



# **Magnet™ Mobile App Manager**

## **Release Notes**

### **2.0**

**Revision A**

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The Magnet™ Mobile App Manager (MAM) is a run-time server that monitors the service status of Magnet Mobile Enterprise Server (MES) and provides app management functionality by way of the Magnet Mobile App Manager Console and Apps@Work.

## Mobile App Manager Console

The Magnet MAM Console is a Web interface of the Magnet Mobile App Manager that enables IT administrators to centrally manage and administer apps on client devices. Access to the MAM Console is defined by role-based, which is defined in LDAP or Active Directory. Using the MAM Console, IT administrators can:

- Enable employee BYOD.
- Remotely install, remove, upgrade, and track apps.
- Customize an enterprise private-label app store.
- Remotely activate / deactivate user accounts.
- Push required apps to authorized users.
- View logs to monitor events history.

## Apps@Work

Apps@Work is an app for installing and managing apps on a mobile device and is installed on iOS and Android devices. Apps@Work includes a suite of mockup apps that are organized in categories. These mockup apps are non functional but serve to suggest the range of possibilities, in categories from Finance to System.

## Mobile Server

The Mobile Server apk is intended for installation on the device to enable remote distribution and management of enterprise mobile apps.

The Magnet Mobile Server maintains all of its data in the private apps data space. Its SQL database is private and not accessible by other apps. Preferences are also stored in a private file that is not accessible by other apps.

## Supported Environment

### Android Device

- Version 4.0.3 or later

### iOS Device

- Version 6.1.2 or later
- Devices supported
  - iPhone 4 and 4s
  - iPhone 5
  - iPad (2nd,3rd, and 4th generation)
  - iPad mini

### Magnet Mobile App Manager Console

Supported browsers:

- Firefox 16 and above
- Chrome
- Safari 5 and above

## Documentation

- Magnet Mobile App Server Deployment Guide
- Magnet Mobile App Manager Administrator Guide
- Magnet Mobile for Android User Guide
- Magnet Mobile for iOS User Guide



ID	Title	Notes
3763	App@Work remained on splash screen when started without being connected to any data networks.	<p>In this situation, App@Work should time out and close. This issue will be addressed in subsequent releases.</p> <p><b>Workaround:</b> Check your data network connection and restart App@Work.</p>
4802	During apps installation, users see installation blocked error if "Unknown sources" not selected before installation.	<p>When Android's option "Unknown sources" option is not selected before installing apps, a screen is displayed indicating the installation is blocked. Users need to tap "Settings" to select the "Unknown sources" option then restart the process.</p> <p>This issue will be addressed in subsequent releases.</p> <p><b>Workaround:</b> Review the "Before you Start" section in <i>Magnet Mobile for Android User Guide</i> before installation.</p>
5417	Mobile App Manager Console should not include a "Remove" button for Magnet Mobile Server.	<p>Mobile Server is needed for installation on the device; therefore, deleting it is not allowed. The "Remove" button should be hidden.</p> <p>This issue will be addressed in subsequent releases.</p>
5437	A manual synchronization may be required on the device when it tries to install a newer version of Mobile Server on top of an existing but older Mobile Server version.	<p>A device has an older version of the Mobile Server installed, then a new Mobile Server and mobile apps sync on to the device. If the user chooses to install the Mobile Server first, it will cause the rest of the mobile apps disappear from the download list.</p> <p>This issue will be addressed in subsequent releases.</p> <p><b>Workaround:</b> Trigger a manual "Sync now" to get the mobile apps download again, then continue with the apps installation.</p>

ID	Title	Notes
5477	Deactivating an account from MAM Console does not remove the credential on the device.	<p>When an account is deactivated from MAM console, all required apps and the config profile are cleaned up properly. However, the Setup@Work app and the credential still remains on the device.</p> <p>This issue will be addressed in subsequent releases.</p> <p><b>Workaround:</b> Tap the Delete Account button to manual remove the credential and Setup@Work app.</p>
5510	Two S4 devices are activated in the same account; only one shows up in the Mobile App Manager Console.	<p>We observed this behavior only on two Samsung S4 devices.</p> <p>This issue is still under further investigation.</p>

