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## Chapter **18**

# Managing Mobile Devices

A computer consultant once purchased a used BlackBerry device on eBay for \$15.50. When he put in a new battery and turned on the device, he discovered that it contained confidential emails and personal contact information for executives of a well-known financial institution.

Oops!

It turns out that a former executive with the company sold his old BlackBerry on eBay a few months after he left the firm. He'd assumed that because he'd removed the battery, everything on the BlackBerry had been erased.

The point of this true story is that mobile devices such as smartphones and tablet computers pose a special set of challenges for network administrators. These challenges are now being faced even by administrators of small networks. Just a few years ago, only large companies had BlackBerry or other mobile devices that integrated with Exchange email, for example. Now it isn't uncommon for companies with just a few employees to have mobile devices connected to the company network.

This chapter is a brief introduction to mobile devices and the operating systems they run, with an emphasis on iPhone and Android devices. You find out more about how these devices can interact with Exchange email and the steps you can take to ensure their security.