

RSIC Survey Component Overview

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Introduction

This document gives an overview of the different (optional) components of the RSIC Survey solution.

RSIC Survey BlackBerry Client

This is the main RSIC Survey application that runs on a BlackBerry device that has an active BES or BIS account. The active BES or BIS account is required for the input and output data flow of the application. This data flow is:

Incoming

- Template distributions sent to the device from either another device or the Online Template Creator tool.
- Configuration data sent to the device from the Remote Configuration Tool.
- Configuration data coming from policies set on the BES (only applicable for BES devices).
- License keys sent to the device from the web bases License Manager.

Outgoing

- Template distributions sent from the device
- Data exported or otherwise sent from the device

The RSIC Survey client allows users to create, edit and delete templates but also to distribute templates to other users.

Online Template Creator (OTC)

Even though RSIC Survey offers users the possibility to create templates right on their handheld device, this of course has its practical limitations. Therefore RSIC offers the Online Template Creator to all users of RSIC Survey, to create and manage their own templates online. The web based interface allows for quicker creation of templates and offers options to send templates to recipients as well as save them on a local PC.

Remote Policy Configurator (RPC)

When using RSIC Survey with large groups of users, it might be necessary to configure the application remotely for different users and user groups. To do this, RSIC offers two possibilities:

- Specifying custom BES policies on the BES, following the RSIC Survey policy documentation (BES only).
- Configuring the devices remotely using the Remote Policy Configurator (RPC), a web based tool allowing administrators to configure RSIC Survey clients remotely (both BES and BIS).

Configuration is extremely versatile and can go as far as limiting end-user access to specific templates or template types, pre-defining configuration data and optionally limit access to any available function.

License Manager

After purchasing RSIC Survey, users are sent a PIN based license key, used to unlock the application for free usage on that specific BlackBerry device. To complete this process, users need to enter the license key into the 'Register' window of the application. For large user groups, this process might be impractical and therefore RSIC offers the License Manager, which is a web based application for generating single or multiple license keys, with the option to send them straight to the client device, where the application can automatically import the license.