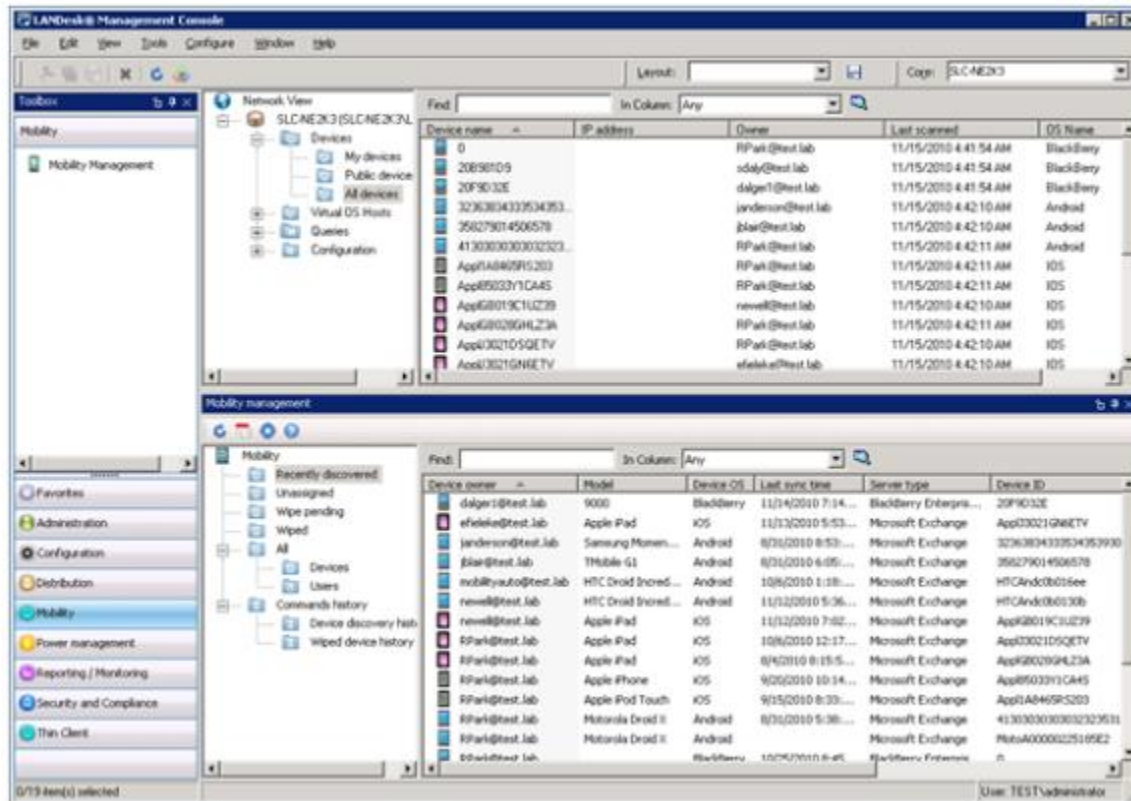


Mobile device management

The Mobility management tool is an add-on to LANDesk Management Suite that lets you discover mobile devices that access Microsoft Outlook mailboxes on your system.



The tool does not manage the devices; rather it manages the access mobile users have to Microsoft Outlook via your Exchange and/or BlackBerry Enterprise servers (BES), without installing the LANDesk agent on the device. It also lets you wipe (remove) personal data on those mobile devices.

Prerequisites

To use the Mobility management tools, the following prerequisites are required:

- LANDesk Management Suite 9.0 with SP2 or later.
- For Exchange-enabled devices, you need to have installed the Exchange Management Tools, available as an option from within the Microsoft Exchange installation.
- For BES-enabled devices, the BlackBerry Administration API must be installed on the BlackBerry Enterprise Server (BES).
- Windows Communication Foundation (WCF) and Internet Information Services (IIS) must be installed and registered.

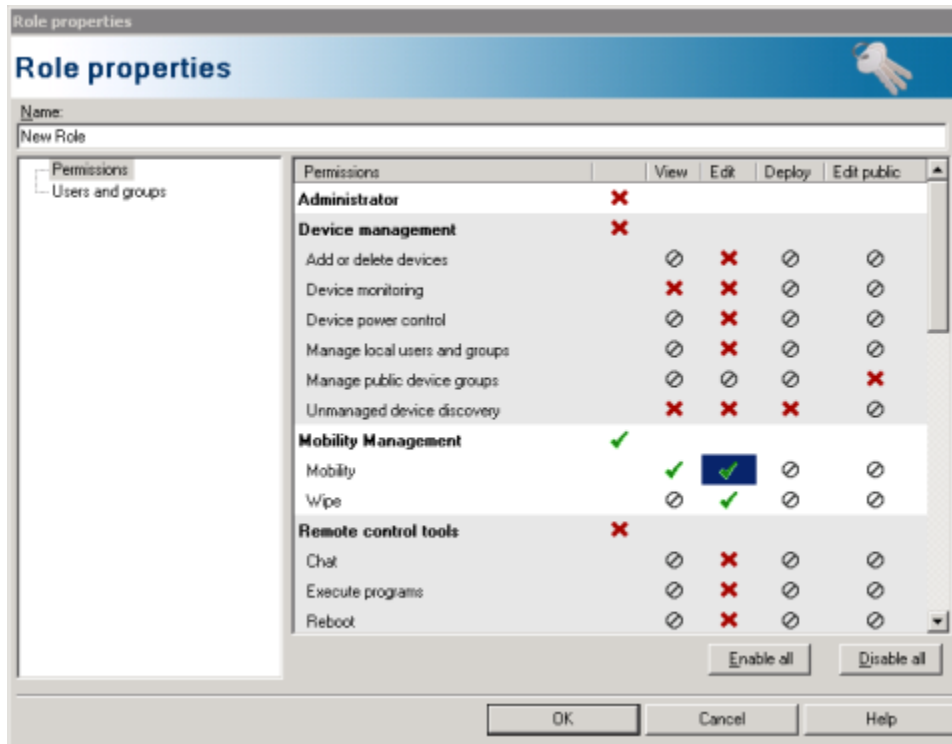
NOTE: For Microsoft Exchange server environments, we recommend running the **Microsoft Exchange Best Practices Analyzer** prior to installing the Mobility management tool. This tool can be located and downloaded from the **Microsoft Download Center**.

Server Rights

In addition to the prerequisites mentioned above, you must have **Domain Admin** rights on the MS Exchange domain, and **BlackBerry Administrator** rights on the domain where BES is installed.

RBA Rights

Use the RBA tool to set the permissions for Mobility management users. Full rights allows the role to view the Mobility console, edit authentication credentials, schedule device discovery, wipe devices, etc. You can also set specific rights to enable or prevent specific permissions.



For more information, see [Role-based administration](#).

How it works


When a mobile device logs in to synchronize e-mail, contact, and calendar information, it does so via an existing Outlook mailbox account. Once the device has logged in, the Exchange server, or the BlackBerry Enterprise server, stores identifying information in its database, including the Device ID, owner, the date/time it logged in, and so on. That information can then be retrieved from the Exchange or BlackBerry Enterprise server and displayed in the Mobility management tool.

Device owner	Model	Device OS	Last sync time	Server type	Device ID
janderson@test...	Samsung Moment (...)	Android	8/31/2010 8:53:20 AM	Microsoft Exch...	323638343335343539303...
blain@test.lab	T-Mobile G1	Android	8/31/2010 6:05:35 AM	Microsoft Exch...	358279014506578
mobilityauto@te...	HTC Droid Incredible	Android	10/6/2010 1:18:59 PM	Microsoft Exch...	HTCAndc0b016ee
RPark@test.lab	Apple iPad	iOS	10/6/2010 12:17:39 PM	Microsoft Exch...	ApplJ3021D5QETV
RPark@test.lab	Apple iPad	iOS	8/4/2010 8:15:57 AM	Microsoft Exch...	ApplGB028GHLZ3A
RPark@test.lab	Apple iPhone	iOS	9/20/2010 10:14:34 AM	Microsoft Exch...	Appl85033Y1CA45
RPark@test.lab	Apple iPod Touch	iOS	9/15/2010 8:33:12 AM	Microsoft Exch...	Appl1A8465P5203
RPark@test.lab	Motorola Droid X	Android	8/31/2010 5:38:09 AM	Microsoft Exch...	4130303030323235313...
RPark@test.lab	Motorola Droid X	Android		Microsoft Exch...	MotoA00000225185E2
sdaly@test.lab	Unknown	Unknown	10/28/2010 4:58:03 AM	Microsoft Exch...	droid1287678943572
sdaly@test.lab	Unknown	Unknown	10/28/2010 8:03:23 AM	Microsoft Exch...	droid1288285539745
sdaly@test.lab	Unknown	Unknown	10/28/2010 8:10:24 AM	Microsoft Exch...	droid1288296325432
sdaly@test.lab	Unknown	Unknown	11/11/2010 2:28:06 AM	Microsoft Exch...	droid1288296872034

Configuring the connection

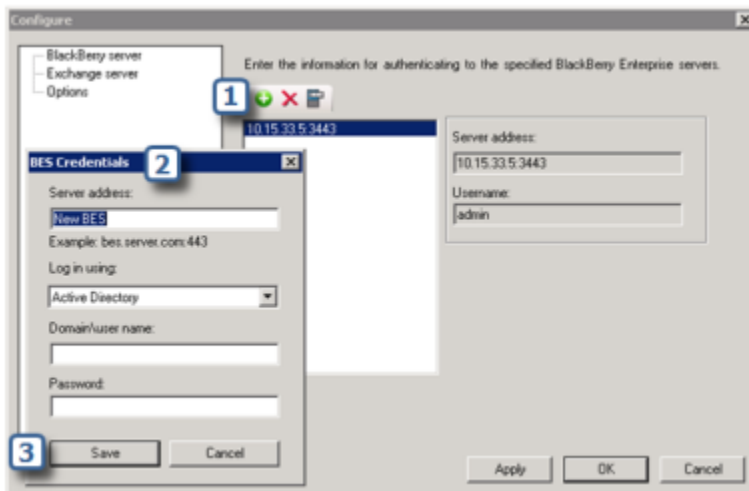
To enable the Mobility management tool, you first need to configure it so it can authenticate to the Exchange or BlackBerry server to discover mobile devices and manage their access.

To provide the server authentication information

1. Click **Configure**  on the toolbar.
2. In the left panel, select the type of server (BlackBerry or Exchange).

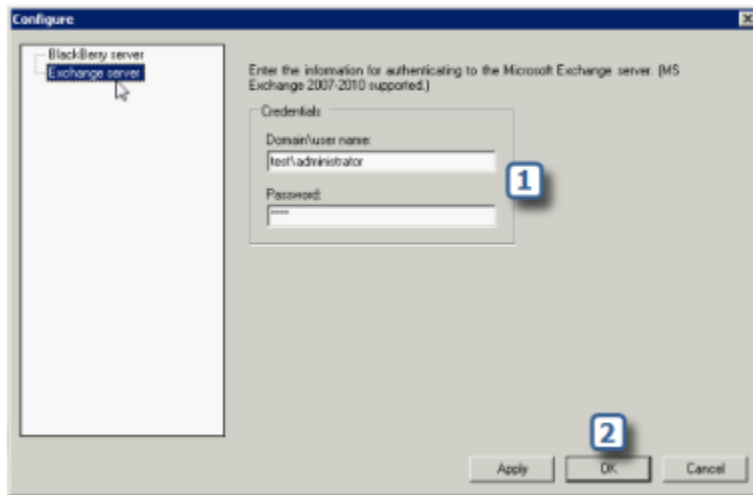
For BlackBerry servers

1. Click **New**.
2. In the **BES Credentials** dialog box, specify the server address, login method, and credentials.
3. Click **Save**.



For Exchange servers

1. Specify the login credentials
2. Click **OK**.

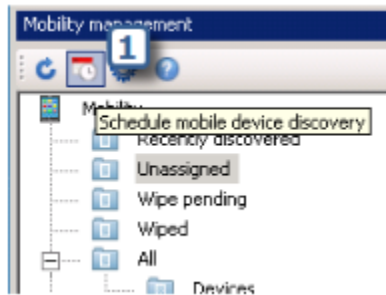


NOTE: For BlackBerry devices, you can configure more than one server; Microsoft Exchange is currently limited to one server.

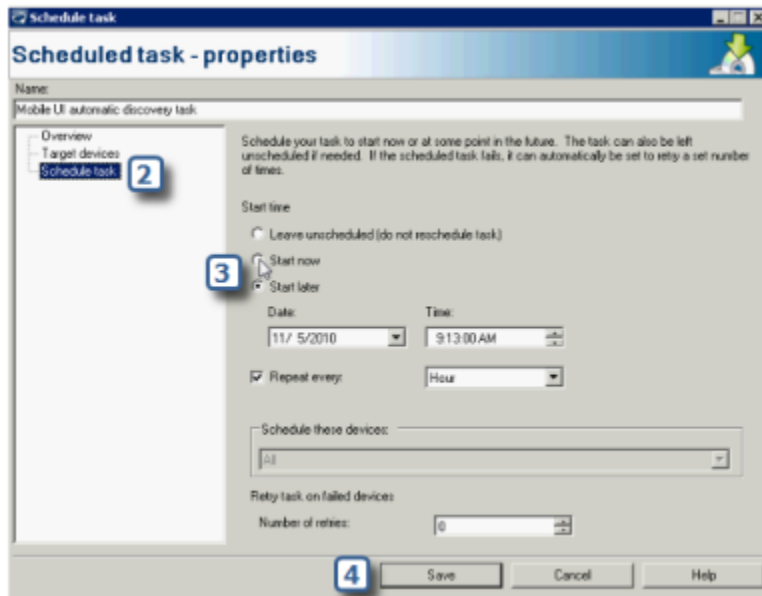
With the authentication information configured, you can now discover mobile devices and display their information in the Mobility management tool interface.

To discover mobile devices

1. Click the **Schedule Discovery** button on the toolbar.



2. Click **Schedule task**.
3. Click **Start now**. Or, click **Start later** and specify the date and time when you want the discovery to take place. You can also specify a repeat interval and number of retries (optional).
4. Click **Save** to initiate the discovery scan.



Once the device discovery has completed, the devices and data can be viewed in the Recently discovered folder.

NOTE: Device discovery *history* is available from the **Commands history** node in the Mobility management tree (see below).

Viewing discovered devices

To view the list of devices, click the **Recently discovered** folder in the Mobility management tree.



You can change the interval for "Recently discovered" by clicking **Configure** on the toolbar and then selecting **Options**.

Finding devices

To make it easier to find devices in the devices list, use the **Find** tool, located directly above the device list. You can use this tool to quickly locate and display one or more devices by typing one or more keywords and specifying the columns to search in.

Find: iPad In Column: Model

Device owner	Model	Device OS	Last sync time	Server type	Device ID
dbranam@test.lab	Apple iPad	iOS	11/11/2010 7:27:13 AM	Microsoft Exchange	AppiGB019C1UZ39
RPark@test.lab	Apple iPad	iOS	10/6/2010 12:17:39 PM	Microsoft Exchange	AppJ3021D5QETV
RPark@test.lab	Apple iPad	iOS	8/4/2010 8:15:57 AM	Microsoft Exchange	AppiGB028GHLZ3A

What does the tool do for me?

The Mobility management tool makes it easy for you to manage the access that mobile devices have to their associated Outlook mailboxes, from within the LANDesk Management Suite console. It lets you quickly find detailed information about devices including owner, model, operating system, last sync date/time, server type, device ID, status, and so on.

Easy access to this information lets you instantly find device details or inventory information, run or export reports, or take any necessary action on one or more devices.

Wiping Devices

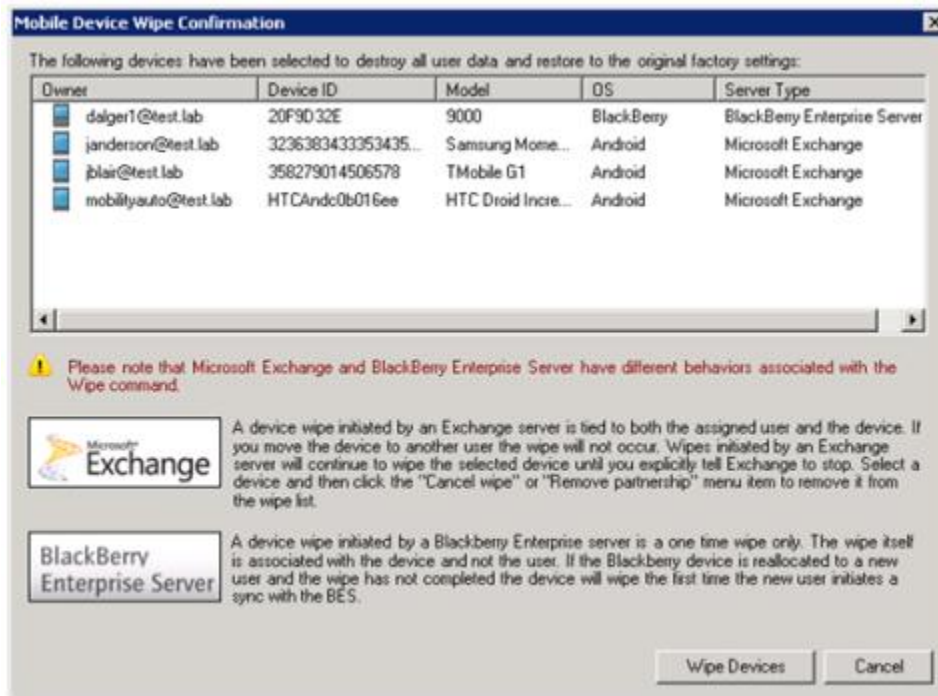
When a device needs to be retired or assigned to a new user, you'll want to wipe the device to remove any personal or sensitive information and to prepare it for the next user. You can easily do this from the device list in the Mobility management tool.

To execute the wipe command,

1. Select one or more devices,
2. Right-click and select **Wipe** on the shortcut menu.

Device owner	Model	Device OS	Last sync time
dalger1@test.lab	9000	BlackBerry	11/14/2010 7:1
efieleke@test.lab	Apple iPad	iOS	11/13/2010 5:5
janderson@test.lab	Samsung Moment (SPH-900)	Android	8/31/2010 8:53
jblair@test.lab	Wipe...	Android	8/31/2010 6:05
mobilityauto@test.l	Delete	Android	10/6/2010 1:18
newell@test.lab	HTC Droid Incredible	Android	11/12/2010 5:3
newell@test.lab	Apple iPad	iOS	11/12/2010 7:0

IMPORTANT: Before wiping devices, it is important to understand how the wipe command is executed on a BlackBerry-Enterprise server (BES) versus how it is executed on a Microsoft Exchange server. Because of these differences, when you send a wipe command, you are asked to confirm your intent before proceeding.



Blackberry Enterprise server (BES)

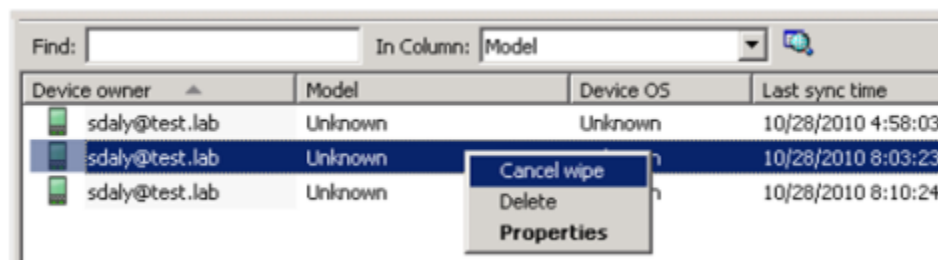
On BES, a wipe is associated with the device, not with the user. Once the wipe command is issued, the wipe is executed immediately on any targeted phones that are currently turned on, and they will no longer be able to connect and synchronize with their mailbox. If the phone happens to be turned off when the wipe was initiated, the wipe will occur the next time it syncs with the server. This means that if the device is transferred to a different user and the device has been turned off, it will be wiped the first time the new user initiates a sync with the BlackBerry server.

Microsoft Exchange server

On a Microsoft Exchange server, the wipe is associated with both the user and the device. Once the wipe command is sent to the server, the device's status in the Mobility management tool is set to "Wipe pending". The next time the device attempts to log in, the wipe command will execute and the device will be wiped immediately. Because the wipe does not actually occur until the next time the device logs in, the wipe command can be canceled at any time (see below).

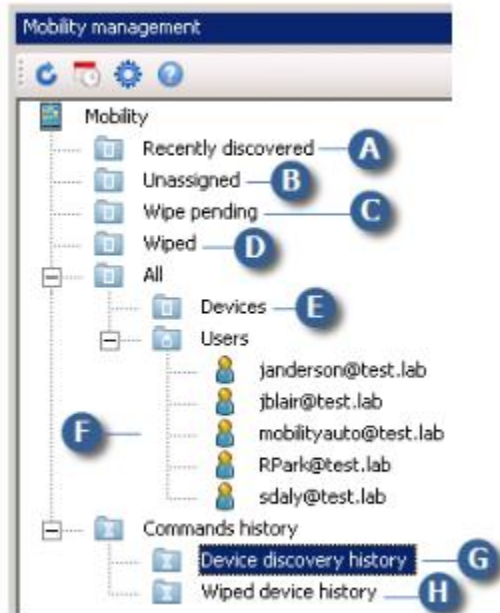
Canceling a wipe

To cancel a Wipe command (only available on Microsoft Exchange-managed devices), open the **Wipe pending** folder, right-click the device and select **Cancel wipe** on the shortcut menu.



Mobility management tree

The Mobility management tree makes it easy to filter devices 1) by their current status, as well as 2) by device name or 3) by associated user mailbox. It also shows a list of all discovered devices and their associated data. You can also use it to refer to the discovery and/or wipe history of one or more devices.



A	<p>Recently discovered Shows any devices that were discovered within the last two weeks. To change the length of time considered to be "recent", click the Configure button, select Options, and specify a new value.</p>
B	<p>Unassigned When a device is in the process of being transferred to a new user, the association between the device and the original user's mailbox may have been removed. Devices in this state are displayed in the Unassigned folder. When the new user logs in, the device is wiped and an association is created to the new mailbox.</p>
C	<p>Wipe pending (Microsoft Exchange only) Displays a list of any devices that have been set to be wiped, but which have not yet sync'd with the Microsoft Exchange server. Devices in this list can have their wipe command canceled as described above under "Canceling a wipe".</p>
D	<p>Wiped Displays a list of all devices that have been wiped.</p>
E	<p>All Devices Displays a list of all discovered mobile devices, regardless of their current state.</p>

F	All Users Shows a list of all user accounts that have one or more mobile devices associated with their Outlook mailbox. Clicking on a user name displays a list of any mobile devices associated with that user.
G	Device discovery history Keeps a record of all discovery commands, that have been initiated, when they were issued, the server type, how many devices were discovered, the user that executed the discovery, and whether or not the command was executed successfully. The data remains in the system until it is deleted.
H	Wiped device history Keeps track of all devices that have been wiped, when the command was issued, the device owner, ID, and operating system, the user that executed the wipe, and the status of each wipe command. The data remains in the system until it is deleted.