

Blackberry User Guide

Vodafone Secure Device Manager

Your step by step guide to getting started with
Vodafone Secure Device Manager v5.17

power to you



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1.0 Overview

This **Blackberry User Guide** describes the basic features of the **Vodafone Secure Device Manager** agent for Blackberry devices. This document also guides you through the steps involved to install the **Vodafone SDM** agent onto your Blackberry devices and to enrol the device for management through **Vodafone Secure Device Manager**.

2.0 Supported Devices

VSDM supports all BlackBerry smart devices but is most compatible with Operating System versions 5.0 or greater. For optimal performance and functionality, Vodafone recommends using the most recent Operating System. If your device is running an Operating System version lower than 5.0, contact your IT support administrator.

3.0 System Capabilities

Upon Enrolment process completion, Vodafone Secure Device Manager enables your device with:

- ▶ **Additional Device Security** to protect your device and ensure compliance with corporate security policies.
- ▶ **Secure Mail, Calendar, and Contacts** through BES integration to provide you with mail, and the IT administrator with a layer of visibility and control on top of the enterprise's existing email infrastructure.
- ▶ **Personal Device Management** to allow end users to manage and monitor their own devices from a browser or other devices.

However, in addition to these new capabilities, your device now begins to periodically report the following information back to the **Vodafone Secure Device Manager**:

- ▶ **Asset Information** such as platform, model, operating system, and UDID.
- ▶ **Security Compliance Information** such as **VSDM** enrolment status.
- ▶ **Additional Information** such as installed profiles, GPS samples, memory, and power status.

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4.0 Enrolment and Activation

The following is a list of steps that you need to perform in order to make your BlackBerry device available for remote management through the VSDM application:

1. Identify your **enrolment URL**, **Group ID**, and credentials. See [Enrolment Prerequisites](#).
2. **Authenticate** your corporate identity using your credentials to [begin the enrolment process](#).
3. [Download the Vodafone SDM Agent](#) to complete the enrolment process.

4.1 Enrolment Prerequisites

Your IT administrator should have sent you an **Enrolment URL**, **Group ID**, and **Username and Password** through an E-mail or an SMS message to your device. You must have this information in order to complete the enrolment process. If you have not received this information, contact your IT administrator.

1. **Enrolment URL** - This URL brings you to the enrolment screen. It is specific to your organization's enrolment environment (example, "mdm.vodafone.com").
2. **Group ID** (*previously referred to as Activation Code*) - Your IT administrator determines your Group ID, which associates your device with your corporate role
3. **User Credentials** - This **Username and Password** can be the same as your network directory services credentials, or your IT administrator may define new credentials for you.
4. Now that you verified that you have all the information above, advance to [Enrolling the Device](#).

4.2 Enrol the Device

1. To begin enrolling your device with VSDM, you first need an **Enrolment URL** provided by your IT administrator (see [Enrolment Prerequisites](#)).
2. Once you have received the **Enrolment URL**, open the device web browser. Navigate to the provided URL to load the **Vodafone Enrolment** screen.



3. On the **Vodafone Enrolment** screen, enter the **Group ID** (sent by your IT administrator via SMS or Email), and tap **Continue**.
4. Enter your assigned **Username and Password** (see [Enrolment Prerequisites](#)) and tap **Enrol**.

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- **Optional** - Enter your Email **Username** and **Password** to enable E-mail integration.
- **Optional** - Select the **Device Ownership** type from the **Drop-Down** menu. The options are:
 - **Corporate-Dedicated** - Tap this option if the device is a corporate device assigned only to you.
 - **Corporate-Shared** - Tap this option if the device is a corporate device shared by many users.
 - **Employee Owned** - Tap this option if the device is a personal device that is also used for corporate purposes.

4.3 Downloading the Vodafone SDM Agent

1. After successful authentication, the **Vodafone SDM Agent Download** screen appears.
2. To enable advanced application permissions, check the **Set Application Permissions** checkbox (By default, Vodafone has all the necessary administrative permissions, but this box allows you to control these settings. You can edit the **Application Permissions** at any time).
3. Tap **Download**.
4. An Application Permissions request asks to grant the **Vodafone SDM Agent Trusted Application status**. Tap **Yes**.
5. An Application Permissions request asks to confirm permissions to use select resources. Tap **Save** or **Details**.
6. Once the installation is complete, the **Vodafone SDM Agent** automatically appears on the device application list.
7. The enrolment is complete and your device is now secured by **VSDM**.

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5.0 Using the Vodafone Agent

The **Vodafone SDM** agent screen provides both system and managed profile information on the device. Select a menu to see the most up-to-date information. The menu information is updated on a regular basis and provides information on the following settings:

- ▶ **Beacon Status** – The status of the messages/signals sent to update the device.
- ▶ **Interrogator Status** – The status of the data samples that are sent to the **Vodafone SDM** server.
- ▶ **Profile Status** – The status of the profiles sent to the device.
- ▶ **GPS Status** - Displays the latest GPS sample data and the GPS refresh rate.
- ▶ **Debug Status** – Reports on the debug status of the device.
- ▶ **Update If Available** – Allows the user to update the **Vodafone SDM** agent to the latest version (if available).
- ▶ **Administration** – Accesses IT administrator settings for the application (password required).

