



Magnet™ Mobile App Manager Administrator Guide

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 MES and provides app management functionality by way of the Magnet Mobile App Manager Console and Mobile App Store.

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 and group association, which is defined in LDAP. 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.

Mobile App Store

The Mobile App Store is an app for installing and managing apps on a mobile device and is installed on iOS and Android devices. The Mobile App Store includes a suite of sample apps that are organized in categories. Via the MAM Console, IT administrators can brand the Mobile App Store with the enterprise private label. The App Store branding kit can be obtained on request.



The Magnet Mobile App Manager Console (Management Console) is a Web-based user interface that enables IT personnel to centrally manage and administer apps. The Magnet Mobile App Manager Console is also used for device provisioning.

Logging On to the Manager Console

The following browsers are supported:

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



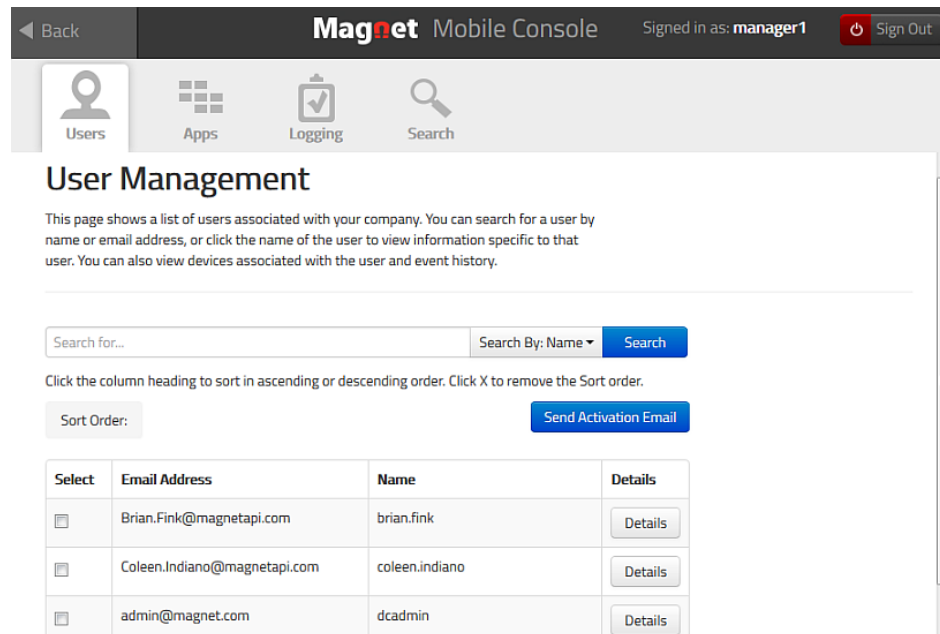
Internet Explorer is not currently supported because there are issues around installing apps.

- 1 Launch a browser, and enter the URL.
- 2 Enter the username and password.

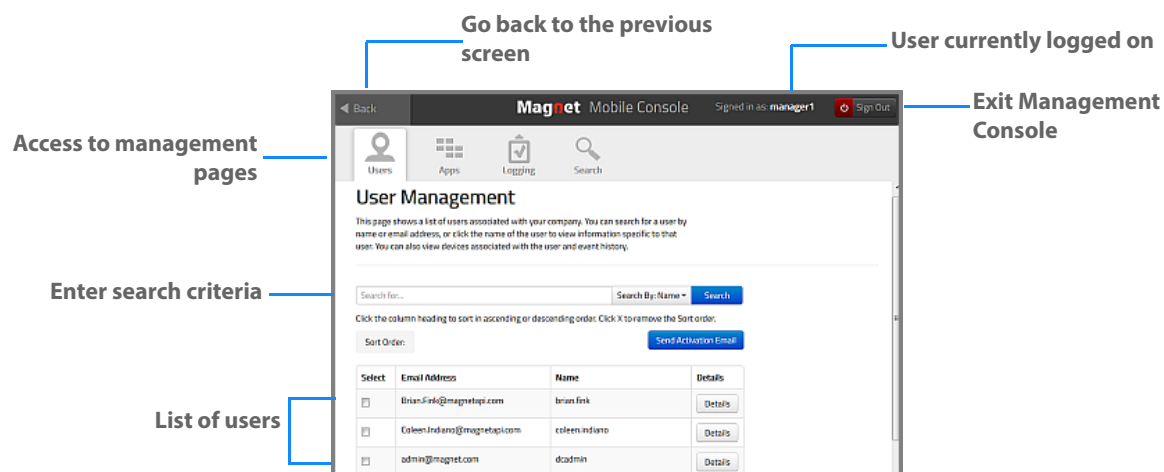


Please contact Magnet Systems for the URL, username, and password.

- 3 Click **Sign in**.
The Management Console home page opens.



Exploring the Manager Console User Interface



Taking the Next Step

Proceed to **Managing Apps** to create and publish new apps followed by **Managing Users** to push apps to user devices.



3. Managing Apps

The *Apps* tab is the entry point for managing apps and categorizing them. It includes adding app versions and removing an app category as well as provisioning user devices. To access the *App Management* page, click the **Apps** tab. The following illustration shows the navigation among app-related pages.

The screenshot displays the 'App Management' page with a navigation bar (Users, Apps, Logging, Search) and a table of apps. Callouts point to specific actions: 'Create apps with a wizard (page 6)', 'Create app categories (page 32)', 'Create unrestricted apps (page 37)', 'App Information' (popup), 'Add app to categories (page 27)', 'Add app to groups (page 29)', 'Add app versions (page 20)', and 'Remove an app (page 18)'.

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

Create an App Categories Unrestricted Apps

Search for... Search By: Title Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title ↑ X

Title ↑	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance. ...	Magnet Systems	Details
@Work App Store	The @Work App Store groups apps in categories, where you can choose to install, upgrade or uninstall any app you are entitled to. The @Work App Store ...	Magnet Systems	Details
AP/AR	The AP/AR app provides quick access to your sales invoices, accounts payable, and accounts receivable. The @Work App Store contains apps that are ava...	Magnet Systems	Details

App Information

ID 48259e68-92b8-4c5b-85b9-1958c60f2bd6
Title 401(K)
Description The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance. ...
Publisher Magnet System
Publisher Url
Publisher Phone

Go to App Management

401(K)

App Details Categories Groups Versions App Administration

App Details

Click Save Changes after you make

App Title 401(K)
Description The

Creating an App

An installation wizard guides you through the installation process. Each step is dependent, which means you must complete step 1 before moving on to step 2. By clicking **Continue**, the step becomes accessible at any time during the installation process. For example, steps 1 and 2 are done and you are on step 3, you can go back to steps 1 or 2 when you need to make changes.

You can organize your apps by category. The Magnet Mobile Server provides eight default categories for organizing your apps. You can assign an app to one or more categories. Refer to *Creating an App Category* on page 32 to add new categories.

User groups are pre-configured through LDAP. You can assign users with an app access level based on their group association (refer to *Adding an App to a Group* on page 29). A user may belong to multiple groups, but each group has different app access level. In this case, the last group/status pair supersedes others.

- 1 Select the **Apps** tab to open the *App Management* page.

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

[Create an App](#)
[Categories](#)
[Unrestricted Apps](#)

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title

Title	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance.	Magnet Systems	Details
AP/AR	The AP/AR app provides quick access to your sales invoices, accounts payable, and accounts receivable.	Magnet Systems	Details
Applications Management	The Applications Management app manages and groups system applications.	Magnet Systems	Details
Apps	The @Work App Store groups apps in categories where you can choose	Magnet Systems	Details



2 Click **Create an App**.

Create an App

STEP 1 App Details STEP 2 Categories STEP 3 Groups STEP 4 Finish

Follow steps in this wizard to create an app.

* Required fields.

App Title*

Description*

Publisher*

Publisher URL

Publisher Phone

Support URL (http: or mailto:)

Hidden from App Store

No

Cancel Continue

3 Enter the following information that will be displayed on the user's device.

- App Title: The name of the app.
- Description: A summary of what the app does.
- Publisher: The person or company who publishes the app.

4 Enter the following optional information.

- Publisher URL:
- Publisher Phone:
- Support URL:

5 Change (if needed) the option from the **Hidden from App Store** drop-down list.

- Yes indicates to upload the app, but hide it from Apps@Work.
- No (default) indicates to make the app visible to Apps@Work.



App@Work is an app that is used to install and manage all enterprise apps.



- Click **Continue** to assign the app to one or more categories.
The STEP 2 screen opens.

Create an App

STEP 1 App Details **STEP 2 Categories** STEP 3 Groups STEP 4 Finish

Decide how to categorize the new app.

Category List Name ↑ **Currently Selected**

Finance
HR
IT
Legal
Operations

Cancel Continue

- Select a category from the *Category List* panel, drag and drop it or click ➡ to move it to the *Currently Selected* panel.



It is good practice to assign at least one category although it is not required at this time and you can assign one later (refer to ***Adding an App to a Category***). When an app is not assigned to a category, the app is not available to users.

When assigning an app to multiple categories, press <Shift> while making the selection; click ➡ to move them to the *Currently Selected* panel.

The drag-and-drop function does not work when selecting multiple categories.

- Click **Continue** to assign the app to a user group.
The STEP 3 screen opens.

Create an App

STEP 1 App Details STEP 2 Categories **STEP 3 Groups** STEP 4 Finish

Assign groups for your app.

☐ Disable Groups

Groups List Name ↑ **Currently Selected**

developer (IT Developer team)
OPTIONAL
everyone (Everyone)
OPTIONAL
manager (IT Management team)
OPTIONAL

Cancel Continue



- 9 Select the group from the *Groups List* panel, click ➔ to move it to the *Currently Selected* panel.



Assigning an app to a group is not required at this time and you can assign the app to a group later (refer to *Adding an App to a Group*). When an app access level is not assigned, the app is available to users of that group.

When assigning an app to multiple groups, press <Shift> while making the selection; click ➔ to move them to the *Currently Selected* panel.

The Disable Groups option is not available for this release.

- 10 Assign an app access level to the group by selecting one from the drop-down list.
- **REQUIRED** indicates that they must take this app and that users cannot delete it.
 - **OPTIONAL** indicates that users may take this app by their choosing.
 - **BLOCKED** indicates that users are not permitted to install this app.



Refer to *Installing Apps* on page 45 for installing required apps.

- 11 Click **Continue** to review the information you entered.

The STEP 4 screen similar to the following opens. In this example, it shows two categories and two groups selected for app “Instagram2”.

The screenshot displays the 'STEP 4 Finish' screen of an app configuration tool. At the top, there are four tabs: 'STEP 1 App Details', 'STEP 2 Categories', 'STEP 3 Groups', and 'STEP 4 Finish' (which is active). Below the tabs, the text 'Review the following information.' is followed by a summary of the app configuration:

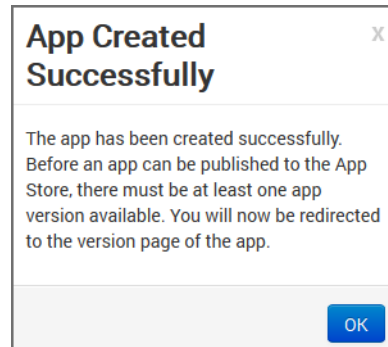
- App Information:**
 - App Title*: Instagram2
 - Description*: Instagram2
 - Publisher*: Instagram2
 - Publisher URL
 - Publisher Phone
 - Hidden from App Store: false
- App Categories:**
 - Finance (with icon)
 - HR (with icon)
- Groups:**
 - everyone (Everyone) - OPTIONAL
 - mobile (IT Mobile team) - REQUIRED

A blue 'Create App' button is located at the bottom left of the configuration summary area.



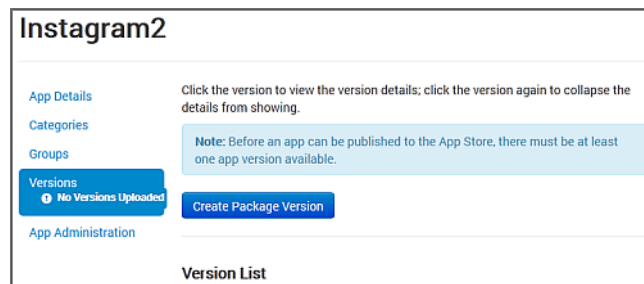
- 12 Click **Create App** to complete, or click the **STEP** tab to go back and change any information.

A dialog box opens informing you of the status.

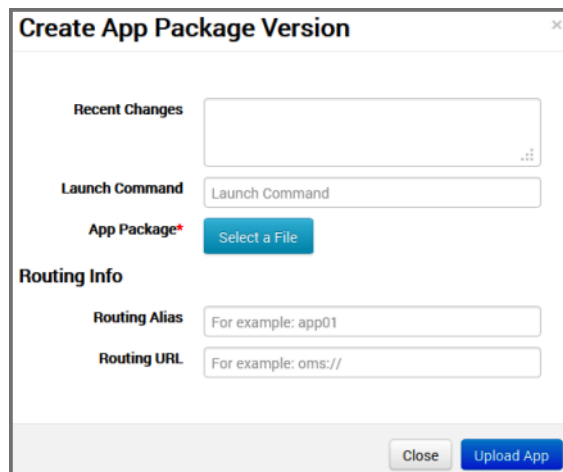


All STEP tabs are now accessible. You can go back to any previous tabs to make changes.

- 13 Click **OK** to go to the *App Version* page, as shown in the following example.



- 14 Click **Create Package Version**.



- 15 Enter a description of recent changes to the app in the **Recent Changes** field.
- 16 Click **Select a File**, and navigate to the file location where the app package file (APK, file format for Android) is kept.

The following screen shows an example of an app package selected.

- 17 Click **Upload App**.

A dialog box appears informing you of the status.



A given app version can be uploaded only once. An error occurs and the operation fails when you try to upload the same app version again.

- 18 Click **OK** to return to the *App Version* page and to publish the app version.



- 19 Click **Not Published** to publish the version.

A screen similar to the following appears, showing the detailed information of the version to be published.

Version Details

ID:
QU5Euk9JRDpb20uZXhhbXBsZS5hZG

Target SDK Version: 15

Locale:

Package Name:
com.example.adminforced2

Supported Device Type: ANDROID

Supported Form Factors: "NORMAL"
"SMALL" "LARGE" "XLARGE"

Recent Changes:

Version Name: 1.0

Version Code: 1

Publish Date: Not Published

Publish **Delete Version**

Routing Information

Routing Alias
Routing Alias

Routing Url
Routing Url

Save Routing Information

Launch Command

Save Launch Command

Screenshots

To associate one or more graphics with this version, please upload a screenshot. When successfully uploaded, the graphic is displayed on the details screen for this app.

Note: No screenshots have been uploaded yet.

Upload a Screenshot



An app version must be published or it will not appear in Apps@Work, and users will be unable to install it. You can publish the app later; refer to *Creating App Versions* on page 20 for information.

- 20 Click **Upload a Screenshot** (optional) to associate a graphic with this app version.

Upload Screenshot

Name

Description

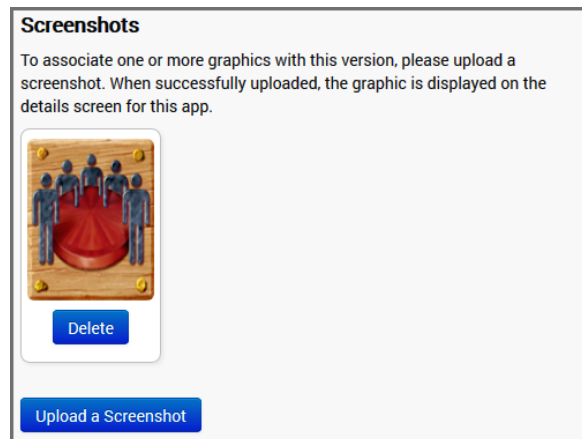
Screenshot **Select a File**

Close **Upload Screenshot**

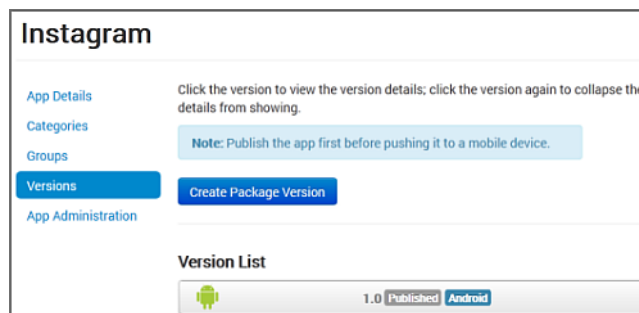


- 21 Enter the name and description for the graphic in their respective fields.
- 22 Click **Select a File** and navigate to the file folder where the graphic file is located.
- 23 Click **OK**.

The graphic is displayed when successfully uploaded, as shown in the following example.



- 24 Click **Publish**.
- A dialog box appears informing you of the status.
- 25 Click **OK** to return to the app version page, and the version is now changed to **Published**.



Searching for an App

You can only search for an app that your organization has previously created. You can specify the search by title, publisher, or description. For a more specific search, click the **Advance Search** tab (refer to *Chapter 6, Searching with Filters*).

- 1 Select the **Apps** tab to open the *App Management* page.

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

[Create an App](#)
[Categories](#)
[Unrestricted Apps](#)

Search By: Title ▾
[Search](#)

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order:

Title ↑ ✕

Title ↑	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K)	Magnet Systems	Details

- 2 Select a search preference from the **Search By** drop-down list.

Users

Apps

Logging

Search

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

[Create an App](#)
[Categories](#)
[Unrestricted Apps](#)

Search By: Title ▾
[Search](#)

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order:

Title ↑ ✕

Title
Description
Publisher

Title ↑	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based	Magnet Systems	Details



- 3 Enter your search preference (title, description, or publisher) and click **Search**. The result is displayed, as shown in the following example.

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

Create an App Categories Unrestricted Apps

Clear Search By: Title Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title

Title ↑	Description	Publisher	Details
CRM	The Customer Relationship Management (CRM) app helps you to organize your account contact information, such as phone numbers, emails, and so forth.	Magnet Systems	<a>Details



The text for search is case sensitive.



Modifying an App


- 1 Select the **Apps** tab to open the *App Management* page.


App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

[Create an App](#)
[Categories](#)
[Unrestricted Apps](#)

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title 

Title 	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance.	Magnet Systems	Details
AP/AR	The AP/AR app provides quick access to your sales invoices, accounts payable, and accounts receivable.	Magnet Systems	Details
Applications Management	The Applications Management app manages and groups system applications.	Magnet Systems	Details
Apps	The @Work App Store groups apps in categories where you can choose	Magnet Systems	Details

- 2 Select an app of interest.
— Or —
Search for an app of interest (refer to *Searching for an App*).
- 3 Click **Details**.
The following screen shows the CRM app has been selected.

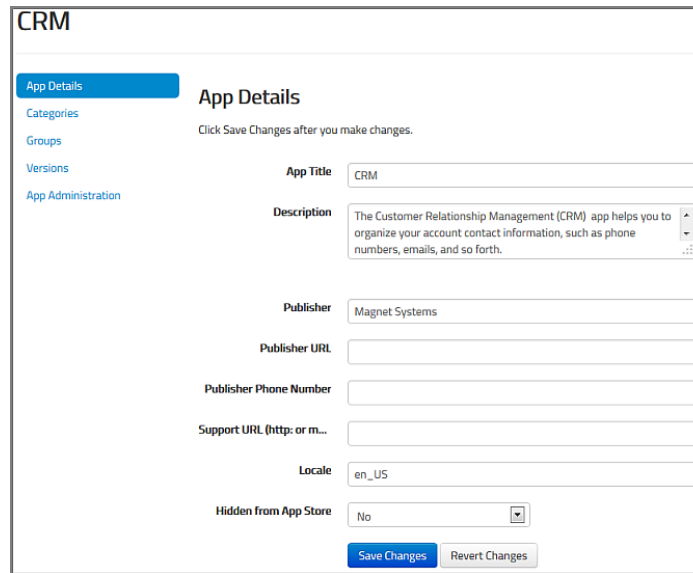
App Information

ID db090d0b-b787-4638-81aa-3bf732b492a7
Title CRM
Description The Customer Relationship Management (CRM) app helps you to organize your account contact information, such as phone numbers, emails, and so forth.
Publisher Magnet Systems
Publisher Url
Publisher Phone

[Go to App Management](#)



- 4 Click **Go to App Management**.



The screenshot shows the 'App Details' page for an application named 'CRM'. On the left is a sidebar with navigation links: 'App Details' (highlighted in blue), 'Categories', 'Groups', 'Versions', and 'App Administration'. The main content area is titled 'App Details' and includes a sub-header 'Click Save Changes after you make changes.' Below this are several form fields: 'App Title' (containing 'CRM'), 'Description' (containing 'The Customer Relationship Management (CRM) app helps you to organize your account contact information, such as phone numbers, emails, and so forth.'), 'Publisher' (containing 'Magnet Systems'), 'Publisher URL' (empty), 'Publisher Phone Number' (empty), 'Support URL (http: or m...)' (empty), 'Locale' (containing 'en_US'), and 'Hidden from App Store' (a dropdown menu set to 'No'). At the bottom right are two buttons: 'Save Changes' (in blue) and 'Revert Changes' (in grey).

- 5 Modify any fields.
- 6 Click **Save Changes** when done.
- The updated app information is saved to Apps@Work.



Removing an App from Apps@Work

When an app is removed, it is removed from Apps@Work. The app is not removed from the user device.

- 1 Select the **Apps** tab to open the *App Management* page.

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

[Create an App](#)
[Categories](#)
[Unrestricted Apps](#)

Search By: Title
Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order:
Title ↑ ✕

Title ↑	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance.	Magnet Systems	Details
AP/AR	The AP/AR app provides quick access to your sales invoices, accounts payable, and accounts receivable.	Magnet Systems	Details
Applications Management	The Applications Management app manages and groups system applications.	Magnet Systems	Details
Apps	The @Work App Store groups apps in categories where you can choose	Magnet Systems	Details

- 2 Select an app of interest.

— Or —

Search for an app of interest (refer to *Searching for an App*).

- 3 Click **Details**.

The following screen shows the CRM app has been selected.

App Information

ID db090d0b-b787-4638-81aa-3bf732b492a7
Title CRM
Description The Customer Relationship Management (CRM) app helps you to organize your account contact information, such as phone numbers, emails, and so forth.
Publisher Magnet Systems
Publisher Url
Publisher Phone

Go to App Management ▶



- 4 Click **Go to App Management**.

The screenshot shows the 'CRM' app details page. On the left is a sidebar with navigation links: 'App Details' (highlighted in blue), 'Categories', 'Groups', 'Versions', and 'App Administration'. The main content area is titled 'App Details' and includes a sub-header 'Click Save Changes after you make changes.' Below this are several form fields: 'App Title' (containing 'CRM'), 'Description' (a text area with the text 'The Customer Relationship Management (CRM) app helps you to organize your account contact information, such as phone numbers, emails, and so forth.'), 'Publisher' (containing 'Magnet Systems'), 'Publisher URL', 'Publisher Phone Number', 'Support URL (http: or m...)', 'Locale' (containing 'en_US'), and 'Hidden from App Store' (a dropdown menu set to 'No'). At the bottom right are two buttons: 'Save Changes' (in blue) and 'Revert Changes' (in grey).

- 5 Click **App Administration**.

The screenshot shows the 'CRM' app administration page. The sidebar on the left has navigation links: 'App Details', 'Categories', 'Groups', 'Versions', and 'App Administration' (highlighted in blue). The main content area has a 'Delete App' button in red. The 'App Administration' button in the sidebar is also highlighted in blue.

- 6 Click **Delete App**.
A dialog box appears asking for confirmation.
- 7 Click **OK** to confirm the operation.



Creating App Versions

You can create an app version after an app has been created. To make an app available to users, an app version must be published to appear in Apps@Work, so it is available for users to install.

- 1 Select the **Apps** tab to open the *App Management* page.

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

[Create an App](#)
[Categories](#)
[Unrestricted Apps](#)

Search By: Title ▼
[Search](#)

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order:

Title ↑ ✕

Title ↑	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance.	Magnet Systems	Details
AP/AR	The AP/AR app provides quick access to your sales invoices, accounts payable, and accounts receivable.	Magnet Systems	Details
Applications Management	The Applications Management app manages and groups system applications.	Magnet Systems	Details
Apps	The @Work App Store groups apps in categories where you can choose	Magnet Systems	Details

- 2 Select an app of interest, click **Details**.

The detailed information of the selected app appears, as shown in the following example.

App Information

ID

d07c1b3c-c171-4837-bc0a-6a593a929f0f

Title

Instagram

Description

Text message app

Publisher

Magnet Systems

Publisher Url

Publisher Phone

[Go to App Management](#)



3 Click **Go to App Management**.

The status of the version is indicated, as shown in the following example.

4 Click **Versions**.

A page opens displaying the version list, as shown in the following example.

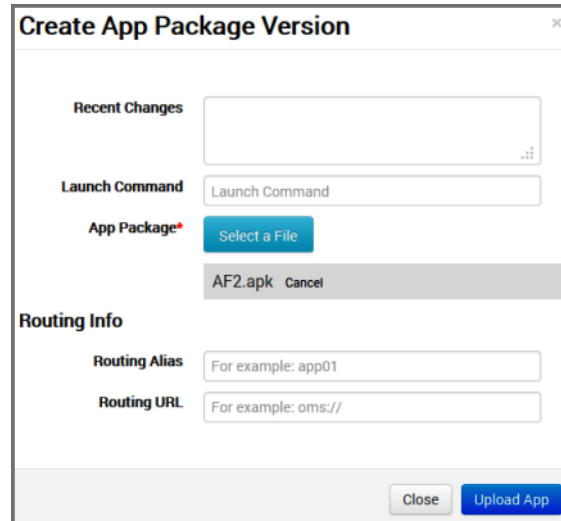
5 Click **Create Package Version**.

6 Enter a description of the app in the **Recent Changes** field.



- Click **Select a File**, and navigate to the file location where the app package file (APK, file format for Android or IPA for iOS) is kept.

The following screen shows an example of the app package selected.



The screenshot shows a dialog box titled "Create App Package Version". It contains several input fields and buttons. The "Recent Changes" field is empty. The "Launch Command" field contains "Launch Command". The "App Package" field has a blue "Select a File" button and a grey bar showing "AF2.apk" with a "Cancel" button. The "Routing Info" section has two fields: "Routing Alias" with the placeholder "For example: app01" and "Routing URL" with the placeholder "For example: oms://". At the bottom right are "Close" and "Upload App" buttons.

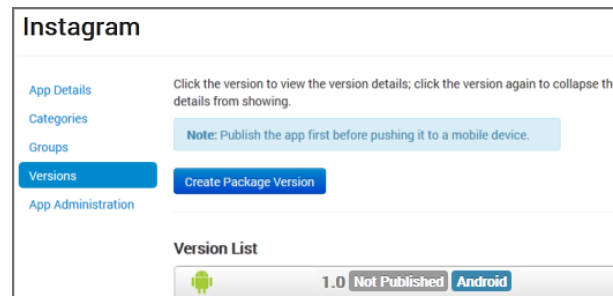
- Click **Upload App**.

A dialog box appears informing you of the status.



A given app version can be uploaded only once. An error occurs and the operation fails when you try to upload the same app version again.

- Click **OK** to return to the *App Version* page to publish the app.



The screenshot shows the "Instagram" app version management page. It has a sidebar with links: "App Details", "Categories", "Groups", "Versions" (highlighted), and "App Administration". The main content area has a heading "Instagram" and a subheading "Click the version to view the version details; click the version again to collapse the details from showing." Below this is a note: "Note: Publish the app first before pushing it to a mobile device." and a "Create Package Version" button. At the bottom is a "Version List" table with one entry: "1.0 Not Published Android".



Be sure to publish an app version or the app will not appear in Apps@Work, and users will be unable to install it.



- 10 Click **Not Published** to publish the version.

A screen similar to the following appears, showing the detailed information of the version to be published.

The screenshot shows a form with two main sections: 'Version Details' and 'Routing Information'.

Version Details:

- ID:** QU5Euk9JRDpb20uZXhhbXBsZS5hZG
- Target SDK Version:** 15
- Locale:**
- Package Name:** com.example.adminforced2
- Supported Device Type:** ANDROID
- Supported Form Factors:** "NORMAL" "SMALL" "LARGE" "XLARGE"
- Recent Changes:**
- Version Name:** 1.0
- Version Code:** 1
- Publish Date:** Not Published
- Buttons:** Publish (blue), Delete Version (red)

Routing Information:

- Routing Alias:** Routing Alias
- Routing Url:** Routing Url
- Buttons:** Save Routing Information (blue), Launch Command (text input), Save Launch Command (blue)

Screenshots:

- Text: To associate one or more graphics with this version, please upload a screenshot. When successfully uploaded, the graphic is displayed on the details screen for this app.
- Note:** No screenshots have been uploaded yet.
- Button:** Upload a Screenshot (blue)

- 11 Click **Upload a Screenshot** (optional) to associate a graphic with this app version.

The screenshot shows a dialog box titled 'Upload Screenshot' with a close button (X) in the top right corner.

Fields:

- Name:** Text input field.
- Description:** Text input field.
- Screenshot:** Select a File button (blue).

Buttons:

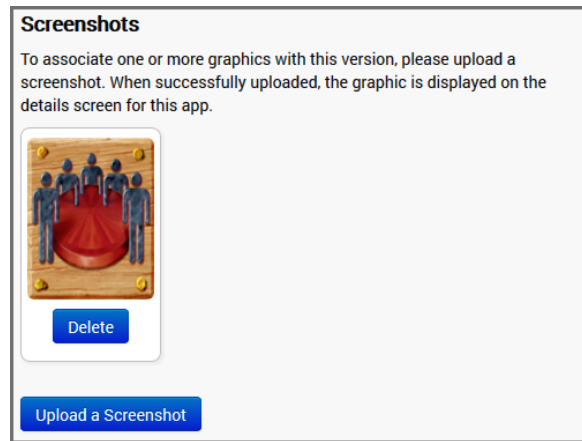
- Close:** Button at the bottom right.
- Upload Screenshot:** Button at the bottom right.

- 12 Enter the name and description for the graphic in their respective fields.
- 13 Click **Select a File** and navigate to the file folder where the graphic file is located.



14 Click OK.

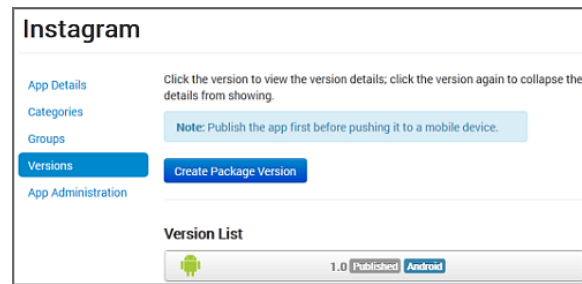
The graphic is displayed when successfully uploaded, as shown in the following example.



15 Click **Publish.**

A dialog box appears informing you of the status.

16 Click OK to return to the app version page, and the version is now changed to **Published.**



Publishing an App

Before your users can install an app, you must publish it first.

- 1 Select the **Apps** tab to open the *App Management* page.

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

Create an App Categories Unrestricted Apps

Search By: Title ▾ Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title ↑ ✕

Title ↑	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance.	Magnet Systems	<a>Details
AP/AR	The AP/AR app provides quick access to your sales invoices, accounts payable, and accounts receivable.	Magnet Systems	<a>Details
Applications Management	The Applications Management app manages and groups system applications.	Magnet Systems	<a>Details
Apps	The @Work App Store groups apps in categories where you can choose	Magnet Systems	<a>Details

- 2 Select an app of interest, click **Details** to display the app detailed information. The following example shows the detailed information of the 401(K) app.

App Information

ID

Title

Description

Publisher

Publisher Url

Publisher Phone

48259e68-92b8-4c5b-85b9-1958c60f2bd6

401(K)

The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance. ...

Magnet System

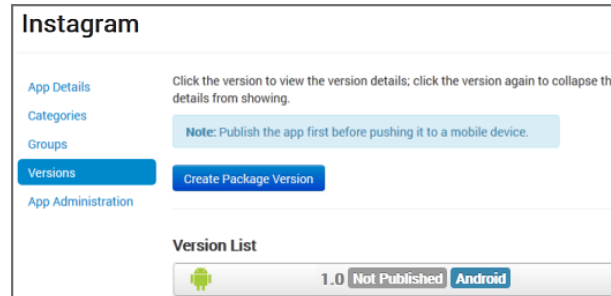
Go to App Management >



- 3 Click **Go to App Management**.

- 4 Click **Versions**.

A page opens displaying version list, as shown in the following example.



- 5 Click **Not Published** to publish the version of the app.

A screen similar to the following appears, showing the detailed information of the version to be published.

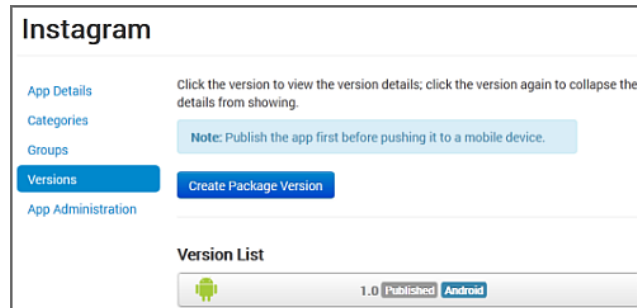
The screenshot shows the 'Version Details' form. It is divided into two main sections: 'Version Details' on the left and 'Routing Information' on the right. The 'Version Details' section includes fields for 'ID' (QU5EUk9JRDpjb20uZXhhbXBsZS5hZG), 'Target SDK Version: 15', 'Locale:', 'Package Name: com.example.adminforced2', 'Supported Device Type: ANDROID', 'Supported Form Factors: "NORMAL" "SMALL" "LARGE" "XLARGE"', 'Recent Changes:', 'Version Name: 1.0', 'Version Code: 1', and 'Publish Date: Not Published'. At the bottom of this section are 'Publish' and 'Delete Version' buttons. The 'Routing Information' section includes 'Routing Alias' and 'Routing Url' text boxes, and 'Save Routing Information' and 'Save Launch Command' buttons. Below these sections is a 'Screenshots' section with instructions on uploading a screenshot and a note: 'Note: No screenshots have been uploaded yet.' and an 'Upload a Screenshot' button.

- 6 Click **Publish**.

A dialog box appears informing you of the status.

- 7 Click **OK** to return to the app version page, and the version is now changed to **Published**.





8 Click **Publish**.

A dialog box appears informing you of the status.

Adding an App to a Category

You can add an app to one or more categories. When an app is not assigned to a category, the app is not available to Apps@Work, which means the app is not visible to users for installation.

1 Select the **Apps** tab to open the *App Management* page.

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

Create an App Categories Unrestricted Apps

Search for... Search By: Title Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title ↑ X

Title ↑	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance.	Magnet Systems	Details
AP/AR	The AP/AR app provides quick access to your sales invoices, accounts payable, and accounts receivable.	Magnet Systems	Details
Applications Management	The Applications Management app manages and groups system applications.	Magnet Systems	Details
Apps	The @Work App Store groups apps in categories, where you can choose	Magnet Systems	Details



- 2 Select an app of interest.

— Or —


Search for an app of interest (refer to *Searching for an App*).

The following screen shows an example of CRM app selected.

The screenshot shows the 'CRM' app details page. On the left is a sidebar with navigation links: 'App Details' (highlighted), 'Categories', 'Groups', 'Versions', and 'App Administration'. The main content area is titled 'App Details' and includes a note: 'Click Save Changes after you make changes.' Below this are several input fields: 'App Title' (containing 'CRM'), 'Description' (a text area with the text 'The Customer Relationship Management (CRM) app helps you to organize your account contact information, such as phone numbers, emails, and so forth.'), 'Publisher' (containing 'Magnet Systems'), 'Publisher URL', 'Publisher Phone Number', 'Support URL (http: or m...)', 'Locale' (containing 'en_US'), and 'Hidden from App Store' (a dropdown menu set to 'No'). At the bottom right are two buttons: 'Save Changes' and 'Revert Changes'.

- 3 Click **Categories**.

The screenshot shows the 'CRM' app categories selection page. The sidebar on the left is the same as in the previous screenshot, but 'Categories' is now highlighted. The main content area is titled 'CRM' and includes the instruction: 'Select from the Category List to classify this app.' Below this is a 'Category List' panel with a scrollable list of categories: 'Finance', 'HR', and 'IT'. To the right of the list is a 'Currently Selected' panel, which is currently empty. Between the two panels are two circular buttons with right and left arrows. At the bottom of the 'Category List' panel is a 'Save Categories' button.

- 4 Select the category from the *Category List* panel, drag and drop it or click  to move it to the *Currently Selected* panel.





When assigning an app to multiple categories, press <Shift> while making the selection; click ➡ to move them to the *Currently Selected* panel.

The drag-and-drop function does not work when selecting multiple categories.

5 Click **Save Categories**.

The selected categories are now displayed as shown in the following example.

The screenshot shows the 'CRM' app configuration page. On the left, a sidebar contains links for 'App Details', 'Categories' (highlighted), 'Groups', 'Versions', and 'App Administration'. The main area is titled 'Select from the Category List to classify this app.' It features a 'Category List' with a scrollable list of categories: Finance, IT, Legal, Operational, and Support. To the right of this list are two circular arrows, one pointing right (➡) and one pointing left (⬅). Further right is a 'Currently Selected' panel containing two category tiles: 'Sales' and 'HR'. At the bottom of the main area is a blue button labeled 'Save Categories'.

Adding an App to a Group

User groups are pre-configured through LDAP. You can assign users with an app access level based on their group association. A user may belong to multiple groups but each group has different app access status. In this case, the last group/status pair supersedes others.



- 1 Select the **Apps** tab to open the *App Management* page.

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

[Create an App](#)
[Categories](#)
[Unrestricted Apps](#)

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title

Title↑	Description	Publisher	Details
401(K)	The 401(K) app provides information for your 401(K) planning. You can use the calculator to estimate an annual return based on your account balance.	Magnet Systems	Details
AP/AR	The AP/AR app provides quick access to your sales invoices, accounts payable, and accounts receivable.	Magnet Systems	Details
Applications Management	The Applications Management app manages and groups system applications.	Magnet Systems	Details

- 2 Select an app of interest.

— Or —

Search for an app of interest (refer to *Searching for an App*).

The following screen shows an example of the CRM app selected.

CRM

App Details

Click Save Changes after you make changes.

[App Details](#)
[Categories](#)
[Groups](#)
[Versions](#)
[App Administration](#)

App Title

Description

Publisher

Publisher URL

Publisher Phone Number

Support URL (http: or m...)

Locale

Hidden from App Store



3 Click **Groups**.

CRM

App Details

Categories

Groups

Versions

App Administration

Select from the Groups List to specify whether this app is REQUIRED, OPTIONAL, OR BLOCKED for the group.

Groups List Name ↑

developer (IT Developer team)
OPTIONAL

everyone (Everyone)
OPTIONAL

manager (IT Management team)
OPTIONAL

Save Groups

Currently Selected

4 Select the group from the *Groups List* panel, drag and drop it or click ➡ to move it to the *Currently Selected* panel.



When assigning an app to multiple groups, press <Shift> while making the selection; click ➡ to move them to the *Currently Selected* panel.

The Disable Groups option is not available for this release.

5 Assign an app access level to the group by selecting one from the drop-down list.

- **REQUIRED** indicates that users must take this app and that they cannot delete it.
- **OPTIONAL** indicates that users may take this app by their choosing.
- **BLOCKED** indicates users are not permitted to install this app.



Refer to *Installing Apps* on page 45 for installing required apps.

6 Click **Save Groups**.

The selected groups are now displayed as shown in the following example.

CRM

App Details

Categories

Groups

Versions

App Administration

Select from the Groups List to specify whether this app is REQUIRED, OPTIONAL, OR BLOCKED for the group.

Groups List Name ↑

everyone (Everyone)
OPTIONAL

mobile (IT Mobile team)
OPTIONAL

won (IT Won team)
OPTIONAL

Save Groups

Currently Selected

manager (IT Management team)
REQUIRED

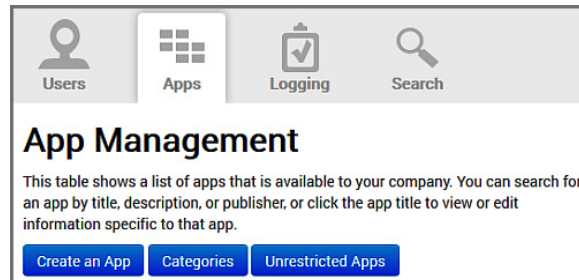
developer (IT Developer team)
OPTIONAL



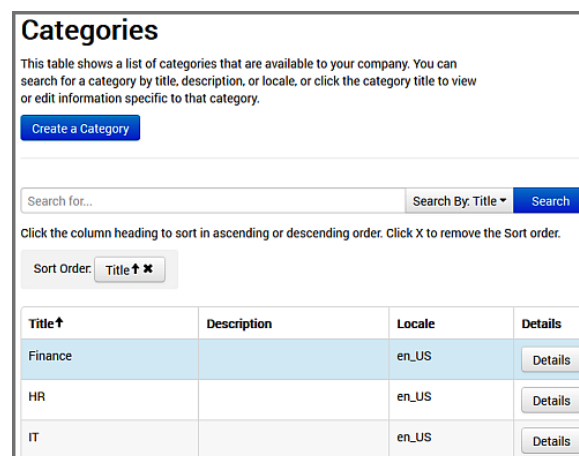
Creating an App Category

The Magnet Mobile Server provides eight default app categories: Finance, HR, IT, Legal, Operations, Sales, Support, System. You can create new ones or modify existing ones.

- 1 Select the **Apps** tab to open the *App Management* page.



- 2 Click **Categories**; a page similar to the following opens.



- 3 Click **Create a Category**.

- 4 Enter the category name you want users to see in the **Title** field.
- 5 Enter (optionally) additional information in the **Description** field.



- Click **Select a File** to upload an image file that will be displayed in Apps@Work on a user's mobile device.



The image file must be in the PNG format and the image size must not exceed 377W x 256H pixels.

- Click **Create Category**.

A page opens displaying the category created. The following example shows a newly-created category, "Energy."

Categories

This table shows a list of categories that are available to your company. You can search for a category by title, description, or locale, or click the category title to view or edit information specific to that category.

Create a Category

Search for... Search By: Title Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title ↑ X

Title ↑	Description	Locale	Details
Energy		en_US	Details
Finance		en_US	Details



The newly-created app category is initially placed in the default en_US locale, which you can change (refer to *Modifying an App Category*).

Searching for an App Category

You can search for an app category by title, description, or locale.

- Select the **Apps** tab to open the *App Management* page.

Users Apps Logging Search

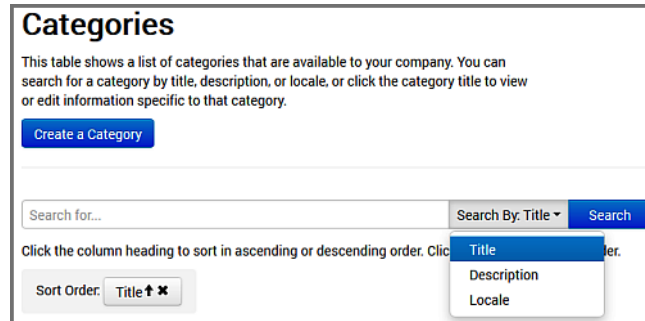
App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

Create an App Categories Unrestricted Apps



- 2 Click **Categories**.
- 3 Select a search filter from the **Search By** drop-down list, as shown in the following example.



Categories

This table shows a list of categories that are available to your company. You can search for a category by title, description, or locale, or click the category title to view or edit information specific to that category.

Create a Category

Search for...

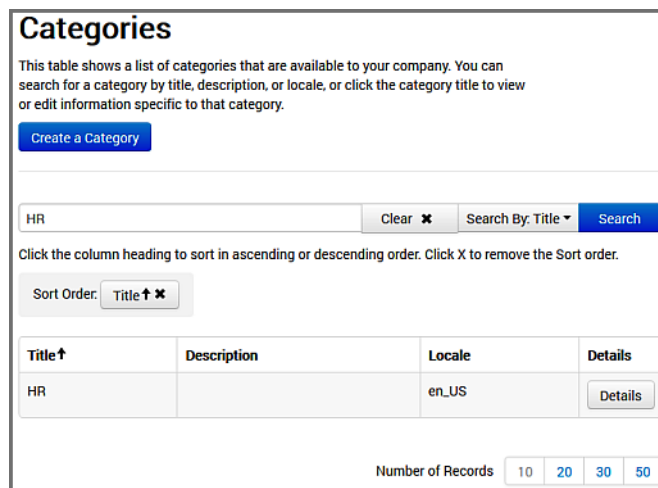
Search By: Title Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title ↑ X

Title
Description
Locale

- 4 Enter the search criteria and click **Search**.
- The result is displayed in the table as shown in the following example.



Categories

This table shows a list of categories that are available to your company. You can search for a category by title, description, or locale, or click the category title to view or edit information specific to that category.

Create a Category

HR Clear X Search By: Title Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title ↑ X

Title ↑	Description	Locale	Details
HR		en_US	Details

Number of Records 10 20 30 50



The text for search is case sensitive.



Modifying an App Category

You can make changes to an app category.

- 1 Select the **Apps** tab to open the *App Management* page.
- 2 Click **Categories**.

Categories

This table shows a list of categories that are available to your company. You can search for a category by title, description, or locale, or click the category title to view or edit information specific to that category.

Create a Category

Search for... Search By: Title Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title ↑ ✕

Title ↑	Description	Locale	Details
Finance		en_US	Details
HR		en_US	Details
IT		en_US	Details

- 3 Select a category to which you want to make changes, click **Details**.
The *Category Information* page similar to the following opens.

Category Information

Title: Finance

Description:

Locale: en_US

Current Image:

Image 377(w) x 256(h)

Select a File

Save Changes Delete Category ✕

- 4 Modify any information, and click **Save Changes**.

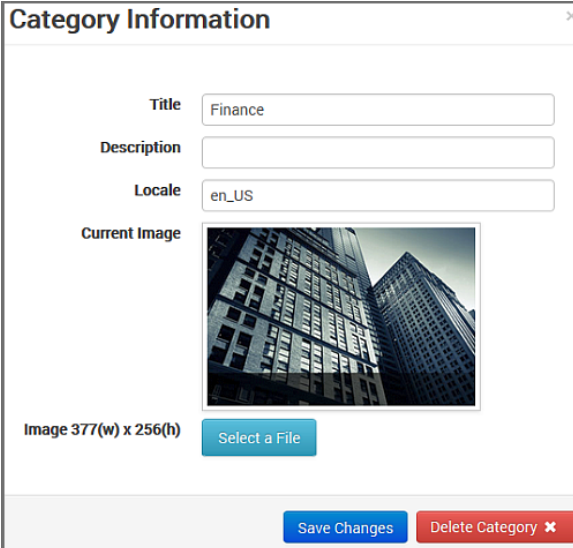


Removing an App Category

Removing an app category does not remove apps that are within that category. Apps are still available when they are associated to other categories. When apps are exclusively associated to a category being removed, they are no longer visible to App@Work; however, apps are not deleted and can be recategorized.

- 1 Select the **Apps** tab to open the *App Management* page.
- 2 Click **Categories**.
- 3 Select the category you want to remove, click **Details**.

The *Category Information* page similar to the following opens.

A screenshot of a 'Category Information' dialog box. It has a title bar with a close button. Inside, there are four fields: 'Title' with the value 'Finance', 'Description' (empty), 'Locale' with the value 'en_US', and 'Current Image' which shows a photograph of a modern building. Below the image is a 'Select a File' button. At the bottom of the dialog are two buttons: 'Save Changes' and 'Delete Category' with a close icon.

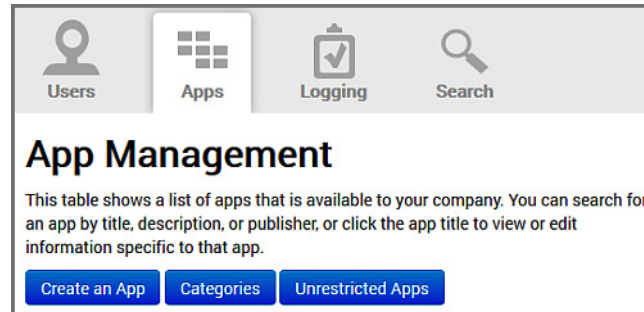
- 4 Click **Delete Category**.
A dialog box appears asking for confirmation.
- 5 Click **Continue**.
A dialog box appears informing you of the deletion status.
- 6 Click **OK** to return to the *Categories* page.
The category is immediately removed from the category list.



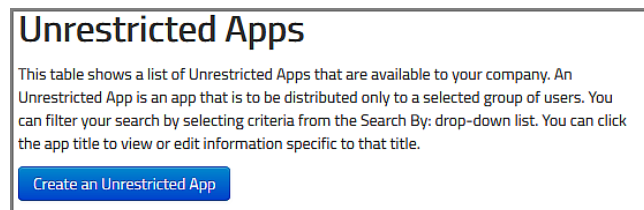
Creating an Unrestricted App

An unrestricted app is an app that is to be distributed only to a selected group of users. You can use this feature for the distribution of production-ready apps across the enterprise or, for the pre-release app to elicit user feedback.

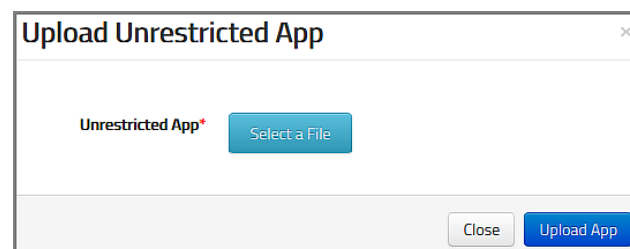
- 1 Select the **Apps** tab to open the *App Management* page.



- 2 Click **Unrestricted Apps**.

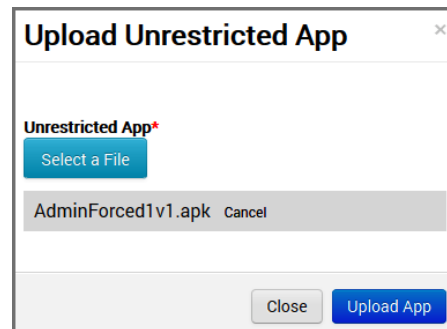


- 3 Click **Create an Unrestricted App**.



- 4 Click **Select a File** and navigate to the folder where the unrestricted file is located.
- 5 Select a file of interest, and click **OK** to return to the previous screen.
The file you selected now appears as shown in the following example.

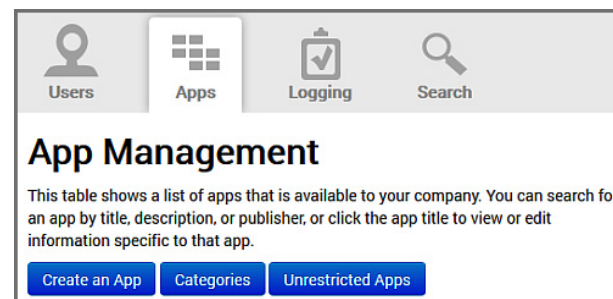




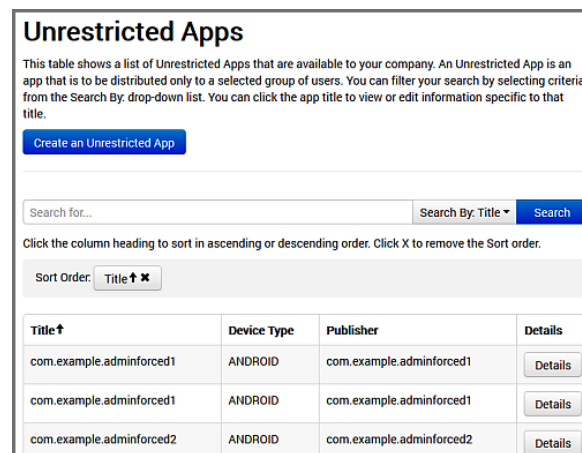
- 6 Click **Upload App**.
A message informing of the operational status appears.
- 7 Click **OK** to return to the *Unrestricted Apps* page.
The newly created App appears on the table.

Modifying Unrestricted App Information

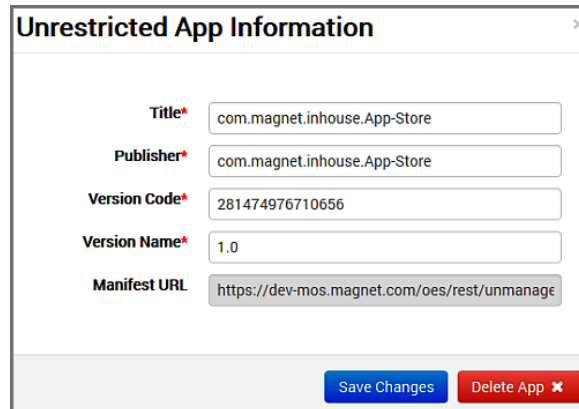
- 1 Select the **Apps** tab to open the *App Management* page.



- 2 Select the **Apps** tab to open the *App Management* page.
- 3 Click **Unrestricted Apps**.



- 4 Select an unrestricted app to which you want to make changes, click **Details**. The *Unrestricted App Information* page similar to the following opens.



Unrestricted App Information

Title* com.magnet.inhouse.App-Store

Publisher* com.magnet.inhouse.App-Store

Version Code* 281474976710656

Version Name* 1.0

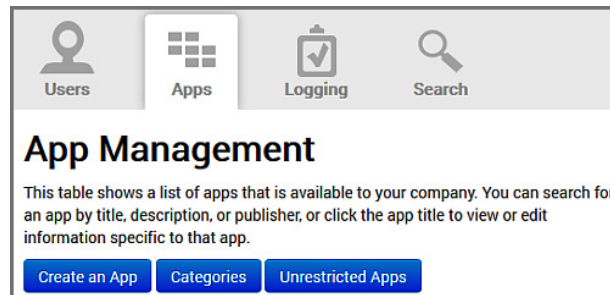
Manifest URL https://dev-mos.magnet.com/oes/rest/unmanage

Save Changes Delete App ✕

- 5 Modify any information, and click **Save Changes**.

Deleting an Unrestricted App

- 1 Select the **Apps** tab to open the *App Management* page.



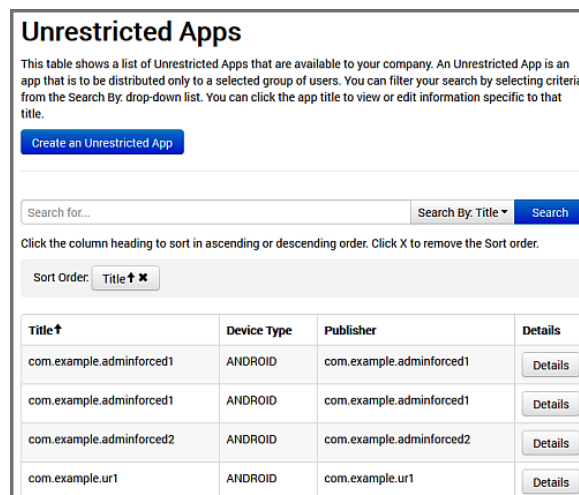
Users Apps Logging Search

App Management

This table shows a list of apps that is available to your company. You can search for an app by title, description, or publisher, or click the app title to view or edit information specific to that app.

Create an App Categories Unrestricted Apps

- 2 Click **Unrestricted Apps**.



Unrestricted Apps

This table shows a list of Unrestricted Apps that are available to your company. An Unrestricted App is an app that is to be distributed only to a selected group of users. You can filter your search by selecting criteria from the Search By: drop-down list. You can click the app title to view or edit information specific to that title.

Create an Unrestricted App

Search for... Search By: Title Search

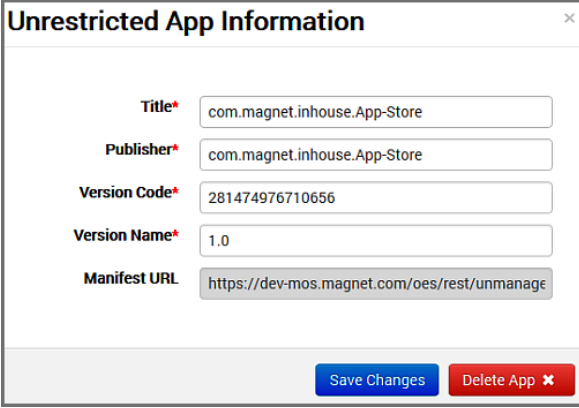
Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title ↑ ✕

Title ↑	Device Type	Publisher	Details
com.example.adminforced1	ANDROID	com.example.adminforced1	Details
com.example.adminforced1	ANDROID	com.example.adminforced1	Details
com.example.adminforced2	ANDROID	com.example.adminforced2	Details
com.example.ur1	ANDROID	com.example.ur1	Details



- 3 Select the unrestricted app you want to remove, click **Details**.



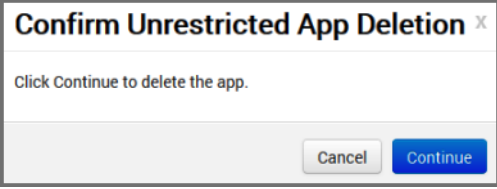
The dialog box titled "Unrestricted App Information" contains the following fields:

Field	Value
Title*	com.magnet.inhouse.App-Store
Publisher*	com.magnet.inhouse.App-Store
Version Code*	281474976710656
Version Name*	1.0
Manifest URL	https://dev-mos.magnet.com/oes/rest/unmanage

At the bottom right, there are two buttons: "Save Changes" (blue) and "Delete App ✕" (red).

- 4 Click **Delete App**.

The following dialog box appears asking for confirmation.



The dialog box titled "Confirm Unrestricted App Deletion" contains the following text:

Click Continue to delete the app.

At the bottom right, there are two buttons: "Cancel" (gray) and "Continue" (blue).

- 5 Click **Continue** to return to the *Unrestricted Apps* page, and the app is removed from the table.



Users and groups are configured through LDAP. When user devices are activated, they can be manually deactivated.

This chapter provides instructions for the following topics:

- Sending account notification to users (page [42](#))
- Searching for users (page [43](#))
- Deactivating a device account (page [44](#))
- Installing apps (page [45](#))
- Removing apps (page [46](#))
- Reviewing events history (page [48](#))

Sending Account Activation Notification to Users

You can send an account activation notification to a group of users or one individual.

- 1 Click the **Users** tab to open the User Management page.

User Management

This page shows a list of users associated with your company. You can search for a user by name or email address, or click the name of the user to view information specific to that user. You can also view devices associated with the user and event history.

Clear ✕ Search By: Name ▾ Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Send Activation Email

Select	Email Address	Name	Details
<input checked="" type="checkbox"/>	magnetdemo2@gmail.com	magnetdemo2	Details

- 2 Select users from the list.

— Or —

Search an individual user.



The text for search is case sensitive.

- 3 Click **Send Activation Email**.

The following dialog box appears when the notification has been sent.

Batch Command Executed

The batch command "Send Activation Email" has been executed successfully.

OK

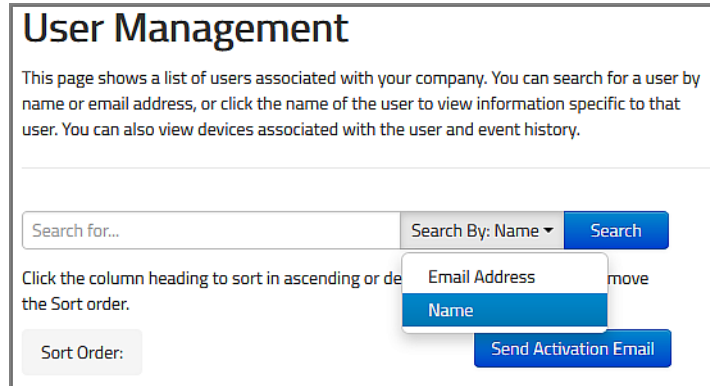
- 4 Click OK.



Searching for Users

You can search for a user by name or e-mail address.

- 1 Select a search preference from the **Search By** drop-down list.



User Management

This page shows a list of users associated with your company. You can search for a user by name or email address, or click the name of the user to view information specific to that user. You can also view devices associated with the user and event history.

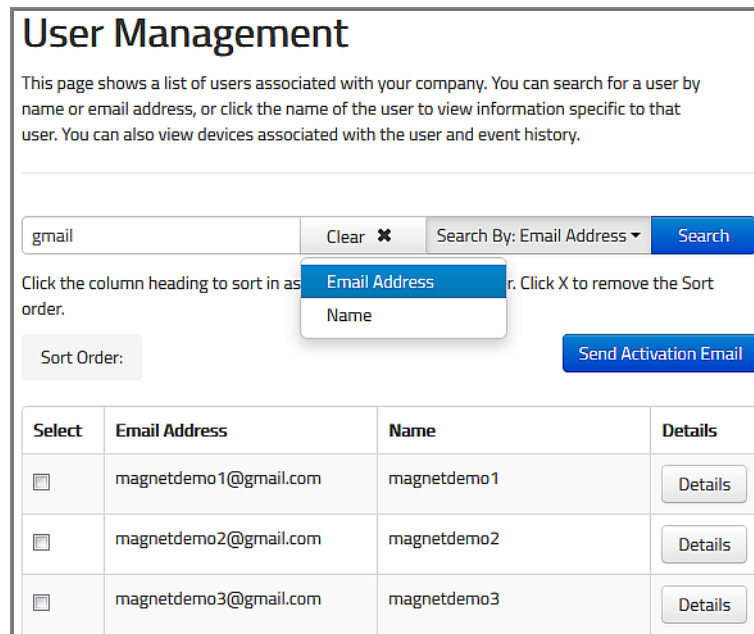
Search for... Search By: Name Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Email Address Name Send Activation Email

- 2 Enter your search preference (name/email), click **Search**.

The result is displayed as shown in the following example.



User Management

This page shows a list of users associated with your company. You can search for a user by name or email address, or click the name of the user to view information specific to that user. You can also view devices associated with the user and event history.

gmail Clear X Search By: Email Address Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Email Address Name Send Activation Email

Select	Email Address	Name	Details
<input type="checkbox"/>	magnetdemo1@gmail.com	magnetdemo1	Details
<input type="checkbox"/>	magnetdemo2@gmail.com	magnetdemo2	Details
<input type="checkbox"/>	magnetdemo3@gmail.com	magnetdemo3	Details



The text for search is case sensitive.



Deactivating a Device Account

As security measures and as part of the normal business process, you can prevent a device from accessing enterprise services by deactivating its account. The device is still fully operational when it is deactivated; however, access to enterprise services is disabled and the use of the enterprise applications are disengaged.

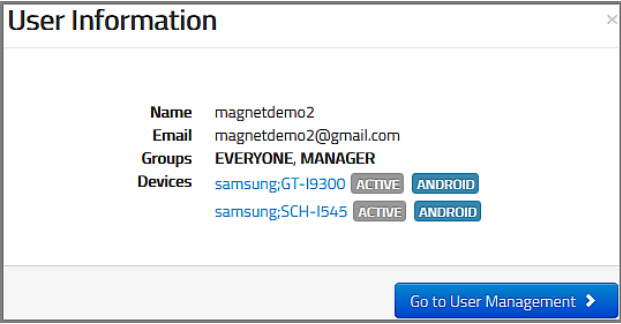
- 1 Select a user account of interest from the *User Management* page.

— Or —

Search for a user account of interest (refer to *Searching for Users*).

- 2 Click **Details**.

A *User Information* form similar to the following appears displaying the account information.



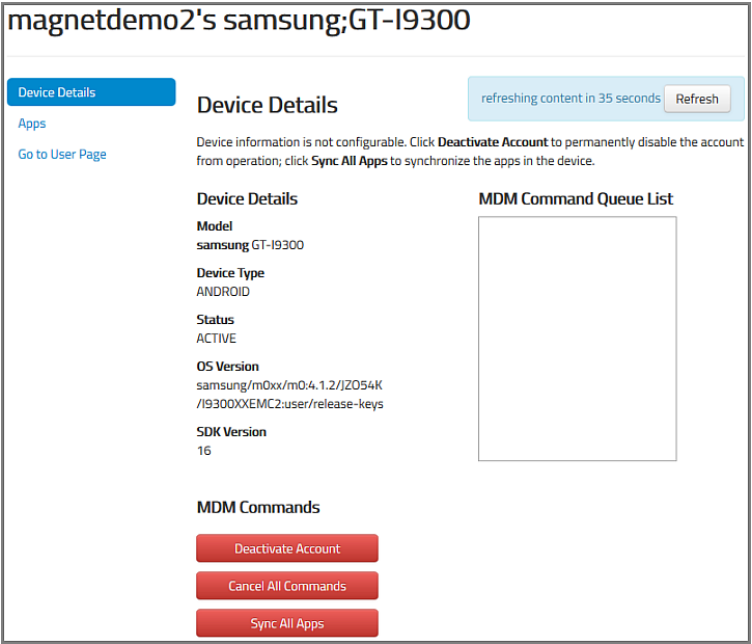
The 'User Information' form displays the following details for user 'magnetdemo2':

Name	magnetdemo2
Email	magnetdemo2@gmail.com
Groups	EVERYONE, MANAGER
Devices	<div>samsung;GT-I9300 ACTIVE ANDROID</div> <div>samsung;SCH-I545 ACTIVE ANDROID</div>

A 'Go to User Management' button is located at the bottom right.

- 3 Click the device that you want to deactivate.

The *Device Details* page similar to the following opens.



The 'Device Details' page for 'magnetdemo2's samsung;GT-I9300' includes the following sections:

- Device Details:** Model (samsung GT-I9300), Device Type (ANDROID), Status (ACTIVE), OS Version (samsung/m0xx/m0:4.1.2/JZO54K/I9300XXEMC2:user/release-keys), SDK Version (16).
- MDM Command Queue List:** An empty list box.
- MDM Commands:** Buttons for 'Deactivate Account', 'Cancel All Commands', and 'Sync All Apps'.

Navigation links on the left include 'Device Details', 'Apps', and 'Go to User Page'. A refresh indicator at the top right shows 'refreshing content in 35 seconds' with a 'Refresh' button.



- 4 Click **Deactivate Account**.

A dialog box appears informing you of the operational status.

- 5 Click **OK** to return to the *Device Details* page.

Installing Apps

When a device is connected to a network (cellular or WiFi) while you issue the **Install** command, the app is immediately installed on the device based on the group's association. If an app is required for a group, the app will be installed without notification sent to the device. If an app is optional, a notification is sent to the device, and the user can decide whether or not to install the app.

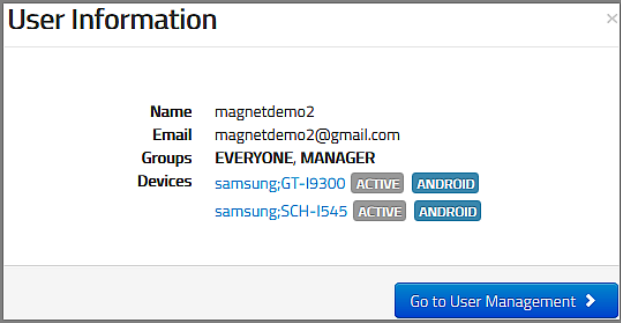
- 1 Select a user account of interest from the *User Management* page.

— Or —

Search for a user account of interest (refer to *Searching for Users*).

- 2 Click **Details**.

A *User Information* form similar to the following appears displaying the account information.



User Information

Name	magnetdemo2
Email	magnetdemo2@gmail.com
Groups	EVERYONE, MANAGER
Devices	samsung;GT-I9300 ACTIVE ANDROID samsung;SCH-I545 ACTIVE ANDROID

[Go to User Management](#)

- 3 Click the device to which you want to install apps.

The *Device Details* page similar to the following opens.



magnetdemo2's samsung;GT-I9300

[Device Details](#)
[Apps](#)
[Go to User Page](#)

Device Details

refreshing content in 49 seconds [Refresh](#)

Device information is not configurable. Click **Deactivate Account** to permanently disable the account from operation; click **Sync All Apps** to synchronize the apps in the device.



4 Click **Apps**.

A page similar to the following appears displaying apps available for installation.

The screenshot shows a web interface for a device named 'magnetdemo2's samsung:GT-I9300'. On the left, there's a sidebar with 'Device Details' and 'Apps' (selected). Below 'Apps' is a link 'Go to User Page'. The main area is titled 'Apps' and has a 'refreshing content in 32 seconds' indicator with a 'Refresh' button. Below this, it says 'This page shows apps that are installed on the device and apps that are available for the device. You can install and uninstall apps by selecting them on corresponding panel.'

There are two main sections: 'Installed Apps' and 'Available Apps'.

Installed Apps: This section has an 'Uninstall Selected' button. It lists six apps, each with a checkbox, a title, a policy, and a 'Remove' button.

Checkbox	Title	Policy	Action
<input type="checkbox"/>	401(K)	REQUIRED	Remove
<input type="checkbox"/>	Apps	REQUIRED	Remove
<input type="checkbox"/>	EAP	REQUIRED	Remove
<input type="checkbox"/>	Expense Approvals	REQUIRED	Remove
<input type="checkbox"/>	Help Desk	REQUIRED	Remove
<input type="checkbox"/>	Magnet Mobile Server	REQUIRED	Remove

Available Apps: This section has an 'Install Selected' button. It lists two apps, each with a checkbox, a title, a policy, and an 'Install' button.

Checkbox	Title	Policy	Action
<input type="checkbox"/>	AP/AR	OPTIONAL	Install
<input type="checkbox"/>	Applications Management	OPTIONAL	Install



The apps must be created and published to be available. Refer to *Creating an App* on page 6 for information.

5 Select the apps to install.

A dialog box appears informing that the installation command has been sent to the device.

Removing Apps

When a device is connected to a network (cellular or Wi-Fi) at the time you issue the **Uninstall** command, the app is immediately removed from the device. If the device is not connected to a network when you issue the **Uninstall** command, you can click **Show** to force the app removal when the device is reconnected.

1 Select a user account of interest from the *User Management* page.

— Or —

Search for a user account of interest (refer to *Searching for Users*).



2 Click **Details**.

A *User Information* form similar to the following appears displaying the account information.

User Information

Name magnetdemo2
Email magnetdemo2@gmail.com
Groups EVERYONE, MANAGER
Devices samsung;GT-I9300 **ACTIVE** **ANDROID**
samsung;SCH-I545 **ACTIVE** **ANDROID**

[Go to User Management](#)

3 Click the device from which you want to remove apps.

The *Device Details* page similar to the following opens.

magnetdemo2's samsung;GT-I9300

[Device Details](#) **Device Details** refreshing content in 49 seconds [Refresh](#)

[Apps](#)
[Go to User Page](#)

Device information is not configurable. Click **Deactivate Account** to permanently disable the account from operation; click **Sync All Apps** to synchronize the apps in the device.

4 Click **Apps**.

magnetdemo2's samsung;GT-I9300

[Device Details](#) **Apps** refreshing content in 32 seconds [Refresh](#)

[Go to User Page](#)

This page shows apps that are installed on the device and apps that are available for the device. You can install and uninstall apps by selecting them on corresponding panel.

Installed Apps [Uninstall Selected](#)

<input type="checkbox"/> Title: 401(K)	Policy: REQUIRED	Remove
<input type="checkbox"/> Title: Apps	Policy: REQUIRED	Remove
<input type="checkbox"/> Title: EAP	Policy: REQUIRED	Remove
<input type="checkbox"/> Title: Expense Approvals	Policy: REQUIRED	Remove
<input type="checkbox"/> Title: Help Desk	Policy: REQUIRED	Remove
<input type="checkbox"/> Title: Magnet Mobile Server	Policy: REQUIRED	Remove

Available Apps [Install Selected](#)

<input type="checkbox"/> Title: AP/AR	Policy: OPTIONAL	Install
<input type="checkbox"/> Title: Applications Management	Policy: OPTIONAL	Install



- 5 Select from the *Installed Apps* list the apps you want to remove.
- 6 Click **Uninstalled Selected**.



The app is not removed from the MAM Console when the Uninstalled command is issued while the device is not connected. Continue with the following step to force an app removal from the device when it is reconnected.

Viewing Events History

The Magnet Mobile Server stores a history of events that can be helpful for diagnostic purposes. For additional information, you can view the *History* page to find out who deactivated the device and when it was deactivated.

- 1 Select a user account of interest from the *User Management* page.
— Or —
Search for a user account of interest (refer to *Searching for Users*).
- 2 Click **Details**.

A *User Information* form similar to the following appears displaying the account information and device status.

The 'User Information' form displays the following data:

Name	magnetdemo2		
Email	magnetdemo2@gmail.com		
Groups	EVERYONE, MANAGER		
Devices	samsung:GT-I9300	ACTIVE	ANDROID
	samsung:SCH-I545	ACTIVE	ANDROID

At the bottom right is a button labeled 'Go to User Management' with a right-pointing arrow.

- 3 Click **Go To User Management**.

The *User Details* page appears.

The 'User Details' page for 'magnetdemo2 (magnetdemo2@gmail.com)' includes a sidebar with 'User Details' (selected), 'Devices', and 'History'. The main content area shows a message 'This user information is for view only.' followed by the user's details:

Name	magnetdemo2
Email	magnetdemo2@gmail.com
Id	user:magnet:magnetdemo2
Groups	EVERYONE, MANAGER



- 4 Click **History** to display a page similar to the following.

magnetdemo2 (magnetdemo2@gmail.com)

User Details

Devices

History

History

Search for... Search By: Event Search

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Time Stamp ↓ ×

Time Stamp ↓	Event
07-21-2013 16:36:55	User magnetdemo2 installed Expense Approvals version 1.1 on samsung;GT-I9300.
07-21-2013 16:36:42	User magnetdemo2 installed Help Desk version 1.1 on samsung;GT-I9300.
07-21-2013 16:36:31	User magnetdemo2 installed EAP version 1.1 on samsung;GT-I9300.

- 5 Filter your search criteria by **Timestamp** or **Event** to view a specific event.





5. Logging Events

Event logging provides information that is useful for diagnostics and auditing. Each event is time stamped. The following events are logged:

- Security-related events list users who have logged on to the MAM Console.
- Information events describing the successful operation of installing an app.
- Auditing of user activities

1 Click the **Logging** tab.

A screen similar to the following appears.

Event Logging

This page shows a history of activities that may be useful for troubleshooting purposes. Each event is time stamped. You can search for an event by Time Stamp or Event.

Search By: Time Stamp ▼

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order:

Time Stamp ↓ ✕

Time Stamp ↓	Event
07-18-2013 23:57:12	User pritesh.shah installed Apps version 0.9.0 on iPhone.
07-18-2013 23:56:59	User pritesh.shah installed Help Desk version 2.0 on iPhone.
07-18-2013 23:56:54	User pritesh.shah installed 401(K) version 2.0 on iPhone.

-
- 2 Select a search preference from the **Search By** drop-down list.

Event Logging

This page shows a history of activities that may be useful for troubleshooting purposes. Each event is time stamped. You can search for an event by Time Stamp or Event.

Search By: Time Stamp ▾

Time Stamp
Event

Click the column heading to sort in ascending order. Click the X to remove the Sort order.

Sort Order:

- 3 Review the events.

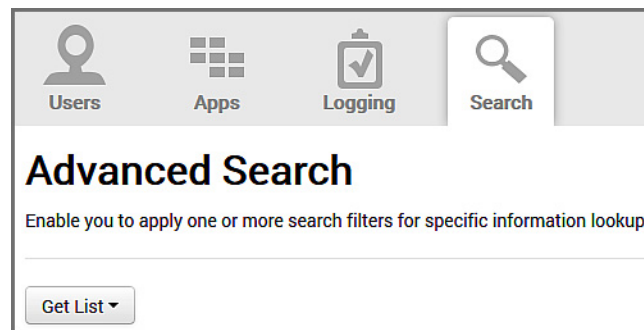


6. Searching with Filters

The *Advanced Search* feature enables you to apply one or more filters for looking up specific information.

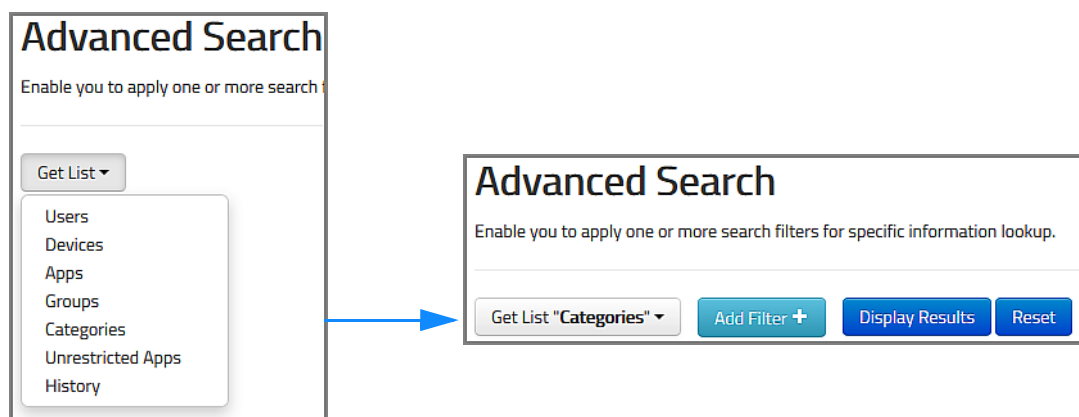
- 1 Click the **Search** tab.

A screen similar to the following appears.



- 2 Select from **Get List** the information you want to search.

For example:



- Click **Add Filter** to display the filter.

Advanced Search
Enable you to apply one or more search filters for specific information lookup.

Get List "Categories" ▾ Add Filter + Display Results Reset

Search by Property
Which Contain App

- Select the filter to display search options, as shown in the following example:

Advanced Search
Enable you to apply one or more search filters for specific information lookup.

Get List "Categories" ▾ Which Contain App ▾ ✕ Add Filter +

Display Results Reset

1. Enter Search Text

Search For... Search

- Enter the text you want to search.

For example:

Advanced Search
Enable you to apply one or more search filters for specific information lookup.

Get List "Categories" ▾ Which Contain App ▾ ✕ Add Filter +

Display Results Reset

1. Enter Search Text

401K Search

2. Select From The List

Show 5 More Results



6 Click **Search**.

A list of apps is displayed containing the text you entered, as shown in the following example.

Advanced Search

Enable you to apply one or more search filters for specific information lookup.

Get List "Categories" ▾

Which Contain App ▾ ×

Add Filter +

Display Results

Reset

Last 5 Search Queries

Get List "Categories" With P

1. Enter Search Text

401K

Search

2. Select From The List

Expense Approvals
Facilities
Help Desk
Knowledge Base
Magnet Mobile Server
Marketing Workspace
NDA
Patents
Sales Group Forum
Shipment Dashboard

Show 5 More Results

7 Select an intended item from the list.

The result is displayed, as shown in the following example.

Advanced Search

Enable you to apply one or more search filters for specific information lookup.

Get List "Categories" ▾

Which Contain App "Help Desk" ×

Add Filter +

Display Results

Reset

Click the column heading to sort in ascending or descending order. Click X to remove the Sort order.

Sort Order: Title ↑ ×

Title ↑	Description	Locale	Details
Support		en_US	<div>Details</div>

Number of Records

10

20

30

50

Last 5 Search Queries

Get List "Categories" With Property "name" Containing "401K" ×

Get List "Categories" Which Contain App "Help Desk" ×





LDAP (Lightweight Directory Access Protocol) is an application protocol to manage and access the distributed directory information service, which provides a set of records that is organized in a hierarchical structure. The StartTLS operation establishes Transport Layer Security (TLS) on the connection. It provides data confidentiality and data integrity protection.

This appendix provides information and instructions for building a new LDAP server. Follow the descriptions in the subsequent sections for each LDIF file definition, then copy and import the file to populate the LDAP server. The LDAP Persister is the LDAP client instance to your enterprise LDAP server through which the Magnet Mobile Server authenticates user access.

For those who already have an LDAP server set up and configured, follow your own practice for creating an LDAP client instance, which allows the Magnet Mobile Server to authenticate user roles and group associations.

LDAP Server Directory Structure

LDAP provides an interface with directories:

- An entry consists of a set of attributes.
- An attribute has a name and one or more values. (Attribute names are typically mnemonic strings, such as “cn” for common name, “dc” for domain component, “sn” for surname, and “mail” for email address.)

LDIF Records

The LDAP Data Interchange Format (LDIF) is a standard plain text data interchange format for representing LDAP directory content and update requests. LDIF conveys directory content as a set of records, one record for each object (or entry). It also represents update requests, such as Add and Modify.

The Magnet Mobile Server LDAP client instance requires certain groups and roles defined and added to the enterprise LDAP server. An LDIF file containing properly defined user groups and roles would be an excellent way for importing the information into an LDAP server.

Users_Groups.LDIF

A typical LDAP server has top-level nodes named *Users* and *Groups* defined in the organizational unit (ou). The LDAP Persister uses this system account's distinguished name (dn) to bind to the LDAP server during the initialization and perform all LDAP queries on behalf of all other accounts.

The “dc” attribute indicates the base node that the LDAP Persister uses as the base point for searching any user object queries, for example, "ou=users,dc=sample,dc=com."

A *users_groups.ldif* file includes these entries.



Replace red **text** entries with your environment.

Users

```
dn: ou=Users,dc=sample,dc=com
objectClass: organizationalUnit
objectClass: top
ou: Users
```

Groups

```
dn: ou=Groups,dc=sample,dc=com
objectClass: organizationalUnit
objectClass: top
ou: Groups
```



Users.LDIF

The *users.ldif* identifies users that have access to the LDAP server.

```
dn: cn=user,ou=Users,dc=sample,dc=com
objectclass: top
objectclass: person
objectclass: inetOrgPerson
objectclass: organizationalPerson
cn: user
sn: LastNameuser
uid: user
givenName: FirstName1
initials: N1
telephoneNumber: 888-8888-8888
title: admin
userpassword: test
mail: user@sample.com
postaladdress: 100 Some Street, Some City, Some Country
```

Groups.LDIF

The *groups.ldif* identifies the roles of authenticated members. The LDAP Persister maps this attribute to user roles and uses this attribute as the base point for searching group object queries.

The Magnet Mobile Server uses two groups:

- Mobile Admins: Members assigned to this group have administration rights and privileges to access the Magnet Mobile Console.
- Mobile Users: Members assigned to this group are able to access (or download) mobile apps with proper authentication.



These group names are arbitrary; however, these names must match those on both LDAP server and client.

Mobile Admins

```
dn: cn=mobileAdmins,ou=Groups,dc=sample,dc=com
objectClass: groupOfNames
cn: mobileAdmins
member: cn=user,dc=sample,dc=com
description: Mobile Admin Group
```



Mobile Users

```
dn: cn=mobileUsers,ou=Groups,dc=sample,dc=com
objectClass: groupOfNames
cn: mobileUsers
member: cn=user,dc=sample,dc=com
description: Mobile User Group
```

Assign.LDIF

Putting all together with the *assign.ldif* file. Use this file to put users into the Admin group or User group.

```
dn: cn=mobileAdmins,ou=Groups,dc=sample,dc=com
changetype: modify
add: member
member: cn=admin,ou=Users,dc=sample,dc=com
dn: cn=mobileUsers,ou=Groups,dc=sample,dc=com
changetype: modify
add: member
member: cn=user,ou=Users,dc=sample,dc=com
```



“cn” in the *assign.ldif* must match those defined in the *groups.ldif*.



LDAP Server Integration

OpenLDAP is one of several tools for populating the LDAP server; you may choose one that works for your environment. The OpenLDAP utilities include tools for importing data from LDIF content records to the LDAP server using the **ldapadd** command.



Replace red **text** entries with your environment.

- 1 Connect to the LDAP server with the following connect string:
`cn=admin,dc=sample,dc=com`
Where this connect string is the same as that defined in the *Groups.ldif*.
- 2 Import the *users_groups.ldif* to the LDAP server with the following command:
`ldapadd -x -W -D "cn=admin,dc=sample,dc=com" -f users_groups.ldif`
- 3 Import the *user.ldif* to the LDAP server with the following command:
`ldapadd -x -W -D "cn=admin,dc=sample,dc=com" -f users.ldif`
- 4 Import the *groups.ldif* to the LDAP server with the following command:
`ldapadd -x -W -D "cn=admin,dc=sample,dc=com" -f groups.ldif`
- 5 Import the *assign.ldif* to the LDAP server with the following command:
`ldapadd -x -W -D "cn=admin,dc=sample,dc=com" -f assign.ldif`





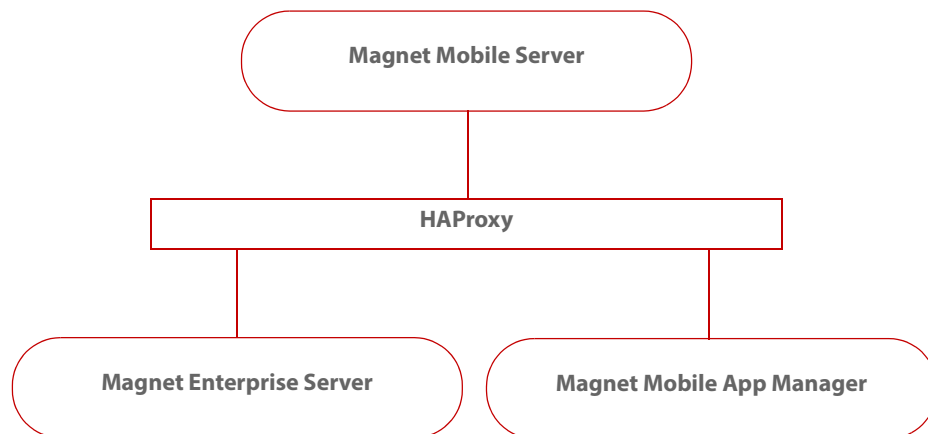
B. Setting up HAProxy

HAProxy is an open source TCP/HTTP load balancer, commonly used to improve the performance of Web sites and services by spreading requests across multiple servers. HAProxy handles all requests from the Magnet Mobile Server and proxies the request to the appropriate servers. For performance and security reasons, it is advisable to set up a reverse proxy server that stands between clients and your Magnet servers.

All Magnet server instances run on virtual machines in the cloud, and they are running on the Ubuntu 12.04 LTS operating system. The Magnet servers are only accessible from HAProxy.

Installing an HAProxy Instance

HAProxy requires the latest operating system patches and HAProxy 1.5. The following diagram shows a typical HAProxy setup, in which an HAProxy instance stands in front of two running Magnet server instances.



Configuring HAProxy

The configuration file consists of sections that begins with a keyword, for example, **global**, **defaults**, **frontend**, and so forth. Some parameters involve values representing time, such as timeouts. These values are generally expressed in milliseconds (ms). The following file shows a sample content of HAProxy configuration. Numbers on the left indicate explanation that follows the sample.

```
1 global
  daemon
  maxconn 256

2 defaults
  mode http
  balance roundrobin
  timeout connect 5000ms
  timeout client 50000ms
  timeout server 50000ms

3 #port 443 https frontend
  frontend fe_https
    mode http
    bind 0.0.0.0:443 ssl ./sample.pem
    default_backend be_https

4 #sample redirect based on path
  acl path_test_acl path_beg /public.dir/test
  use_backend be_path_test if path_test_acl

5 #port 80 http frontend
  frontend fe_http
    bind 0.0.0.0:80
    default_backend be_http

6 #default https backend
  backend be_https
    mode http
    cookie JSESSIONID prefix
    server server1 10.1.2.3:8080 maxconn 32
    server server2 10.1.2.4:8080 maxconn 32

7 #default http backend
  backend be_http
    server server1 10.1.2.3:8080 maxconn 32
    server server2 10.1.2.4:8080 maxconn 32

8 #path_test backend
  backend be_path_test
    server server1 10.1.2.3:8080 maxconn 32
```



- 1 The *global* section sets process-wide parameters.
- 2 This configuration specifies a round robin load balancing scheme, which alternates the order of servers on record. For other options, see <http://cbonte.github.io/haproxy-dconv/configuration-1.5.html#4-balance> documentation.
- 3 Port **443** is specified as listening port on all interfaces and forwards requests to backend **server1** listening on 10.1.2.3:8080 and **server2** listening on 10.1.2.4:8080.
- 4 Redirect to server1 10.1.0.3:8080 when performing path switching tests.
- 5 Port **80** is specified as listening port on all interfaces and forwards requests to backend **server1** listening on 10.1.2.3:8080 and **server2** listening on 10.1.2.4:8080.
- 6 Used in a secured back-end. JSESSIONID cookie is used at initial connection time that tracks authentication, past activity, provide caching, and so forth. In effect this tells the proxy server that this application instance needs to always talk to the same instance during this session.
- 7 Used in a non-secured back-end.
- 8 Identify the path to where the test will be redirected.



