# Enterprise Mobility Management

## User Guide

Version R9

English

June 24, 2015

## Agreement

The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya's "Click-Accept" EULATOS as updated from time to time by Kaseya at http://www.kaseya.com/legal.aspx. If Customer does not agree with the Agreement, please do not install, use or purchase any Software and Services from Kaseya as continued use of the Software or Services indicates Customer's acceptance of the Agreement."

# Contents

# Overview

**Enterprise Mobility Management** is a new module that provides an enterprise-class, integrated solution for managing mobile devices, apps and secure access to company data by policy. This includes the fastest deployment in the industry for onboarding customer organizations and their users. Mobile devices can be company-owned or employee-owned. Enterprise assets are always isolate from personal data. Data is secured using AES-256 enctyption at rest and in flight.

A single easy-to-use, integrated user interface enables you to quickly:

- Onboard new and existing customer organizations into **Enterprise Mobility Management** using a wizard setup.
- Apply high, medium, and low security policies that you can customize.
- Use preset configuration profiles for each level of security.
- Launch invitations to users to register their devices. Registering installs a Kaseya agent app on their device called *MobileManage*.
- Manage multiple devices for each user.
- Require or disallow the installation of apps on mobile devices.
- Identify installed apps on mobile devices.
- Audit each mobile device, providing a detailed inventory of operating system, device information, platform and network properties.
- Enable or disable tracking the location of mobile devices in real time and maintain a location history.
- Force an alarm to sound on devices to help users locate their lost devices.
  - Lock, wipe and reset lost or stolen devices.
  - Be alerted if a lost device checks in or is out of compliance.
  - Send text messages from **Enterprise Mobility Management** to mobile devices.
  - Provide mobile device users safe, secure access to their company's internal websites and documents using two container apps.
    - ✓ The website browser app is called *WorkBrowser*. You can optionally control access to linked internal websites with *WorkBrowser* using proxy URLs.
    - ✓ The document browser app is called *WorkDocs*. *WorkDocs* allows a user to edit and save documents locally or upload changed documents to their company's internal networks.

## Licensing

- Licensing is by the number of users managed by **Enterprise Mobility Management**. Each licensed user can have an unlimited number of devices managed by **Enterprise Mobility Management**.

## Simplified User Interface

The user interface comprises a single page with four tabs. Each tab features drill-down menus for:

- Users
- Devices
- Apps
- Policies

## Active Directory Integration

**Enterprise Mobility Management** uses a customer organization's Active Directory instance to identify the users invited to register their mobile devices. Security policies in **Enterprise Mobility**

**Management** are applied to a device based on its association with an Active Directory user. **Enterprise Mobility Management** does not store any user credentials but only acts as a relay for Active Directory authentication.

### Mobile Devices Supported

**Enterprise Mobility Management** supports the following mobile devices:

- iOS version 7.0 and above
- Android version 4.0.3 and above

### Initial Release

For this initial release, **Enterprise Mobility Management** is only supported in on premise environments. When upgrading to R9 in an on premise environment, Mobile Device Management is removed and **Enterprise Mobility Management** is added. Migration of data from Mobile Device Management to **Enterprise Mobility Management** is not supported.

> **Note: Enterprise Mobility Management** can only use the **external IP address** *(http://help.kaseya.com/webhelp/EN/VSA/9000000/index.asp#248.htm)* specified for the VSA at the time the VSA is installed or upgraded to R9. Changing the VSA external IP address after install or upgrade is not supported by the **Enterprise Mobility Management** module.

# Enterprise Mobility Management Module Requirements

Kaseya Server

- The Enterprise Mobility Management R9 module requires on premise VSA R9. Mobile Device Management is uninstalled on upgrade.

  > **Note:** SaaS VSA environments continue to use Mobile Device Management on upgrade to R9.

- This module requires the VSA have internet access.
- **Customer organizations must have Active Directory to add users to Enterprise Mobility Management.**

Requirements for Each Managed Mobile Device

- iOS version 7.0 and above
- Android version 4.0.3 and above

Requirements for Active Directory Servers

- Allow access from the VSA. Only the TLS protocol and port 389 are supported at this time. If the VSA does not share the same intranet as an Active Directory instance, the Active Directory instance must be available on a public IP. For security reasons this IP should only be reachable from the MSP's VSA IP address. Mobile devices relay their authentication requests through the VSA to reach an Active Directory instance. Customer organizations should *whitelist the VSA IP address* for servers hosting customer Active Directory instances.

Requirements for WebDAV Servers

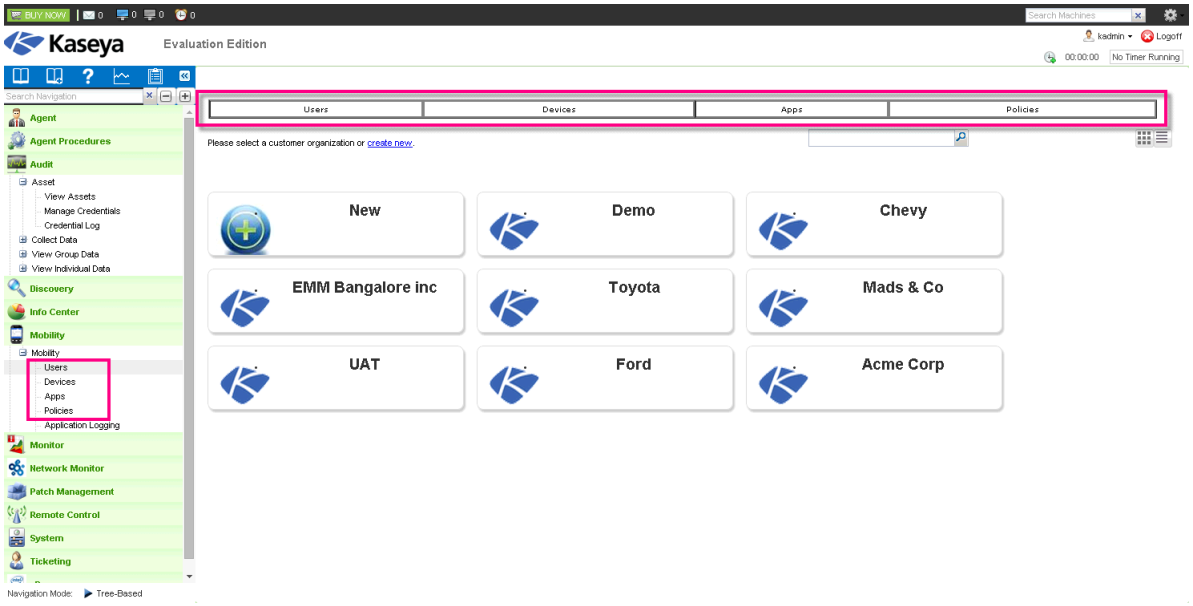
- NTLM enabled if authentication is required.
- Allow access from the VSA. If the VSA does not share the same intranet as a WebDAV server, the WebDAV server must be available on a public IP. For security reasons this IP should only be reachable from the VSA IP address. Mobile devices relay their requests through the VSA to reach these WebDAV servers. Customer organizations should *whitelist the VSA IP address* for the servers hosting WebDAV servers.

# User Interface

**Enterprise Mobility Management** is identified as the **Mobility** module in the navigation pane of the VSA. The module is organized around a single, integrated user interface. The same four main functions run along the top of every page or along the side in the navigation pane:

- Users
- Devices
- Apps
- Policies

The first time you display the **Mobility** module it shows you a tile view of existing customer organizations, similar to the image below. *Every task performed in the* **Mobility** *module starts with this same user interface.*




# Configuring Active Directory Integration

**Enterprise Mobility Management** uses a customer organization's Active Directory instance to identify the users invited to register their mobile devices. Security policies in **Enterprise Mobility Management** are applied to a device based on its association with an Active Directory user.

## Key Integration Concepts

- Customer organizations must have Active Directory to add users to Enterprise Mobility Management. See **Enterprise Mobility Management Module Requirements** *(page 2)* for additional Active Directory requirements.
- User records are imported into **Enterprise Mobility Management** from Active Directory.
- The security group a user belongs to in Active Directory determines the policy profile they are assigned in **Enterprise Mobility Management**. Switching a user to a different security group in Active Directory reassigns that user to a different policy profile in **Enterprise Mobility Management**.
- Devices are mapped to the users once they install and register the Kaseya Agent on their devices using the unique activation code emailed to them.

- The user's mobile devices do not need access to Active Directory for authentication. An app request is sent from the device to **Enterprise Mobility Management** which relays the request to Active Directory.
- The AD authentication component within **Enterprise Mobility Management** does not store any user credentials but only acts as a relay for AD authentication.

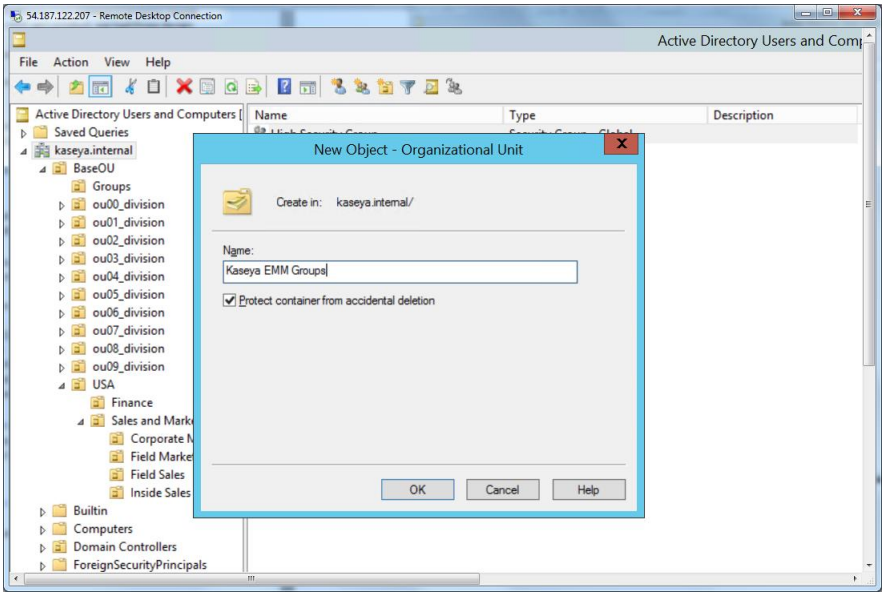
## Creating Three Active Directory Security Groups

**Enterprise Mobility Management** requires three security groups be created in Active Directory. These map to three security policies in **Enterprise Mobility Management**:

- `High Security Policy`
- `Medium Security Policy`
- `Low Security Policy`

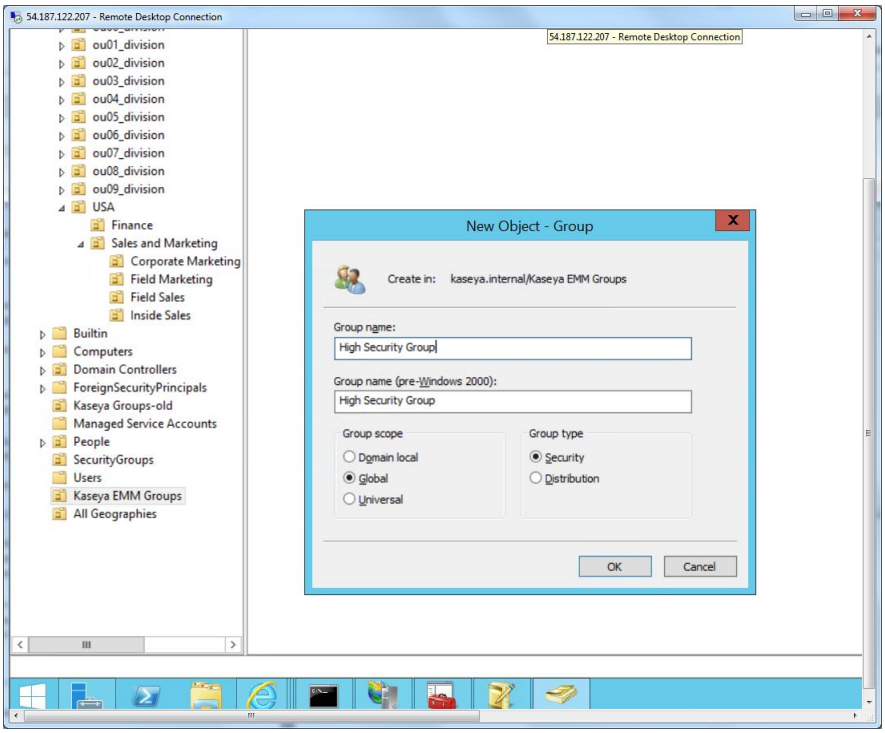
All Active Directory user records intended for import into **Enterprise Mobility Management** must be included in one of these three security groups.

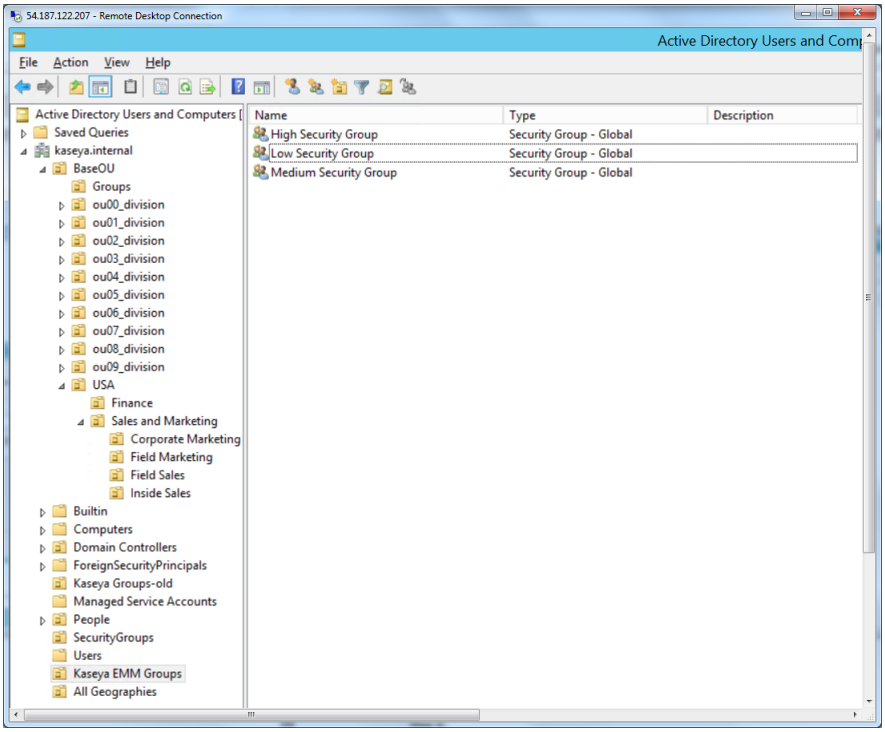
1. Open the Active Directory console and create a new *organizational unit* called `Kaseya EMM Groups` under the main domain.



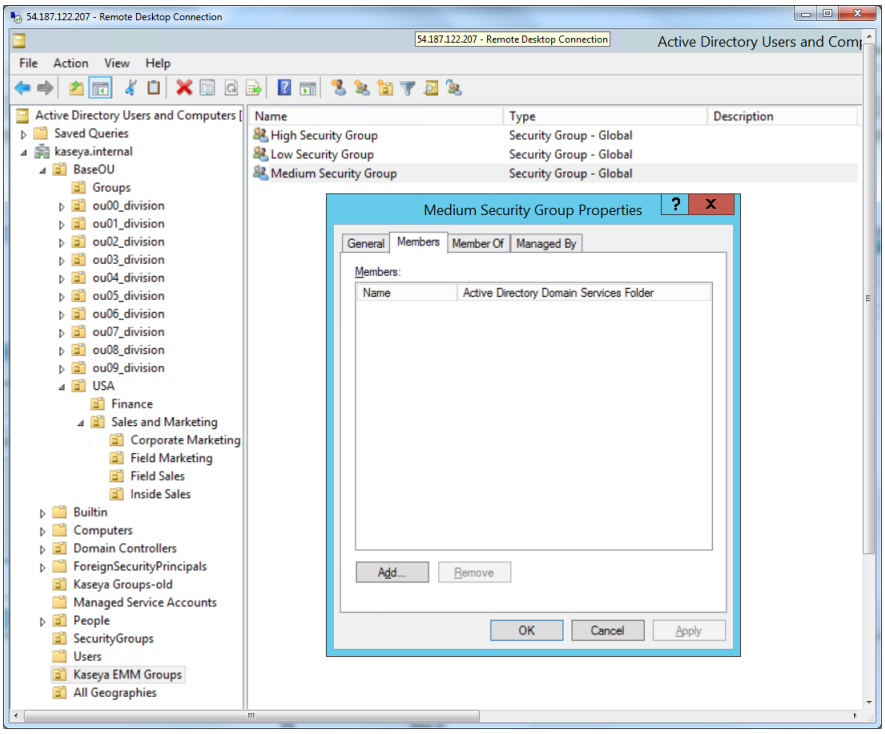

2. Create three security groups under `Kaseya EMM Groups`. Name them `High Security Group`, `Medium Security Group` and `Low Security Group`.

**Note:** You may name these security groups differently. But for ease of mapping with **Enterprise Mobility Management**, we recommend using these names.

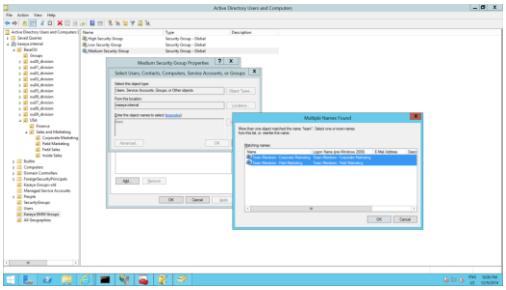


3. Right click each of the three `Kaseya EMM Groups`, then click the `Properties` option. Open the `Members` tab, then click the `Add` button.




4. Search for users in Active Directory to add to each of the three `Kaseya EMM Groups`.



Now you have created the three EMM security groups (High Medium and Low) and mapped appropriate users to them.

5. Once the configuration is complete, make note of the following. This information is required to connect to any instance of Active Directory you intend to associate with an organization within **Enterprise Mobility Management**.
   - The domain name or IP address of the Active Directory server.
   - Ensure the Active Directory instance can be accesssed from the VSA. Only the TLS protocol and port 389 are supported at this time.
   - The base DN (distinguished name) to search for: Example: `OU=Kaseya EMM Groups,DC=company,DC=com`
   - The credential to use to authenticate read access to this distinguished name. A dedicated credential is recommended.

# Onboarding Customers

Customer organizations must be added to **Enterprise Mobility Management** before inviting users to

register their devices.

**Prerequisite:** Before you begin, each customer organization you add *must have an Active Directory instance configured to integrate with* **Enterprise Mobility Management**. *See* **Configuring Active Directory Integration** *(page 3).*

## Creating a New Organization in the VSA

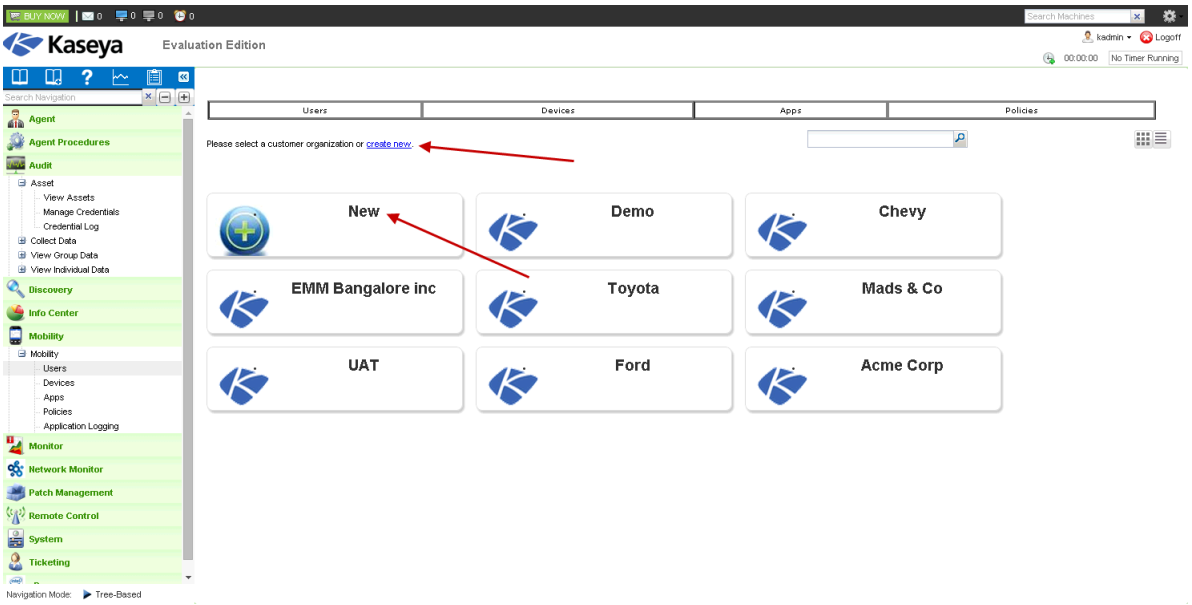
Follow this procedure if the customer organization you want to add is new to the entire VSA.

1. Navigate to the System > Orgs/Groups/Depts/Staff > **Manage** page.
2. Click **New** to display the **Add Organization** dialog.
3. Enter an **ID** and **Org Name** to identify the new customer organization.
4. Click **Save**.

Your new customer organization has been created. Now return to the **Mobility** module to add the customer organization to **Enterprise Mobility Management**.

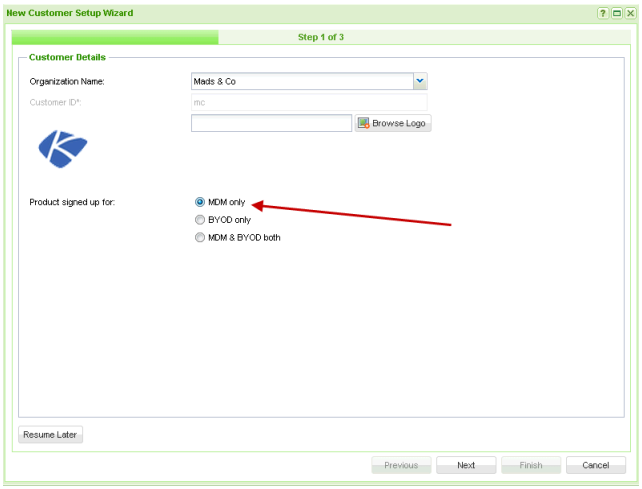
## Adding a Customer Organization in the Mobility Module

1. Click the **New** tile to start the **New Customer Setup Wizard**.



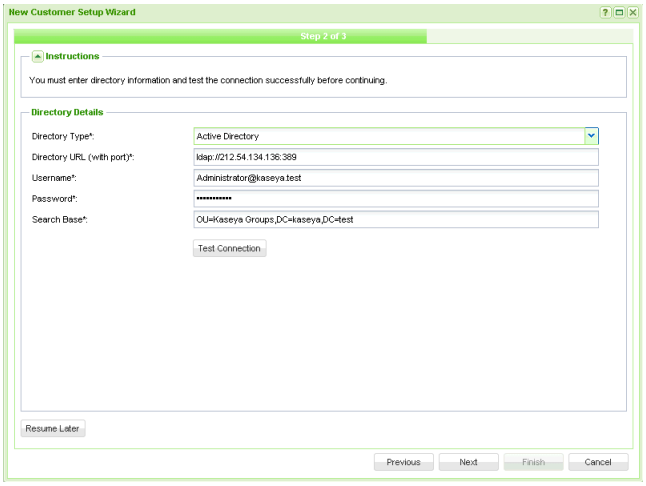

2. Select the customer organization you want to add to the **Mobility** module.
3. Optionally include a customer logo.
4. Select **MDM only**, **BYOD only** or **MDM & BYOD both**. You selection determines the policy profiles and options that are displayed to you in the user interface when this customer organization is selected.

5. Click **Next**.




6. Specify the Active Directory parameters **Enterprise Mobility Management** will use to identify users in the customer organization.

> **Note:** Each customer organization you add *must have an Active Directory instance configured to integrate with* **Enterprise Mobility Management**. *See* ***Configuring Active Directory for Integration*** *(page 3).*
>
> **Note:** If you have not configured Active Directory yet, click **Resume Later**. You can click the tile for this customer organization to return to this step in the wizard. A customer organization tile displays an asterisk to indicate that Active Directory setup has not yet been configured.

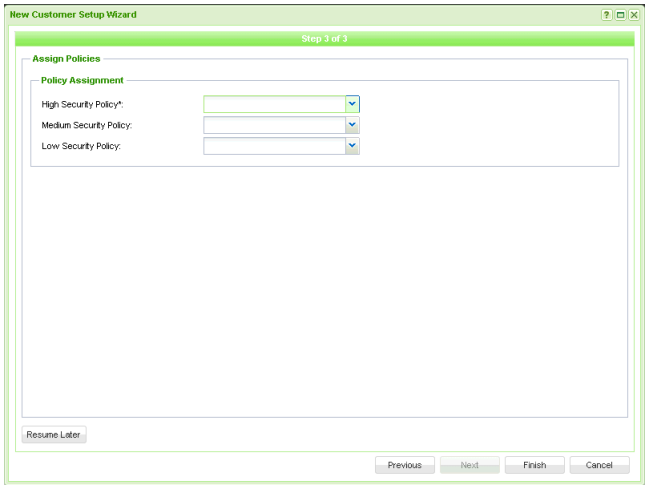



- **Directory Type** - **Active Directory** is the only option.
- **Directory URL (with port)** - Enter an LDAP URL. The required LDAP port is is `389`. Example: `ldap://212.54.134.136:389`
- **Username** - Enter an Active Directory username that provides access to the *distinguished name* specified in the **Search Base** field.
- **Password** - Enter the password.
- **Search Base** - Enter the *distinguished name* used to search for the three groups of users in this instance of Active Directory that are eligible to register their devices with **Enterprise Mobility Management**. Example: `OU=Kaseya EMM Groups,DC=company,DC=com`

7. Click the **Test Connection** button to verify your Active Directory connection.

- If successful, click **Next** to populate **Enterprise Mobility Management** with the three groups of users eligible to register their devices with **Enterprise Mobility Management**.
- If the test fails, check the values entered on this wizard page match your Active Directory configuration. The test must be successful to continue onboarding this customer organization.

8. Assign **Enterprise Mobility Management** mobile device policies to the new customer organization.
   - You can assign one `High` policy, one `Medium` policy and one `Low` policy to each customer organization you register in **Enterprise Mobility Management**.
   - Select the default `High`, `Medium` and `Low` policies if you have not created customer-specific policies yet.

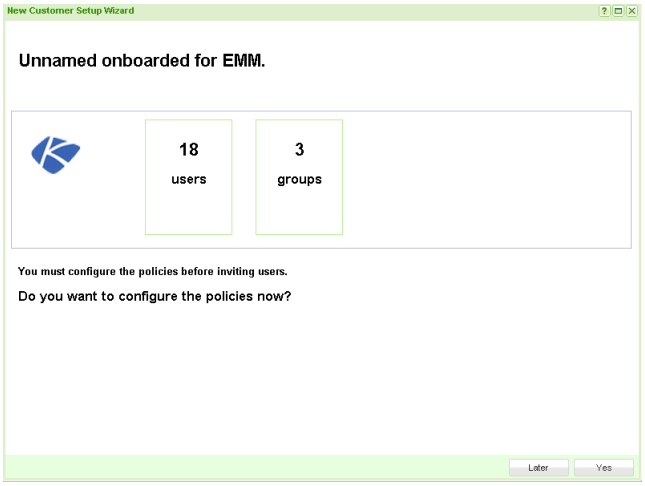



9. The last page of the wizard returns counts for the users and groups returned by the Active Directory search. These users and groups have been imported into **Enterprise Mobility Management**. You are prompted with two choices:
   - Click **Later** to accept default pre-defined policies for this newly onboarded customer organization. *This option bypasses setting customizable properties that are specific to that customer organisation.*

     **Note:** You may wish to invite users immediately to register a mobile device with **Enterprise Mobility Management**. See **Onboarding Users** *(page 10)* for details.

   - Click **Yes** to *configure new customer-specific policies that include both pre-defined and customizable properties.*

> **Note:** See **Configuring Policies** *(page 16)* for details about selecting this option.




# Onboarding Users

**Users are automatically invited to install a Kaseya agent on their mobile devices as soon as users are imported from Active Directory into Enterprise Mobility Management** (page 6). User status will already display `Invited` when you first see the users listed on this page. You may wish to invite a user again if he or she failed to receive their original email invitation.

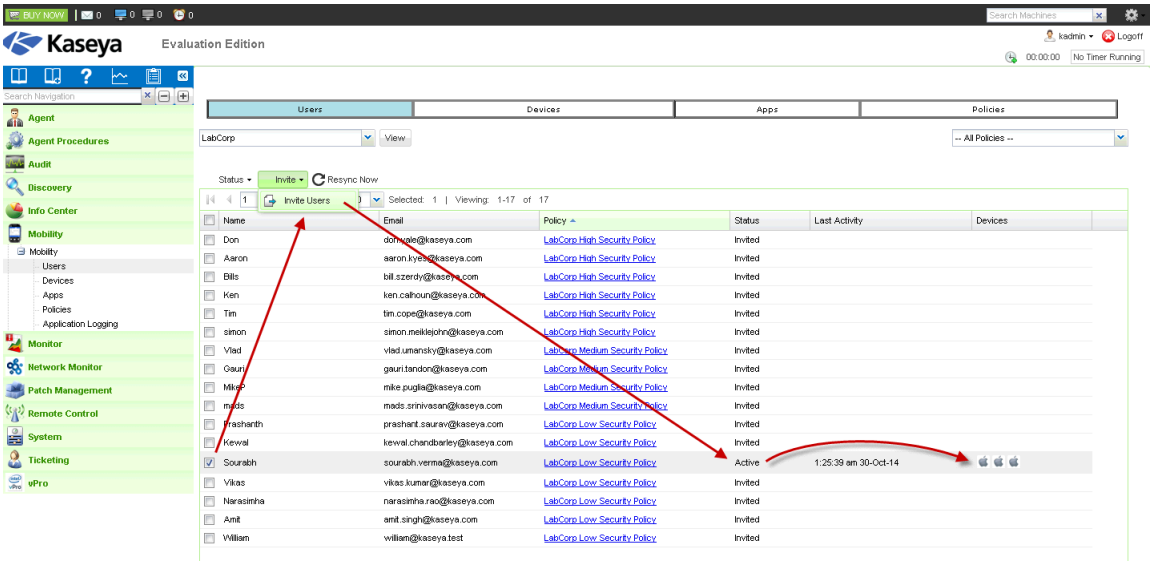
To reinvite users:

1. Navigate to the **Users** page.
2. Select one or more users.

   > **Note:** If you don't see a user you were expecting to see, you can click the **Resync Now** button. This will reconnect with the customer organization instance of Active Directory and update the list of users for the selected customer organization.

3. Click the Invite > **Invite Users** option.
   - The **Status** column shows `Invited` when an invitation has been sent to a user.
   - The **Status** column shows `Active` when the user has installed the **Enterprise Mobility Management** agent on at least one or more devices.
   - The number of the devices managed by **Enterprise Mobility Management** for that user is indicated by the device icons in the **Devices** column.

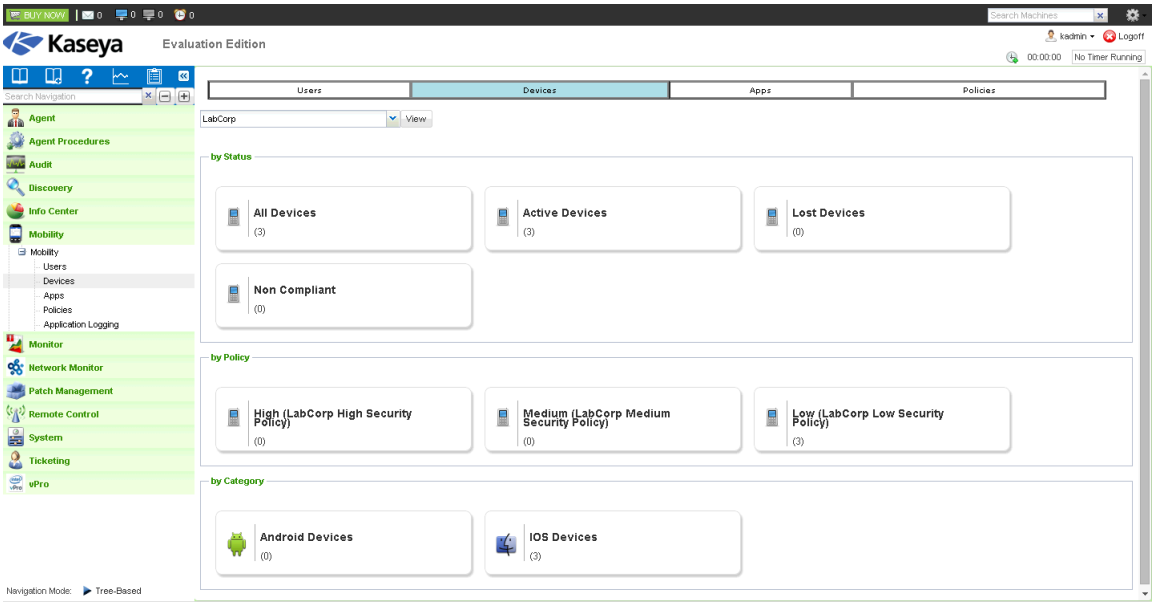
Note: See **Managing Devices** *(page 11)* for details about mobile device management.




# Managing Devices

Once users have registered devices with **Enterprise Mobility Management** you can manage their devices.

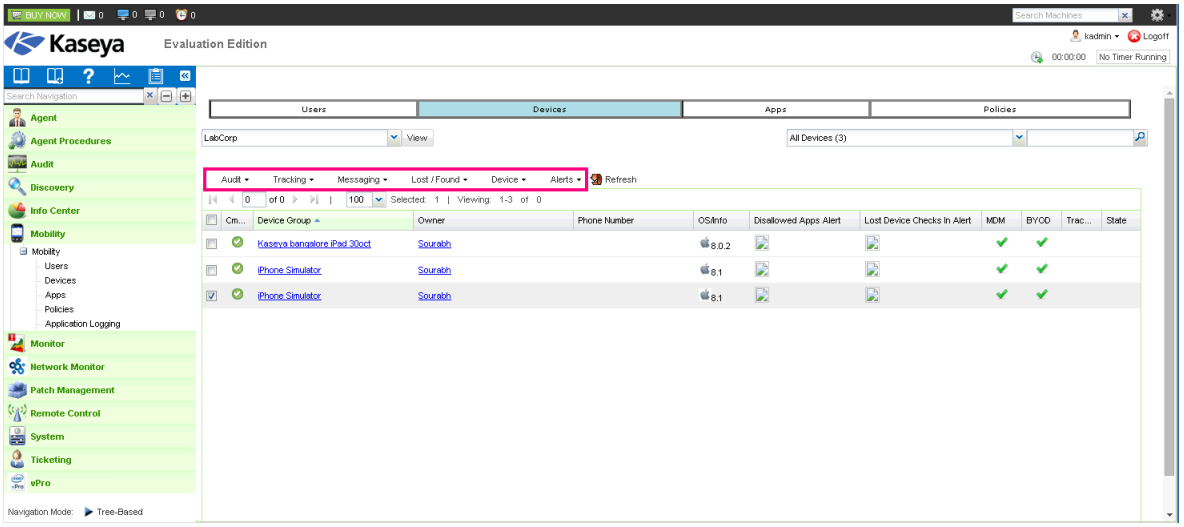
1. Navigate to the **Devices** page.
2. Select a customer organization.
3. Select one of the tiles. Tiles are organized:
   - **by Status**
   - **by Policy**
   - **by Category**




A list of devices for the selected filtering displays.

4. Select one or more rows in the list of devices to enable all the tabs at the top of the table.

> **Note:** Clicking the hyperlink for a device name on the **Devices** page displays device details in a series of tabs. See **Device Details** *(page 14)* for more information.




5. Clicking the **Command** icon for a device in the device list displays the **Command Status** *(page 12)* window.
6. The actions you can perform on devices are organized into the following tabs. See any of the following topics for details.
   - **Audit** *(page 12)*
   - **Tracking** *(page 13)*
   - **Messaging** *(page 13)*
   - **Lost / Found** *(page 13)*
   - **Devices** *(page 13)*
   - **Alerts** *(page 14)*

# Command Status

Clicking the **Command** icon for a device in the device list displays the **Command Status** window. This window shows the status of commands sent to a device.

- - The command is pending. The agent has not checked-in to retrieve it.
- - The agent is processing the command.
- - The operation is complete.
- - Command failed.

Use the **Mark Complete** option to manually set one or more commands to complete .

# Audit Actions

Audits are performed as soon as the user installs a Kaseya agent on his or her mobile device. Audits are run daily by default after that.

- **Schedule Audit** - Schedules an audit for a specified time for selected devices. Schedule once or periodically. Each type of recurrence—Daily, Weekly, Monthly—displays additional options appropriate for that type of recurrence. Periodic scheduling includes setting start and end dates for the recurrence.
- **Run Audit Now** - Runs an audit of a selected device immediately.
- **Get Logs** - *The device log is for Kaseya support purposes only.* The device log shows the actual messages sent back and forth between the VSA and a selected device.

# Tracking Actions

You can perform any of following **Tracking** actions on a device.

- **Enable Tracking** - Starts location tracking of selected devices. Once started, you can view the tracking of the device on a map using the **Location** tab of a device. See **Viewing Device Details** *(page 14)*.
- **Disable Tracking** - Stops location tracking of selected devices.
- **Get Current Location** - Returns the current location of a selected device, on demand, without continuously tracking its location.
- **Location History** - Displays the location history of a device.

# Messaging Actions

You can perform any of following **Messaging** actions on a device.

- **View** - Displays the history of messages sent to the user.
- **Send** - Displays a dialog you can use to enter and send a text message to the user.

# Lost / Found Actions

You can perform any of following **Lost / Found** actions on a device.

- **Sound Stolen Alarm** - If clicked selected devices repeatedly say, "This phone is stolen." whenever they are turned on. See **Silence Alarm** below.
- **Wipe Data** - If clicked, selected devices are reset back to their default settings. **Wiping a device deletes all user data**, including the *MobileManage* app. The *MobileManage* app can no longer check-in after wiping the device.
- **Clear Passcode** - Resets *device-level* passcodes on selected iOS devices. A reset unlocks the device, allowing the user to either use the device with no passcode or to set a new passcode. Clearing the passcode does not change the underlying security profile. If the device is configured to require a device-level passcode, the user is immediately prompted to enter a new one.
- **Request Checkin** - Users of selected devices are instructed to tap the icon on the *MobileManage* app to open it. Opening the *MobileManage* app causes the app to check in immediately.
- **Mark as Lost** - Marks selected devices as lost.
- **Mark as Found** - Marks selected devices as found.
- **Silence Alarm** - Stops alarms set using the **Sound Stolen Alarm** actions on selected devices.

# Devices Actions

You can perform any of following **Devices** actions on a device.

- **Lock Device** - If clicked, selected devices are locked, preventing user access.
- **Delete** - Deletes selected device accounts in **Enterprise Mobility Management**.

# Alerts Actions

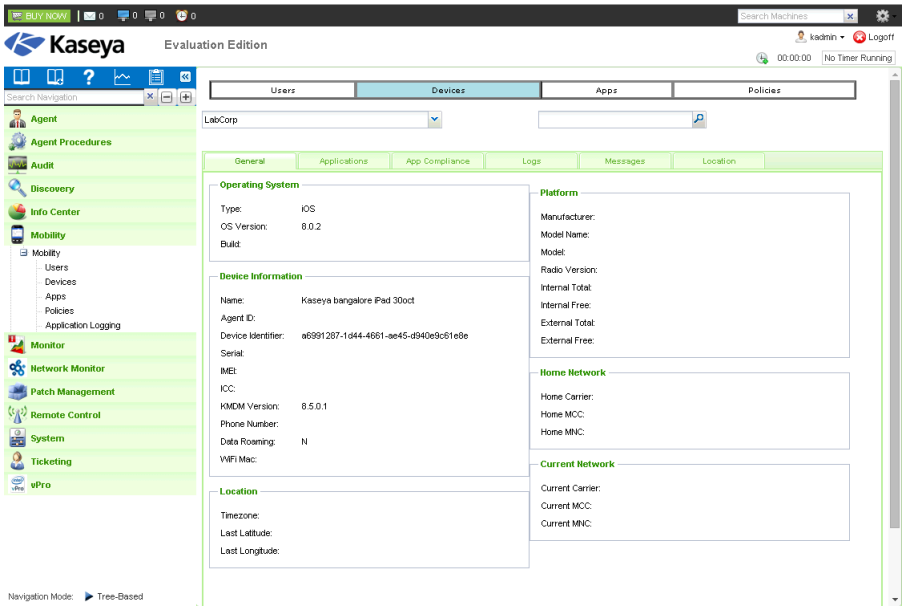
You can perform any of following **Alerts** actions on a device.

- **Details** - Displays an **Alert Details** window for selected devices:
  - **Alert Name** - The alert type: `Lost Device Checked In Alert` or `App Compliance Check`.
  - **Enabled** - Alerts are always enabled.
  - **Status** - `alert` or ok
  - **Details** - For an `App Compliance Alert`, displays the counts for `required apps` or `disallowed apps`.
  - **Action** - Resolves the alert, resetting it to an ok status.
- **Resolved** - Resolves alerts, by alert type, for selected devices. Resolving an alert notifies the users of selected mobile devices.

# Viewing Device Details

Clicking the hyperlink beneath a device name on the **Devices** page displays the details of that device in a series of tabs.

- **General**
- **Application**
- **App Compliance**
- **Logs**
- **Messages**
- **Location**




## General tab

*Operating System*

- **Type** - The type of operating system on the device.
- **OS Version** - The version of operating system used by the device.
- **Build** - The build number of the operating system.

*Device Information*

- **Name** - The name the device uses to identify itself.
- **Agent ID** - The Kaseya agent GUID.
- **Device Identifier** - A unique identifier assigned to the device by the manufacturer.
- **Serial** - The serial number of the device.
- **IMEI** - The unique identifier of the device's main assembly, independent of the SIM card plugged into the device. The IMEI number applies to GSM, WCDMA and iDEN mobile phones.
- **ICC** - The unique identifier of the SIM card plugged into a device.
- **KMDM Version** - The version of the *MobileManage* app on the device.
- **Phone Number** - The phone number of the device. Some mobile devices do not have phone numbers.
- **Data Roaming** - `True` or `False`.
- **WiFi MAC** - The MAC ID of the device.

*Location*

- **Timezone** - The timezone used by the device.
- **Last Latitude** - The last latitude returned by the device.
- **Last Longitude** - The last longitude returned by the device.

*Platform*

- **Manufacturer** - The manufacturer of the device hardware.
- **Model Name** - The model name of the device hardware.
- **Model** - The model number of the device hardware.
- **Radio Version** - The version of modem firmware used by the device. Also called the "baseband" version.
- **Internal Total** - The total memory available and built into the hardware.
- **Internal Free** - Free memory available and built into the hardware.
- **External Total** - The total memory available externally.
- **External Free** - Free memory available externally.

*Home network*

- **Home Carrier** - The main service provider of the device.
- **Home MCC** - The home mobile country code of the device. Large countries can have more than one mobile country code.
- **Home MNC** - The mobile network code for the home operator/carrier of the device.

*Current network*

- **Current Carrier** - The carrier currently being used by the device.
- **Current MCC** - The mobile country code currently being used by the device.
- **Current MNC** - The mobile network code of the operator/carrier currently being used by the device.

### Applications tab

The **Applications** tab displays a list of the apps installed on the selected managed mobile device.

### App Compliance tab

The **App Compliance** tab shows **Required Apps Missing from Device**.

- **Package Name** - The full name of the app in reverse-domain format. Example: `com.kaseya.enterprise.agent`.
- **App Name** - The friendly name of the app. Example: `Agent`.

### Logs tab

The **Logs** tab displays device log entries. *The device log is for Kaseya support purposes only.* The device log shows the actual messages sent back and forth between the VSA and a selected device.

### Messages

The **Messages** tab displays a history of messages sent to and from the device.

- **Direction**
  -  - Sent from the device.
  -  - Sent from the VSA administrator.
- **Date** - Date/time of the message.
- **From** - *Applies to device messages only.* The device identifier and machine group.
- **Message** - Text of the message.

### Location

The **Location** tab displays location tracking data for a selected device. Each numbered marker on the map references a numbered list on the right side of the map. The numbered list identifies the date and time the device was at that location. The display of data is filtered by a specified range of dates and times.

> **Note:** If you don't see a location marker for a device you're tracking, try resetting the filter to display an earlier date range.

- **Date and Time** - Optionally change the date and time filter. The filter limits the display of device locations to a range of dates and times.
- **Refresh** - Refresh the map after resetting the **Date and Time** filter.

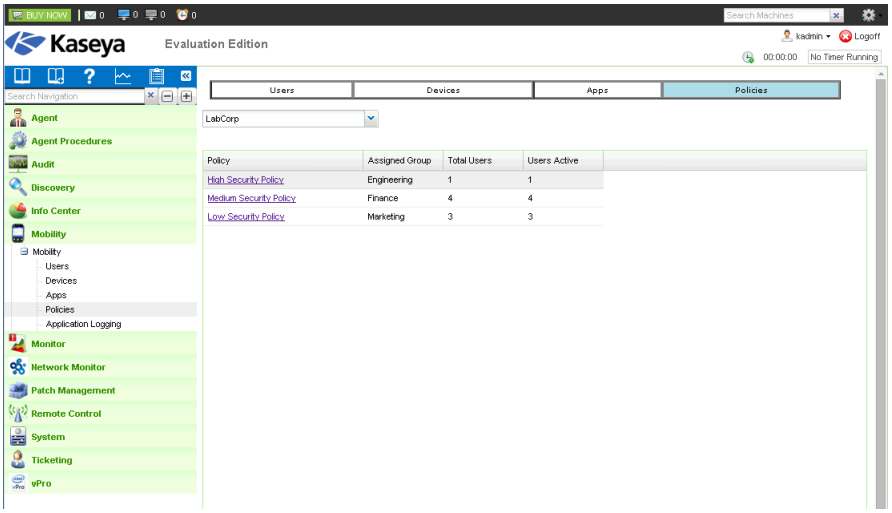
# Configuring Policies

The **Policies** page assigns **Enterprise Mobility Management** policies by customer organization and Active Directory security group.

You can drill into any policy to:

- Review predefined policies settings.

- Create a new policy and configure customizable settings for that customer organization.

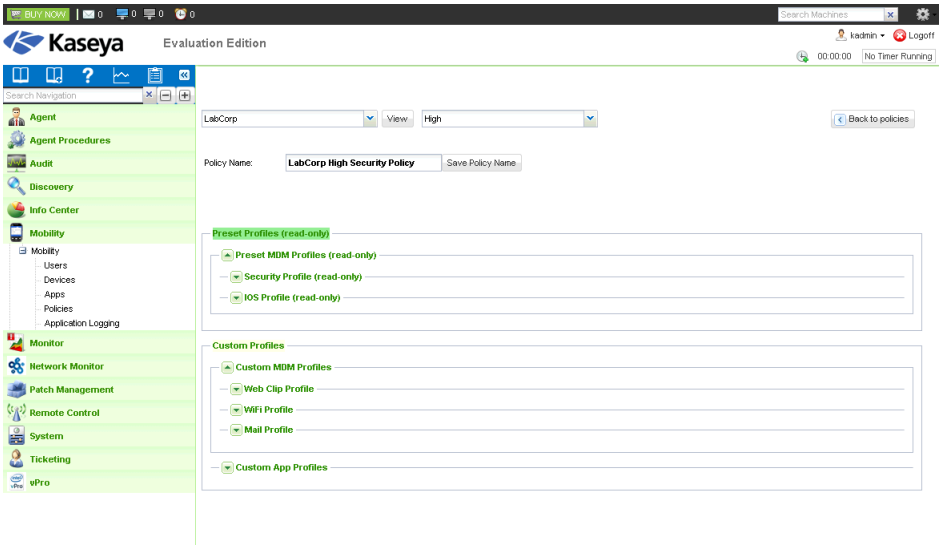



## Creating and Configuring a New Policy

1. On the **Policies** page, select the customer organization you want to view.
2. Click the hyperlink of any of the listed policies.

   The details pages displays two types of profiles:

   - **Preset Profiles (read-only)** - Kaseya has determined the correct settings for these properties. The do not have to be adjusted. Each policy type—`High`, `Medium` and `Low`— has slightly different preset profile settings.
   - **Custom Profiles** - These settings are customer-specific. *Always create a new policy instead of setting these properties for the default* `High`, `Medium` *and* `Low` *policies.*




3. Enter a new name in the **Policy Name** field. For example, for the company `Acme`, you might enter `Acme High Security Policy`.
4. Confirm that the correct *policy type* is selected: `High`, `Medium` or `Low` in the drop-down list. Change to the correct policy type, if necessary.
5. Click the **Save Policy Name** button.

   You have now created and assigned a new policy to the selected customer organization.
6. Expand **Custom MDM Profiles** to add configuration details for any of the following profiles:

   - **Web Clip Profile** *(page 18)*

- **WiFi Profile** *(page 18)*
- **Email Profile** *(page 19)*

7. Expand **Custom App Profiles** to add one or more apps to the custom app profile for this customer organization. This feature is described in detail in the following topics:
   - **Managing Apps on Devices** *(page 22)*
   - **Configuring the App Catalog** *(page 23)*
   - **Configuring App Profiles in a Policy** *(page 20)*
8. Expand **Custom BYOD Profiles** to add configuration details for securely accessing a customer organization's internal websites and documents.
   - **URL Profile** *(page 19)*
   - **Document Profile** *(page 19)*
   - **Proxy List Profile** *(page 19)*

# Custom MDM Policies

## Configuring a Web Clip Profile

- This profile type is supported on iOS devices. For iOS devices, the URL must begin with HTTP or HTTPS.
- This profile is not supported on Android.

The **Web Clip Profile** specifies a web application "shortcut" to a URL that the device can access. An organization may want to install shortcuts on devices pointing to its web pages or support documents.

- **Name** - The name of the profile.
- **Description** - The description of the profile.
- **URL** - The URL of the web application shortcut
- **Label** - A friendly name for the web application shortcut.
- **Icon** - Upload a png file to serve as the icon for the shortcut.
- **Is Removable** - If checked, the user can remove the web application shortcut.

## Configuring a WiFi Profile

- This profile type is supported on iOS and Android devices.

The **WiFi Profile** sets WiFi options on devices.

- **Profile Type** - The type of profile.
- **Name** - The name of the profile.
- **Description** - A description of the profile.
- **SSID** - A unique identifier of a wireless network.
- **Hidden Network** - If checked, the wireless network does not broadcast its SSID.
- **Encryption Type** - The type of encryption used by the wireless network. Make sure that these values exactly match the capabilities of the network access point. If you're unsure about the encryption type, or would prefer that it applies to all encryption types, use the value `Any`.
  - `WEP` - Wired Equivalent Privacy
  - `WPA` - WiFi Protected Access. Includes both WPA and WPA2.
  - `Any` - Any other type of WiFi protocol
- **Password** - The WiFi password.

## Configuring an Email Profile

- This profile type is supported on iOS and Android devices.

The **Email Profile** configures the email client on a managed mobile device.

- **Account Type** - `IMAP`, `POP`, `Gmail` or `Exchange`.
- **Incoming Server IP or Hostname** - The IMAP or POP3 incoming email server. For example, `pop.youremail.com` or `imap.youremailserver.com`.
- **Incoming Server Port** - The port number used by the incoming email service. For POP3, typically `110`, or if SSL is enabled, `995`. If IMAP is enabled, typically `143` or if SSL is enabled, `993`.
- **Incoming Server Requires Password** - If checked, the incoming email server requires a password.
- **Use SSL for Incoming Email** - If `Yes`, communication with the incoming email server is encrypted using SSL. Your incoming email server must support SSL to use this feature.
- **Leave Messages on the Server** - If `Yes`, email remains stored on the incoming email server after it is delivered to the device.
- **Outgoing Server IP or Hostname** - The SMTP outgoing email server. For example, `smtp.youremailserver.com`.
- **Outgoing Server Port** - The port number using the outgoing email server. Typically `25`, or if SSL is enabled, `465`.
- **Use Same Password as Incoming Server** - If checked, both incoming and outgoing use the same incoming password. If blank, specify a password.
- **Use SSL for Outgoing Email** - If `Yes`, communication with the outgoing email server is encrypted using SSL. Your outgoing email server must support SSL to use this feature.

# Custom BYOD Profiles

You can configure three custom BYOD profiles for a selected customer organization and Active Directory security group. Expand any of the **Custom BYOD Profiles** to add configuration details for the following:

- **URL Profile**
- **Document Profile**
- **Proxy List Profile**

### Whitelisting the VSA

If the VSA does not share the same intranet as a WebDAV server, the WebDAV server must be available on a public IP. For security reasons this IP should only be reachable from the VSA IP address. Mobile devices relay their requests through the VSA to reach these WebDAV servers. Customer organizations should *whitelist the VSA IP address* for the servers hosting WebDAV servers.

### URL Profile

Add the URLs that are *directly accessible* to a device's network connection. Users will use **WorkBrowser** *(page 24)* to access these URLs.

- **Name** - Enter a name for this menu item.
- **URL** - Enter a URL.
- **Proxy required** - Recommended for securing access to an internal resource or website.

### Document Profile

Add WebDAV documents you want to make available to mobile users using **WorkDocs** *(page 25)*.

- **Name** - A description of the document.
- **URL** - The URL of the WebDAV document source.
- **Proxy required** - Recommended for securing access to an internal resource or website.

The **WorkDocs** container app supports:

- The display and editing of shared and local Microsoft Office and PDF documents.
- The creation and storage of local secure documents on the user's mobile device. Documents stored locally are encrypted and remain isolated from the rest of the user's environment on the mobile device.

# Custom App Policies

Custom app profiles can be assigned to a policy. A custom app profile determines the apps that are either required or disallowed on the managed devices of a customer organization.

Before performing this step the following steps should be completed:

- **Managing Apps on Devices** *(page 22)*
- **Configuring the App Catalog** *(page 23)*

### Configuring an App Profile in a Policy

1. On the **Policies** page, select the customer organization you want to view.
2. Click the hyperlink of any of the listed policies.
3. Expand the **Custom App Profiles** to add one or more apps to the custom app profile for this customer organization.
4. Click the **Add** button.
5. Select one or more apps to add to the custom app profile.
6. Click the **Add Apps** button.
7. Set the **Status** of the app to either `Disallowed` or `Required`.
   - If an app is `Disallowed`, **Enterprise Mobility Management** does not automatically uninstall the app. The user is asked to perform the uninstall manually.
   - If an app is `Required` and the app is a *store app*, **Enterprise Mobility Management** sends an invitation with a link to install the app to device users.
8. Optionally delete a selected app from the custom app profile using the **Delete Row** option.
9. Click **Save** to complete the configuration.

# Preset Policies (read-only)

Kaseya has determined the correct settings for preset properties. The do not have to be adjusted. Each policy type—High, Medium and Low— has slightly different preset profile settings.

## MDM Preset Profiles (read-only)

### Security Profile (read-only)

The **Security Profile** configures policies related to the creation of *device-level* PINs (also called a passcode or access code). PINs are used by users to unlock their mobile devices.

> **Note:** Android only supports the following settings: allow simple, force pin, minimum length, require alpha, max inactivity and max failed attempts.

- **Allow Simple** - If checked, permits users to use sequential or repeated characters in their PINs (passcodes). For example, this would allow the passcodes `3333` or `DEFG`.
- **Force PIN** - If checked, the user must supply a PIN (also called a passcode or access code) to access the entire mobile device. If not checked, no PIN is required.

> Note: **BYOD Preset Profiles** *(page 22)* may enforce an *app-level* PIN as well. The two PINs are independent of each other.

- **Maximum Failed Attempts** - Determines how many failed PIN attempts can be made before the device is wiped. The default behavior is device manufacturer dependent.
- **Maximum inactivity** - The number of seconds to wait while a user does not use the device before locking the device.
- **Maximum PIN Age in Days** - The maximum number of days to use the same PIN.
- **Minimum Complex Characters** - The minimum number of complex characters required in a PIN.
- **Minimum Length** - The minimum length required for a PIN.
- **Require Alphanumeric** - If check, requires both alphabetic and numeric characters.
- **PIN History** - If checked, maintains a PIN history.
- **Maximum Grace Period** - Specifies how soon the device can be unlocked again after use, without prompting again for the PIN.

### iOS Profile (read-only)

- **Profile Type** - The type of profile.
- **Name** - The name of the profile.
- **Description** - A description of the profile.
- **Allow App Installation** - If checked, applications can be installed.
- **Allow Camera** - If checked, the camera on the device is enabled.
- **Maximum Failed Attempts** - If the user exceeds the number of passcode attempts allowed, typically 10, the phone becomes locked. The only way to use it again is to restore the phone to the factory settings, which wipes all data from the phone in the process. After restoring the phone, the phone can be restored to the last backup made.
- **Allow Screen Shot** - If checked, the device can create snapshots of its own screen.
- **Allow YouTube** - If checked, YouTube™ is enabled.
- **Allow iTunes** - If checked iTunes™ is enabled.
- **Allow Safari** - If checked, the Safari web-browser is enabled.
- **Allow Face Time** - If checked, users can place or receive FaceTime video calls.
- **Allow automatic sync while roaming** - If checked, devices sync while roaming. If unchecked, devices sync only when an account is accessed by the user.
- **Allow Siri** - If checked, users can use Siri, voice commands, or dictation.
- **Allow voice dialing** - If checked, users can dial their phone using voice commands.
- **Allow In-App Purchase** - If checked, users can make in-app purchases.
- **Force user to enter iTunes Store password for all purchases** - If checked, users are required to enter their Apple ID password before making any purchase. Normally, there's a brief grace period after a purchase is made before users have to authenticate for subsequent purchases.
- **Allow multiplayer gaming** - If checked, users can play multiplayer games in the Game Center.
- **Allow adding Game Center friends** - If checked, users can add friends in the Game Center.
- **Force fraud warning** - If checked, Safari warns users when visiting websites identified as being fraudulent or compromised.
- **Enable JavaScript** - If checked, Safari executes javascript on websites.
- **Block pop-ups** - If checked, Safari's pop-up blocking feature is enabled.
- **Accept cookies** - Choose when to accept all cookies: `Never`, `From visited sites`, `Always`.
- **Allow backup** - If checked, users can back up their device to iCloud.
- **Allow document sync** - If checked, users can store documents in iCloud.
- **Allow Photo Stream (disallowing can cause data loss)** - If checked, users can enable Photo Stream.
- **Allow diagnostic data to be sent to Apple** - If checked, iOS diagnostic information is sent to Apple.

- **Allow user to accept untrusted TLS certificates** - If checked, users will be asked if they want to trust certifications that cannot be verified. This setting applies to Safari and to Mail, Contacts, and Calendar accounts.
- **Force encrypted backups** - If unchecked, then in iTunes the user can choose to encrypt or not encrypt a backup from the device to a local machine. If checked, then in iTunes the user is forced to encrypt the backup. When a backup is encrypted, a message box on the device prompts the user to enter an encryption password.
- **Allow explicit music and podcasts** - If checked, explicit music or video content in the iTunes Store is displayed instead of hidden. Explicit content is flagged by content providers, such as record labels, when listed on the iTunes Store.

## BYOD Preset Policies (read only)

### Access Profile (read-only)

- **New Users' Need Admin Approval before using device -** If administrator approval is required, the user receives an "approval is required" message the first time he or she tries to access **Enterprise Mobility Management**.
- **User's device locks out after n failed attempts** - Number of attempts.

### Security Profile (read-only)

- **Mobile access requires PIN entry** - If enabled, requires an *app-level* PIN (also called a passcode or access code) every time you launch the app. If enabled, will prompt the user to create a passcode the first time the user attempts to access the app.

  Note: **MDM Preset Profiles** *(page 20)* may enforce a *device-level* PIN as well. The two PINs are independent of each other.

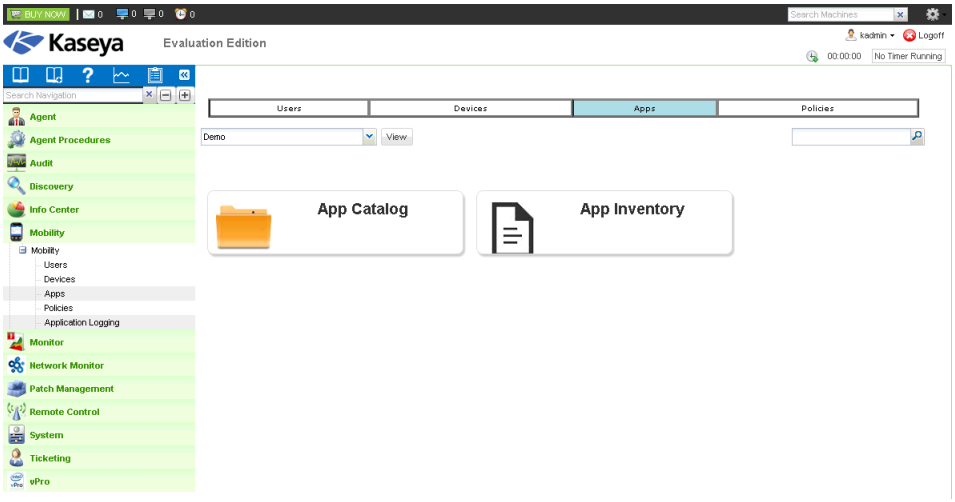
  - Only if enabled by user
  - Whenever application is activated
  - After N minutes inactive
- **Mobile access requires password entry every** - N minutes hours or days.
- **Users may email item content to others** - Yes / No.
- **Users may open item content with non suite apps** - Yes / No.
- **Users may save images to device's photo library** - Yes / No.
- **Users may print non-suite content** - Yes / No.
- **Users may copy/paste to non-suite apps** - Yes / No. If no, a `paste blocked by policy` message displays when a user attempts to copy from a secure container app into an external app. Copying from an external app into a secure container app is never blocked.

# Managing Apps on Devices

**Enterprise Mobility Management** can either require or disallow selected apps on mobile devices.

1. Navigate to the **Apps** page.

2. Select a customer organization.




3. You can select one of two options:
   - The **App Catalog** *(page 23)* page maintains a catalog of *app items*. An app item is a record that uniquely identifies a single app that can be required or disallowed on a mobile device.

     **Note:** An app must be added to the **App Catalog** before it can be included in an app profile for a specific customer organization.

   - The **App Inventory** page generates a list of candidate app items based on an audit of all mobile devices managed by **Enterprise Mobility Management**. Use it to determine the format of app records you want to add to the **App Catalog**.
4. For this beta release, click the **App Catalog**. Completing the configuration of apps on managed devices is performed in two steps:
   - **Configuring the App Catalog** *(page 23)*.
   - **Configuring App Profiles in a Policy** *(page 20)*.

# Configuring the App Catalog

The **App Catalog** maintains a catalog of app items. Each app item uniquely identifies a single app that can be required or disallowed on a mobile device. Once added to the catalog, app items can then be added to the **app profile** *(page 20)* of a policy assigned to a customer organization.

**Note:** An **App Catalog** is maintained for each customer organization individually.

### Adding a New App Item

1. Select the correct customer organization, if necessary.
2. Click **New**.
   - **Store App** - If selected, a **URL** must be specified.
3. If you select a **Store App**, a **New Store App** dialog displays.
   - Select the **Android** or **iOS** radio option.
   - Optionally enter a search term to filter the list of apps returned from the selected store.
   - Select an app in the list.
   - Click either the **Add** or **Add & New** button.

   Your app has been added to the **App Catalog**.

### Working with Existing App Items

The **Actions** menu provides the following options for existing apps in the **App Catalog**.

- **Edit** - Edits a selected app item in the **App Catalog**.
- **Delete** - Deletes a selected app item from the **App Catalog**.

# Viewing App Inventory

Enterprise Mobility Management > Apps > App Inventory

The **App Inventory** page generates a list of app items based on the apps discovered on managed mobile devices, for the selected customer organization and policy profile. Use it to determine the format of app records you want to add to the **App Catalog** *(page 23)*.

### Table Columns

- **OS** - `Android` or `iOS`.
- **Package Name** - The full name of the app in reverse-domain format. Example: `com.kaseya.enterprise.agent`.
- **App Name** - The friendly name of the app. Example: `Agent`.
- **Version** - The application version number. Example: `1.2.0.0`.

# WorkBrowser and WorkDocs

**Enterprise Mobility Management** provides mobile device users safe, secure access to their company's internal websites and documents using two container apps.

- **WorkBrowser** *(page 24)* - Provides secure access to internal websites.
- **WorkDocs** *(page 25)* - Enables secure viewing and editing of documents on internal networks or stored locally on mobile devices.

# Using WorkBrowser

The **WorkBrowser** is ideal for anyone who's mobile and needs to stay connected to the office. **WorkBrowser** provides secure access—in flight and at rest—to internal intranets, files and directories. Selected files can by edited using **WorkDocs** *(page 24)*.

### Downloading WorkBrowser

- **Apple devices** *(https://itunes.apple.com/us/app/kaseya-workbrowser/id953111090?mt=8)* - Download using the link provided in your email invitation.
- **Android devices** *(https://play.google.com/store/apps/details?id=com.kaseya.byodsuite.workbrowser)* - Download using the link provided in your email invitation.

### Requirements for Each Managed Mobile Device

- iOS version 7.0 and above
- Android version 4.0.3 and above

### Passcodes

You may be prompted to create an *app-level* PIN (also called a passcode or access code) to use **WorkBrowser**. Thereafter, you will need to enter this PIN each time you access the **WorkBrowser** app.

### Sites

The **Sites** list shows all the websites you have access to via **Enterprise Mobility Management**.

### Viewing and Editing Files

When browsing web sites in **WorkBrowser** you can view files. Viewed files can be edited using **WorkDocs** *(page 25)*.

# Using WorkDocs

**WorkDocs** enables you to view or edit documents stored on an internal network or stored locally in **Secure Storage** on your mobile device. You can also move, copy or delete documents. Documents stored locally are encrypted and remain isolated from the rest of the environment on the mobile device.

### Downloading WorkDocs

- **Apple devices** *(https://itunes.apple.com/us/app/kaseya-workdocs/id953111338?mt=8)* - Download using the link provided in your email invitation.
- **Android devices** *(https://play.google.com/store/apps/details?id=com.kaseya.byodsuite.workdocs)* - Download using the link provided in your email invitation.

### Requirements for Each Managed Mobile Device

- iOS version 7.0 and above
- Android version 4.0.3 and above

### Passcodes

You may be prompted to create an *app-level* PIN (also called a passcode or access code) to use **WorkDocs**. Thereafter, you will need to enter this PIN each time you access the **WorkDocs** app.

### Sites

The **Sites** list shows all the **WorkDocs** sites you have access to via **Enterprise Mobility Management**. Each **WorkDocs** site provides access to a navigation tree of folders and documents. *These documents are not stored on your device unless they are in* **Secure Storage***.*

### Secure Storage

The **WorkDocs** site also displays a **Secure Storage** folder of local documents stored on your device. The same **Secure Storage** folder is shared across all the **WorkDocs** sites you have access to.

### Authorization

Depending on the authorization assigned to the document you may be prompted to enter credentials.

### Editing Documents

Selecting a file allows you to preview the file. Select the **Edit** button over the previewed file to launch the file editor.

When the editor first loads you can select the **File** icon and use the **Save as** option to save the current file to a new name and/or location. Once you start making edits to the file the **File** icon can be used to save the current file to the same name and location of the original file. If a save fails, verify you have write access to the document location.

### Move, Copy and Delete Files

You can move, copy, and delete files from any location.

- Select **Edit** from above the document source file list to see these options.
- Select the file(s) you want to perform the move, copy or delete action on.

- For **Copy** and **Move** actions you will be prompted to provide the name and location for the new file. To save a local copy of the file, copy or move to your **Secure Storage**.
- To delete a file, select the **Delete** button. You will be prompted to confirm file deletions.

### Favorites

Any folder beneath the root directory can be saved as a **Favorite**. To mark a folder as a **Favorite** select the 'star' icon at the bottom of the file list. The 'star' icon will darken to show this folder is now a **Favorite**.

Folders marked as a **Favorite** are displayed along with your document sources. Selecting the **Favorite** provides a shortcut to go directly to that location.

# Logging Module Activity

You can review application activity in the **Mobility** module using the **Application Logs** page. If information has changed or been removed unexpectedly, check this page to determine what events and administrators may have been involved.

Entries include:

- **Event ID**
- **Event Name**
- **Message**
- **Admin**
- **Event Date**

Logged events include:

Clear Passcode
Created Device
Deleted Device
Found Device
Invitation Resent
Lock Device
Lost Device
Mark Commands Complete
Process Alert
Request Checkin
Request Logs
Run Audit
Scheduled Audit
Sound Alarm on Device
Start Tracking Device
Stop Tracking Device
Updated Device
Wipe Device

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