleted, renamed and imported by the application. The values for this policy are "Survey Template", "Counting Template", "Form Template" and "Photo Template". Multiple values can be entered by separating them with a comma. If no value is defined, all the template types will be allowed.	String	Handheld
9	<i>Survey_AllowedTemplateFieldTypes</i>	This policy defines the fields that will be allowed to be created, edited and deleted in the template. The values for this policy are "Date/Time", "Dynamic Range", "Multiple Selection", "Single Selection", "Drop Down List", "Numeric", "Counting", "Free Text", "GPS", "RSS Drop Down List" and "Photo". Multiple values can be entered by separating them with a comma. If no value is defined, all the field types will be allowed.	String	Handheld
10	<i>Survey_DefaultTemplates</i>	This policy is used to allow/deny addition of default template(s) to the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
11	<i>Survey_ShowTemplateStatistics</i>	This policy is used to allow/deny the display of template statistics and information by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
12	<i>Survey_AddDataset</i>	This policy is used to allow/deny the creation of	String	Handheld

		datasets by the application. The value for this policy is either "Allow" or "Deny".		
13	<i>Survey_EditDataset</i>	This policy is used to allow/deny editing of already created datasets by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
14	<i>Survey_DeleteDataset</i>	This policy is used to allow/deny deletion of already created datasets by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
15	<i>Survey_ExportDataset</i>	This policy is used to allow/deny export of already created datasets by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
16	<i>Survey_ShowDatasetInfo</i>	This policy is used to allow/deny the display of dataset information by the application. The value for this policy is either "Allow" or "Deny".	String	Handheld
17	<i>Survey_AllowedSettingsFields</i>	This policy is used to define the fields which will be displayed in the Settings screen. The values for this policy are "DefaultTemplateRecipients", "DefaultDataRecipients", "DefaultDataFormat", "ExportType", "DateExportFormat", "DeleteDatasetsAfterExport", "ExportDatasetsVertically", "AutoDataExport", "AutoSubject", "AutoBody", "OverWriteSameNameTemplates", "AutoImportTemplates", "GPSDataSource", "GPSSampleSize", "PhotoStorageLocation" and "ConnectionType". Multiple values can be entered by separating them with a comma. If no value is defined, then all the fields will not be displayed in Settings screen in the application.	String	Handheld
18	<i>Survey_ReadOnlySettingsFields</i>	This policy is used to define the fields which will be displayed as non-editable/read-only fields in the Settings screen. The values for this policy are "DefaultTemplateRecipients", "DefaultDataRecipients", "DefaultDataFormat", "ExportType", "DateExportFormat", "DeleteDatasetsAfterExport", "ExportDatasetsVertically", "AutoDataExport", "AutoSubject", "AutoBody", "OverWriteSameNameTemplates", "AutoImportTemplates", "GPSDataSource", "GPSSampleSize", "PhotoStorageLocation" and "ConnectionType". Multiple values can be entered by separating them with a comma. If no value is defined, then none of the fields will be displayed as editable in the Settings screen of the application.	String	Handheld
19	<i>Survey_DefaultTemplateRecipients</i>	This policy is used to define the email address(es) to which the template should be distributed/sent. The value of this policy is the email address of the template recipient. If multiple recipients are required, the different email addresses should be separated by a semicolon.	String	Handheld
20	<i>Survey_DefaultDataRecipients</i>	This policy is used to define the email addresses to which the datasets should be exported/sent. The value of this policy is the email address of the dataset recipient. If multiple recipients are required, the different email addresses should be separated by a semicolon.	String	Handheld
21	<i>Survey_SetExportFormats</i>	This policy is used to define the available export formats for datasets. The value of this policy is either one or more of the values ".csv", ".xls", ".xml", ".pdf" or ""(empty). If more than one value is required, the values should be separated by a comma. If no value is defined, all the values i.e ".csv", ".xls", ".xml", ".pdf" will be displayed as options in the "Default Data Format" drop-down list in the Settings screen.	String	Handheld

22	<i>Survey_SetDefaultExportFormat</i>	This policy is used to set the default format in which datasets will be exported. The value of this policy can be <i>one of the values defined for the policy 'SetExportFormats'</i> . If no value i.e ""(empty) has been defined for the policy 'SetExportFormats', the value for this policy can either be ".csv" or ".xls" or ".xml" or ".pdf".	String	Handheld
23	<i>Survey_SelectPDFFont</i>	This policy is used to set the font in which text will be written in the pdf export format. The value of this policy should either be "Courier", "Courier-Oblique", "Chinese (Traditional)", "Chinese (Simplified)", "Korean" or "Japanese".	String	Handheld
24	<i>Survey_ExportType</i>	This policy is used to set the way in which datasets will be exported by the application. The value for this policy should either be "1 Dataset/ Email", "Separate Image Mail", "Follow Max Records" or "Follow Max Size".	String	Handheld
25	<i>Survey_MaximumRecordsPerMail</i>	This policy is used to set the maximum number of datasets that can be sent in a single email. The value of this policy has to be a number greater than zero.	String	Handheld
26	<i>Survey_MaximumSizePerMail</i>	This policy is used to set the maximum size of the email used to export datasets, in kilobytes. The value of this policy has to be a number greater than zero.	String	Handheld
27	<i>Survey_DateExportFormat</i>	This policy is used to set the date format for datasets being exported. The value of this policy should either be "dd/mm/yyyy", "mm/dd/yyyy", "d/m/yy", "m/d/yy", "ddmmyyyy", "mmdyyy" or "yyyymmdd".	String	Handheld
28	<i>Survey_DeleteDatasetsAfterExport</i>	This policy is used to set whether datasets should be deleted after an export. The value of the policy should either be "Yes" or "No" or "Ask".	String	Handheld
29	<i>Survey_ExportDatasetsVertically</i>	This policy is used to set whether datasets should be exported vertically or not. The value of the policy should either be "true" or "false".	String	Handheld
30	<i>Survey_AllowAutoDataExport</i>	This policy is used to allow/deny the automatic export of datasets. The value of the policy should either be "true" or "false".	String	Handheld
31	<i>Survey_TemplateDatasetLimit</i>	This policy is used to set the number of accumulated datasets after which the automatic export of datasets will take place. The value of this policy has to be a number greater than zero.	String	Handheld
32	<i>Survey_TimeInterval</i>	This policy is used to set the time interval in hours after which the automatic export of datasets will take place. The value of the policy is a number between '1' and '720'.	String	Handheld
33	<i>Survey_DeleteDatasetsAfterAutoExport</i>	This policy is used to specify whether datasets should be deleted after an automatic export. The value of the policy can either be "true" or "false".	String	Handheld
34	<i>Survey_AllowAutoSubject:</i>	This policy is used to set whether the subject of the email to be sent to the datasets recipients should be automatically generated or should be customized as per the value of the tag "<SetSubject>". The value of the policy can either be "true" or "false".	String	Handheld
35	<i>Survey_SetSubject</i>	This policy is used to set the subject of the email to be sent to the dataset(s) recipients. The value of the policy can be an appropriate subject for the email or can be empty("").	String	Handheld
36	<i>Survey_AllowAutoBody</i>	This policy is used to set whether the message body of the email to be sent to dataset recipients should be default or should be customized as per the value of the tag "<SetBody>". The value of the policy can either be "true" or "false".	String	Handheld
37	<i>Survey_SetBody</i>	This policy is used to set the message body of the email to be sent to the dataset(s) recipients. The value of the policy can be an appropriate message body for the email or can be empty("").	String	Handheld

38	<i>Survey_AutoImportTemplates</i>	This policy is used to set whether templates should be automatically imported from the blackberry application. The value of the policy can either be "Yes", "No" or "Ask".	String	Handheld
39	<i>Survey_GPSSource</i>	This policy is used to set the source from which the GPS position will be obtained. The value of this policy can either be "Device GPS" or "Direct Bluetooth GPS".	String	Handheld
40	<i>Survey_GPSSampleSize</i>	This policy is used to set how many reliable samples of GPS coordinates should be collected from which the GPS position of a particular location will be obtained. The value for this tag is a number between 1 to 10.	String	Handheld
41	<i>Survey_PhotoStorageLocation</i>	This policy is used to set the location where the photos/ pictures related to the application will be stored. The value of this policy can either be "Card" or "Device".	String	Handheld
42	<i>Survey_ConnectionType</i>	This policy is used to set the connection type that the application will use to connect to the Internet. The value for this policy is either "BES", "BIS-B" or "Force MDS".	String	Handheld
43	<i>Survey_Language</i>	This policy is used to specify the interface language of the application. For now, the value for this policy can only be "English".	String	Handheld
44	<i>Survey_DisableRegistration</i>	Currently inactive	String	Handheld
45	<i>Survey_DisableEULAScreen</i>	This policy is used to enable/disable display of the "Eula" screen in the application. The value for this policy can either be "true" or "false".	String	Handheld
46	<i>Survey_UseBESPolicy</i>	This policy is used to enforce all the BES policies defined in this document on the client application depending upon its value. The value of this policy can either be "Yes" or "No" or ""(empty).	String	Handheld
47	<i>Survey_AllowedSendDataFields</i>	This policy is used to define the fields which will be displayed in the Send Data screen. Valid values for this policy are "DefaultDataRecipients", "DefaultDataFormat", "DateExportFormat", "DeleteDatasetsAfterExport", "ExportDatasetsVertically", "AutoSubject" and "AutoBody". Multiple values can be entered by separating them with a comma. If no value has been defined, none of these fields will be displayed in the Send Data screen in the application.	String	Handheld
48	<i>Survey_ReadOnlySendDataFields</i>	This policy is used to define the fields that will be displayed as non-editable/read-only fields in the Send Data screen. The values for this policy are "DefaultDataRecipients", "DefaultDataFormat", "DateExportFormat", "DeleteDatasetsAfterExport", "ExportDatasetsVertically", "AutoSubject" and "AutoBody". Multiple values can be entered by separating them with a comma. If no value has been defined, then none the fields will be editable in the Send Data screen of the application.	String	Handheld
49	<i>Survey_AllowedDistributeFields</i>	This policy is used to define the fields which will be displayed in the Distribute screen. The value for this policy is "DefaultTemplateRecipients". If no value is defined, the applicable field(s) will not be displayed in the Distribute screen of the application	String	Handheld
50	<i>Survey_ReadOnlyDistributeFields</i>	This policy is used to define the fields which will be displayed as non-editable/read-only fields in the Distribute screen. The value for this policy is "DefaultTemplateRecipients". If no value is defined, all the field(s) will be displayed as editable in Distribute screen in the application.	String	Handheld
51	<i>Survey_ExitApplication</i>	This policy is used to allow/deny exiting from the application. The value for this policy is either "Allow" or "Deny".	String	Handheld

52	<i>Survey_OverWriteSameNameTemplates</i>	This policy is used to set whether existing template(s) should be over written when a template is received with the exact same name as an existing template(s). The value of the policy is either "Yes" or "No" or "Ask".	String	Handheld
53	<i>Survey_TimeOfExport</i>	This policy is used to set a specific time to which the time interval based automatic export of data will be related and can be used to synchronize the automatic data export timings of multiple devices. The value of the policy should be a time in HH:mm (24 hour based) format. e.g. '13:30', '11:45', '23:15', etc.	String	Handheld

**Notes:**

- All abovementioned texts are case sensitive.
- No value set for a policy is equal to an empty value, i.e. "".
- If a policy is not defined on the BES, the configuration will not change at the end-user's side.
- If a policy value is empty and an empty value is not one of the valid values for the policy, the policy will be considered as unavailable at the end-user's side.

### RSIC Survey default policy values

#	Policy Name	Default Value
1	Survey_AddTemplate	Allow
2	Survey_EditTemplate	Allow
3	Survey_DeleteTemplate	Allow
4	Survey_DistributeTemplate	Allow
5	Survey_RenameTemplate	Allow
6	Survey_ImportTemplate	Allow
7	Survey_ImportBVSFile	Allow
8	Survey_AllowedTemplateTypes	Survey Template, Counting Template, Form Template, Photo Template
9	Survey_AllowedTemplateFieldTypes	Date/Time, Dynamic Range, Multiple Selection, Single Selection, Drop Down List, Numeric, Counting, Free Text, GPS, RSS Drop Down List, Photo
10	Survey_DefaultTemplates	Allow
11	Survey_ShowTemplateStatistics	Allow
12	Survey_AddDataset	Allow
13	Survey_EditDataset	Allow
14	Survey_DeleteDataset	Allow
15	Survey_ExportDataset	Allow
16	Survey_ShowDatasetInfo	Allow
17	Survey_AllowedSettingsFields	DefaultTemplateRecipients, DefaultDataRecipients, DefaultDataFormat, ExportType, DateExportFormat, DeleteDatasetsAfterExport, ExportDatasetsVertically, AutoDataExport, AutoSubject, AutoBody, AutoImportTemplates, GPSSampleSize, PhotoStorageLocation, ConnectionType
18	Survey_ReadOnlySettingsFields	
19	Survey_DefaultTemplateRecipients	
20	Survey_DefaultDataRecipients	
21	Survey_SetExportFormats	
22	Survey_SetDefaultExportFormat	
23	Survey_SelectPDFFont	
24	Survey_ExportType	
25	Survey_MaximumRecordsPerMail	
26	Survey_MaximumSizePerMail	

27	Survey_DateExportFormat	
28	Survey_DeleteDatasetsAfterExport	
29	Survey_ExportDatasetsVertically	
30	Survey_AllowAutoDataExport	
31	Survey_TemplateDatasetLimit	
32	Survey_TimeInterval	
33	Survey_DeleteDatasetsAfterAutoExport	
34	Survey_AllowAutoSubject	
35	Survey_SetSubject	
36	Survey_AllowAutoBody	
37	Survey_SetBody	
38	Survey_AutoImportTemplates	
39	Survey_GPSSDataSource	
40	Survey_GPSSampleSize	
41	Survey_PhotoStorageLocation	
42	Survey_ConnectionType	
43	Survey_Language	
44	Survey_DisableRegistration	Inactive
45	Survey_DisableEULAScreen	false
46	Survey_UseBESPolicy	Yes
47	Survey_AllowedSendDataFields	DefaultDataRecipients, DefaultDataFormat, DateExportFormat, DeleteDatasetsAfterExport, ExportDatasetsVertically, AutoSubject,AutoBody
48	Survey_ReadOnlySendDataFields	
49	Survey_AllowedDistributeFields	DefaultTemplateRecipients
50	Survey_ReadOnlyDistributeFields	
51	Survey_ExitApplication	Allow
52	Survey_OverWriteSameNameTemplates	Yes
53	Survey_TimeOfExport	

### RSIC Survey Professional default policy values

#	Policy Name	Default Value
1	Survey_AddTemplate	Deny
2	Survey_EditTemplate	Deny
3	Survey_DeleteTemplate	Deny
4	Survey_DistributeTemplate	Deny
5	Survey_RenameTemplate	Deny

6	Survey_ImportTemplate	Deny
7	Survey_ImportBVSFile	Deny
8	Survey_AllowedTemplateTypes	Survey Template, Counting Template, Form Template, Photo Template
9	Survey_AllowedTemplateFieldTypes	Date/Time, Dynamic Range, Multiple Selection, Single Selection, Drop Down List, Numeric, Counting, Free Text, GPS, RSS Drop Down List, Photo
10	Survey_DefaultTemplates	Deny
11	Survey_ShowTemplateStatistics	Allow
12	Survey_AddDataset	Allow
13	Survey_EditDataset	Allow
14	Survey_DeleteDataset	Allow
15	Survey_ExportDataset	Allow
16	Survey_ShowDatasetInfo	Allow
17	Survey_AllowedSettingsFields	Language, GPSDataSource, PhotoStorageLocation, ConnectionType
18	Survey_ReadOnlySettingsFields	Language, GPSDataSource, PhotoStorageLocation, ConnectionType
19	Survey_DefaultTemplateRecipients	<a href="mailto:survey@rsic.mobi">survey@rsic.mobi</a>
20	Survey_DefaultDataRecipients	<a href="mailto:survey@rsic.mobi">survey@rsic.mobi</a>
21	Survey_SetExportFormats	.xml
22	Survey_SetDefaultExportFormat	.xml
23	Survey_SelectPDFFont	Courier
24	Survey_ExportType	1 Dataset/ Email
25	Survey_MaximumRecordsPerMail	10
26	Survey_MaximumSizePerMail	20
27	Survey_DateExportFormat	dd/mm/yyyy
28	Survey_DeleteDatasetsAfterExport	Yes
29	Survey_ExportDatasetsVertically	true
30	Survey_AllowAutoDataExport	false
31	Survey_TemplateDatasetLimit	20
32	Survey_TimeInterval	50
33	Survey_DeleteDatasetsAfterAutoExport	true
34	Survey_AllowAutoSubject	true
35	Survey_SetSubject	RSIC Survey Data Report
36	Survey_AllowAutoBody	true
37	Survey_SetBody	RSIC Survey Data Report's message body
38	Survey_AutoImportTemplates	true
39	Survey_GPSDataSource	Device GPS

40	Survey_GPSSampleSize	1
41	Survey_PhotoStorageLocation	Card
42	Survey_ConnectionType	BES
43	Survey_Language	English
44	Survey_DisableRegistration	Inactive
45	Survey_DisableEULAScreen	false
46	Survey_UseBESPolicy	Yes
47	Survey_AllowedSendDataFields	DefaultDataRecipients, DefaultDataFormat, DateExportFormat, DeleteDatasetsAfterExport, ExportDatasetsVertically, AutoSubject,AutoBody
48	Survey_ReadOnlySendDataFields	DefaultDataRecipients, DefaultDataFormat, DateExportFormat, DeleteDatasetsAfterExport, ExportDatasetsVertically, AutoSubject,AutoBody
49	Survey_AllowedDistributeFields	DefaultTemplateRecipients
50	Survey_ReadOnlyDistributeFields	DefaultTemplateRecipients
51	Survey_ExitApplication	Allow
52	Survey_OverWriteSameNameTemplates	Yes
53	Survey_TimeOfExport	10:00

## How to create, assign, view and send IT policies

This section applies to BlackBerry Enterprise Server™ software versions 3.6, 4.x and 5.0 and is provided as is, without any warranty. For configuring and managing custom BES policies on other BES versions or further information, please refer to the official BlackBerry Enterprise Server documentation available from [www.blackberry.com](http://www.blackberry.com).

### Creating IT Policies

To create an IT policy, complete the following steps:

BlackBerry Enterprise Server software versions 3.6 and 4.0

1. Depending on your version of BlackBerry Enterprise Server, open the BlackBerry Enterprise Server Management console or BlackBerry Manager.
2. Right-click the BlackBerry Enterprise Server name, then click **IT Policy**.
3. Click **New**, then create a name for the IT policy.
4. Select the check box beside each IT policy rules item you would like to assign. A description of the IT policy will appear.
5. To enable the selected IT policy, in the description window, click **TRUE**.
6. Click **Apply**, then click **OK**.

BlackBerry Enterprise Server software version 4.1

1. In BlackBerry Manager, click **Servers**, then click the **Global** tab.
2. From the Tasks menu, click **Edit Properties**.
3. Click **IT Policy**, then double-click **IT Policies**.
4. Click **New**, then create a name for the IT policy.
5. Select an IT policy group to view the associated IT policy rules.
6. Select the appropriate IT policy rules.
7. Click **Apply**, then click **OK**.

BlackBerry Enterprise Server software version 5.0

1. In the BlackBerry Administration Service, on the **BlackBerry solution management** menu, expand **Policy**.
2. Click **Create an IT policy**.
3. Type a name and description for the IT policy.
4. Click **Save**.
5. To configure the IT policy, perform the following actions:
  1. In **the IT policy information** section, click the IT policy.
  2. Click **Edit IT policy**.
  3. On a tab for an IT policy group, configure values for the IT policy rules.
  4. Click **Save all**.

## Assigning IT Policies

To assign an IT policy to a BlackBerry smartphone user, complete the following steps:

BlackBerry Enterprise Server software versions 3.6 and 4.0

1. Depending on your version, open the BlackBerry Enterprise Server Management console or BlackBerry Manager.
2. Right-click the BlackBerry Enterprise Server name, then click **IT Policy**.
3. Select an IT policy, then click **Edit User List**.
4. Click **Add Users to This Policy**.
5. Click a BlackBerry smartphone user, then click **Add**.
6. Click **Close**, then click **OK** to close the Edit IT Policy Userlist window.
7. Click **OK** again.

BlackBerry Enterprise Server software version 4.1

1. In BlackBerry Manager, click **Servers**, then click the **Global** tab.
2. From the Tasks menu, click **Edit Properties**.
3. Click **IT Policy**, then double click **IT Policy to User Mapping**.
4. Click a BlackBerry smartphone user, then click the button next to the appropriate IT policy.
5. Click **OK** to close the IT policy to User Mapping window.
6. Click **Apply**, then click **OK**.

BlackBerry Enterprise Server software version 5.0

1. In the BlackBerry Administration Service, on the **BlackBerry solution management** menu, expand **User**.
2. Click **Manage users**.
3. Search for a user account.
4. In the search results, click the display name of the user account.
5. On the **Policies** tab, click **Edit user**.
6. In the drop-down list, click an IT policy.
7. Click **Save all**.

## Viewing IT Policies

To view IT policies on the BlackBerry Enterprise Server, complete the following steps:

BlackBerry Enterprise Server software versions 3.6 and 4.0

1. Depending on your version, open the BlackBerry Enterprise Server Management console or BlackBerry Manager
2. Right-click the BlackBerry Enterprise Server name, then click **IT Policy**.
3. Select an IT policy, then click **View** to see the BlackBerry smartphone and Desktop Policy Settings that have been applied.
4. Click **OK** to close the View Policy window.
5. Click **OK** again.

BlackBerry Enterprise Server software version 4.1

1. In BlackBerry Manager, click **Servers**, then click the **Global** tab.
2. From the Tasks menu, click **Edit Properties**.
3. Click **IT Policy**, then double-click **IT Policies**.
4. To view the IT policy rules, click **Properties**.
5. Click **OK**.

BlackBerry Enterprise Server software version 5.0

1. In the BlackBerry® Administration Service, on the **BlackBerry solution management** menu, expand **Policy**.
2. Click **Manage IT policies**.
3. Click the name of the IT policy to view.
4. For a detailed view of that IT Policy, click **View complete IT policy**.

To view an IT policy on a BlackBerry smartphone, complete these steps:

1. From the Home screen, click **Options**.
2. Click **Security Options > General Settings**.
3. The IT policy Name, Last Updated, and Time Stamp fields will be listed.

**Note:** Depending on the BlackBerry smartphone and BlackBerry® Device Software version, the instructions for viewing the IT policy on the BlackBerry smartphone may vary. For example, on the BlackBerry® 7100 series, the BlackBerry smartphone user must click **Settings** or **Tools**, then click **Security**.

## Sending IT Policies

To send an IT policy to a BlackBerry smartphone, complete the following steps:

### BlackBerry Enterprise Server software versions 3.6 and 4.0

1. Depending on your version of BlackBerry Enterprise Server, open the BlackBerry Enterprise Server Management console or BlackBerry Manager
2. Select the BlackBerry Enterprise Server name, then right-click a BlackBerry smartphone user name.
3. Click **Properties**.
4. On the IT Admin tab, click **Resend policy**.
5. Click **Apply**, then click **OK**.

### BlackBerry Enterprise Server software version 4.1

1. In BlackBerry Manager, select the BlackBerry Enterprise Server name.
2. Click a BlackBerry smartphone user, then click the question mark ( ? ) symbol beside **IT Admin**.
3. From the menu that appears, you can resend the IT policy or assign an IT policy to a BlackBerry smartphone.
4. Click **OK**.

### BlackBerry Enterprise Server software version 5.0

1. In the BlackBerry Administration Service, on the **BlackBerry solution management** menu, expand **User**.
2. Click **Manage users**.
3. Search for a user account.
4. In the search results, click the display name for the user account.
5. On the **Policies** tab, click **View resolved IT policy data**.
6. Click **Resend IT policy to a device**.