



*Centralized Mobile Device Management Solution*

*User Guide for Android  & Windows Mobile/CE *

*v2.0*

**42GEARS**  
Mobility Systems

|                                                                                                                            |           |
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## A. Welcome

**SureMDM** is one of the simplest yet powerful Mobile Device Management software available. It is a versatile solution that can help organisations with software deployment, security, location tracking and real-time support of enterprise mobile devices running *Windows Mobile* OS and *Google Android* OS, here-in referred to as *Android* henceforth. With *SureMDM*, you get complete view into how an organization's mobile devices are being used, their health status and capability to remotely resolve issues on the devices even when they are in user's hands.

## B. Features

- Support for all modern web browsers including IE, Chrome & Firefox
- MDM for Windows Mobile, Windows CE & Android based devices
- Real time Device Monitoring with detailed Graphical Information
- Remote Job Deployment including facility for group based deployment
- Remote Control Support
- Peripheral Locking Facility for Android based Devices
- GPS based Device Location Service
- Detailed Report Generation Ability
- Mail Broadcast Messages
- High-end Security Features including Remote Data Wipe & Device Lock

## C. Getting Started

To begin with, we first describe the basics. SureMDM manages your devices with the help of 3 main components-

- Nix Agent which runs on the Mobile Devices
- Web Console which runs on the administrator's browser
- The SureMDM Server which connects your devices with the Web Console

### 1. Pre-requisites

- Mobile Device running **Windows Mobile 5.0, 6.1 & 6.5** or **Android Froyo 2.2+**
- .net CF(Compact Framework) Runtime for Installation  *Windows Only*
- Network Connectivity(WiFi, 3g, GPRS, EDGE or ActiveSync)

## 2. Quick Look at SureMDM Web Console

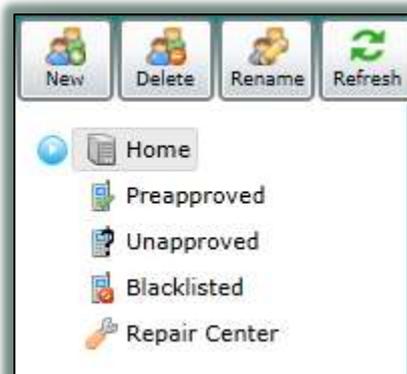
- Open Web Browser on your Desktop PC/Laptop
- Launch <https://suremdm.42gears.com>



### 1. Device Groups:

Collectively shows all devices under **Home** and its user created subgroups. It also allows user to create and manage devices under various categories such as:

- *Preapproved:* List of IMEIs which are to be approved automatically
- *Unapproved:* List of devices waiting for approval decision
- *Blacklisted:* List of devices which are blacklisted from the management list
- *Repair Center:* List of devices sent for repair in the Repair Center



## 2. Device List:

Displays list of devices under the currently selected group on the Device Groups Tab and its details in a tabular format.

| Device ▲                       | Model                    | Platform       | Status  | Last Connected        |
|--------------------------------|--------------------------|----------------|---------|-----------------------|
| Client0116                     | MOTOROLA MC70            | Windows Mobile | Offline | 9/29/2011 3:10:07 PM  |
| Client0116                     | Datalogic Elf            | Windows Mobile | Offline | 10/1/2011 9:25:40 PM  |
| Client0117                     | SGH-T499                 | Android        | Offline | 10/2/2011 11:58:17 PM |
| Client0117                     | HTC Wildfire             | Android        | Online  | 10/3/2011 2:49:22 PM  |
| Dell Demo                      | Dell Axim X51            | Windows Mobile | Offline | 7/30/2011 8:46:10 PM  |
| Elf001                         | Datalogic Elf            | Windows Mobile | Offline | 9/24/2011 3:38:09 PM  |
| EmlAndroid                     | sdk                      | Android        | Offline | 5/14/2011 2:46:38 PM  |
| Falcon001                      | Datalogic FalconX3       | Windows CE     | Offline | 8/23/2011 6:02:30 PM  |
| honeywell ex 99                | 99EX. Honeywell          | Windows Mobile | Offline | 9/30/2011 9:56:39 PM  |
| Kirk                           | Microsoft DeviceEmulator | Windows Mobile | Offline | 9/3/2011 8:50:06 AM   |
| Mahant HoneyWell               | 99EX. Honeywell          | Windows Mobile | Offline | 7/3/2011 3:57:53 PM   |
| MC3000                         | SYMBOL MC3000C50B        | Windows CE     | Offline | 3/26/2011 1:46:23 PM  |
| Prakash                        | Micromax_A70             | Android        | Offline | 9/28/2011 5:27:07 PM  |
| Prakash Gupta                  | Palm Treo 850            | Windows Mobile | Offline | 9/28/2011 7:42:14 PM  |
| Sheldon                        | Motorola ES400           | Windows Mobile | Offline | 8/17/2011 1:19:06 PM  |
| STablet                        | GT-P1000                 | Android        | Offline | 8/19/2011 10:04:53 PM |
| YellowTrack001                 | LGE-VS750                | Windows Mobile | Offline | 7/8/2011 9:27:31 PM   |
| 17 devices 1 Online 16 Offline |                          |                |         |                       |

## 3. Device Toolbar:

Contains buttons to manage and take actions on a selected device or a group of devices such as:

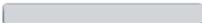
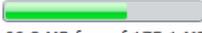
- Delete selected device(s) from the list
- Apply a job to selected device(s)
- View Job Queue of a device
- Blacklist selected device(s) from the list
- View Log of a selected device

- Search device(s) on the basis of matching pattern
- Select Column(s) to be displayed for the device grid



#### 4. Device Information Panel:

Displays detailed information about the selected device including device health, memory and network status.

| Device Information                                                                  |                                                                                     | Battery                                                                              |                                                                                    |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <b>Device Model</b>                                                                 | HTC Wildfire                                                                        |     | <b>Main Battery (Li-ion)</b>                                                       |
| <b>Operating System</b>                                                             | FROYO [Android]                                                                     |    | 100%                                                                               |
| <b>Owner Name</b>                                                                   | Client0117 <a href="#">[Edit...]</a>                                                | <b>Backup Battery</b>                                                                |  |
| <b>Agent Version</b>                                                                | 1.64                                                                                | Not Present                                                                          |                                                                                    |
| <b>Last Device Time</b>                                                             | 10/03/11 14:31:23                                                                   |                                                                                      |                                                                                    |
| <b>Notes</b>                                                                        | Add Notes... <a href="#">[Edit...]</a>                                              |                                                                                      |                                                                                    |
| Network                                                                             |                                                                                     | Memory                                                                               |                                                                                    |
| <b>MAC Address</b>                                                                  | 7C:61:93:A3:EE:FD                                                                   |   | <b>Program Memory</b>                                                              |
| <b>IP Address</b>                                                                   | 122.166.116.166                                                                     |  | 138.7 MB free of 313.5 MB                                                          |
|  | <b>Unknown</b>                                                                      |   | <b>Storage Memory</b>                                                              |
|                                                                                     |  |  | 66.8 MB free of 175.1 MB                                                           |
|                                                                                     | No Signal                                                                           |                                                                                      |                                                                                    |

#### 5. Quick Action Toolbar:

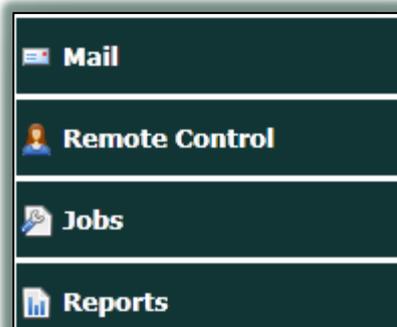
Provides easy to use buttons to perform device specific action such as:

- Refresh device status
- Initiate a remote connection with device
- Locate the device using GPS
- Send an Instant Message to the device if the device is Online
- Reboot the device remotely
- Initiate device lock
- Wipe the data from device
- Display installed applications on the device



## 6. Utility Panel:

Allows User to access Mails, serve a Remote Support session, manage Jobs and view Reports for devices



## 7. System Log:

Displays live logs from all users and devices currently active in a chronologic order.

```
[10/3/2011 3:40:58 PM] Device(Client0116) updated its info.
[10/3/2011 3:40:51 PM] Device(Client0116) updated its info.
[10/3/2011 3:40:27 PM] New Device(Client0116) added by Prakash.
[10/3/2011 3:40:14 PM] Device(Client0116) is online.
[10/3/2011 3:40:11 PM] New device(Client0116) registered.
[10/3/2011 3:40:03 PM] Job() deleted by Super.
```

## 8. Data Usage Information Panel:

Displays amount of data used by account in total.

You are using 7.74 MB (7%) of your 100 MB quota.

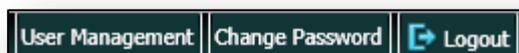
## 9. Help & Support:

Allows you to initiate a Chat with Technical Support Person online or access the "Help" Documentation

Chat with techsupport ?

## 10. Administrative Toolbar:

The toolbar provides Account Management options.



### 3. Getting Nix

#### i. Windows Mobile/CE

SureMDM Nix Agent for Windows Mobile can be downloaded as an Installer Executable File (.exe) which can be obtained from the webpage:

<http://suremdm.42gears.com/getnix.aspx>

Every SureMDM customer is designated with a Unique CustomerID issued by 42Gears at the time of purchase. You are required to enter the same CustomerID on the download page and click on Download NIX.

The downloaded file automatically names itself with your CustomerID and helps in configuring Nix on the device.

The NIX Agent can be installed in multiple ways.

- Download it from the web browser on a PC and copy it on to the device's Memory Card(SD Card) via ActiveSync, Bluetooth or Wifi
- Point the mobile web browser to the NIX download page
- Create an Application Install Job for NIX(Upgrade only)

Launch the installation file on device after downloading.

#### ii. Android

SureMDM Nix Agent for Android is downloaded as Android Application File (.apk) which can be obtained in many ways:

- You can get the *Nix Agent* from **Android MarketPlace**



- Download the software from Official website at:  
<http://suremdm.42gears.com/nix/nixagent.apk>  
via Mobile Browser or PC and copy it to the device Memory Card and launch the installation

⚠ This method requires that “Allow installation of non-Market applications is enabled” on your phone

⚠ SureMDM client requires access to few device resources like GPS, Phone data connection, Storage card, etc. Please select “Allow access” to these resources while installation.

💡 You can download & use the trial version by registering at our website

#### 4. Verifying Connectivity with SureMDM Server

To make sure your device has proper connectivity with the SureMDM server, follow these steps:

- Launch web browser on the mobile device
- Access the URL : <http://suremdm.42gears.com/test.html>
- The page should display the confirmation message “SureMDM Server is running”



## 5. Configuring the NIX Agent

### i. Windows Mobile/CE

- Go to “Start->Programs->NIX” to launch the application
- The NIX initial screen looks as displayed below:



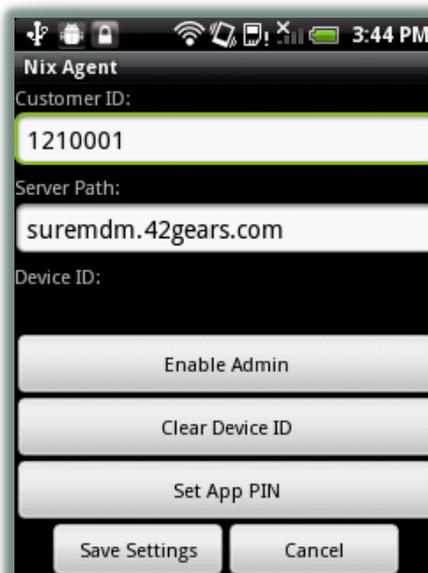
Network Status Icon should be **Green** when SureMDM server is reachable

- A Green status icon means the Nix Agent is configured properly
- If the Status Icon is not Green, Click on the “**Settings**” button on the screen and confirm the information such as AccountID, Server Address, etc and Press OK to Save the settings
- Press **Start** to connect the Nix to server
- Press **OK** or **X** to close the Nix screen



## ii. Android

- Go to **All Applications** and launch **SureMDM Nix**
- Make sure “**Enable NIX Service**” is checked
- If the Status Icon is Green, the NIX Agent is configured properly.
- If the Status Icon is not Green, continue with steps below.
- Click **Settings** button & Verify AccountID and Server Address



- Press **Save** button to save the settings and click on **Start**
- Press **Back** key to go back to the main screen. NIX will keep running in the background

## iii. Windows Mobile via Barcode NEW

SureMDM enables you to configure your Mobile Device's *NIX Agent* by scanning the configuration barcode. Detailed method is explained at: [Generating Nix Configuration Barcode](#) Windows Only

⚠ Pressing **X** or **OK** or **EXIT** does not Exit the NIX Agent completely. To Exit the NIX Agent, **Stop** the Nix and then press **Exit** button on the screen if required.

💡 Once Nix is configured, it will be launched in hidden mode after the device reset. Nix will try to establish connection with the server whenever network connectivity is available

## 6. Approving Devices on Web Console

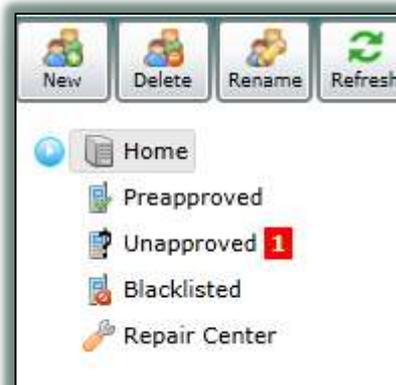
An unapproved device is displayed on the Web Console as a notification in 2 ways:

### i. When a User Logs-in



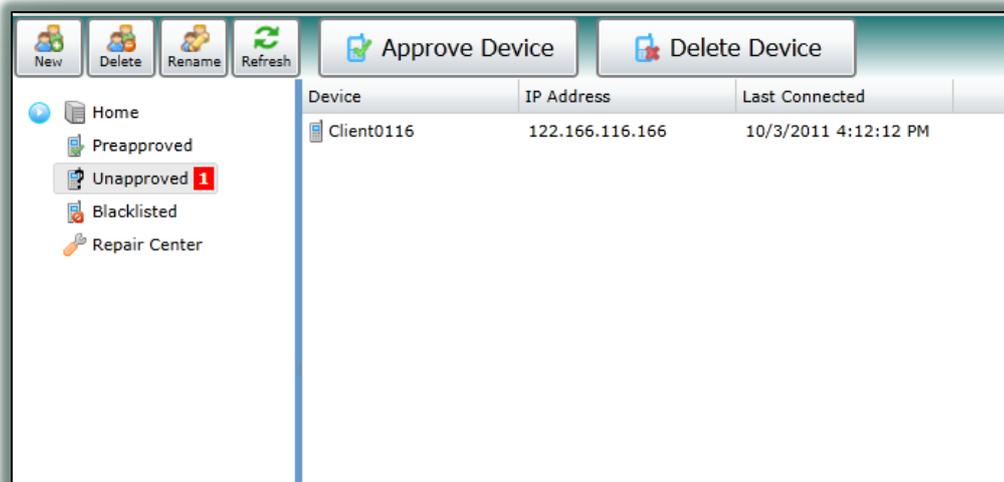
The user has a choice to visit unapproved list or continue to Main Console

### ii. When a User is already logged in



The User sees a distinct notification box with number of devices waiting for approval.

Clicking on **Unapproved** button displays the list of unapproved devices as below:



You can then select the device(s) you want to approve and click on **Approve Device** or delete the devices from the list by clicking **Delete Device**. The approved devices get added to the Main Device list and are managed by the **SureMDM**.

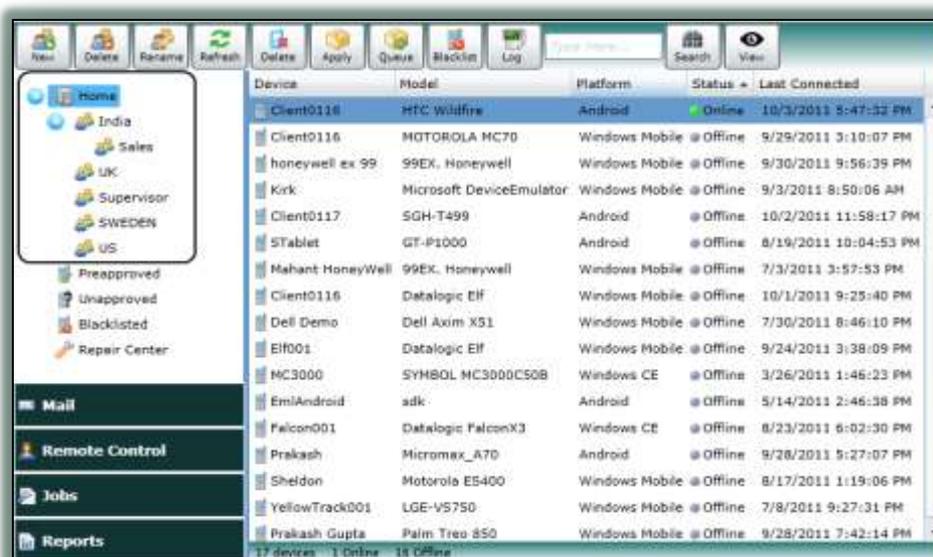
## D. Using SureMDM Web Console

Once the Nix has been configured on the device and approved by the administrator, **SureMDM** is ready to manage your device. Let's look at the work aspects of Web Console in detail.

### 1. Organizing your Devices



All the devices being managed are listed under the Home tab.



Create a new group under any selected group of Home tab to organize your devices. The devices can then be added to any group using the drag and drop feature



Deletes the selected group and its subgroups



Renames the selected group



Refreshes the list and status of devices

## Preapproved

The Preapproved tab allows creating a list of devices which can automatically get approved on registering with the server. The Preapproved page has 2 options:



Allows importing a Comma Separated Value (.csv) file containing IMEI numbers of devices which are to be approved automatically



Deletes the selected devices in the list

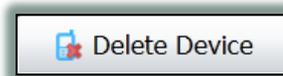
 Pre-approving devices can help you in approving multiple devices in one go

## Unapproved 1

The Unapproved tab displays the devices waiting for approval. A notification box also denotes the number of devices in the list. The Unapproved page has 2 options:



Approves the selected device(s) and adds them to the Home group



Denies approval and deletes the device(s) from the Unapproved list

## Blacklisted

The Blacklisted tab displays the devices which are blacklisted from SureMDM management list by the user. The Blacklisted page has 2 options:



Allows to whitelist the blacklisted device(s) and adds them to the Home group again

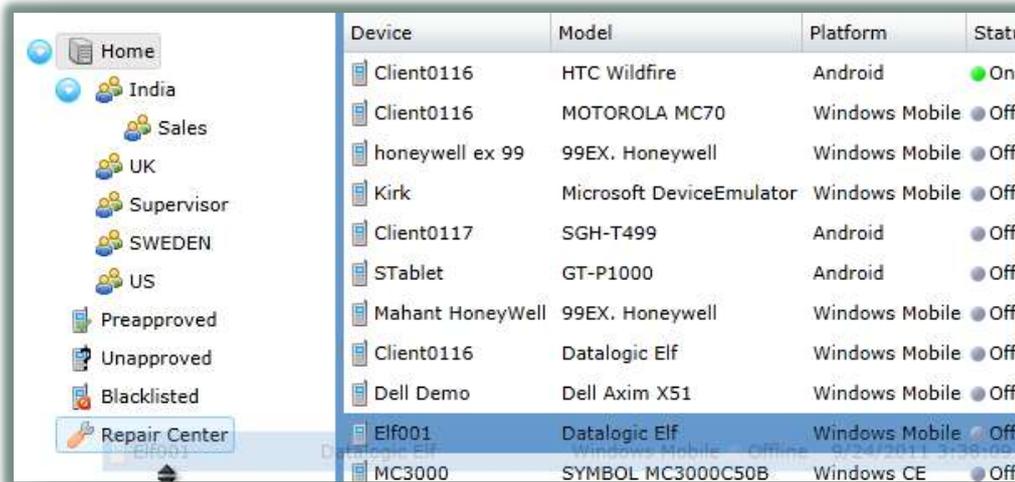


Deletes the selected blacklisted device(s)

 The “DELETE” action is irreversible. You will have to re-register the device to manage them again

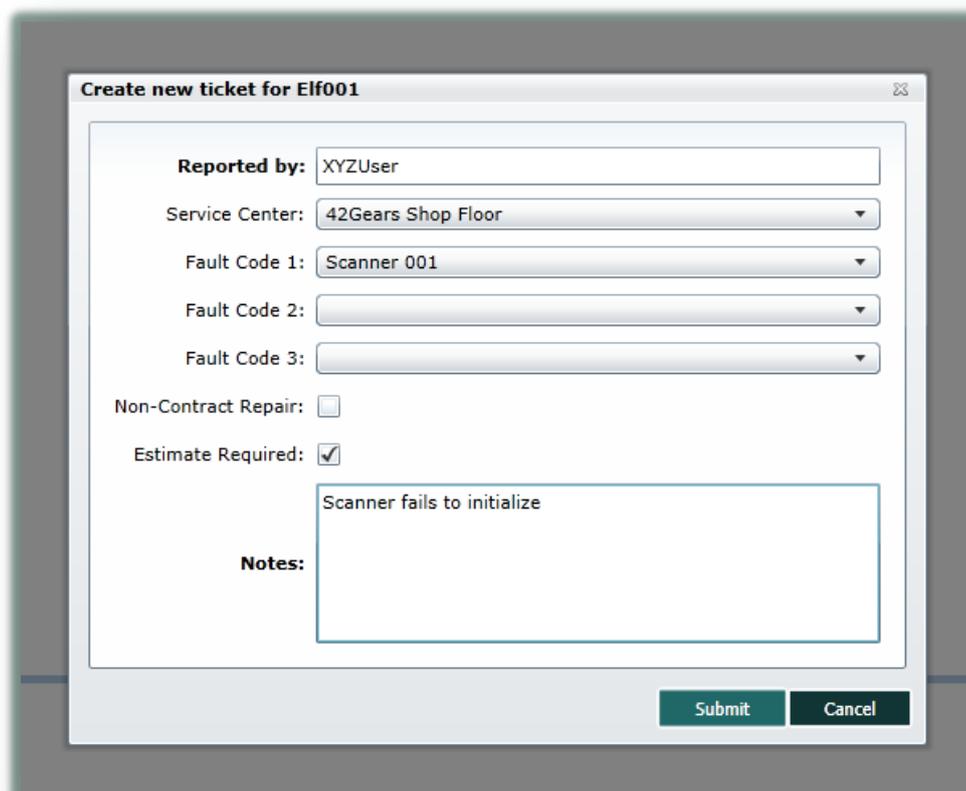
## Repair Center

The Repair Center tab displays the device(s) awaiting repair. A device is added to the Repair Center by dragging and dropping the device on the Repair Center tab.



| Device           | Model                    | Platform       | Status  |
|------------------|--------------------------|----------------|---------|
| Client0116       | HTC Wildfire             | Android        | Online  |
| Client0116       | MOTOROLA MC70            | Windows Mobile | Offline |
| honeywell ex 99  | 99EX. Honeywell          | Windows Mobile | Offline |
| Kirk             | Microsoft DeviceEmulator | Windows Mobile | Offline |
| Client0117       | SGH-T499                 | Android        | Offline |
| STablet          | GT-P1000                 | Android        | Offline |
| Mahant HoneyWell | 99EX. Honeywell          | Windows Mobile | Offline |
| Client0116       | Datalogic Elf            | Windows Mobile | Offline |
| Dell Demo        | Dell Axim X51            | Windows Mobile | Offline |
| Elf001           | Datalogic Elf            | Windows Mobile | Offline |
| MC3000           | SYMBOL MC3000C50B        | Windows CE     | Offline |

A Repair Ticket is generated automatically and the user is prompted to enter the fault details and Submit it.



**Create new ticket for Elf001**

Reported by: XYZUser

Service Center: 42Gears Shop Floor

Fault Code 1: Scanner 001

Fault Code 2:

Fault Code 3:

Non-Contract Repair:

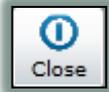
Estimate Required:

Notes: Scanner fails to initialize

Submit Cancel



Displays the fault details of a device in the Repair Center



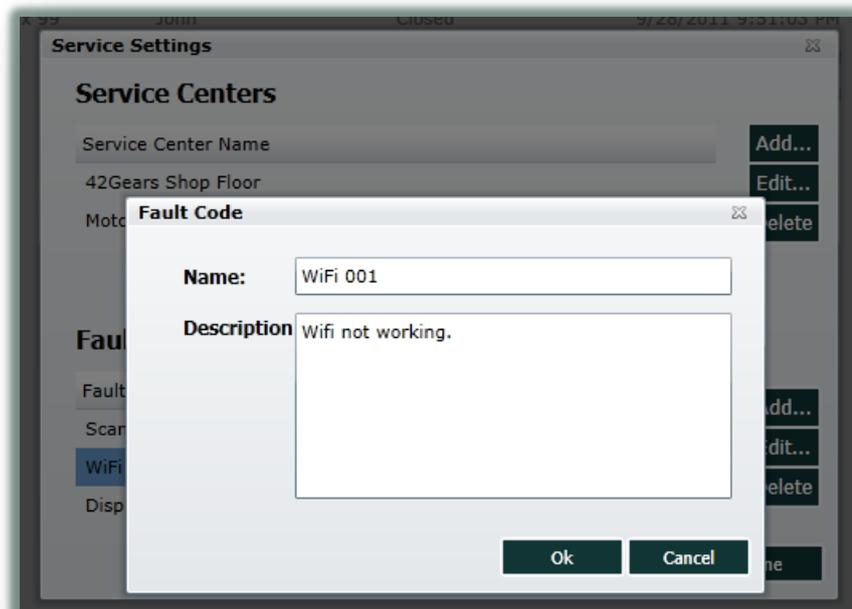
Closes a Repair Ticket and restores the device to the Home list. The ticket is still displayed in Repair Center



Deletes a Repair Ticket from the Repair Center and restores the device to the Home list



Allows to Add, Edit and Delete list of Service Center and Fault Codes for Repair Center



## 2. Managing Your Devices

There are a variety of functions your device can perform just by a click on Web Console. All you need to do is select the device from the device list and you get all the detailed information of the selected device on the right panel:

- Device Information
  - Device Model
  - Operating System of the device
  - Owner Name(Editable)
  - Nix Agent Version running on the device
  - Last Device Time
  - Notes(Editable)
- Battery
  - Main Battery Health
  - Backup Battery Health
- Network
  - MAC Address of the device
  - IP Address(Connectivity Required)
  - Network Service Provider Name(Connectivity Required)
  - Network Signal Strength(Connectivity Required)
- Memory Information
  - Program Memory
  - Storage Memory

The screenshot displays the SureMDM Web Console interface. At the top, there is a toolbar with icons for Refresh, Remote, Locate, Message, Reboot, Lock, Wipe, and Apps. Below the toolbar, the interface is divided into four main sections: Device Information, Battery, Network, and Memory.

**Device Information:**

|                         |                            |
|-------------------------|----------------------------|
| <b>Device Model</b>     | HTC Wildfire               |
| <b>Operating System</b> | FROYO [Android]            |
| <b>Owner Name</b>       | WildFire@42Gears [Edit...] |
| <b>Agent Version</b>    | 1.64                       |
| <b>Last Device Time</b> | 10/04/11 11:49:39          |
| <b>Notes</b>            | Add Notes... [Edit...]     |

**Battery:**

- Main Battery (Li-ion):** 22% (represented by a green progress bar)
- Backup Battery:** Not Present

**Network:**

|                    |                   |
|--------------------|-------------------|
| <b>MAC Address</b> | 7C:61:93:A3:EE:FD |
| <b>IP Address</b>  | 122.166.116.166   |

**CellOne:** Signal Strength 69% (represented by a blue progress bar)

**Memory:**

- Program Memory:** 115.2 MB free of 313.5 MB (represented by a green progress bar)
- Storage Memory:** 66.9 MB free of 175.1 MB (represented by a green progress bar)

Besides displaying device information, **SureMDM** allows you to perform following device-specific actions using the following tools:

**i. Deleting Device(s)**



Deletes the selected device(s) from the SureMDM

**ii. Applying a Job**



Allows you to select a job from the job list and apply it to the selection. If the device is online, the job is pushed instantly, else the job goes to the device *Queue* and waits for the device to come online

💡 You can apply a job to many devices by selecting multiple devices or selecting a Device Group from the left and applying the job

💡 To know more about Job creation, See *Jobs*

**iii. Viewing Job Queue**



Displays any pending job in the job queue of the selected device and allows you to remove it.

⚠️ Queue displays the jobs for the last selected device only

**iv. Blacklist a Device**



Blacklists the selected device(s) from the SureMDM-managed list and adds them to the *Blacklist*

**v. Viewing Device Log**



Displays complete log information of the selected device and allows you to export the log file in Comma Separated Value(.csv) format

**vi. Searching your Devices**

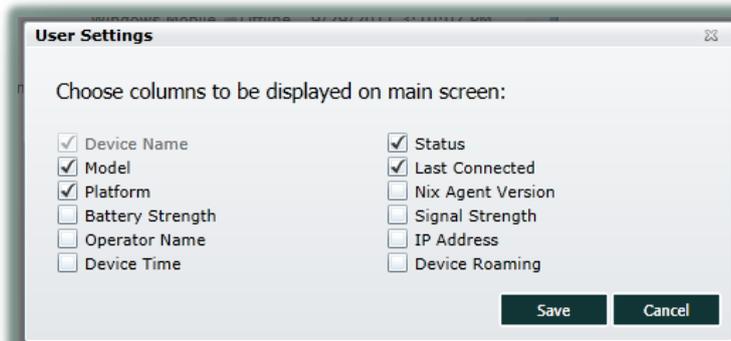


Performs a device search and returns the list of device(s) matching the searched string

## vii. Customizing the View



Allows you to manage the columns to be displayed by *SureMDM*



 *The following functions are applicable only to an individual device selection*

## viii. Refresh Information



Refreshes and displays updated device information available with the SureMDM Server

## ix. Remote Control



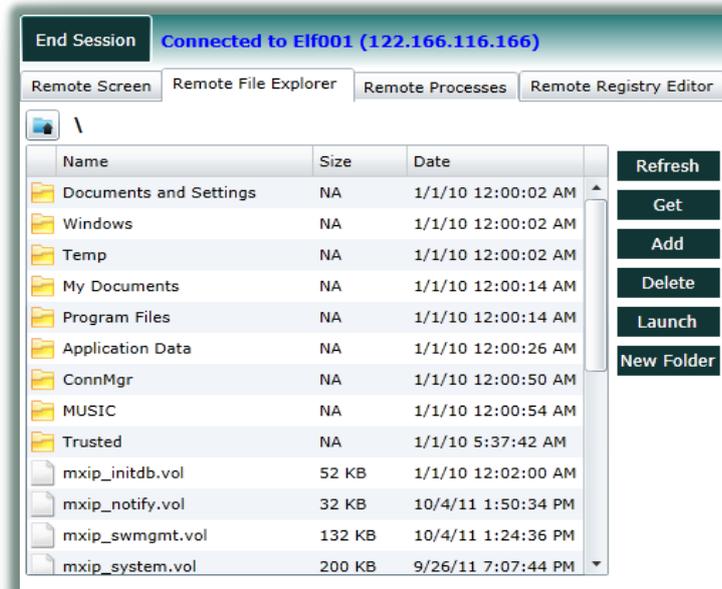
Establishes a Remote Control Connection to an online device. Actions available during a Remote Connection depend on the Operating System running on the device. You can basically perform 4 types of operations remotely:

### a) Remote Screen Windows Only



This feature is applicable only for Windows Mobile currently. You can use your mouse and keyboard to input data and send screen tap even for touch screen. You even have the option to select network speed usage and quality depending on your connectivity.

### b) Remote File Explorer



Remote File Explorer allows you to access the File System of the device as well as perform basic file operations such as Upload & Download of files, Create New Folder or Launch an Application/File on the device remotely.

⚠ Currently, Android Remote Control is limited to File Explorer only

### c) Remote Processes Windows Only

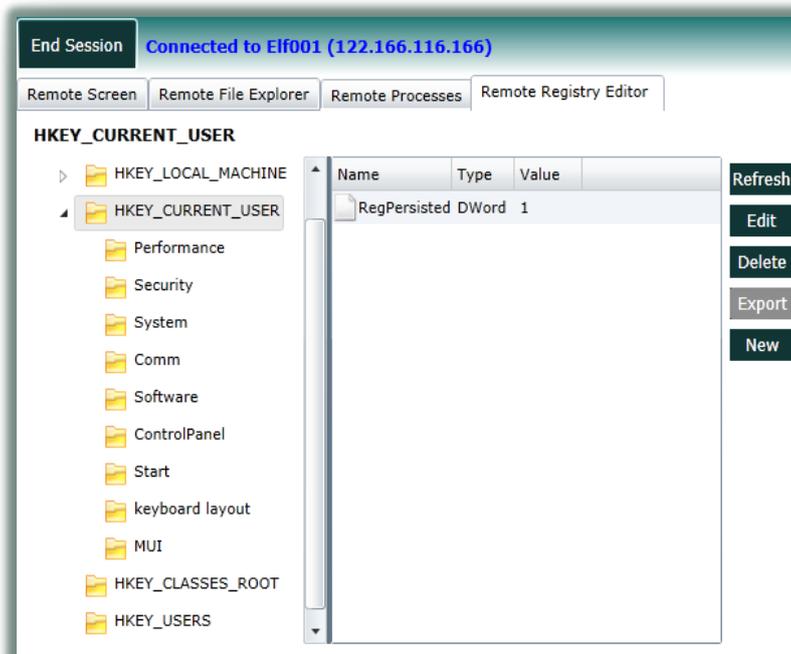


Remote Processes shows all the currently running processes on the Windows device with the functionality to kill any process remotely.

💡 Remote Processes can help you manage device's CPU Usage with precision

⚠️ Killing a "System Critical Process" may make your system unstable or lead to information loss and will require a system restart to bring it back to its normal functionality.

#### d) Remote Registry Editor Windows Only



SureMDM provides you a full-fledged Remote Registry Editor allowing you to Add, Edit & Delete registry values together with displaying the contents in a tree structure.

## x. Locate Your Device



Enables you to locate your device globally via GPS with the ability to zoom in detail.

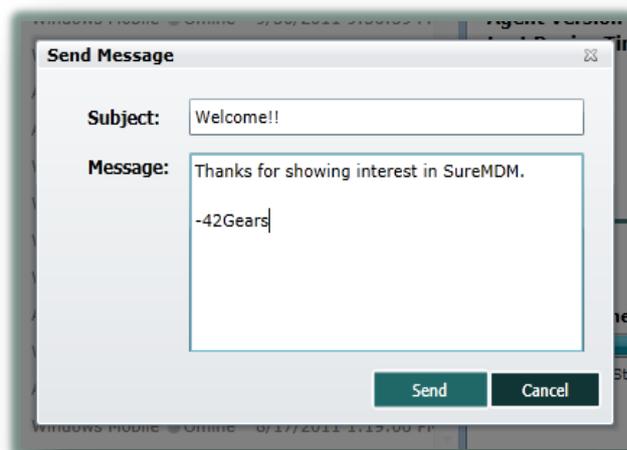


## xi. Send Message



Sending an instant message to an online device is now as easy as counting 1,2,3

1. Just Click Message button
2. Type in your message
3. Click Send!!



## xii. Reboot Your Device



Reboots your device remotely just at the click of a button

## xiii. Lock Your Device



Initiates a Device Lock remotely. The User will need a password to unlock the device.

⚠️ Device needs to have password configured for the Lock to work successfully. If the password is not configured, a warning message is displayed informing the password is not set for the device

💡 You can use a Password type “Configuration Policy” Job for Windows Devices or “Security Policy” Job for Android Devices to enforce password settings

## xiv. Wipe the Device

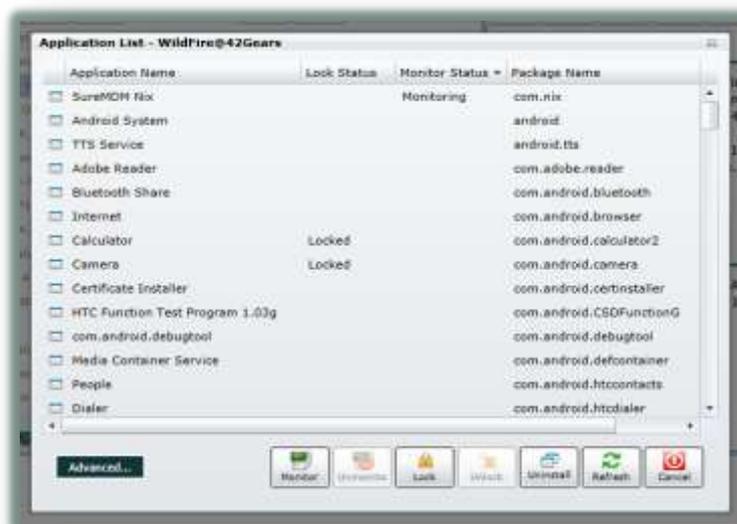


Clears all data from the device and restores it to factory defaults.

💡 *Wipe* comes handy in situations if device’s security is compromised or is infected by virus

⚠️ Wipe deletes all the User data from the device and is irreversible. Care needs to be taken before performing the Wipe

## xv. Application Management

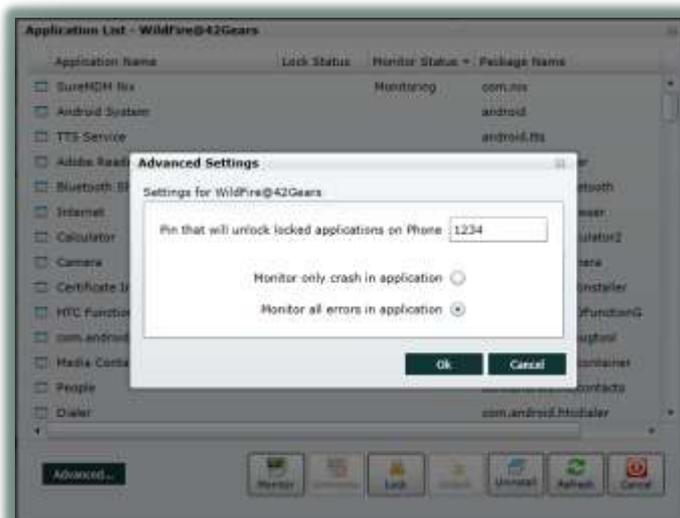


*SureMDM* displays complete list of applications installed on your device with its Name, Package and an efficient Application Management System.

It provides the following functions:

**Advanced...**  *Android Only*

Displays Advanced Options for an Android device to set device PIN as well as set Crash Monitoring level



Allows SureMDM to monitor any application for crash and send a detailed crash report as a message in case the application fails at any point of time  *Android Only*



Disables monitoring of a SureMDM monitored application  *Android Only*



Locks an application and requires the user to enter PIN on the device to use the locked application  *Android Only*



Disables lock on SureMDM locked application  *Android Only*



Initiates Application Uninstall on the device



Refreshes list of application installed on the device and their “Monitor” & “Lock” status



Closes the windows and returns to the main console

 **SureLock** provides a comprehensive lock down solutions for Windows Mobile/CE Device applications. **Error! Reference source not found.** for more information.

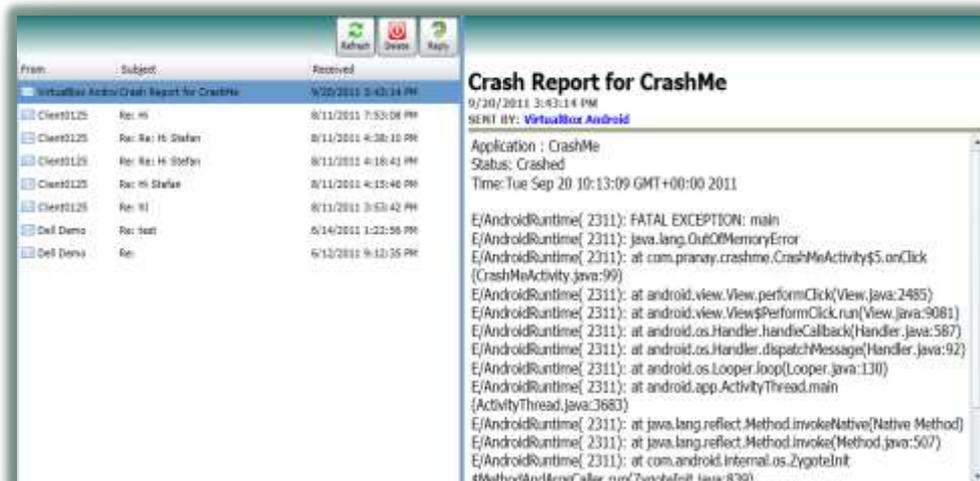
### 3. Utility Panel

There are four utility tabs on the left panel of *SureMDM* namely:

#### i. Mail



The Mail tab displays new unread messages as a notification. You can open the Mailing console by clicking the Mail tab



*SureMDM* provides you a handy mailing option to send messages to your online devices by clicking Message icon on *SureMDM* (See *Send Message*). The messages you receive from the device as a reply or the crash reports from the monitored apps  *Android Only* are stored under the Mail tab. The message list is displayed in the centre panel and the details of the selected message are displayed in the right panel. Besides this, you have the following options:



Refreshes the list of messages



Deletes the selected message



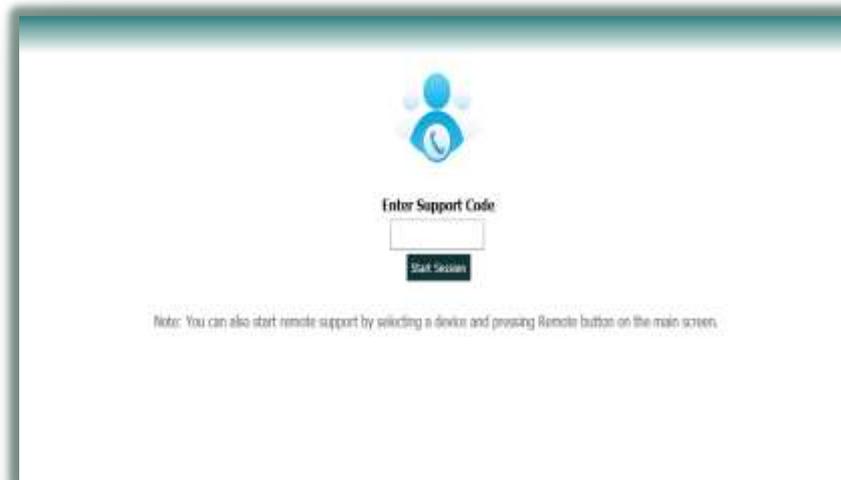
Opens a reply box for the selected message

#### ii. Remote Control



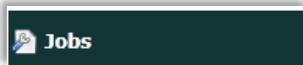
The Remote Control tab allows you to handle a Remote Support Session request from a client device by entering the Support Code generated by the device.  *Windows Only*

💡 Remote Support Code is generated on the device by pressing Remote Support button on the Nix agent on Windows Mobile Device



For Detailed Remote Support content, See *Remote Control*

### iii. Jobs



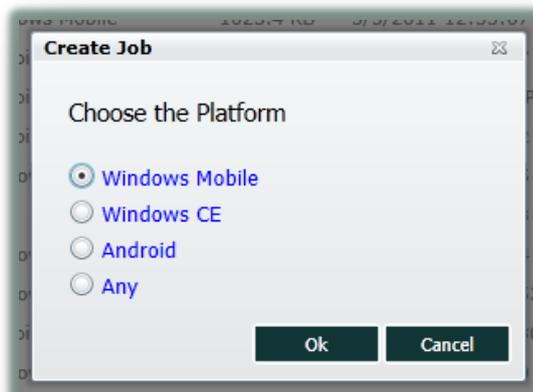
Jobs tab allows you to Create, Modify and Delete the jobs in your SureMDM as well as generate Nix Configuration Barcodes.

It displays the following screen:

| Job Name               | Type          | Platform       | Size      | Last Modified         |
|------------------------|---------------|----------------|-----------|-----------------------|
| SureCop                | Install       | Windows Mobile | 2 MB      | 3/7/2011 8:37:02 AM   |
| DeleteNixLogFiles      | Run Script    | Windows Mobile | 170 Bytes | 6/15/2011 10:53:19 AM |
| 42Gears WiFi           | Config Policy | Windows Mobile | 1.78 KB   | 9/13/2011 5:48:17 PM  |
| Test Message           | Message       | Any            | 192 Bytes | 10/3/2011 3:41:35 PM  |
| nix v1.43              | Install       | Windows Mobile | 1023.4 KB | 5/5/2011 12:53:07 PM  |
| PwdPolicy              | None          | Android        | 349 Bytes | 5/15/2011 9:08:27 AM  |
| MySecurityPolicy       | None          | Android        | 353 Bytes | 5/9/2011 6:14:01 PM   |
| MyHomeScreen           | Install       | Android        | 329.41 KB | 9/16/2011 9:28:02 AM  |
| IE                     | Execute       | Windows Mobile | 169 Bytes | 12/9/2010 5:52:25 PM  |
| Welcome Message        | Message       | Any            | 205 Bytes | 10/3/2011 3:40:33 PM  |
| DisablePwdPolicy       | Config Policy | Windows Mobile | 1.73 KB   | 9/17/2011 9:09:14 PM  |
| NixCE - Silent install | Run Script    | Windows Mobile | 254 Bytes | 3/26/2011 12:34:53 PM |
| MyAndSecPolicy         | None          | Android        | 939 Bytes | 9/28/2011 12:47:30 AM |
| Motorola Data Wedge    | Install       | Windows Mobile | 1.97 MB   | 9/28/2011 2:59:40 PM  |
| Restart Nix            | Run Script    | Windows Mobile | 182 Bytes | 3/26/2011 2:56:36 PM  |
| IE for CE              | Execute       | Windows Mobile | 176 Bytes | 3/8/2011 1:04:14 PM   |
| DataLogicKioskIE       | Install       | Windows Mobile | 278.02 KB | 9/29/2011 2:38:26 AM  |
| Lock Device            | Lock          | Any            | 126 Bytes | 5/7/2011 4:18:00 PM   |

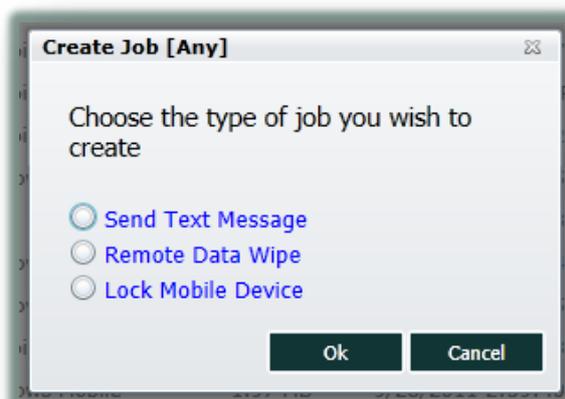


The New button allows you to create a new Job.



There are 3 main types of Job type:

*a. Job Type: Any*

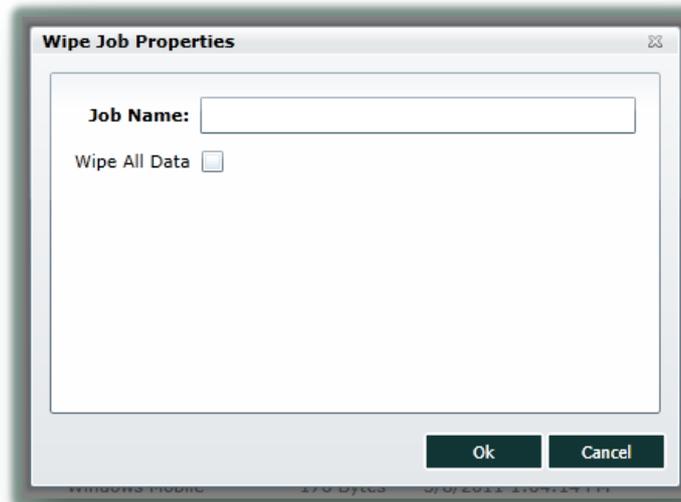


▪ Send Text Message



Enter the Job Name, Subject of the message and the message content and click OK to save the job.

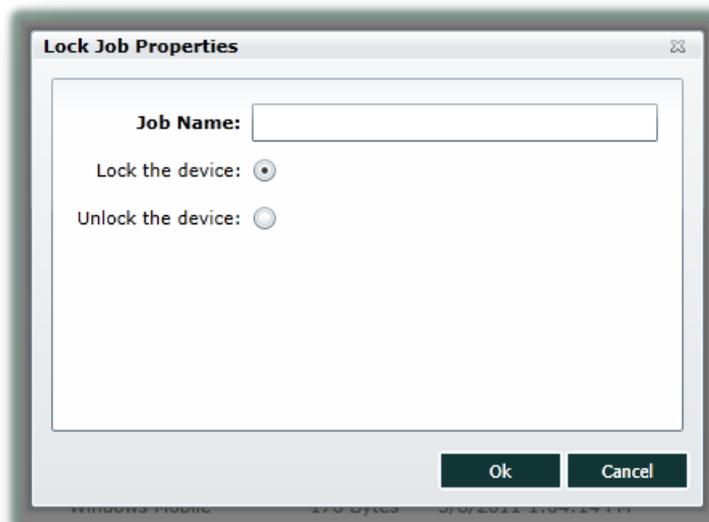
- Remote Data Wipe



The screenshot shows a dialog box titled "Wipe Job Properties". It contains a text input field labeled "Job Name:" and a checkbox labeled "Wipe All Data". At the bottom right, there are two buttons: "Ok" and "Cancel".

Enter the Job Name, tick the *Wipe All Data* box and click OK to save the job.

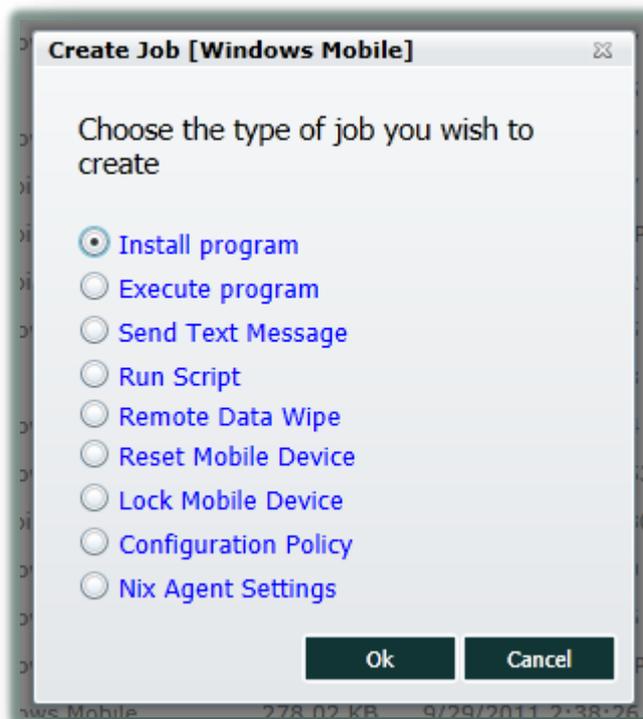
- Lock Mobile Device



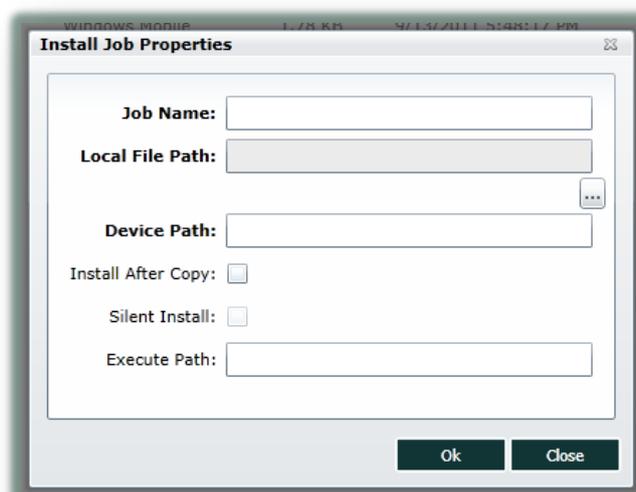
The screenshot shows a dialog box titled "Lock Job Properties". It contains a text input field labeled "Job Name:", a radio button labeled "Lock the device:", and another radio button labeled "Unlock the device:". At the bottom right, there are two buttons: "Ok" and "Cancel".

Enter the Job Name, Select the action (Lock/Unlock) you want to apply and click OK.

b. Job Type: Windows Mobile/CE



▪ Install Program

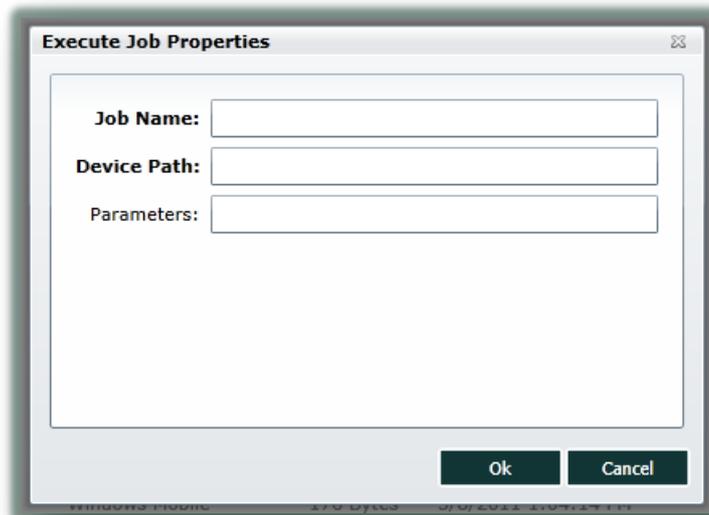


Perform the following steps to create an Install Job Program:

- Enter the Job Name
- Browse for the Local File Path you want to install on the device
- Enter the device path where the program is to be installed
- Tick *Install After Copy* if you want to auto-launch the setup file
- Tick the *Silent Install* option if you want to perform unattended setup on the device

- Enter the Execute Path if you want to execute an application after installation
- Click OK to save the job

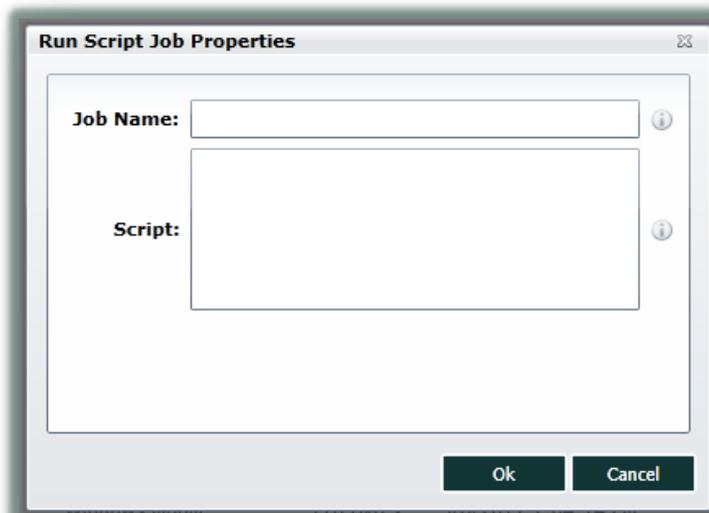
▪ Execute Program



The screenshot shows a dialog box titled "Execute Job Properties". It has three text input fields: "Job Name:", "Device Path:", and "Parameters:". At the bottom right, there are two buttons: "Ok" and "Cancel".

- Enter the Job Name
- Enter the program path which you want to execute
- Enter any parameters you wish to pass to the program
- Click OK to save the job

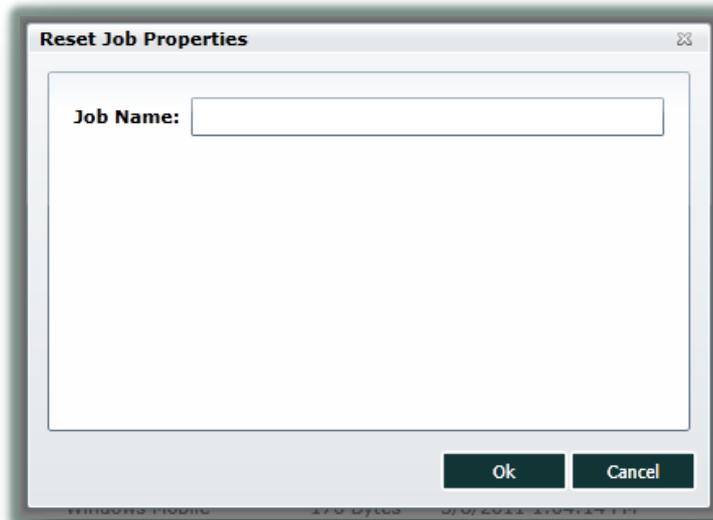
• Run Script



The screenshot shows a dialog box titled "Run Script Job Properties". It has two text input fields: "Job Name:" and "Script:". At the bottom right, there are two buttons: "Ok" and "Cancel".

Enter the Job Name and the complete script code you want to run on the device and click OK to save the job.

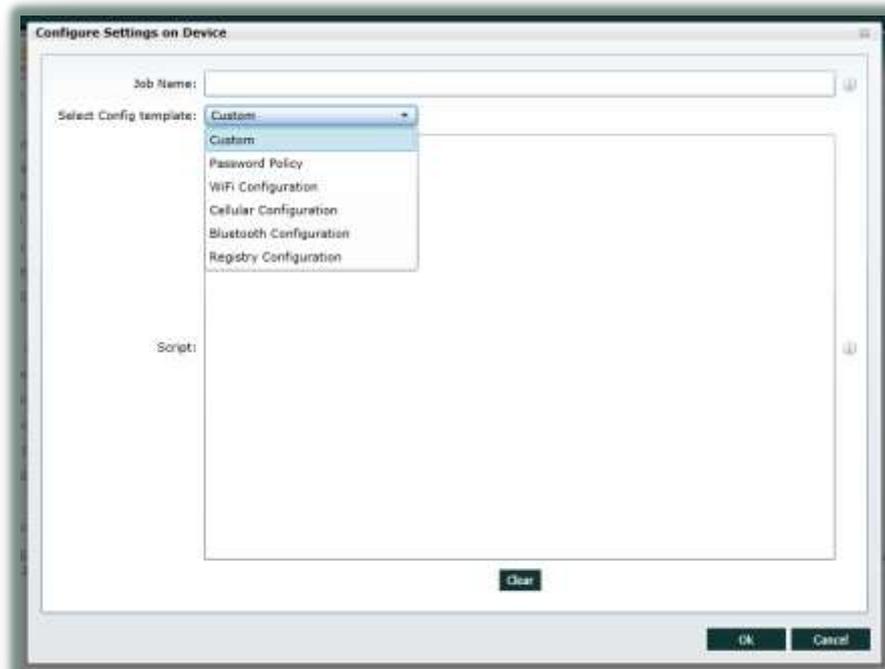
- Reset Mobile Device



Enter the Job Name and click OK to save the job. There are no manual configurations needed for this job.

- Configuration Policy

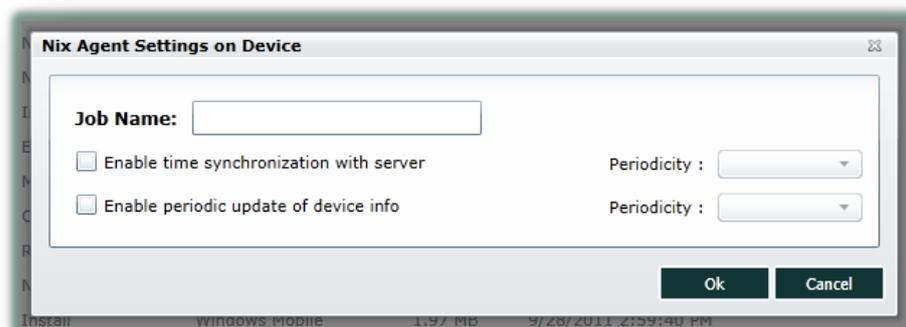
This job helps in provisioning of Windows Mobile Devices using xml scripts. There are many configuration scripts available at [Microsoft's MSDN Library](#). We have provided you with the most common scripts used in the form of templates which can be edited with the help of comments specified in the template.



- Password Policy
- Wifi Configuration
- Cellular Configuration
- Bluetooth Configuration
- Registry Configuration

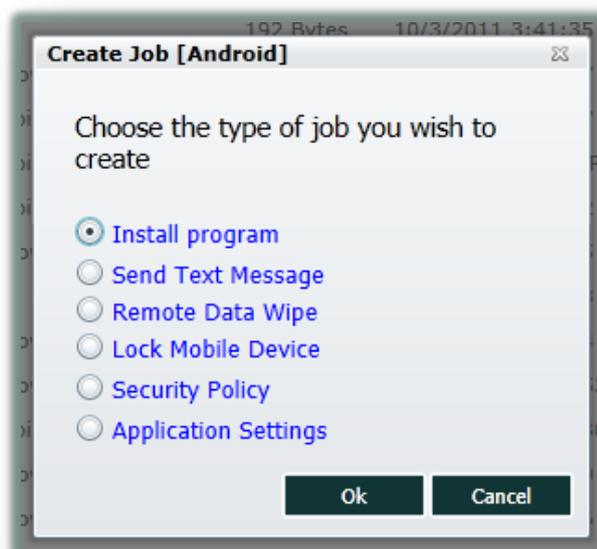
Or you can write your own provisioning script using *Custom Script* option

- Nix Agent Settings

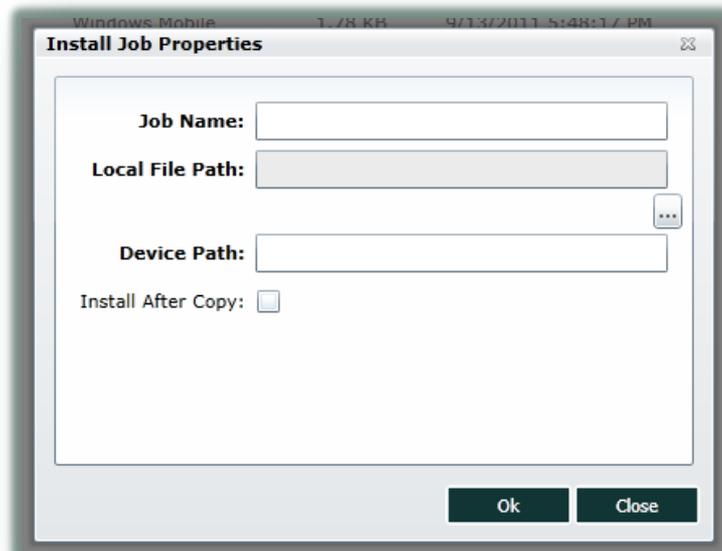


You can configure the device's automatic time sync and the periodic update interval of device information received by SureMDM just by deploying the Nix Agent Settings Job. All you need to do is enter the Job Name and select the periodicity of the setting you wish to implement and click OK to save the job.

c. *Job Type: Android*



- Install Program



Perform the following steps to create an Install Job Program:

- Enter the Job Name
- Browse for the Local File Path you want to install on the device
- Enter the device path where the program is to be installed
- Tick *Install After Copy* if you want to auto-launch the setup file

Click OK to save the job

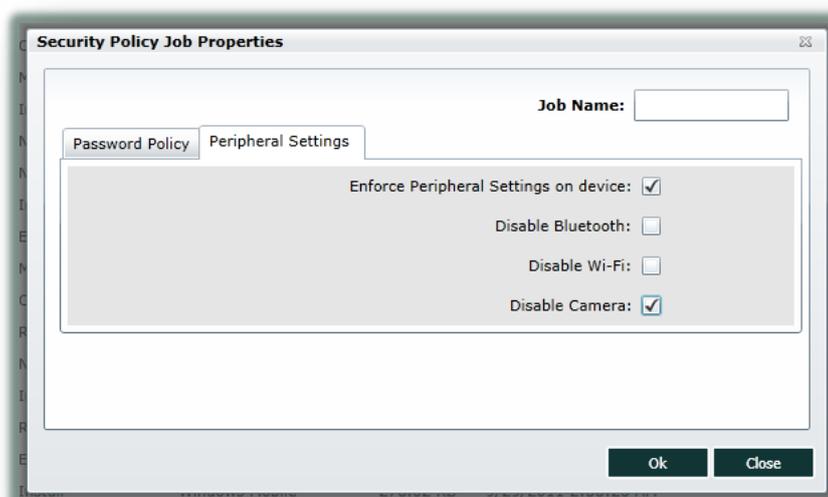
- Security Policy

- Enter the job name
- There are 2 tabs under Security Policy job of Android:
- Password Policy



- Select *Enforce Password on Device*
  - Choose the Minimum Password Length for password
  - Select Password Quality
  - Select the Time Lapse before which the device auto locks
  - Select the maximum number of failed password attempts before device auto-wipes
- ⚠ Care needs to be taken before enabling this selection. Auto wipe will delete all the device data
- 💡 You can disable Password policy by selecting *Disable Password on Device*

○ Peripheral Settings



- Select *Enforce Peripheral Settings on Device*
  - Choose the peripherals you wish to disable
- Click OK to save the job
- Application Settings
    - Enter the Job Name

There are 3 tabs under application settings job of Android

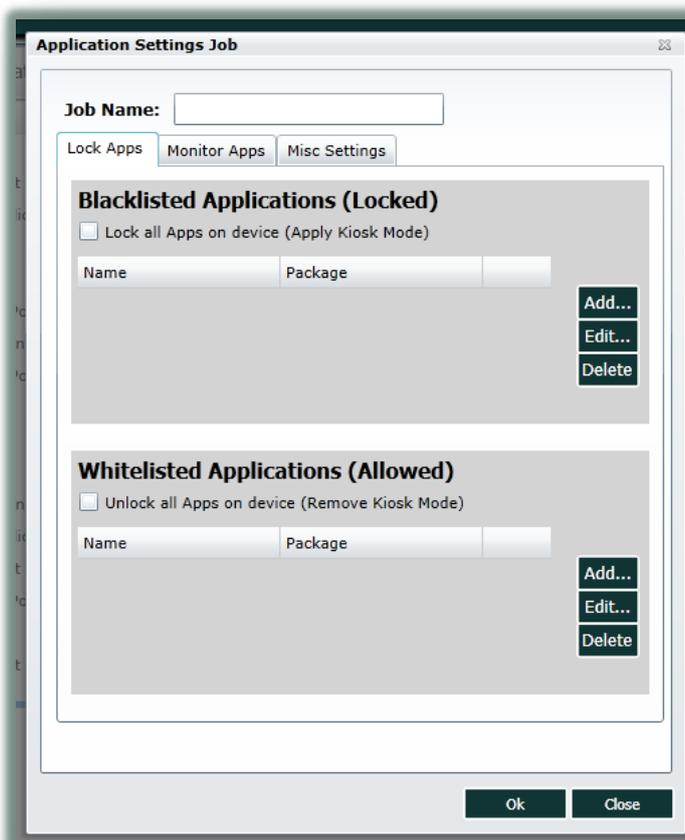
    - Lock Apps: Manage applications to be Locked or Unlocked using Add, Edit and Delete buttons

If you want to enable Kiosk Mode <sup>NEW</sup>, tick mark the “Lock all Apps on device” and select the applications which you want to remain unlocked by adding them in the Whitelist Applications category.

The reverse also holds good and you can remove the Kiosk mode by White listing all the applications and selecting only the applications to be locked in Blacklisted Applications list

- **Monitor Apps:** Manage applications to be Monitored or Unmonitored using Add, Edit and Delete buttons
- **Misc Settings:** Select the detail level of Crash Reporting you would like to have on your device as well as Select the App PIN for the device
- Click OK to save the job

💡 You can find the name of the package from the Apps tab if you do not know. See *Application Management*



Deletes the selected job from the job list



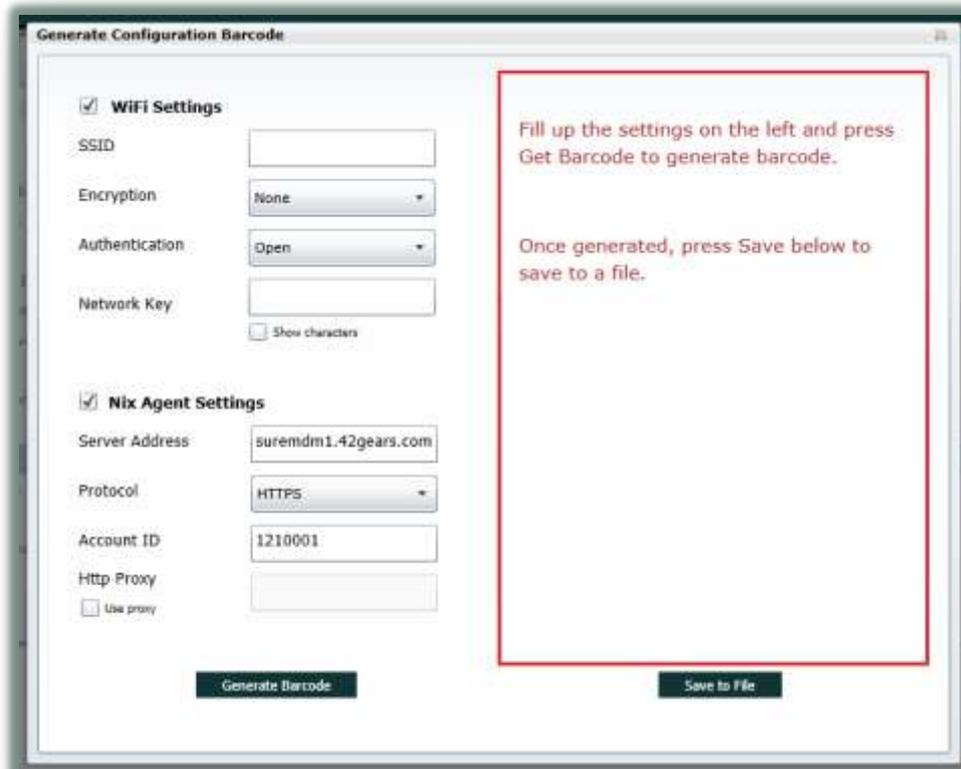
Allows you to modify an already existing job from the jobs list

#### d. Generating Nix Configuration Barcode Windows Only

 Generate Config Barcodes

Nix can be configured on a Windows Mobile just by scanning the configuration barcode. It eases the process of Nix configuration and saves time.

All you have to do is enter the required Nix and WiFi settings for the device and click on *Generate Barcode*. SureMDM automatically generates a Barcode which can then be saved to the local computer and printed for scanning.



**Generate Configuration Barcode**

**WiFi Settings**

SSID

Encryption

Authentication

Network Key

Show characters

**Nix Agent Settings**

Server Address

Protocol

Account ID

Http Proxy

Use proxy

Fill up the settings on the left and press Get Barcode to generate barcode.

Once generated, press Save below to save to a file.

**Generate Barcode** **Save to File**

#### iv. Reports

The Reports tab allows you to generate reports for various tasks performed by SureMDM over period of time.

Each report page contains few basic options which are applicable for all report types. They are:



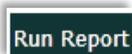
To go back to the Main Reports page



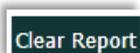
All the reports can be exported to a Comma Separated Value (.csv) file using the Export button



The Calendar icon can be used to specify the date field for report generation



Generates the selected report type



Clears the report displayed on the page

##### a. System Log

The System Log displays all the information logged by SureMDM between the selected dates.

##### b. Device Health Report

Displays the device health report between the selected dates on the basis of device health parameters (if specified)

### c. Devices Connected

| Device Connected Report |                                      |                                       |                         |
|-------------------------|--------------------------------------|---------------------------------------|-------------------------|
| Last 1 Week ▾           | From: 10/3/2011 <input type="text"/> | Till: 10/10/2011 <input type="text"/> |                         |
| Total Results: 1        |                                      |                                       | Run Report Clear Report |
| Device Name             | Last Connected                       | Device Status                         |                         |

Displays the list of devices connected to *SureMDM* between the selected dates

### d. Jobs Deployed

| Jobs Deployed Report |                                      |                                       |                 |                  |            |  |
|----------------------|--------------------------------------|---------------------------------------|-----------------|------------------|------------|--|
| Last 1 Week ▾        | From: 10/3/2011 <input type="text"/> | Till: 10/10/2011 <input type="text"/> |                 |                  |            |  |
| Total results: 0     | Jobs still scheduled: 0              | Jobs deployed: 0                      | Run Report      | Clear Report     |            |  |
| Job Name             | Device Name                          | Job Scheduled At                      | Job Executed At | Job Scheduled By | Job Status |  |

Displays list of all the jobs deployed by *SureMDM* between the selected dates

### e. Asset Tracking

| Asset Tracking Report |      |            |              |               |             |              |
|-----------------------|------|------------|--------------|---------------|-------------|--------------|
| Total Results: 35     |      | Run Report | Clear Report |               |             |              |
| Device Name           | IMEI | IMSI       | Phone Number | Serial Number | Mac Address | Date updated |

Displays a detailed report of Assets managed by *SureMDM*

## 4. Viewing System Log

SureMDM keeps you updated with all the actions happening across an account with a live ticker in the bottom of the screen. The logs are updated in a chronological order and even display log information of other users who are logged on to the same company account.

```
[10/10/2011 5:51:16 PM] Device(Client0125) updated its info.
[10/10/2011 5:50:49 PM] Device(Client0125) is online.
[10/10/2011 5:50:09 PM] Device(Client0126) is offline.
[10/10/2011 5:50:09 PM] Device(Client0125) is offline.
[10/10/2011 5:49:49 PM] ApplyJob-Device:Client0125-UserPrakash-No response from device. It might be Offline
[10/10/2011 5:49:32 PM] Support request raised by Client0125
```

Below the log console is the memory infobar which displays the memory usage of the organization as a whole

**You are using 6.71 MB (6%) of your 100 MB quota.**

## 5. Managing SureMDM Accounts

The right upper side of SureMDM displays the current user who is logged in and provides the basic user profile management actions.

User Management

Allows the administrator to create, edit and delete users who have the authorization of accessing SureMDM

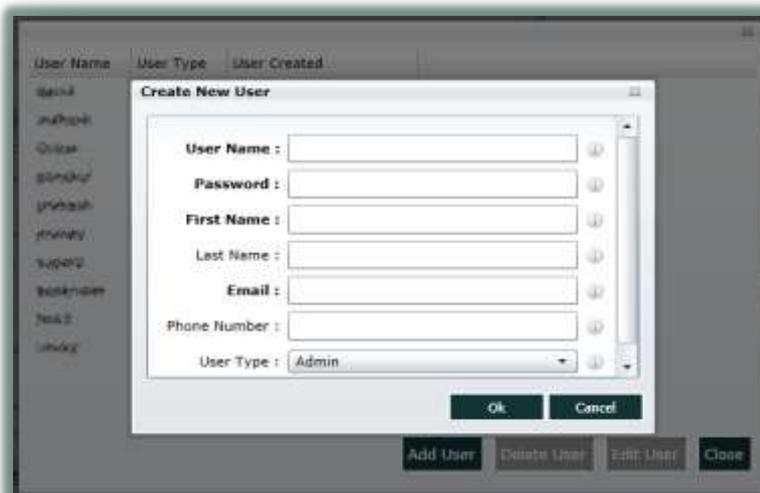
⚠ This option is available only for a SureMDM Super user

| User Name | User Type | User Created           |
|-----------|-----------|------------------------|
| devraj    | ADMIN     | 12/21/2010 4:58:44 PM  |
| malikant  | ADMIN     | 1/4/2011 11:12:25 AM   |
| chajar    | ADMIN     | 12/10/2010 12:31:22 AM |
| prashant  | ADMIN     | 9/13/2011 9:30:27 AM   |
| prakash   | ADMIN     | 12/17/2010 3:43:03 PM  |
| pradeep   | ADMIN     | 8/2/2011 2:57:29 PM    |
| super2    | SUPERUSER | 4/5/2011 6:46:58 AM    |
| superuser | SUPERUSER | 12/9/2010 9:22:05 AM   |
| test      | HELPER    | 5/4/2011 10:18:15 AM   |
| venky     | ADMIN     | 12/10/2010 12:45:01 AM |

Add User Delete User Edit User Close

The user management window displays the list of users registered with SureMDM and their account types.

A new user can be added by clicking on the Add User button and entering the user information in the new user window.



A user information can also be edited or deleted by the super user

 Change Password

Allows the current user to change his account password

 Logout

Ends the current user session from SureMDM

## E. Troubleshooting Your SureMDM

-  My device is not getting online in SureMDM

  -  Check the internet connectivity of your device
  -  Make sure the Server address, CustomerID is properly entered
-  My device gives an “Access denied” error. What to do?

  -  Your device might have been deleted by a user from SureMDM account. Try clearing the Device id and re-register.
  -  You might be using an invalid CustomerID in Nix settings. Please verify.
  -  You might be exceeding you License Quota for the managed devices. Please **Error! Reference source not found.**
-  I have an Android 3.0 device but some of the features don't work

  -  Complete support for Android 3.0 is in progress. For latest updates regarding this, please feel free to **Error! Reference source not found.**

## F. Update History

| <b>Date</b>              | <b>Update Description</b> |
|--------------------------|---------------------------|
|                          |                           |
| Tuesday, 11 October 2011 | Initial Revision          |