

Windows Mobile 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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Vodafone Secure Device Manager

Table of Contents

Contents

| | | |
|------------|---|----------|
| 1.0 | Overview | 2 |
| 2.0 | Supported Devices..... | 2 |
| 2.1 | Additional Device Requirements | 2 |
| 3.0 | System Capabilities | 3 |
| 3.1 | Further Device Capabilities..... | 3 |
| 4.0 | Enrolment and Activation..... | 4 |
| 4.1 | Enrolment Prerequisites | 4 |
| 4.2 | Enrolling a Windows Mobile Device | 5 |
| 4.3 | Downloading the Vodafone Agent..... | 6 |
| 5.0 | Using the Vodafone Agent..... | 7 |

Vodafone Secure Device Manager

1.0 Overview

Vodafone Secure Device Manager (VSDM) provides security, management, and support for Windows Mobile devices. This document guides you through the steps involved to install the Vodafone Agent onto your Windows Mobile and enrol the device for management through the Vodafone Secure Device Manager MDM.

2.0 Supported Devices

You can install the **Vodafone Agent** on any of the following Windows Mobile devices:

- ▶ **Windows CE 4 and Windows CE 5**
- ▶ **Windows Mobile 5.x, 6, and 6.1 (Professional/Standard)**



2.1 Additional Device Requirements

- ▶ Minimum memory required is **32MB** (64MB is the recommended memory).
- ▶ If your network uses a proxy and you cannot complete enrolment, contact your IT support administrator.

Vodafone Secure Device Manager

3.0 System Capabilities

As soon as your device completes the enrolment process, Vodafone enables your device with:

- ▶ **Additional device security**
- ▶ **Administrator access** to file system and registry.
- ▶ **Secure mail, calendar, and contacts.**
- ▶ **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, IMEI, ESN, operating system, memory usage, and power status.
- ▶ **Security Compliance Information** such as compromised status, encryption status, passcode and restrictions settings.
- ▶ **Network / Telecom Information** such as signal strength, phone number, SIM card, Cellular Carrier, IP and MAC address, and Wi-Fi networks.
- ▶ **Additional Information** such as applications, processes, and certificates.

3.1 Further Device Capabilities

Although typically disabled and subject to special license, certain additional modules can access further information from the device:

- ▶ Phone (Equipment and subscriber details, Cell tower, Incoming/Outgoing call details, and operator).
- ▶ Messages (Emails sent/received: subject, sender, time, size; SMS messages sent/received: sender, time, size).
- ▶ Statistics for SMS/Email (each of the past 7 days, last 30 days, last 90 days, total).
- ▶ Vodafone can also provision modules that actively collect information such as GPS Data, Phone call logs, and SMS Messages (including contents).

These modules are not enabled in the default **Vodafone SDM agent**. Please contact your IT administrator for specifics of the functionality enabled in your particular deployment.

Vodafone Secure Device Manager

4.0 Enrolment and Activation

Perform below listed steps in order to make your Windows Mobile device available for remote management through the Vodafone Secure Device Manager MDM application:

1. Identify your **Enrolment URL**, **Group ID**, and credentials.
2. **Authenticate** your corporate identity using your credentials to begin.
3. [Download the Vodafone 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** via an Email 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 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 administrator determines your Group ID, which associates your device with your organisational role/location.
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 you have all the information above, advance to [enrol a Windows Mobile Device](#).

Vodafone Secure Device Manager

4.2 Enrolling a Windows Mobile Device

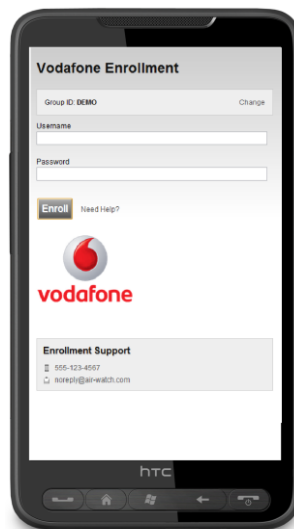
To enrol a Windows Mobile device in Vodafone Secure Device Manager:

1. Open your device's web browser and navigate to the enrolment URL provided by your administrator (see [Enrolment Prerequisites](#)).
2. The **Vodafone Enrolment** page appears. Enter the **Group ID** provided by your IT administrator.



3. Tap **Continue**.

- If you encounter any difficulties, contact your local support team in the first instance using the information listed at the bottom of the screen under **Enrolment Support**.
4. Enter the **Username** and **Password** provided by your IT administrator. Please note the following about these fields:
- Login credentials may be identical to your directory credentials.
 - The enrolment link could contain pre-populated fields, in which case you can proceed with enrolment.



5. Tap **Enrol**. You may be asked to read and accept the **End User License Agreement (EULA)**.

Vodafone Secure Device Manager

4.3 Downloading the Vodafone Agent

1. When authentication is complete, a download prompt similar to the one below appears:

- Accept to open the file after download.
- Tap **Yes** to begin downloading the **Vodafone SDM Agent**.



2. You may be prompted to confirm installation of the program. Tap **Yes** to begin installation.

3. A message appears to confirm that the **Vodafone SDM Agent** is successfully installed on your device.




4. Your Windows Mobile device is now available for remote management through the Vodafone Secure Device Manager **MDM** solution.

Vodafone Secure Device Manager

5.0 Using the Vodafone Agent

Once the **Vodafone SDM Agent** is installed and once the agent is running on your Windows mobile, the administrator can send products to your device. This allows you to:

- ▶ Open the agent -
 - Select **Start → Programs → Vodafone Agent**.
 - A “**Server Started**” message appears to indicate that the program has started.
 - ▶ Launch the tunnel client. Turning on the tunnel client helps the tunnel server to manage all the connection and traffic between the device and client console. This also helps to retrieve information about the device for remote actions.
 - Select **Start → Programs → Vodafone Tunnel Client**.
 - Once connected, the program displays “1/8 session” connected and monitors data received/sent.
-  **Note:** The agent and the tunnel client launches automatically. In case of any exceptions, the user can start the Agent and the Vodafone Tunnel Client using the above path.
- ▶ Start and stop the agent or tunnel client -
 - Press **Start/Stop** at the bottom of the screen.
 - You can leave the program running in the background by tapping **Hide or OK**.
 - ▶ If an error occurs:
 - Verify you can connect to the internet and note the connection type.
 - Note which program had the issue and error code or message shown on the screen.
 - Contact your administrator.