



MobileManager

BCS Administrator Guide

2006-03-29



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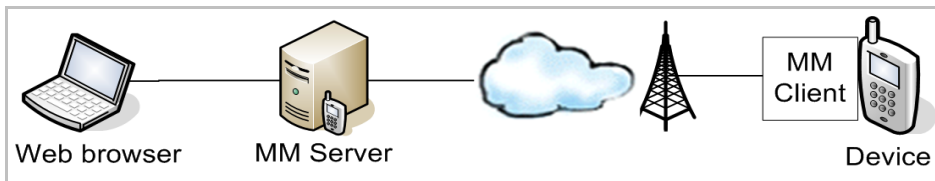
1. Overview

Orange MobileManager (MM) is a web-based application that provides over-the-air (OTA) management of Windows Mobile devices. MM provides centralized management of all mobile devices within an organization (enterprise). This section is an overview of the

- MM infrastructure
- MM enterprises
- MM functionality

1.1. MM infrastructure

The following diagram shows the major components of the MM infrastructure.

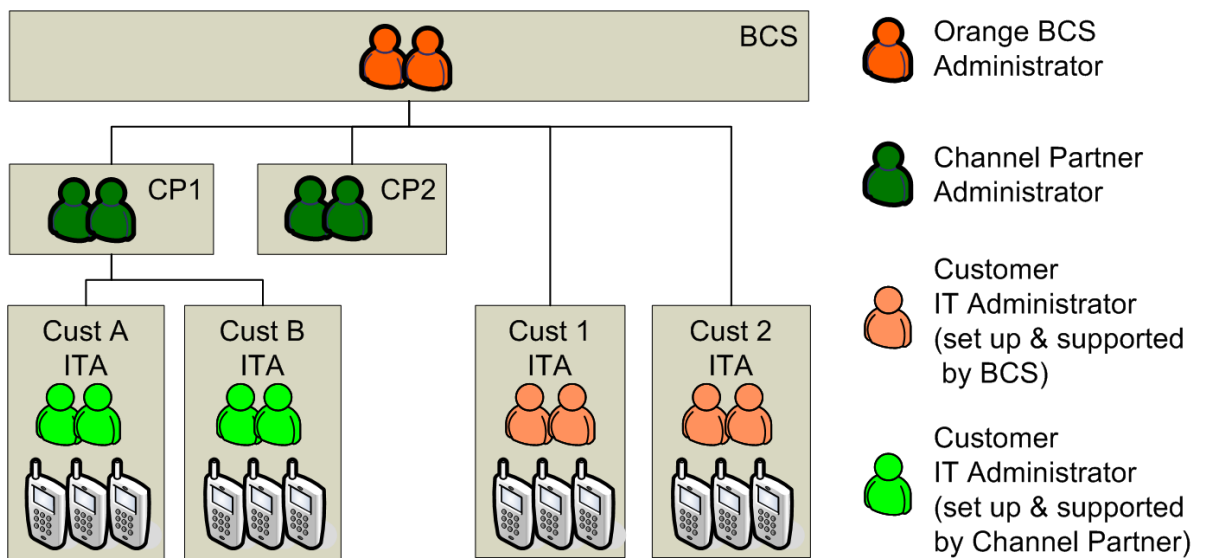


The MM administrator application is accessed via a web browser (Internet Explorer 6 or Firefox). The MM Server sends settings data to the mobile device (via the MM client on the device).

1.2. MM enterprises

Orange MobileManager (MM) enables a customer's IT manager to rapidly roll out Active Sync settings over the air (OTA) to Microsoft devices. MM is available to business customers through Orange Business Customer Services (BCS) and selected Channel Partners (CP).

In MM each of these organizations is a separate enterprise within a hierarchical structure of enterprises (see the diagram below). Each enterprise creates its immediate sub-enterprises and provides any required support and assistance. The lowest level enterprises are the IT managers/administrators (the bottom row in the diagram below). An IT administrator enterprise contains only those devices that are managed by IT administrators in that enterprise (devices can not appear in multiple enterprises).



1.3. MM functionality

The remaining chapters in this document describe MM functionality in detail.

Ch. 2 Login describes how to login to the MM server.

Creating enterprises is described in

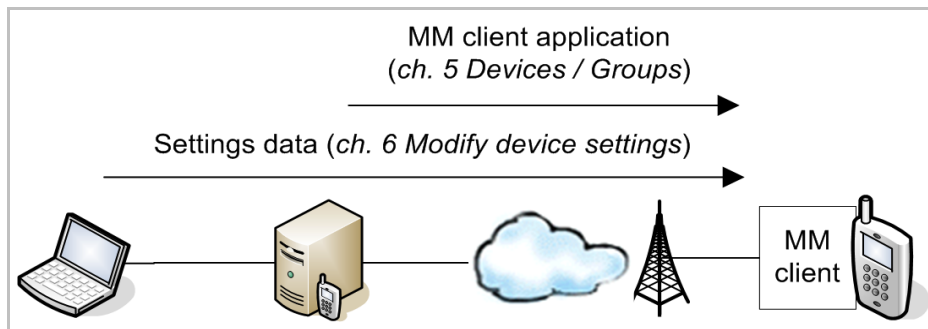
Ch. 3 Create Channel Partner Enterprise

Ch. 4 Create Customer IT Administrator Enterprise

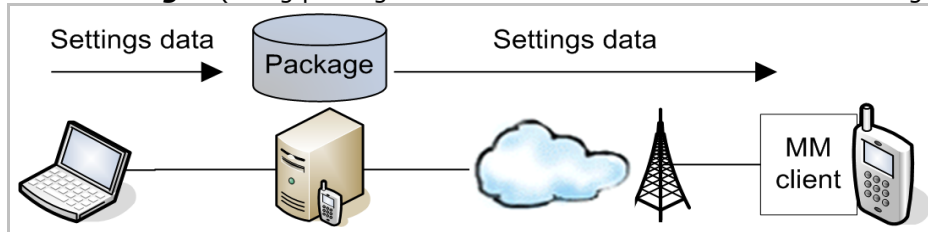
Device-related tasks that are performed by IT administrators are described in

Ch. 5 Devices / Groups (installation of the MM client application on devices).

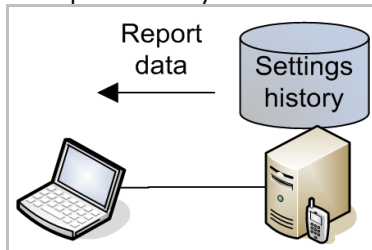
Ch. 6 Modify device settings (sending device settings from the MM client to a device).



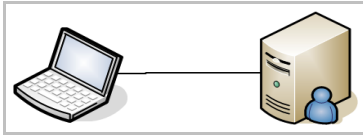
Ch. 7 Packages (using packages to store and send common device settings).



Ch. 8 Reports describes how to generate reports of device settings activity in an enterprise or any of its sub-enterprises.

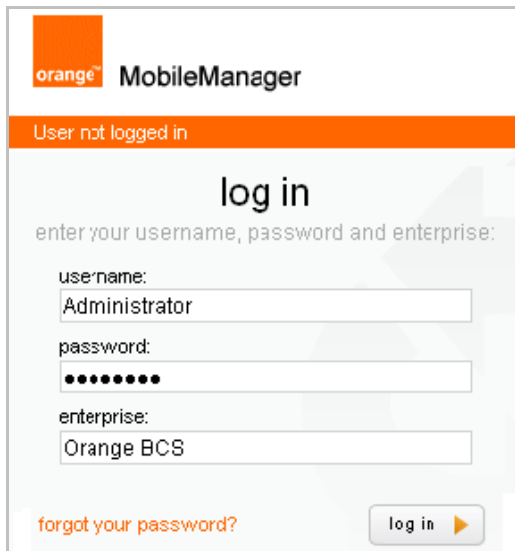


2. Login

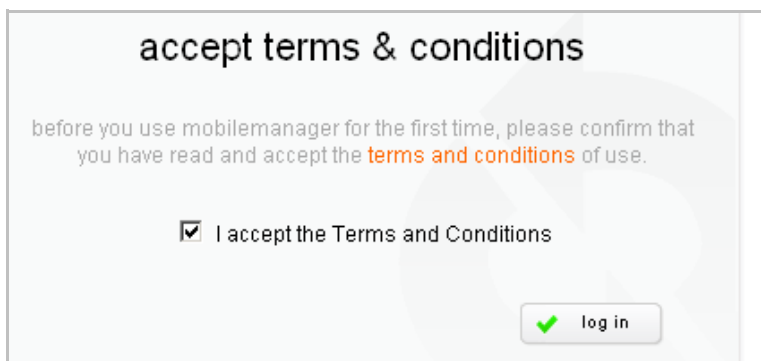


This section describes how to login as the BCS administrator to MM.

1. In a web browser (Internet Explorer 6 or Firefox) open the MM URL **http://orange.devicesync.co.uk**.
2. Enter the
 - Username (*Administrator*)
 - Password
 - Enterprise name (*BCS*)

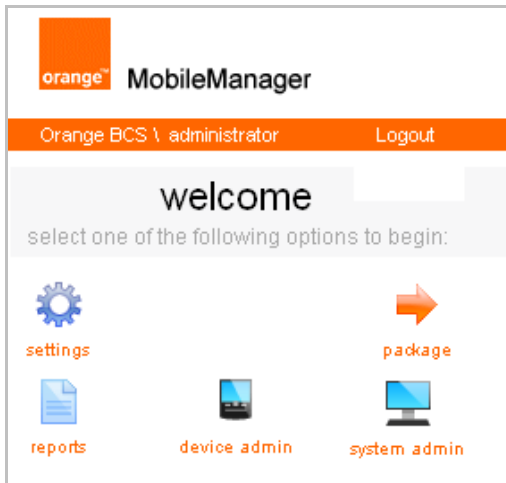


3. Click **log in**. The *terms & conditions* dialog appears.



4. Check **I accept the Terms and Conditions**.

5. Click **log in**. The *Welcome* dialog appears.



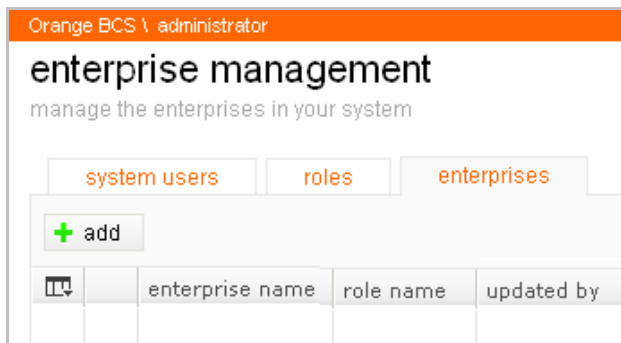
3. Create Channel Partner Enterprise

This chapter shows how to create the channel partner enterprise:

- View existing channel partners
- Create channel partner admin role
- Create channel partner enterprise
- Send info to channel partner admin

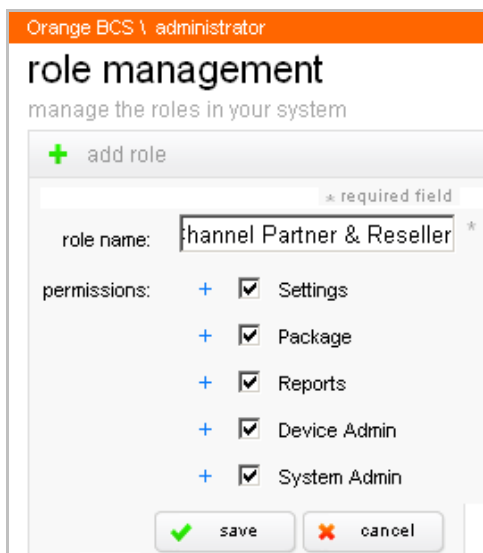
3.1. View existing channel partners

1. Click on **system admin / enterprises**. The list of sub-enterprises is shown.



3.2. Create role Channel Partner & Reseller

1. Click on tab **roles**.
2. Click **Add**.
3. For *role name* enter **Channel Partner & Reseller**.
4. For *permissions* check all.



5. Click **save**. The new role is shown.

Orange BCS \ administrator

role management

manage the roles in your system

system users | roles | enterprises

+ add

		role name	updated by	updated
		Administrator	Administrator	14/03/2006 14:05:30
		BCS activity monitor	administrator	27/03/2006 13:45:26
		Channel Partner & Reseller	administrator	17/03/2006 09:24:26

3.3. Create enterprise Channel Partner A

1. Click on **system admin / enterprises**.

Orange BCS \ administrator

enterprise management

manage the enterprises in your system

system users | roles | enterprises

+ add

		enterprise name	role name	updated by
--	--	-----------------	-----------	------------

2. Click **add**.

3. Enter the following:

- *enterprise name*: **Channel Partner A**
- *role*: **Channel Partner & Reseller**
- *administrator email*
- *administrator username*: **Administrator**
- *administrator password (twice)*

Orange BCS \ administrator

enterprise management

manage the enterprises in your system

+ add enterprise

* required field

enterprise name: *

role: *

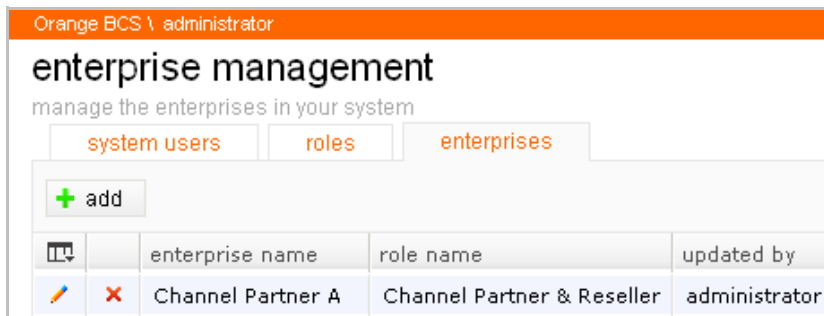
administrator email: *

administrator username: *

administrator password: *

confirm password: *

4. Click **save**. The enterprise is created.



3.4. Send info to Channel Partner A administrator

1. Send the following to the Channel Partner A administrator:

- Channel Partner Administrator Guide
- IT Administrator Guide
- MM URL (*orange.devicesync.co.uk*)
- Enterprise name (*Channel Partner A*)
- Username (*Administrator*) / password

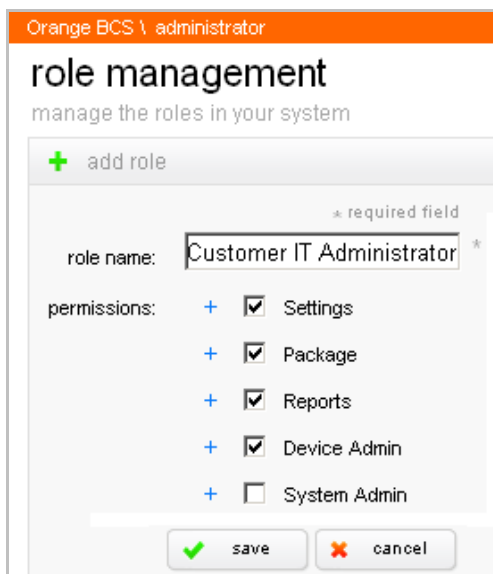
4. Create Customer IT Administrator Enterprise

This chapter shows how to create the customer IT administrator enterprise:

- Create admin role
- Create enterprise
- Inform IT admin

4.1. Create Customer IT Administrator role

1. Click on tab **roles**.
2. Click **Add**.
3. For *role name* enter **Customer IT Administrator**.
4. For *permissions* check all except **System Admin**.



Orange BCS \ administrator

role management

manage the roles in your system

+ add role

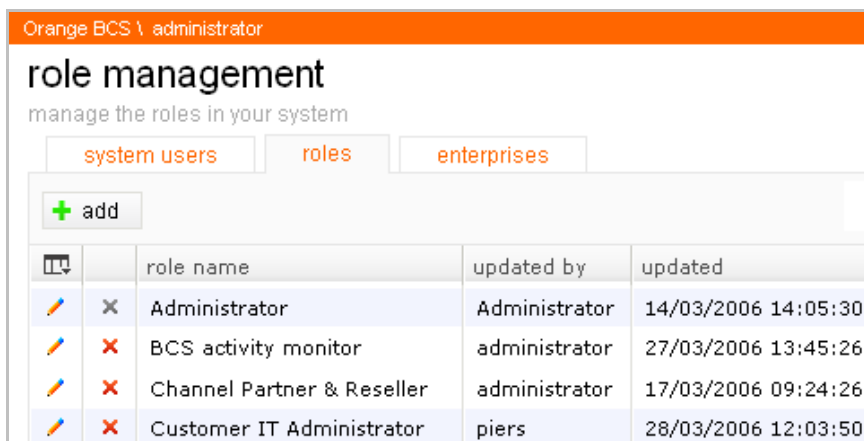
role name: * required field

permissions:

- + Settings
- + Package
- + Reports
- + Device Admin
- + System Admin

save cancel

5. Click **save**. The new role is shown.



Orange BCS \ administrator

role management

manage the roles in your system

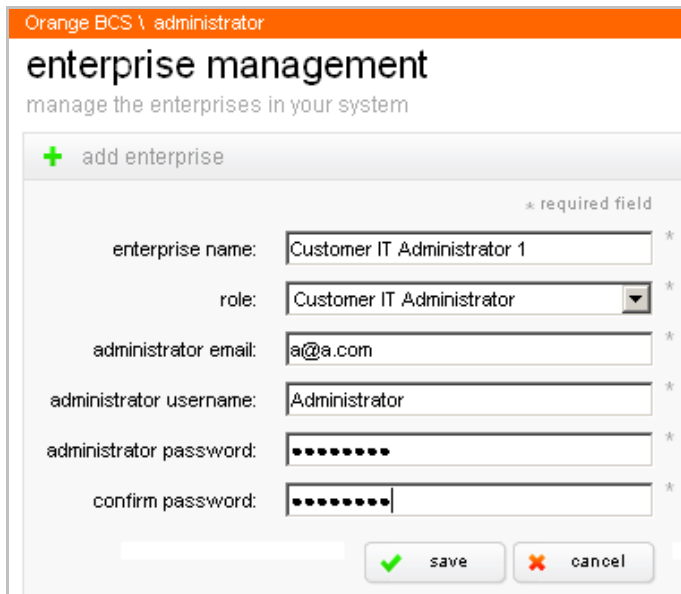
system users roles enterprises

+ add

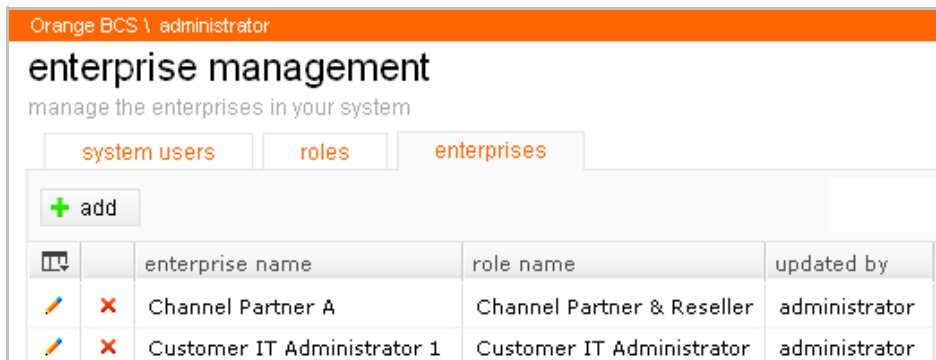
		role name	updated by	updated
		Administrator	Administrator	14/03/2006 14:05:30
		BCS activity monitor	administrator	27/03/2006 13:45:26
		Channel Partner & Reseller	administrator	17/03/2006 09:24:26
		Customer IT Administrator	piers	28/03/2006 12:03:50





4.2. Create enterprise Customer IT Administrator 1

1. Click on **system admin / enterprises**.
2. Click **add**.
3. Enter the following:
 - *enterprise name*: **Customer IT Administrator 1**
 - *role*: **Customer IT Administrator**
 - *administrator email*
 - *administrator username*: **Administrator**
 - *administrator password (twice)*



4. Click **save**. The enterprise is created.



enterprise management			
manage the enterprises in your system			
system users roles enterprises			
+ add			
	enterprise name	role name	updated by
 	Channel Partner A	Channel Partner & Reseller	administrator
 	Customer IT Administrator 1	Customer IT Administrator	administrator

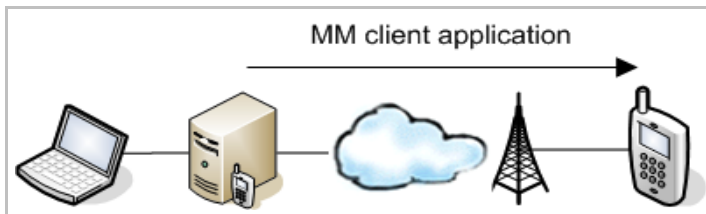
4.3. Send info to Customer IT Administrator 1 administrator

1. Send the following to the Customer IT Administrator 1 administrator:
 - IT Administrator Guide
 - MM URL (*orange.devicesync.co.uk*)
 - Enterprise name (*Customer IT Administrator 1*)
 - Username (*Administrator*) / password

5. Devices / Groups

This chapter describes device-related tasks that are performed by IT administrators (in a BCS IT Administration sub-enterprise or in a channel partner IT Administration sub-enterprise).

Before sending settings to a device, the device must be added. Adding a device involves the installation of the MM client application on the device (typically via GPRS/UMTS).

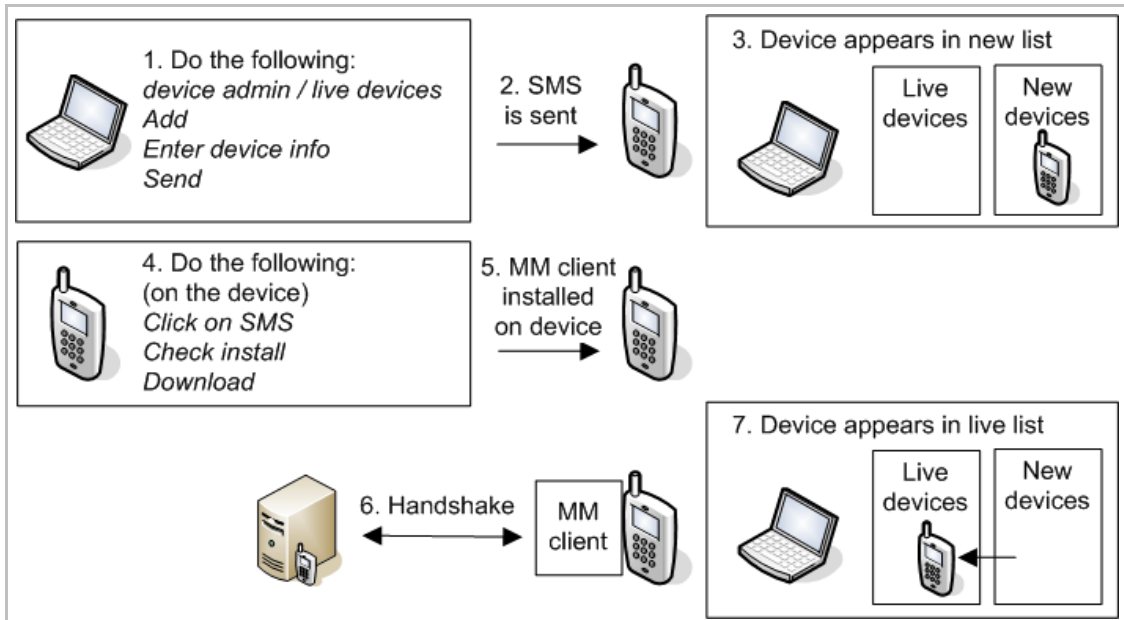


This section describes how to

- Add a device (install the MM client application on the device)
- Add devices from a list of devices in a file (import device information from the file and then install the MM client application on the devices)
- Add a group of devices

5.1. Add a device

The following diagram shows how a device is added.



The following describes step-by-step how to add a device.

1. Click **device admin / live devices**.
2. Click **+ add**.

3. Enter the device information

- *first name*
- *last name*
- *country (of phone number)*
- *phone number*
- *model name*
- *description (optional)*
- *imei (optional)*



BCS IT Administrator 1 \ Administrator

device admin

manage live registered devices in your system

+ add device

* required field

first name: *

last name: *

country: *

phone number: +44 *

Example: 7987654321

model name: *

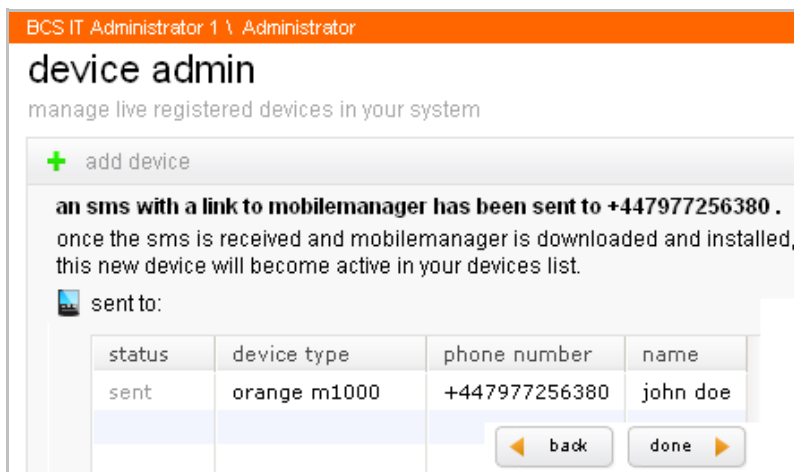
description:

imei:

back next

4. Click **next**. A dialog (see below) appears stating that an SMS has been sent to the device. The status is initially *processing* and changes to *sent* after the SMS has been sent.

Note: If the status does not change to *sent*, then refer to the troubleshooting guide in Appendix A.



BCS IT Administrator 1 \ Administrator

device admin

manage live registered devices in your system

+ add device

an sms with a link to mobilemanager has been sent to +447977256380 .
once the sms is received and mobilemanager is downloaded and installed,
this new device will become active in your devices list.

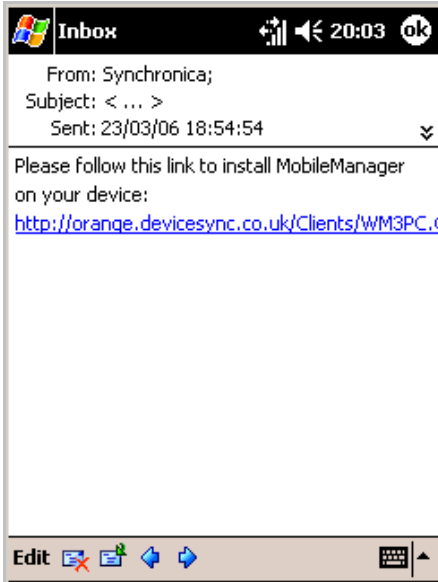
sent to:

status	device type	phone number	name
sent	orange m1000	+447977256380	john doe

back done

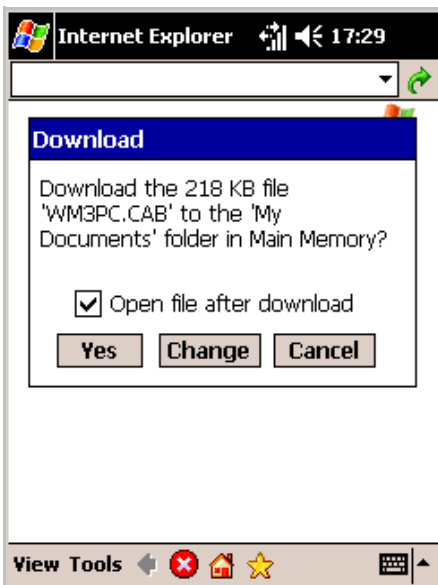
An SMS is received on the device (the diagram below shows an SMS on the on the M1000).

Note: It may take several minutes for the SMS to arrive. If the SMS does not arrive after 10 minutes, then refer to the troubleshooting guide in Appendix A.



5. On the mobile device: Click on the link. A download confirmation may appear (depending on the type of device).

6. Ensure that **Open file after download** is checked. This will cause the file to be installed immediately after download (without confirmation).



7. Click **Yes** to download the file. The MM client is downloaded and installed on the device. The *sent status* changes to *successful*.

sent to:			
status	device type	phone number	name
successful	orange m1000	+447977256380	john doe

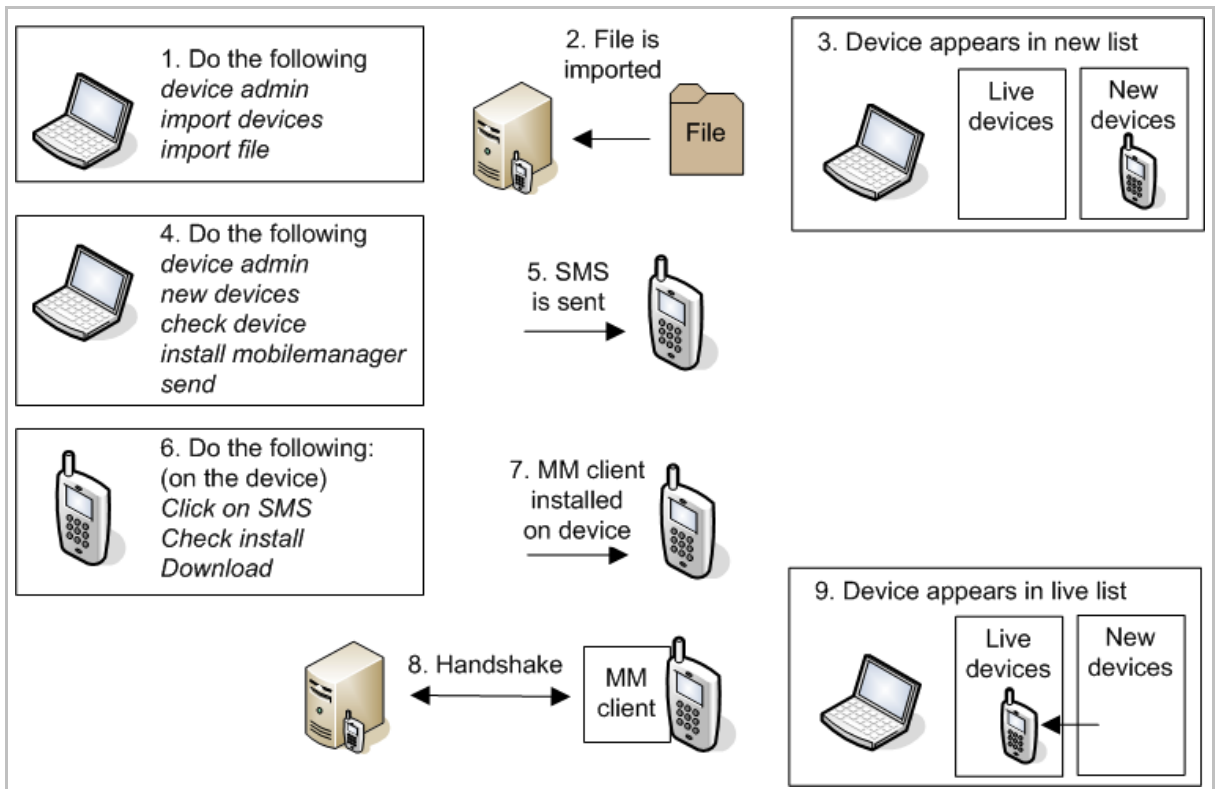
8. Click in **device admin / live devices**. After a short delay (up to several minutes), the device appears in the list of new devices.

Note: If the device does not appear in the list of new devices, then the MM client on the device could not properly communicate with the MM server.



5.2. Add devices from list

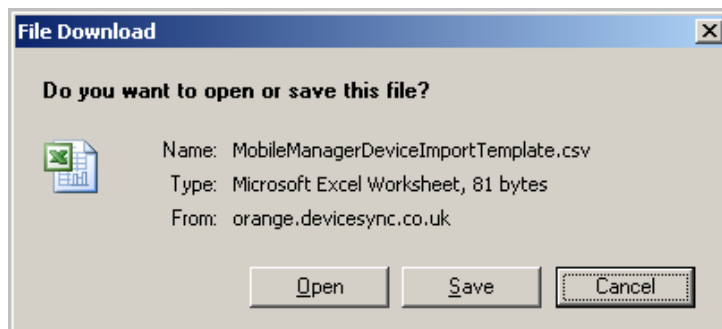
The following diagram shows how a device is added from a list of devices (stored in a file).



The following (see next page) describes step-by-step how to add devices from a list.

1. Click on **device admin / import devices**.

2. Click on **Download template**.



3. Click **Save**.

4. Enter the device information for each device. The following example shows 2 devices (note that the optional description and IMEI are blank).

	A	B	C	D	E	F	G	H	I
1	FirstName,LastName,CountryCode,PhoneNumber,ModelName,NetworkType,Description,IMEI								
2	Taylor,	Terry,	44,	7813230331,	Orange C500,	GSM,,			
3	Doe,	John,	44,	7973323352,	Orange C600,	GSM,,			

5. Save the CSV file.

6. Browse to the file.

file:

7. Click **import**.

8. Click **OK** to confirm import.

Import successful ✔

- ▶ Devices found in CSV: 2
- ▶ Existing devices skipped: 0
- ▶ New devices created: 2

9. Click on **device admin / new devices**. The devices are listed.

BCS IT Administrator 1 \ Administrator

device admin

manage new unregistered devices in your system

all

			first name	last name ▲	phone number
<input type="checkbox"/>			Doe	John	+447973323352
<input type="checkbox"/>			Taylor	Terry	+447813230331

10. Select the devices.

			first name	last name ▲	phone number
<input checked="" type="checkbox"/>			Doe	John	+447973323352
<input checked="" type="checkbox"/>			Terry	Taylor	+447977256380

11. Click on **install mobilemanager**. An installation summary is shown.

BCS IT Administrator 1 \ Administrator

install mobilemanager

install mobilemanager on new devices

mobilemanager installation summary

⚙ contents:

- ▶ MobileManager Application

📱 send to:

status	device type	phone number	name
ready	orange c600	+447973323352	doe john
ready	orange c500	+447813230331	taylor terry

12. Click **next**. A dialog (see below) appears stating that an SMS has been sent to the device(s). The status is initially *processing* and changes to *sent* after the SMS has been sent.

Note: If the status does not change to *sent*, then refer to the troubleshooting guide in Appendix A.

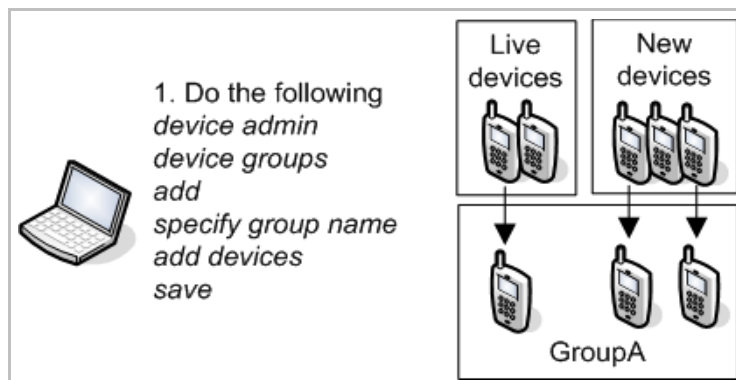
status	device type	phone number	name
sent	orange c600	+447973323352	doe john
sent	orange c500	+447813230331	taylor terry

13. Finish the installation (as described in the previous section) by clicking on the link and installing the client on the device(s). Verify that the devices are shown in the list of *live devices*.

5.3. Add a group of devices

Device groups make it possible to deploy to multiple devices simultaneously.

The following diagram provides an overview of how a group is added.



The following describes step-by-step how to add a group of devices.

1. Click on **devices admin / device groups**.
2. Click **add**.
3. Enter the group name.
4. Select the group devices.

5. Click >.

BCS IT Administrator 1 \ Administrator

group management

manage groups of devices in your system

+ add group

name:

available devices

all

<input type="checkbox"/>	last name	phone number
<input type="checkbox"/>	Terry	+447813230331

1 item (0 selected) show 50 per page

>

<

selected devices

all

<input type="checkbox"/>	last name	phone number
<input checked="" type="checkbox"/>	Doe	+447977256380
<input checked="" type="checkbox"/>	John	+447973323352

2 items (2 selected) show 50 per page

5. Click **save**. The group is listed.

BCS IT Administrator 1 \ Administrator

group management

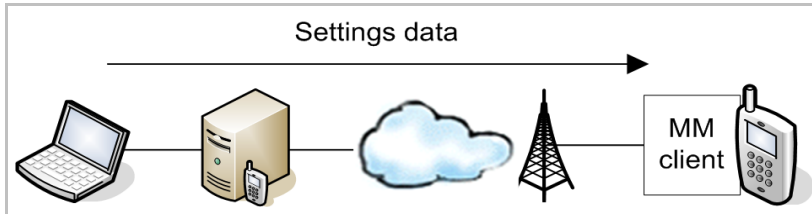
manage groups of devices in your system

+ add

<input type="checkbox"/>		name	updated by	updated
<input type="checkbox"/>	<input type="button" value="edit"/> <input type="button" value="delete"/>	Sales	Administrator	27/03/2006 15:30:44

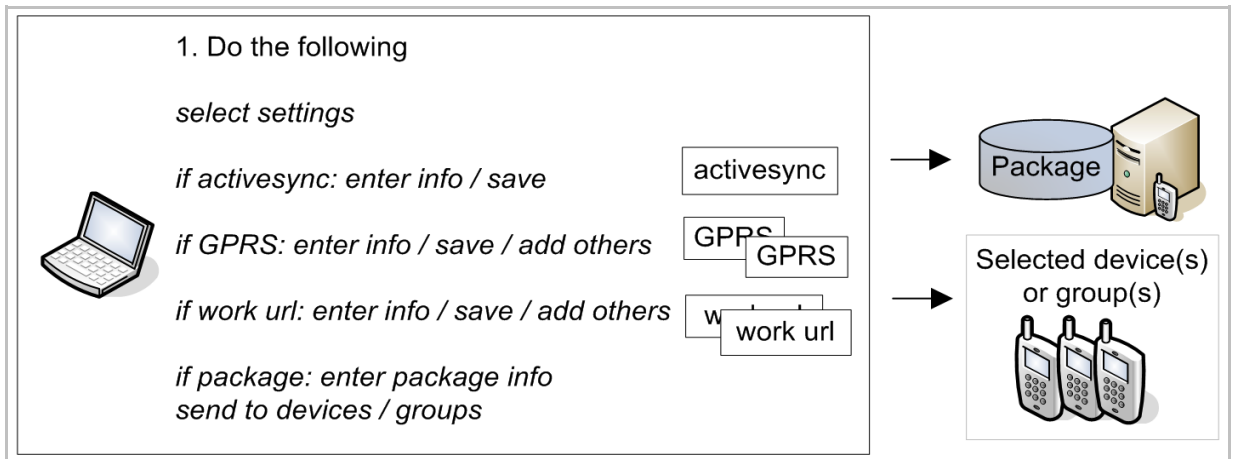
6. Modify device settings

This chapter describes device-related tasks that are performed by IT administrators (in a BCS IT Administration sub-enterprise or in a channel partner IT Administration sub-enterprise).



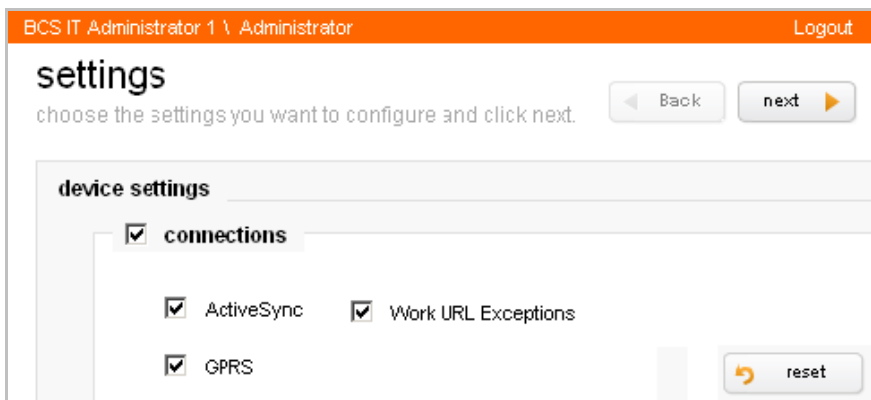
This section shows how to send settings data to devices.

The following diagram shows how settings data are sent.



The following describes step-by-step how to send settings data.

1. Click on **settings**.
2. Check the required settings.



3. Click **next**.

4. If *activesync* was checked: Enter the required active sync information.

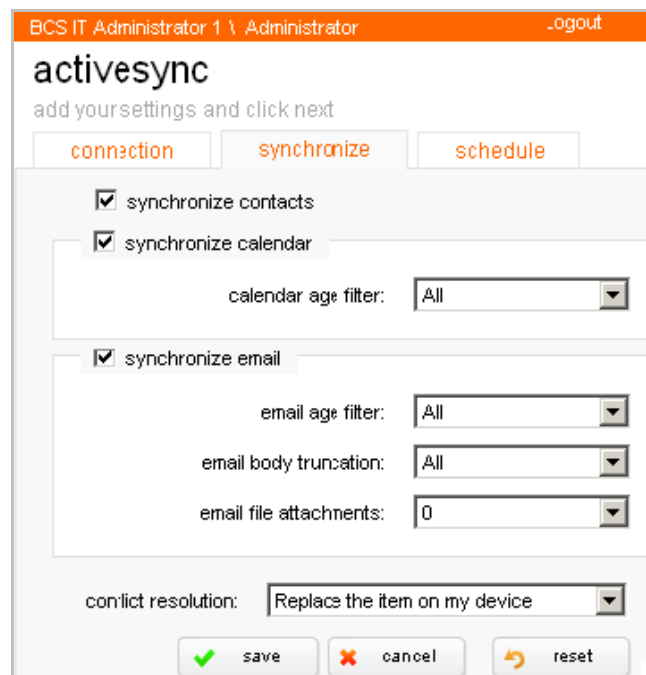
- **activesync / connection**



- **activesync / synchronize**

Specify the

- *calendar age filter* and *email age filter*. Only calendar items and emails within the specified time period will be synchronized.
- *email body truncation*: The email body is limited to the specified size. The end of the email is deleted as required .
- *email file attachments*: Email attachments greater than the specified size are not synchronized.



- **activesync / schedule**

Note: Push email requires that the *peak frequency* and *off peak frequency* are set to *Synchronize as new items arrived* (as shown below).

The screenshot shows the 'activesync' configuration page in the MobileManager BCS Administrator. The page title is 'activesync' and it includes the instruction 'add your settings and click next.' There are three tabs: 'connection', 'synchronize', and 'schedule', with 'schedule' being the active tab. The settings are as follows:

- peak frequency: Synchronize as new items arrive (dropdown)
- off peak frequency: Synchronize as new items arrive (dropdown)
- sync when roaming: Manually synchronize (dropdown)
- send email items immediately:
- outbound mail delay: 5 minutes (dropdown)
- peak days: Sun Mon Tue Wed Thu Fri Sat
- peak start time: 08 : 00 (time selector)
- peak end time: 18 : 00 (time selector)

At the bottom, there are three buttons: 'save' (with a green checkmark icon), 'cancel' (with a red X icon), and 'reset' (with a circular arrow icon).

5. Click **save**.

6. Click **next**.

7. If *gprs* was checked: Add the required (possibly multiple) GPRS settings.

8. Click **save**.

9. Add any other required GPRS settings.

10. Click **next**.

11. If *work url exceptions* was checked: Add the required (possibly multiple) work URL exception settings.

BCS IT Administrator 1 \ Administrator

work url exceptions

add your settings and click next.

+ add work url exception

* required field

url pattern: *

(e.g. */synchronica.com/*)

index on device:

If the index is already in use on the device, it will be overwritten with this URL exception

12. Click **save**.

13. Add any other required work URL exception settings.

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work url exceptions

add your settings and click next.

+ add (Maximum: 8 items)

	pattern	position
<input type="button" value="edit"/> <input type="button" value="delete"/>	*/mobile.orange.co.uk/*	1

14. Click **next**.

15. Select to send to **devices** or **groups**.

16. To save to a package: Check **save as new package** and enter the package **name** and **description**.

BCS IT Administrator 1 \ Administrator Logout

deployment

how would you like to deploy your settings?

settings

- ActiveSync
- 1 GPRS
- 1 Work URLExceptions
- Deployment

deployment options

settings contents:

- ActiveSync
- GPRS (1)
- Work URLExceptions (1)

send to

devices groups

save as new package

name:

description:

17. Click **next**.

18. Select the devices or groups.

BCS IT Administrator 1 \ Administrator Logout

devices

which devices would you like to configure?

all Group: All users

<input type="checkbox"/>	frst name	last name	phone number
<input checked="" type="checkbox"/>	Jon	Killeen	+44797:387168
<input type="checkbox"/>	piers	powell	+44781:165029
<input checked="" type="checkbox"/>	Terry	Taylor	+44797:256380

19. Click **next**. The *send settings?* dialog appears.

BCS IT Administrator 1 \ Administrator Logout

send settings?

please review your settings and click send when you are ready.

settings summary

⚙ settings contents:

- ▶ ActiveSync
- ▶ GPRS (1)
- ▶ Work URL Exceptions (1)

➔ your settings will be saved as the package: *package1*

📱 send to:

status	device type	phone number	name
ready	orange m1000	+447977256380	terry taylor

20. Click **send**. The status is *processing*, *sending*, *receiving*, and finally *successful* (this may require several minutes).

Note: If the status does not change to *successful*, then refer to the troubleshooting guide in Appendix A.

BCS IT Administrator 1 \ Administrator Logout

confirmation

deployment in progress.

settings summary

⚙ settings contents:

- ▶ ActiveSync
- ▶ GPRS (1)
- ▶ Work URL Exceptions (1)

➔ settings saved as the package: *package1* ✓

📱 send to:

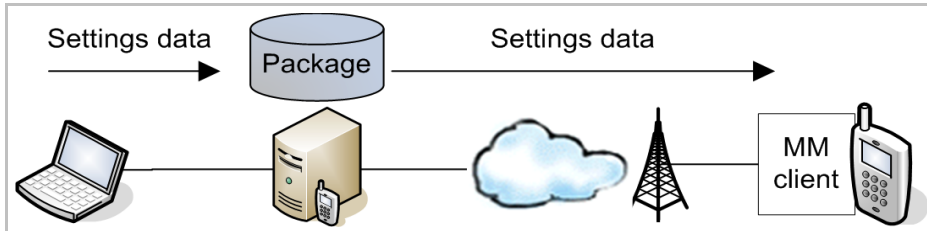
status	device type	phone number	name
successful ✓	orange m1000	+447977256380	terry taylor

On the device: The settings are changed and a notification of the changed settings is received.

7. Packages

This chapter describes device-related tasks that are performed by IT administrators (in a BCS IT Administration sub-enterprise or in a channel partner IT Administration sub-enterprise).

Settings data can be stored in packages. Packages can be edited and sent to devices.

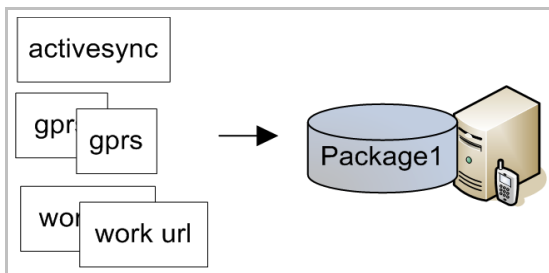


This section describes how to.

- Create a package
- Edit (update) a package
- Send a package settings to devices

7.1. Create a package

To create a package, specify the settings and then save the settings to the package.



The following describes step-by-step how to create a package. Note that the parameters in an existing package can be modified.

1. Click on **package**.
2. Click **add**.

3. Check the device settings type.

4. Click **next**.

5. Add the settings (as described in previous sections).

6. Click **next**.

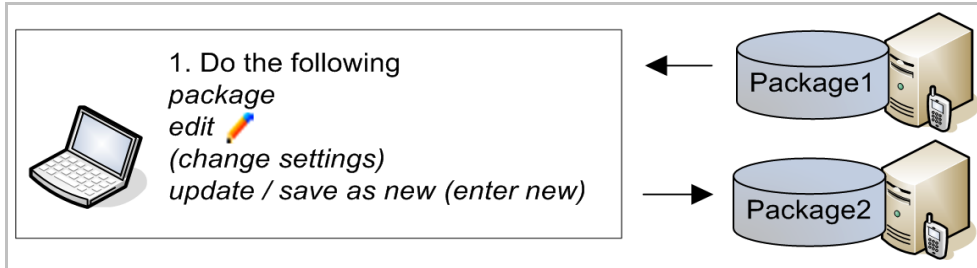
7. Enter the package *name* and *description*.

8. Click **save**.


	name	type	updated by
<input type="checkbox"/>	Sales	Settings	terry

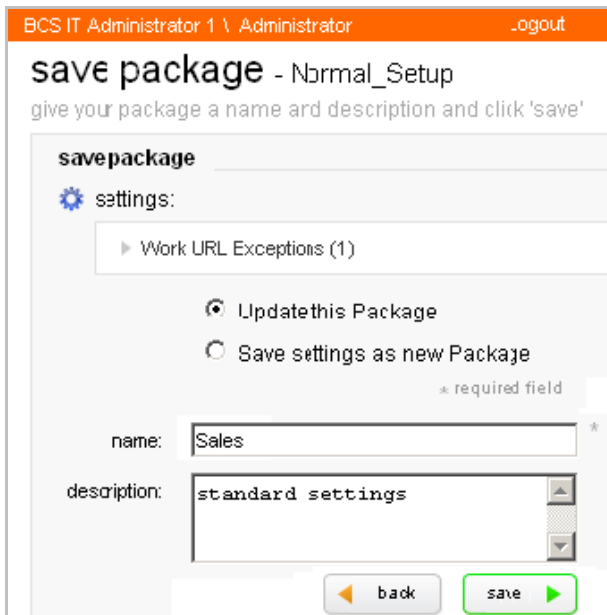
7.2. Edit (update) package

The following diagram provides an overview of how a package is edited.

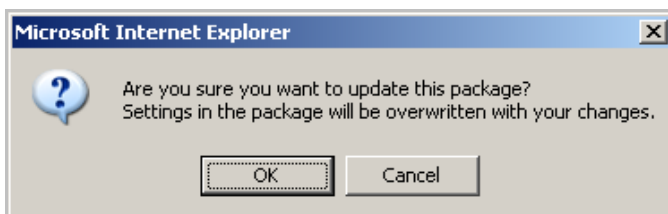


The following describes step-by-step how to edit a package.

1. Click on **package**.
2. Click on the edit ( pencil) icon.
3. Edit any required settings.
4. Update the existing package or save as new.



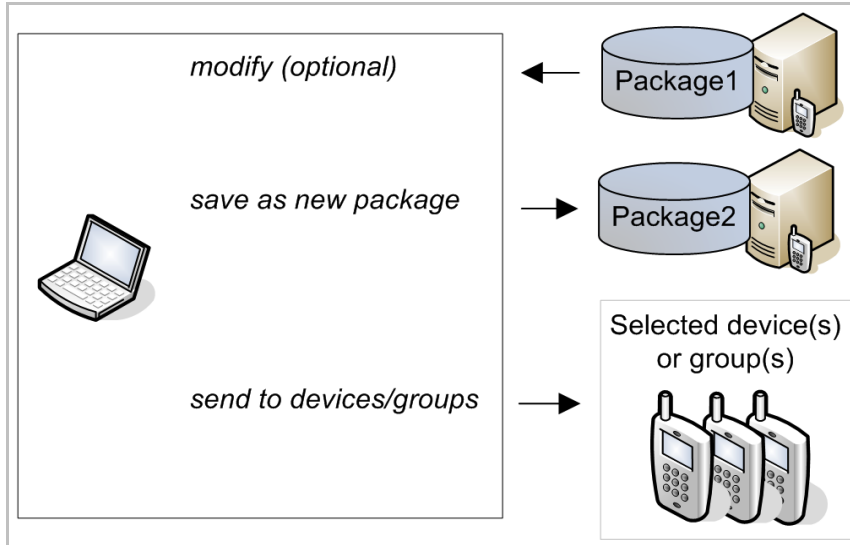
5. Click **save**.



6. Click **OK** to confirm.

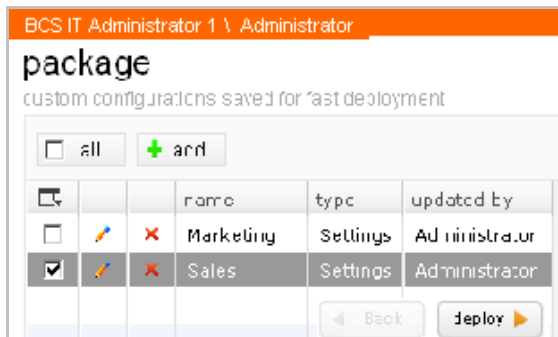
7.3. Send saved package settings to devices

The following diagram provides an overview of how package settings are sent to devices.



The following describes step-by-step how to send package settings.

1. Click on **package**.
2. Select the package.



3. Click **deploy**.

4. Select **deploy now**.

5. Click **next**.

6. Select **send to / devices**.

7. Click **next**.

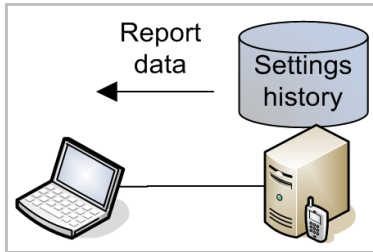
8. Select the device.

	first name	last name	phone number
<input checked="" type="checkbox"/>	Terry	Taylor	+447977256380

9. Send the package.

8. Reports

Any settings data that is sent to a device is recorded. A report can be generated from the recorded data for the enterprise or any sub-enterprise.



This section describes how to

- View a report
- Export a report (to a file with one of several formats)

8.1. View report

1. Click on **reports**.
2. Select the deployment parameters.

The screenshot shows the 'reports' page in the BCS IT Administrator interface. The page title is 'reports' and it includes a subtitle 'browse all the reports generated by deployments'. Below this, there is a section titled 'browse reports' with several dropdown menus for filtering reports: 'enterprise' (set to 'Customer.A'), 'deployment type' (set to 'All'), 'deployed to' (set to 'All'), 'deployed by' (set to 'All'), 'deployed within the last' (set to '1 month'), and 'deployment status' (set to 'All'). At the bottom of the form are 'Back' and 'next' buttons.

3. Click **next**.

4. Select the event for the report.

deployed	type	status	deployments	deployed by
23/03/2006 21:03:34	Settings	Successful	1	terry
23/03/2006 09:57:07	Settings	Successful	1	terry
23/03/2006 09:57:09	Settings (tt tt)	Successful	1	terry
22/03/2006 15:04:23	Device Setup	Successful	1	administrator
22/03/2006 15:04:23	Device Setup	Successful	1	administrator

5. Click **next**. The report is displayed.

Settings Report Successful ✓

Sent by: **terry** Sent to: **tt tt**

23/03/2006 09:57:09 +447977256380

Orange M1000

Work URL Exceptions (1) ✓

Position: 1

Pattern: *://*sync.com/*

8.2. Export report

1. Click on **reports**.
2. Select the deployment parameters.
3. Click **next**.
4. Select the event for the report.
5. Click **export**.

CSV format:


- Basic
- Detailed

XML format:


- Basic
- Detailed
- Full

Close window

6. Click on the required export format.

 **Basic CSV Report**

Type: All
Date From: 3/17/2006 6:08
Date To: 3/18/2006 6:08
Status: All

[Download](#)  100%

[Back](#) [Close window](#)

7. Click **Download** to download the report file.

Appendix A: Troubleshooting Guide

This chapter describes how to solve the following types of problems:

- Login
- Adding a device
- Device-side setup
- Device settings
- Server

1. Login

1. I forgot my password

Go to the log in screen and click the "Forgot your password?" link, follow on screen instructions.

2. I forgot my Username and/or Enterprise name

Contact your MobileManager System Administrator.

2. Adding a device

1. No SMS received on device

- Confirm that the device phone number is correct (call the device from a different device).
- Resend the SMS.
- Send an SMS from a different device (to verify that the device can receive SMS's).

2. MM can not be installed

Cause: Improper device type selected.

Solution: Select the correct device type from the 'model name' dropdown by checking the device details under 'Device Admin'

Cause: Incorrect GPRS settings.

Solution: Correct GPRS settings.

Cause: Perhaps required certificates missing on phone.

Solution: install certificates.

3. Can not upload a CSV file ('device admin')

Cause: Order of entries in CSV file is not correct.

Solution: Change the order of entries to
FirstName,LastName,CountryCode,PhoneNumber,ModelName,
NetworkType,Description,IMEI

Cause: Incorrect file format.

Solution: Save the file in a csv format with the file extension .csv

Cause: Model name is incorrect.

Solution: The model name of the devices listed in the CSV needs to be exactly as listed on the site

4. Device remains as "sent"

Solution: Check that you have set the correct phone number for the device you are sending the MobileManager device application

5. Device never moves from "new" to "live" list

Solution: Contact your administrator, the device should always be updated to the 'Live' status once the MobileManager device application has been successfully installed

Solution: The client did not setup its return settings correctly. Send the client the settings (sms, http, globalID) using MM, and tell the user to restart the device after they have been received. If problem persists, reinstall the client.

6. One of my Live Devices has been hard reset - how do I reinstall MM client?

Locate and select the device in the live Devices list then click the Reinstall MobileManager button located near the bottom of the screen. The device user will need to reinstall the client as before.

3. Device-side setup

1. Installing the client prompts with a unsigned message

The client is signed with the cert provided by orange. On devices that have not been upgraded to AKU2 this prompt is seen.

The client will not work on pre AKU2 devices.

2. How can I verify that the MobileManager device client is installed and working?

Enter `#*123*` into the device keyboard. The client will report the version number and some other info.

3. Client fails to download after selecting the link in the sms.

The device is unable to connect over GPRS. Check settings. The server maybe down, so try later.

4. Client does not appear to be working (smartphone only)

Type `#*123*` on the device. A dialog with a Device ID and version should be displayed.

5. The Setting/Package that I send never arrives

An SMS text message is valid for 72 hours and may be delivered any time within this limit. In practice most messages arrive in the first five minutes even during peak periods but be aware the odd message sometimes goes astray. Try resending the Setting/Package once you have confirmed the MobileManager client is installed and running on the device and the device is able to receive SMS text messages.

4. Device settings

1. MM alters the Work URL Exception I entered

For a Work URL Exception to work it is important that it is correctly formatted. MobileManager will reformat any entry you make that it deems invalid. Advanced users are still able to enter complex url patterns in order to match multiple url variations.

5. Server

1. Build Service is not self-registering the Managers/Compilers etc

Solution: Check that the DAT.Host.exe windows service is running under the 'Local System Account' log on.

2. Builds/Deployments are not sending, and stuck on 'Awaiting Compile' / 'Awaiting Deployment'

Check in the DMP admin tool that the relevant compilers and deployers are enabled. When they are first installed, they are not enabled by default.

3. General web services/web shares are not working

Check that anonymous access is turned on, and windows authentication off for all DMP virtual directories.

4. Mobile device cannot download binary content from the DMP server

Allowable MIME types must be added in IIS6. Consult the DMP/MobileManager install guide for these.

5. DMP is not sending an SMS to the device

Check that your account with Synchronica has enough credit to submit SMSs

Restart SMPP service.

Check server setup.