



MobileIron Core 10.7.0.0 Device Management Guide

for iOS and macOS Devices

Revised: August 10, 2020

For complete product documentation see:
[MobileIron Core Product Documentation Home Page](#)

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Revision history

TABLE 1. REVISION HISTORY

Date	Revision
August 10, 2020	Added information about versions of iOS device users need to upgrade to before utilizing the iOS Software Update policy. See Configuring iOS and macOS software updates .
August 10, 2020	<ul style="list-style-type: none">• Updated the Local Compliance Conditions and Actions table in Compliance actions policy violations.• Updated the Add compliance action fields table in Compliance actions policy violations.
August 10, 2020	Added new information into Managing Duplicate Devices .



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New Features and Enhancements

This guide documents the following new features and enhancements:

- **User Enrollment for Apple Business Manager added:** An enrollment option designed for companies implementing BYOD (Bring Your Own Device). User Enrollment is a modified version of the MDM protocol with a much greater focus on user privacy, implemented with a level of security that enterprises need.

User Enrollment allows the administrator to:

- Install and remove managed applications
- Install and remove network configurations
- Install a partial VPN scoped to managed apps and accounts

User Enrollment utilizes the user's managed Apple ID, which is required and associated with all enterprise apps and data on the device and in iCloud Drive. Managed Apple IDs were first utilized by Apple School Manager and are now utilized by Apple Business Manager for User Enrollment.

User Enrollment is not to be confused with device enrollment. User Enrollment applies to devices iOS 13.0 through the latest version as supported by MobileIron. Devices lower than iOS 13.0 will be considered "device enrollment" regardless if the device user has been enabled for User Enrollment. For more information, see [User Enrollment with Apple Business Manager](#).

- **User Enrollment support for managed Apple IDs with LDAP users and groups:** In Devices & Users > Users > Edit User, a new option was added to the Assign Roles dialog box called "Use Apple User Enrollment (For Apple unsupervised device only)." After selecting this check box, enter the "Managed Apple ID" for the user in the text field provided. Substitution variables can be used.

You can also configure LDAP group member to inherit Apple User Enrollment roles. Device users who are synced to LDAP can be assigned to a device management role and associated with a Managed Apple ID. For more information, see [User Enrollment with Apple Business Manager](#) and [User Enrollment with Apple Business Manager](#).

- **Restrictions tab added to Device Details page:** For all iOS and tvOS devices that Core supports, a new "Restrictions" tab has been added to the Device Details page. This displays the restrictions applied to the selected device. If there are no restrictions, the Restrictions tab displays "No Data." The key benefit to this feature is that the administrator is no longer required to manually look at the specific device to confirm if restrictions have been applied. For more information, see [iOS and tvOS restrictions settings](#).



Registering Devices

A device is available for management by MobileIron Core after it has been registered by a device user or administrator.

The topics in this section include the following advanced topics:

- [Registration methods](#)
- [Terms of service](#)
- [Visual privacy](#)
- [Invite users to register](#)
- [In-app registration for iOS and Android](#)
- [Registering iOS and macOS devices through the web](#)
- [Registering macOS devices with Core using Mobile@Work for macOS](#)
- [ActiveSync device registration](#)
- [Managing operators and countries](#)
- [Specifying eligible platforms for registration](#)
- [Setting the registration PIN code length for device user registration](#)
- [Customizing registration messages](#)
- [Configuring the default ownership for newly registered devices](#)
- [Assign a unique attribute as a device's name](#)
- [Disabling analytics data collection](#)
- [Removing an old or expired MDM profile from an iOS or macOS device](#)
- [Disabling analytics data collection](#)

Refer to the *Getting Started with MobileIron Core* for the most commonly used registration topics, such as:

- [Single device registration](#)
- [Bulk device registration](#)
- [Tracking registration status](#)
- [Restricting the number of devices a user registers](#)
- [Registration considerations](#)



Registration methods

Registering a device designates it for management by MobileIron Core.

Before you begin

[Setting the registration PIN code length for device user registration](#)

The following registration methods are available:

- [Admin invites users to register](#)
- [In-app registration for iOS and Android](#)
- [Customized registration using a URL or a QR Code](#)
- [Users register additional devices](#)
- [Admin registers ActiveSync devices](#)
- [Registering an Apple TV](#)
- [Registration via user portal](#)

The process resulting from these methods may vary by device OS.

Admin invites users to register

For users who are mobility savvy and do not require significant assistance, you can send an invitation and enable them to register their own phones. You can send an invitation to multiple users from the Users Management screen. The invitation includes instructions on how to log into the user portal to register phones.

The user needs to know the following information for the device:

- phone number (if any)
- country
- platform

Related topics

[Invite users to register](#)

In-app registration for iOS and Android

One way to reduce the load on IT personnel is to instruct iOS and Android users to download the MobileIron app directly from the App Store on iTunes or from Google Play and initiate registration from within the Mobile@Work app.



For iOS devices

1. Go to **Settings > System Settings > iOS > MDM** and select the Send email to user and notification to client if MDM profile is not installed check box.
2. Device users of iOS 12.2 and later will need to download Mobile@Work, manually navigate to Settings view and download the MDM profile.
3. Device users then complete the registration process by responding to registration prompts. If Core detects that the MDM profile has not yet been installed, upon the next device check-in, Mobile@Work will display a notification asking the device user to re-enroll.

NOTE: In iOS 13, the option to "Allow Always" was removed from the iOS Settings app. Instead, a dialog box displays requesting device users to enable tracking when the Mobile@Work app is running. Mobile@Work opens iOS Settings where device users can choose "Ask Next Time" or "Never". MobileIron recommends device users to enable tracking. This change applies to all versions of iOS 13 through the latest version as supported by MobileIron. Mobile@Work for iOS does not track device users' location without consent.

Administrator tasks

- This feature depends on access to the MobileIron Gateway; therefore, the corresponding port must be properly configured. See the Pre-Deployment Checklist in the *On-Premise Installation Guide* for details. The User Portal role must be assigned to the user.
- For iOS devices, you must enable the MDM profile in the Admin portal.
 - Go to **Settings > System Settings**.
 - Expand **iOS** and select **MDM**. The MDM page displays.
 - Select the **Enable MDM Profile** check box.
 - Click **Save**.
- To auto-populate the MobileIron Core server name during registration, the following setup is required:
 - The user associated with the device must be known as an LDAP user or defined as a local user.
 - To auto-populate based on the email address, you must register your VSP with MobileIron.
- Set up the registration email template, see [Customizing registration messages on page 60](#)
- Schedule email reminders, see [Customizing registration messages on page 60](#)
- Send the email invitation to device users.

Customized registration using a URL or a QR Code

As a convenience, instead of device users entering registration credentials, you can setup an infrastructure to use a QR Code or URL link to automatically enter the registration credentials. This feature is applicable for iOS and macOS devices.



Before you begin

The company administrator must set up an infrastructure to generate a web page containing a QR Code or URL link from the credentials generated by UEM (see [Implementing infrastructure for QR code with device PIN.](#))

- In the case where the web page generated by the company is viewed on a computer, a QR Code would be appropriate to present. When constructing the QR code, it should contain a URL and follow this format:

```
mirp://<server host name>&user=<Username>&pin=<PIN>
```

Example: mirp://your.server.rock.com&user=you@rock.com&pin=4444

NOTE: It is recommended that the web page created by the admin to provide a QR code also provides the instructions to download the app from the iTunes App Store or Google Play and the instructions to scan the QR code.

- In the case where the web page is viewed on the device where Mobile@Work is being registered, a URL link would be appropriate.

Implementing infrastructure for QR code with device PIN

The below procedure works for iOS devices and utilizes the PIN code as part of the registration.

1. Enable the PIN code registration

1. Go to **Settings > Users & Devices > Device Registration**.
2. Select the appropriate field for the type of Android device:
 - For unmanaged Android devices, change the In-App registration requirement to **Registration PIN**.
 - For managed Android devices, change the Zero Touch and Samsung Knox Mobile Enrollment field OR the Managed Devices / Device Owner (afw#, QR code, NFC) field to **Registration PIN**.

2. Enable the QR code integration

1. Go to **Settings > Users & Devices > Device Registration**.
2. Click on Templates tab > Registration Templates.
3. Select your language and then click the **Edit** button.
4. In the Registration Email section, PIN field, replace the default text with this code:


```
<li>Registration PIN: <i>${PASSCODE}</i> (valid for ${PASSCODE_TTL} hours)
<p>
Or Scan the QR Code:
</p>
<P>

</P>
```
5. Click **Save**.



When this code has been added, administrators can directly register a device from the Device Registration screen in Core and / or the device user can initiate the registration from the e-mail invitation.

Registering using a web page on a desktop computer

Below is a sample implementation where the web page is viewed on a desktop computer.

Procedure

1. Core administrator sends device user an email with a link to the company's webpage.
2. In the email, the device user clicks on the link.
The link opens to the company web page displaying a QR code on it.
3. On the user's device, the user goes to the iTunes App Store or Google Play and downloads Mobile@Work.
4. User launches the phone's camera.

NOTE: The Scan QR Code page may open. Device users will need to allow access to the device camera for scanning the QR code. Tap on **Open Settings**, slide the camera on, then return to Mobile@Work.

5. User scans the QR code that is on the web page.
The Mobile@Work login page opens with the username, server address and PIN/password fields populated.

NOTE: If the PIN field is not automatically populated, the device user will need to manually enter it.

6. User taps **Go** or **Register** and continues the registration process.

Note The Following:

- On launching the Mobile@Work app, the user can tap on the QR code icon (to the right of the user name field), and launch the in-app camera. This camera can then be used to scan the QR code and continue with the registration process.
- On devices running iOS 11.0 or later, the native camera can be used to scan the QR code. Upon scanning the QR code, the device user is prompted to launch Mobile@Work. Tapping on the prompt launches Mobile@Work with the device user's credentials filled in. The device user can then tap **Go** or **Register** to continue with the registration process.
- On devices running iOS 10, the native camera lacks the ability to scan QR codes. To work around this, the device user can launch the Mobile@Work app, tap on the QR code icon (to the right of the user name field), and launch an in-app camera. This camera can then be used to scan the QR code and continue with the registration process.

Registering using a web page on an iOS device

Below is a sample implementation where the web page is viewed on an iOS device.



Procedure

1. Administrator sends device user an email with a link to the company's web page.
2. In the email, the device user taps on the link.
The company's web page opens displaying two links.
3. Device user taps on the first link and downloads the Mobile@Work app from the iTunes App store or from Google Play.
4. Device user taps on the second link, the Mobile@Work login page opens with the username, server address and PIN/password fields populated.

NOTE: If the PIN field is not automatically populated, the device user will need to manually enter it.

5. User taps **Go** or **Register** and continues the registration process.

NOTE: In iOS 13, the option to "Allow Always" was removed from the iOS Settings app. Instead, a dialog box displays requesting device users to enable tracking when the Mobile@Work app is running. Mobile@Work opens iOS Settings where device users can choose "Ask Next Time" or "Never". MobileIron recommends device users to enable tracking. This change applies to all versions of iOS 13 through the latest version as supported by MobileIron. Mobile@Work for iOS does not track device users' location without consent.

Users register additional devices

Once a device has been registered, an authorized user can use the user portal to register additional devices without administrative help. This is often used with adding devices for users who do not require assistance.

Prerequisites

- Users must have the **User Portal** role assigned, with the **Device Registration** option enabled.
- The user needs to know the following information for the device:
 - phone number (if any)
 - country
 - platform

Related topics

[Self-service User Portal](#)

Admin registers ActiveSync devices

If you have a MobileIron Sentry configured, then you can see the devices that are connecting to your ActiveSync server. To incorporate these devices into your MobileIron Core inventory, you can use the Register button in the ActiveSync Associations screen. This is often used with devices accessing email via ActiveSync.



Prerequisites

- MobileIron Sentry must be installed and configured.
- The user (local or LDAP) associated with the device must be available for selection at the time of registration.
- For iOS, Android, and Windows devices, the User Portal role must be assigned to the user.
- You need to know the following information for the device:
 - phone number (if any)
 - country code
 - platform

Related topics

[ActiveSync device registration](#)

Registering an Apple TV

You can register an Apple TV to MobileIron Core only through Apple Configurator.

Before you begin

The Apple TV must be connected to your corporate network. You can do this by configuring Wi-Fi on the Apple TV or connecting the Apple TV to your Ethernet.

Procedure

- Follow the instructions in [Distributing MDM Profiles with Apple Configurator on page 68](#).

NOTE: Using the Apple TV Assistant to import the MDM profile results in an error message. Cancel out of the Apple TV Assistant.

You can do the following when you manage an Apple TV with MobileIron Core:

- View device information.
- Distribute Wi-Fi profiles to the Apple TV.
- Retire the device.

Registration via user portal

The user portal can be used to streamline the registration process. See [Self-service User Portal](#) for more information.



Terms of service

You can optionally define terms of service text to be displayed to users during:

- device registration on iOS, macOS, Android, and Windows devices
- logging into AppConnect apps on iOS and Android devices

Device users must accept the terms of service before they can continue with registration or with accessing AppConnect apps.

You can search for users by terms of service acceptance and date of acceptance. You can create one terms of service agreement for each supported language. The same terms of service text is used for both registration and AppConnect app access.

Regarding terms of service during registration:

- Presenting the terms of service is part of the registration process when using Mobile@Work. Users must accept the terms of service agreement in order to complete registration.
- Configuring a terms of service agreement or updating it applies only to users who register after you complete the configuration. Previously registered users do not accept the terms of service agreement. However, you can require existing users to accept the terms of service agreement by retiring their devices and requesting them to re-register.
- If both custom terms of service and the privacy policy are enabled, users will have to accept the privacy policy first.

Regarding terms of service for accessing AppConnect apps:

- In addition to providing the terms of service text, you must enable terms of service on the AppConnect global policy.
- Also on the AppConnect global policy, you indicate whether:
 - users must accept the terms of service each time they are prompted for their AppConnect passcode or biometric authentication. If you update the terms of service text for a user's language, the user sees the updated text on all subsequent AppConnect logins.
 - the user must accept the terms of service only once. However, if you update the terms of service text for a user's language, on the next AppConnect login, the user is prompted once more to accept the terms of service.
- If you delete the terms of service, but do not disable it on the AppConnect global policy, users continue to be prompted to accept the terms of service with whatever the last terms of service text was.
- For information about enabling terms of service when logging into AppConnect apps, see "Configuring the AppConnect global policy" in the *MobileIron Core AppConnect and AppTunnel Guide for MobileIron Core*.



Creating a terms of service agreement

Before you begin

Set up the system default language as described in [Setting the system default language](#) .

If there is no terms of service available in the primary language of a given device, or if more than one agreement is defined for more than one device language on a device, the terms of service agreement defaults to the system default language.

Procedure

1. In the Admin Portal, go to **Settings > System Settings > Users & Devices > Registration**.
2. Scroll down to the **End User Terms of Service** section.
3. Click **Add+**.
4. Select the language for the terms of service.
5. For **Type**, select **System** for iOS, macOS and Android devices. Select **AAD enrollment** for Windows devices.
6. Enter the text for the terms of service.
You can adjust the editor to use rich or plain text by clicking the Source Edit icon.
7. Click **Save**.
8. Optionally, repeat steps 3 through 6 to add a terms of service agreement for each supported language, and for Windows devices versus iOS, macOS, and Android devices.

Note The Following:

- To edit a terms of service agreement, click the **Edit** link next to the relevant language.
- To delete a terms of service agreement, click the **Delete** button next to the relevant language.

Searching for devices by terms of service agreement criteria

You can search for devices based on whether users have agreed to the terms of service, and the date on which terms of service were accepted.

The following table describes the searchable criteria related to terms of service. Corresponding fields are displayed on each device's Device Details tab.

TABLE 2. SEARCHABLE CRITERIA FOR TERMS OF SERVICE

Criterion	Description
Terms of Service Accepted	A false value means the user did not accept the terms of service at registration, which means the device was registered before a terms of service agreement was required, or a terms of service agreement was never configured.



Criterion	Description
	A true value indicates the device user accepted the terms of service agreement at registration.
Terms of Service Accepted Date	Filters for the exact time users accepted the terms of service agreement at registration. This search is useful if you want to locate the version of the terms of service agreement accepted by a specific user for a particular device.
AppConnect Terms of Service	The value DECLINED means the user did not accept the terms of service for using AppConnect, which means the device user logged into AppConnect before a terms of service agreement was required, or a terms of service agreement was never configured. The value ACCEPTED indicates the device user accepted the terms of service agreement when logging into AppConnect.
AppConnect Terms of Service Date	Filters for the exact time users accepted the terms of service agreement when logging into AppConnect. This search is useful if you want to locate the version of the terms of service agreement accepted by a specific user for a particular device.

Procedure

1. In the Admin Portal, go to **Devices & Users > Devices**.
2. Click **Advanced Search**.
3. Add one or more of the search rules regarding terms of service.
 - a. From the **Field** drop-down list, select the field of interest:
 - **Common Fields > Terms of Service Accepted.**
 - **Common Fields > Terms of Service Accepted Date.**
 - **Common Fields > AppConnect Terms of Service.**
 - **Common Fields > AppConnect Terms of Service Date.**
 - b. Provide the appropriate value:
 - **Terms of Service Accepted:** Select **true** or **false** in the **Select Value** field.
 - **Terms of Service Accepted Date:** Enter the number of units in the **Value** field and select the units (such as days, weeks, or months) in the **Date** field.
 - **AppConnect Terms of Service.** Enter **ACCEPTED** or **DECLINED** in the **Value** field
 - **AppConnect Terms of Service Date.** Enter the number of units in the **Value** field and select the units (such as days, weeks, or months) in the **Date** field.

The search criteria you selected are displayed in the search field.
4. Click **Search**.
5. The results are displayed.
6. Optionally, save your search to a label by clicking **Save to Label**.



7. If Notes for Audit Logs is enabled, a text dialog box opens. Enter the reason for the change and then click **Confirm**. For more information, see [Best practices: label management](#).

Terms of Service for users

Device users can easily scroll through and accept an administrator-defined terms of service agreement in their web browser or Mobile@Work client, as in the following example.

FIGURE 1. TERMS OF SERVICE FOR USERS

Before you continue you must read and accept the Terms of Service.

Section 1 - Definitions And Interpretation
1.01 In this Agreement, unless the context otherwise requires:

- (a) "Acceptance" means the acceptance of the Deliverables in accordance with Section 10 (Inspection of the Deliverables) of this Agreement;
- (b) "CUSTOMER Group" means CUSTOMER and its Affiliates and Associates, as such terms are defined in the Business Corporations Act ([_____]);
- (c) "Confidential Information" means all confidential, scientific, technical, financial, business and other information, all manufacturing, marketing, sales and distribution data, all scientific and test data, documents, methods, techniques, formulations, operations, know-how, experience, skills, trade secrets, computer programs and systems, processes, practices, ideas, inventions, designs, samples, plans and drawings;
- (d) "Contract Price" means the amounts referred to or expressed in this Agreement, and specifically in the payment schedule attached as Schedule "A" to this Agreement, to be payable by CUSTOMER to the Vendor for the Deliverables;
- (e) "[_____] System" means the computer

Decline Accept

Visual privacy

MobileIron Core allows you to display privacy information to device users.

Visual privacy describes to users what device information is collected and why, and what actions administrators can take on the device, based on MobileIron Core settings. Additionally, MobileIron Core notifies users when changes are made to the privacy policy or MDM profile settings.

Users view the visual privacy information during registration, when they must accept the privacy policy.

NOTE: If both custom terms of service and the privacy policy are enabled, users will have to accept the privacy policy first.

Enabling visual privacy for devices

When enabled, end-users will be able to learn more about the privacy of their data. Mobile@Work will show what content stays private on the device, what information is collected and why, and what actions the IT administrator can take on the device, according to the settings on the server. This can help reduce end-user questions and concerns.

Procedure

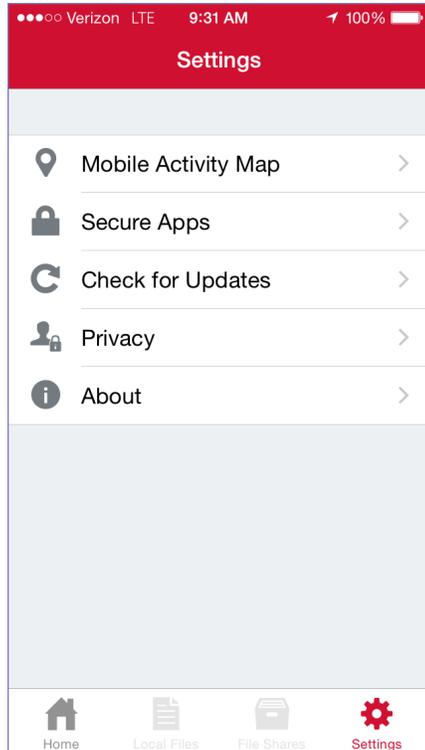
1. Go to **Settings > System Settings > Users & Devices > Registration**.
2. Select **Enable privacy settings in Mobile@Work**.
3. Click **Save**.



Viewing visual privacy settings in Mobile@Work

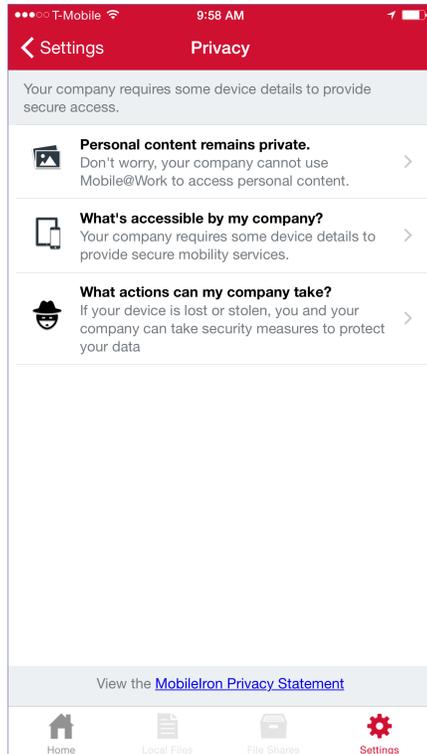
Procedure

1. In Mobile@Work, tap the **Settings** icon to open the Mobile@Work Settings menu.

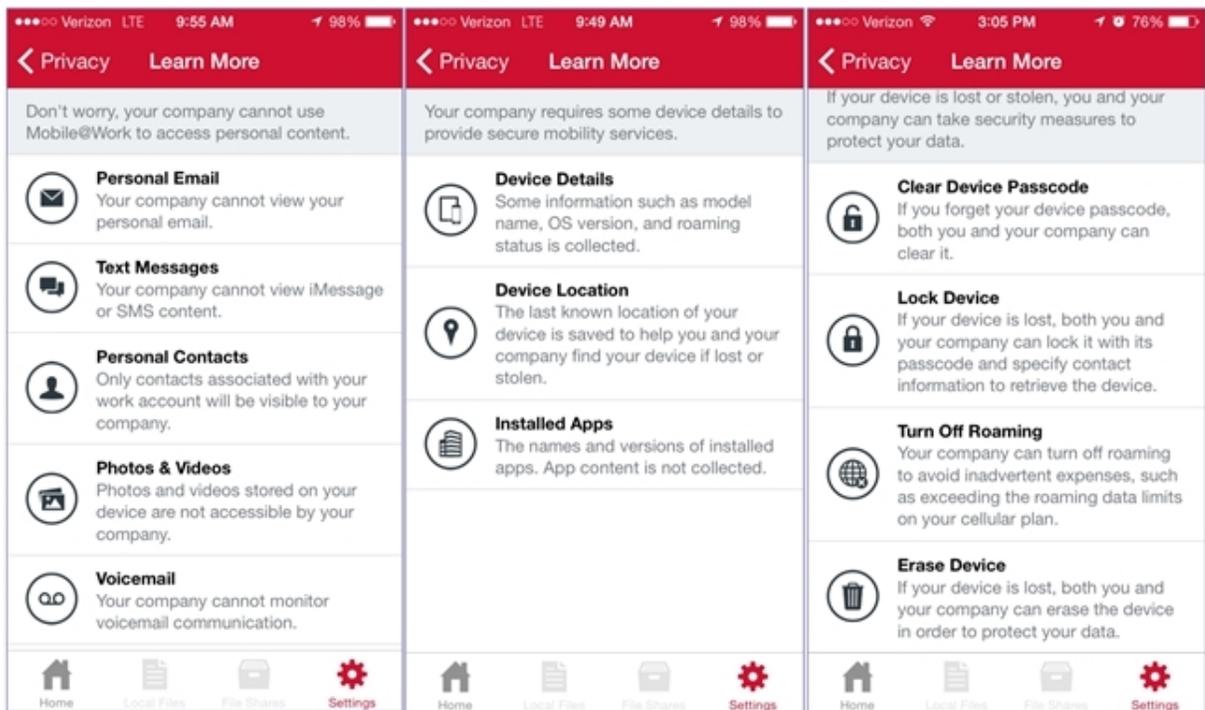


2. Tap **Privacy** to open the main **Privacy** menu.





3. Tap each option in the **Privacy** menu to view more details about privacy related to personal content, device details accessible by your company, and actions your company can take if your device is lost or stolen.



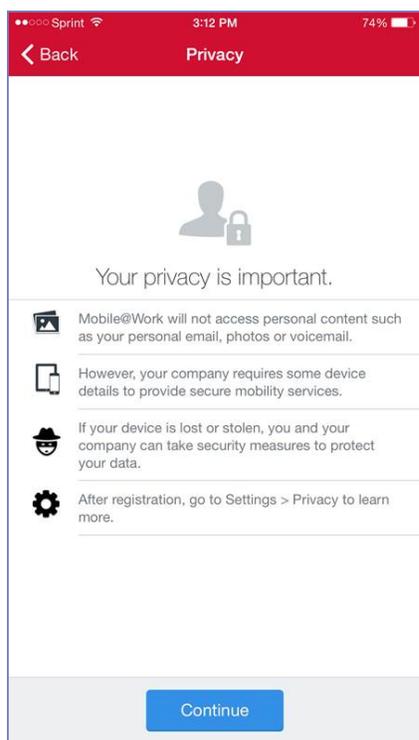
4. Alternatively, tap the **MobileIron Privacy Statement** link to view the privacy policy in its entirety.



Privacy policy for users

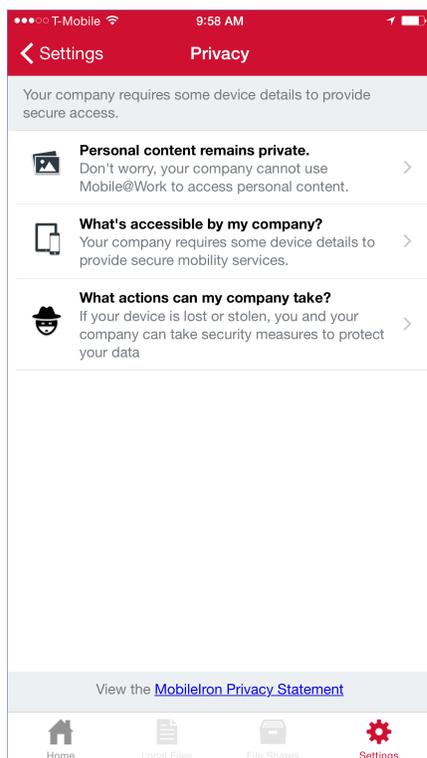
Upon registration with MobileIron Core, a visual privacy policy is displayed in Mobile@Work. Users must tap **Continue** to accept the privacy policy and continue the registration process.

FIGURE 2. PRIVACY POLICY FOR USERS



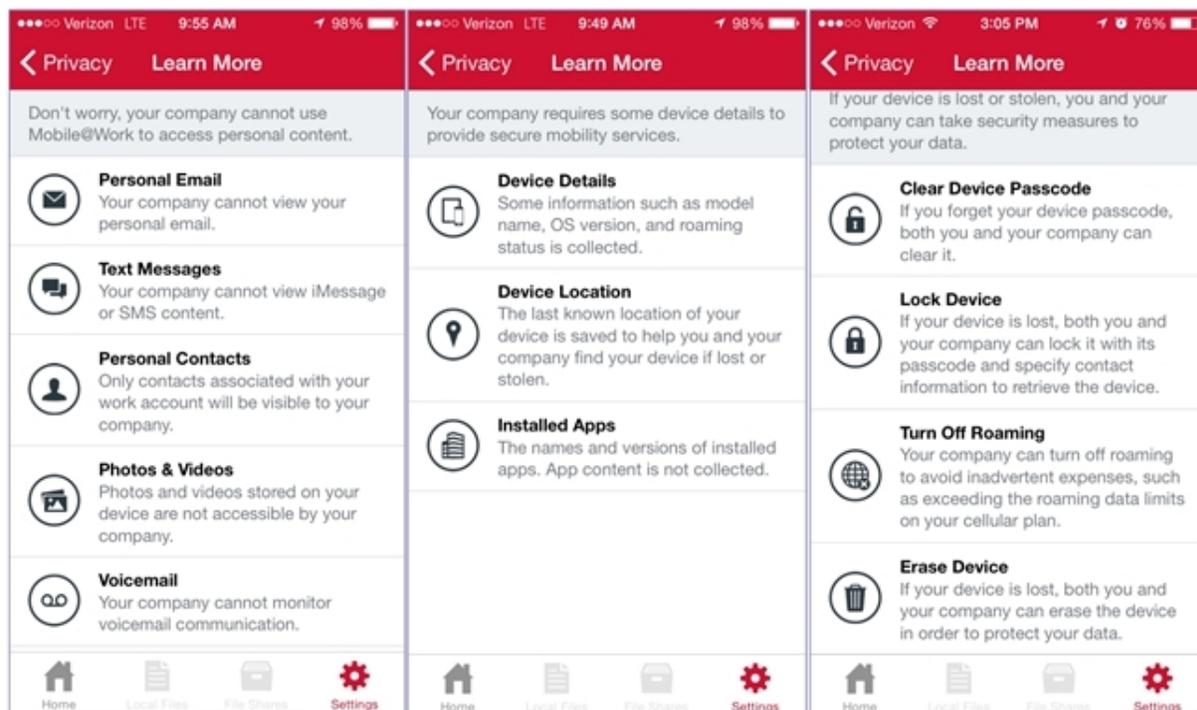
After registration, device users can view the new **Privacy** sub-menu from the **Settings** menu in Mobile@Work.

FIGURE 3. PRIVACY SUB-MENU FOR USERS



The **Privacy** sub-menu includes visual and text descriptions of the privacy of personal content, the device details accessible by MobileIron Core, and the actions that can be taken by Core in the event that a user's device is lost or stolen.

FIGURE 4. PRIVACY DETAILS FOR USERS



Invite users to register

This feature is supported on macOS devices.

Administrators can invite users to perform self-service registration through the user portal. See [Self-service User Portal](#) for information on this self-service user portal. The administrator sends invitations that provide the instructions necessary to complete the registration process.

NOTE: Language-specific templates are not currently available for invitations.

See [Registration methods](#) for points to consider before using this registration method.

Procedure

1. Go to **Devices & Users > Users**.
2. Select the type of user accounts you want to work with:
 - a. Select **Authorized Users** from the To drop-down list to select from local user accounts.
 - b. Select **LDAP Entities** from the To drop-down list to select users from the configured LDAP server.
3. Click the check box next to each user you want to invite.
4. Click **Actions** and then click **Send Invitation**.



Send Invitation [X]

Subject:

Message:

```
<html><body><p style="font-family: Arial,Helvetica,sans-serif, font-weight:bold;">Please register your phone for $ENT_NAME$ mobile access.</p><p style="font-family: Arial,Helvetica,sans-serif;">$ENT_NAME$ is using $BRAND_COMPANY_NAME$ software to enable your phone to access the company network.</p><p style="font-family: Arial,Helvetica,sans-serif;">Click on $DEV_REG_URL$ for instructions on how to register your phone.</p><p style="font-family: Arial,Helvetica,sans-serif;">Thank you.</p></body></html>
```

Cancel Send

5. Review the default text for the invitation and make any changes.
The text is displayed here with HTML markup. The user will receive the formatted version.
6. Click **Send**.

What the user sees

This registration method results in user notification via email. The email contains instructions for registering devices via the user portal. See [Self-service User Portal](#) for information on what the user is expected to do to complete the registration process.

In-app registration for iOS and Android

You can ask iOS users to download Mobile@Work from the iOS App Store and register by themselves.

Procedure

1. Make sure that the user has a user record (local or LDAP) available in MobileIron. See “Managing Users” in [Getting Started with MobileIron Core](#).
2. Instruct the user on downloading the app and registering. The user will need the following information:
 - user name
 - password and/or Registration PIN
 - server (and the port number, if you did not use the default port number for TLS)

See [Registration methods on page 34](#) for points to consider before using this registration method.



What the user sees

NOTE: For iOS 12.2 through the most recently released version as supported by MobileIron, when doing the iReg and in-app registration of the MDM profile, the device user experiences a different registration process.

After downloading and installing Mobile@Work, the device user must register with MobileIron Core by entering their user name, password, and server details.

NOTE: In iOS 13, the option to "Allow Always" was removed from the iOS Settings app. Instead, a dialog box displays requesting device users to enable tracking when the Mobile@Work app is running. Mobile@Work opens iOS Settings where device users can choose "Ask Next Time" or "Never". MobileIron recommends device users to enable tracking. This change applies to all versions of iOS 13 through the latest version as supported by MobileIron. Mobile@Work for iOS does not track device users' location without consent.

If a customized terms of service agreement has been defined on MobileIron Core, users will need to accept the agreement before registering with Core.

Auto-populating the MobileIron Core server name during registration

Auto-populating the MobileIron Core server name streamlines the registration process and eliminates the need for the user to type it. You can auto-populate the Core server address based on the device phone number (for Android only) or the email address.

NOTE: This feature is not supported for devices with Android v6.0 and above.

Auto-populating the MobileIron Core server name based on email address

To auto-populate the server name based on the device user's email address, you only need to register your MobileIron Core with MobileIron. Additional configuration on Core is not required.

Users must enter their full email address when prompted to enter their user name in the registration screen. MobileIron matches the email domain to the appropriate MobileIron Core and populates the registration screen with the correct server name.

Registering your MobileIron Core with MobileIron

To register your MobileIron Core, open a ticket on the MobileIron Support portal and provide the following information:

- your company name (e.g. MobileIron)
- your email domain (e.g. mobileiron.com)
- your MobileIron Core hostname for on-premise Core, or m.mobileiron.net:<appropriate port number> for Connected Cloud.



If you disable **Require device identifiers for enrollment**, the enrollment will still proceed, but the client will not collect the device identifier data. The device would be a "PDA" device such as a tablet.

Registering iOS and macOS devices through the web

Web-based registration is the process of registering iOS and macOS devices in bulk for large deployments. The benefits of this style of registration include:

- iTunes accounts are not required
- No end-user interaction is required

NOTE: The MDM profile applied to macOS devices following registration is only applicable to the device user logged in to the device, not to the device itself. In effect, this means that devices running macOS and registered with MobileIron Core do not allow multi-user support.

For registering macOS devices using Mobile@Work, see [Registering macOS devices with Core using Mobile@Work for macOS](#).

Before you begin

Because users will be informed of the registration via email before they receive the device, consider turning off user notification when you bulk register devices. As an alternative, consider editing the registration template or informing users that they should ignore the email. See [Customizing registration messages on page 60](#) for information on editing the template.

NOTE: Web-based registration requires a Safari browser on the device.

Procedure

1. In the Admin Portal, go to **Settings > System Settings > Users & Devices > Device Registration**.
2. Select the device registration settings that are relevant to your devices:

Item	Description
Enable Server Name Lookup	Select to enable server name lookup during registration.
Allow registration when password change is required	When a device user logs in for the first time, he/she will be asked to update the password for the next login. Selecting this field allows Core to authenticate the device user and completes enrollment. This is limited to device registrations only. Disabled by default.
In-App Registration Requirement	Select an authentication option for devices registering with Core through Mobile@Work: <ul style="list-style-type: none"> • Password: Select to enable authentication through Mobile@Work using a password only.



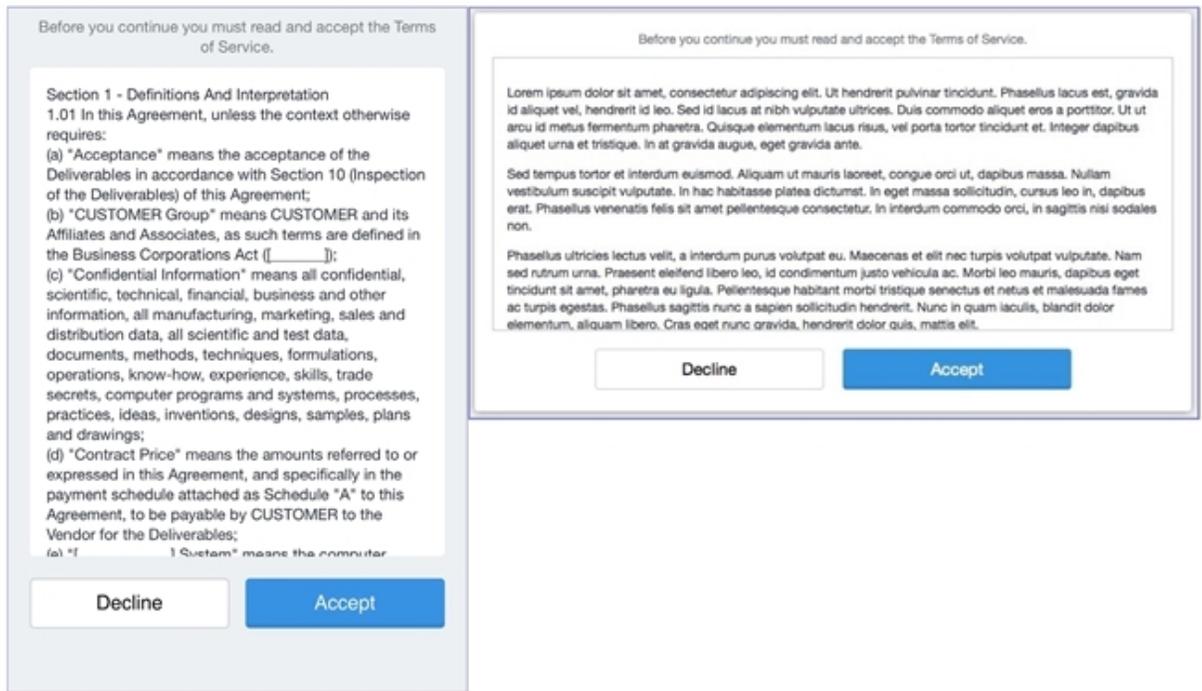
Item	Description
	<ul style="list-style-type: none"> • Registration PIN: Select to enable authentication through Mobile@Work using only a PIN. • Password and Registration PIN: Select to enable authentication through Mobile@Work using both a password and a PIN. <p>Note The Following:</p> <ul style="list-style-type: none"> • Registration PINs are valid for four hours. If a device user launches Mobile@Work for iOS within four hours of web-based registration, the user does not need to re-enter credentials. • In-app registration does not apply to macOS devices.
<p>Allow silent in-app registration only once. (iOS only)</p>	<p>Consider this extra security option if you are:</p> <ul style="list-style-type: none"> • including Mobile@Work for iOS in the MobileIron Core App Catalog and • sending an installation request to devices after device users complete registration, such as with web-based registration. <p>In this case, users do not have to reenter their credentials when they launch Mobile@Work. However, you can limit this silent registration with Mobile@Work to one time only by selecting this option.</p>
<p>Silent in-app registration time limit (minutes) (iOS only)</p>	<p>Allows the administrator to specify the silent registration grace period. The minimum can be 1 minute, the maximum 525600 minutes (365 days). The default value is 240 minutes (4 hours).</p>
<p>Apple Web-Based Registration Requirement</p>	<p>Select an authentication option for devices registering with Core through the web:</p> <ul style="list-style-type: none"> • Password: Select to enable authentication through the web using a password only. • Registration PIN: Select to enable authentication through the web using only a PIN. • Password and Registration PIN: Select to enable authentication through the web using both a password and a PIN. • User and Registration PIN: Select to enable authentication through the web using both their user name and a PIN. <p>NOTE: These options also apply to macOS devices.</p>

3. Click **Save**.
4. Bulk register the devices on MobileIron Core.
See “Bulk device registration” in the Getting Started with MobileIron Core for information on using bulk registration.



After these devices are registered, they will appear in the **Devices & Users > Devices** page with a status of Pending.

5. [Create a pending device report on page 55.](#)
6. On each device, point the browser to the following URL:
<https://<fully-qualified domain name for Core>/go>
 The registration screen appears.
7. Enter the requested information for the user who will receive the device.
 The registration screen appears.
8. Instruct the device user to enter the requested information.
9. Instruct the device user to tap or click **Register**.
 If a terms of service agreement has been defined, it is displayed here.



10. Instruct the device user to tap or click **Accept**.
11. Instruct the device user to follow the on-screen instructions for installing the relevant device management profiles.

Next steps

[Create a pending device report](#)

Related topics

- [Auto-populating the MobileIron Core server name during registration](#)
- [Creating a terms of service agreement](#)



- [Visual privacy](#)
- [Limit for failed attempts to enter a registration password](#)

Create a pending device report

This feature is supported on macOS devices.

A pending device report is used to list the username and the PIN and/or password you will need to complete the registration process on each user's behalf.

Procedure

1. Go to **Devices & Users > Devices**.
2. Open Advanced Search by clicking the advanced search icon.
3. Using the query builder, select the following:
 - Select **Status** for Field
 - Select **Equals** for Operator
 - Select **Pending** for Value
4. Click **Search**. The devices in pending state are shown in the table.
5. To download this report in CSV format, click **Export To CSV**. The report includes the PIN and/or password required to complete registration, as appropriate.

Next steps

For iOS devices, proceed to [In-app registration for iOS and Android on page 50](#).

Registering macOS devices with Core using Mobile@Work for macOS

Mobile@Work for macOS allows you to:

- register macOS devices with MobileIron Core using web-based registration (this automatically installs Mobile@Work)
- run shell scripts on macOS devices.

As a convenience, instead of macOS device users manually entering registration credentials, you can set it up so devices are automatically registered with Core.

What the device user sees:

1. Device user receives an email invitation with a link in it.
2. Device user clicks on the link.



3. The device user enters username, password and accepts the terms of service displayed in Mobile@Work for macOS.
4. Device user then downloads the enroll.mobileconfig file. When this happens, Mobile@Work is automatically downloaded and user registration is automatically completed.

Note The Following:

What happens after downloading the enroll.mobileconfig file varies based upon the user's browser and settings:

- If the user uses the default browser (Safari), Settings is launched with the enroll.mobileconfig file and the user will need to go through permissions dialogs to enable MDM on the mac.
- If the user is not using a default browser, the enroll.mobileconfig file is downloaded but Settings is not launched. This means the user will need to double-click on the enroll.mobileconfig file to continue registration.

What the administrator does

As with other types of devices, you can configure whether you want macOS device users to enter a password, PIN, or both during registration, as described in [Setting the registration PIN code length for device user registration](#).

Device users can retire their macOS devices from Core by uninstalling Mobile@Work for macOS from their devices.

Procedure

1. Upload the PKG file for Mobile@Work for macOS to a secure server. This server must be accessible to device users. See "Using the wizard to add an in-house macOS bundled app to the App Catalog" in the *MobileIron Apps@Work Guide*.
2. Set up the email invitation template. See [Customizing registration messages](#)
3. Send the email invitation to device users.
4. Monitor devices for status in **Devices & Users > Devices**.

Related topics

[Running shell scripts on macOS devices](#)

[Customized terms of service](#)

ActiveSync device registration

This feature is not applicable to macOS devices.

The **ActiveSync** view displays the devices that are accessing ActiveSync. This view is populated only if you have a MobileIron Sentry configured. From this view, you can decide to register selected devices.



See [Registration methods](#) for points to consider before using this registration method.

Procedure

1. Go to **Devices & Users > ActiveSync**.
2. Select a device to be registered.
3. Click **Actions > Register**.
4. See “Single device registration” in the *Getting Started with MobileIron Core* for instructions on completing the registration process.

Managing operators and countries

This feature is supported on macOS devices.

MobileIron provides a default list of operators for users to select from during registration. You can enable or disable operators to determine whether they appear in the list of operators displayed during registration of US devices and other devices having a country code of 1.

For non-US devices, country selection is an important part of the registration process. MobileIron also provides a default list of countries enabled for registration purposes. You may need to adjust this list to enable additional countries.

This section explains how to customize displayed operators and countries.

Enabling operators

Enabling an operator displays it in the list of operators presented to users during registration.

Procedure

1. In the Admin Portal, go to **Services > Operators**. By default, the Operators screen shows only Enabled operators.
2. Select **Disabled** or **All** from the **Status** drop-down.
3. Click the check box next to each operator you want to enable.
4. Click **Actions > Enable**.

Enabling additional countries for registration

A subset of countries are enabled for device registration by default. You should check this list and determine if any of your users have home countries not represented in the default list.



Procedure

1. In Admin Portal, go to **Settings > System Settings > Users & Devices > Registration**.
2. Scroll to the **Countries for Registration** section.
3. Select countries from the **Disabled Countries** list.
4. Click the arrow button to move them to the **Enabled Countries** list.
5. Click **Save**.

Disabling operators

Disabling an operator removes it from the list of operators presented to users during registration.

Procedure

1. In the Admin Portal, go to **Services > Operators**.
2. By default, the **Operators** screen shows only Enabled operators.
3. Click the check box next to each operator you want to disable.
4. Click **Actions > Disable**.

Filtering operators

You can use filters to display only those operators you want to work with in the Operators screen. You can:

- Search for a specific operator
- Display operators by country
- Display operators by status

Searching for an operator

Procedure

1. Enter a portion of the operator's name in the **Search by Name** field.
2. Click the search icon to display the matching operators.
3. Click the x that appears in the search field to return to the default display.

Displaying operators by country

To narrow the list of operators by country, select a country from the **Country** drop-down list.

Displaying operators by status

To display operators by status, select from the **Status** drop-down list. The following options are available:



- Enabled
- Disabled
- All

Specifying eligible platforms for registration

This feature is supported on macOS devices.

In some cases, you may want to exclude from registration all devices of a particular platform. For example, if corporate policy dictates that a particular device platform will not be supported, you may want to prevent users from selecting the platform during self registration. Likewise, you may want to prevent help desk personnel from mistakenly registering the unsupported platform in the Admin Portal.

Procedure

1. In Admin Portal, go to **Settings > System Settings > Users & Devices > Registration**.
2. Scroll to the **Platforms for Registration** section.
3. In the **Enabled Platforms** list, select the platform you want to exclude.
Shift-click platforms to select more than one.
4. Click the left arrow button to move the selected platforms to the **Disabled Platforms** list.
5. Click **Save**.
All methods of registration now exclude the selected platforms.

Setting the registration PIN code length for device user registration

This feature is supported on Android, iOS and macOS devices.

By default, device users must enter a password to register a device. You have the option to require a MobileIron-generated Registration PIN in place of or in addition to the password.

Procedure

1. In Admin Portal, go to **Settings > System Settings > Users & Devices > Registration**.
2. Select a **Registration PIN code Length**, which is the minimum length for the PIN (6-12 characters).
3. Click **Save**.

For setting Android registration authentication, see [Registration methods](#).

For iOS and macOS registration authentication, see [Registering iOS and macOS devices through the web](#)



Limit for failed attempts to enter a registration password

After the sixth failed attempt to enter a registration password, MobileIron Core locks the device user's account for 30 seconds. The device user sees a message stating that the account is locked and will be released after the specified interval.

Customizing registration messages

This feature is supported on iOS, macOS, Windows, and Android devices.

The registration process is a critical part of deployment. You can customize the registration messages involved in this process by editing the registration templates. Registration templates enable you to specify content and basic formatting using HTML markup.

MobileIron sends multiple messages related to registration:

- registration SMS
- registration email and reminder email
- post registration email

These messages may vary by:

- platform
- language

In addition, messages may vary by device type:

- phones
- PDAs

To accommodate this range of messages:

- Separate registration templates are provided for each language/platform combination.
- Each registration template contains separate text for each registration message type.
- Each registration template contains separate text for phones and PDAs.
- For when Core discovers device users that have not downloaded the MDM profile, reminder email scheduling capabilities are provided

Viewing registration templates

To view MobileIron message templates:



1. In Admin Portal, click **Settings > Templates**.
2. Select **Registration Templates**.
3. Click the **View** link for the template you want to view.

Editing registration messages

To edit registration messages:

1. In Admin Portal, select **Settings > Templates > Registration Templates**.
2. Select the template you want to edit and click the **Edit** pencil icon.

REGISTRATION TEMPLATES				
Language: All		Platform: All		Restore to Factory Default
<input type="checkbox"/>	Edit	Language	Platform	Templates
<input type="checkbox"/>		Chinese	Windows	View
<input type="checkbox"/>		Chinese	Android	View
<input type="checkbox"/>		Chinese	OS X	View
<input type="checkbox"/>		Chinese	iOS	View
<input type="checkbox"/>		Dutch	Android	View
<input type="checkbox"/>		Dutch	Windows	View
<input type="checkbox"/>		Dutch	OS X	View
<input type="checkbox"/>		Dutch	iOS	View
<input type="checkbox"/>		English	Android	View
<input checked="" type="checkbox"/>		English	iOS	View
<input type="checkbox"/>		English	OS X	View
<input type="checkbox"/>		English	Windows	View
<input type="checkbox"/>		French	Windows	View

Registration messages are displayed with the HTML markup that provides the basic formatting for the content.

3. Make changes to the displayed registration messages.

NOTE: Do not add the `<head>` html tag in the registration template fields.



Language: English
Platform: iOS

Registration SMS

Phones: Go to \$REG_LINK\$. For full instructions, please check your email.
PDAs: N/A

Push Notification Reminder to Complete Registration

Phones/Devices: Your MDM profile is ready to be installed from Settings. For more details please check your email.
PDAs: N/A

Registration Email

Subject: \$ENT_NAME\$ device registration instructions for \$USERS\$ ()
Body: <html><body><p style="font-family: Arial,Helvetica,sans-serif;">\$ENT_NAME\$ is using \$BRAND_COMPANY_NAME's Platform to enable access to corporate resources.</p><p style="font-family: Arial,Helvetica,sans-serif;">To allow you to easily register your device with this system. If you selected
Reminder Subject: Reminder: \$ENT_NAME\$ device registration instructions fo
Reminder Body: <html><body><p style="font-family: Arial,Helvetica,sans-serif;">\$ENT_NAME\$ is using \$BRAND_COMPANY_NAME's Platform to enable access to corporate resources.</p><p style="font-family: Arial,Helvetica,sans-serif;">To allow you to easily register your device with this system. If you selected

Values for \$INAPP_REG_STEPS\$ ⓘ

4. Click the **Variables Supported** link in the right corner of the dialog box to display a guide to the supported variables. See [Using variables in registration messages on page 62](#) for additional details.
5. Click **Save**.

Next steps

[Scheduling reminder notifications for completing registration](#)

Using variables in registration messages

Each field in a registration template has a set of supported variables, most of which are required. Supported and required variables also differ by OS. Use the following variables to guide your customization. You can also click the Variables Supported link to display this information. **All variables except \$BRANDING_COMPANY_NAME\$ are also required in the specified field.**

Registration message variables

The following table gives the of variables used in types of registration messages.



TABLE 3. VARIABLES USED IN DIFFERENT TYPES OF REGISTRATION MESSAGES

Type	Supported Variables
Registration SMS, Phone	\$REG_LINK\$
Registration Email	
Registration Email, Subject (Phone)	\$SENT_NAME\$, \$USER\$, \$PHONE\$
Registration Email, Subject (PDA)	\$SENT_NAME\$, \$USER\$, \$PHONE\$
Registration Email, Body(Phone)	\$SENT_NAME\$, \$BRAND_COMPANY_NAME\$, \$PHONE\$, \$INAPP_REG_STEPS\$, \$REG_LINK\$
Registration Email, Body(PDA)	\$SENT_NAME\$, \$BRAND_COMPANY_NAME\$, \$REG_LINK\$, \$INAPP_REG_STEPS\$
Registration Email, Reminder Subject (Phone)	\$SENT_NAME\$, \$USER\$, \$PHONE\$
Registration Email, Reminder Subject (PDA)	\$SENT_NAME\$, \$USER\$, \$PHONE\$
Registration Email, Reminder Body (Phone)	\$SENT_NAME\$, \$BRAND_COMPANY_NAME\$, \$PHONE\$, \$INAPP_REG_STEPS\$, \$REG_LINK\$
Registration Email, Reminder Body (PDA)	\$SENT_NAME\$, \$BRAND_COMPANY_NAME\$, \$REG_LINK\$, \$INAPP_REG_STEPS\$
Values for \$INAPP_REG_STEPS\$	
Server	\$SERVER_URL\$
Username	\$USER_ID\$
PIN	\$PASSCODE\$, \$PASSCODE_TTL\$
Post-Registration Email	
Post Registration Email, Subject (Phone)	\$BRAND_COMPANY_NAME\$, \$USER\$, \$PHONE\$
Post Registration Email, Subject (PDA)	\$BRAND_COMPANY_NAME\$, \$USER\$, \$PHONE\$
Post Registration Email, Body (Phones)	\$PHONE\$, \$BRAND_COMPANY_NAME\$

Variables used inside registration messages

The following table gives the description of variables used inside registration messages.



TABLE 4. DESCRIPTION OF VARIABLES USED INSIDE REGISTRATION MESSAGES

Variable	Description
\$BRAND_COMPANY_NAME\$	An internal variable.
\$SENT_NAME\$	The name of the organization using MobileIron Core to secure the device. See the field EnterpriseName in Settings > System Settings > General > Enterprise .
\$INAPP_REG_STEPS\$	Combines \$SERVER_URL\$, the user's LDAP password, \$PASSCODE\$, and \$USER_ID\$.
\$PASSCODE\$	The registration PIN generated for the device by Core.
\$PASSCODE_TTL\$	The number of hours that the registration PIN remains valid. See the field Passcode Expiry in Settings > System Settings > Users & Devices > Registration .
\$PHONE\$	The phone number associated with the device.
\$REG_LINK\$	The URL that users access to complete the registration process (i.e., https://server name:port/i for iOShttps://server name:port/v/passcode for Windows and other platforms).
\$SERVER_URL\$	The MobileIron Core server address used for registration.
\$USER\$	The name of the user associated with the device, as displayed in MobileIron Core.
\$USER_ID\$	The user ID for the user associated with the device, as defined in the user account on Core.

Scheduling reminder notifications for completing registration

This feature works on iOS devices only.

Core detects whether device users have completed registration or not. To ensure that device users complete their registration, set up notifications to remind device users to complete the registration process. It is recommended that a notification is sent to the device user every hour.

Notifications are only possible if the registration is done within the Mobile@Work registration. No reminders are needed for Apple Device Enrollment registrations because the MDM profile is always installed as part of the Apple Device Enrollments.

Procedure

1. In the Admin Portal, select **Settings > System Settings**.
2. Select **iOS > MDM**. The MDM page displays.



3. Select the Send email to user and notification to client if MDM profile is not installed check box. The field expands, displaying additional fields.
4. Select how often to send a reminder email in the every hour field. If the device user registers within 8 minutes of the hour, the device user will not get a reminder until the next hour.
5. Select the Maximum Number of Emails / Notifications to be sent. A maximum of 24 emails/notifications can be sent within a 24-hour period.
6. Click **Save**.

Next steps

Send the email invitation to device users. See [Customizing registration messages](#).

Filtering registration messages

In the Registration Templates page, you can filter registration messages by:

- language
- platform

Procedure

1. If you want to restrict the templates displayed based on language, select the preferred language from the **Language** list.
2. If you want to restrict the templates displayed based on device platform, select the preferred platform from the **Platform** list.

Restoring registration messages to default content

To restore a registration message to the default content provided by MobileIron:

1. In the **Settings > Registration Templates** page, select the template you want to restore.
2. Click **Restore to Factory Default**.

Configuring the default ownership for newly registered devices

This feature is supported on macOS devices.

By default, all newly registered devices are configured as company-owned. You can change this default setting to employee-owned (and back) on the Registration page.

Alternatively, you can change the ownership of a device after registration by:

- selecting **More > Change Ownership** in the User Portal. For more information, see [About changing device ownership in the user portal on page 656](#).



- selecting **Devices & Users > Devices > Actions > Change Ownership** in MobileIron Core.

Procedure

1. In MobileIron Core, go to **Settings > System Settings > Users & Devices > Registration**.
2. For the **Default ownership for a newly registered device** setting, select the relevant radio button:
Company owned
OR
Employee owned
3. Click **Save**.

Assign a unique attribute as a device's name

You can assign a unique attribute as the device name for a supervised iOS device using [Substitution variables for compliance policy rules](#). By setting the device names using the Device Name policy, the device name is automatically applied to the iOS device when the device registers with MobileIron Core.

For more information, see [Device name policies](#)

Related topics

- [Assign a unique attribute as a device's name](#)
- [Assign a unique attribute as a device's name](#)

Removing an old or expired MDM profile from an iOS or macOS device

If a device has an old or expired MDM profile installed, the old or expired MDM profile may prevent the new MDM profile from being installed, which, in turn, may prevent the device from being registered. If a device has an old or expired MDM profile, you must remove it to enable device registration.

NOTE: When removing the MDM profile from an iOS device, Core can no longer track the apps installed to the device. Core stores the last known state of all installed apps (at the time of MDM profile removal) until retiring the device.

Procedure

1. Tap the **Settings** icon on the iOS device.
2. Tap **General**.
3. Scroll down to the **Profiles** section.
4. Tap **Profiles**.



5. Select the profile.
6. Tap the **Remove** button.

Procedure

1. On the macOS device, click the Apple icon.
2. Go to **System Preferences**.
3. Click **Profiles**.
4. Examine the list of device profiles for any MDM profiles that may be expired or irrelevant.
5. Select the expired profile.
6. Click the minus (-) button to remove the expired profile.

Disabling analytics data collection

MobileIron collects data to analyze the use of MobileIron Core to help us provide customer support, perform bug fixes, improve product functionality and reliability and fulfill obligations to our customers. You can view details about data collected in our product privacy notice: <https://www.mobileiron.com/en/legal/product-privacy>.

The data is collected from:

- Mobile@Work
- Apps@Work

Procedure

1. In MobileIron Core, go to **Settings > System Settings > General > Analytics**.
2. Select the **Disable data collection from Mobile@Work and Apps@Work** check box.
3. Click **Save**. A confirmation dialog opens.
4. Click **Yes** to confirm or **No** to cancel and allow analytics data collection.



Distributing MDM Profiles with Apple Configurator

This section addresses the distribution of iOS MDM profiles using Apple Configurator and bulk registration of devices based on serial number.

- [MDM profile distribution with Apple Configurator](#)
- [Automatically matching Apple devices with serial numbers](#)
- [Exporting an MDM profile from MobileIron Core 7.0-9.0](#)
- [Using Apple Configurator to register an Apple device with Core](#)

MDM profile distribution with Apple Configurator

MobileIron Core supports the distribution of iOS MDM profiles by means of Apple Configurator. In addition, you can use bulk registration in the Admin Portal to automatically match users to devices based on serial number.

NOTE: Administrators who are experimenting or troubleshooting individual devices can also use the iPhone Configuration Utility to deploy a registration profile to a device.

Note The Following:

- **Do not assign user-specific configurations to the iOS label.** Devices registered through the Configurator are initially registered as anonymous users, so pushing user-specific configurations (such as Exchange configurations) introduces unnecessary processing that must be repeated after MobileIron Core matches the device to the user.
- **If you are using Apple Configurator to register devices that display the Setup Assistant, then enable supervision of the devices in Apple Configurator.** The Setup Assistant is the wizard-like interface you see when starting the device for the first time. The Setup Assistant prevents display of the registration dialogs, causing deployment of configuration profiles to fail, unless supervision is enabled.
- **Consider installing the WiFi profile in a separate operation prior to installing the MDM profile.** This approach prevents the MDM profile installation from failing if the device does not acquire an IP address (required for MobileIron Core connectivity) in a timely manner.

Automatically matching Apple devices with serial numbers

You can automatically match Apple devices with serial numbers by completing the following tasks:



- [Acquiring serial numbers](#)
- [Bulk-registering devices](#)

Acquiring serial numbers

This step is only necessary if you want to automatically associate devices with their serial numbers in Core.

To automatically associate users to Configurator-registered devices, you must bulk-register the devices on MobileIron Core and specify the device serial numbers in the registration spreadsheet.

Check the following sources for serial numbers:

- the back of the device
- in iOS (**Settings > General > About**)
- on the retail and bulk device packaging (in both readable and barcode form)
For large roll-outs of devices, we recommend using a barcode scanner and the iPhone Configuration Utility to quickly import serial numbers for tethered devices. This is particularly useful as the serial number can be copied from IPCU and pasted into the spreadsheet. This practice is also useful if you intend to recycle and re-register devices.

Bulk-registering devices

This step is only necessary if you want to automatically associate devices with their serial numbers in Core.

Before you begin

Before you bulk-register devices with MobileIron Core, make sure you have collected the serial number for each device, as described in [Acquiring serial numbers on page 69](#).

NOTE: MobileIron Core does not support creating both a bulk enrollment record and a single device record for the same user. Only a bulk enrollment or a single add device enrollment should be used for a user, not both.

Procedure

1. In the Admin Portal, select **Devices & Users > Devices > Add > Multiple Devices**.
2. Click **Sample CSV File**.
3. Save the sample file to your local drive.
4. Add an entry for each device, including the serial number.
For more information on completing the bulk registration CSV file, see the “Bulk device registration” section in the “Registering Devices” chapter of *Getting Started with MobileIron Core*.
5. In the Adding Multiple Devices dialog, click **Browse** to select the edited CSV file.
6. Click **Import File**.



Next steps

Proceed to [Exporting an MDM profile from MobileIron Core 7.0-9.0](#) or [Using Apple Configurator to register an Apple device with Core](#).

Exporting an MDM profile from MobileIron Core 7.0-9.0

Versions of MobileIron Core prior to 9.1 require exporting an iOS MDM profile prior to importing the profile into Apple Configurator, so that the MDM profile may be applied to devices using Apple Configurator.

Procedure

1. In the Admin Portal, select **Policies & Configs > Configurations**.
2. Select the **System - iOS MDM** setting, and click **Export MDM Profile**.
3. Save the file to your local drive.
The file will have a .mobileconfig extension.
4. Tether the device.
5. Prepare your devices and import the MDM profile using Apple Configurator, as described in [Preparing devices on page 71](#).
6. Follow the steps in [Creating and applying a blueprint on page 72](#).
7. For unsupervised devices, respond to the profile installation prompts displayed on the device.
Prompts do not display on supervised devices.
8. Confirm that the registration has been completed on MobileIron Core. The devices should be visible in the Admin Portal after they check in.
If you did not bulk-register the devices, they will be displayed in the Admin Portal with the "<Anonymous>" user account. When a device user installs and signs in to Mobile@Work, Core switches the device to that user's account.

Using Apple Configurator to register an Apple device with Core

NOTE: This procedure is incompatible with Apple School Manager iOS devices, and can only be done with on-premise installations of Core.

Apple Configurator allows you to provision devices using mobile device management (MDM) without having to download and manage configuration profiles. This is supported in Core 9.1 through the latest release.

Provisioning one or more devices involves the following main steps:

1. [Deleting all content and settings from an iOS device](#)
2. [Creating a Wi-Fi profile](#)



3. [Preparing devices](#)
4. [Creating and applying a blueprint](#)

Deleting all content and settings from an iOS device

You may wish to delete all content from the device before you begin. Otherwise, the device will download a new version of iOS from Apple servers, a process that may be very time consuming.

Procedure

To remove all content from the device, select **Settings > General > Reset > Erase All Content and Settings** on the iOS device.

Creating a Wi-Fi profile

MobileIron recommends creating a Wi-Fi profile so as to configure Wi-Fi for the device immediately. This allows the device to more quickly access MobileIron Core and receive the configurations for device enrollment.

Before you begin

Before creating a Wi-Fi profile, you must have completed [Deleting all content and settings from an iOS device](#).

Procedure

1. Create a WiFi profile, as described in the following link:
<https://help.apple.com/configurator/mac/2.3/#/cad51314d0e>
2. Use the following link to define Wi-Fi settings:
<https://help.apple.com/configurator/mac/2.3/#/cadbf9e6ff>

Preparing devices

Preparing devices is the first step in any iOS device deployment for Apple Business Manager or Apple School Manager. You need to prepare devices before you distribute them to users. To accomplish this task, you use the Prepare Assistant in Apple Configurator.

Procedure

- Prepare your devices for manual enrollment.
 - To prepare your devices for manual enrollment, follow the procedure described in the following link:
 - <https://help.apple.com/configurator/mac/2.3/#/cad99bc2a859>
- For the host name or URL of the MDM server, either accept the default path populated by Apple Configurator:
`https://www.example.com/devicemanagement/mdm/dep_mdm_enroll`



Or enter the full path with the following syntax:

```
https://www.example.com/mifs/c/i/reg/depenroll.mobileconfig
```

NOTE: Apple Configurator may show a message such as the following: "Unable to verify the server's enrollment URL." If so, disregard this message.

Creating and applying a blueprint

The blueprint is an Apple Configurator feature that allows you to create a sort of template for the device, including the URL of the MDM server (MobileIron Core) and the Wi-Fi profile you created in [Creating a Wi-Fi profile](#). The blueprint allows you to point to a set of configurations during setup, rather than having to specify each configuration repeatedly.

Before you begin

Before creating a blueprint, you must have completed [Creating a Wi-Fi profile](#).

Procedure

1. Create a blueprint, as described in the following link:
<https://help.apple.com/configurator/mac/2.3/#/cad5b401e306>
2. In the blueprint, specify whether you want to include an MDM profile you exported from Core, as described in [Exporting an MDM profile from MobileIron Core 7.0-9.0](#). This step is only necessary when using versions of Core earlier than 9.1.
3. Select the Wi-Fi profile you created in [Creating a Wi-Fi profile](#).
4. Tether the device to the computer:
 - a. Use a USB cable to connect the iOS device to the computer you are using to create the blueprint in Apple Configurator 2.
 - b. Select the tethered device.
 - c. Select **Actions > Apply > Name of your MDM Server**.
 - d. Repeat with any additional devices.
5. Apply the blueprint, as described in the link in step 1.



Managing Devices Enrolled in Apple Device Enrollment

MobileIron Core supports the use of the Apple Device Enrollment with iOS, macOS, and tvOS devices.

- [Apple Device Enrollment with MobileIron Core overview](#)
- [Setting up Apple Device Enrollment with MobileIron Core](#)
- [Managing Apple Device Enrollment accounts](#)

Apple Device Enrollment with MobileIron Core overview

Apple Device Enrollment allows you to quickly and easily deploy a fleet of corporate-owned iOS, macOS, and tvOS devices. With Apple Device Enrollment, organizations such as universities and corporations can purchase, enroll, and manage Apple devices en masse. After purchasing Apple devices, administrators enroll devices and manage the devices using a Mobile Device Management (MDM) server such as MobileIron Core. Apple Device Enrollment and MobileIron Core are linked so that they can easily communicate and new devices assigned to the Apple Device Enrollment account can be synchronized with Core.

Changes in Device Enrollment

The original Apple Device Enrollment portal had three sections that represented device enrollment: MDM Servers, Device Assignments and Assignment History. These three are represented in MobileIron Core as "Apple Device Enrollment." There are two types of device enrollment programs that Core manages: Apple Business Manager and Apple School Manager. Apple no longer allows new customers to sign up for the legacy Device Enrollment Program (DEP) portal at deploy.apple.com. New accounts with Apple Device Enrollment will be provisioned on Apple Business Manager.

Apple Business Manager

Apple Business Manager is a place for IT teams to automate device deployment, purchase and distribute content, and manage roles in their organizations. Working seamlessly with MobileIron Core, you can enroll devices, deploy content, and delegate administrative privileges.

The Device Enrollment Program (DEP) and the Volume Purchase Program (VPP) are now integrated into Apple Business Manager, so you can bring together everything needed to deploy iOS devices, Mac computers, and Apple TV into your organization. In Core, the terms "Device Enrollment Program (DEP) is now renamed to "Apple Device Enrollment" and "Device Enrollment." "Volume Purchase Program" (VPP) has been renamed to "Apple Licenses."



- To enroll in Apple Business Manager, see the [Apple Business Manager User Guide](#) on the Apple website. A login is required.
- To enroll in User Enrollment, see [User Enrollment with Apple Business Manager](#).

Apple School Manager

Apple School Manager is a simple, web-based portal for IT administrators to deploy iOS, macOS, and tvOS devices all from one place. When used with MobileIron Core, you can configure device settings and buy and distribute apps and books. Apple School Manager integrates with Student Information Systems (SISs) so you can quickly create accounts with school rosters and classes.

To enroll in Apple School Manager, see the [Apple School Manager User Guide](#) on the Apple website. A login is required..

Apple Device Enrollment features

Using Apple Device Enrollment for large-scale deployments, you can:

- deploy devices without having to touch them
- automate mobile device management (MDM) enrollment
- enable device supervision, including restrictions
- skip some Setup Assistant screens, allowing device users to use their devices immediately

Apple Device Enrollment setup

The main steps of setting up Apple Device Enrollment are:

1. Enrolling in the Apple Business Manager or Apple School Manager programs.
2. Linking to your MDM server, in this case, MobileIron Core.
3. Assigning devices to Core. For assigning multi-user devices, see [Configuring devices in bulk for Apple School Manager](#).
4. Applying MDM configurations, as desired.

The MDM server you are linking to is MobileIron Core. After setting up Apple Device Enrollment, you use MobileIron Core to secure and manage your devices, and apply MDM configurations.

NOTE: If you configure your devices to be supervised, you can apply additional restrictions through MobileIron Core.

Best practices for managing devices in Apple Device Enrollment

Following are some best practices to keep in mind for managing enrolled devices in a Device Enrollment Program:



- You can enroll devices in an Apple Device Enrollment you previously registered in Core, as long as you wipe and retire these devices first.
- Use Apple Device Enrollment to purchase a large group of devices, which you can more easily manage in Core.

Related topics

- [iOS / tvOS settings](#)
- [macOS settings](#)

Setting up Apple Device Enrollment with MobileIron Core

Setting up Apple Device Enrollment with MobileIron Core involves the following main steps:

1. [Editing Core roles for Apple Device Enrollment](#)
2. [Linking MobileIron Core to Apple Device Enrollment](#)
3. [Assigning devices to the Apple Device Enrollment account](#)
4. [Creating Apple Device Enrollment profiles](#)
5. [Assigning Apple Device Enrollment devices to an enrollment profile en masse](#)
6. [Checking for Apple Device Enrollment account updates](#)
7. [Updating the OS on supervised Apple Device Enrollment devices](#)

Before you begin

Sign up for Apple Business Manager. Apple's deprecated deployment accounts will continue to be supported by MobileIron Core as long as Apple continues support.

For more information, see the Apple [documentation](#) for setting up an Apple Device Enrollment account.

NOTE: When using the hold feature while registering a device with Apple Device Enrollment, it is possible for the device to get stuck in the hold screen if its Internet connectivity drops, causing the Apple MDM server to be unable to reconnect to the device. Make sure you have a stable Internet connection before registering a Apple School Manager device using the hold feature.

Editing Core roles for Apple Device Enrollment

Before you can set up and manage Apple Device Enrollment in Core, you must be sure your user name has the correct permissions for these actions. By default, user names with the administrator role will have the correct permissions.



Procedure

1. In the Core Admin Portal, select **Admin > Admins**.
2. Select the administrators whose permissions you want to edit.
3. Select **Actions > Edit Roles**.
4. In the Edit Roles window, select the following:

Item	Description
Admin Space	Select the space over which this administrator has administrative control. For example, select Global to allow the administrator to use the permissions selected here throughout Core.
Manage custom attributes	Select to allow the administrator to create custom attributes for use with Apple Device Enrollment.
Manage device enrollment (iOS only)	Select to enable Apple Device Enrollment. NOTE: You can use Apple Device Enrollment to manage macOS and tvOS devices.

5. Click **Save**.

Linking MobileIron Core to Apple Device Enrollment

Linking your MobileIron Core server to the Apple School Manager portal allows you to use Core as the designated MDM server for your Apple School Manager devices. You can then use Core to manage and secure your enrolled devices.

This process involves:

- downloading a public key from MobileIron Core and uploading it to the Apple School Manager
- downloading the Apple School Manager server token file and uploading it to MobileIron Core

After you upload it to the Apple School Manager, the public key certificate encrypts the authentication server token file for secure transfer to MobileIron Core.

NOTE: If you have multiple Apple School Manager accounts for the same instance of MobileIron Core, you can use the same certificate you download from MobileIron Core for all your Apple School Manager accounts.

NOTE: The following procedure is applicable for only Apple School Manager. If you try to create a MDM server using Apple Business Manager, you will not be able to connect it to Apple School Manager.



Procedure

1. In MobileIron Core, go to **Devices & Users > Apple Device Enrollment**.
2. Click **Add+**. The Add Account dialog box opens.

3. In the **Add Account** window, click **Download Certificate**. A .CRT file is downloaded to the file system.
4. Go to your Apple School Manager portal and sign in using a dedicated Apple ID.
5. Navigate to the Manage Servers page and add an MDM server using the certificate (.CRT file) downloaded in the previous steps.
6. Download the server token (.P7M file) from the Apple School Manager. The file will download to your default download location.
7. Go back to MobileIron Core and in the **Add Account** window, click **Browse** next to the **ServerToken** field.
8. Select the server token (.P7M file) you downloaded from the Apple School Manager portal.
9. Click **Open**.
10. Click **Save**.
11. Go back to the Apple School Manager portal.
12. Click **Done**.
13. In MobileIron Core, click **Check for Updates**. Core retrieves the new devices.

Assigning devices to the Apple Device Enrollment account

After linking your Apple School Manager account to MobileIron Core, you must add devices to your Apple Device Enrollment account. Devices added to Apple Device Enrollment are assigned to MobileIron Core, as this is the MDM server you linked to in [Linking MobileIron Core to Apple Device Enrollment on page 76](#).



Procedure

1. Go to the Apple School Manager portal and sign in using a dedicated Apple ID.
2. Navigate to the **Manage Devices** page and select the method by which you want to add devices, and take action accordingly.

Choose Devices By...	Description
Serial Number	Enter one or more comma-separated serial numbers for the devices you want to assign.
Order Number Choose an order	<ul style="list-style-type: none"> • Click the Order Number radio button. • Select a specific order number from the Choose an order drop-down list. A list of devices purchased with that order number is displayed.
Upload CSV File	<ul style="list-style-type: none"> • Click the Upload CSV File radio button. • Click the Choose File link to select a CSV file listing devices by serial number.

3. Select **Assign to Server**.
4. From the **Choose MDM Server** drop-down list, select your instance of MobileIron Core.
5. Click **OK**. The devices are assigned.

Creating Apple Device Enrollment profiles

Apple Device Enrollment profiles allow you to apply a set of mobile device management (MDM) features to the devices assigned to a given Apple deployment program account. There is no limit to the number of Device Enrollment profiles, however, you can assign only one default enrollment profile per Apple School Manager account.

NOTE: "Apple deployment program" means either Apple Business Manager or Apple School Manager.

The Apple Device Enrollment profile allows you to specify:

- Account details, such as the department of the organization to which the Apple deployment program account is assigned, and the phone number device users may call for support
- The default profile, indicating whether the enrollment profile is automatically assigned to all devices in the Apple deployment program account
- MDM features, such as enabling supervision, requiring MDM enrollment, shared iPad, and allowing devices to pair with a host
- Setup options, such as whether device users are permitted to skip screens in the Setup Assistant
- Certificates, such as anchor certificates (from which the chain of trust is derived) and pairing certificates (allowing the bearer of the certificate to pair with the device)
- Enrollment options, such as whether to use anonymous, PIN-based enrollment



NOTE: For tvOS, the Apple device enrollment profile does not get downloaded until AFTER the Wi-Fi is configured. It is advised you use ethernet for tvOS device enrollment.

Procedure

1. In the Admin Portal, go to **Devices & Users > Apple Device Enrollment**.
2. Select a Apple deployment program account, and then go to **Actions > Add Enrollment Profile**. The Add Enrollment Profile dialog box opens.
3. Create or edit an enrollment profile.
4. Click **Save**.
If you have assigned the enrollment profile as the default for devices in your Apple deployment program account, the enrollment profile is tagged with a purple icon that reads **Default**.

Apple device enrollment profile settings

The following table describes the Apple device enrollment profile settings.

TABLE 5. DEVICE ENROLLMENT PROFILE

Item	Description
Profile Name	Enter a name for the device enrollment profile. Required.
Description	Enter a description of the device enrollment profile.
Department	Enter the name of the department associated with the account. Required.
Support Phone Number	Enter the support phone number for the Apple deployment program account. Required.
Default Enrollment Profile	Select to have all devices added to this account be automatically assigned to the default profile. NOTE: If you change the default profile for your Device Enrollment account, existing devices are not affected. This means devices that were previously assigned to the old default enrollment profile continue to be assigned to the old default enrollment profile.
<i>Authentication Type</i>	
Password	Select to enable enrollment with a username and password. Device users enter their username and password when prompted.
PIN	Select to enable PIN-based enrollment. MobileIron Core will prompt the device user to enter their username and a PIN. To enable PIN-based enrollment for an individual device: 1. Go to Devices & Users > Devices . 2. Select Add > Single Device .



TABLE 5. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
	<ol style="list-style-type: none"> 3. Search for the User. 4. Select the Device Platform. Choices are Android, iOS, macOS or Windows. 5. If you select iOS or macOS, the Include Registration PIN only for Apple Device Enrollment field activates. Select this check box. 6. Enter a username, operator, and mobile number (or select This devices has no phone number) for the device, as you normally would. 7. Make other selections for Device Ownership, Device Language, and User Notification. 8. Click Register. <p>To enable PIN-based enrollment for multiple Apple deployment program devices using bulk registration:</p> <ul style="list-style-type: none"> • Create a CSV file containing the information you need to bulk register a number of devices. • Add the field Include DEP Only Registration Pin (TRUE or FALSE) to the CSV file, with a value of TRUE for all devices for which you want to enable anonymous Apple Device Enrollment. <p>For more information about single or bulk device registration in MobileIron Core, see the following sections in <i>Getting Started with MobileIron Core</i>.</p> <ul style="list-style-type: none"> • “Single device registration” • “Registering multiple devices” • “Bulk device registration CSV file requirements”
Anonymous	<p>Select to enable device enrollment without assigning a username and password during enrollment. After completing the Device Enrollment, the device will be in a signed-out state (with no user assigned).</p> <p>Usernames will be assigned after devices are distributed, using the Secure Sign In web clip. For more information about the Secure Sign In web clip, see Multi-User Support on page 138.</p> <p>NOTE: You cannot use the Anonymous enrollment option on macOS devices.</p>
<i>MDM Options</i>	
Enable supervision	<p>Select to allow Apple School Manager devices to be supervised. Supervision allows for additional restrictions and configurations to be applied to devices.</p>



TABLE 5. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
	<p>NOTE: If you configure your devices to be supervised, you can apply restrictions through MobileIron Core. For more information about applying restrictions to supervised Apple devices, see iOS / tvOS settings on page 470.</p>
Require MDM enrollment	Select to force users to apply the enrollment profile when Setup Assistant runs.
Allow MDM profile removal	Select to allow device users to remove the device from device management. If you want to prohibit Apple School Manager device users from removing MDM management, the Apple School Manager devices must be supervised.
Allow pairing	Select to allow host pairing functions, such as iTunes synchronization. Apple School Manager devices can only pair with hosts bearing valid pairing certificates.
Enable Shared iPad (multi-user) for Apple Education	<p>NOTE: This field displays only if you have an Apple Education license loaded into Core.</p> <p>Select to enable. Devices added to this profile will be configured as an Apple Education shared device. Only Managed Apple IDs as part of an Apple Education account will be allowed to log into device.</p> <p>If you opt to have shared iPads (multi-users), be sure to also select the following settings:</p> <ul style="list-style-type: none"> • Enable supervision • Require MDM enrollment
Await device configuration during Apple device enrollment Wait until policies and configurations are pushed to devices	<p>Select to configure all iOS devices to be kept in the Setup Assistant until all configurations have been pushed to the devices. This step is optional, but it can reduce support calls.</p> <p>When registering a Apple School Manager device, the device will be held in the Setup Assistant screen until MobileIron Core receives confirmation that the profiles and configurations for that device have been pushed to the device. The Apple School Manager device is then released from the Setup Assistant screen.</p> <p>Alternatively, the device is released from the Setup Assistant screen after the specified time limit has passed and Core has not received acknowledgment that the profiles and configurations have been pushed to the device.</p> <p>If a Apple School Manager device checks in with MobileIron Core,</p>



TABLE 5. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
	<p>and Core detects this device is still awaiting its profiles and configurations, Core sends a command to release the Apple School Manager device from the Setup Assistant, if a command has not already been sent. This option applies to iOS devices only.</p> <p>Time Limit (Minutes) - Enter the number of minutes for which you want to hold all iOS devices in the Setup Assistant. The default is 1 minute.</p> <p>NOTE: For macOS devices, selecting Await device configuration during Apple device setup has the effect of allowing account setup during the Apple Device Enrollment process.</p>
<i>Setup Options</i>	
<p>Skip All Options (Applicable to iOS 13.0, macOS 10.14, and macOS 10.15 through the most recently released version as supported by MobileIron. Default setting is disabled.)</p> <p>Skip Location Services</p> <p>Skip Restore from Backup</p> <p>Skip Move from Android</p> <p>Skip signing in to Apple ID and iCloud</p> <p>Skip Terms and Conditions</p> <p>Skip passcode creation</p> <p>Skip Siri</p> <p>Skip automatically sending diagnostic information</p> <p>Skip Registration Screen (macOS only)</p> <p>Skip Touch ID Setup</p> <p>Skip Apple Pay Setup</p> <p>Skip Zoom Setup</p> <p>Skip FileVault Setup Assistant Screen (macOS only)</p> <p>Skip DisplayTone Setup</p> <p>Skip the Home Button screen</p>	<p>Select the screens to be skipped when Setup Assistant runs on Apple School Manager devices.</p> <p>Note The Following:</p> <ul style="list-style-type: none"> • Selecting Skip signing in to Apple ID and iCloud auto-selects the Skip Apple Pay Setup option. • Selecting Skip passcode creation auto-selects the Skip Apple Pay Setup and Skip Touch ID Setup options. • Selecting Skip Touch ID Setup auto-selects the Skip Apple Pay Setup option. • Skip on-boarding informational screens - The information in this screen is used for user education, for example: Cover Sheet, Multitasking & Control Center. <p>You can choose to skip or enable as many screens as you like. Device users will be able to set up skipped features later.</p>



TABLE 5. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
<p>Skip iCloud Storage</p> <p>Skip the Tap To Set Up option in AppleTV (tvOS only)</p> <p>Skip the Aerial Screensavers Setup in AppleTV (tvOS only)</p> <p>Skip the Aerial Screensavers Setup in AppleTV (tvOS only)</p> <p>Skip on-boarding informational screens</p> <p>Skip the screen for Apple Watch migration</p> <p>Skip iCloud Analytics screen (macOS only)</p> <p>Skip Apple TV home screen layout sync screen (tvOS only)</p> <p>Skip the Apple TV provider sign in screen (tvOS only)</p> <p>Skip the Where is this Apple TV? screen (tvOS only)</p> <p>Skip the Privacy screen</p> <p>Skip the iMessage and FaceTime screen</p> <p>Skip the Screen Time screen (Applicable to macOS 10.15 through the most recently released version as supported by MobileIron.)</p> <p>Skip the Mandatory software update screen</p> <p>Skip the Add cellular plan screen</p> <p>Skip the Choose Your Look screen (Applicable to iOS 13.0 and macOS 10.14 through the most recently released version as supported by MobileIron.)</p> <p>Skip Express Language Setup pane (Applicable to iOS 13.0 through the most recently released version as supported by MobileIron.)</p>	

TABLE 5. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
<p>Skip Preferred Language Order pane (Applicable to iOS 13.0 through the most recently released version as supported by MobileIron.)</p> <p>Skip Get Started pane(Applicable to iOS 13.0 through the most recently released version as supported by MobileIron.)</p>	
<p>Show custom text on the Login page</p>	<p>Select to show customized text on the login page when users log in to their Apple School Manager devices.</p> <p>In the text field that appears when selecting this option, enter your customized text. You can enter up to 50 characters.</p>
<p>Anchor Certificates</p>	<p>Click Browse, to select an anchor certificate. Click Add to add an additional anchor certificate.</p> <p>The anchor certificate allows the device to trust the connection to MobileIron Core. This is the certificate from which the chain of trust is derived.</p> <p>NOTE: Certificate files must be in DER or PEM format.</p>
<p>Pairing Certificates</p>	<p>Click Browse, to select a pairing certificate. Click Add to add an additional pairing certificate. The pairing certificate allows the device to securely pair with a host possessing this certificate when Allow Pairing is disabled.</p> <p>NOTE: Certificate files must be in DER or PEM format.</p>
<p><i>macOS account creation</i></p> <p>Users must enroll macOS devices in the Apple School Manager with an administrator account. You can prompt users to create an administrator account for themselves, or you can create an administrator account in Core, which Core then pushes to macOS Apple School Manager devices.</p>	
<p>Prompt primary account setup to users</p>	<p>Select to prompt the device user to set up a primary account for the macOS Apple School Manager device.</p> <p>You can prompt the user to create a regular account or an administrator account. If you prompt users to create a regular account, you will still need to create an administrator account for enrolling macOS devices in Apple School Manager. This is because device enrollment on macOS devices requires the use of an administrator account.</p> <ul style="list-style-type: none"> • Regular user: The device user is prompted to create a regular user account. If you select this option, you must still create an



TABLE 5. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
	<p>administrator account for use on the Apple School Manager device in the Setup Managed macOS Admin Account section.</p> <ul style="list-style-type: none"> • Admin user: The device user is prompted to create an administrator account to be used when enrolling the device in Device Enrollment. You can create an additional administrator account that Core synchronizes with Apple School Manager devices by selecting the Create a new admin user account option. <p>NOTE: For macOS devices, be sure to select Await device configuration during DEP setup, as this option has the effect of allowing account setup during the Apple Device Enrollment process.</p>
Skip primary account setup	<p>Apple School Manager device user will not be prompted to setup an account when enrolling the device in Device Enrollment. You create an administrator account in Core instead, so that an administrator account exists on the device when the user enrolls in Device Enrollment.</p> <p>Select to create a new user with administrator privileges for use when configuring the Apple School Manager device.</p> <p>As there is no primary account that can be used as an admin user, you must create an admin user in the next section of this window.</p>
Create a new admin user account	<p>Select to enable the creation of an administrator account.</p> <p>Device Enrollment on macOS devices requires the use of an administrator account.</p>
<i>Setup Managed macOS Admin Account</i>	
Username	<p>Enter the username of the macOS device. This is the name that is displayed when logging on to the device.</p> <p>The administrator account you create will be associated with the macOS device bearing this username.</p>
Full Name	<p>Enter the name of the macOS device as defined in macOS under Settings > Sharing > Computer Name.</p> <p>The administrator account you create will be associated with the macOS device bearing this name.</p>
Password	<p>Enter a password for the administrator account and confirm it.</p>
Hide managed administrator account in Users & Groups	<p>Select this option to hide the administrator account from device users. When selecting Settings > Users & Groups on a macOS Apple School Manager device, the administrator account will be hidden from view.</p>



Example Device Enrollment Profiles for Apple School Manager

- Teacher Profile - create a single profile that meets your teacher requirements.
 - Student Profile (1:1) - Create a single profile that meets your student requirements for student 1:1 devices (not multi-user).
 - Shared iPad Profile (Multi-User)
- a. Create a new Add Enrollment Profile and ensure that it has the following settings selected:
 - **Enable Supervision**
 - **Require MDM Enrollment**
 - **Enable Shared iPad (multi-user) for Apple Education**
 - b. Click **Save**. The Shared iPad profile displays in the Device Enrollment page. The profile is marked as "Multi-user" and from this point forward, any devices that get this enrollment profile will automatically be set for multi-user.

PROFILE NAME	DESCRIPTION	DEPARTMENT	SUPPORT PHONE NUMBER	DEVICES
EDU Shared iPad Profile		Math101		0

Next steps

- For Apple Business Manager, continue to [Assigning Apple Device Enrollment devices to an enrollment profile en masse on page 86](#).
- For Apple School Manager, continue to [Adding your enrolled devices to your MDM server on page 113](#).

Assigning Apple Device Enrollment devices to an enrollment profile en masse

After linking MobileIron Core to a Apple Device Enrollment account, the devices assigned to this account are displayed in the Core Admin Portal. The Apple Device Enrollment devices are organized so that clicking the number in the Devices column for an account shows the devices assigned to that account. To manage your devices in Apple Device Enrollment, it can help to assign multiple devices to an enrollment profile. You can do that by:

- selecting the devices and adding them
- creating a CSV file containing the relevant devices and uploading the file to Core

You can also assign custom attributes to the devices using a CSV file. This happens when you assign these devices to an enrollment profile.

If you have already created an enrollment profile and assigned it as the default for all Apple Device Enrollment devices associated with your Apple School Manager account, then your devices have already been assigned an enrollment profile, and you can skip this step. Continue on to [Checking for Apple Device Enrollment account updates on page 88](#).



Note The Following:

- The CSV file can contain up to 5,000 devices.
- Assigning devices and profiles with a CSV file containing UTF-8 characters may cause errors due to invalid encoding.
- When adding a custom attribute to a CSV file, the column header must match the name of the custom attribute exactly. For multi-users in shared device carts, be sure the CSV file you upload has a new column for the custom attribute created when you enabled Apple Education and connected to the MDM server. Each of these devices must be pre-assigned to a device cart.
- The value of a custom attribute must match the data type of the custom attribute. For example, a boolean type custom attribute can only have a boolean value. For Apple Education Managed Apple ID and Apple Education Device Cart attributes, string is the only valid data type.

Procedure

1. Go to Apple School Manager and sign in using your Apple ID.
2. Select **Device Enrollment Program** in the sidebar.
3. Select **Manage Servers**, then click the name of the server.
4. In the Server Details window, click **Download Serial Numbers** to download a comma-separated value (CSV) file that contains the serial numbers of all assigned devices.
5. After you download the CSV file, click **OK**.
6. Open the CSV file in an editor.
7. Remove the column next to the serial numbers. This column may be called MODEL.
8. Optionally, you can assign a custom attribute to the devices listed in the CSV file by editing the CSV file. The custom attribute is assigned to devices when the devices are assigned to the enrollment profile.
 - a. Add a column to the file and name it.
 - b. The name of the column is the name of the custom attribute.
 - c. Enter a value for the custom attribute in each device row.
 - d. Optionally, add more custom attributes and values.
9. Save your changes.
10. In Core, select **Devices & Users > Apple Device Enrollment**.
11. Find the Apple School Manager account you want to use, and click the number in the **Enrollment Profiles** cell. Core displays the available enrollment profiles.
12. Select the device enrollment profile you want to use.
13. Select **Actions > Assign Devices to Profile**. The Assign Devices to Profile dialog box opens.
14. Click **Upload**, and browse for the CSV file you downloaded from the Apple School Manager Portal.
15. Click **Assign**.



Checking for Apple Device Enrollment account updates

As devices are added to the Apple Device Enrollment account on the Apple School Manager portal, and not on MobileIron Core, it is recommended to occasionally check for Device Enrollment account updates in Core. Core will synchronize with the Apple School Manager portal, and any devices that have been added or removed will be reflected in the Core Admin Portal. If an enrollment profile has been configured as the default for the Apple Device Enrollment account, the default enrollment profile will be applied to all newly assigned Apple School Manager devices.

Procedure

1. In Admin Portal, go to **Devices & Users > Apple Device Enrollment**.
2. Click **Check for Updates**.

Verifying the Apple Device Enrollment status of a device

Two values in the Device Details tab indicate the status of a device:

1. Apple School Manager Device
 - A value of true indicates the device was purchased from Apple as a Apple School Manager device. The device itself may or may not be enrolled via Apple School Manager.
 - A value of false indicates the device is either not a Apple School Manager device, or the device was a Apple School Manager device that was later removed from the Apple School Manager portal.
2. Apple Device Enrolled
 - A value of true indicates the device is enrolled in the Apple School Manager. Alternatively, the device is enrolled in the Apple School Manager and registered with Core, but the device has been removed from the Apple School Manager portal.
 - A value of false indicates the device is not currently enrolled via Apple School Manager.

If a Apple School Manager device is not enrolled in Apple Device Enrollment, you can retire and wipe the device so as to re-purpose the device for another user.

Procedure

1. In the Admin Portal, select **Devices & Users > Devices**.
2. Find the device whose enrollment details you want to examine, and click the carat (^) next to it.
3. Click the **Device Details** tab.
4. Examine the values for **DEP Device** and **DEP Enrolled**.

Updating the OS on supervised Apple Device Enrollment devices

MobileIron Core can update the iOS on supervised Apple School Manager devices, when updates are available.

NOTE: This feature is supported on supervised devices running iOS 9 through the most recently released version of iOS as supported by MobileIron.



Procedure

1. Log into MobileIron Core.
2. Select **Devices & Users > Devices**.
3. Select a supervised iOS Apple School Manager device.
4. Click **Actions**.
5. Select **iOS Only > Update OS Software**:
6. The Confirmation window appears.
7. Click **Confirm**.

Managing Apple Device Enrollment accounts

After adding one or more Apple Device Enrollment accounts to a MobileIron Core instance, several actions are available to help manage the accounts, including:

- [Viewing Apple Device Enrollment accounts in MobileIron Core](#)
- [Editing Apple Device Enrollment account information](#)
- [Removing or Re-assigning Apple Device Enrollment profile assignments](#)
- [Deleting Apple Device Enrollment profiles](#)
- [Deleting Apple Device Enrollment accounts](#)
- [Disowning devices enrolled in Apple Device Enrollment](#)

For instructions on how to set up a Device Enrollment profile, see [Setting up Apple Device Enrollment with MobileIron Core](#).

Viewing Apple Device Enrollment accounts in MobileIron Core

After setting up Apple Device Enrollment accounts in a MobileIron Core instance, you can view the status of these accounts.

Procedure

1. In Admin Portal, go to **Devices & Users**.
2. Click **Apple Device Enrollment** to display the list of accounts enrolled on the MobileIron Core instance.

NOTE: If you have not added an Apple Device Enrollment account to a particular MobileIron Core instance, a message is displayed instead of an Apple Device Enrollment account list. The message explains that no Apple Device Enrollment accounts are associated with this MobileIron Core instance yet.

The information available for each Apple Device Enrollment account is listed in the following table:



Item	Description
Account Name	Name assigned to account.
Admin Apple ID	Administrator ID received from Apple.
Organization Name	Name that you provide to Apple for the organization associated with the Device Enrollment account. Apple uses this name when displaying messages about the account.
Description	Description that you provide to Apple for the organization associated with the Apple Device Enrollment account.
Status	Account status can be one of three states: <ul style="list-style-type: none"> • Active, indicates the MobileIron Core instance is associated with one or more active Apple Device Enrollment accounts. • Invalid Token, indicates the Apple server token is either expired or invalid. • Inactive, indicates the MobileIron Core instance is associated with a deleted Apple Device Enrollment account.
Expires	Date the server token expires.
Devices	Number of devices in the Apple Device Enrollment account. Click the number to view the devices in the Devices page.
Enrollment Profiles	Number of enrollment profiles defined for the Apple Device Enrollment account. Click the number to list the enrollment profiles (see Setting up Apple Device Enrollment with MobileIron Core).

Editing Apple Device Enrollment account information

Most Apple Device Enrollment account information is derived from Apple, and cannot be edited in MobileIron Core. To edit the Apple-derived device account information, log in to your Apple School Manager and make the changes.

When the server token associated with the account is expiring, you can then change the server token by editing the MobileIron Core Apple Device Enrollment account in Core.

Procedure

1. In Admin Portal, go to **Devices & Users > Apple Device Enrollment**, and then select an account.
2. Go to **Actions > Edit Account**.
3. (Optional) To change the server token, click **Browse**, locate the file, select it, and then click **Open**.



4. (Optional) To change the account description, edit the text in **Account Description**.
5. Click **Save**.

Removing or Re-assigning Apple Device Enrollment profile assignments

This section addresses the removal or re-assigning of Apple Device Enrollment profiles.

Removing Apple Device Enrollment profiles

Removing Apple Device Enrollment devices from an enrollment profile removes the MDM and setup options from the devices.

NOTE: After Apple Device Enrollment profile assignments are pushed to devices and the devices complete setup, removing the Apple Device Enrollment profile assignments or changing the device profiles has no effect on existing devices until the device is wiped or reset.

Procedure

1. In Admin Portal, go to **Devices & Users > Apple Device Enrollment**.
2. In the row of the desired account, click the number in the Enrollment Profiles column. MobileIron Core lists the defined enrollment profiles for that account.
3. Click the number in the Devices column within the selected enrollment profile.
4. Select the profile and then select **Actions > Remove Enrollment Profile**. Alternately, you can reassign the device to a new profile by selecting **Actions > Assign Enrollment Profile**.
5. When prompted, click **Yes** to remove the devices from the enrollment profile or **No** to cancel the deletion.

Re-assigning Apple Device Enrollment profiles

1. In Admin Portal, go to **Devices & Users > Apple Device Enrollment**.
2. In the row of the desired account, click the number in the Devices column within the selected enrollment profile.
3. Select the profile and then select **Actions > Assign Enrollment Profile**.

Deleting Apple Device Enrollment profiles

Deleting an Apple Device Enrollment profile allows you to remove a set of mobile device management (MDM) features associated with the devices assigned to a given Apple Device Enrollment account. When there is a default device enrollment profile and you try to delete a different enrollment profile, Core re-assigns the device to the default device enrollment profile instead of deleting it.



Procedure

1. In Admin Portal, go to **Devices & Users > Apple Device Enrollment**.
2. Select an account and click the number in the Enrollment Profiles column for that account. MobileIron Core lists the defined enrollment profiles for that account.
3. Select the enrollment profile to delete, and then go to **Actions > Delete**.
4. When prompted, click **Yes** to delete the profile or **No** to cancel the deletion.

Deleting Apple Device Enrollment accounts

If you delete a MobileIron Core Apple Device Enrollment account, you are deleting the mapping between Core and the Apple MDM servers. Deleting a Device Enrollment account from Core does not have any affect on the Apple Device Enrollment account.

Procedure

1. In Admin Portal, go to **Devices & Users > Apple Device Enrollment**, and then select one or more accounts.
2. Go to **Actions > Delete Account**.
3. When prompted, select **Yes** to delete the chosen accounts or **No** to cancel the action.

Disowning devices enrolled in Apple Device Enrollment

If a device enrolled in Apple Device Enrollment is sold, lost or damaged beyond repair, you can remove that device from the Apple Device Enrollment portal through the MDM server. Removing the device is called "release device" or "disown device" depending upon what portal you are looking at.

NOTE: Once a device enrolled in Apple Device Enrollment is disowned, MobileIron cannot add it back. The Disown action is disabled by default and is not included in the list of actions for devices in Apple Device Enrollment. To add Disown to Actions into the Apple Device Enrollment page, call Customer Support.

Related topics

[Example Device Enrollment Profiles for Apple School Manager](#)

User Enrollment with Apple Business Manager

Apple Business Manager is a place for IT teams to automate device deployment, purchase and distribute content, and manage roles in their organizations. Apple Business Manager implements User Enrollment - an enrollment option designed for companies implementing BYOD (Bring Your Own Device). User Enrollment is a modified version of the MDM protocol with a much greater focus on user privacy, implemented with a level of security that enterprises need.



User Enrollment allows the administrator to:

- Install and remove managed applications
- Install and remove network configurations
- Install a partial VPN scoped to managed apps and accounts
- Require the usage of a password

User Enrollment applies to unsupervised devices with iOS 13.0 through the latest version as supported by MobileIron. Devices lower than iOS 13.0 will be considered "device enrollment" regardless if the device user has been enabled for User Enrollment. User Enrollment utilizes the user's managed Apple ID, which is required and associated with all enterprise apps and data on the device and in MobileIron Core.

Difference between standard MDM enrollment and User Enrollment

This section addresses the difference between standard MDM enrollment and User Enrollment with Apple Business Manager.

Standard MDM enrollment

Below is what a Core server can do in a standard MDM enrollment, but will not be able to do in User Enrollment mode in iOS 13.0.

The MDM server:

- Cannot erase the device.
- Does not see the personal apps the device user has installed on the device.
- Cannot convert user-installed apps into MDM-managed apps.
- Cannot clear the device passcode (i.e. unlock the device).
- Cannot set a long, complex device passcode requirement.
- Cannot configure a device-wide VPN or Wi-Fi proxy, nor can it do any management of the cellular functionality.
- Cannot see device identifiers like the UDID, serial number, or IMEI.
- Cannot apply many device-wide restrictions (such as restricting the app content rating), block iCloud, and apply any the supervised restrictions.

NOTE: When retiring and re-registering devices from Core, devices are registered as Standard MDM.

User Enrollment with Apple Business Manager

In User Enrollment, the MDM server can still do everything needed to manage enterprise apps, accounts, and data.

User Enrollment can:



- Install in-house apps or apps via user-based (Apple) Apps & Books licenses
- Enforce passcode payload settings:
 - allowSimple = false
 - forcePIN = true
 - minLength = 6
- Query data related to enterprise-managed apps, certificates, and profiles
- Configure a per-app VPN for apps, mail, contacts, and calendars that have been installed by MDM
- Enforce some restrictions, like managed open in, managed contacts, managed data on the lock screen, and several others

Enterprise data is stored in a separate Apple File System (APFS) volume, which is created at enrollment, and encrypted separately from device user data. This volume contains data stored by managed apps; enterprise Notes; enterprise iCloud Drive docs; enterprise Keychain entries; managed mail attachments and bodies; and calendar attachments. Un-enrolling from MDM destroys the volume and the keys.

The final requirement of User Enrollment is the user's managed Apple ID that must be associated with all enterprise apps and data on the device and in iCloud Drive. Managed Apple IDs were first utilized by Apple School Manager and are now utilized by Apple Business Manager for User Enrollment.

All third-party apps can only be either a personal app or a managed app through Core. The MDM service cannot start managing apps that the device user has already installed. In this case, the administrator will need to request the device user to delete the personal app before installing the app through MDM. The MDM service cannot start managing apps that the user has already installed. However, some system apps like Notes and Files will support both work and personal accounts.

Difference between User Enrollment vs Device Enrollment

This section covers the difference between User Enrollment and device enrollment. User Enrollment applies to devices iOS 13.0 and macOS 10.15 through the latest version as supported by MobileIron.

Devices lower than iOS 13.0 will be considered "device enrollment" regardless if the device user has been enabled for User Enrollment.

NOTE: User Enrollment for Apple Business Manager does not allow for wipe or unlock. However, the user portal will still have those options available even though they will not work.

TABLE 6. USER ENROLLMENT VS DEVICE ENROLLMENT

Functionality	User Enrollment	MAM	Device Enrollment	DEP
Erase the device and see user's personal apps	No	No	Yes	Yes



TABLE 6. USER ENROLLMENT VS DEVICE ENROLLMENT (CONT.)

Functionality	User Enrollment	MAM	Device Enrollment	DEP
Convert managed to unmanaged or vice versa	No	No	Yes	Yes
Clear device passcode, configure device-wide VPN or Wi-Fi proxy nor manage cellular functionality	No	No	Yes	Yes
See device identifiers like serial number, IMEI	No	No	Yes	Yes
Apply supervised restrictions	No	No	Yes*	Yes
Can install and configure apps and accounts	Yes	Yes	Yes	Yes
Can configure a per-app VPN for apps, mail, contacts, and calendars that have been installed by MDM	Yes	No	Yes	Yes
Can enforce some restrictions, like managed open in, managed contacts, managed data on the lock screen, and several others	Yes	No	Yes	Yes
Can query data related to enterprise-managed apps, certificates, and profiles	Yes	No	Yes	Yes

NOTE: The "Apply supervised restrictions option" will work for Device Enrollment if the device is supervised using Apple Configurator, otherwise it is unsupported.

Requirements for enabling User Enrollment

Below are the requirements for enabling User Enrollment:

- An Apple Business Manager account
- Managed Apple ID - Managed Apple ID to be associated with each enrolled device. This Managed Apple ID provides authentication for MDM management and app licensing. When the MDM pushes down apps and media, necessary Apple licenses are assigned to the Managed Apple ID associated with the device.
- Device users who are synced to LDAP are to be assigned to a device management role and associated with a Managed Apple ID.



Managing Apple School Manager Devices

This section addresses Apple School Manager and Apple Education.

- [Apple School Manager account management overview](#)
- [Best practices for managing devices in Apple School Manager](#)
- [Creating an Apple School Manager account](#)
- [Adding school information to your Apple School Manager account](#)
- [Editing Core roles for Apple Education management](#)
- [Configuring devices in bulk for Apple School Manager](#)
- [Connecting Core to Apple School Manager](#)
- [Adding your enrolled devices to your MDM server](#)
- [Creating a custom attribute to use with Apple School Manager](#)
- [Enabling Apple Education in Core](#)
- [Creating labels for Apple Education](#)
- [Configuring Shared Device Cart](#)
- [Synchronizing Core with Apple Education servers](#)
- [Distributing apps to Apple School Manager devices](#)
- [Disabling Apple Education in Core](#)
- [Checking Apple Education logs](#)

Apple School Manager account management overview

Apple School Manager is a service for schools that allows IT departments at educational institutions to manage school devices and deploy apps to these devices. With Apple School Manager, you create and assign roles to students and staff that define the permissions and restrictions applied to groups of users. Apple School Manager uses mobile device management (MDM) solutions, such as Core, to manage Apple School Manager devices.

Core uses the following to manage your Apple School Manager devices:

- an Apple Device Enrollment account, to more easily purchase and enroll devices in bulk
- a Apple License account, to manage and distribute apps to teacher and student devices with a device-based license

NOTE: In Core's user interface, the term "Apple Education" is used. "Apple School Manager portal" refers to the Apple portal (school.apple.com.)

Using Apple Device Enrollment, you can purchase and enroll devices in bulk. You then create an Apple School Manager account to which you assign your devices. Apple School Manager synchronizes with supported third-party vendor Student Information Systems (SIS) to retrieve student, teacher, and class data. Finally, you connect Apple School Manager to Core to manage school devices and use the Apple Licenses to distribute apps to



teachers and students alike (such as the Apple Classroom app for teachers only, and other apps you may wish to deploy to student devices).

NOTE: You can only use one Apple School Manager account in Core.

For more information about using Apple School Manager, refer to the following documents from Apple (an Apple login is required):

- [Education Deployment Guide](#)
- [Apple School Manager Help](#)
- [Deployment Resources](#)

Apple School Manager managed entities

The entities you manage in an Apple School Manager account include:

- **Students and teachers** - You can add students to your Apple School Manager account using your Student Information System (SIS). You can also manually add students, teachers, and classes to your Apple School Manager account.

NOTE: Apple School Manager does not synchronize user roles with Core, meaning students and teachers can only be distinguished by context, such as the name of the user teaching a class.

- **Class** - A class requires students and teachers at minimum.
- **Courses** - A unit of study associated with students and teachers. You can only view courses in Core after synchronizing with Apple School Manager servers.
- **Locations** - You can add one location and multiple sub-locations to your Apple School Manager account. You can only view locations in Core after synchronizing with Apple School Manager servers.
- **Devices** - When using Apple School Manager, Core supports supervised iPad devices running iOS 9.3 through the most recently released version of iOS as supported by MobileIron.
- **Managed Apple ID**. A managed Apple ID allows users to log in to a device and access services such as Apple School Manager, iCloud courses, and iTunes U courses. The Apple School Manager account controls the Managed Apple IDs associated with that account, enabling account administrators to reset passwords, set roles and permissions, and so on. A Managed Apple ID restricts certain services such as the user's ability to make purchases on the Apps, iBooks, and iTunes stores. When you add users to your Apple School Manager account, a Managed Apple ID is created at the time of account creation.

Related topics

For more information, see "What are Managed Apple IDs?" in the [Apple School Manager User Guide](#). An Apple login is required.

Apple School Manager device requirements

Devices you manage with Apple School Manager must:



- be supervised
- run iOS 9.3 through the most recently released version of iOS as supported by MobileIron

MobileIron recommends using Apple Device Enrollment devices with Apple School Manager for ease of management, and beginning with fresh devices. If you are re-purposing a device, MobileIron recommends you wipe and then retire the device before using it with Apple School Manager.

The Classroom app

Classroom is an iPad app that allows teachers to share documents and learning modules with students, as well as manage student devices. Teachers can use Classroom to launch apps or a textbook on student iPads and share or project documents or work.

You can use Core to distribute the Classroom app to teacher devices and configure whether students can control whether teachers can view their screens.

For more information about Classroom, see the following Apple links (an Apple login is required):

- [Getting Started with Classroom](#)
- [Classroom Help](#)

Apple School Manager setup with Core: main steps

The main steps required to set up Apple School Manager with Core are as follows:

1. [Creating an Apple School Manager account](#)
2. [Adding school information to your Apple School Manager account](#)
3. [Setting up your administrators in the Apple School Manager portal](#)
4. [Editing Core roles for Apple Education management](#)
5. [Creating a custom attribute to use with Apple School Manager](#)
6. [Configuring devices in bulk for Apple School Manager](#)
7. [Connecting Core to Apple School Manager](#)
8. [Creating Apple Device Enrollment profiles](#)
9. [Adding your enrolled devices to your MDM server](#)
10. [Enabling Apple Education in Core](#)
11. [Synchronizing Core with Apple Education servers](#)
12. [Distributing apps to Apple School Manager devices](#)

Best practices for managing devices in Apple School Manager

Following are some best practices to keep in mind for managing enrolled devices in Apple School Manager:



- Distribute the Classroom app to teacher devices using Apple Licenses and a label you create for teacher devices. Distribute any apps you want on student devices using Apple Licenses as well, and a label you create for student devices. Use device-based Apple licenses.
- You can enroll devices in an Apple Device Enrollment you previously registered in Core, as long as you wipe and retire these devices first.
- Use Apple Device Enrollment to purchase a large group of devices, which you can more easily manage in Core.
- MobileIron recommends against using anonymous enrollment.
- Using a CSV file automates the process of applying a Managed Apple ID for each device, preparing the devices for use with Apple School Manager. When enrolling devices in bulk with Apple Device Enrollment:
 - Use a modified CSV file listing both device serial numbers and the Managed Apple ID as a custom attribute value for each device.
 - For multi-users in shared device carts, be sure the CSV file you upload has a new column for the custom attribute created when you enabled Apple Education and connected to the MDM server. Each of these devices must be pre-assigned to a device cart.
- It is best to assign only one role to a given Managed Apple ID, as only one type of profile can be pushed to an Apple School Manager device (either teacher or student). If a Managed Apple ID is associated with both a teacher and a student, then the profile pushed to the device will always be a teacher profile.
- Apple's School Manager program sometimes uses the terms "leader" and "member" to indicate teacher and student, respectively.

Creating an Apple School Manager account

Contact Apple to request an Apple School Manager account. When you contact Apple, give them your current Apple Device Enrollment and Apple License accounts so that Apple can link to your Apple School Manager account. Alternatively, you can request new Apple Device Enrollment and Apple License accounts from Apple.

Note The Following:

- At this time, only educational institutions are allowed to enroll.
- Core continues to support multiple Apple Device Enrollment accounts but only one account can be used with MobileIron Core's Apple Education feature.

Next steps

- Optionally, add managers to your Apple School Manager account. Managers are essentially administrators who can add students, teachers, classes, and other information to your Apple School Manager account. For details, refer to "Add Managers" in the [Apple School Manager User Guide](#) on the Apple website. A login is required.



Adding school information to your Apple School Manager account

You can add your school information to your Apple School Manager account using a Student Information System (SIS) supported by Apple.

Before you begin

Contact Apple about creating an Apple School Manager account, as described in [Creating an Apple School Manager account](#).

Procedure

For detailed information about adding school information to your Apple School Manager account, refer to the following Apple documentation:

- [Integrate with your Student Information System \(SIS\)](#)
- [Find people in your Student Information System \(SIS\)](#)
- [View and edit SIS information](#)
- [Create Managed Apple IDs](#) in the Apple School Manager Help
- [Create Managed Apple IDs](#) Apple documentation

Next steps

You will need to set up your administrators in the Apple School Manager portal. Once you have finished, continue to [Editing Core roles for Apple Education management](#).

Editing Core roles for Apple Education management

Before you can set up and manage an Apple School Manager account, you must be sure your user name has the correct permissions for these actions. By default, user names with the administrator role will have the correct permissions.

Before you begin

You should have set up your administrators in the Apple School Manager portal.

Procedure

1. In the Admin Portal, select **Admin > Admins**.
2. Select the administrators whose permissions you want to edit.
3. Select **Actions > Edit Roles**.



4. In the Edit Roles window, select the following:

Section	Item	Description
	Admin Space	Select the space over which this administrator has administrative control. For example, select Global to allow the administrator to use the permissions selected here throughout Core.
Apple Education Management	View Apple Education	Select to allow the administrator to view the Apple Education page.
	Manage Apple Education	Select to allow the administrator to view the Apple Education page and sync with Apple School Manager servers.
	Setup Apple Education	Select to allow the administrator to view the Apple Education page, sync with Apple School Manager servers, toggle the Apple Education feature on/off, and set up an Apple School Manager account. Select to also create, delete, and apply to Class and remove classes from the Device Cart.
Settings and Services Management	Manage custom attributes	Select to allow the administrator to create custom attributes for use with Apple School Manager.
Device Management	Manage device enrollment (iOS only)	Select to enable Apple Device Enrollment.

5. Click **Save**.

Configuring devices in bulk for Apple School Manager

After you have added your devices to Apple School Manager, you must add them to Core. Teacher and student iPads must use Device Enrollment. In addition, the teacher and student 1:1 iPads must have the “Managed Apple ID” custom attribute pre-defined and Shared iPads must have the “DeviceCartName” custom attribute predefined. Assigning the devices to the correct Apple Device Enrollment Profile and setting the appropriate custom attributes can be done easily in bulk.

Before you begin

Complete the procedure in [Editing Core roles for Apple Education management](#).



Bulk-assign devices to a Teacher or Student 1:1 device enrollment profile for use with Apple Education

Procedure

1. From your Apple School Manager account, go to the MDM server configured for Apple Education in MobileIron Core and download the list of serial numbers. Only devices assigned to this MDM server can be used with the bulk-assign feature.
2. Create a CSV file to pre-assign the Managed Apple ID to the appropriate serial numbers:
 - a. Using the CSV file in step 2, remove serial numbers that are not teacher or student 1:1 devices.
 - b. Remove the column "DEVICE_TYPE".
 - c. Add a column for the column name of your Managed Apple ID custom attribute. This could be something like "ManagedAppleID" and is based on what you chose when Enabling Apple Education in MobileIron Core. You can view this attribute name at the top of your Apple Education page under the label "Managed Apple ID Attribute Name."
 - d. (Optional) Add any other custom attribute you want to the CSV file by creating a new column for the attribute and entering a value for that attribute for each device. Any custom attribute you create here must match the custom attribute you have already created in Core.
 - e. For each row, add the appropriate Managed Apple ID for the teacher or student in the column created in step c above. This will be something like "jdoe@school.com," and should match an individual in your **Apple Education > Individuals** tab.
 - f. Save the CSV file and close it.
3. Navigate to **Devices & Users > Device Enrollment** and, in the row of your Device Enrollment account, select the number link in the **Enrollment Profiles** column. The list of enrollment profiles for your Apple School Manager account displays.
4. Select an existing profile that is a "multi-user" profile and then select **Actions > Assign Devices to Profile**.
5. In the Assign Devices to Profile dialog box, click **Upload** and choose the CSV file you created above and then click **Assign**. The devices will be assigned to this enrollment profile with the appropriate individuals pre-assigned to the devices.

Bulk-assign devices to a Shared iPad (multi-user) enrollment profile for use with Apple Education

Procedure

1. From your Apple School Manager account, go to the MDM server configured for Apple Education in MobileIron Core and download the list of serial numbers. Only devices assigned to this MDM server can be used with the bulk-assign feature.
2. Create a CSV file to pre-assign the Managed Apple ID to the appropriate serial numbers:
 - a. Using the CSV file in step 2, remove serial numbers that are not Shared iPads.
 - b. Remove the column "DEVICE_TYPE".



- c. Add a column for the column name of your Device Cart custom attribute. This could be something like “DeviceCart” and is based on what you chose when Enabling Apple Education in MobileIron Core. You can view this attribute name at the top of your Apple Education page under the label “Shared Device Cart Attribute Name.”
 - d. (Optional) Add any other custom attribute you want to the CSV file by creating a new column for the attribute and entering a value for that attribute for each device. Any custom attribute you create here must match the custom attribute you have already created in Core.
 - e. For each row, add the appropriate device cart name in the column created in step c above. This will be something like “History101Cart,” and should match an individual in your **Apple Education > Shared Device Carts** tab.
 - f. Save the CSV file and close it.
3. Navigate to **Devices & Users > Device Enrollment** and, in the row of your Device Enrollment account, select the number link in the **Enrollment Profiles** column. The list of enrollment profiles for your Apple School Manager account displays.
 4. Select an existing profile that is a “multi-user” profile and then select **Actions > Assign Devices to Profile**.
 5. In the Assign Devices to Profile dialog box, click **Upload** and choose the CSV file you created above and then click **Assign**. The devices will be assigned to this enrollment profile with the appropriate individuals pre-assigned to the devices.

When you assign your Apple School Manager devices to your Apple Device Enrollment profile using the modified CSV file, Core automatically assigns the custom attribute (and its value) to each device upon registration.

The above steps can be done multiple times and can include partial lists of serial numbers. Only serial numbers in the uploaded CSV file will be edited. If you wish to remove a custom attribute for a particular device, upload the file with the column name of the custom attribute and leave the value blank.

Note The Following:

- If you assign a device cart to a device that was not registered with a multi-user device enrollment profile, the device will be configured incorrectly and will not function as a Shared iPad.
- Core will reject a CSV file that has invalid serial numbers, invalid custom attribute column names, or has invalid CSV syntax.

What happens on the device

Core sends the Apple Device Enrollment profile to the relevant devices. When the device is in setup mode, the device will be prompted to apply the configuration and be given a login to the MDM enrollment.

Related topics

For details about creating the custom attribute, see [Creating a custom attribute to use with Apple School Manager](#).



Connecting Core to Apple School Manager

Add your Apple School Manager account to Core on the Apple Device Enrollment page.

NOTE: You can use a previously created Apple Device Enrollment account for with Apple Education, regardless of whether that Device Enrollment account was originally associated with Apple School Manager. Whatever Apple Device Enrollment account you use must be associated with Apple School Manager so that it successfully retrieves Apple School Manager data. You can associate an Apple Device Enrollment account when you contact Apple to create your Apple School Manager account.

Before you begin

- Make sure you have added your school information to your Apple School Manager account. For details, see [Adding school information to your Apple School Manager account](#).
- [Configuring devices in bulk for Apple School Manager](#)

Procedure

1. Log in to your Apple School Manager account.
2. Navigate to the **MDM Servers** page on the Apple School Manager portal.
3. Click **Add MDM server** link on the lower right.
4. In the dialog box that opens, enter a name for your MobileIron Core server.
5. Switch to another browser window, and open the MobileIron Core Admin Portal.
6. In the Core Admin Portal, select **Devices & Users > Apple Device Enrollment**
7. Click **Add+**.
8. In the **Add Account** window, click **Download Certificate**.
A file type called .CRT is downloaded to the file system.
9. Switch back to the Apple School Manager portal.
10. Under **Upload Your Public Key**, click **Upload File**, and browse for the .CRT file you downloaded from Core.
11. Click **Save MDM Server**.
12. The Apple School Manager portal prompts you to download a server token file. Download the server token file.
13. In MobileIron Core, **Devices & Users > Apple Device Enrollment** dialog box, click **Browse** next to the **ServerToken** field.
14. Select the .P7M file you downloaded from the Apple School Manager portal.
15. Click **Open**.
16. Click **Save**.
Core displays a summary of the MDM server you added.



Creating Enrollment Profiles for Apple School Manager

Apple Device Enrollment profiles allow you to apply a set of mobile device management (MDM) features to the devices assigned to a given Apple deployment program account. There is no limit to the number of Device Enrollment profiles, however, you can assign only one default enrollment profile per Apple School Manager account.

NOTE: "Apple deployment program" means either Apple Business Manager or Apple School Manager.

The Apple Device Enrollment profile allows you to specify:

- Account details, such as the department of the organization to which the Apple deployment program account is assigned, and the phone number device users may call for support
- The default profile, indicating whether the enrollment profile is automatically assigned to all devices in the Apple deployment program account
- MDM features, such as enabling supervision, requiring MDM enrollment, shared iPad, and allowing devices to pair with a host
- Setup options, such as whether device users are permitted to skip screens in the Setup Assistant
- Certificates, such as anchor certificates (from which the chain of trust is derived) and pairing certificates (allowing the bearer of the certificate to pair with the device)
- Enrollment options, such as whether to use anonymous, PIN-based enrollment

NOTE: For tvOS, the Apple device enrollment profile does not get downloaded until AFTER the Wi-Fi is configured. It is advised you use ethernet for tvOS device enrollment.

Procedure

1. In the Admin Portal, go to **Devices & Users > Apple Device Enrollment**.
2. Select a Apple deployment program account, and then go to **Actions > Add Enrollment Profile**. The Add Enrollment Profile dialog box opens.
3. Create or edit an enrollment profile.
4. Click **Save**.
If you have assigned the enrollment profile as the default for devices in your Apple deployment program account, the enrollment profile is tagged with a purple icon that reads **Default**.

Apple device enrollment profile settings

The following table describes the Apple device enrollment profile settings.

TABLE 7. DEVICE ENROLLMENT PROFILE

Item	Description
Profile Name	Enter a name for the device enrollment profile. Required.
Description	Enter a description of the device enrollment profile.



TABLE 7. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
Department	Enter the name of the department associated with the account. Required.
Support Phone Number	Enter the support phone number for the Apple deployment program account. Required.
Default Enrollment Profile	<p>Select to have all devices added to this account be automatically assigned to the default profile.</p> <p>NOTE: If you change the default profile for your Device Enrollment account, existing devices are not affected. This means devices that were previously assigned to the old default enrollment profile continue to be assigned to the old default enrollment profile.</p>
<i>Authentication Type</i>	
Password	Select to enable enrollment with a username and password. Device users enter their username and password when prompted.
PIN	<p>Select to enable PIN-based enrollment. MobileIron Core will prompt the device user to enter their username and a PIN.</p> <p>To enable PIN-based enrollment for an individual device:</p> <ol style="list-style-type: none"> 1. Go to Devices & Users > Devices. 2. Select Add > Single Device. 3. Search for the User. 4. Select the Device Platform. Choices are Android, iOS, macOS or Windows. 5. If you select iOS or macOS, the Include Registration PIN only for Apple Device Enrollment field activates. Select this check box. 6. Enter a username, operator, and mobile number (or select This devices has no phone number) for the device, as you normally would. 7. Make other selections for Device Ownership, Device Language, and User Notification. 8. Click Register. <p>To enable PIN-based enrollment for multiple Apple deployment program devices using bulk registration:</p> <ul style="list-style-type: none"> • Create a CSV file containing the information you need to bulk register a number of devices. • Add the field Include DEP Only Registration Pin (TRUE or FALSE) to the CSV file, with a value of TRUE for all devices for which you want to enable anonymous Apple Device Enrollment.



TABLE 7. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
	<p>For more information about single or bulk device registration in MobileIron Core, see the following sections in <i>Getting Started with MobileIron Core</i>.</p> <ul style="list-style-type: none"> • “Single device registration” • “Registering multiple devices” • “Bulk device registration CSV file requirements”
Anonymous	<p>Select to enable device enrollment without assigning a username and password during enrollment. After completing the Device Enrollment, the device will be in a signed-out state (with no user assigned).</p> <p>Usernames will be assigned after devices are distributed, using the Secure Sign In web clip. For more information about the Secure Sign In web clip, see Multi-User Support on page 138.</p> <p>NOTE: You cannot use the Anonymous enrollment option on macOS devices.</p>
<i>MDM Options</i>	
Enable supervision	<p>Select to allow Apple School Manager devices to be supervised. Supervision allows for additional restrictions and configurations to be applied to devices.</p> <p>NOTE: If you configure your devices to be supervised, you can apply restrictions through MobileIron Core. For more information about applying restrictions to supervised Apple devices, see iOS / tvOS settings on page 470.</p>
Require MDM enrollment	<p>Select to force users to apply the enrollment profile when Setup Assistant runs.</p>
Allow MDM profile removal	<p>Select to allow device users to remove the device from device management. If you want to prohibit Apple School Manager device users from removing MDM management, the Apple School Manager devices must be supervised.</p>
Allow pairing	<p>Select to allow host pairing functions, such as iTunes synchronization. Apple School Manager devices can only pair with hosts bearing valid pairing certificates.</p>
Enable Shared iPad (multi-user) for Apple Education	<p>NOTE: This field displays only if you have an Apple Education license loaded into Core.</p> <p>Select to enable. Devices added to this profile will be configured as an Apple Education shared device. Only Managed Apple IDs as</p>



TABLE 7. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
	<p>part of an Apple Education account will be allowed to log into device.</p> <p>If you opt to have shared iPads (multi-users), be sure to also select the following settings:</p> <ul style="list-style-type: none"> • Enable supervision • Require MDM enrollment
<p>Await device configuration during Apple device enrollment Wait until policies and configurations are pushed to devices</p>	<p>Select to configure all iOS devices to be kept in the Setup Assistant until all configurations have been pushed to the devices. This step is optional, but it can reduce support calls.</p> <p>When registering a Apple School Manager device, the device will be held in the Setup Assistant screen until MobileIron Core receives confirmation that the profiles and configurations for that device have been pushed to the device. The Apple School Manager device is then released from the Setup Assistant screen. Alternatively, the device is released from the Setup Assistant screen after the specified time limit has passed and Core has not received acknowledgment that the profiles and configurations have been pushed to the device.</p> <p>If a Apple School Manager device checks in with MobileIron Core, and Core detects this device is still awaiting its profiles and configurations, Core sends a command to release the Apple School Manager device from the Setup Assistant, if a command has not already been sent. This option applies to iOS devices only.</p> <p>Time Limit (Minutes) - Enter the number of minutes for which you want to hold all iOS devices in the Setup Assistant. The default is 1 minute.</p> <p>NOTE: For macOS devices, selecting Await device configuration during Apple device setup has the effect of allowing account setup during the Apple Device Enrollment process.</p>
<i>Setup Options</i>	
<p>Skip All Options (Applicable to iOS 13.0, macOS 10.14, and macOS 10.15 through the most recently released version as supported by MobileIron. Default setting is disabled.)</p> <p>Skip Location Services</p>	<p>Select the screens to be skipped when Setup Assistant runs on Apple School Manager devices.</p> <p>Note The Following:</p> <ul style="list-style-type: none"> • Selecting Skip signing in to Apple ID and iCloud auto-selects the Skip Apple Pay Setup option.



TABLE 7. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
<p>Skip Restore from Backup</p> <p>Skip Move from Android</p> <p>Skip signing in to Apple ID and iCloud</p> <p>Skip Terms and Conditions</p> <p>Skip passcode creation</p> <p>Skip Siri</p> <p>Skip automatically sending diagnostic information</p> <p>Skip Registration Screen (macOS only)</p> <p>Skip Touch ID Setup</p> <p>Skip Apple Pay Setup</p> <p>Skip Zoom Setup</p> <p>Skip FileVault Setup Assistant Screen (macOS only)</p> <p>Skip DisplayTone Setup</p> <p>Skip the Home Button screen</p> <p>Skip iCloud Storage</p> <p>Skip the Tap To Set Up option in AppleTV (tvOS only)</p> <p>Skip the Aerial Screensavers Setup in AppleTV (tvOS only)</p> <p>Skip the Aerial Screensavers Setup in AppleTV (tvOS only)</p> <p>Skip on-boarding informational screens</p> <p>Skip the screen for Apple Watch migration</p> <p>Skip iCloud Analytics screen (macOS only)</p> <p>Skip Apple TV home screen layout sync screen (tvOS only)</p> <p>Skip the Apple TV provider sign in screen (tvOS only)</p> <p>Skip the Where is this Apple TV?</p>	<ul style="list-style-type: none"> • Selecting Skip passcode creation auto-selects the Skip Apple Pay Setup and Skip Touch ID Setup options. • Selecting Skip Touch ID Setup auto-selects the Skip Apple Pay Setup option. • Skip on-boarding informational screens - The information in this screen is used for user education, for example: Cover Sheet, Multitasking & Control Center. <p>You can choose to skip or enable as many screens as you like. Device users will be able to set up skipped features later.</p>



TABLE 7. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
<p>screen (tvOS only)</p> <p>Skip the Privacy screen</p> <p>Skip the iMessage and FaceTime screen</p> <p>Skip the Screen Time screen (Applicable to macOS 10.15 through the most recently released version as supported by MobileIron.)</p> <p>Skip the Mandatory software update screen</p> <p>Skip the Add cellular plan screen</p> <p>Skip the Choose Your Look screen (Applicable to iOS 13.0 and macOS 10.14 through the most recently released version as supported by MobileIron.)</p> <p>Skip Express Language Setup pane (Applicable to iOS 13.0 through the most recently released version as supported by MobileIron.)</p> <p>Skip Preferred Language Order pane (Applicable to iOS 13.0 through the most recently released version as supported by MobileIron.)</p> <p>Skip Get Started pane(Applicable to iOS 13.0 through the most recently released version as supported by MobileIron.)</p>	
<p>Show custom text on the Login page</p>	<p>Select to show customized text on the login page when users log in to their Apple School Manager devices.</p> <p>In the text field that appears when selecting this option, enter your customized text. You can enter up to 50 characters.</p>
<p>Anchor Certificates</p>	<p>Click Browse, to select an anchor certificate. Click Add to add an additional anchor certificate.</p> <p>The anchor certificate allows the device to trust the connection to MobileIron Core. This is the certificate from which the chain of trust is derived.</p> <p>NOTE: Certificate files must be in DER or PEM format.</p>



TABLE 7. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
Pairing Certificates	<p>Click Browse, to select a pairing certificate. Click Add to add an additional pairing certificate. The pairing certificate allows the device to securely pair with a host possessing this certificate when Allow Pairing is disabled.</p> <p>NOTE: Certificate files must be in DER or PEM format.</p>
<p><i>macOS account creation</i></p> <p>Users must enroll macOS devices in the Apple School Manager with an administrator account. You can prompt users to create an administrator account for themselves, or you can create an administrator account in Core, which Core then pushes to macOS Apple School Manager devices.</p>	
Prompt primary account setup to users	<p>Select to prompt the device user to set up a primary account for the macOS Apple School Manager device.</p> <p>You can prompt the user to create a regular account or an administrator account. If you prompt users to create a regular account, you will still need to create an administrator account for enrolling macOS devices in Apple School Manager. This is because device enrollment on macOS devices requires the use of an administrator account.</p> <ul style="list-style-type: none"> • Regular user: The device user is prompted to create a regular user account. If you select this option, you must still create an administrator account for use on the Apple School Manager device in the Setup Managed macOS Admin Account section. • Admin user: The device user is prompted to create an administrator account to be used when enrolling the device in Device Enrollment. You can create an additional administrator account that Core synchronizes with Apple School Manager devices by selecting the Create a new admin user account option. <p>NOTE: For macOS devices, be sure to select Await device configuration during DEP setup, as this option has the effect of allowing account setup during the Apple Device Enrollment process.</p>
Skip primary account setup	<p>Apple School Manager device user will not be prompted to setup an account when enrolling the device in Device Enrollment. You create an administrator account in Core instead, so that an administrator account exists on the device when the user enrolls in Device Enrollment.</p> <p>Select to create a new user with administrator privileges for use when configuring the Apple School Manager device.</p> <p>As there is no primary account that can be used as an admin user,</p>



TABLE 7. DEVICE ENROLLMENT PROFILE (CONT.)

Item	Description
	you must create an admin user in the next section of this window.
Create a new admin user account	Select to enable the creation of an administrator account. Device Enrollment on macOS devices requires the use of an administrator account.
<i>Setup Managed macOS Admin Account</i>	
Username	Enter the username of the macOS device. This is the name that is displayed when logging on to the device. The administrator account you create will be associated with the macOS device bearing this username.
Full Name	Enter the name of the macOS device as defined in macOS under Settings > Sharing > Computer Name . The administrator account you create will be associated with the macOS device bearing this name.
Password	Enter a password for the administrator account and confirm it.
Hide managed administrator account in Users & Groups	Select this option to hide the administrator account from device users. When selecting Settings > Users & Groups on a macOS Apple School Manager device, the administrator account will be hidden from view.

Example Device Enrollment Profiles for Apple School Manager

- Teacher Profile - create a single profile that meets your teacher requirements.
 - Student Profile (1:1) - Create a single profile that meets your student requirements for student 1:1 devices (not multi-user).
 - Shared iPad Profile (Multi-User)
- a. Create a new Add Enrollment Profile and ensure that it has the following settings selected:
 - **Enable Supervision**
 - **Require MDM Enrollment**
 - **Enable Shared iPad (multi-user) for Apple Education**
 - b. Click **Save**. The Shared iPad profile displays in the Device Enrollment page. The profile is marked as "Multi-user" and from this point forward, any devices that get this enrollment profile will automatically be



set for multi-user.



Next steps

[Adding your enrolled devices to your MDM server.](#)

Adding your enrolled devices to your MDM server

After completing your Device Enrollment, you must add devices to your MDM server.

Before you begin

Complete the procedure in [Creating Apple Device Enrollment profiles](#).

Procedure

1. Log in to the Apple School Manager portal.
2. Select **Devices > Device Assignments**.
3. On the **Manage Devices** page, select the method by which you want to add devices, and take action accordingly.

Choose Devices By...	Description
Serial Number	Enter one or more comma-separated serial numbers for the devices you want to assign.
Order Number Choose an order	<ul style="list-style-type: none"> • Click the Order Number radio button. • Select a specific order number from the Choose an order drop-down list. A list of devices purchased with that order number displays.
Upload CSV File	<ul style="list-style-type: none"> • Click the Upload CSV File radio button. • Click the Choose File link to select a CSV file you created for the devices you want to assign.

4. Select **Assign to Server**.
5. From the **Choose MDM Server** drop-down list, select your instance of Core.
6. Click **Done**.
The devices are assigned.
7. Switch to the Core Admin Portal.



8. Select **Devices & Users > Apple Device Enrollment**.
9. Click **Check for Updates**.
Core retrieves the new devices.

Related topics

For more information, see the [Apple School Manager User Guide](#) on the Apple website. A login is required.

Next steps

[Enabling Apple Education in Core](#)

Creating a custom attribute to use with Apple School Manager

NOTE: This step is optional, as you can create the custom attribute when you turn on the Apple Education feature, as described in [Enabling Apple Education in Core](#) . If you prefer to create your own custom attribute when enabling Apple Education, skip this procedure and continue on to [Enabling Apple Education in Core](#) .

Apple Education requires the creation of custom attributes so that devices can be assigned to either an individual (teacher or student) or to a device cart. Each device can be either a teacher device, student device, or multi-user student device (shared iPad.) These education roles are determined by the values entered into the custom attributes on a device.

NOTE: You can have a total of 300 custom attributes in Core.

When using Apple Education, there are two custom attributes used to determine the above education roles. The first custom attribute is used to link a device to an individual. These devices are called 1:1 (one to one) devices and are linked via the Managed Apple ID as shown in Apple School Manager and in the Apple Education “Classes” tab. The second custom attribute is optional and is only used if you want to enable the use of Shared iPads. This custom attribute is the device cart name and it is what is used to link the device to the device cart.

You can setup these custom attributes prior to enabling Apple Education in MobileIron Core in order to help organize existing teacher / student 1:1 devices. Devices in device carts will need to be wiped and restarted after enabling Apple Education in MobileIron Core. Once that is done, you can set up the device carts and Multi-user Device Enrollment Profiles.

It is not advisable to have a custom attribute value that has a Managed Apple ID associated to both a teacher *and* a student. It will result in the device being associated to an Apple Education role of Teacher. If Core has insufficient data to associate a device with a relevant class, then the Apple Education role for that device is None.

NOTE: Devices with an Apple Education role of None will not receive a valid Apple Education role, which precludes these devices from participating in Classroom app activities.



Before you begin

Complete the procedure in [Adding your enrolled devices to your MDM server](#).

Procedure

- Follow the procedure for adding a device custom attribute in [Adding custom attributes to users and/or devices](#).
- Assign your custom attribute the value type string.

Enabling Apple Education in Core

When you enable Apple Education in Core, the following occurs:

- Core creates components required to synchronize with Apple School Manager, such as a certificate enrollment profile. Creating an Apple enrollment device profile makes it easier to manage Apple School Manager devices.
- You select a previously created custom attribute or create a new custom attribute to correlate the devices in Core with the devices in your Apple School Manager account. The custom attribute matches the Managed Apple ID assigned to each user in Apple School Manager or device cart, and must be of type string.
- Core checks existing devices for values in the defined custom attribute column, and associates relevant devices with courses from the synchronized Apple School Manager data.
- Core evaluates devices to determine whether the devices have a value for the custom attribute you created. Values should match either the Managed Apple ID for that device or the device cart name for shared iPads.

When enabling Apple Education for the first time, Core creates the following entities:

- 2 local certificate authorities (CA)
- 2 certificate enrollments
- 1 Apple Education configuration (only one auto-generated Apple Education configuration can exist in Core)
- 1 label: All Education

NOTE: MobileIron does not recommend editing the certificate enrollment settings and the local CAs. There is no need to apply labels to these automatically-created settings, as Core automatically applies the "All Education" label to them.

Before you begin

- Be sure to read [Apple School Manager account management overview](#).
- Create the Apple Device Enrollment account. See [Connecting Core to Apple School Manager](#).
- Complete the procedure in [Adding your enrolled devices to your MDM server](#).
- (Optional) Complete the procedure in [Creating a custom attribute to use with Apple School Manager](#).



- When using Apple School Manager, Core supports supervised iPad devices running iOS 9.3 through the most recently released version of iOS as supported by MobileIron. See [Apple School Manager device requirements](#).
- **IMPORTANT:** Before devices are registered with MobileIron Core, ensure that the devices are associated either to a Managed AppleID or to a device cart. See [Shared devices cart](#)

In Apple Education, there are three types of device users. Each device used in Apple School Manager must be mapped to one of these device usertypes:

- **Teacher using 1 device (1:1)**
 - Teacher iPads are required to be assigned directly to the teacher. This assignment is done through setting the teachers' device's custom attribute for the managed Apple ID to the teachers' Managed Apple ID.
 - Example scenario of Teacher 1:1 device usage: At the beginning of class, the teacher will open the Classroom app and start the class enabling the teacher to see all the students' activity.
- **Student using 1 device (1:1)**
 - One student gets an iPad. This iPad is associated to a Managed Apple ID. After this device has been associated to classes, the device is ready for use.
 - Example scenario of Student 1:1 device usage: At the beginning of the school session, a student is assigned an iPad for use in classes. This iPad is associated to their Managed Apple ID through the Apple Education's Managed Apple ID custom attribute for that device. This device will stay with the student throughout the school session.
- **Students sharing a device (multi-user)**
 - Two students share the same iPad and that iPad is associated to a device cart. If a device belongs to a student or a teacher, do not select this field.
 - Example scenarios of shared devices cart usage: One device cart will be associated to Room 32 in a local high school. There are 15 iPads associated to that device cart. Throughout the day, Room 32 cycles through a History class and an English class. At the beginning of the History class, one student picks up an iPad, logs in using a Managed Apple ID and uses it during the class time. At the end of History, the student returns the iPads to the device cart. When English class starts a student picks up an iPad, logs in using a Managed Apple ID and uses it during class. At the end of class, the student returns it to the device cart.

Procedure

1. Select **Devices & Users > Apple Education**.
A toggle button on the page reads **Off**.
2. Click the toggle button to enable Apple Education.
The toggle now reads **On**.
3. Enter the information in the following table:



Item	Description
Apple Device Enrollment Account	<p>Click the drop-down list and select the Apple Device Enrollment account.</p> <p>NOTE: Make sure to select only an Apple Device Enrollment account associated with Apple School Manager.</p>
CustomAttributes	<p>Select the custom attribute you created to map devices enrolled in Apple School Manager. You can have a total of 300 custom attributes in Core.</p> <ul style="list-style-type: none"> • Managed Apple ID Attribute Name - (Required) Use this field for 1:1 devices, which can be teachers or students. Select from the drop-down or enter a name that you have determined use when configuring the custom attribute for the device. This will link the device to the individual user. An example of a Managed Apple ID Attribute Name would be AppleEduID. <p>NOTE: Teachers can only be 1:1 devices whereas students can either be 1:1 or multi-user. One device can belong to only one individual and that connection using custom attributes is associated to the name of the attribute you enter here.</p> <ul style="list-style-type: none"> • Shared Device Cart Attribute Name- (Optional) This custom attribute is used to create a mapping between a device and a cart. Enter a name that you will use to assign devices to specific device cart via custom attributes or select the custom attribute name you created. If a shared device cart name is not entered, the device cart tab and links in Apple Education are not shown. One shared device can belong to only one device cart and that connection using custom attributes is associated to the name of the attribute you enter here. An example of a Shared Device Cart Attribute Name would be DeviceCart. <p>NOTE: The Shared Device Cart Attribute Name must be different from the Managed Apple ID Attribute Name.</p>
Restrictions	<p>Shared Observation Modification Control-</p> <ul style="list-style-type: none"> • Not selecting this check box allows the device user privacy, as per the General Data Protection Regulation (GDPR) in Europe. • If you want to allow the teacher to remotely control the students' screens, select this check box. Once selected, this check box cannot be disabled.

4. Click **Save**.

A sync to the Apple Education data located in the Apple School Manager begins and the data (classes, individuals, shared device carts, etc.) downloads into Apple Education. The "Sync Status" field at the top of the Apple Education page displays the status of the sync. The page automatically refreshes and reloads.

Once the sync is done, you can view your courses in Apple Education and begin managing them.



Related topics

- For details about assigning a custom attribute to Apple School Manager devices later in bulk, see [Configuring devices in bulk for Apple School Manager](#).
- For more information about Shared Device Cart, see <Configuring Shared Device Cart>.

Creating labels for Apple Education

Labels can be assigned to a class, location, course, or type of device. Use the Apple Education labels to assign apps and configurations, like WiFi and Restrictions. For example, you may decide to have a Label for each location's WiFi. Or you may have the WiFi configuration based on location and type of device, as Teachers may be able to access more hosts than students. In addition, you will want to have a teacher label and assign that label to the Classroom App.

Procedure

1. Click on Devices & Users > Devices.
2. Click Advanced Search.
The Advanced Search dialog box expands.
3. Click the drop-down arrow and expand Apple Education.
4. Use these guidelines to complete your search criteria using the query builder or by manually editing the expression.

Field	Description	Example
Apple Education Enabled	Enter a unique name that clearly identifies the purpose of the label.	"apple_education.apple_education_in_use" = true
Class ID	Enter the unique class ID. An example, class ID could be: 02015a85-2815-4939-b6e0-b29334cad952	"apple_education.class_id" starts with "02015a"
Course ID	Enter the unique course ID, for example, a history class that runs June 2018.	"apple_education.course_id" starts with "CA12@314"



Field	Description	Example
Location ID	Enter the unique location ID. You are assigned one location for your Apple School Manager account. Through the Apple School Manager portal, you can add additional locations.	"apple_education.location_id" = "[CA12@314]"
Apple Education Role	Enter the unique teacher's ID name / number.	Common uses: "apple_education.role" equals "Teacher" "apple_education.role" equals "Student" "apple_education.role" equals "Student (MultiUser)" "apple_education.role" starts with "Student"

5. Click **Save to label**.
6. Type a name and description for the new label.
7. If Notes for Audit Logs is enabled, a text dialog box opens. Enter the reason for the change and then click **Confirm**. For more information, see [Best practices: label management](#).

Configuring Shared Device Cart

When Apple Education is enabled, the Shared Device Carts tab is populated with all the potential device carts based on the unique values stored in the custom attributes for the device cart. From this tab, an admin can select one or more device carts and assign them to a class.

NOTE: It is very important that before devices are turned on, you have **all Shared iPads** associated to a device cart. You want all the profiles to be ready for the device before logging into the device. Once a device is logged into using an Apple ID, all the relevant course information will be downloaded onto the device.

Procedure

1. Select **Shared Device Cart** tab.
2. The tab displays four columns:



Field	Description
Device Cart	Clicking on the name of the Device Cart allows you to re-name the device cart.
Classes	The number of classes associated to the device cart displays. Clicking on the number opens the Class List dialog box. When finished viewing the class information, click OK .
Registered Devices	Clicking on View Devices opens the Device List dialog box. When finished viewing the device information, click OK .
Actions	Clicking on the X in the relevant Action row deletes the Device Cart. You will get a confirmation prompt.

3. Click **Add New Device Cart**.
The Add New Device Cart dialog box opens.
4. Enter a name into the **Device Cart Name** field and then click **Add**.
The new name displays in the Shared Device Carts tab.

NOTE: Be aware of making changes to Shared Device Carts during school hours. Changing device carts, classes and associations will cause profiles to be re-evaluated and pushed to the devices. This can cause the devices to be slow. It is advised that you make changes during after school hours or on weekends.

Next steps

Proceed to [Applying a device cart to a class](#).

Related topics

For multi-users in shared device carts, it is useful to upload a CSV file with all the devices pre-assigned to a device cart into a Apple Device Enrollment profile. For more information, see [Configuring devices in bulk for Apple School Manager](#).

Applying a device cart to a class

Applying a class to a device cart displays a new class dialog list.

NOTE: The class list is searchable and sortable. A class requires students and teachers at minimum. Classes without a student or teacher should not be assigned to device carts as that will cause invalid configurations.

Procedure

1. Click the **Shared Device Carts** tab.
2. Select a cart and then click **Apply to Classes**.
The Apply Cart to Classes dialog box opens.
TIP: To view the classes that are already in the cart, click on the **Selected** tab.
3. In the **All** tab, select the class(es) you want to associate to that device cart and then click **Apply**.



4. To remove a class, click **Remove from Classes**.
The Remove Cart from Classes dialog box opens.
5. Selecting the box next to the Class Name field selects all classes. Alternately, select the individual classes you want to remove.
6. Click **Remove**.
7. Repeat steps if you want to remove additional classes from a Device Cart.
8. Once you have all your devices mapped, click on the **Sync** button or wait for the automatic sync. Core automatically syncs every 24 hours (since the last scheduled sync.)

Note The Following:

- In Shared iPad mode, the iPad cannot be reset/erased by the end user. To reset the device, send the Wipe command to the device. Then on the device, login with any Managed Apple ID that is part of that EDU account. When the device is logged in, it will get the Wipe MDM command. DO NOT retire the device until it has been reported as wiped and is no longer in "Wipe Pending" state.
- If you toggle Apple Education to OFF, the students' names, device carts, class information, etc., will be deleted. The custom attributes and device values will remain.

Synchronizing Core with Apple Education servers

Synchronizing Core with Apple Education servers allows you to view the most recent information in your Apple Education account. Core synchronizes with Apple School Manager daily. This option is available to synchronize on demand as needed.

The Last Sync time stamp indicates the last time and date Core synchronized Apple Education data. **Sync Status** indicates the synchronization progress, success, or failure.

NOTE: Synchronizing with Apple Education servers can take some time.

Before you begin

Complete the procedure in [Enabling Apple Education in Core](#)

Procedure

1. Select **Devices & Users > Apple Education**. The Apple Education page displays.
2. Under Apple Education, click the **Sync** button.
When Core has completed the synchronization attempt, the Sync Status indicates whether the synchronization was successful.
3. Optionally, click the status to view more information about the status of the synchronization.
For example, if the synchronization failed, click **Failed**. A pop-up window is displayed, indicating that the synchronization with Apple School Manager failed, the error that caused the failure, and the time stamp of when the synchronization attempt began.



4. If the sync fails, click **Sync** again.

Alternatively, wait for Core to automatically sync with Apple School Manager servers. Core attempts to sync with Apple School Manager every 24 hours.

What happens in Core

After synchronizing with Apple School Manager, you can see the complete list of individuals, classes, locations, and so on, including the role of the individual, such as teacher or student. Core extrapolates roles based on class and individual information, which includes course, location, teacher, and students.

To view the number of teachers and students:

- Select **Policies & Configs > Configurations > System - Apple Education Configuration**.
- Click **Details** to view the number of teachers and students.

What happens on the device

If the device has a value for the Managed Apple ID custom attribute and that ID is not associated to a class (as either a student or teacher), Core shows a value of none for the Role column in the table of Apple School Manager data. In this case, that device shows an error for the Apple Education configuration.

If a class lacks a teacher or students, then Core shows an error indicating that the configuration is not set.

Distributing apps to Apple School Manager devices

You can distribute apps to teachers and students. The simplest way to do this is to use Apple Licenses and a label for teachers and students. Typically, you would distribute the Classroom app to teachers, and other apps to students. You will need to apply device-based Apple licenses to the iOS apps you distribute to Apple School Manager devices.

NOTE: Using a device-based Apple License allows Apple School Manager users to install and use the iOS apps you distribute to them, regardless of the account they use on the device. By configuring any distributed apps to automatically install to the device after the device is registered to Core, you ensure your users have the requisite apps.

NOTE: Shared iPad logged-in users are not allowed to install apps via the Apple App Store and are required to be installed through MDM.

Before you begin

- You need to set up Apple Licenses on Core before distributing iOS apps to Apple School Manager devices. For more information, see "Importing licensed apps from Apple Licenses account" in the *MobileIron Apps@Work Guide*.
- Complete the procedure in [Synchronizing Core with Apple Education servers](#).



Procedure

NOTE: For detailed instructions on adding importing apps for use in Apple Education, see the "Using the wizard to import iOS apps from the Apple App Store" section in the *MobileIron Apps@Work Guide*.

1. In the Admin Portal, go to **Apps > App Catalog**.
2. Click **Add+**.
3. Click **iTunes**.
4. Search for the app by name, for example enter Classroom to search for the Classroom app.
5. Select the app and then click **Next**.
6. Enter the basic information into the screen. The Application Name and Min. OS Version fields are read-only.
7. Select **Next**.
8. Select **Send installation request or send convert unmanaged to managed app request (iOS 9 and later) on device registration or sign-in** so that after device registration is complete, the device user is prompted to install this app. If the app is already installed as an unmanaged app, the app will be converted to a managed app.
9. Select **Enforce conversion from unmanaged to managed app (iOS 9 or later)** to allow the app to be converted from an unmanaged app to a managed app in Apps@Work on devices running iOS 9 through the most recently released version supported by MobileIron. The unmanaged app will not require uninstall, as it will be converted directly to a managed app.
10. Click **Finish**.
The app displays in the **App Catalog**.
11. Repeat the preceding steps for any student apps you want to distribute to student devices.
12. Create two labels, one for teachers, and one for students.
 - a. Go to **Device & Users > Labels** and click **Add Label**.
 - b. Enter a unique name for the label, such as `teachers` or `students`.
 - c. For the label type, select **Filter**.
 - d. In the **Criteria** field, enter a search expression for the label.
For the teachers label, enter: `"apple_education.role = "teacher"`
For the students label, enter: `"apple_education.role = "student"`
 - e. Click **Save**.
 - f. Repeat these steps so that you have one label for teachers and one label for students.
13. Apply a device-based Apple license to the app or apps.
 - a. Select **Apps > App Catalog**.
 - b. Use the check box to select the app or apps to which to apply Apple License device-based licensing.
 - c. Select **Manage Licenses** from the **Actions** menu.
 - d. In the License Summary page, select the desired license account.



- e. In the Account Details page, expand **License Type**, select **Device-based License**, and then click **Save**.
 - f. Expand **License Label Management** and select the desired labels so that target devices that request the selected app receive device-based VPP licenses. This applies to devices running iOS 9.0 through the most recently released version as supported by MobileIron.
14. Apply the apps to the relevant labels.
 - a. Select **Apps > Apps Catalog**, and check the box next to the Classroom app.
 - b. Click **Actions > Apply to Labels**.
 - c. Select the teachers label you created and click **Apply**.
 - d. Repeat these steps with the students label, and any apps you want to distribute to students.

Disabling Apple Education in Core

When disabling Apple Education in Core, Core deletes all Apple School Manager data from its database, including:

- Apple Education entities, such as courses, classes, teachers, and students
- Certificate policies

Core does not delete:

- labels associated with Apple School Manager
- assignments
- custom attributes
- local CAs and certificates

Before you begin

Before disabling Apple Education in Core, you must do the following:

1. Retrieve all Apple School Manager devices.
2. Make sure no devices are in lost mode.
3. Wipe all Apple School Manager devices.
4. Retire all Apple School Manager devices from Core.

Procedure

1. Select **Devices & Users > Apple Education**.
A toggle button on the page reads **On**.
2. Click the toggle button to disable Apple Education.
Core shows a warning message.



3. Click **Disable Apple Education**.
The toggle now reads **Off**.

Related topics

- For details about wiping a device, see [Wipe on page 176](#).
- For details about retiring devices, see “Retiring Devices” in the *Getting Started Guide*.

Checking Apple Education logs

You can check the audit logs in Core for the status of actions related to Apple Education.

You can check the following filters to view the status of actions related to Apple Education:

- Disable iOS Education
- Enable iOS Education
- Sync iOS Education with ASM

Procedure

1. Select **Logs > Audit Logs**.
2. From the filters on the left, expand **DEP**.
3. Select any or all of the filters related to Apple Education:
 - Disable iOS Education
 - Enable iOS Education
 - Sync iOS Education with ASM

4. Click **Search**.

Core shows any actions related to the filters you select, including the following details:

- Action
- State
- Performed by
- Action Date
- Completed At
- Performed On
- Details



Managing Apple Business Manager

This section addresses Apple Business Manager.

- [User Enrollment with Apple Business Manager](#)
- [Connecting Core to Apple Business Manager](#)

User Enrollment with Apple Business Manager

Apple Business Manager is a place for IT teams to automate device deployment, purchase and distribute content, and manage roles in their organizations. Apple Business Manager implements User Enrollment - an enrollment option designed for companies implementing BYOD (Bring Your Own Device). User Enrollment is a modified version of the MDM protocol with a much greater focus on user privacy, implemented with a level of security that enterprises need.

User Enrollment allows the administrator to:

- Install and remove managed applications
- Install and remove network configurations
- Install a partial VPN scoped to managed apps and accounts
- Require the usage of a password

User Enrollment applies to unsupervised devices with iOS 13.0 through the latest version as supported by MobileIron. Devices lower than iOS 13.0 will be considered "device enrollment" regardless if the device user has been enabled for User Enrollment. User Enrollment utilizes the user's managed Apple ID, which is required and associated with all enterprise apps and data on the device and in MobileIron Core.

Difference between standard MDM enrollment and User Enrollment

This section addresses the difference between standard MDM enrollment and User Enrollment with Apple Business Manager.

Standard MDM enrollment

Below is what a Core server can do in a standard MDM enrollment, but will not be able to do in User Enrollment mode in iOS 13.0.

The MDM server:



- Cannot erase the device.
- Does not see the personal apps the device user has installed on the device.
- Cannot convert user-installed apps into MDM-managed apps.
- Cannot clear the device passcode (i.e. unlock the device).
- Cannot set a long, complex device passcode requirement.
- Cannot configure a device-wide VPN or Wi-Fi proxy, nor can it do any management of the cellular functionality.
- Cannot see device identifiers like the UDID, serial number, or IMEI.
- Cannot apply many device-wide restrictions (such as restricting the app content rating), block iCloud, and apply any the supervised restrictions.

NOTE: When retiring and re-registering devices from Core, devices are registered as Standard MDM.

User Enrollment with Apple Business Manager

In User Enrollment, the MDM server can still do everything needed to manage enterprise apps, accounts, and data.

User Enrollment can:

- Install in-house apps or apps via user-based (Apple) Apps & Books licenses
- Enforce passcode payload settings:
 - allowSimple = false
 - forcePIN = true
 - minLength = 6
- Query data related to enterprise-managed apps, certificates, and profiles
- Configure a per-app VPN for apps, mail, contacts, and calendars that have been installed by MDM
- Enforce some restrictions, like managed open in, managed contacts, managed data on the lock screen, and several others

Enterprise data is stored in a separate Apple File System (APFS) volume, which is created at enrollment, and encrypted separately from device user data. This volume contains data stored by managed apps; enterprise Notes; enterprise iCloud Drive docs; enterprise Keychain entries; managed mail attachments and bodies; and calendar attachments. Un-enrolling from MDM destroys the volume and the keys.

The final requirement of User Enrollment is the user's managed Apple ID that must be associated with all enterprise apps and data on the device and in iCloud Drive. Managed Apple IDs were first utilized by Apple School Manager and are now utilized by Apple Business Manager for User Enrollment.

All third-party apps can only be either a personal app or a managed app through Core. The MDM service cannot start managing apps that the device user has already installed. In this case, the administrator will need to request the device user to delete the personal app before installing the app through MDM. The MDM service cannot start



managing apps that the user has already installed. However, some system apps like Notes and Files will support both work and personal accounts.

Difference between User Enrollment vs Device Enrollment

This section covers the difference between User Enrollment and device enrollment. User Enrollment applies to devices iOS 13.0 and macOS 10.15 through the latest version as supported by MobileIron.

Devices lower than iOS 13.0 will be considered "device enrollment" regardless if the device user has been enabled for User Enrollment.

NOTE: User Enrollment for Apple Business Manager does not allow for wipe or unlock. However, the user portal will still have those options available even though they will not work.

TABLE 8. USER ENROLLMENT VS DEVICE ENROLLMENT

Functionality	User Enrollment	MAM	Device Enrollment	DEP
Erase the device and see user's personal apps	No	No	Yes	Yes
Convert managed to unmanaged or vice versa	No	No	Yes	Yes
Clear device passcode, configure device-wide VPN or Wi-Fi proxy nor manage cellular functionality	No	No	Yes	Yes
See device identifiers like serial number, IMEI	No	No	Yes	Yes
Apply supervised restrictions	No	No	Yes*	Yes
Can install and configure apps and accounts	Yes	Yes	Yes	Yes
Can configure a per-app VPN for apps, mail, contacts, and calendars that have been installed by MDM	Yes	No	Yes	Yes
Can enforce some restrictions, like managed open in, managed contacts, managed data on the lock screen, and several others	Yes	No	Yes	Yes
Can query data related to enterprise-managed apps, certificates, and	Yes	No	Yes	Yes



TABLE 8. USER ENROLLMENT VS DEVICE ENROLLMENT (CONT.)

Functionality	User Enrollment	MAM	Device Enrollment	DEP
profiles				

NOTE: The "Apply supervised restrictions option" will work for Device Enrollment if the device is supervised using Apple Configurator, otherwise it is unsupported.

Requirements for enabling User Enrollment

Below are the requirements for enabling User Enrollment:

- An Apple Business Manager account
- Managed Apple ID - Managed Apple ID to be associated with each enrolled device. This Managed Apple ID provides authentication for MDM management and app licensing. When the MDM pushes down apps and media, necessary Apple licenses are assigned to the Managed Apple ID associated with the device.
- Device users who are synced to LDAP are to be assigned to a device management role and associated with a Managed Apple ID.

Connecting Core to Apple Business Manager

This section covers enabling User Enrollment for Apple Business Manager:

1. [Manage MDM Settings](#)
2. [Add the Server Token](#)
3. [Create users to enable User Enrollment for local users and LDAP users](#)
4. [Configure LDAP group members to inherit Apple User Enrollment Roles](#)
5. [Match the Location and the Account](#)
6. [Distribute apps to Apple Business Manager devices](#)
7. [Configuration settings for Apple Business Manager User Enrollment](#)
8. [Wi-Fi Policy for user-enrolled devices](#)

Once you have completed the above steps, then you can proceed to:

- [Device user instructions for registering using User Enrollment](#)
- [Using Logs for Troubleshooting](#)

For instructions on using Federated authentication, see the [Apple Business Manager User Guide](#) on the Apple website. A login is required.



Before you begin

- You must have an Apple Business Manager account. See business.apple.com.

Manage MDM Settings

You will need to make some settings on the MDM page.

Procedure

1. In the Admin portal, click **Settings > iOS > MDM**.
2. Select the **Enable User Enrollment** check box and then click **Save**.
3. Check that your certificate is valid. If not valid, on the MDM page, click the **Install MDM Certificate** button.
The MDM Certificate Generation dialog box opens.
4. Click **Download Certificate Signing Request**.
5. Click **Upload MDM Certificate**.
The Upload MDM Certificate dialog box opens.
6. Browse to the certificate, select it and then click **Upload Certificate**.

Add the Server Token

Download the server token from Apple Business Manager.

Procedure

1. Login to Apple Business Manager.
2. Click **Settings > Apps and Books**.
3. Download the server token for your location.

Create users to enable User Enrollment for local users and LDAP users

This section covers creating local and LDAP users and setting the User Enrollment for unsupervised Apple devices. User Enrollment will not work on supervised devices or devices enrolled in Apple's Device Enrollment Program.

Procedure

1. In the Admin portal, go to **Devices & Users > Users**.
2. Click **Add > Local New User**.
Enter the new user information. For more information on how to create a user, see "Add New User window" in the *Getting Started with MobileIron Core*.
3. Select a user and click **Actions > Assign Roles**.



The Assign Roles dialog box opens.

4. Select **Use Apple User Enrollment (For Apple unsupervised device only)**.
A text field displays.
5. Enter the **Managed Apple ID** for the user.
6. Click **Save**.

Configure LDAP group members to inherit Apple User Enrollment Roles

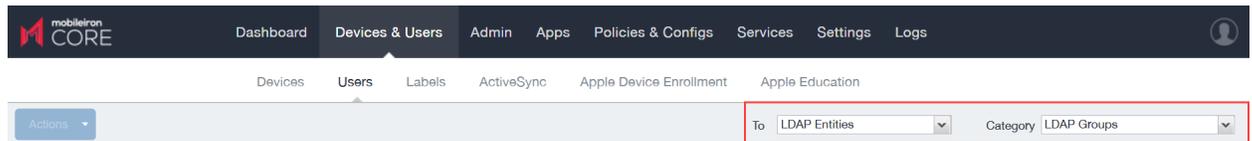
You can configure LDAP group members to inherit Apple User Enrollment roles. This gives all the users in that group the Apple User Enrollment setting.

Before you begin

Create your LDAP groups. For instructions, see "Configuring the set of LDAP groups" in *Getting Started with MobileIron Core*.

Procedure

1. In the **Devices & Users > Users** page, set the search criteria in the To field to: **LDAP Entries** and the Category field to: **Authorized LDAP Groups**. You can also choose different categories in your search.



The search results display in the Users page.

2. Select a group and click **Actions > Assign Role(s)**.
The Assign Roles dialog box opens.
3. Select **Use Apple User Enrollment (For Apple unsupervised device only)** and add the email address for User Enrollment and Managed Apple ID. You can also use standard substitution variables, for example: \$USERID\$@mobileiron.com.

NOTE: Substitution variables are allowed for use with LDAP Groups only and not for LDAP Users.

TABLE 9. SUPPORTED SUBSTITUTION VARIABLES FOR USER ENROLLMENT

Substitution variable	More information	Sample of substituted value
\$USERID\$	Login ID (email address format)	jdoe@myCompany.com
\$EMAIL\$	Email address	jdoe@myCompany.com
\$EMAIL_DOMAIN\$	The domain part of the email	myCompany.com



TABLE 9. SUPPORTED SUBSTITUTION VARIABLES FOR USER ENROLLMENT (CONT.)

Substitution variable	More information	Sample of substituted value
	address (part after the '@')	
\$EMAIL_LOCAL\$	The local part of the email address (part before the '@')	jdoe
\$FIRST_NAME\$	First name	Jane
\$LAST_NAME\$	Last name	Doe
\$DISPLAY_NAME\$	Display name	Jane Doe, CEO
\$USER_DN\$	Distinguished Name	CN=Jane Doe, OU=NA,OU=Users, OU=XY, DC=myCompany, DC=com
\$USER_UPN\$	The Microsoft userPrincipalName attribute	jdoe@myCompany.com
\$USER_LOCALE\$	Locale	en_US
\$USER_CUSTOM1\$	Custom field defined for LDAP	The value of the variable as defined in LDAP settings.
\$USER_CUSTOM2\$	Custom field defined for LDAP	The value of the variable as defined in LDAP settings.
\$USER_CUSTOM3\$	Custom field defined for LDAP	The value of the variable as defined in LDAP settings.
\$USER_CUSTOM4\$	Custom field defined for LDAP	The value of the variable as defined in LDAP settings.
\$CN\$	Common Name (CN) attribute extracted from the distinguished name	Jane Doe
\$OU\$	Organizational Unit (OU) attribute extracted from the distinguished name	XY
\$SAM_ACCOUNT_NAME\$	The Microsoft sAMAccountName attribute	jdoe
\$REALM\$	The domain component of an LDAP entry	mycompany.com

4. Click **Save**.



Managing users that belong to multiple groups

If a device user belongs to multiple groups (or nested groups) and is assigned a managed Apple ID substitution variable for various groups, this means there are more than one option available for each user. Core cannot determine which option to use. This results in Core creating an audit log entry (Logs > Audit Logs > filter by Managed Apple ID) with the error message: “More than one LDAP Group managed Apple ID option.”

To resolve this, assign the concrete Managed Apple ID for the specific LDAP user by using the following instructions.

Procedure

1. Go to **Devices & Users > Users** page, set the following parameters:
 - To: **LDAP Entities**
 - Category: **LDAP users**
 - search for: your LDAP user
2. Select a user, click **Actions > Assign Role(s)**.
The Assign Roles dialog box opens.
3. Select **Use Apple User Enrollment (For Apple unsupervised device only)** and add a unique email address for User Enrollment and Managed Apple ID.

NOTE: Apple ID substitution variables are not valid for individual users or local users. Use a valid, managed Apple ID, for example, joesmith@mobileiron.com.

4. Click **Save**.

Match the Location and the Account

In order for the User Enrollment to work in Core, the Apple App License Account needs to be part of the same Apple Business Manager account. Within Apple Business Manager, if you have an account listed in Locations, you need to have an Apps and Books matched to the same location. You may need to add a new location (EXAMPLE: West Coast.)

NOTE: Apple may change their Apple Business Manager software without notice.

Procedure

If you have an Apple license account (VPP from Apple Business Manager) that is in the same Apple Business Manager account as the Managed Apple IDs that you will be using, you can skip steps 2 and 3.

1. Go to Apple Business Manager and log in.
2. In Apple Business Manager, go to **Settings > Apps and Books**.
3. Add a New Location, enter in the information and then click **Save**.

NOTE: It may take several minutes for the new location to display.



4. Go to **Accounts** and search for the user name.
5. Select the user and click **Edit**.
6. Give the user **Content Manager** permissions for the (new) location, for example, West Coast.)
7. Sign out of Apple Business Manager to allow the permissions to take effect. It is recommended you wait several minutes before going to the next step.
8. Log into Apple Business Manager.
9. Go to **Locations** and confirm the new location is displaying.

Distribute apps to Apple Business Manager devices

You can search for iOS apps on the Apple App Store and add them to the App Catalog for distribution to Apple Business Manager devices. You can also add your own in-house apps for iOS and macOS.

For more information, see "Importing licensed apps from Apple Licenses account" in the *MobileIron Apps@Work Guide*.

NOTE: Apple User Enrolled devices will not report unmanaged apps and are unable to convert an unmanaged app to a managed app. Please adjust compliance actions accordingly.

Before you begin

Purchase your apps in Apple Business Manager.

Procedure

Now you need to import the apps you just purchased into Core.

1. In the Admin portal, go to **Apps > Apple Licenses**.
2. Select the account name and then click **Actions > Update licenses**.
The Update licenses dialog box opens.
3. Select the applications you wish to import into Core and then click **Import**. It may take a few minutes to import into Core.
4. Go to **Apps > App Catalog** and import the apps.
5. Select a newly-imported app, for example, MobileIron Mobile@Work, and then click **Actions > Manage Licenses**.
The License Summary page displays.
6. Click on the link of the license.
The detailed license page displays.
7. In the License Label management section, click **Apply To labels**.
The Apply to Labels dialog box opens.



8. Select the desired label and click **Apply**.

NOTE: For License Type, it does not matter which option you select (user-based or device-based), it will always be a user-based license when the device was registered with Apple User Enrollment. If this app is shared with other types of enrollment, device-based would be the suggested setting so that your device user will not need to enter their iTunes/Apple credentials before installing the app.

From here, you can take optional actions:

- Install apps - see "Using the wizard to import iOS apps from the Apple App Store" in the *MobileIron Apps@Work Guide*.
- Apply labels - see "Managing Labels" in *Getting Started with MobileIron Core*.

Configuration settings for Apple Business Manager User Enrollment

This section covers additional configuration settings required for Apple Business Manager User Enrollment: VPN and Wi-Fi.

VPN for User-enrolled devices

User Enrolled devices can only have Per-App VPNs and can no longer have VPNs configured for the whole device. It is recommended that you create one or more VPN configurations specifically for User Enrollment. Now whenever the app is installed, the appropriate VPN configuration will also be installed automatically.

It is recommended that when assigning labels to VPN configurations, the labels should not include devices that are User Enrolled. Using a filter label, you can filter out user enrolled devices by setting in the filter:

```
"ios.apple_user_enrolled_device"= false
```

Procedure

The below steps ensure when the app is installed on the user device, the appropriate VPN configuration will also be automatically installed.

1. Follow the instructions in [Managing VPN Settings](#) to setup a new VPN. Be sure to select **Per App VPN** as part of your configuration.
2. Go to **Apps > App Catalog**.
3. Click the link of an app and then click **Edit**.
4. In the Per-App VPN Settings section, select the newly-created VPN and move it to the panel on the right.
5. Click **Save**.

From here, you can optionally apply a label to your Apple license. See "Applying an Apple license label to an app" in the *MobileIron Apps@Work Guide*.

NOTE: MobileIron recommends that administrators modify labels for VPN configurations to exclude User Enrolled Devices if the VPN is not supported on User Enrollment. This can be done using the



device detail "ios.apple_user_enrolled_device" and including it in the label definition, e.g.: AND "ios.apple_user_enrolled_device" = true

Wi-Fi Policy for user-enrolled devices

You need a Wi-Fi policy specifically for user-enrolled devices.

1. In the Admin portal, go to **Policies & Configs > Policies**.
2. Click **Add New > Wi-Fi**.
The New Wi-Fi Setting dialog box opens.
3. Enter the information. In the Proxy Type field, select **Auto**. This is the only proxy type that can be used for user-enrolled devices.
For more information about Wi-Fi, see [Wi-Fi settings](#).

Device user instructions for registering using User Enrollment

This section addresses the actions the device user needs to take for registering Apple User Enrollment. The below steps will work with any app your company purchased - the example app used is the MobileIron client app, Mobile@Work.

Procedure

1. On the iOS device, open Safari (never Chrome) and type in the URL for Mobile@Work: `registrations.company.com/go`.
2. The Mobile@Work login displays. The device user is to log in using their MobileIron local user or LDAP credentials.
The registration page displays with a message saying the profile was downloaded.

NOTE: You must complete registration within 10 minutes or you will have to start registration process over.

3. Tap **Settings**. The Settings page displays.
4. Tap **Enroll in [Your Company Name]**.
5. The User Enrollment page displays.
6. Tap **Enroll My iPhone**.
If you tap Cancel and Delete Profile, you will have to start the registration process all over again.
7. You will be presented with a login for either Apple or your Federated account. Enter the password for your Managed Apple ID. (The Managed Apple ID will be listed at the top of your login page.)
8. You may be presented with the option to stay signed in, make a selection.
9. A page displays stating the "Enrollment is Successful."

Using Logs for Troubleshooting

To troubleshoot errors or issues for a User Enrolled device, start by reviewing the device MDM logs.



Procedure

1. In the Admin portal, go to **Devices & Users > Devices**.
2. Click on the device to open up the Device Details page.
3. Select the **Logs** tab.
A list of available logs display.
4. Select the **MDM Activity** link to display the list of MDM actions performed on the device.
5. From the MDM Activity page, you can filter the actions based on a date range, the state of the action (for example, Error) or the action itself (for example, Install Managed Application.)
If the action is in the Error state, a **View Error** link displays. Click this link to see more details about the error.

View reports on devices

You can see a report on devices by selecting the device , clicking the Log tab and then clicking the **MDM Activity** link.

Activation Error

Errors occur when the device is supervised. Users cannot use a supervised device for User Enrollment. There is no remedy for this as supervised devices cannot be used with User Enrollment.

App fails to install (AppAlreadyInstalled)

The most common Install Managed Application error is `AppAlreadyInstalled`. This error occurs when the device has the app installed in the private space. Since the MDM service is unable to see private apps and is unable to convert the app to managed, an Install Managed Application command sent for an already-installed app will get this error message.

Procedure

1. Instruct the device user to remove the app from the device.
2. Instruct the device user to tap “Install” for the app within Mobile@Work.

Procedure(Alternate)

Alternatively, you can send a new installation request to the device for that application.

1. Navigate to **Apps > App Catalog**.
2. Select the check box next to the app.
3. Click **Actions** and select **Send Installation Request**.
4. Select the option to Send request for new installations.
5. Under Actions, choose Select devices to send message and then click **Apply**.
6. Search for the device, select the check box and then click **Send**.



Multi-User Support

This section addresses multi-user access for devices including secure sign-in and sign-out settings.

- [About multi-user support](#)
- [Using Secure Sign-In and Sign-Out](#)
- [Setting Secure Sign-In preferences](#)
- [Setting unique restrictions for signed-out devices](#)
- [Enabling Secure Sign-In](#)
- [Customizing the multi-user secure sign-in web clip](#)
- [Remote sign-out from a multi-user iOS device](#)
- [Setting automatic sign-out for multi-user devices](#)

About multi-user support

MobileIron Core supports multi-user access for iOS devices. This feature enables multiple employees to use the same device. The Secure Sign-In feature ensures that the profiles and apps are removed when the device user signs out and reinstalled when the next user signs in. Options enable you to specify whether Wi-Fi settings and passcodes are removed. Each app is handled based on how that app is configured for quarantine.

NOTE: When setting up email for devices with multi-user sign-in, the exchange profile must always use a user-based certificate. The user-based certificate will ensure secure access to email for all users. Using a device-based certificate can result in one user sending or receiving emails for another user. When configuring the user-based certificate, select the **Proxy enabled** and **Store certificate keys on MobileIron Core** options. This allows the user certificate and private key to be delivered each time they log in on the shared device.

Using Secure Sign-In and Sign-Out

Devices configured for multi-user support receive a Secure Sign-In web clip.

Procedure

1. Tap **Secure Sign-In**.
The Secure Sign-In page displays
2. Enter a valid username and password and then tap **Sign-In**.
After successfully signing in, Core sends to the device the profiles configured for the signed-in user.



3. To sign out, tap **Secure Sign Out**.

Core removes the profiles assigned to the signed-out device user.

Optionally, Core can remove the managed apps assigned to the signed-out device user. The setting for this is in the "Remove app when device is quarantined or signed out" field. For more information, see "Using the wizard to import iOS apps from the Apple App Store" in the *MobileIron Apps@Work Guide*.

NOTE: Web content filters can affect the Secure Sign-in web clip. Ensure your web content filters do not block access to Core. Blocking access to Core disables the secure sign-in web clip. For more information, see [iOS / tvOS settings on page 470](#).

Setting Secure Sign-In preferences

For multi-user devices, you can determine whether Wi-Fi settings are removed upon user sign out.

WARNING: If you remove Wi-Fi settings on sign out for Wi-Fi only devices, these devices will be unable to connect to any network after the first user signs out.

Procedure

1. In the Admin Portal, go to **Settings > System Settings > Users & Devices > Multi-User**.
2. Select one of the following settings to specify how to handle Wi-Fi settings when device users sign out:
 - **Keep Wi-Fi settings**
 - **Remove Wi-Fi settings for cellular-enabled devices**
 - **Remove Wi-Fi settings for cellular-enabled and Wi-Fi-only devices**
3. If you want to clear the passcode on the device when the device user signs out, select the **Clear passcode** option.
4. Click **Save**.

Setting unique restrictions for signed-out devices

The Signed-Out label enables you to specify more stringent restrictions for multi-user devices when a user signs out. This is a dynamic label that applies automatically to any multi-user iOS device that does not have a signed-in user.

Specifying restrictions involves the following main steps:

1. Create the restrictions that you want applied when a user signs out.
For example, you might want to disable access to YouTube when an authorized user is not signed in.
2. Apply each policy and configuration to the **Signed-Out** label.



Suppose you want iPads to be restricted to basic web use when an authorized user is not signed in. You would need to create a Restrictions configuration to lock down the camera, inappropriate content, screen captures, app installation, and so on.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > iOS / tvOS > Restrictions**. The New Restrictions Setting dialog box opens.
3. Assign a **Name** to the configuration.
4. Clear the check boxes for the items you want to restrict.
5. Click **Save**.
6. Select the new configuration.
7. Select **Actions > Apply To Label**.
8. Select **Signed-Out**.
9. Click **Apply**.

Core sends the new restriction settings to multi-user devices upon sign-out.

Enabling Secure Sign-In

NOTE: If you intend to distribute certificates to multi-user devices, MobileIron recommends using user certificates instead of device certificates. This practice ensures that email is configured for the correct user.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select the **System - Multi-User Secure Sign-In** configuration.
3. Select **Actions > Apply To Label**.
4. Select the label or labels that represent the devices to be configured for multi-user sign-in.
5. Click **Apply**.

Customizing the multi-user secure sign-in web clip

You can change the look and feel of the multi-user secure sign-in web clip for iOS devices.

Possible changes include:

- a customized touch icon for the web clip
- removing the icon from iOS screens
- running the web clip in full-screen mode (except when using MobileIron Tunnel or VPN Safari domain rules)



- enabling a pre-composed web clip touch icon, so that devices running versions of iOS prior to iOS 7 will display the icon, as designed, without any additional effects imposed on touch icons on versions of iOS prior to 7

Procedure

- Go to **Policies & Configs > Configurations**.
- Select the **System - Multi-User Secure Sign-In** configuration. The Configuration Details pane displays on the right.
- Click **Edit**. The Modify Web Clips Setting window displays.
- Click the **Secure Sign-In** web clip link. The Edit Web Clip dialog box opens.
- Use [Customizing the multi-user secure sign-in web clip](#) to edit the web clip as desired.
- Click **Save**.
- In the **Edit Web Clip Setting** window, click **Save**.

Item	Description
Name	Do not modify the name of the web clip.
Address/URL	This URL points to the default multi-user sign-in page that is included with MobileIron Core. The page is located at <code>https://<your host name>/mifs/c/multiuser.html</code> . Modify the URL if you wish to point to a customized multi-user sign-in page.
Icon	By default, this points to the multi-user sign-in web clip touch icon shown in Using Secure Sign-In and Sign-Out on page 138 . To upload a customized touch icon: <ol style="list-style-type: none"> Click Browse. Select the customized icon. Click Open.
Removable	Select to allow iOS device users to remove the multi-user web clip.
Full Screen	Select to enable the web clip to display in full screen mode on iOS devices. NOTE: Full screen mode will not work for web clips when devices running iOS 8 through the most recently released version as supported by MobileIron use MobileIron Tunnel or Safari domain VPN rules.
Precomposed	Select to use a precomposed icon for the web clip. Precomposed icons will display on iOS 6 through iOS 7 devices as designed, without the imposing of iOS visual effects.

Remote sign-out from a multi-user iOS device

You can use the Admin Portal to remotely sign out users from multi-user devices.



Procedure

1. Go to **Devices & Users > Devices**.
2. Select the device in the Devices page.
3. Select **Actions > iOS Only > Sign out**.

The following table lists the items removed from a multi-user device when remotely signing out a user.

TABLE 10. ITEMS REMOVED BY MOBILEIRON CORE ON SIGN OUT FROM A MULTI-USER iOS DEVICE

Item	Remove on sign-out?
Apps@Work access	Yes
Docs@Work access	Yes
Passcode	Optional
Restrictions	No
Wi-Fi	Optional
VPN, Per-app VPN, VPN on Demand	Yes
Email	Yes
Exchange	Yes
LDAP	Yes
CalDAV	Yes
CardDAV	Yes
Subscribed Calendars	Yes
Web Clips	No
Credentials (Certificates)	Yes
SCEP	Yes
Mobile Device Management	No
APN	No
Single-App Mode	Yes
Global HTTP Proxy	Yes
Generic Configuration Profiles	No
Provisioning Profiles (Configurations)	No
Provisioning Profiles (App Distribution)	No



Item	Remove on sign-out?
General	No
AirPlay	No
AirPrint	No
Network Usage Rules	No
Web Content Filter	No
Managed App Config	Yes
Single Sign-on Account	Yes

Setting automatic sign-out for multi-user devices

You can configure MobileIron Core so that a user on a multi-user device is automatically signed out of Core. The user is signed-out after an iOS device is locked *and* a configured time period has elapsed since AppConnect app activity. This feature requires that you are using AppConnect for iOS apps on the device and Mobile@Work 11.0 for iOS through the most recently released version as supported by MobileIron.

If you configure automatic sign-out to occur after a configured time period, the following scenario occurs:

1. A user locks a device which is configured for multi-user access or the user switches to a non-AppConnect app.
2. The configured period elapses.
3. A user unlocks the device and opens an AppConnect app, or the user switches back to an AppConnect app from a non-AppConnect app.
4. Control switches to Mobile@Work for iOS, which sends a sign-out command to MobileIron Core.

The user is signed out of Core.

Procedure

1. Go to **Policies & Configurations > Policies**.
2. Select the AppConnect Global policy that is applied to the multi-user devices.
3. In the Device Details page, click **Edit**. The Modify AppConnect Global Policy dialog box opens.
4. In the AppConnect field, select **Enable**.
5. In the **iOS** portion of the **AppConnect Security Controls on Device** section, select **Enable multi-user auto sign-out after X minutes of inactivity**.
6. Enter a value between 5 and 120 for the number of minutes of inactivity before the automatic sign-out occurs.
7. Click **Save**.



Related topics

"Configuring the AppConnect global policy" in the *MobileIron Core AppConnect and AppTunnel Guide for MobileIron Core*.



Searching for Devices

The **Devices** page in the Admin Portal, offers both basic and advanced searching features. The basic search features provide a way to find devices or users using a limited set of criteria. The Advanced search features allow you to create complex search queries using the full set of available criteria. You can also apply advanced search criteria to a new or existing/unassigned or existing/unused label.

The topics in this chapter include the following advanced topics:

- [Basic searching](#)
- [Advanced searching](#)
- [Using the query builder](#)
- [Using a manually edited search expression](#)
- [Using both the query builder and manual editing](#)
- [Negative operators with advanced search](#)
- [Clearing an advanced search](#)
- [Searching for retired devices](#)
- [Searching for blocked devices](#)
- [Saving a search criterion to a label](#)

Refer to the *Getting Started with MobileIron Core* for the most commonly used topics for managing devices, such as:

- [Using the Dashboard](#)
- [Creating custom attributes](#)
- [Deleting retired devices](#)

NOTE: The features described in this section are supported on macOS devices.

Basic searching

You can quickly search for devices based on the following criteria:

- Label
- iOS MAC Address
- iOS Serial Number
- iOS UDID

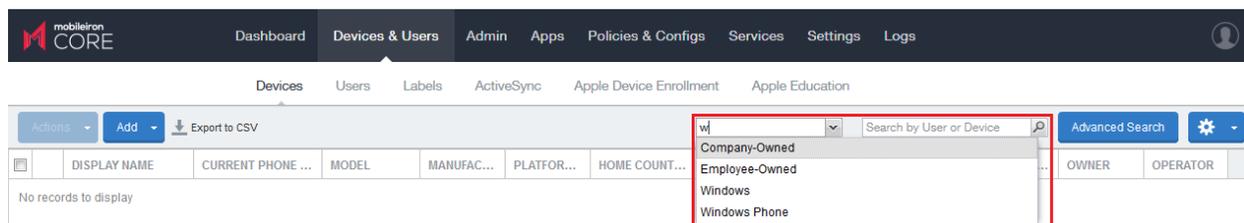


- User Principal/ID
- User Email Address
- User First/Last Name

To search by label, you can:

- select the appropriate label name from the **Labels** list.
 - enter the initial letters of the label name in the **Labels** list.
- The list changes to show only label names containing the letters you entered.

FIGURE 5. SEARCH BY LABEL



To search by the other criteria, select any label in the **Labels** list then use the following syntax in the **Search by User or Device** field:

- mac:<iOS MAC Address>
- sn:<iOS Serial Number>
- udid:<iOS UDID>
- uid:<User Principal/ID>
- mail:<User Email Address>
- name:<User First/Last Name>

NOTE: The prefixes mail: and name: are optional. All others are required. For example, to find the devices registered with the email address jdoe@mobileiron.com, you can enter the following:

```
mail:jdoe@mobileiron.com
or just
jdoe@mobileiron.com
```

Advanced searching

As data sets get larger, it is increasingly important to have a powerful search. You can use advanced search to build complex queries using the full set of available criteria. You can also create a new label using the advanced search criteria.

To access advanced search:



1. Log into the Admin Portal.
2. Go to **Device & Users > Devices**.
3. Click the **Advanced Search** button located at the top right, above the table to display the query builder.
4. Enter search criteria using the query builder, or type the search expression directly. See [Device field definitions](#).
5. Click **Search**. Verify your results.
6. (Optional) Click **Save to Label** button. This will save your new search query as a new label and in **Devices & Users > Labels**, you can utilize this new label as a filtered label.
7. If Notes for Audit Logs is enabled, a text dialog box opens. Enter the reason for the change and then click **Confirm**. For more information, see [Best practices: label management](#).

Searchable fields

To see the complete list of searchable fields in the query builder:

1. Click **Field** to see the categories
2. Click **Expand All**.

The fields are organized alphabetically into the following categories for convenience:

- Device fields: apply to device type based on their operating system.
- OS-specific fields: apply to devices of the selected platform.
- User fields: apply to the device's user, including LDAP fields for groups and custom attributes.

Device field definitions

This section covers the device field definitions found in the **Devices & Users > Devices** page. They also display in the Advanced Search field on the same page.



TABLE 11. DEVICE FIELD DEFINITIONS

Device Type	Field	Description
Android Fields	Admin Activated	True / false if device activated by admin.
	Android Automated Enrollment (This field is valid for Core 10.6.0.0 through the latest version as supported by MobileIron.)	Once automated Android registration is completed, the following values display: <ul style="list-style-type: none"> • Google Zero Touch • Knox Mobile Enrollment • Non Zero Touch AE Enrollment - this is for Managed Devices / Device Owner types (afw#, QR code, NFC) • Unknown - this value displays if versions before Core 10.6.0.0 were used. This means the "In-App Registration Requirement field in Settings > System Settings > Users & Devices > Device Registration was used. It can also mean that an old client was used with Core version 10.6.0.0 or later.
	Android Client Version Code	Version code of the client.
	Android for Work Capable	True if the device is Android enterprise capable, otherwise false.
	Attestation	Result of Samsung Attestation.
	Brand	Brand of the device.
	C2DM Token	C2DM token of the device if present, otherwise blank.
	Code Name	Code name of the Mobile@Work client
	Developer Mode	True if the Android device has Developer mode enabled, otherwise false. This is reported on all Android device configurations and also on KNOX.
	Device	Brand name of device, for example, Mako.
	Device Encryption Status	Device encryption status.
	Device Roaming Flag	True if the device is roaming, otherwise false.
	File encryption	True if the Android device has enabled file encryption, otherwise false. This is reported on all Android device configurations and also on KNOX.
	GCM/FCM Token Present	GCM token of the device if present, otherwise blank.



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
	Google Device Account Present	True if the device has a Google Device Account (eg: Android enterprise), false otherwise.
	ICCID	Integrated Circuit Card Identifier number.
	Kiosk Enabled	True if the device is kiosk enabled, otherwise false.
	Manufacturer OS Version	Manufacturer OS version.
	MDM Enabled	True if MDM is enabled, otherwise false.
	Media Card Capacity	Amount of memory capacity of the media / SD card.
	Media Card Free	Amount of free memory on the media / SD card.
	Multi MDM	Indicates true/false.
	OS API Level	The Android OS API level. See https://developer.android.com/studio/releases/platforms for more details. This number is used so administrators can use a numerical comparison of OS versions.
	OS Build Number	OS build number.
	OS Update Path	OS Update Path.
	OS Update Status	OS Update Status.
	OS Version	Lists the OS version of the device.
	Password/PIN Days Before Expiring	Represents the number of days before the password / PIN will expire. This numerical value is controlled by the Security policy's Maximum Password Age field value. This field is a dynamic field, its value decreases every day by 1 until the password / PIN is renewed. At renewal, the value returns to the original number stated in the Maximum Password Age field and starts a new daily count-down. See Working with default policies .
	Platform Flags	Internal string representing the capabilities of the Mobile@Work application.
	Registration Status	Registration status of the device.



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
	SafetyNet Enabled	True if SafetyNet is enabled, false otherwise.
	SafetyNet Exception	SafetyNet exception during error.
	SafetyNet Status	SafetyNet status if enabled and no error.
	SafetyNet Timestamp	Timestamp of when last SafetyNet check was run.
	Samsung Carrier Code	Samsung Carrier code.
	Samsung E-FOTA Capable	True if the device supports Samsung E-FOTA, false otherwise.
	Samsung KNOX Version	Knox version, if present.
	Samsung Model Number	Samsung Model Number.
	Samsung SAFE Version	Samsung Safe Version.
	Screenlock PIN Change Prompt – Showing	<p>Indicates if device user was prompted to change the device's screen lock password / PIN and the device user skipped the prompt. Values are:</p> <ul style="list-style-type: none"> Unknown - If coming from an older client device, value is unknown. True - Indicates the PIN is to expire in 7 days or less. False - (default) Indicates the device user is not being prompted to change the password / PIN (it has not reached its 7-day expiration window.) <p>The value listed stays until the device user successfully changes the password /PIN on the device. See Working with default policies.</p>
	Secure Apps Enabled	True if Secured Apps / AppConnect is enabled, otherwise false.
	Secure Apps Encryption Enabled	True if Secured Apps Encryption is enabled, otherwise false.
	Secure Apps Encryption Mode	Type of Secured Apps / AppConnect Encryption.
	Security Detail	Reason for security failure if it occurs.
	Security Patch Level	Security Patch Level string or timestamp.



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
	Security Patch Level Date	Date of the Security Patch Level of the OS.
	Security Reason	Reason device is considered jailbroken.
	USB Debugging	True if USB debugging is enabled, otherwise false.
	Wear OS Client installed	True only if one or more paired-watches have Mobile@Work installed on the Wear OS device.
	Wear OS Device is Paired	True if one or more Wear OS device is paired to device via Bluetooth.
	Zebra Build Fingerprint	Fingerprint of the firmware build currently present on the Zebra device.
	Zebra Device Build Id	Current Build ID of the Zebra device.
	Zebra Device System Update	<ul style="list-style-type: none"> • Unknown - Not supported by client or OS version • Current - The most current update is installed. Applicable to Android 8 through the most recently released version as supported by MobileIron. Applicable to Zebra 6 through the most recently released version as supported by MobileIron. • Pending - The client has accepted a system update configuration, but the update is not yet downloaded or installed. Applicable for Zebra 6 through the most recently released version as supported by MobileIron. • Downloading - An update is being downloaded. Applicable for Zebra 6 through the most recently released version as supported by MobileIron. • Available - An update is available (Android 8 through the most recently released version as supported by MobileIron) or downloaded (Zebra 6 through the most recently released version as supported by MobileIron) but is not yet installed.
	Zebra OTA Capable	True if the device supports Zebra OTA (Over The Air), otherwise false.
	Zebra Patch Version	The version of firmware for the Zebra device to be upgraded to. This is the target firmware version of the firmware applied to the Zebra device through firmware policy.



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
Common Fields	APNS Capable	Only true if there is an APNS token for the Mobile@Work client, otherwise false.
	AppConnect Terms of Service	True/false for if the AppConnect Terms of Service was accepted.
	AppConnect Terms of Service Date	Represents the date/time the AppConnect Terms of Service was accepted.
	Background Status	True if iOS background status is enabled, otherwise false.
	Battery Level	Percentage of battery left.
	Block Reason	A list of reasons why the device is blocked.
	Blocked	True if the device is blocked, otherwise false.
	Cellular Technology	GSM, CDMA, or blank if the device does not support cellular.
	Client Build Date	The build date of the client, if registered with Mobile@Work client.
	Client Id	The unique client ID if the device was registered with Mobile@Work client.
	Client Last Check-in	Date/Time of last check-in.
	Client Migration Status	Status of Mobile@Work client migration from Core to Cloud (true/false).
	Client Name	The name of the client, if registered with Mobile@Work client.
	Client Version	The version of the client, if registered with Mobile@Work client; otherwise, false.
	Cloud Migration Status	Status of device migration from Core to Cloud (true/false).
	Comment	A field that the admin uses to add their own comments for the device.
	Compliant	True if the device is in compliance, otherwise false.
	Creation Date	The creation date of this device record.
	Current Country Code	Current country code of the device.



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
	Current Country Name	Current country name of the device.
	Current Operator Name	Short name of the cellular carrier, if there is a cellular service.
	Current Phone Number	Current phone number of device, if the device has cellular service.
	Device Admin Enabled	True if device admin (Android) is enabled, otherwise false.
	Device Encrypted	True if the device is encrypted, otherwise false.
	Device is Compromised	True if the device is compromised, for example, jailbroken.
	Device Locale	Locale of the device.
	Device Owner	Company or Personal.
	Device Space	Name of the space the device belongs to.
	Device UUID	Unique ID of the device generated from Core.
	Display Size	Size of device's display.
	EAS Last Sync Time	Exchange ActiveSync last sync time.
	Ethernet MAC	Ethernet MAC ID.
	Home Country Code	Home (Initial) country code of the device.
	Home Country Name	Home country name of the device.
	Home Operator Name	Home Operator Name.
	Home Phone Number	Home Phone Number.
	IMEI	IMEI (International Mobile Equipment Identity) number.
	IMSI	ISMI (International Mobile Subscriber Identity) number.
	IP Address	Current IP address of the device.
	Language	Language of the device.
	Last Check-in	Last check-in time of the device.
	Manufacturer	Manufacturer of the device.
	MDM Last Check-in	Last MDM check-in time of the device.



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
	MDM Managed	True if the device is MDM managed, otherwise false.
	Memory Capacity	Memory capacity of the device.
	Memory Free	Amount of free memory in the device.
	MobileIron Threat Defense Status	MobileIron Threat Defense Status.
	MobileIron Tunnel App Installed	True / false if the MobileIron Tunnel app was installed.
	Model	Model of the device.
	Model Name	Model name of the device.
	Modified Date	Date/Time for last updates to device details.
	MTD Anti-Phishing Status	MTD Anti-Phishing Status.
	Non-compliance Reason	Reason why the device is not in compliance.
	OS Version	OS version number string.
	Passcode	Contains registration PIN for a preregistered device, empty if none exists.
	Passcode Expiration Time	The expiration time for the registration pin for a preregistered device, empty if none exists.
	Platform	Operating system of the device.
	Platform Name	Operating system and OS version of the device.
	Processor Architecture	Architecture of the processor for the device.
	Quarantined	True if the device is quarantined, false otherwise.
	Quarantined Reason	Reason for quarantined, empty if the device is not quarantined.
	Registration Date	Registration date of the device.
	Registration IMSI	Registration of ISMI (international mobile subscriber identity) number.
	Registration UUID	Unique ID when registering from the client.



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
	Retired	True if the device is retired, otherwise false.
	Roaming	True if the device is roaming, otherwise false.
	SD Card Encrypted	True/false if SD card is encrypted.
	Security State	Security state of the device.
	Serial Number	Serial number of the device.
	Status	Status of the device.
	Storage Capacity	Total storage capacity, in bytes, of the device.
	Storage Free	Number of bytes of free storage on the device.
	Terms of Service Accepted	True if the End user Terms of Service was accepted, otherwise false.
	Terms of Service Accepted Date	Date for when the End User Terms of Service was accepted, otherwise blank.
	Wi-Fi MAC	Wi-Fi MAC address of the device.
iOS Fields	Activation Lock Bypass Code	Code to bypass activation lock.
	Activation Lock is Enabled	True if Activation Lock is enabled on the device, otherwise false. Applicable to iOS.
	APNS Token	Mobile@Work client APNS wakeup token. Applicable to iOS.
	Apple Device Mac Address	iPhone (media access control address) MAC address. Applicable to iOS and OS X.
	Apple Device Version	iPhone version code. Applicable to iOS and OS X.
	Apple OS Update Product Key	Available OS update product key. Applicable to iOS and macOS.
	Apple OS Update Product Version	Available OS update product version. Applicable to iOS and macOS.
	Apple OS Update Status	OS update status. Applicable to iOS and macOS.



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
	Bluetooth MAC	Bluetooth MAC address. Applicable to and OS X.
	Build Version	MDM build version. Applicable to iOS and OS X.
	Carrier Settings Version	Carrier settings version. Applicable to iOS.
	Current Mobile Country Code	Current mobile country code. Applicable to iOS.
	Current Mobile Network Code	Current mobile network code. Applicable to iOS.
	Data Protection	Applicable to iOS.
	Data Roaming Enabled	True if device is data roaming enabled, otherwise false. Applicable to iOS.
	DEP Device	True if the device is Apple Device Enrolled, otherwise false. Applicable to iOS, macOS, and tvOS.
	DEP Enrolled	True if the device is Apple Device Enrolled, otherwise false. Applicable to iOS.
	Device Locator Service is Enabled	True if device locator service is enabled, otherwise false. Applicable to iOS.
	Device Name	Name of the device. Applicable to iOS and OS X.
	Do Not Disturb is in Effect	True if Do Not Disturb is enabled, otherwise false. Applicable to iOS.
	Force Encrypted Backup	True if backups are forced to be encrypted, otherwise false. Applicable to iOS.
	Full Disk Encryption Enabled	True if full disk encryption is enabled, otherwise false. Applicable to macOS 10.9+.
	Full Disk Encryption Has Institutional Recovery Key	True if full disk encryption has institutional recovery key, otherwise false. Applicable to macOS 10.9+.
	Full Disk Encryption Has Personal Recovery Key	True if full disk encryption has personal recovery key, otherwise false. Applicable to macOS 10.9+.
	Hardware Encryption Caps	Hardware encryption capabilities. Applicable to iOS.
	iCloud Backup is Enabled	True if Cloud backup is enabled, otherwise false. Applicable



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
		to iOS.
	iOS Background Status	True if iOS background status is enabled, otherwise false. Applicable to iOS.
	iOS ICCID	Device's integrated circuit card identifier number. Applicable to iOS.
	IT Policy Result	Applicable to iOS.
	iTunes Store Account Hash	iTunes Store Account Hash.
	iTunes Store Account is Active	True if iTunes Store Account is active, otherwise false. Applicable to iOS.
	Languages	Language of the device. Applicable to tvOS.
	Last Acknowledged Lock PIN	PIN to unlock a locked macOS device. Applicable to macOS.
	Last Acknowledged Wipe PIN	PIN to proceed after wiping a macOS device. Applicable to macOS.
	Last iCloud Backup Date	Last iCloud backup date. Applicable to iOS.
	Last MTD Sync Time	Last MTD check-in time. Applicable to iOS.
	Locales	Locale of the device. Applicable to tvOS.
	macOS User ID	macOS user ID. Applicable to OS X.
	macOS User Long Name	macOS user's long name. Applicable to OS X.
	macOS User Short Name	macOS user's short name. Applicable to OS X.
	Maximum Resident Users	Only for use with iOS Education Shared iPads. Tells the device how many users will have their data cache on the device. When the device reaches this number, the next logged-in user that is not already present will be cached and one of the cached users will be removed from the cache (up to Apple which user.) Applicable to iOS.
	MDM Lost Mode Enabled	True if MDM Lost Mode is enabled, otherwise false. Applicable to iOS.
	MDM Service Enrolled	True if the device is was enrolled via MDM Service (non-over



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
		air Apple Device Enrollment), otherwise false. Applicable to iOS.
	MEID	Mobile Equipment Identity Number.
	Modem Firmware Version	Modem firmware version. Applicable to iOS.
	Network Tethered	True if the device was reported as currently network tethered, otherwise false. Applicable to macOS.
	Organization Info	Organization for the device. Applicable to iOS.
	Passcode Compliant	True if passcode is in compliance, otherwise false. Applicable to iOS.
	Passcode Compliant with Profiles	True if passcode is compliant with rules specified from profiles. Applicable to iOS.
	Passcode Present	True if Passcode is present on device, otherwise false. Applicable to iOS.
	Personal Hotspot Enabled	True if Personal Hotspot is enabled, otherwise false. Applicable to iOS.
	Product Code	iPhone Product code. Applicable to iOS and OS X.
	Product Name	Product name. Applicable to iOS and OS X.
	Security Reason Code	Security reason code. Applicable to iOS.
	SIM Label 1, 2, 3	SIM label associated to the phone number.
	SIM MCC 1, 2, 3	SIM card mobile country code associated to the phone number.
	SIM MNC 1, 2, 3	SIM card mobile network code associated to the phone number
	SIM Phone Number 1, 2, 3	The phone number associated with the SIM card / eSIM.
	SIMs	<ul style="list-style-type: none"> Lists the number of SIMs associated to the device. This includes embedded SIMs (eSIM) and physical SIMs. There can be multiple SIMs associated with the eSIM. For eSIMs in iPhone XS, iPhone XS Max, or iPhone XR with iOS 12.1 or later through the most recently released version as supported by MobileIron.



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
	Subscriber Carrier Network	SIM card subscriber carrier network. Applicable to iOS.
	Subscriber MCC	SIM card mobile country code. Applicable to iOS.
	Subscriber MNC	SIM card mobile network code Applicable to iOS.
	Supervised	True if the device is MDM supervised, otherwise false. Applicable to iOS.
	UDID	iPhone unique device identifier. Applicable to iOS and OS X.
	Voice Roaming Enabled	True if voice roaming is enabled, otherwise false. Applicable to iOS.
	VPN IP Address	VPN IP address. Applicable to iOS and tvOS.
	Wakeup Status	Device Wakeup status.
User Fields	Display Name	The display name of the device user.
	Email Address	Device user's email address.
	First Name	Device user's first name.
	Last Admin Portal Login Time	Date of admin's last log in into Core.
	Last Name	Device user's last name.
	LDAP > Attribute Distinguished Name	The Attribute Distinguished Name for an LDAP user.
	LDAP > Groups > LDAP Group Distinguished Name	LDAP Users who are members of an LDAP group with a specific group distinguished name.
	LDAP > Groups > Name	LDAP Users who are members of an LDAP group with a specific group name.
	LDAP > LDAP User Distinguished Name	The LDAP distinguished Name of the user.
	LDAP > LDAP User Locale	An LDAP User who are members of a specific locale.
	LDAP > Principal	Value of the attribute specified as the User ID in the LDAP server configuration.
	LDAP > upn	Value of the attribute specified as the User Principal Name in



TABLE 11. DEVICE FIELD DEFINITIONS (CONT.)

Device Type	Field	Description
		the LDAP server configuration.
	LDAP > User Account Control > Account Disabled	Indicates whether the LDAP user account is disabled (true/false).
	LDAP > User Account Control > Locked Out	Indicates whether the LDAP user account is locked out (true/false).
	LDAP > User Account Control > Password Expired	Indicates whether the LDAP user's password has expired (true/false).
	LDAP > User Attributes > custom1	The value of the LDAP user attribute is defined in Services > LDAP .
	LDAP > User Attributes > custom2	The value of the LDAP user attribute is defined in Services > LDAP .
	LDAP > User Attributes > custom3	The value of the LDAP user attribute is defined in Services > LDAP .
	LDAP > User Attributes > custom4	The value of the LDAP user attribute is defined in Services > LDAP .
	LDAP > User Attributes > memberOf	The value of the LDAP user attribute is defined in Services > LDAP .
	SAM Account Name	The security account name. This was the login name for earlier versions of Windows.
	User ID	The LDAP user ID.
	User UUID	The LDAP Universally Unique Identifier.

For **Windows** field definitions, see <https://docs.microsoft.com/en-us/windows/client-management/mdm/healthattestation-csp>.

Using the query builder

To use the query builder:



1. Select a field on which to search. **Hint:** you can type a few letters of the field name to see a short list of matching fields, or press **Expand All** within the field list to see all the fields.
For example, if you select **Status**, the search engine provides only values available for **Status**.
2. Select an operator, such as **Equals**.
3. Click in the **Value** field to enter a value you want to search.
4. Some fields have predetermined values that you can select.
5. Select additional fields and criteria as needed.
6. Click **All** to combine the criteria with a logical AND or click **Any** to combine the criteria with OR.
7. Click **Search** to display the matching devices and their owners.

NOTE: To include retired devices in the results, uncheck the check box to the left of the **Search** button.

Using a manually edited search expression

To enter a search expression directly into the expression field:

1. Type or paste the search criteria into the expression field. The automatic syntax check displays a status icon next to the expression field. A green icon indicates that the syntax is correct, and a red icon if incorrect.
2. When the syntax is correct, click **Search** to display the matching devices and their owners.

Using both the query builder and manual editing

Use the query builder to start an expression, look up field syntax, and select predetermined values. Then, edit the expression directly as needed.

1. Select fields and criteria.
2. Click **All** to combine multiple criteria with a logical AND or **Any** to combine multiple criteria with OR. You can manually edit individual logical operators in the expression field.
3. In the expression field, edit the expression directly.
4. For example, you can add parentheses, change logical operators, or manually edit field names or values.
5. The automatic syntax check displays a status icon next to the expression field. A green icon indicates that the syntax is correct, and a red icon if incorrect.
6. When the syntax is correct, click **Search** to display the matching devices and their owners.

Once you manually edit the expression, the query builder is covered with a gray box to indicate it no longer represents the current state of the expression. Click the **Reset** link to remove your manual edits and continue using the query builder.

Example: Find all iOS or Android devices that use AT&T as their service operator.



FIGURE 6. SERVICE OPERATOR IN QUERY BUILDER

The screenshot shows a query builder interface with the following elements:

- Buttons for **All** and **Any**, followed by the text "of the following rules are true" and a close icon (X).
- Three rows of criteria:
 - Row 1: Platform (dropdown), Equals (dropdown), iOS (dropdown), plus and minus icons.
 - Row 2: Platform (dropdown), Equals (dropdown), Android (dropdown), plus and minus icons.
 - Row 3: Home Operator Name (dropdown), Equals (dropdown), United States (dropdown), AT&T (dropdown), plus and minus icons.
- A text box containing the expression: `("common.platform" = "iOS" OR "common.platform" = "Android") AND "common.home_operator_name" = "AT&T"`. A green checkmark icon is on the left, and a **Reset** button is on the right.
- A checkbox labeled **Exclude retired devices from search results** is checked.
- Buttons for **Search**, **Save to Label**, and **Clear**.

Build the expression to match the above example.

1. Click **Advanced Search** to open the query builder.
2. Select **Platform** in the first field, select **Equals** for the operator, then select **iOS** as the platform.
3. Click the plus icon to add another row for criteria.
4. Select **Platform**, **Equals**, and **Android** as the field, operator, and platform value, respectively.
5. Click the plus icon to add a third row for criteria.
6. Select **Home Operator Name** for the field and **Equals** for the operator.
Notice that the value field adjusts automatically to display service operator values by country.
7. Accept the first value field and select **AT&T** in the second value field.

Manually edit the expression.

1. Replace the first **AND** with **OR**.
The syntax is checked automatically as you type. Note a red icon indicating incorrect syntax while you edit the expression.
2. Add parentheses around the phrase to read:
`("common.platform" = "iOS" OR "common.platform" = "Android") AND
 "common.home_operator_name" = "AT&T"`
 Note a green icon indicating correct syntax has replaced the red icon. Your advanced search will look the same as the original image (see below).



All Any of the following rules are true

Platform	Equals	iOS	+	-
Platform	Equals	Android	+	-
Home Operator Name	Equals	United States	+	-
		AT&T	+	-

("common.platform" = "iOS" OR "common.platform" = "Android") AND "common.home_operator_name" = "AT&T"

Exclude retired devices from search results

Search Save to Label Clear

To revert to the original expression without your manual edits, click the **Reset** link to the right of the expression.

3. Click **Search** to display the matching devices and their owners.

Negative operators with advanced search

Using negative operators enables you to create filters that exclude devices instead of including them. For example, you can search for:

- Devices that use any platform other than iOS
- Devices with a current country code other than US



TABLE 12. NEGATIVE OPERATORS WITH ADVANCED SEARCH

Operator	Action	Example
Does not equal	Returns a list of devices that do not match the criteria specified in the value field for the selected field.	<p>Select:</p> <ul style="list-style-type: none"> • Home Country Name as the field • Does not equal in Operator • United States in Country Name <p>The search returns a list of devices that do not have United States as their home country name.</p>
Does not contain	<p>Returns a list of devices that do not contain the string specified in the selected field.</p> <ul style="list-style-type: none"> • Used only with strings. • Available only in the expression field. 	<p>Select or enter:</p> <ul style="list-style-type: none"> • Go to Common Fields and select Device Space. • In the expression field, enter: does not contain • Place the cursor between the two quote marks in the expression field and enter: Global <p>The search returns a list of devices that are not assigned to the Global space.</p>

Examples for advanced search with negative operators

To display a list of devices that have countries other than the United States as the assigned home country, create an advanced search expression that provides the necessary information.

1. Go to **Device & Users > Devices**.
2. Click the large magnifying glass icon located at the top right to initiate an advanced search.
3. In **Field**, select **Common Fields**.
4. Select **Home Country Name**.
5. Select **Does not equal** from the list in **Operator**.
6. Select **United States** from the list of countries in **Country Name**.
7. Click **Search**.
8. **Optional:** To save the search to a label, click **Save to Label** and then provide an existing label name or a new label name and description.
9. If Notes for Audit Logs is enabled, a text dialog box opens. Enter the reason for the change and then click **Confirm**. For more information, see [Best practices: label management](#).

Suppose you want to list users within an LDAP group that have a Home Country Code other than the United States (US).

To create the advanced search expression that provides the needed list:



1. Go to **Device & Users > Devices**
2. Click the large magnifying glass icon located at the top right to initiate an advanced search.
3. In the expression field enter the following, including quote marks:
`"user.ldap.groups.name" = "Corp_Users" AND "common.home_country_code" != "US"`
4. Click **Search**.
5. **Optional:** To save the search to a label, click **Save to Label** and then provide a new label name and description.
6. If Notes for Audit Logs is enabled, a text dialog box opens. Enter the reason for the change and then click **Confirm**. For more information, see [Best practices: label management](#).

Clearing an advanced search

- In the advanced search, click the **Clear** link, or
- Apply a different search by entering a basic search.

Closing the advanced search query builder does not clear the search.

Searching for retired devices

By default, retired devices are excluded from search results. To include them, uncheck the Exclude Retired Devices From Search Results check box, located to the left of the Search button in advanced search.

To find only retired devices:

1. Uncheck the check box to exclude retired devices
2. Select the following in the advanced search query builder:
 - Field: **Retired**
 - Operator: **Equals**
 - Value: **true**
3. Click **Search**.

The matching records are displayed.

Searching for blocked devices

You can search for devices for which the status field value is **Blocked**, which means that the device is blocked from accessing the ActiveSync server. However, the **Status** column does not show the value **Blocked**. Instead, the ActiveSync Association view shows this information. See "Viewing ActiveSync associations" in the *MobileIron Sentry Guide*.



Saving a search criterion to a label

Once you create a search criterion, you can save it to a label. Click the **Save To Label** button in advanced search to create a new label using the search criterion. Type a new label name in the **Label** field and type a description. The new filter label is created with the advanced search criterion applied.

FIGURE 7. SAVING A SEARCH CRITERION TO A LABEL

The screenshot shows the MobileIron Core interface with the 'Save to Label' dialog box open. The dialog box has a 'Name' field containing 'Label Name' and a 'Description' field. The background shows an advanced search rule for 'Current Country Name' equal to 'China'.

	DISPLAY NAME	CURRENT PHONE ...	MODEL	MANUFAC...	PLATFOR...	HOME COUNT...
<input type="checkbox"/>	miadmin	PDA 1	iPhone 5c	Apple	iOS 10.3	United States
<input type="checkbox"/>	miadmin	PDA 12	Nexus 6	motorola	Android 7.1	
<input type="checkbox"/>	miadmin	PDA 14	iPhone XS Max	Apple	iOS 12.2	

If Notes for Audit Logs is enabled, a text dialog box opens. Enter the reason for the change and then click **Confirm**. For more information, see [Best practices: label management](#).

Securing Devices

Securing devices is at the heart of MobileIron Core. The topics in this chapter include the following advanced topics:

- [Registration-related features and tasks](#)
- [Reprovisioning a device](#)
- [Using self service security features](#)
- [Retiring a device](#)
- [Deletion of retired devices](#)
- [Security-related features and tasks](#)
- [Lock](#)
- [Unlock](#)
- [Encryption](#)
- [Wipe](#)
- [Cancel Wipe](#)
- [Selective Wipe](#)
- [Block AppTunnels](#)
- [Lost](#)
- [Found](#)
- [Locate](#)
- [Reset device PIN](#)
- [Force Device Check-In](#)
- [Managing devices in Apple MDM lost mode](#)
- [Setting up background check-ins with APNs](#)
- [Managed iBooks](#)
- [Personal hotspot on/off switch](#)
- [Reinstalling system apps on iOS devices](#)
- [Manually setting the wallpaper for iOS devices](#)
- [Adding fonts to iOS devices](#)
- [Updating the OS on supervised iOS devices](#)
- [Restarting or shutting down supervised iOS devices](#)
- [Reporting on managed devices](#)



- [Turning Bluetooth on and off on iOS and macOS devices](#)
- [Updating OS components on a macOS device](#)

Refer to the *Getting Started with MobileIron Core* for the most commonly used topics for managing devices, such as:

- [Displaying device assets](#)
- [Restricting the number of devices a user registers](#)

Registration-related features and tasks

The following table summarizes features and tasks related to registration.

TABLE 13. REGISTRATION-RELATED TASKS

Feature	Description	Use Case
Reprovisioning a device	Restarts the MobileIron provisioning process for the device	Troubleshooting incomplete registration
Retire	Ends the registration (and MobileIron management) for a device	Moving devices out of inventory

Reprovisioning a device

This feature is not supported on macOS devices.

Select **Re-provision Device** to restart the MobileIron provisioning process without repeating the whole registration process. For example, you might want to do this if the initial attempt was interrupted, leaving the registration in the Pending state.

NOTE: This action applies only to devices in the Pending or Verified state. To reinstall the MobileIron Client for devices in the Active state, you can either restore from a backup snapshot or retire the device and re-register it. To reinstall the MobileIron Client for devices in the Wiped state, you must re-register the device.

Procedure

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Select **Actions > Re-provision Device**.
4. The same registration settings are used.



Using self service security features

Users can perform lock, unlock, wipe and retire functions on devices on which they are registered from the new **My Devices** page on the device.

Procedure

1. Open the Mobile@Work app on the device.
2. Click the menu icon in the upper left corner of the landing page.
3. Click **My Devices**.
4. You are prompted to login. Login is required when accessing the page for the first time.
5. Click **Continue**.
A list of the devices on which the user is registered is displayed on the **My Devices** page.
6. Select the device. The **Device Details** page is displayed.
7. Choose to **Lock Device** or **Unlock Device**.
When **Lock Device** or **Unlock Device** is selected the user is prompted to enter their password and confirm the action.
8. Click the menu icon on the upper right to select **Wipe** or **Retire** the device.
When **Wipe** or **Retire** is selected the user is prompted to enter their password and confirm the action.

Retiring a device

Retiring a device archives the data for that device and removes the configurations and settings applied by MobileIron Core (no personal information or settings on the device are impacted). The entry for the device no longer appears in the **Device & Users** page (unless you specifically search for retired devices), and the user is notified that the software has been removed.

If the retired device is also in the ActiveSync Association view, it remains there. However, because the device is retired, it can no longer access the ActiveSync server. You can manually remove the device from the ActiveSync Association page. See “Removing ActiveSync phones” in the MobileIron Sentry Guide.

Retiring an iOS device removes AppConnect app data.

This feature is supported on macOS devices.

If you have duplicate devices, see [Managing Duplicate Devices](#).

Procedure

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Click **Actions > Retire**.



The **Retire** dialog appears.

4. In the **Retire** dialog, confirm the user and device information and enter a note.
5. Click **Retire**.

The user receives notification of the action.

To see a list of retired devices, see “Searching for retired devices” in the *Getting Started with MobileIron Core*.

Deletion of retired devices

As device users leave your enterprise or change to new devices, more and more devices in the MobileIron Core database are retired. When you retire a device, MobileIron Core un-registers it and no longer manages or secures the device. All the configurations and settings that Core had applied to the device are removed. The device can no longer access enterprise data or apps.

However, MobileIron Core retains retired devices in its database. Deleting these devices from the database improves Core performance and frees up disk space. Although Core also provides a web services API and a CLI command to delete retired devices, using the Admin Portal display is easier. It also provides an easy way to automatically delete retired devices every day.

With this Admin Portal display, you can:

- Easily navigate to the list of retired devices.
- Delete devices that have been retired for more than a specified number of days.
- Configure Core to automatically delete retired devices daily, weekly, or monthly.

NOTE: You can use this display only if you are assigned to the global space **and** you are assigned the admin role **Delete retired device**. Otherwise, the actions on this display are disabled.

When Core deletes retired devices due to your actions on this display, it records **Delete Retired Device** events in the audit log. Personal data related to retired devices can be deleted by deleting the local user. However, LDAP users cannot be permanently deleted unless the LDAP server or group has been deleted, in which case the LDAP users become local users and can be deleted. If a user is deleted on the LDAP server, the user is automatically removed from MobileIron Core during the next LDAP sync.

This feature is supported on macOS devices.

Deleting retired devices by threshold

A common task, although not necessarily a daily task, is deleting retired devices. Deleting these devices from the database improves Core performance and frees up disk space.

Prerequisites



Make sure you are assigned the required admin role. To delete retired devices, you must be:

- assigned to the global space
- assigned the admin role **Delete retired device**

Procedure

1. From the Admin Portal, go to **Settings > System Settings**.
2. Select **Users & Devices > Delete Retired Devices**.

The screenshot shows the 'Delete Retired Devices' configuration interface. At the top, there are 'Cancel' and 'Save' buttons. Below the title, there are two dropdown menus. The first is labeled 'Delete Devices That Have Been Retired More Than (days)' and is set to '30'. To its right is a link that says 'Show retired devices list'. The second dropdown is labeled 'Maximum Retired Devices to Delete in Each Session' and is set to '100'. Below these is a checkbox labeled 'Automatically Delete Retired Devices on a Schedule' which is currently unchecked. At the bottom left, there is a 'Delete Now' button. To its right, it says 'Last delete session: None'.

3. Optional. Select the number of days after which retired devices should be deleted, or accept the default of 30 days.
4. Optional. Select the maximum retired devices to delete in each session, or accept the default of 100 devices.
5. Optional. Click **Delete Now** to delete the retired devices that meet the new criteria.
6. Click **Save** to save the configuration.

NOTE: If **Delete Now** is disabled, only an administrator who is a “super administrator” can assign you to the global space and assign the **Delete retired device** admin role to you. The procedure for the super administrator and definition of a super administrator are in [Assigning an administrator the role to delete retired devices on page 172](#).

Deleting retired devices by schedule

You have the option to delete retired devices at daily, weekly, or monthly intervals.

Procedure

1. From the Admin Portal, go to **Settings > System Settings > Users & Devices > Delete Retired Devices**.
2. Optional. Select the number of days after which retired devices should be deleted, or accept the default of 30 days.



3. Optional. Select the maximum retired devices to delete in each session, or accept the default of 100 devices.
4. Click **Automatically Delete Retired Devices on a Schedule**. The Delete Schedule Configuration menu displays.
5. Select the **Weekly** or **Monthly** radio button, or accept the **Daily** default. Additional fields display.
 - a. **Daily** - Select the hour you want the process to run.
 - b. **Weekly** - Select the day and the hour you want the process to run.
 - c. **Monthly** - Select the hour you want the process to run on the first day of the month.
6. Click **Save** to keep the configuration. The retired devices that match or exceed the threshold at the scheduled time will be deleted.

Assigning an administrator the role to delete retired devices

If you are a super administrator, you can assign another administrator the capability to delete retired devices. You are a super administrator if you are:

- assigned to the global space.
- assigned the role **Manage administrators and device spaces**.

Procedure

1. In the Admin Portal, go to **Admin > Admins**.
2. Select an administrator.
3. Select **Actions > Edit roles**.
4. For **Admin Space**, select **Global**.
5. Select the **Device Management** role **Delete Retired device**.
6. Click **Save**.



Managing Duplicate Devices

This section is applicable to iOS and Windows 8 devices.

Before Core version 10.6, duplicate devices with an "active" state were retired. From Core version 10.6 through the latest version as supported by MobileIron, administrators can set duplicate active devices to the "Unknown" status by selecting Enable managing duplicate devices.

Removal of device records from the Core database applies to the following retired device types:

- Active Devices with no device details (iOS and Windows 8 devices)
- Devices with no subject holder (iOS and Windows 8 devices)
- Devices with the below statuses (iOS Only)
 - Enrollment Verified
 - Enrolling
 - Enrolled

Core supports Daily, Weekly and Monthly options for scheduling this feature.

Procedure

1. In the Admin portal, go to **Settings > System Settings**.
2. Expand **Users & Devices** and then click **Manage Duplicate Devices**.
The Manage Duplicate Devices page displays.
3. Select **Enable managing duplicate devices**.
The page expands to display more options.

NOTE: To disable this feature, simply de-select this field.

4. Make your settings using the guidelines below.
5. Click **Save**.

TABLE 14. MANAGING DUPLICATE DEVICES SETTINGS

Item	Description
Scan Schedule Frequency	Select the appropriate radio button and make the setting: <ul style="list-style-type: none"> • Daily - Select the time of the scan of the duplicate device. This is the time on the Core server. • Weekly - Select the day and time of the of the duplicate device. This is the time on the Core server. • Monthly - Select the time of the scan of the duplicate device to occur on the first day of the month. This is the time on the Core server.
Device Action	Select one option:



TABLE 14. MANAGING DUPLICATE DEVICES SETTINGS (CONT.)

Item	Description
	<ul style="list-style-type: none"> Retire the old device - (default) Mark the old device as "Unknown"

Related topics

[Retiring a device](#)

Security-related features and tasks

The following table summarizes the features and tasks related to security.

TABLE 15. SECURITY-RELATED FEATURES AND TASKS

Feature	Description	Use Case
Lock	Forces the user to enter a password before accessing the device	Dealing with lost and stolen devices
Unlock	<p>Reverses the Lock function</p> <p>NOTE: The unlock feature is not supported on macOS devices. You can, however, unlock an macOS device using a different process described in Unlocking a macOS device on page 675.</p>	<p>Accessing the device when the passcode has been forgotten or reassigning the device to a different user</p> <p>NOTE: For security reasons, it is inadvisable to execute this command on lost or stolen devices.</p>
Unlock AppConnect Container	<p>This feature is not supported for macOS devices.</p> <p>This feature is not supported for iOS devices.</p>	<p>This feature is not supported for macOS devices.</p> <p>This feature is not supported for iOS devices.</p>
Device Encryption Status	Displays the encryption status of the device in the Device Details tab.	Dealing with lost and stolen devices.
Wipe	Removes content and settings to return the device to factory default settings.	<p>Dealing with lost and stolen devices</p> <p>Preparing a device for a different user</p>
Cancel Wipe	Attempts to cancel a wipe action for devices.	Reversing an inadvertent Wipe command.



TABLE 15. SECURITY-RELATED FEATURES AND TASKS (CONT.)

Feature	Description	Use Case
		NOTE: Wipe cannot be reversed after it completes.
Block AppTunnels	This feature is not supported on macOS devices. Immediately blocks access to all AppTunnels for all AppConnect apps on a device.	Dealing with lost and stolen devices Immediately removing access to servers behind the firewall
Lost	Flags a device as lost	Dealing with lost and stolen devices
Found	Flags a device as found	Dealing with lost and stolen devices
Locate	This feature is not supported on macOS devices. Reports the last known location for a device	Dealing with lost and stolen devices
Reset PIN	This feature is not supported on Android, iOS, or macOS devices.	

Lock

Locking a device forces the user to enter a password to access the device and prevents the user from reversing this restriction. The user is informed of this action via email. If the user has set a password for the device, then that password must be entered.

This feature is supported on macOS devices.

Procedure

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Select **Lock** from the **Actions** menu.

The **Lock** dialogue for an iOS device displays additional options for you to enter a contact number and a message. The **Lock Message** field allows you enter up to 500 characters. The contact number and the message appear on the screen for the device you locked. The device user can call the number displayed on the locked device.

Unlock

Unlocking the device passcode is supported as follows:



NOTE: The unlock feature is not supported on macOS devices. You can, however, unlock an macOS device using a different process described in [Unlocking a macOS device on page 675](#).

Procedure

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Click **Actions > Unlock**.

Encryption

The encryption status for a device is now reported on the device details tab.

This feature is supported on macOS devices.

To check the encryption status of a device:

1. Log into the Admin Portal.
2. Go to **Device & Users > Devices > Device Detail**.
The device encryption status displays as *Activating*, *Active*, *Active Per User*, *Active Default Key*, *Inactive*, *Unsupported*, or *None*.

Wipe

NOTE: This feature is only supported on macOS devices that have FileVault 2 (FDE) enabled.

When wiping a device, MobileIron Core informs the user of this action via email.

WARNING: Wiping a device returns it to factory defaults, which can result in loss of data.

Required Role: The Device Management: Wipe device role is required to use this feature.

Procedure

1. Go to **Device & Users > Devices**.
2. Select the check box for the device to be wiped.
3. Click **Actions > Wipe**.
4. Optionally, select either or both of the following options:
 - **Preserve data plan (iOS 11 and later devices only)**. Select this option to retain the data plan on devices running iOS 11, if one exists.
 - **Skip Proximity Setup (iOS 11.3 and later devices only)**. Select this option to skip the proximity setup pane in the iOS Setup Assistant.
5. Click **Wipe**.



Cancel Wipe

Cancel Wipe attempts to cancel or reverse a wipe command for one or more devices. The ability to cancel a device wipe action helps you avoid mistakes that can be difficult and costly to fix.

A device wipe action does not take effect until the device checks in with MobileIron Core. Using **Cancel Wipe**, you may be able to stop or reverse the wipe action.

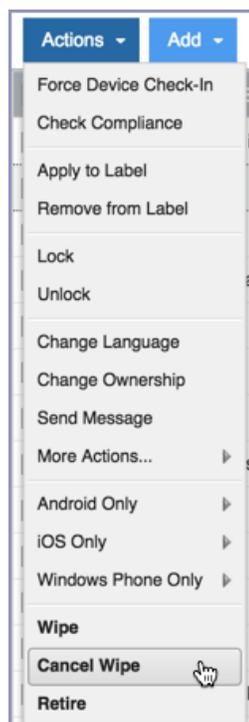
Cancel Wipe is supported for iOS devices with the status of **Wipe pending**, **Wiped**.

A successful **Cancel Wipe** action sets the device state to **Active**.

NOTE: This feature is only supported on macOS devices with FileVault 2 enabled.

Procedure

1. In the Admin Portal, go to **Device & Users > Devices**.
2. Check the status of the devices for which you need to cancel the device wipe.
3. Select the devices you do not want to wipe that have status **Wipe pending** or **Wiped**.
4. Click **Actions > Cancel Wipe**.



The **Cancel Wipe** action sets the device state to **Active**.

5. If an iOS device is wiped before the **Cancel Wipe** action can stop it, you can restore the device contents from the most recent device backup.



If the device backup includes the MDM profile, the device is able to check in with MobileIron Core and receive updates

NOTE: If you attempt to restore an iOS device without using **Cancel Wipe**, the device will be wiped again when it checks in with MobileIron Core.

If one or more of the selected devices changed from **Wipe Pending** to **Wiped** after you checked device status, a message displays indicating that these devices were wiped.

Selective Wipe

The Selective Wipe command is no longer supported, however, the functionality is available using the following methods:

- Selective wipe of email is accomplished through security compliance actions, removing the device from the associated label, or retiring the device.
- Using MobileIron Sentry and ActiveSync

Block AppTunnels

NOTE: This feature is not supported on Mac OS devices.

You can manually block the AppTunnel feature (standard and Advanced) in AppConnect apps on a device. The authorized AppConnect apps remain authorized, but the apps will no longer be able to access the web sites configured to use the AppTunnel feature.

To manually block the AppTunnel feature in AppConnect apps on a device:

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Select **Actions > Block App Tunnels** from the **Actions** menu to open the **Block AppTunnels** dialog.
4. Add a note and click **Block AppTunnels**.

Lost

When a user reports a lost device, you can set its status to **Lost**. Setting this status does not have a functional effect on the phone. It just flags the phone as lost for tracking purposes and to ensure that it appears in the Lost Phones screen.

This feature is supported on macOS devices.



Procedure

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Select **Actions > Lost** from the **Actions** menu.
4. In the displayed dialog, confirm the user and device information and enter a note.
5. Click **Lost**.

The entry for this device will appear with a status of “Lost.” Use the Found action to undo this status. See [Found on page 179](#)

Found

If a user reports that a lost phone has been found, you can use the Found action to remove the Lost indicator from the entry for the phone. Setting this status does not have a functional effect on the phone.

This feature is supported on macOS devices.

Procedure

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Select **Actions > Found** from the **Actions** menu.
4. In the displayed dialog, confirm the user and device information and enter a note.
5. Click Found to return the entry for this device to **Active** status.

Locate

iOS devices use cell towers to locate the device. This feature is not supported on Mac OS devices.

Most registered phones can be located on a map using cell tower IDs. When locating a device via cell tower IDs, Mobile@Work records tower data until the next time data is synchronized between Mobile@Work and MobileIron Core. See “Sync policies” in *Getting Started with MobileIron Core* for information on changing the Sync Interval setting. Using the Force Device Check-in in the Admin Portal or in Mobile@Work will result in immediate synchronization.

Required role

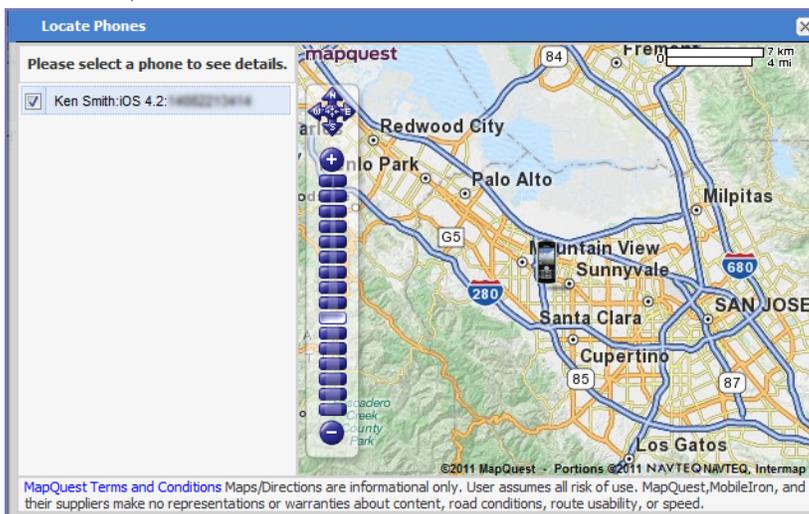
The **Privacy Control: Locate device** role is required to use this feature.



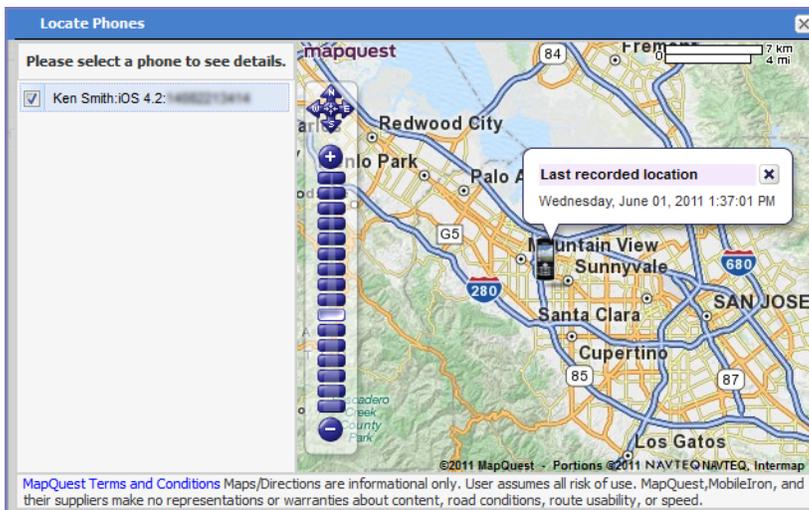
Procedure

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Click **Actions > Actions > Locate** to display the last known location of the phone.

NOTE: To ensure that old and misleading location information is eliminated, location data expires after 72 hours.



4. Click the phone icon on the map to display the date on which the location information was collected.



Reset device PIN

NOTE: This feature is not supported on macOS iOS devices.



Force Device Check-In

You can use the **Force Device Check-in** feature to force the device to connect to the MobileIron Core. You might use this feature if Mobile@Work has not connected for some time, or you want to override a long sync interval to download updates.

You can use this feature to troubleshoot MobileIron operations.

NOTE: The **Force Device Check-in** feature on the Admin Portal does not sync the policies and settings related to AppConnect. The app check-in interval on the AppConnect global policy controls updates to those policies and settings. See the MobileIron Core AppConnect and AppTunnel Guide for MobileIron Core. However, in the Mobile@Work for iOS app *on the device*, the **Check for Updates** option does sync the policies and settings related to AppConnect.

This feature is supported on macOS devices.

Procedure

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Click **Actions > Force Device Check-in**.
4. The **Force Device Check-In** dialog appears.
In the dialog, confirm the user and device information and enter a note.
5. Click **Force Device Check-in**.

Managing devices in Apple MDM lost mode

You can place a supervised device in MDM lost mode through MobileIron Core. This means you report the device as lost to Apple servers, allowing you to retrieve the last recorded location of the device, as well as disable lost mode if the device is found.

MobileIron Core allows you to carry out the following MDM lost mode tasks:

- [Enable MDM lost mode](#)
- [Disable MDM lost mode](#)
- [Request the MDM server to locate a device](#)

Note The Following:

- MDM lost mode and all related features are supported on supervised devices **only** running iOS 9.3 through the most recently released version as supported by MobileIron.



- MobileIron recommends using the MDM lost mode features on devices with working SIM cards and cellular connections. Before enabling MDM lost mode, note for future reference the iCloud login used on the device.
- MDM lost mode is different from MobileIron Core lost mode, as described in [Lost on page 178](#).

Enable MDM lost mode

You can report a lost device to Apple servers by placing the device in MDM lost mode.

After you have placed a device in lost mode:

- If the device is retired, you cannot disable lost mode.
- If the device is wiped, you cannot locate or track the device.

To enable MDM lost mode:

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Select **Actions > iOS Only > Lost Mode**.
4. In the Lost Mode window, enter the following:

Item	Description
Enable Lost Mode	Select to place the iOS device in MDM lost mode.
Message to display on lock screen	Optionally enter a message to be displayed on the locked screen of the lost device.
Contact number to display on lock screen:	Optionally enter a contact number to be displayed on the locked screen of the lost device. If someone finds the device, they can call the number to report it.
Footnote (Message to display in place of “Slide to Unlock”):	Optionally enter the text you would like to appear at the bottom of the locked screen. .
Play Lost Mode Sound	Select this option to play a sound on a device when the device is in lost mode. The sound plays until you disable lost mode or a user disables the sound at the device. This option is available only for supervised devices running iOS 10.3 through the most recently released version as supported by MobileIron.

5. Click **SendRequest**.

The lost mode message, contact number, and footnote are shown on the lost device.



Disable MDM lost mode

If a device in MDM lost mode is retrieved, or MDM lost mode was enabled in error, you can disable MDM lost mode.

NOTE: If the lost device is retired from MobileIron Core, disabling MDM lost mode will not work.

To disable MDM lost mode:

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Select **Actions > iOS Only > Lost Mode**.

Request the MDM server to locate a device

You can determine the last recorded location of a given supervised device using the Request Device Location feature. The device location request is sent to Apple, but MobileIron Core shows the last recorded location and time stamp before receiving a response from Apple. It may take some time for Apple servers to respond to Core. To view the latest device location response from Apple, execute the device location request again.

NOTE: If the device is wiped, you will not be able to locate the device.

To request the location of a device:

1. Go to **Device & Users > Devices**.
2. Select the check box for the device.
3. Select **Actions > iOS Only > Request Device Location**.
4. In the window that opens, click **Map It** to view the last recorded device location.

Setting up background check-ins with APNs

Background check-ins allow MobileIron Core to communicate with devices in the background through Mobile@Work. To do this, Core wakes up Mobile@Work by sending a silent Apple Push Notification service (APNs) message to Mobile@Work by way of the APNs server. Core uses background check-ins to provide accurate jailbreak detection or policy updates without relying on device location changes, for example. As opposed to relying on location changes, using APNs for background check-ins uses less device battery power while using more predictable update intervals.

The sync interval defined in the sync policy applied to a device determines how often MobileIron Core sends a check-in notification for iOS devices.

Procedure



1. Go to **Policies & Configs > Policies**.
2. Select the sync policy name.
3. Click **Edit**. The Modify Sync Policy dialog box opens.
4. Set the **Sync Interval** to the preferred number of minutes. The default interval is 240 minutes. If you want to make more frequent checks for certain policy changes or jailbreak indicators, decrease the value. More frequent checks will have a greater effect on device battery life.
5. Click **Save**.

Managed iBooks

This feature is not supported on macOS devices.

The iBooks feature allows you to distribute iBooks, Kindle books (ePub), and PDF files to iOS devices managed by Core. You can also edit and delete managed books, and search for particular managed books.

Managing iBooks on iOS devices includes the following:

- [Benefits](#)
- [Impacts](#)
- [Distributing managed books to iOS devices](#)
- [Confirming receipt of managed books](#)
- [Editing managed books](#)
- [Searching for managed books](#)
- [Removing managed books from a subset of devices](#)
- [Deleting managed books](#)
- [Viewing the list of managed books on the device](#)

Benefits

The iBooks feature allows administrators to distribute useful material to device users, such as end-user guides for apps or marketing collateral. Administrators can also edit and delete managed books.

Impacts

Distributing iBooks to iOS devices involves adding the book file to MobileIron Core and applying the relevant labels.

MobileIron Core distributes managed books to the iOS devices with the relevant labels applied. Managed iBooks are displayed in the iBooks app on iOS devices. The managed device profile includes a list of managed iBooks associated with that profile.

Note The Following:



- Removing a device from management also removes the managed books from that device.
- After a book has been opened on a device, the book title reflects the title in the book's metadata, regardless of the title entered for the book in MobileIron Core. To avoid confusion, be sure to use the title shown in the metadata of a given book when entering the title in the Admin Portal. This behavior is due to Apple's implementation of iBooks.

Distributing managed books to iOS devices

Distributing managed books to iOS devices is a two step process: add the book to MobileIron Core, then apply the relevant labels such that MobileIron Core sends the book to the relevant devices. You can add ePub, iBook, and PDF files to the list of managed books.

To distribute iBooks to iOS devices:

1. In the Admin Portal, go to **Apps > iBooks**.
2. In the **Add Content** window, enter the URL of the iBook, PDF, or ePub file you want to distribute to iOS devices. Alternatively, click **Browse** to select the file from the file system.

The screenshot shows the 'Add Content' dialog box. It contains the following elements:

- Title Bar:** 'Add Content' with a close button (X).
- Text:** 'Non-managed documents in the iBook, PDF, and ePub format can be distributed to iOS iBooks app'.
- Document Type:** Radio buttons for 'URL' and 'File' (selected).
- File Input:** A text field for 'File' with a 'Browse...' button and a 'Clear' button.
- Title Input:** A text field for 'Title'.
- Author Input:** A text field for 'Author'.
- File Format:** Radio buttons for 'ePub' (selected), 'iBooks', and 'PDF'.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom.

3. Use the following table as a guide for filling in the form.

Fields	Description
Document Type	<ul style="list-style-type: none"> Select URL to obtain the file from the web. Or: <ul style="list-style-type: none"> Select File to browse for and upload a file.
File/URL	Required. The file extension must match the selected file format. For example, if you are uploading an ePub file, you must select ePub as the file format. <ul style="list-style-type: none"> If you selected File for the document type, click Browse to select the file you want to upload to MobileIron Core. If you selected URL for the document type, enter the URL of the file you want to upload to MobileIron Core.
Title	Enter the title of the iBook, ePub, or PDF. Required.
Author	Enter the name of the author in the space provided. Optional.
File Format	Select ePub , iBooks , or PDF for the file format. Required. The file extension is automatically selected to match the format of the file. For example, if you are uploading an ePub file, then ePub is automatically selected as the file format.

- Click **Save**.
The book is added to the managed iBooks on MobileIron Core.
- In the iBooks window, select the managed book you just created.
- Go to **Actions > Apply to Label**.
- Select the relevant labels.
- Click **Apply**.
MobileIron Core distributes the books to the relevant devices during the next sync, as defined by your sync policy.
- To confirm receipt of the managed book, see [Confirming receipt of managed books on page 186](#).

Confirming receipt of managed books

You can confirm that MobileIron Core has sent a given book to the relevant iOS devices, as described in [Distributing managed books to iOS devices on page 185](#).

To confirm distribution of managed books:

- In the Admin Portal, go to **Apps > iBooks**.
- Locate the managed book whose distribution you want to confirm.
- Examine the **Devices Installed** column for the book.



A number greater than zero indicates that the book has been distributed, assuming the label you applied includes one or more devices.

4. Click the number in the **Devices Installed** column to see a list of devices to which the book has been sent.

Editing managed books

NOTE: If you edit the name of a managed book, device users may still see the old book name.

Procedure

1. In the Admin Portal, go to **Apps > iBooks**.
2. Select the managed book you want to edit.
3. Go to **Actions > Edit**.
4. Edit as desired.

NOTE: If you clear the existing file and browse for a different file, make sure the new file is of the same type as the old file. For example, you can only replace an ePub file with another ePub file. You cannot change the file type of the managed book.

5. Click **Save**.
The edited book is updated on devices at the next sync.

Searching for managed books

You can search for a particular book in the list of managed books.

Procedure

1. In the Admin Portal, go to **Apps > iBooks**.
2. In the **Filters** pane on the left, enter the search criteria you want to use.



Filters

2 document(s)

Search by name, author, and file name

Date Added

Reset Search

3. Use the following criteria for your search:
 - book title
 - author
 - file name
 - date added to MobileIron Core (or date range)
4. Click **Search**.
5. After examining the search results, click **Reset** to remove the search filters and show all managed books.

Removing managed books from a subset of devices

You can remove managed books from particular devices while still keeping the books in the catalog of managed books on MobileIron Core. This is done by removing the books from the label or labels to which they are applied.

NOTE: If you remove a label from a device, all managed books associated with that label are removed from the device.

Procedure

1. In the Admin Portal, go to **Apps > iBooks**.
2. Select the managed book you want to remove from users' devices.
3. Go to **Actions > Remove from label**.
4. Select the labels you want to remove from the book.
5. Click **Remove**.



Deleting managed books

You can delete a managed book from the catalog of managed books on MobileIron Core. Doing so deletes the managed book from the relevant devices.

NOTE: Device users cannot effectively delete managed books from their devices. If they do, MobileIron Core simply sends the deleted books back to the devices.

Procedure

1. In the Admin Portal, go to **Apps > iBooks**.
2. Select the managed book you want to delete from the catalog of managed books on Core.
3. Go to **Actions > Delete**.
4. When a prompt displays asking if you want to delete the book, click **Yes**.
The book is deleted from both the catalog of managed books and relevant user devices.

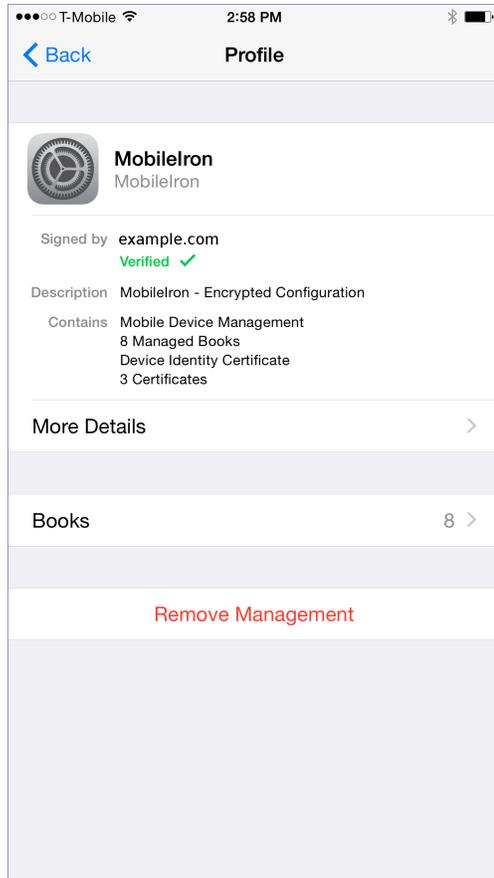
Viewing the list of managed books on the device

For troubleshooting purposes, administrators and technical support can direct users to view the complete list of managed books on the device. This list is separate from the book list in iBooks, as it includes only those managed books associated with the MobileIron device management profile.

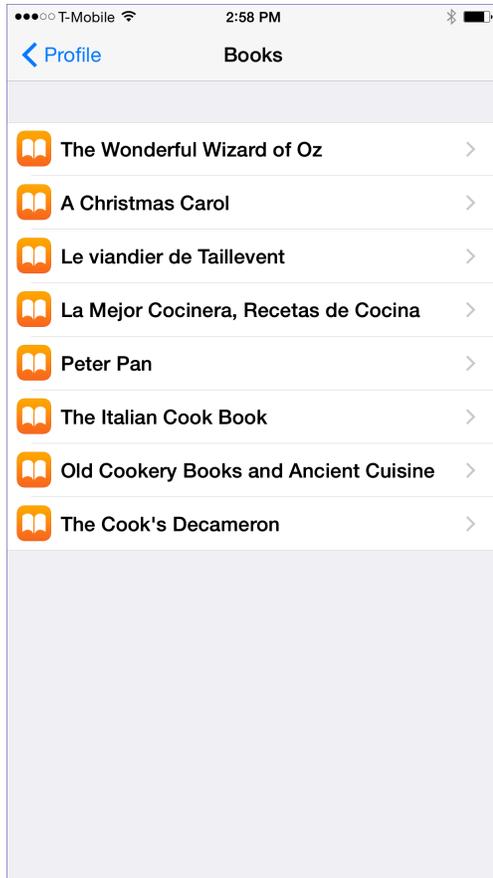
Procedure

1. On the device, go to **Settings > General > Device Management**.
2. Tap the **MobileIron** device management profile.

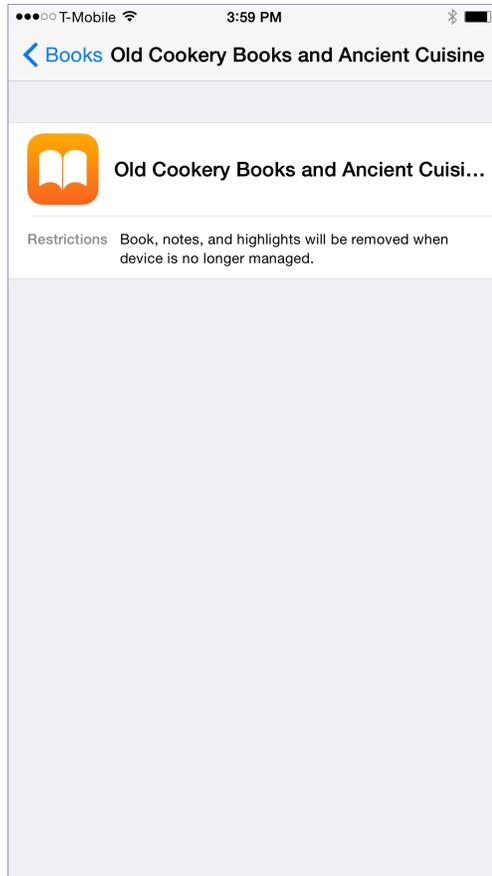




3. Tap **Books** to view the list of managed book titles.



4. Tap a managed book to view the restrictions applied to it.



Personal hotspot on/off switch

This feature is not supported on macOS devices.

MobileIron Core enables you to turn personal hotspots on or off for iOS devices. While you can turn the personal hotspot on or off, device users can turn their personal hotspots back on or off again.

Overage fees for personal hotspots can be expensive for your organization, particularly when employees use their devices while traveling abroad. Turning off personal hotspots on iOS devices can help your organization reduce the cost of your employees' mobile data plans.

Turning the personal hotspot on or off for iOS devices involves simply changing the hotspot setting in the list of devices under **Devices & Users > Devices**. This sends an MDM command to devices requesting the personal hotspot to be switched on or off. The command is queued from MobileIron Core, and executes on the device at the discretion of iOS. Device users can see if their personal hotspot has been switched on or off by going to **Settings > Personal Hotspot** on their devices.

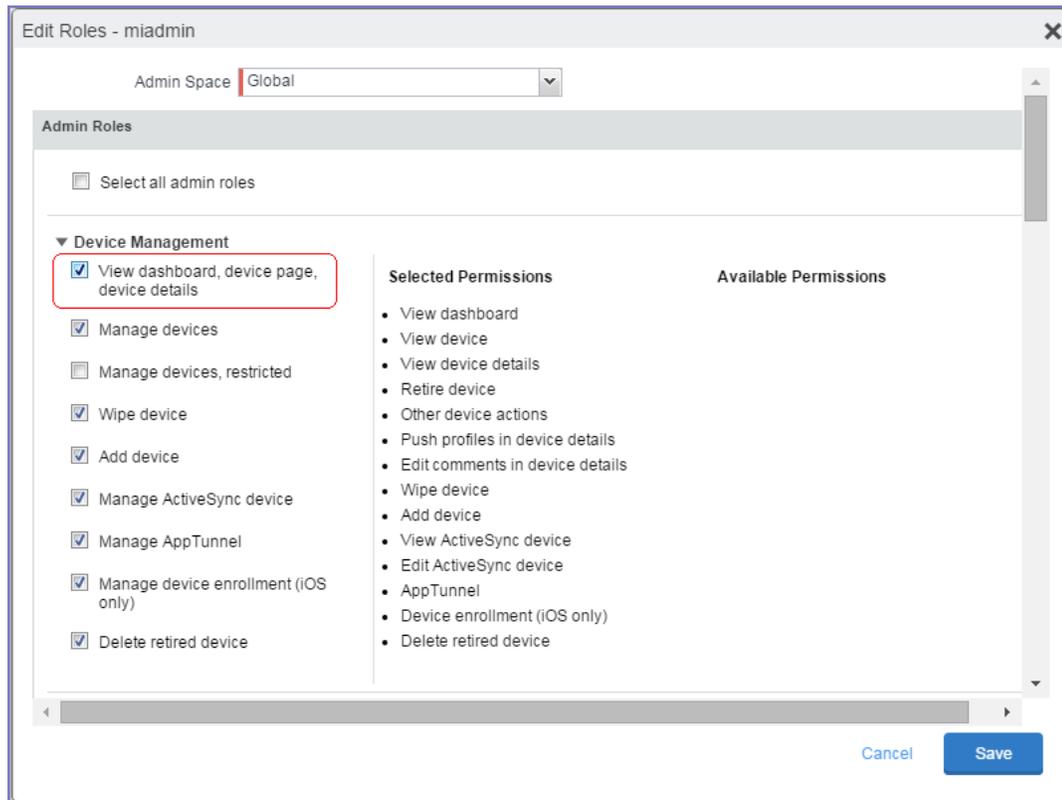


Before you begin

Make sure you have selected the **View dashboard, device page, device details** line item under the device management role.

Procedure

1. In MobileIron Core, go to **Admin > Admins**.
2. Select the administrator who will be managing personal hotspot settings.
3. Go to **Actions > Edit roles**.
4. Select **View dashboard, device page, device details**.



5. Click **Save**.

Turning the personal hotspot on or off on iOS devices

NOTE: If a device user enables their personal hotspot at the same time that the MobileIron Core administrator is disabling their personal hotspot through Core, then the device user's setting takes precedence over the command sent by the administrator. This is standard iOS behavior.

Procedure

1. In MobileIron Core, go to **Devices & Users > Devices**.
2. Select the device or devices whose personal hotspot settings you want to turn on or off.



3. Go to **Actions > iOS Only > Update Personal Hotspot Setting**.

The screenshot shows a dialog box titled "Update" with a close button (X) in the top right corner. Below the title bar, there is a message: "This action will be applied to the following devices and is applicable only to iOS 7 and later." Below this message is a text input field labeled "Device(s)" containing the text "User: s butcher Phone: PDA". Underneath the device list are two radio button options: "Enable Personal Hotspot" and "Disable Personal Hotspot". The "Disable Personal Hotspot" option is selected and highlighted with a red rectangular box. Below the radio buttons is a sub-header "Disallow the user from using personal hotspot to tether their internet connection with other devices". At the bottom of the dialog is a text input field labeled "Note". In the bottom right corner, there are two buttons: "Cancel" and "Update".

4. Use the following table as a guide for filling in the form:

Item	Description
Enable Personal Hotspot	Select to turn on the personal hotspot feature on the device or devices.
Disable Personal Hotspot	Select to turn off the personal hotspot feature on the device or devices.
Note	Optionally, add a note regarding this setting.

5. Click **Update** to save your changes.
6. On the **Devices** page, select the device or devices for which you switched on or off the personal hotspot.
7. To verify that the command worked, go to **Actions > Force Device Check-In**.
8. Check if the personal hotspot has been turned on or off for a given device, as described in [Checking if the personal hotspot is turned on or off for a given device on page 195](#).

NOTE: While you can turn the personal hotspot on or off for a given device or set of devices, device users can still change the setting for the personal hotspot even after you send the command. If you have turned off a device's personal hotspot, it is possible for the device user to turn it back on again immediately after.



Checking if the personal hotspot is turned on or off for a given device

You can check whether the personal hotspot was turned on or off for a given device as of the latest device check-in.

Procedure

1. In MobileIron Core, go to **Devices & Users > Devices**.
2. Click the caret symbol (^) next to the device whose settings you want to check.
3. The **Device Details** tab is displayed.

The screenshot shows the MobileIron Core interface. On the left, there is a card for the device 'Yoram Durak' (ydurak@example.com) with a status of 'Active' and a last check-in of '41 s ago'. The device is an iPad, 3rd gen, iOS 8.3, with 9 GB available storage. On the right, the 'DEVICE DETAILS' tab is active, showing a table of device attributes. The 'Personal Hotspot Enabled' attribute is highlighted with a red box and has a value of 'false'.

Attribute	Value
OS Version	8.3
Passcode Compliant	true
Passcode Compliant with Profiles	true
Passcode Present	true
Personal Hotspot Enabled	false
Processor Architecture	ARM
Product Code	iPad3,1
Product Name	iPad3,1
Registration Date	2015-10-26 01:27:23 PM PDT
Registration IMSI	
Registration UUID	2254D4C-AE48-4E44-9D1D-11C193D75BB2

4. Scroll down and find **Personal Hotspot Enabled**.
 - If the value of **Personal Hotspot Enabled** is false, the hotspot was turned off as of the most recent device check-in.
 - If the value of **Personal Hotspot Enabled** is true, the personal hotspot was turned on as of the most recent device check-in.

Reinstalling system apps on iOS devices

You can reinstall system apps on iOS devices when they have been deleted by the user. This action is useful because most system apps are not available in the Apple App Store for users to reinstall themselves.

This feature is supported on iOS 11.3 through the most recently released version as supported by MobileIron.

When you select a system app to reinstall:

- If the system app is not on the device, the latest version is installed.
- If an older version of the app is on the device, the app is upgraded.
- If the same version of the app is on the device, the app is not reinstalled.



Procedure

1. In MobileIron Core, go to **Devices & Users > Devices**.
2. Select the device or devices for which you want to reinstall deleted system apps.
3. Go to **Actions > iOS Only > Reinstall iOS System Apps**.
The **Reinstall iOS System Apps** window is displayed.
4. Select the system apps that you want to reinstall.
5. If you want to use different images for the home and locked screens:
6. Click **Reinstall Apps**.
The apps will be reinstalled when each device next checks in.

Manually setting the wallpaper for iOS devices

You can set the wallpaper of the home and locked screens of supervised iOS devices to images of your choice. You can perform this manual action at any time on devices that are already registered. You can choose the same image or different images for the home screen and locked screen.

This feature is useful in a kiosk setting, or shared device environment in a retail setting.

Note The Following:

- To set the wallpaper automatically **when a device registers**, use the wallpaper policy.
- Before choosing an image file, browse the Apple website for the latest recommended image resolution by device type and screen size.
- The file must be either a PNG or JPG file.

Procedure

1. In MobileIron Core, go to **Devices & Users > Devices**.
2. Select the device or devices whose wallpaper you wish to set.
3. Go to **Actions > iOS Only > Set Wallpaper**.
The Set Wallpaper window is displayed.
4. If you want to use the same image for both home and locked screens:
 - Select **Use same image for Home Screen and Lock Screen**.
 - Click **Choose File** to select an image file.
5. If you want to use different images for the home and locked screens:
 - Under the Home Screen section, click **Choose File** to select an image file.
 - Under the Lock Screen section, click **Choose File** to select an image file.
6. Click **Send Request**.
MobileIron Core sends the wallpaper request to the selected devices.



Related topics

[Wallpaper policies on page 244](#)

Adding fonts to iOS devices

You can push a font to managed iOS devices by defining a configuration and applying it to the relevant labels. The font configuration is sent to devices upon the next sync with Core.

After the new font arrives, device users will be able to select the font if they wish. You can create additional font configurations to push more fonts to devices. Each configuration includes one font.

Note The Following:

- Font configurations are not encrypted.
- Large font files can have unpredictable performance impact on MobileIron Core. The performance impact is due to Core requiring multiple device check-ins to apply the font to all devices. The performance impact depends on the size of the font file and on the number of devices impacted. To avoid performance impact, manage your labels to limit the number of devices impacted by a configuration with a large font file.

Procedure

1. In the Admin Portal, select **Policies & Configs > Configurations**.
2. Select **Add New > Apple > iOS / tvOS > Fonts**. The New Fonts Configuration dialog box opens.
3. Enter your specifications using the table below as guidance.

Item	Description
Name	Enter a name for the font configuration.
Description	Enter a description for the font configuration.
Upload Fonts	Click Browse and select your .ttf or .otf font file. The maximum file size for a font file is 40MB.

4. Click **Save**.
5. Select the font configuration.
6. Click **Actions > Apply to Label**, and select the labels to which you want to apply the font.
7. Click **Save**.

Updating the OS on supervised iOS devices

You can use MobileIron Core to update the operating system on supervised iOS devices running iOS 10.3 through the most recently released version of iOS as supported by MobileIron. Devices do not need to be unlocked for the OS update to succeed.



NOTE: In the case of devices running up to iOS 10.2.1, you can successfully execute the Update OS Software command **only** if the devices are both supervised and managed by the Apple School Manager or the Apple Business Manager.

MobileIron Core presents different update options depending on whether you select only one supervised iOS device or multiple supervised iOS devices.

Updating the OS on multiple supervised iOS devices

Before you begin

Be sure you have configured your iOS software update policy. See [Configuring iOS and macOS software updates](#).

Procedure

1. Go to **Devices & Users > Devices**.
2. Select the devices whose operating system you wish to update.
3. Select **Actions > iOS and macOS > Update OS Software**.
A confirmation dialog box opens.
4. Click **Confirm**.
MobileIron Core sends the OS update command to devices. Core shows the status of the command in the **Update OS Software** window.
5. Click **OK**.

Updating the OS on a single supervised iOS devices

Before you begin

Be sure you have configured your iOS software update policy. See [Configuring iOS and macOS software updates](#).

Procedure

1. Go to **Devices & Users > Devices**.
2. Select the one device whose operating system you wish to update.
3. Select **Actions > iOS and macOS > Update OS Software**.
The **Update OS Software** dialog box opens.
4. Select one of the following:
 - **Update to the latest iOS Version available**
 - Select this option to update the device with the latest iOS version that the device supports.
 - Click **Confirm**.
 - **Scan for updates and choose the version based on available iOS versions**
 - Click **Continue**.



- The **Update OS Software** window displays, showing the possible iOS versions to update the device to if a scan had already been done. If no scan had been done, or if you want an up-to-date scan, click **Scan for Updates**. Because a scan can take a long time, you can close the window, and return to it later to see the results and the date of the scan.
- The **Update OS Software** window displays, showing the possible iOS versions to update the device to if a scan had already been done. If no scan had been done, or if you want an up-to-date scan, click **Scan for Updates**. Because a scan can take a long time, you can close the window, and return to it later to see the results and the date of the scan.
- Select the iOS version you want.
- Click **Confirm**.
This option is useful if you have used the iOS restriction setting to delay iOS updates. For example, consider the scenario in which you delayed iOS updates to confirm that iOS 11.4 meets your needs. While running your tests, iOS 11.4.1 and iOS 12 release. This option allows you to make sure the device updates only to iOS 11.4.
- **Update with the specific iOS Product Version**
 - Enter the iOS version number, such as 11.4.1 for example, that you want to update the device to.
 - Click **Confirm**.

What the device user sees during software upgrade

After a new iOS is released, the iOS device checks and becomes aware that a new version of iOS software is available. If the device is locked with a passcode, the next time the device is unlocked, the device is able to begin to download the new iOS in the background without device user notification. After the download, on the Software Update screen, there is an indication that new version of iOS has been downloaded and the device user has the option to "Install Now". If the device user taps "Later", the Software Update will keep requesting to install the update. After 3-4 attempts to install the new iOS software upgrade, no more deferring of the software update will be allowed. The user is required to input their passcode and that passcode is saved and used to update the device.

Related topics

[iOS / tvOS settings](#)

Restarting or shutting down supervised iOS devices

You can use MobileIron Core to restart or shut down supervised iOS devices running iOS 10.3 through the most recently released version of iOS as supported by MobileIron. If you attempt to restart or shutdown a device running prior iOS versions, Core displays an error message.

Procedure

1. Go to **Devices & Users**.
2. Select the devices which you want to restart or shutdown.



3. Select **Actions > iOS Only > Restart/Shutdown Devices**.
A confirmation window displays. By default, the device passcode is cleared on restart or shutdown.
4. (Optional) Clear the device passcode on restart or shutdown.
If the passcode is not cleared, the device will require a passcode and will not be connected to Wi-Fi after it is restarted.
5. Click **Send Request**.
MobileIron Core sends the iOS restart or shutdown command to devices.
6. Click **OK**.

Reporting on managed devices

MobileIron provides a Web Services API that enables you to create reports for many aspects of your managed devices. See the MobileIron API documentation for information. You can create reports in the following ways:

- [Exporting records to CSV](#)
- Using APIs for reporting
- For details, refer to the **Feature Usage** and **Get Last Sync Time and State of ActiveSync Devices** sections in the *MobileIron Core v2 API Guide*.

This feature is supported on macOS devices.

Exporting records to CSV

The enhanced Export to CSV feature provides access to numerous additional device attributes that were previously unavailable. The attributes are organized into platform-specific groups to make it easy to report on the relevant attributes for the devices you're working with.

Procedure

1. In the Admin Portal, go to **Device & Users > Devices**.
2. Use the **Advanced Search** feature or select a label to filter the devices you are interested in. All of the devices in the table will appear in the exported file.
3. Click **Export to CSV** to open the **Export CSV Spreadsheet** dialog.
4. Select the information to export. The exported fields for each selection are listed below.
5. Click **Export**. to export the DeviceSearchResult.csv file is to your computer.

Export to CSV Field Options

Below describes what is contained inside a .CSV file.



TABLE 16. EXPORT TO CSV FIELD OPTIONS

Type	Supported Variables
Registration SMS (Phones)	\$REG_LINK\$
Registration Email	
Subject (Phones)	\$ENT_NAME\$, \$USER\$, \$PHONE\$
Subject (PDAs)	\$ENT_NAME\$, \$USER\$, \$PHONE\$
Body (Phones)	\$ENT_NAME\$, \$BRAND_COMPANY_NAME\$, \$PHONE\$, \$INAPP_REG_STEPS\$, \$REG_LINK\$
Body (PDAs)	\$ENT_NAME\$, \$BRAND_COMPANY_NAME\$, \$PHONE\$, \$INAPP_REG_STEPS\$, \$REG_LINK\$
Reminder Subject (Phones)	\$ENT_NAME\$, \$USER\$, \$PHONE\$
Reminder Subject (PDAs)	\$ENT_NAME\$, \$USER\$, \$PHONE\$
Reminder Body (Phones)	\$ENT_NAME\$, \$BRAND_COMPANY_NAME\$, \$PHONE\$, \$INAPP_REG_STEPS\$, \$REG_LINK\$
Reminder Body (PDAs)	\$ENT_NAME\$, \$BRAND_COMPANY_NAME\$, \$PHONE\$, \$INAPP_REG_STEPS\$, \$REG_LINK\$
\$INAPP_REG_STEPS\$	
Server	\$SERVER_URL\$
Username	\$USER_ID\$
Password	\$PASSCODE\$, \$PASSCODE_TTL\$
Post Registration Email	
Subject (Phones)	\$BRAND_COMPANY_NAME\$, \$USER\$, \$PHONE\$
Subject (PDAs)	\$BRAND_COMPANY_NAME\$, \$USER\$, \$PHONE\$
Body (Phones)	\$BRAND_COMPANY_NAME\$, \$PHONE\$
Body (PDAs)	\$BRAND_COMPANY_NAME\$, \$PHONE\$
Include Only Basic Device Information	User ID, Device UUID, Current Country Name, Current Operator Name, Current Phone Number, Device Owner, Display Name, Email Address, Home Country Name, Language, Last Check-In, Manufacturer, Model, Passcode, Passcode Expiration Time, Platform Name, Registration Date, Status
Include all device data, including the following options below.	(Select one or more options below)



TABLE 16. EXPORT TO CSV FIELD OPTIONS (CONT.)

Type	Supported Variables
User Attributes	<p>User ID, Device UUID, account_disabled, Attribute Distinguished Name, custom1, custom2, custom3, custom4, Display Name, Email Address, First Name, Last Admin Portal Login Time, Last Name, LDAP Group Distinguished Name, LDAP User Distinguished Name, LDAP User Locale, locked_out, memberOf, Name, password_expired, Principal, sam_account_name, upn, User UUID</p> <p>NOTE: If defined in LDAP settings, custom attributes appear here also.</p>
Common Device Attributes	<p>User ID, Device UUID, APNS Capable, Background Status, Battery Level, Block Reason, Blocked, Cellular Technology, Client Build Date, Client Id, Client Last Check-in, Client Name, Client Version, Comment, Compliant, Creation Date, Current Country Code, Current Country Name, Current Operator Name, Current Phone Number, Device Admin Enabled, Device Encrypted, Device Is Compromised, Device Locale, Device Owner, Device Space, Display Size, EAS Last Sync Time, Ethernet MAC, Home Country Code, Home Country Name, Home Operator Name, Home Phone Number, IMEI, IMSI, IP Address, Language, Last Check-In, Manufacturer, MDM Managed, Memory Capacity, Memory Free, Model, Model Name, Modified Date, Non-compliance Reason, OS Version, Passcode, Passcode Expiration Time, Platform, Platform Name, Processor Architecture, Quarantined, Quarantined Reason, Registration Date, Registration IMSI, Registration UUID, Retired, Roaming, SD Card Encrypted, Security State, Serial Number, Status, Storage Capacity, Storage Free, Terms of Service Accepted, Terms of Service Accepted Date, Wi-Fi MAC</p>
iOS Attributes	<p>User ID, Device UUID, Activation Lock Bypass Code, Activation Lock is Enabled, APNS Token, Apple Device Mac Address, Apple Device Version, Bluetooth MAC, Build Version, Carrier Settings Version, Current Mobile Country Code, Current Mobile Network Code, Data Protection, Data Roaming Enabled, DEP Device, DEP Enrolled, Device Locator Service Is Enabled, Device Name, Do Not Disturb Is In Effect, Force Encrypted Backup, Full Disk Encryption Enabled, Full Disk Encryption Has Institutional Recovery Key, Full Disk Encryption Has Personal Recovery Key, Hardware Encryption Caps, iCloud Backup Is Enabled, iOS Background Status, iPhone ICCID, iPhone Mac Address, iPhone Product, iPhone UDID, iPhone User ID, iPhone User Long Name, iPhone User Short Name, iPhone Version, IT Policy Result, iTunes Store Account Hash, iTunes Store Account Is Active, Languages, Last Acknowledged Lock PIN, Last Acknowledged Wipe PIN, Last iCloud Backup Date, Locales, MacOS User ID, MacOS User Long Name, MacOS User Short Name, Maximum Resident</p>



TABLE 16. EXPORT TO CSV FIELD OPTIONS (CONT.)

Type	Supported Variables
	Users, MDM Lost Mode Enabled, MDM Service Enrolled, Modem Firmware Version, Network Tethered, Organization Info, OS Update Status, Passcode Compliant, Passcode Compliant with Profiles, Passcode Present, Personal Hotspot Enabled, Product Code, Product Name, Security Reason Code, Subscriber Carrier Network, Subscriber MCC, Subscriber MNC, Supervised, UDID, Voice Roaming Enabled, VPN IP Address, Wakeup Status

Turning Bluetooth on and off on iOS and macOS devices

MobileIron Core enables you to turn Bluetooth on or off for iOS and macOS devices. As this is a discrete action, rather than a restriction, administrators and users can turn Bluetooth back on or off after taking this action.

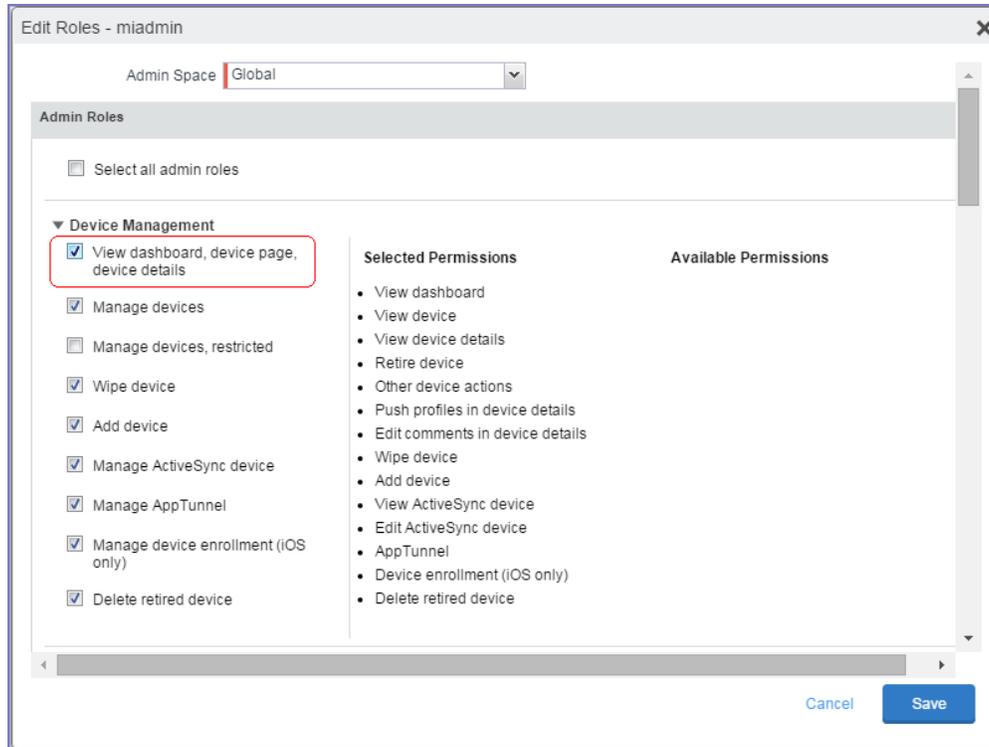
Turning Bluetooth on or off for iOS and macOS devices involves simply changing the Bluetooth setting in the list of devices under **Devices & Users > Devices**. This sends a command to devices, requesting Bluetooth to be switched on or off. The command is queued from MobileIron Core, and executes on the device at the discretion of iOS or macOS. Device users can see if their Bluetooth has been switched on or off by going to **Settings > Bluetooth** on their devices.

Before you begin

Make sure you have selected the **View dashboard, device page, device details** line item under the device management role.

1. In MobileIron Core, go to **Admin > Admins**.
2. Select the administrator who will be managing personal hotspot settings.
3. Go to **Actions > Edit roles**.
4. Select **View dashboard, device page, device details**.





5. Click **Save**.

Procedure

1. In MobileIron Core, go to **Devices & Users > Devices**.
2. Select the device or devices whose Bluetooth you want to turn on or off.
3. Select **Actions > iOS and macOS > Update Bluetooth Setting**.
4. Use the following table as a guide for filling in the form:

Item	Description
Enable Bluetooth	Select to turn on Bluetooth for the device or devices.
Disable Bluetooth	Select to turn off Bluetooth for the device or devices.
Note	Optionally, add a note regarding this setting.

5. Click **Update** to save your changes.
6. On the Devices page, select the device or devices for which you switched Bluetooth on or off.
7. To issue the command immediately, select **Actions > Force Device Check-In**.

NOTE: While you can turn Bluetooth on or off for a given device or set of devices, device users can still change the Bluetooth setting on their device even after you send the command. If you have turned off a device's Bluetooth, it is possible for the device user to turn it back on again immediately after.



Updating OS components on a macOS device

You can use MobileIron Core to update the operating system components on a macOS device running macOS 10.12.6 through the most recently released version of macOS as supported by MobileIron. This functionality is available only when you select a single macOS device.

Procedure

1. Go to **Devices & Users**.
2. Select the macOS device whose system components you wish to update.
3. Select **Actions > iOS and macOS > Update OS Software**.
The **Update OS Software** window is displayed. If a scan of the device had already been done, the available system component updates are displayed, along with the date the scan was done. Otherwise, no available updates are displayed.
4. Click **Scan for Updates** if you would like to scan the device for an up-to-date list of available system component updates.
MobileIron Core sends a request to the device to send Core the available system component updates. When Core receives the response, it populates the display as described in the table [Updating OS components on a macOS device](#). Because a scan can take a long time, you can close the window, and return to it later to see the results and the date of the scan.
5. Select the components that you want to update on the device.
6. Click **Confirm**.
Core sends a request to the device to update the selected components.

Item	Description
Update Name	The name of the macOS component that can be updated.
Version	The new version of the macOS component.
Size	The size in megabytes or gigabytes of the update.
Restart required	Whether applying this update requires a restart on the device.
Critical	Whether Apple considers the update critical.
Config Data	Whether the update impacts configuration data on the device.
Firmware	Whether the update impacts firmware on the device.

NOTE: The device details for the selected device indicates update information in the fields **App OS Update Product Key**, **App OS Update Product Version**, and **Apple OS Update Status**. To see the device details, click the carat (^) next to the relevant device on **Devices & Users > Devices**.



Related topics

[Configuring iOS and macOS software updates](#)



Managing Custom Attributes

This section addresses all components relating to custom attributes.

- [Assigning a custom attributes role](#)
- [Adding custom attributes to users and/or devices](#)
- [Viewing custom attributes available for users and/or devices](#)
- [Viewing custom attributes assigned to users](#)
- [Viewing custom attributes assigned to devices](#)
- [Editing custom attributes for users and/or devices](#)
- [Searching for custom attributes for users and/or devices](#)
- [Exporting a log of the custom attributes for users and/or devices](#)
- [Deleting custom attributes from users and/or devices](#)
- [Setting custom attribute values for device or users](#)
- [Pushing label attribute changes to devices and users](#)

NOTE: The features described in this section are supported on macOS devices.

Assigning a custom attributes role

An administrator the assigned role of **Manage custom attributes**, can add, view, edit, search, or remove custom user or device attributes. Custom attributes is a role for the global admin space.

Procedure

1. Log into the Admin Portal.
2. Go to **Admin > Admins**.
3. Select an administrator to assign the custom attributes role.
This role is for the Global admin space.
4. Select one of the following options for the selected administrator:
 - **Actions > Assign to Space > Global** if the global space has not been assigned
 - **Actions > Edit Roles** if the global space has been assigned
5. Scroll down to the **Settings and Services Management** section.
6. Click the **Manage custom attributes** option and click **Save**.



Adding custom attributes to users and/or devices

You can add up to 300 custom attributes for users and 300 custom attributes for devices.

Procedure

1. Log into the Admin Portal.
2. Go to **Settings > System Settings > Users & Devices > Custom Attributes**.
3. In the **Custom Device Attributes** section, click **Add+**.
4. Enter the information for the custom attribute for devices, including:

Field	Description
Attribute Name	Enter a name for the custom attribute. For Apple School Manager, use on the 1:1 (one-to-one) device use case and label it, for example, "ManagedAppleId". This name can be whatever you choose, however, make note of it since you will select this custom attribute name when turning on Apple Education.
Attribute Description	Enter a meaningful description for the custom attribute.
Value Type	Select one of three value types: boolean, integer or string. For Apple School Manager, use the string value type.
Variable Name	This field is read-only and displays the machine-generated name of the device that is used as a substitution variable in policies and configurations. For example, the substitution variable \$USERNAME\$ is replaced with the actual device username.
Actions	Click Save . The new custom device attribute is created and displays in the table.

5. (Optional) For Apple School Manager, click **Add+** and create a new Custom Device Attribute for device carts, for example, DeviceCartName, and choose the string value type. Remember this custom attribute name as you will need it when you turn on Apple Education in Core.

NOTE: When assigning values to these two custom attributes "ManagedAppleID" and "DeviceCartName", do not assign the device to both values. A device can either be a 1:1 device or it can be a Shared iPad (multi-user). If a device is given both values, Core will display an error on the Apple Education policy or configuration. If a device is assigned to a device cart that is unknown or to a Managed Apple ID that is unknown, the device details Education Role will display as "None." If the device is given a known Managed Apple ID, but that ID is not assigned to any classes as either a teacher or a student, the device details will display the Apple Education Role as "None". If the device has a valid Managed Apple ID and that Apple ID is assigned to at least one class as a teacher, the Apple Education Role will be "Teacher". If the device has a valid Managed Apple ID and that Apple ID is not assigned to a class as a teacher and is assigned to the class as a student, the Apple Education Role will be "Student". If there is a value entered in the



custom attribute for "DeviceCartName", the Apple Education Role will be "Student (multi-user)".

6. In the **Custom User Attributes** section, click **Add+**.
7. Referring to the table above, enter the information for the custom user attributes.
8. Click **Save**. The new custom user attribute is created and displays in the table.
9. (Optional) Repeat the steps, as needed.

Next steps

[Enabling Apple Education in Core](#)

Viewing custom attributes available for users and/or devices

Procedure

1. Log into the Admin Portal.
2. Go to **Settings > System Settings > Users & Devices > Custom Attributes**.
3. View all available custom attributes for users and/or devices.
Search for the attribute, if necessary, to see all available attributes.

Viewing custom attributes assigned to users

Procedure

1. Log into the Admin Portal.
2. Go to **Devices & Users > Users**.
3. Locate a single user and expand the details.
4. Click the **Custom Attributes** tab.

Viewing custom attributes assigned to devices

Procedure

1. Log into the Admin Portal.
2. Go to **Devices & Users > Devices**.
3. Locate a single device and expand the details.
4. Click the **Custom Attributes** tab.



Editing custom attributes for users and/or devices

Procedure

1. Log into the Admin Portal.
2. Go to **Settings > System Settings > Users & Devices > Custom Attributes**.
3. Locate the attribute you want to edit.
Search for the attribute, if necessary.
4. Click in the **ATTRIBUTE DESCRIPTION** field and modify the description.
This field has a 255 characters limit.
5. Click **Save**.

Searching for custom attributes for users and/or devices

Procedure

1. Log into the Admin Portal.
2. Go to **Settings > System Settings > Users & Devices > Custom Attributes**.
3. Enter the search criteria for the name or description.

Exporting a log of the custom attributes for users and/or devices

Procedure

1. Log into the Admin Portal.
2. Go to **Logs**.
3. Scroll down the list of filters to **Custom Attributes**.
4. Click the number link of the custom attributes to display the complete list in the details pane.
5. Click **Export to CSV** to export all records to a single file.

Deleting custom attributes from users and/or devices

You can delete an attribute if it has only been assigned to a user or a device. An attempt to delete a custom attribute assigned to a label will prompt an error message that provides a list of labels to which it has been assigned.



Procedure

1. Log into the Admin Portal.
2. Select **Settings > System Settings > Users & Devices > Custom Attributes**.
3. Locate the attribute you want to remove.
Search for the attribute, if necessary.
4. Click **Delete**.

Setting custom attribute values for device or users

Setting custom attribute values for device or user requires **Edit custom device attribute values** and **Edit custom user attribute values** roles.

To set custom attributes for devices:

1. Log into Admin Portal.
2. Select **Devices & Users > Devices**.
3. Check the box next to one or more devices.
4. Click **Actions > Set Custom Attributes**.
5. Set the value for attributes and click **Save**.
You can also clear the value for an attribute by checking the **Clear Value** box and save.

To set custom attributes for users:

1. Log into Admin Portal.
2. Go to **Devices & Users > Users**.
3. Check the box next to one or more users.
4. Click **Actions > Set Custom Attributes**.
5. Set the value for attributes and click **Save**.
You can also clear the value for an attribute by checking the **Clear Value** box and save.

NOTE: If you choose a single device or user when setting attribute values, the current attribute values are displayed. If you choose multiple devices or users, the current attribute values are not displayed.

Applying custom attributes to labels

Applying custom attributes to labels, requires **Label Management** permissions.



Procedure

1. Log into the Admin Portal.
2. Go to **Devices & Users > Labels**.
3. Click **Add Label > Filter**.
4. Locate the attribute using one of the following options:
 - Search for it in the **Field**, **Operator**, or **Value** fields.
 - Expand **Field > Custom Attributes > Device Attributes**.
 - Expand **Field > Custom Attributes > User Attributes**.

For more information about field definitions, see [Device field definitions](#).

5. Complete the criteria.
6. Click **Save**.

Pushing label attribute changes to devices and users

Changing attribute values for a user or device label does not trigger an automatic update. If you have changed the attribute values for a label, by default, changes will take effect:

- **For devices:** the next time the device checks in
- **For users:** the next scheduled LDAP sync

If you want the changes to go into effect immediately, take the following action:

- **For devices:** force a device check-in. See [Force Device Check-In](#).
- **For users:** force an LDAP sync. See "Synchronizing with the LDAP server" in Getting Started with MobileIron Core.



Managing Policies

MobileIron Core uses policies to regulate the behavior of the devices it manages. Each policy consists of a set of rules. You can create multiple policies for each policy type, but only one active policy of each type can be applied to a specific device.

Refer to *Getting Started with MobileIron Core* for information on the most commonly used policy topics, such as:

- Default policies
- Security policies
- Privacy policies
- Lockdown policies
- Sync policies

The topics in this chapter include the following advanced topics:

- [Working with default policies](#)
- [Importing and exporting policies](#)
- [Viewing policy status and platform support](#)
- [Enabling profile encryption](#)
- [Enabling or disabling encryption on a macOS device](#)
- [Storing and retrieving FileVault personal recovery keys in Core \(macOS\)](#)
- [Configuring iOS and macOS software updates](#)
- [Configuring notification settings](#)
- [Configuring a system policy managed setting](#)
- [Configuring a system policy control setting](#)
- [Configuring a system policy rule](#)
- [Managing the activation lock for iOS devices](#)
- [Whitelisting Wi-Fi networks](#)
- [Configuring firewall settings for macOS devices](#)
- [Sync policies and battery use](#)
- [Work Schedule policy](#)
- [Country changes and alerts](#)
- [iOS location-based wakeups interval and syncing with Core](#)
- [Single-app mode policies](#)



- [Configuring a global HTTP proxy policy](#)
- [Cellular policies](#)
- [Wallpaper policies](#)
- [Device name policies](#)
- [Customizing a home screen layout](#)
- [Customizing a lock screen message](#)
- [Notifications of changes to the privacy policy](#)
- [Exporting the devices in the WatchList](#)

Related topics

For information on MobileIron Threat Defense, including the MTD Local Actions policy, see the *MobileIron Threat Defense Solution Guide for Core*.

Working with default policies

NOTE: The features described in this section are supported on macOS devices.

Default policies are the policies applied to a device automatically when it is registered. Default policy values are also used as a starting point when you create a custom policy. MobileIron provides the values for each default policy specification. It is recommended that you create your own policies. You can use the settings in the default policies as a starting point. If you do edit a default policy's values (not recommended), those new values become the starting point when you create a new custom policy.

Unlike configurations, a device can have only one policy of each type.

MobileIron Core provides defaults for the following policy types:

- Security (Refer to *Getting Started with MobileIron Core* for details.)
- Privacy (Refer to *Getting Started with MobileIron Core* for details.)
- Lockdown (Refer to *Getting Started with MobileIron Core* for details.)
- Sync (Refer to *Getting Started with MobileIron Core* for details.)
- ActiveSync (See "Working with ActiveSync policies" in the .)
- AppConnect global policy (Refer to the *MobileIron Core AppConnect and AppTunnel Guide for MobileIron Core*.)

NOTE: You cannot delete default policies.

The default settings for each policy type are listed in the section for each type.



Prompting users to change the password

You can configure the default security policy to force users to change their passwords when a device is discovered to be non-compliant.

NOTE: Consider notifying users of the new specifications before making changes to the policy.

Procedure

This procedure applies to macOS 10.13 or later.

1. In the Admin portal, go to **Policies & Configs > Policies > Add New > Security** or modify the default security policy.
The New Security Policy dialog box opens.
2. Enter the Name of the policy.
3. In the Priority field:
 - a. for mandatory password changes, select **Lower Than** and choose **Security Policy Omega (1)** from the drop-down.
 - b. for optional password changes, select **Lower Than** and choose **Security Policy Sigma (45)** from the drop-down.
4. In the Password field, chose Mandatory or Optional.
 - a. Select **Mandatory**.
 - Select the **Enforce Password Rule at Next Login** check box.
 - b. Select **Optional**
 - Select the **Enforce Password Rule at Next Login** check box.
 - Select **User Channel** if you want all device users to change their password.
 - Select **Device Channel** if you want all users to change their password, including the admin user.
5. Click **Save**.
6. If Notes for Audit Logs is enabled, a text dialog box opens. Enter the reason for the change and then click **Confirm**. For more information, see [Best practices: label management](#).

Upon the next time a macOS device user logs in, the user is prompted to change the password.

NOTE: When creating a new security policy and you have either user channel or device channel chosen, you must apply a label to the policy in order for the security policy to be pushed to user devices.

Importing and exporting policies

NOTE: The features described in this section are supported on macOS devices.

You can import and export policies from one deployment of MobileIron Core to another. Topics in this section include:



- [Exporting policies or configurations](#)
- [Importing policies or configurations](#)

NOTE: This feature is supported when importing or exporting policies or configurations between Core instances that are running the same version.

Exporting policies or configurations

Exporting policies and configurations help reduce errors when you have multiple instances of MobileIron. You can export a configuration .json file for an existing policy, modify it, then import it to another policy. The export/import features allow you to do this.

Procedure

1. Select **Policies & Configs > Policies** or **Policies & Configs > Configurations**.
All available policies are listed in the policies table.
All available configurations are listed in the configurations table.
2. Select a single policy or configuration to export.
You can sort, as necessary, to find the one you want to export.
3. Click **Export** to create an export .json file.
No application-related information is captured when exporting a policy or configuration.
4. Enter an export password and confirm it in the two password fields.
This password encrypts sensitive configuration data during export (including passwords and certificates). The same password is required to import the exported data to another MobileIron Core server.
5. Check **Remember password for this session** if you want to re-use the password during a session.
A session is defined as the length of a single login. The session ends when you log out or when you have been logged out by the system.
6. Locate the .json file, open, modify, and save it, as necessary.

NOTE: Review this file before reusing it as values are not verified before importing them. For instance, If a security policy .json file has a minimum password length of 2000, the imported profile will have a minimum password length of 2000 and, when pushed to devices, it will enforce all the devices to have such a big password. The encrypted hash of the sensitive data is displayed in the .json file, but the sensitive data is not displayed in plain text format in the .json file.

Importing policies or configurations

Importing policies and configurations help reduce errors when you have multiple instances of MobileIron. You can export a configuration .json file for an existing policy, modify it, then import it to another policy. The export/import features allow you to do this.



Procedure

1. Select **Policies & Configs > Policies** or **Policies & Configs > Configurations**.
2. Click **Import** to locate a saved exported .json file.
3. Enter the name of the file or click **Browse** to locate it.
4. Enter the password created when the file was exported.
See [Step](#) in [Exporting policies or configurations on page 216](#).
5. Check **Remember password for this session** if you want to re-use the password during a session.
A session is defined as the length of a single log-in. The session ends when you log out or when you have been logged out by the system.
6. Read the warning message and click the **I Agree** check box.
7. Click **Import** to add the new policy to the policy table.
If you import a policy that already exists, you can override the policy or cancel the import. If an exported policy has child object/s (such as app control rules and compliance actions), MobileIron creates them during import. If the child objects already exist, they are overridden.

Viewing policy status and platform support

NOTE: The features described in this section are supported on macOS devices.

For any given device, you can view the status of a policy you have applied to that device, such as Pending, Sent, or Applied. For any given policy, you can view a list of supported platforms, such as Android, iOS, and Windows.

Topics in this section include:

- [Displaying policy status](#)
- [Displaying supported platforms for policies](#)

Displaying policy status

The Device Details pane on the **Device & Users > Devices** page displays status for the following tasks:

- apply lockdown policies
- apply security policies

The categories of status you will see in the **Policies** tab are:

- **Pending:** The process of applying the policy has been started.
- **Sent:** The policy has been successfully sent to the device.
- **Applied:** MobileIron Core has confirmed that the verifiable settings appear to have been applied to the device.

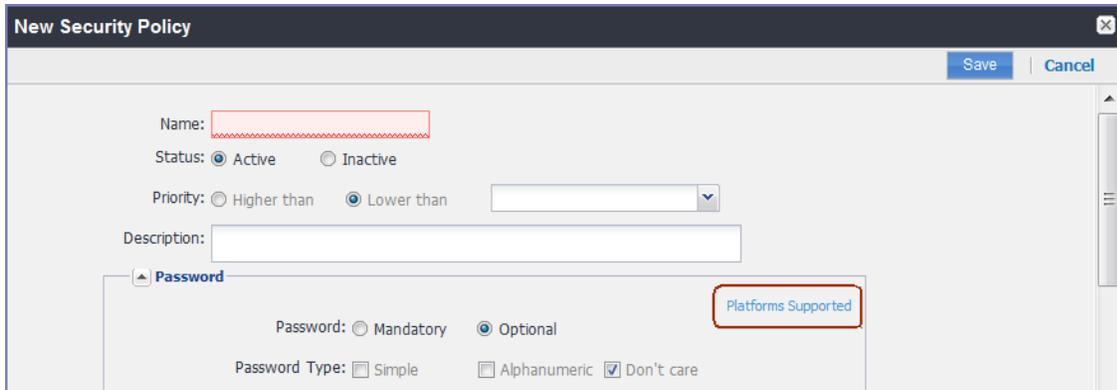


- **Partially Applied:** One or more settings may have been rejected by the device. This can mean that the feature is not supported by the device.

Displaying supported platforms for policies

To clarify which policies are supported on specific platforms, “Platforms Supported” links are included in the policy dialogs. For example:

FIGURE 8. PLATFORMS SUPPORTED LINK



Each link displays a table outlining the platform support for each policy feature.

Enabling profile encryption

Profile encryption is enabled by default. The administrator has the option to disable this setting. This allows the administrator to control encryption of the backup to iTunes. If profile encryption is enabled, the backup to iTunes is also encrypted. If profile encryption is disabled, the backup to iTunes is not encrypted.

NOTE: If you disable profile encryption, backup to iTunes continues to be encrypted for devices that are already registered. The backup to iTunes will be unencrypted for devices that registered after the setting change.

Turning off encrypted backups results in compromised certificates on iOS devices, and disabling SCEP. MobileIron does not recommend turning off encrypted backups, as this compromises system security.

Procedure

1. Go to **Settings > System Settings > iOS > MDM**.
2. Check or uncheck the **Enable Profile Encryption** setting.
3. Unchecking disables profile encryption, and checking the setting enables profile encryption.
4. Click **Save**.



Enabling or disabling encryption on a macOS device

You can encrypt macOS devices using FileVault 2. FileVault 2 can be used to perform full XTS-AES 128 encryption on the contents of a volume. Core enables you to create FileVault 2 policies that you can use to control the encryption of managed macOS devices. You can apply a single FileVault 2 policy to a device.

The FileVault 2 policy also includes recovery keys. Users can employ recovery keys to unlock the disk, in case they forget the password for that purpose.

There are two types of recovery keys:

- **Personal recovery key:** FileVault 2 automatically generates a personal recovery key at the time of encryption. A personal key is unique to the machine being encrypted. If an encrypted macOS is decrypted and then re-encrypted, the existing personal recovery key is invalid. FileVault 2 would then generate a new personal recovery key during re-encryption.
- **Institutional recovery key:** An institutional recovery key is used for the same purpose as a personal recovery key, but is the same for all macOS devices within an organization. You can use FileVault 2 to generate and install an institutional recovery key to your system before enabling encryption. This common key is used to unlock any managed, encrypted macOS device.

NOTE: FileVault 2 policies are supported on devices running macOS 10.10 through the most recently released version as supported by MobileIron.

Procedure

1. Select **Policies & Configs > Policies**.
2. Select **Add New > iOS and macOS > macOS > FileVault 2**.
3. Use the guidelines in [Enabling or disabling encryption on a macOS device](#) to complete this form.
4. Click **Save**.
5. Apply the policy to a macOS label.

Item	Description
Name	Enter a name for the policy.
Status	Select the relevant radio button to indicate whether the policy is Active or Inactive . Only one active policy can be applied to a device.
Priority	Specifies the priority of this policy relative to the other custom policies of the same type. This priority determines which policy is applied if more than one policy is available. Select Higher than or Lower than , then select an existing policy from the drop-down list. For example, to give Policy A a higher priority than Policy B,



Item	Description
	you would select “Higher than” and “Policy B”.
Description	Enter an explanation of the purpose of this policy.
Enable FileVault 2	Select to enable encryption.
FileVault User Settings	
Defer FileVault until the designated user logs out:	
Always prompt user to enable FileVault	Select to prompt the user to enable FileVault on the macOS device. The user sees the prompt when logging in to the macOS device. When selecting this option, users cannot bypass enabling the encryption option.
Maximum number of times a user can bypass enabling FileVault	Select to configure a limit to the number of times the user can ignore the prompt to enable FileVault. Click up or down to select the maximum number of times. The user sees the prompt when logging in to the macOS device. When selecting this option, users can choose to skip enabling the encryption option as many times as specified here.
Do not request enabling FileVault at user logout time	Select so that users are not prompted to enable FileVault when they are trying to log out of the device.
Output Path	Enter the path to which the recovery key .plist file will be stored. For example: /Library/Keychains/recovery.plist
Personal Recovery Key	
Create a personal recovery key	Select to create a personal recovery key. A personal recovery key will be generated when encryption (FileVault) is enabled. This private key can be used later to unlock the startup disk of the specific macOS device, in case the device user name and password are not available to unlock the device.
Institutional Recovery Key	
Enable institutional recovery key	Select to enable an institutional recovery key. The institutional recovery key can be used to unlock the startup disk of any macOS device that uses the same FileVault 2 master keychain. The keychain should be available at the following location



Item	Description
	before enabling FileVault 2 on the macOS device: /Library/Keychains/FileVaultMaster.keychain
Certificate	Enter your certificate information. If you selected Enable institutional recovery key without entering a certificate, then the master keychain (/Library/Keychains/FileVaultMaster.keychain) is used when the institutional recovery key is added.

Next steps

You can verify that encryption is enabled on a given device by checking the device details for that device. Select **Devices & Users > Devices**, and click the carat (^) next to the relevant macOS device. In the **Device Details** tab, look for the following fields:

- Full Disk Encryption Enabled
- Full Disk Encryption Has Institutional Recovery Key
- Full Disk Encryption Has Personal Recovery Key

Storing and retrieving FileVault personal recovery keys in Core (macOS)

The FileVault 2 Retrieve Personal Recovery Key setting allows you to store and retrieve personal recovery keys used to encrypt disk volumes with FileVault 2. Core stores the personal recovery keys for each device in an encrypted form in its database.

When necessary, you can decrypt and display the key on your screen, allowing you to decrypt the associated macOS device.

This feature is supported on macOS 10.12 through the most recently released version of macOS as supported by MobileIron.

NOTE: When upgrading a macOS device from 10.12 to 10.13, you need to apply this setting to devices again. Do this by creating two policies with two different labels, one for devices running macOS 10.12, and another for devices running macOS 10.13.

Procedure

1. Select **Policies & Configs > Policies**.
2. Select **Add New > iOS and macOS > macOS Only > FileVault 2 Retrieve Personal Recovery Key**.



3. In the New FileVault 2 Retrieve Personal Recovery Key dialog box, use the guidelines to complete this form.
4. Click **Save**.
5. Apply the policy to a macOS label.

Item	Description
Name	Enter a name for the policy.
Status	Select the relevant radio button to indicate whether the policy is Active or Inactive . Only one active policy can be applied to a device.
Priority	Specifies the priority of this policy relative to the other custom policies of the same type. This priority determines which policy is applied if more than one policy is available. Select Higher than or Lower than , then select an existing policy from the drop-down list. For example, to give Policy A higher priority than Policy B, you would select “Higher than” and “Policy B”.
Description	Enter an explanation of the purpose of this policy.
Store Recovery Key to Core	Enables the storage of the recovery key to MobileIron Core. This option is enabled by default when you create a FileVault 2 policy, and cannot be disabled.

Configuring a system policy managed setting

This setting allows you to disable the contextual menu that macOS users can display in the Finder application. The contextual menu allows macOS users to bypass system policy restrictions, such as rules regarding which applications macOS users can install, execute, or open through a contextual menu

Only one policy is allowed per macOS device. You can define multiple policies and assign a priority level to each, such that Core can determine which policy it sends to macOS devices.

NOTE: This policy is supported on devices running macOS 10.10 through the most recently released version as supported by MobileIron.

Procedure

1. Select **Policies & Configs > Policies**.
2. Select **Add New > iOS and macOS > macOS > System Policy Managed**.
3. Use the guidelines in [System policy managed settings](#) to complete this form.



4. Click **Save**.
5. Apply the policy to a macOS label.

TABLE 17. SYSTEM POLICY MANAGED SETTINGS

Item	Description
Name	Enter a name for the policy.
Status	Select the relevant radio button to indicate whether the policy is Active or Inactive . Only one active policy can be applied to a device.
Priority	Specifies the priority of this policy relative to other custom policies of the same type. This priority determines which policy is applied if more than one policy is available. Select Higher than or Lower than , then select an existing policy from the drop-down list. For example, to give Policy A a higher priority than Policy B, you would select “Higher than” and “Policy B”.
Description	Enter an explanation of the purpose of this policy.
Disable override	Select to disable the contextual menu in the Finder application.

Related topics

- [System Policy Managed Payload in the Apple Configuration Profile Reference](#)
- [Configuring a system policy control setting](#)
- [Configuring a system policy rule](#)

Configuring a system policy control setting

The system policy control setting allows you to manage macOS Gatekeeper functionality. Gatekeeper secures the macOS operating system by enforcing code signing and verifying applications downloaded from the web before allowing users to run them. The goal of Gatekeeper is to reduce the likelihood of accidentally running malware.

The system policy control setting you define in Core is analogous to the options available on macOS under **System Preferences > Security & Privacy > General**.

Only one policy is allowed per macOS device. You can define multiple policies and assign a priority level to each, such that Core can determine which policy it sends to macOS devices.

NOTE: This policy is supported on devices running macOS 10.10 through the most recently released version as supported by MobileIron.



Procedure

1. Select **Policies & Configs > Policies**.
2. Select **Add New > iOS and macOS > macOS > System Policy Control**.
3. Use the guidelines in [Configuring a system policy control setting](#) to complete this form.
4. Click **Save**.
5. Apply the policy to a macOS label.

Item	Description
Name	Enter a name for the policy.
Status	Select the relevant radio button to indicate whether the policy is Active or Inactive . Only one active policy can be applied to a device.
Priority	Specifies the priority of this policy relative to the other custom policies of the same type. This priority determines which policy is applied if more than one policy is available. Select Higher than or Lower than , then select an existing policy from the drop-down list. For example, to give Policy A a higher priority than Policy B, you would select "Higher than" and "Policy B".
Description	Enter an explanation of the purpose of this policy.
Application Assessment	Select to enable the Gatekeeper application assessment functionality. Gatekeeper will assess every application macOS users download from the web.
Allow Identified Developers	Select to allow only those applications with proper code signatures.

Related topics

- [System Policy Control Payload in the Apple Configuration Profile Reference](#)
- [About Gatekeeper](#)
- [Configuring a system policy managed setting](#)
- [Configuring a system policy rule](#)

Configuring a system policy rule

The system policy rule setting allows you to control Gatekeeper rules. Gatekeeper secures the macOS operating system by enforcing code signing and verifying applications downloaded from the web before allowing users to run



them. The goal of Gatekeeper is to reduce the likelihood of accidentally running malware.

The options in this setting are also available in the macOS command-line utility `spctl`. The `spctl` utility manages the security assessment policy subsystem on macOS. This subsystem evaluates rules you define that determine whether the macOS device allows the installation, execution, and contextual menu opening of applications on the device. The system policy rule setting requires the system policy control in order to work.

For example, if you want to allow applications developed by a company called Salesapps on macOS devices, you would need to do the following:

1. Create a system policy control setting enabling Gatekeeper.
2. Disable the option that allows all applications by identified developers.
3. Create a system policy rule setting with the following syntax:
`identifier com.salesapps`

The system policy rule and control would allow the execution of all applications developed by the Salesapps company on macOS devices. However, macOS device users would still be able to download other apps.

Only one policy is allowed per macOS device. You can define multiple policies and assign a priority level to each, such that Core can determine which policy it sends to macOS devices.

NOTE: This policy is supported on devices running macOS 10.10 through the most recently released version as supported by MobileIron.

Procedure

1. Select **Policies & Configs > Policies**.
2. Select **Add New > iOS and macOS > macOS > System Policy Rule**.
3. Use the guidelines in [System policy rule settings](#) to complete this form.
4. Click **Save**.
5. Apply the policy to a macOS label.

TABLE 18. SYSTEM POLICY RULE SETTINGS

Item	Description
Name	Enter a name for the policy.
Status	Select the relevant radio button to indicate whether the policy is Active or Inactive . Only one active policy can be applied to a device.
Priority	Specifies the priority of this policy relative to the other custom policies of the same type. This priority determines which policy is applied if more than one policy is available.



Item	Description
	<p>Select Higher than or Lower than, then select an existing policy from the drop-down list.</p> <p>For example, to give Policy A a higher priority than Policy B, you would select “Higher than” and “Policy B”.</p>
Description	Enter an explanation of the purpose of this policy.
Policy requirement	<p>Enter your desired spctl command.</p> <p>The code you enter here must follow the rules delineated in the Code Signing Requirement Language.</p> <p>NOTE: You cannot enter the expiration date or operation type in the spctl command you enter here. The expiration date and operation type must be entered or selected in the field and drop-down list below.</p>
Comment	Enter any comments regarding the rule or command.
Expires on	Enter an expiration date for the rule.
Operation type	<p>Select an operation type for the rule.</p> <ul style="list-style-type: none"> • EXECUTE • INSTALL • LSOPEN

Related topics

- [System Policy Rule Payload in the Apple Configuration Profile Reference](#)
- [Code Signing Requirement Language](#)
- [About Gatekeeper](#)
- [Configuring a system policy managed setting](#)
- [Configuring a system policy control setting](#)

Configuring iOS and macOS software updates

The software update policy specifies what kind of system updates iOS or macOS devices should receive and when they should receive them. This policy allows you to keep the system software consistent on all your Apple iOS and macOS devices.

Only one software update policy is allowed per device. You can define multiple policies and assign a priority level to each, such that MobileIron Core can determine which policy it sends to iOS and macOS devices.

When a device checks in, Core checks:



- if a software update policy is applied to the device
- the time window of the policy
- if an update is available for that device
- if the available update is applicable for the device's hardware

Note The Following:

In order to utilize the iOS Software Update policy, the device users with the following iOS versions will be required to upgrade to iOS 11.3 through the latest version as supported by MobileIron:

- iOS 9.2
- iOS 9.3
- iOS 10.0
- iOS 10.1
- iOS 10.2
- iOS 11.0
- iOS 11.1
- iOS 11.2

You can make this setting using the "Update OS Software" action in **Devices & Users > Devices > Actions > iOS and macOS**.

Procedure

1. Select **Policies & Configs > Policies**.
2. Depending upon the device, select one:
 - a. For iOS devices, select **Add New > iOS and macOS > iOS Only > iOS Software Update**.
 - b. For macOS devices, select **Add New > iOS and macOS > macOS Only > macOS Software Update**.
3. Use the guidelines in the table below to complete the new Add Updates dialog box.
4. Click **Save**.
5. Apply the policy to a iOS or macOS label.

TABLE 19. UPDATE SOFTWARE SETTINGS

Item	Description
Name	Enter a name for the policy.
Status	Select the relevant radio button to indicate whether the policy is Active or Inactive . Only one active policy can be applied to a device.



Item	Description
Priority	<p>Specifies the priority of this policy relative to other custom policies of the same type. This priority determines which policy is applied if more than one policy is available.</p> <p>Select Higher than or Lower than, then select an existing policy from the drop-down list.</p> <p>For example, to give Policy A a higher priority than Policy B, you would select “Higher than” and “Policy B”.</p>
Description	Enter an explanation of the purpose of this policy.
Set device update to (iOS only)	<p>Select one:</p> <p>Update to the latest version - applicable to any iOS device prior to iOS 11.3.</p> <p>Update to a specific version- a field displays for you to enter the iOS version you want to update (for iOS 11.3 through the most recently released version as supported by MobileIron.) This field allows you to push the policy for updating a specific version of iOS to supervised devices.</p>
Critical Updates (macOS only)	<p>Select All critical updates if updates requiring a device restart are acceptable.</p> <p>Otherwise, select Only critical updates that do not require restart.</p>
Configuration Data Updates (macOS only)	<p>Select All configuration data updates if updates requiring a device restart are acceptable.</p> <p>Otherwise, select Only configuration data updates that do not require restart</p>
Firmware Updates (macOS only)	<p>Select All firmware updates if updates requiring a device restart are acceptable.</p> <p>Otherwise, select Only firmware updates that do not require restart</p>
Update Hours	<p>Select the timezone for the update times you select in the fields that follow.</p> <p>For each day of the week, select the time of day and duration to apply the update. The duration indicates the time period in the local time zone specified by the policy. The update is initiated on each device when it checks in during the selected time period.</p> <p>If you do not select any days of the week, no updates are initiated for a device, even if updates are available for the device.</p> <p>If you select at least one day, but a device has no network</p>



Item	Description
	<p>access during that time period, no update is initiated for the device.</p> <p>If a device does not have a iOS/macOS software update policy applied to it, updates are not initiated for the device.</p>

Disable OS Updates

By default, Core uses the Available OS Updates command to poll Apple devices. You can disable this feature, thus stopping the Available OS Updates commands to iOS devices. To continue to have this feature disabled, for every Core upgrade, you will need to de-select the Enable Available OS Updates calls field.

Procedure

1. Go to **Settings > System Settings**.
2. Click on **iOS > MDM**. The MDM page opens.
3. De-select the Enable Available OS Updates calls field.
4. Click **Save**.

Related topics

[Updating OS components on a macOS device](#)

Managing the activation lock for iOS devices

The activation lock feature:

- is designed to prevent anyone from using a lost or stolen device.
- provides administrators with more options for deterring theft of supervised devices.
- enables administrators to reclaim supervised devices and reassign them to other employees.

A security policy option enables the Activation Lock on newly registered phones. Enabling this option prompts MobileIron Core to acquire the bypass code for the devices. When you configure an iOS device as supervised, you can generate a device-specific Activation Lock bypass code which you can later use to remove the Activation Lock. The Send Activation Lock Bypass action in the Devices page sends the necessary code to the target devices.

NOTE: You must have a connection between MobileIron Core and Apple's Activation Lock Bypass server to be able to store bypass codes for supervised, managed devices. The server's URL is:

<https://deviceservices-external.apple.com/deviceservicesworkers/escrowKeyUnlock>



- Per Apple policy, the Activation Lock bypass code works once per device. The device must be reset before another bypass code will work.
- Per Apple policy, MobileIron Core can acquire the bypass code only when the device is first registered.
- For supervised devices already registered with MobileIron Core, select **Actions > Send Activation Lock Bypass** to acquire the bypass codes for these devices.

Applying an activation lock

As soon as Find My iPhone is turned on, a mapping between this iCloud account and a hardware identifier for this device is saved to Apple's activation servers. From that point, no one can turn off Find My iPhone, erase the device, or reactivate it without entering the existing Apple ID and password. If someone other than you wiped your device and then tried to re-activate and use it, they would be prompted for your Apple ID and password in Setup Assistant.

If you have a BYOD deployment, no action is required. The device user owns the asset, so they can lock the device with their personal Apple ID. Any resulting issues would be addressed by the user and Apple Care.

If you have a corporate-liable deployment, and your devices are supervised, activation lock is disabled for supervised devices by default, and device users cannot turn it on. Most corporate administrators are likely to leave the Activation Lock disabled, as it is primarily a consumer feature. Should you decide to enable the feature:

TABLE 20. ACTIVATION LOCKS

Action	What to Do
Enable Activation Lock	Complete the following steps prior to device registration: <ol style="list-style-type: none"> 1. Turn on Find My Phone. 2. In the Security policy, select Enable Activation Lock. 3. Register the device. MobileIron Core acquires the bypass code at this time. Note that it can take some time before the device reports that the activation lock has been enabled.
Send Activation Lock Bypass Code	<ol style="list-style-type: none"> 1. In the Device page, select the iOS device. 2. Click Actions > Send Activation Lock Bypass Code.

If you have a corporate-liable deployment, and your devices are unsupervised, activation lock will be enabled as soon as the end-user signs in to iCloud with their Apple ID and turns on Find My Device. MDM servers, including MobileIron Core, cannot control activation lock on **unsupervised** devices. Supervision is the flag that says this device is corporate owned. Device users can lock activation with their personal credentials, leaving you no recourse should they leave the company. For this scenario, MobileIron recommends the following process:

- Add the removal of the Activation Lock to your employee agreement.
You should not consider the device returned unless the Activation Lock is removed.



- Confirm that the Activation Lock has been removed when the device is returned to you.
- Contact Apple Enterprise Support if the Activation Lock has not been removed.

Removing the Activation Lock

If the device has not been wiped, and the user is willing to enter the Apple ID password:

1. Launch the Settings app on the device.
2. Go to the iCloud screen.
3. Turn off Find My Device.
4. Have the device user enter the Apple ID password.
Another option is to have the user erase all content and settings.

If the device has already been wiped, and the user is willing to enter the Apple ID password:

1. Follow the steps in Setup Assistant.
2. If the Activation Lock screen is displayed, have the device user enter the Apple ID and password or ask the user to remove the device from their account in iCloud.

If you have an enterprise support contract with Apple, you can contact them to request an activation lock removal.

Whitelisting Wi-Fi networks

You can limit the Wi-Fi networks iOS devices can join only to those Wi-Fi networks installed by profiles. This option enhances security, in that the Wi-Fi networks installed by profiles on iOS devices are secure, trusted networks. You enable this option in the security policy pushed to iOS devices.

This feature applies only to supervised devices running iOS 10.3 through the most recently released version as supported by MobileIron.

Note The Following:

- After you push the Wi-Fi whitelist restriction to devices, the restriction will work only if Core has pushed at least one Wi-Fi network configuration to iOS devices using an MDM profile. The MDM profile with Wi-Fi configuration can only be pushed to devices through Core (and not through any other means, such as Apple Configurator).
- If Core removes all Wi-Fi configurations from the device, then the Wi-Fi whitelist restriction is removed as well.
- Enabling and disabling this feature causes Core to push Wi-Fi configurations to devices. As such, try to minimize enabling and disabling this feature.



Procedure

1. Go to **Policies & Configs > Policies**.
2. Select the security policy for which you want to enable this feature.
3. Click **Edit**.
4. Select **Only join Wi-Fi networks installed by profiles (iOS 10.3 and later with supervised devices only)**.
5. Click **Save**.

Configuring firewall settings for macOS devices

You can use Core to configure a macOS firewall setting for macOS devices. You use the firewall configuration to control connections made to managed macOS devices from other devices on your network on a per-application basis. The firewall configuration prevents managed macOS devices from accepting inbound connections from particular apps or services.

The application firewall is designed to work with TCP and UDP, without having any effect on AppleTalk connections. While you can disable ICMP pings by enabling stealth mode, you can still use earlier ipfw technology from the command line.

Procedure

1. Select **Policies & Configs > Configurations**.
2. Select **Add New > Apple > macOS only > Firewall**.
3. Use the guidelines in [Configuring firewall settings for macOS devices](#) to complete this form.
4. Click **Save**.
5. Apply the policy to a macOS label.

Item	Description
Name	Enter a name for the configuration.
Description	Enter an explanation of the purpose of this configuration.
Enable Firewall	Select to enable the firewall configuration for macOS devices.
Block all incoming connections	Select to prevent all sharing services from receiving incoming connections on macOS devices, such as screen sharing or file sharing. The following system services may still receive incoming connections: <ul style="list-style-type: none"> • configd, which implements DHCP and other



Item	Description
	network configuration services <ul style="list-style-type: none"> • mDNSResponder, which implements Bonjour • racoon, which implements IPSec
Enable stealth mode	Select to prevent macOS devices from responding to probing requests. Managed macOS devices still answer incoming requests for authorized apps, while ignoring unexpected requests, such as ICMP (ping).
Applications	Select specific apps for which you want to receive incoming connections on macOS devices. Click Add+ to add a row to the list of apps. Click the cell under Bundle ID to select the app whose incoming connections you want to explicitly allow. Select the check box in the Allow Connections cell to allow incoming connections from the selected app.

Sync policies and battery use

If users note significant battery impact on their devices after installing the MobileIron client (Mobile@Work), consider reviewing and optimizing your sync policies.

Work Schedule policy

This policy allows administrators to set work schedules for device users. After the scheduled work time, users are blocked from accessing specified apps and services, which include:

- Exchange Active Sync services
- AppConnect-enabled apps
- Managed apps that use MobileIron Tunnel on Sentry

After the scheduled work time-period, users are unable to open any of these apps or services. In its place, users see a message indicating that access is not available. Message can vary, depending on the app or service they attempt to use. The policy starts and ends after the next scheduled sync following the specified start time and duration period.

This section contains the following procedures:

- [Adding a Work Schedule policy](#)
- [Applying a Work Schedule policy](#)



- [Managing a Work Schedule policy](#)
- [Setting up Work Schedule policy notifications](#)

Adding a Work Schedule policy

Use this procedure to add a policy that sets a work schedule and blocks apps and services outside of the scheduled time.

NOTE: Enforcement of this policy requires Standalone Sentry 9.0.0.

Procedure

1. Log into the Admin Portal.
2. Select **Policies & Configs > Policies > Add New > Work Schedule**.
3. Enter the policy name in the **Name** field.
4. Select **Active** to enable the schedule.
Select **Inactive** to disable the policy.
5. Select **Higher than** or **Lower than** in the **Priority** option, then select the other priority.
This option is available only if you have two or more Work Schedule policies. Use it to select the priority on one policy over the other in cases of conflicts.
6. Use the drop down to select a **Timezone**, which defines the start and end times for the policy.
7. Set up the weekly work schedule.
The policy treats unchecked days as a time period outside of the work schedule, blocking affected apps and services for that 24-hour period.
8. Click **Save** to add the policy to the **Policies** page.

Applying a Work Schedule policy

Core sends the policy to Sentry and Sentry enforces the policy. When you apply the policy to a label, any device associated with the selected label will receive the policy during the next sync between the Sentry and the device.

Procedure

1. Log into the Admin Portal.
2. Select **Policies & Configs > Policies**.
3. Select the work schedule policy.
4. Select **Actions > Apply to Label**.
5. Select one or more labels and click **Apply**.

Managing a Work Schedule policy

Use this procedure to modify or delete a work schedule policy.



Procedure

1. Log into the Admin Portal.
2. Select **Policies & Configs > Policies**.
3. Select the work schedule policy you want to manage.
 - a. Click **Edit** to modify the work schedule, then click **Save**.
 - b. Select **Actions > Delete** to delete the policy.

Setting up Work Schedule policy notifications

Use this procedure to modify or delete a work schedule policy.

Procedure

1. Log into the Admin Portal.
2. Select **Logs > Event Settings**.
3. Select **Add New > Device Status Event**.
4. Complete the form and check **Work schedule policy applied**.
See the “Working with Events” section for details.
5. Click **Save**.

Country changes and alerts

Country changes are monitored by the MobileIron client. Assuming that the **Sync While Roaming** option is not set to **No Sync**, each country change causes Mobile@Work to send the change to MobileIron Core. If Mobile@Work can connect, then the **Event Center** generates the configured alerts, regardless of the sync interval. If connectivity is not established, then Mobile@Work generates a local alert, if configured.

iOS location-based wakeups interval and syncing with Core

Location-based wakeup intervals enable MobileIron Core to periodically wake Mobile@Work for iOS, which then reports any critical changes to MobileIron Core. This feature allows changes to be communicated to Core without having to manually start Mobile@Work.

Independent of the location-based wakeup interval, iOS may wake Mobile@Work based on changes in cell tower location. In this case, the app determines whether device details have been sent to Core within the specified iOS location-based wakeup interval. If device details have not been sent during that interval, then Mobile@Work sends device details to Core. If Mobile@Work wakes up and determines that the device has been compromised or the SIM state has changed, this information is immediately sent to Core.



Single-app mode policies

Single-app mode enables you to configure an iOS device for kiosk use, restricting use of the device to the designated app. For example, you might want to configure an iPad for use as an electronic catalog. The Home button and features such as taking a screenshot or receiving notifications are disabled. The device returns to the specified app automatically when it wakes or is rebooted.

Note The Following:

- Single-app mode policy applies only to supervised devices running iOS 6 and later through the most recently released version as supported by MobileIron.
- AppConnect apps or in-house apps developed with the AppConnect wrapper (including AppConnect apps available on the Apple App Store, such as Email+ for iOS and Web@Work for iOS) **cannot** run in single-app mode.
- The single-app mode policy is different from the single-app mode restriction, which allows you to whitelist apps capable of autonomously running in single-app mode. For more information about the single-app mode restriction, see [iOS / tvOS settings on page 470](#).
- Make sure to install the app you want to use in single-app mode before placing your devices in single-app mode, otherwise, the device will get stuck in single-app mode without an app.

Procedure

1. Select **Policies & Configs > Policies > Add New > iOS and macOS > iOS Only > Single-App Mode**.
2. In the New Single-App Mode Policy dialog box, use the following guidelines to complete this form:

Item	Description
Name	Required. Enter a descriptive name for this policy. This is the text that will be displayed to identify this policy throughout the Admin Portal. This name must be unique within this policy type. It is recommended to use unique names across policy types to allow for clearer log entries.
Status	Select Active to enable the policy, or Inactive to disable it. Only one active single-app mode policy can be applied to a device. You can define two single-app mode policies and send them to supervised devices, for example, as long as only one of the policies is active. You can easily switch policies by inactivating the policy you want to disable and then forcing a device check-in. Supervised devices can have any number of policies that you can activate at any time, but only one policy is active.
Priority	Specifies the priority of this policy relative to the other custom policies of the same type. This priority determines which policy is applied if more than one policy is available.



Item	Description
	Select Higher than or Lower than , then select an existing policy from the drop-down list. For example, to give Policy A a higher priority than Policy B, you would select “Higher than” and “Policy B”.
Description	Enter an explanation of the purpose of this policy.
Identifier	Enter the bundle ID of the app to be used in single-app mode. Example: com.apple.mobilesafari.
<i>Settings (These settings apply only to supervised devices running iOS 7 through iOS 9.3.)</i>	
Auto Lock	Select to enable iOS to put the screen to sleep after a set period.
Device Rotation	Select to enable device rotation.
Mono Audio	Select to play all audio through a single mono channel.
Ringer Switch	Select to enable the ringer switch so that device users can use it to mute the sound on the device.
Sleep/Wake Button	Select to enable the Sleep/Wake button so that device users can put to sleep or wake their devices.
Speak Selection	Select to enable speak selection.
Touch Screen	Select to enable basic touch controls, such as tapping and pinching.
Volume Buttons	Select to enable volume adjustments using the volume buttons.
<i>User Enabled Settings</i>	
	<i>Enable</i>
Assistive Touch	Select to enable Assistive Touch so that device users can modify their screen interactions and use a compatible adaptive accessory.
Invert Colors	Select to enable the use of invert colors. Invert color displays are high contrast, and can be helpful for visually impaired device users.
Voice Over	Select to enable Voice Over controls used to enter text or perform other tasks using voice, such as the device reading aloud artifacts that a device user taps.
Zoom	Select to allow device users to magnify the screen.

3. Click **Save**.
4. Apply the policy to the relevant labels.



Finding the bundle ID

To determine the bundle ID:

1. Sync your device to your iTunes library.
2. On your PC or Mac, open the Mobile Applications folder in the iTunes library.
3. Duplicate the app file and assign a .zip extension.
4. Open the iTunesMetadata.plist file in the zip file.
5. Find the softwareVersionBundleId key in the list.

Configuring a global HTTP proxy policy

By imposing a global HTTP proxy policy on supervised iOS 6 through iOS 9.3 devices, you can ensure that HTTP traffic is redirected to the proxy server you specify. You can manually enter the proxy server URL and port number, or the URL for the relevant PAC (proxy auto-configuration) file, which automatically determines the correct proxy server to use for a given URL. If the policy does not include a URL to the PAC file, then the policy uses WPAD (web proxy auto-discovery) to attempt to locate the PAC file.

The global HTTP proxy policy can include two features that provide solutions on-the-fly for when devices cannot access the proxy server:

- **Direct connection:** For circumstances where the PAC file is unreachable, you can specify that the policy create a direct connection to the requested URL, bypassing the proxy server altogether. This option applies only to automatic proxy connections.
- **Proxy bypass:** You can configure the policy to bypass the proxy server altogether when a device attempts a connection to a captive network such as a wifi hotspot at a coffee shop or a hotel. Selecting this option allows the device to connect directly to the captive network. Device users establish uninterrupted wifi internet access by logging in through the captive portal before the policy redirects them to the proxy server.

If your organization uses a proxy server to provide data leak protection or content filtering, for example, a global HTTP proxy policy allows you to direct HTTP traffic to and from supervised iOS 6 through iOS 9.3 devices to the proxy server of your choice.

The direct connection and proxy bypass features allow supervised iOS 7 through iOS 9.3 devices to continue accessing the internet even if:

- the PAC file referenced in their global HTTP proxy policy is unavailable
- OR
- they must first log in to a captive portal before accessing a wifi hotspot.

NOTE: The direct connection and proxy bypass options apply only to supervised iOS 7 through iOS 9.3 devices.



IMPORTANT: Confirm that you have specified the correct proxy information, and the proxy is reachable. An invalid or unreachable proxy server will make the device unreachable by the network. In this case, physical access is required to reset the device.

Procedure

1. Go to **Policies & Configs > Policies**.
2. Select **Add New > iOS and macOS > iOS Only > Global HTTP Proxy**.
3. In the New Global HTTP Proxy Policy dialog box, use the guidelines in [Global HTTP Proxy Policy](#) to complete this form.
4. Click **Save**.
5. Apply the policy to the appropriate labels.

Global HTTP Proxy Policy

Below are the setting definitions for the New Global HTTP Proxy Policy dialog box.

TABLE 21. GLOBAL HTTP PROXY POLICY

Items	Description
Name	Required. Enter a descriptive name for this policy. This is the text that will be displayed to identify this policy throughout the Admin Portal. This name must be unique within this policy type. Tip: Though using the same name for different policy types is allowed (e.g., Executive), consider keeping the names unique to ensure clearer log entries.
Status	Select Active to turn on this policy. Select Inactive to turn off this policy. Why: Use the Status feature to turn a policy on or off across all phones affected by it. The policy definition is preserved in case you want to turn it on again.
Priority	Specifies the priority of this custom policy relative to the other custom policies of the same type. This priority determines which policy is applied if more than one policy is associated with a specific device. Select Higher than or Lower than , then select an existing policy from the drop-down list. For example, to give Policy A a higher priority than Policy B, you would select “Higher than” and “Policy B”. Because this priority applies only to custom policies, this field is not enabled when you create the first custom policy of a given type.
Description	Enter an explanation of the purpose of this policy.
Proxy Type: Manual	
Manual	If you select Manual, specify the proxy server address and port through which all HTTP traffic will be directed. Optionally, enter values for the username and password used for devices to authenticate with the proxy server. If you do enter a value for the password, go to Settings > System Settings > Users



TABLE 21. GLOBAL HTTP PROXY POLICY (CONT.)

Items	Description
	<p>& Devices > Registration > Save User Password Preferences and select Save User Password.</p> <p>If you do not enter values for the proxy server username and password, supervised device users will need to enter a username and password every time they access the proxy server.</p>
Proxy Server	Enter the network address for the proxy server.
Proxy Server Port	Enter the port number for the proxy server.
User Name	<p>Optional. Enter the user name for authenticating with the proxy server.</p> <p>You can use any of the following variables for the username value: \$USERID\$, \$EMAIL\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$. You can also combine text with variables, such as \$USERID\$: \$USER_CUSTOM1\$ or \$USERID\$_\$USER_CUSTOM1\$. Custom attribute variable substitutions are supported.</p>
Proxy Password	<p>Optional. Enter the password for authenticating with the proxy server.</p> <p>You can use any of the following variables for the password value: \$PASSWORD\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$. You can also combine text with variables, such as \$PASSWORD\$: \$USER_CUSTOM1\$ or \$PASSWORD\$_\$USER_CUSTOM1\$. Custom attribute variable substitutions are supported.</p>
Allow bypassing proxy to access captive networks	<p>Selecting this feature allows the device to display the login page for captive networks (such as a LAN at a coffee shop which customers access through wifi), bypassing the proxy server altogether. Deselected by default.</p> <p>NOTE: This feature applies only to iOS 7 through iOS 9.3 devices.</p>
Proxy Type: Auto	
Auto	If you select Auto, enter the URL of the PAC (proxy auto-configuration) file, which specifies the location of the proxy server. The PAC file enables web browsers and user agents to automatically select the correct proxy server for any requested URL.



TABLE 21. GLOBAL HTTP PROXY POLICY (CONT.)

Items	Description
Proxy PAC URL	Optional. Enter the URL for the proxy auto-configuration (PAC) file. If you leave this field blank, the device will use the web proxy auto-discovery (WPAD) protocol to guess the location of the PAC file.
Allow direct connection if PAC is unreachable	Selecting this feature allows the supervised device to access the requested URL directly (without the proxy server), if the proxy auto-configuration file cannot be reached. Deselected by default. NOTE: This feature applies only to iOS 7 through iOS 9.3 devices.
Allow bypassing proxy to access captive networks	Selecting this feature allows the device to display the login page for captive networks (such as a LAN at a coffee shop which customers access through wifi), bypassing the proxy server altogether. Deselected by default. NOTE: This feature applies only to iOS 7 through iOS 9.3 devices.

Related topics

- “Impact to tunneling when using a global HTTP proxy” in the *MobileIron Core AppConnect and AppTunnel Guide for MobileIron Core*.

Cellular policies

NOTE: Apple disabled APN settings in iOS 9.0, but re-enabled APN settings in iOS 9.0.1. MobileIron strongly recommends creating a cellular policy for new configurations.

MobileIron Core provides a cellular policy that defines the network path for cellular data connectivity, or the Access Point Name (APN). It is possible to configure a cellular data policy using an APN setting or a cellular policy, depending on the version of iOS running on a given device.

The cellular policy allows you to define a customized APN for devices without disrupting device users' cellular connectivity. The cellular policy in MobileIron Core supports Apple's configuration profile `com.apple.cellular` payload.

The cellular policy includes the following information:

- a name and description
- active or inactive status
- a username and password for connecting to the cellular network
- priority, if more than one cellular policy is defined in MobileIron Core
- the preferred method of authenticating with the cellular network



- an Access Point Name (APN), which defines the gateway between the mobile network and your computer network

Note The Following:

- Cellular policies can be applied to devices running iOS 7 through the most recently released version of iOS as supported by MobileIron.
- Only one cellular policy can be used on a device at any given time. A cellular policy cannot co-exist with an APN setting on the same device. If you upgrade a device from iOS 8 to iOS 9, for example, you must remove the APN setting and apply a cellular policy.

Migrating devices from an APN setting to a cellular policy

If you are managing devices with an APN setting applied, you will need to migrate these devices to a cellular policy.

1. Make sure the devices are connected to a Wi-Fi network.
2. Apply the relevant iOS devices to a label, and remove the APN setting from that label.
3. Ensure the APN setting has been removed from iOS devices in the label.
4. Apply the new cellular policy to the label applied to the iOS devices.

Defining a cellular policy

If you define more than one cellular policy, you can set the priority of each policy in relation to the others. For instance, if you define three policies, you can configure each policy to take precedence over the next, such that policy 1 would take priority over policy 2, which, in turn, would take priority over policy 3. Note that the most recent priority setting overrides the previous. For example, if you edit policy 3 to take higher priority than policy 2, then the order of priority shifts to policy 1, policy 3, policy 2.

FIGURE 9. CELLULAR POLICY WINDOW

All things being equal, this means that policy 1 will be applied to devices. If, however, policy 1 is only applied to label 1, this means that policy 3 will be applied to label 2.

Procedure

1. Go to **Policies & Configs > Policies**.
2. Click **Add New**.
3. Select **iOS and macOS > iOS Only > Cellular**.
The New Cellular Policy dialog box opens.
4. Use [Table 22 on page 243](#) as a guideline for filling out the form.
5. Click **Save**.



6. Go to **Actions > Apply To Label**.
7. Select the label or labels to apply from the **Apply To Label** dialog.
8. Click **Apply**.

Cellular policy settings

The following table describes the settings available in the New Cellular Policy window. For more information about creating a cellular policy, see [Cellular policy settings on page 243](#).

TABLE 22. CELLULAR POLICY SETTINGS

Item	Description
Name	Enter a name for the cellular policy.
Status	Select Active to enable the policy, or Inactive to disable it.
Priority	Set the priority of cellular policies if there is more than one cellular policy. If you want to place greater priority on this cellular policy than another, select Higher than , and then select the cellular policy over which this policy will take priority. If you want to place lesser priority on this cellular policy than another, select Lower than , and then select the cellular policy that will be used before the one you are defining.
Description	Enter a description of the cellular policy.
User Name	Enter a user name for authentication.
Password	Enter a password for authentication.
Authentication Type	Select CHAP to use Challenge-Handshake Authentication Protocol (CHAP) to authenticate the user with the cellular carrier. Select PAP to use Password Authentication Protocol (PAP) to authenticate the user with the cellular carrier.
Protocol Mask	Select the version of Internet Protocol you would like to enable for this cellular policy: IPv4 , IPv6 , or Both .
APN Configurations	Click + to configure the name of the gateway between a mobile network and your computer network. NOTE: Currently, iOS only uses the first APN setting from the list of APN settings. For each APN, enter the following values: <ul style="list-style-type: none"> • Name: Enter a name for the APN. • User Name: Enter a username for authenticating with the cellular network.



Item	Description
	<ul style="list-style-type: none"> • Password: Enter a password for authenticating with the cellular network. • Proxy server: Enter the URL of the proxy server on the cellular network. • Port: Enter the port number for the proxy server. • Default Protocol Mask: Select the default IP version to use for this cellular policy: IPv4, IPv6, or Both. • Roaming Protocol Mask: Select the IP version to use for roaming in the context of this cellular policy: IPv4, IPv6, or Both. • Domestic Roaming Protocol Mask: Select the default IP version to use for domestic roaming in the context of this cellular policy: IPv4, IPv6, or Both.

Wallpaper policies

Use the wallpaper policy to set the wallpaper of the home and locked screens of supervised iOS devices to images of your choice. By setting the wallpaper using the wallpaper policy, the wallpaper is automatically applied to the device when the device registers with MobileIron Core.

This feature is useful in a kiosk setting, or shared device environment in a retail setting.

In the wallpaper policy you can choose:

- Images for iPhone and iPod devices
- Images for iPad devices

In both cases, you can choose the same image or different images for the home screen and locked screen.

Note The Following:

- You can also set the wallpaper **manually** on a device that is already registered by using the Admin Portal action **Set Wallpaper**.
- Before choosing an image file, browse the Apple website for the latest recommended image resolution by device type and screen size.
- After a wallpaper policy is applied to a device, the wallpaper settings are not removed from the device if you delete the policy or remove the device's label from the policy.
- You cannot export, import, or make a copy of (save as) a wallpaper policy.

Related topics

- [Configuring a wallpaper policy](#)
- [Wallpaper policy settings](#)



- [Manually setting the wallpaper for iOS devices](#)

Configuring a wallpaper policy

Configure a wallpaper policy so that the home and locked screens of supervised iOS devices use images of your choice. The wallpaper is automatically applied when a device registers with MobileIron Core.

Procedure

1. Go to **Policies & Configs > Policies**.
2. Click **Add New**.
3. Select **iOS and macOS > iOS only > Wallpaper**.
The Wallpaper Policy window is displayed.
4. See [Wallpaper policy settings on page 245](#) as a guideline for filling out the form.
5. Click **Save**.
6. Go to **Actions > Apply To Label**.

NOTE: Wallpaper policies are supported on supervised devices and should be associated to a "Supervised" label.

7. Select the label or labels to apply from the **Apply To Label** dialog box.
8. Click **Apply**.

NOTE: The files that you upload when creating the policy are listed in the **Policy Details** pane that displays when you select the policy's row in **Policies & Configs > Policies**. However, when you edit a wallpaper policy, the files are not listed in the **Wallpaper Policy** screen.

Related topics

- [Wallpaper policies](#)
- [Wallpaper policy settings](#)
- [Manually setting the wallpaper for iOS devices](#)

Wallpaper policy settings

The following table describes the settings available in the wallpaper policy.

TABLE 23. WALLPAPER POLICY SETTINGS

Item	Description
Name	Enter a name for the wallpaper policy.
Status	Select Active to enable the policy, or Inactive to disable it.
Priority	Set the priority of wallpaper policies if there is more than one



Item	Description
	<p>wallpaper policy.</p> <p>If you want to place greater priority on this wallpaper policy than another, select Higher than, and then select the wallpaper policy over which this policy will take priority.</p> <p>If you want to place lesser priority on this wallpaper policy than another, select Lower than, and then select the wallpaper policy that will be used before the one you are defining.</p>
Description	Enter a description of the wallpaper policy.
<i>iPhone/iPod Wallpaper</i>	
Use same image for Home Screen and Lock Screen	<p>Select this option to use the same image for both the home screen and the lock screen on iPhone and iPod devices.</p> <p>When selected, the display changes to allow you to upload only one file.</p>
Home Screen	<p>Choose the file for the home screen image.</p> <p>File requirements:</p> <ul style="list-style-type: none"> • either PNG or JPG format • less than 5 MB*
Lock Screen	<p>Choose the file for the lock screen image.</p> <p>File requirements:</p> <ul style="list-style-type: none"> • either PNG or JPG format • less than 5 MB*
<i>iPad Wallpaper</i>	
Use same image for Home Screen and Lock Screen	<p>Select this option to use the same image for both the home screen and the lock screen on iPad devices.</p> <p>When selected, the display changes to allow you to upload only one file.</p>
Home Screen	<p>Choose the file for the home screen image.</p> <p>File requirements:</p> <ul style="list-style-type: none"> • either PNG or JPG format • less than 5 MB*
Lock Screen	<p>Choose the file for the lock screen image.</p> <p>File requirements:</p> <ul style="list-style-type: none"> • either PNG or JPG format • less than 5 MB*

* 5 MB are acceptable and are applied to the devices with the appropriate labels. However, larger files can have unpredictable performance impact on MobileIron Core. The performance impact is due to Core requiring multiple



device check-ins to apply the wallpaper to all devices. The performance impact depends on the size of the file and on the number of devices impacted. Note that the wallpaper file size does not impact any other actions that Core performs on device check-in.

Related topics

- [Wallpaper policies](#)
- [Configuring a wallpaper policy](#)
- [Manually setting the wallpaper for iOS devices](#)

Device name policies

Use the Device Name policy to set the name of supervised iOS devices of your choice. By setting the device names using this policy, the device name is automatically applied to the iOS device when the device registers with MobileIron Core.

This feature is useful in a kiosk setting, or shared device environment in a retail setting.

In the device name policy you can set the name using substitution variables that may be used to dynamically create a device name. Editing this name will result in all iOS supervised device names being updated. For any supervised iOS device with the policy, when the device checks in, Core will check the current device name and compare it with the resolved desired device name. If the names are different, Core will send a command to change the device name and queue a check-in at a later time.

Note The Following:

- After a device name policy is applied to a device, the device name settings are not removed from the device if you delete the policy or remove the device's label from the policy.
- If the device user changes the device name, at every sync, Core will check to see if the device name is the expected one for the policy assigned and, if it does not match, enforce / resend the device name command. Core will continue to do this as long as the policy is assigned.
- You cannot export, import, or make a copy of (save as) a device name policy.
- Advanced search and labels supports iOS device names, i.e., ios.DeviceName, so administrators must be careful how they use the device name as a label since the device user could change the device name themselves, thus making the device fall out of the label until the device name was changed back.
- If the device's attribute is set to NULL, the Device Name policy will remain in a pending state.
- When the device belongs to the device name policy, it displays as Applied in the Device Details page.

Related topics

- [Configuring a device name policy](#)
- [Device name policy settings](#)



Configuring a device name policy

Configure a device name policy so that the supervised iOS devices use names of your choice. The device name policy is automatically applied when a device registers with MobileIron Core.

Procedure

1. Go to **Policies & Configs > Policies**.
2. Click **Add New**.
3. Select **iOS and macOS > iOS only > Create Device Name**.
The Add Device Name Policy dialog box opens.
4. See [Device name policy settings on page 248](#) as a guideline for filling out the form.
5. Click **Save**.
6. Go to **Actions > Apply To Label**.

NOTE: Device name policies are supported on supervised devices and should be associated to a "Supervised" label.

7. Select the label or labels to apply from the **Apply To Label** dialog box.
8. Click **Apply**.

Device name policy settings

The following table describes the settings available in the device name policy.

TABLE 24. WALLPAPER POLICY SETTINGS

Item	Description
Name	Enter a name for the device name policy.
Status	Select Active to enable the policy, or Inactive to disable it.
Priority	Set the priority of device name policies if there is more than one device name policy. If you want to place greater priority on this device name policy than another, select Higher than , and then select the device name policy over which this policy will take priority. If you want to place lesser priority on this device name policy than another, select Lower than , and then select the device name policy that will be used before the one you are defining.
Description	Enter a description of the device name policy.
Device Name	Type \$ to see list of variables that may be used to dynamically create a device name. Editing this name will result in all iOS supervised device names being updated.



Item	Description
	<p>Examples:</p> <ul style="list-style-type: none"> • Device Name: \$EMAIL\$'s device resolves to jsmith@mobileiron.com's device • Device Name: \$USERID\$ - \$MODEL\$ device resolves to jsmith - iPad device. <p>For more information about substitution variables, see Substitution variables for compliance policy rules.</p>

Customizing a home screen layout

You can customize the layout of the home screen on managed devices. You can define multiple home screen layout policies, and prioritize the use of each. This allows for a unified look and feel across devices, or groups of devices.

Customized components of the home screen layout include the dock and additional home page screens, if desired. The dock can include MobileIron Core App Catalog apps, whereas customized home pages can include custom folders, as well as apps.

Note The Following:

- This feature is supported on supervised devices running iOS 9.3 through the most recently released version as supported by MobileIron.

Procedure

1. Go to **Policies & Configs > Policies**.
2. Click **Add New**.
3. Select **iOS and macOS > iOS Only > Home Screen Layout**.
4. The Add Home Screen Layout Policy dialog box opens.
5. Define a home screen layout policy, using the following table as a guideline.

Item	Description
Name	Enter a name for the home screen layout policy.
Status	Select Active to enable the home screen layout policy, or Inactive to disable it.
Priority	Set the priority of the home screen layout policies if there is more than one policy. If you want to place greater priority on this home screen



Item	Description
	<p>layout policy than another, select Higher than, and then select the home screen layout policy over which this policy will take priority.</p> <p>If you want to place lesser priority on this home screen layout policy than another, select Lower than, and then select the home screen layout policy that will be used before the one you are defining.</p>
Description	Enter a description for the home screen layout policy.

6. Click the **Add** button below the Dock table to add apps to the dock.
A new row is added to the Dock table.

7. Use the following table as a guideline for adding an app or webclip to the dock.

Item	Description
Type	Click the drop-down list to select the type of item you want to add to the dock: Application .
App Name	If you are adding an app to the dock, click the drop-down list and select an App Catalog app.
Bundle ID/URL	After you select an app, the bundle ID or web clip URL is automatically filled in.
Actions	Click the x button to delete an app or web clip.

8. Click the **Add** button below the Page 1 table to add apps, webclips, and folders to the first home screen page after the dock.
A new row is added to the Page 1 table.
9. Use the following table as a guideline for adding an app, web clip, or folder to the home screen page.

Item	Description
Type	Click the drop-down list to select the type of item you want to add to the dock: Application or Folder .
App Name	Click the drop-down list and select an App Catalog app.
Bundle ID/URL	After you select an app, the bundle ID or web clip URL is automatically filled in.
Actions	<p>Click the x button to delete an app, web clip, or folder.</p> <p>Click the Edit button to edit a folder name.</p>

10. If you want to add more pages to the home screen layout policy:



- Click **Add New Page**. A new page appears.
 - Add apps or folders, as described in the previous step.
11. Click **Save**.
 12. Go to **Actions > Apply To Label**.
 13. Select the label or labels to apply from the **Apply To Label** dialog.
 14. Click **Apply**.

Customizing a lock screen message

You can customize the lock screen message for supervised devices running iOS 9.3 through the most recently released version as supported by MobileIron.

Lock screen messages can include:

- **Lost device message:** Instructions regarding the return of the device if lost.
- **Asset tag information:** A unique identifier for the device.

You can create more than one lock screen message, and prioritize the application of each.

NOTE: This feature is supported on supervised devices running iOS 9.3 through the most recently released version as supported by MobileIron.

Procedure

1. Go to **Policies & Configs > Policies**.
2. Click **Add New**.
3. Select **iOS and macOS > iOS Only > Lock Screen Message**.
The New Lock Screen Message Policy dialog box opens.
4. Define a lock screen message policy, using the following table as a guideline.

Item	Description
Name	Enter a name for the lock screen message.
Status	Select Active to enable the lock screen message, or Inactive to disable it.
Priority	Set the priority of the lock screen message policies if there is more than one policy. If you want to place greater priority on this lock screen message policy than another, select Higher than , and then select the lock screen message policy over which this policy will take priority.



Item	Description
	If you want to place lesser priority on this lock screen message policy than another, select Lower than , and then select the lock screen message policy that will be used before the one you are defining.
Description	Enter a description for the lock screen message policy.
Lost Device Message	Enter the text you want to be displayed on the lock screen and login window, for example "If found, return to Acme Inc."
Asset Tag Information	<p>Enter a unique identifier for the device. This identifier will be displayed on the lock screen.</p> <p>You can use variables, such as the following:</p> <ul style="list-style-type: none"> • \$DEVICE_SN\$ • \$DEVICE_ID\$ • \$DEVICE_UUID\$ • \$DEVICE_UDID\$ • \$CUSTOM_DEVICE_Attributename\$ <p>You can also use text or variable combinations, such as the following:</p> <ul style="list-style-type: none"> • \$DEVICE_ID\$: \$DEVICE_UUID\$ • \$DEVICE_ID\$_\$DEVICE_UUID\$

5. Click **Save**.
6. Go to **Actions > Apply To Label**.
7. Select the label or labels to apply from the **Apply To Label** dialog.
8. Click **Apply**.

Configuring notification settings

For each app installed on an iOS device, you can configure notification settings, such as whether to display alerts in the iOS Notification Center and on the locked screen.

NOTE: This feature is supported on supervised devices running iOS 9.3 through the most recently released version as supported by MobileIron.

Procedure

1. Go to **Policies & Configs > Policies**.
2. Select **Add New > iOS and macOS > iOS Only > Notification Settings**.
The New Notification Settings Configuration dialog box opens.
3. Define the status and priority of the notification setting, using the following table as a guideline.



Item	Description
Name	Enter a name for the notification message, for example, "Lock Screen message."
Status	Select Active to enable the notification settings configuration, or Inactive to disable it.
Priority	Set the priority of the notification settings configuration if there is more than one policy. If you want to place greater priority on this lock screen message policy than another, select Higher than , and then select the lock screen message policy over which this policy will take priority. If you want to place lesser priority on this lock screen message policy than another, select Lower than , and then select the lock screen message policy that will be used before the one you are defining.
Description	Enter a description for the lock screen message policy.

- Under the Notification Settings header, select **The settings specified for the first app will be applied to all apps added after it**. This means that whatever notification settings you set for the first app added become the default setting for all subsequent apps. Once saved, any edits to the first app will not impact the second or third saved apps.
- Click **Add+** to configure notification settings for an app.
The New App Notification Settings Configuration dialog box opens.
- In the Bundle Identifier drop-down, select an app whose notifications you want to configure. Alternately, type in the app name into the field.
- Select the **Notifications Enabled** check box. The notification settings become enabled.
- Choose the notification features you want to enable for the app, using the following table as a guideline.

iOS version	Item	Description
iOS All Versions	Show in Notification Center	Select to show notifications for this app in the Notification Center on iOS devices.
	Sounds Enabled	Select to allow notifications to produce an audible alert on iOS devices.
	Badges Enabled	Select to allow notification to be displayed on the app icon in badge form.
	Show in Lock Screen	Select to display notifications for this app when the iOS device screen is locked.
	Alert Type	Click the drop-down to select the type of



iOS version	Item	Description
		notification you want to be displayed for the app: None , Banner , or Alert .
iOS 12	Allow critical alerts to be enabled (ignore "Do Not Disturb")	Select to mark the notification as critical and to ignore Do Not Disturb and ringer settings. Applicable for iOS 12 through the most recently released version as supported by MobileIron.
	Show critical alert when using CarPlay	Select to indicate the critical alert displays when device user is using CarPlay. Applicable for iOS 12 through the most recently released version as supported by MobileIron.
	Group Type	<p>Select from the drop-down the type of grouping for this notification:</p> <ul style="list-style-type: none"> • Automatic: Notifications from each app will appear in groups based on app alerts. For example, if the device user has multiple iMessage conversations going on with people, the notifications might be grouped by app (iMessage) but separated by person. • By App: All notifications from each app will be grouped into single expandable alerts. This means all incoming notifications from a specific app are grouped together rather than intelligently separated. • Off: Notifications appear in the order they are received, without grouping. This setting disables Notification Grouping for the selected app entirely, which means the device user's incoming notifications for that app will all come in individually, like they did in iOS 11. <p>Applicable for iOS 12 through the most recently released version as supported by MobileIron.</p>

9. In the App Notifications Settings dialog box, click **Apply**. In the New Notifications Settings Configurations dialog box, the new notification setting displays in the Bundle Identifier section.
10. **Add+** any additional apps to the Bundle Identifier section.
11. In the New Notification Settings Configuration dialog box, click **Save**.



12. Go to **Actions > Apply To Label**.
13. Select the label or labels to apply from the **Apply To Label** dialog box.
14. Click **Apply**.

Working with Windows Update policies

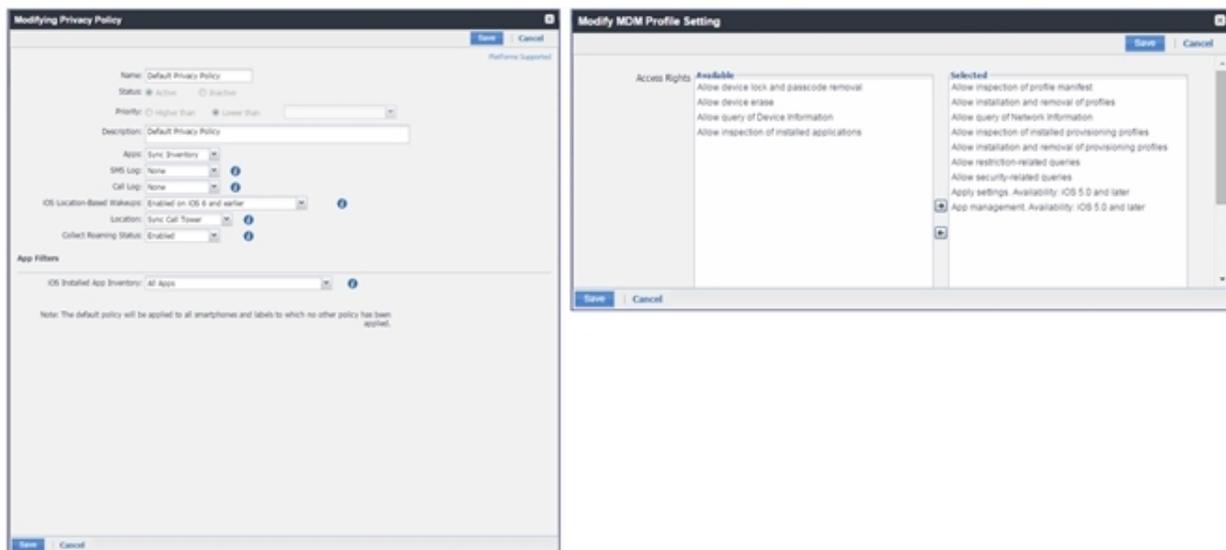
This feature is not supported on iOS devices.

This feature is not supported on macOS devices.

Notifications of changes to the privacy policy

Device users receive notifications when you make changes to the privacy policy and the MDM enrollment profile in MobileIron Core.

FIGURE 10. PRIVACY POLICY WINDOWS



Device users will receive a privacy policy change notification under the following circumstances:

- any changes to the iOS Installed App Inventory option in the privacy policy settings on MobileIron Core, **except** for changes to the list of managed apps
- changes to the **Location** option in the privacy policy settings in MobileIron Core, including changes to the iOS location-based wake-up policy.

When making changes to the location settings, bear in mind that the location of an iOS device is always accessible by the company, **except** under the following circumstances:



- location sync is disabled, and location-based wake-ups are disabled,
OR

- location sync is disabled, and location-based wake-ups are enabled for iOS 5 through iOS 6 devices.

NOTE: If the device user declines MobileIron Core access to their location, they will receive a notification regarding changes to the privacy policy.

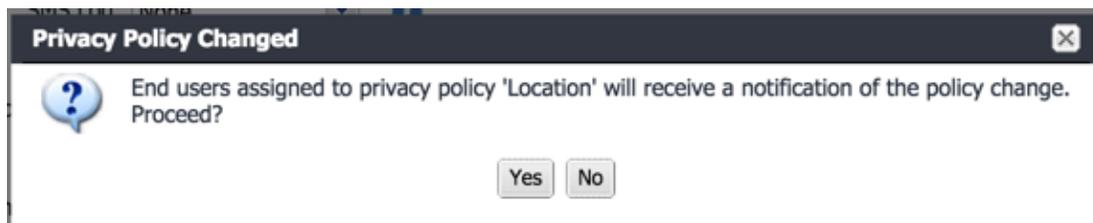
- applying or removing privacy policies from a label, only if this results in changes to the privacy policies applied to the device.
- enabling the following MDM Profile Setting access rights:
 - **Allow device erase**
 - **Allow device lock and passcode removal**
 - **Allow query of device information**
 - **Allow inspection of installed applications**

NOTE: Changes involving only the removal of line items from policies will not produce user notifications. For example, if you remove **Allow Device Erase** from the MDM Profile Setting, users will not receive a notification of changes to the privacy policy.

Privacy policy change notifications on iOS: the admin view

When making changes that will result in a user notification, MobileIron Core shows a message letting you know that users will receive privacy policy change notifications. The message asks you to confirm or cancel the change.

FIGURE 11. PRIVACY POLICY CHANGED WINDOW

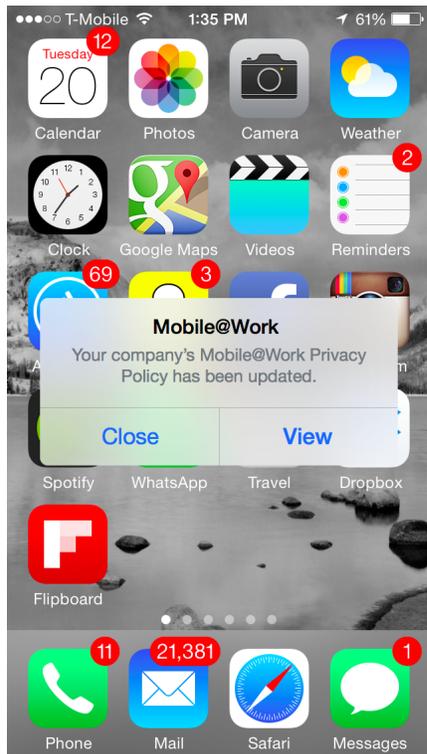


Click **Save** to go ahead with the change or **Cancel** to leave the privacy policy as is.

Privacy policy change notifications on iOS: the device user view

When changes are made to the privacy policy, device users receive a notification such as the following:

FIGURE 12. MOBILE@WORK IOS DEVICE



Notifications are displayed when the app is in the foreground or background. When the app is in the foreground, the notification is always displayed in modal alert style. When the app is in the background, the notification format is controlled by iOS Notification Center settings, where users can disable these notifications if desired.

Exporting the devices in the WatchList

The number in the **WatchList** field indicates the number of devices for which the configuration is still in queue.

This feature is supported on macOS devices.

To export the **WatchList**:

1. In the MobileIron Core Admin Portal, go to **Policies & Configs > Configurations**.
2. Click the number in the WatchList field for the configuration for which you want to export the WatchList. The Pending Devices window appears. The window displays a list of devices for which the configuration is queued.
3. Click Export to export the list of devices.
4. The list is downloaded as .CSV file.



Managing Compliance

MobileIron Core uses compliance policies to ensure that managed devices comply with security and administrator-defined compliance policies. Actions you define in policies, such as placing a device in quarantine, take effect when a device is non-compliant.

Refer to the following technical note for more information on compliance:

<https://help.mobileiron.com/s/article-detail-page?Id=kA134000000QyFvCAK>

The topics in this chapter include the following advanced topics:

- [Managing device compliance checks](#)
- [Tiered compliance](#)
- [Compliance actions policy violations](#)
- [Viewing quarantine information](#)
- [Viewing configurations removed due to quarantine](#)
- [Custom compliance policies](#)

NOTE: The features described in this section are supported on macOS devices.

Managing device compliance checks

Devices are checked for compliance with assigned policies each time they check in with MobileIron Core. In addition, Core checks all devices for compliance at regular intervals to detect out-of-compliance devices that have not checked in with Core.

Using MobileIron Core, you can:

- update device compliance status at any time
- set the timing for device compliance checks
- update the device last check-in and policy update time

NOTE: Core receives information regarding device compliance status and last check-in only after devices actually check-in with Core. While you can request a device check-in using the Admin Portal, many factors can affect whether a device actually checks in, such as network connectivity, or whether a device is switched on or off.



Setting the device compliance check interval

By default, all devices are checked for policy compliance every 24 hours. You can change the time between compliance checks. The Compliance Check Interval setting applies to compliance checks by the server only. Out of compliance conditions include:

- Device is out of contact for the time limit you set.
- Device's root detection logic has found an issue.
- Device Admin privileges have been lost.
- Device has been decrypted.
- Device OS version is below the expected version.

NOTE: It is best to run LDAP Sync and the compliance check at different times to avoid any potential Core performance problems.

Procedure

1. In the Admin Portal, go to **Policies & Configs > Compliance Actions**.
2. Click **Preferences**.
3. In **Edit Compliance Preferences**, select one of the timings for **Compliance Check Interval** (2, 4, 8, 12 or 24 hours).

NOTE: Checking the compliance status of all devices every two or four hours may impact Core performance.

4. Click **Save**.

Updating device compliance status

You can manually request a device check-in to update device compliance status for one device, several devices, or all the devices registered to Core. Updating device compliance status enables:

- administrators to update the compliance status of any device without waiting for the scheduled compliance check to run
- users to return to productive work when a compliance check is resolved, rather than wait for the next scheduled compliance check
- administrators to update the following information about a device:
 - Last check-in, updated when the device checks in
 - Policy update time

Without the ability to update device status, the device in the following example could be locked for almost 24 hours after complying with the defined security policy:

- a device status is jailbreak when Monday's daily compliance check is done (the compliance check is set for 24 hours)



- the device is blocked when this status is detected, due to the defined security policy
- the device is brought back into compliance two hours after Monday's compliance check
- the user cannot use the device until the Tuesday daily compliance check is run 22 hours from the time the device is back in compliance

Procedure

1. In the Admin Portal, go to **Device & Users > Devices**.
2. Select one or more devices to update.
3. Select **Actions > Check Compliance**.
4. A message is displayed, letting you know that the compliance check has begun.

NOTE: The compliance status of the chosen devices may not change for one to two minutes after selecting **Check Compliance**.

To update device compliance information for all devices:

1. In the Admin Portal, go to **Policies & Configs > Compliance Actions**.
2. Click **Check Compliance** to display a message asking if you want to update compliance status for all devices.
3. Click **Yes** to check compliance status for all devices or click **No** to cancel the action.

NOTE: The compliance status of the devices may not change for one to two minutes after selecting **Check Compliance**.

Compliance triggers and actions

Compliance actions, configured by the administrator, may be implemented locally on the device by Mobile@Work when certain system events have occurred that cause a compliance verification check, and only when the Enforce Compliance Actions Locally on Devices check box is selected for compliance action. Compliance verification checks also occur at the device check-in interval. Out of compliance conditions include:

- Out of Contact: the device has had no communication with the MobileIron Core server for greater than the time period selected which is specified in days.
- Compromised: the device is suspected to be rooted or an app has been installed for rooted devices.
- Device Admin lost: the device administration privileges have been revoked.
- Decrypted: it has been detected that the device is no longer encrypted
- OS Version: the version of the operating system on the device is below the expected version

Server compliance conditions and actions

Server compliance actions resulting from compliance conditions are listed in the table below.



TABLE 25. SERVER COMPLIANCE CONDITIONS AND ACTIONS

Action and OS	Out of Contact	Compromised	Device Admin lost	Decrypted	OS Version
Wipe (Android only, when enabling Android custom ROM)	Wipe the device when it has been out of contact.	Wipe the device when the device has been compromised.	The device cannot be wiped when the administrator privileges have been removed.	Wipe the device when it has been detected that the device has been decrypted.	Wipe the device when the OS version is less than expected.
Alert <ul style="list-style-type: none"> Android iOS 	Send an alert when the device is out of contact. You can send alerts to device users, admins, or both users and admins, using SMS, push notifications, or email.	Send an alert when the device has been compromised. You can send alerts to device users, admins, or both users and admins, using SMS, push notifications, or email.	Send an alert when administrator privileges have been removed. You can send alerts to device users, admins, or both users and admins, using SMS, push notifications, or email.	Send an alert when it has been detected that the device as been decrypted. You can send alerts to device users, admins, or both users and admins, using SMS, push notifications, or email.	Send an alert when the OS version is less than expected. You can send alerts to device users, admins, or both users and admins, using SMS, push notifications, or email.
Remove Apps <ul style="list-style-type: none"> Android iOS Removal of apps is only possible if the MDM profile is sent by Core and is present on the device OR if the app settings have the "Remove app when device is quarantined of signed-out" check box selected.	Remove managed apps when the device is out of contact.	Remove managed apps when the device has been compromised.	Managed apps cannot be removed when administrator privileges have been removed.	Remove managed apps when the device has been decrypted.	Remove managed apps when the OS version is less than expected.



Action and OS	Out of Contact	Compromised	Device Admin lost	Decrypted	OS Version
<p>Quarantine All</p> <ul style="list-style-type: none"> Android iOS <p>All Android enterprise apps and functionality are hidden, except Downloads, Google Play Store, and Mobile@Work.</p> <p>(Applicable only if the "Quarantine app when device is quarantined" check box is selected.)</p>	Remove all configurations when the device is out of contact.	Remove All configurations when the device has been compromised.	Remove All configurations when administrator privileges have been removed.	Remove All configurations when the device has been decrypted.	Remove All configurations when the OS version is less than expected.
<p>Quarantine All Except Wi-Fi</p> <ul style="list-style-type: none"> Android iOS macOS <p>(For Android enterprise apps, this is applicable only if the "Quarantine app when device is quarantined" check box is selected.)</p>	Remove all configurations except for Wi-Fi.	Remove all configurations except for Wi-Fi when compromised.	Remove all configurations except for Wi-Fi when administrator privileges have been removed.	Remove all configurations except for Wi-Fi when the device has been decrypted.	Remove all configurations except for Wi-Fi when the OS version is less than expected.
<p>Quarantine All Except Wi-Fi on Wi-Fi Only</p> <ul style="list-style-type: none"> Android iOS macOS <p>(Applicable only if the "Quarantine app when device is quarantined" check box is selected.)</p>	Remove all configurations except for Wi-Fi on Wi-Fi only devices.	Remove all configurations except for Wi-Fi on Wi-Fi only devices when compromised.	Remove all configurations except for Wi-Fi on Wi-Fi only devices when administrator privileges have been removed.	Remove all configurations except for Wi-Fi on Wi-Fi only devices when the device has been decrypted.	Remove all configurations except for Wi-Fi on Wi-Fi only devices when the OS version is less than expected.



Action and OS	Out of Contact	Compromised	Device Admin lost	Decrypted	OS Version
Block or retire AppConnect apps <ul style="list-style-type: none"> • iOS "Block" means blocking access to AppConnect apps.	not applicable	Block (unauthorized) or retire (unauthorize and wipe) AppConnect apps	not applicable	not applicable	not applicable

Local compliance conditions and actions

Local compliance actions do not apply to MobileIron Threat Defense functionality included with Mobile@Work clients. There are also no local compliance actions for Mobile@Work for macOS devices.

Local compliance enforcement actions resulting from compliance conditions are listed in the table below.

TABLE 26. LOCAL COMPLIANCE CONDITIONS AND ACTIONS

Situation	OS	Action
When the device can communicate with Core to perform a Compliance Check	Alert <ul style="list-style-type: none"> • Android • iOS 	Send an alert when the device is out of contact. Alerts are sent to device users, admins, or both users and admins, using SMS, push notifications, or email.
	Block AppConnect apps <ul style="list-style-type: none"> • Android • iOS 	Blocks access to AppConnect apps.
	Quarantine <ul style="list-style-type: none"> • iOS (Applicable only if the "Quarantine app when device is quarantined" check box is selected.)	When the device is out of contact, all configurations, managed apps and iBooks content are removed. New app downloads are disallowed. Quarantine action requires all appConnect apps to be re-installed after the device is back in compliance.
	Quarantine <ul style="list-style-type: none"> • Android (Applicable only if the "Quarantine app when device is quarantined" check box is selected.)	When the device is out of contact, all configurations and managed apps are removed. New app downloads are disallowed.
	Quarantine <ul style="list-style-type: none"> • Android Enterprise 	All Android enterprise apps and functionality are hidden, except Downloads, Google Play



Situation	OS	Action
		Store, and Mobile@Work.
When the device can NOT communicate with Core to perform a Compliance check	Alert <ul style="list-style-type: none"> Android iOS 	Send an alert when the device is out of contact. Alerts are sent to device users, admins, or both users and admins, using SMS, push notifications, or email.
	Block AppConnect apps <ul style="list-style-type: none"> Android iOS 	Blocks access to AppConnect apps.
	Quarantine <ul style="list-style-type: none"> iOS (Applicable only if the "Quarantine app when device is quarantined" check box is selected.)	When the device is out of contact, all configurations, managed apps and iBooks content are removed. New app downloads are disallowed.
	Quarantine <ul style="list-style-type: none"> Android (Applicable only if the "Quarantine app when device is quarantined" check box is selected.)	When the device is out of contact, all configurations and managed apps are removed. New app downloads are disallowed.
	Quarantine <ul style="list-style-type: none"> Android Enterprise 	All Android enterprise apps and functionality are hidden, except Downloads, Google settings, Google Play Store, and Mobile@Work.
	Retire <ul style="list-style-type: none"> Android Enterprise 	The work profile is deleted or the managed device will be factory reset. NOTE: This action is not reversible.

Tiered compliance

Administrators can apply multiple compliance actions over time on violating devices using tiered compliance. The following example describes a possible 3-tiered compliance action:

1. Send device users a warning message that their device is out of compliance, and give them time to fix the violation.



2. If the device is violating the same policy 24 hours later, Core sends users a second message and blocks the device.
3. If the device continues to violate the same policy another 24 hours later, Core sends users a third message and quarantines the device.

The increasing penalties over time allow a user that is unintentionally violating a policy to get back under compliance before punitive measures are taken, rather than immediately pulling email configurations, for example, off the device and interrupting normal work flow.

NOTE: Tiers beyond the first one are only used by compliance policy rules, and are not used for security policies.

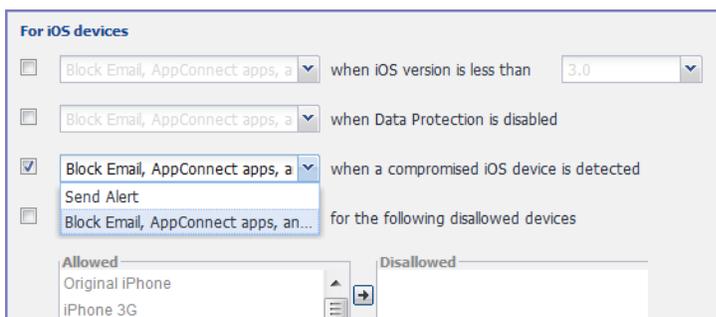
Tiered compliance behavior

- Tiered compliance checks do not run based on delay times. For example, if the delay time is 4 hours, Core does not automatically run a tiered compliance check after 4 hours. Instead, the next compliance check will occur in one of the following cases:
 - Device Check-in
 - Compliance check from the Devices page
 - Periodic compliance check (if the device has not checked in since the last periodic compliance check)
- If a device check-in or compliance check occurs during the interval between two tiers, Core will not take action based on the next tier. Core will only take action for the next tier after the delay time between tiers has elapsed.
- Delays between tiers are cumulative. For example, if the delay for tier 2 is 4 hours, and 8 hours for tier 3, then Core takes tier 3 action after 12 hours.

Compliance actions policy violations

You can assign compliance actions for security policy violations and for compliance policy violations. When you configure access control in either type of policy, you can select default compliance actions that are provided with MobileIron Core. You can also select custom compliance actions that you create.

FIGURE 13. COMPLIANCE ACTIONS POLICY VIOLATIONS



NOTE: To create the custom compliance actions, see [Custom compliance actions](#).



Default compliance actions

The following table describes the default compliance actions:

TABLE 27. DEFAULT COMPLIANCE ACTIONS TABLE

Default compliance action	Description
Send Alert	<p>Sends alert that you configured for the policy violation.</p> <p>To configure the alert, see Policy violations event settings on page 575.</p>
Block Email, AppConnect Apps And Send Alert	<ul style="list-style-type: none"> Sends alert that you configured for the policy violation. Restricts access to email via ActiveSync if you are using a Standalone Sentry for email access. <p>NOTE: If you manually block, allow, or wipe a device on the ActiveSync Associations page, blocking email access in a compliance action has no impact. The manual action overrides Core's automatic decision-making about access to email via ActiveSync. See "Overriding and re-establishing MobileIron Core management of a device" in the MobileIron Sentry Guide.</p> <ul style="list-style-type: none"> Immediately blocks access to the web sites configured to use the standard and Advanced AppTunnel feature. This action blocks tunnels that AppConnect apps and iOS managed apps use. Unauthorizes AppConnect apps. AppConnect apps become unauthorized when the next app checkin occurs. When launched, an AppConnect app displays a message and exits. Some iOS AppConnect apps that have portions that involve only unsecured functionality can allow the user to use only those portions. AppConnect apps become unauthorized when the next device checkin occurs. When the device user tries to launch an AppConnect app, the Secure Apps Manager displays a small pop-up message with the reason the app is unauthorized. This action impacts AppConnect apps, as well as third-party AppConnect for Android apps.
Customized compliance actions	<p>These actions can contain 4 tiers of actions. Tiers 2-4 are only used in compliance policies; they are not used by legacy security policies. Security policies only perform the action defined in tier 1.</p>

Custom compliance actions

You can customize the compliance actions that you want to take for the settings on the Compliance Actions page under Policies & Configs. After you create your customized compliance actions, the actions you created appear in a drop-down list in the **Access Control** section of your security policies.

Custom compliance actions enable you to specify combinations of the following actions:



- Send alert
- Block email access and AppConnect apps (includes blocking app tunnels)
- Quarantine: block email access, block app tunnels, block AppConnect apps, and wipe AppConnect app data
- Remove configurations (i.e., profiles)
- Specify exceptions for Wi-Fi-only devices
- iOS 5.0 through the most recently released version as supported by MobileIron: remove managed apps, and block new downloads

Once you create a set of these actions, you can select that set from the drop downs in the **Access Control** section of security policies.

Creating a compliance action

With custom compliance actions, you can create actions to better manage access control. With tiered compliance actions, you can customize them to include up to 4 levels of action to better manage compliance actions.

NOTE: Access control for macOS devices does not control email.

Procedure

1. Log into the Admin Portal.
2. Go to **Policies & Configs > Compliance Actions**.
3. Click **Add+** to open the **Add Compliance Action** dialog box.
4. Select the appropriate fields as described in the [Add Compliance Action table](#).
5. If you want to add another set of actions, click the plus (+) button and select the fields, as necessary, to complete the second compliance action.
6. If you want to add another set of actions, click the plus (+) button and select the fields, as necessary, to complete the third compliance action.
7. Click **Save** to add the new compliance action for access control and compliance actions.
8. You can select them by going to:
 - **Policies & Configs > Policies > policy > Edit > Access Control** section (1 tier only).
 - **Policies & Configs > Compliance Policies > Add+ > Compliance Policy Rule > Compliance Actions** drop-down (1-4 tiers).

Add Compliance Action table

The following table describes the Add Compliance Actions options:



TABLE 28. ADD COMPLIANCE ACTION FIELDS

Item	Description
Name	Enter an identifier for this set of compliance actions. Consider specifying the resulting action so that the action will be apparent when you are editing a security policy.
Enforce Compliance Actions Locally on Devices	<p>This feature is not supported on macOS devices.</p> <p>Select this to enable the Mobile@Work app to enforce compliance actions on the device for security violations without requiring action from Core. Core also continues to enforce compliance actions.</p>
ALERT: Send a compliance notification or alert to the user	<p>Select if you want to trigger a message indicating that the violation has occurred. Core sends alerts to users, administrators, or both.</p> <p>To configure the alert, see Policy violations event settings.</p>
BLOCK ACCESS: Block email access and AppConnect apps	<p>This feature is not supported on macOS devices.</p> <p>Selecting this option has the following impact to the device:</p> <ul style="list-style-type: none"> Restricts access to email via ActiveSync if you are using a Standalone Sentry for email access. <p>NOTE: If you manually block, allow, or wipe a device on the ActiveSync Associations page, blocking email access in a compliance action has no impact. The manual action overrides MobileIron Core's automatic decision-making about access to email via ActiveSync. See "Overriding and re-establishing MobileIron Core management of a device" in the MobileIron Sentry Guide.</p> <ul style="list-style-type: none"> Immediately blocks access to the web sites configured to use the standard and Advanced AppTunnel feature. This action blocks tunnels that AppConnect apps and iOS managed apps use. Unauthorizes AppConnect apps. AppConnect apps become unauthorized when the next app checkin occurs. When launched, an AppConnect app displays a message and exits. Some iOS AppConnect apps that have portions that involve only unsecured functionality can allow the user to use only those portions. AppConnect apps become unauthorized when the next device check in occurs. When the device user tries to launch an AppConnect app, the Secure Apps Manager displays a small pop-up message with the reason the app is unauthorized. This action impacts AppConnect apps, as well as third-party AppConnect for Android apps.
QUARANTINE: Quarantine the device (Select this check box to display the other Quarantine options.)	<p>This feature is not supported on macOS devices.</p> <p>Selecting this option has the following impact to the device:</p> <ul style="list-style-type: none"> Immediately blocks access to the web sites configured to use the standard and Advanced AppTunnel feature. This action blocks tunnels that iOS managed apps use.



Item	Description
	<ul style="list-style-type: none"> AppConnect apps are retired, which means they become unauthorized <i>and their secure data is deleted (wiped)</i>. AppConnect apps become unauthorized <i>and their secure data is wiped</i> when the next app checkin occurs. When launched, an AppConnect app displays a message and exits. Some iOS AppConnect apps that have portions that involve only unsecured functionality can allow the user to use only those portions.
QUARANTINE: Remove All Configurations and SaaS Sign-on Policy	Select if you want to remove the configurations (i.e., profiles) that provide access to corporate resources. Requires AppConnect apps to be re-installed after the device is back in compliance.
QUARANTINE: Do not remove Wi-Fi settings for Wi-Fi only devices	Select if you want to retain the Wi-Fi configurations devices that do not have cellular access. Select this option to ensure that you can still contact these devices. The iOS version determines how MobileIron decides whether a device supports Wi-Fi only. Prior to iOS 4.2.6, the device model (e.g., iPod) is used.
QUARANTINE: Do not remove Wi-Fi settings for all devices (iOS and Android only)	This feature is not supported on macOS devices. Select this option to retain the Wi-Fi configurations for any device, regardless of whether it has cellular access. You might select this option to preserve limited network access despite the policy violation.
QUARANTINE: Remove iBooks content, managed apps, and block new app downloads	This feature is not supported on macOS devices. Select this option to remove iBooks content and Managed Apps from the device as well as block access to Apps@Work when the device is not compliant.
Retire: Retire the Work profile or factory reset the managed device	This feature is not supported on macOS devices.

When the compliance action takes effect

When you first apply a security policy, several factors affect the amount of time required to communicate the changes to targeted devices:

- sync interval
- time the device last checked in
- battery level
- number of changes already queued



- the app check in interval for AppConnect for iOS
- whether **Enforce Compliance Actions Locally on Devices** is selected.

Once the change reaches the device, MobileIron Core checks the device for compliance. If the device is out of compliance, then the action is performed.

If the action for a security violation can be enforced locally on the device, and that option is selected in the Compliance Action dialog, then Mobile@Work initiates the compliance action without requiring contact with MobileIron Core.

Viewing quarantine information

Devices that have had configurations removed due to policy violations are considered quarantined. You can view quarantine information in the following places:

- **Device & Users > Devices** page
- **Policies & Configs > Configurations** page
- **Dashboard** page

Procedure

1. Go to **Device & Users > Devices**.
2. Click **Advanced Search**
3. Enter the search phrase: “common.quarantined” = true
4. Click **Search**.

To view information about an individual quarantined device:

1. Go to **Device & Users > Devices**.
2. Note devices that have been highlighted and appear with a quarantine icon.
3. Expand the device details for a quarantined device.
4. Click the **Configurations** tab in the device details panel to see which configurations have been removed due to quarantine.

Viewing configurations removed due to quarantine

You can view the configurations that MobileIron Core has removed due to quarantine on the Configurations page.

1. Go to **Policies & Configs > Configurations**.
2. Click a number link in the **Quarantined** column to display a list of devices that have had the configuration removed.



Dashboard page: Device by Compliance chart

To see how many devices are quarantined:

1. Go to **Dashboard**.
2. View the **Device by Compliance** chart. (If the chart is not visible, click **Add** to add it.)
3. To see a list of all quarantined devices, click the quarantined category.

Custom compliance policies

Core provides security policies for 10 static definitions to mark a device as non-compliant. These policies have limited customization options, but are a quick and easy way to begin to set up compliance policy rules. The Compliance Policies feature allows administrators to define their own criteria for marking devices non-compliant. They can combine dozens of device and user fields to create non-compliant matching criteria.

Compliance policy rules use the **Advanced Search** filter criteria to define non-compliant devices. Each compliance policy rule has a filter criteria and an associated compliance action object. Access compliance policies by selecting **Policies & Configs > Compliance Policies** from the Admin Portal.

Core uses custom device and user attributes to set up compliance policy rule conditions. These settings, listed under **Devices & Users > Devices > Advanced Search > User Fields > LDAP > User Account Control** in the Admin Portal, are:

- Account Disabled
- Locked Out
- Password Expired

Compliance policies are enforced by Core during device check-in.

The work flow to set up and use compliance policies is:

- [Assigning compliance roles](#)
- [Managing compliance policy rules](#)
- [Managing compliance policy groups](#)
- [Device search fields for compliance rules](#)

Assigning compliance roles

The following describes how to assign compliance roles.



Procedure

1. Log into the Admin Portal.
2. Go to **Admin > Admins**.
3. Select a user then click **Actions > Edit Roles**.
4. Select an Admin Space.
5. Scroll down the window to the **Compliance Policy Management** section.

Edit Roles - miadmin

Admin Roles

Select all admin roles

▶ Device Management

▶ Privacy Control

▶ Label Management

▶ User Management

▶ App Management

▶ Configuration Management

▶ Policy Management

▼ Compliance Policy Management

View compliance policy

Modify compliance policy

Apply and remove compliance policy labels

Selected Permissions	Available Permissions
<ul style="list-style-type: none"> • View compliance policy • Modify compliance policy • Apply and remove compliance policy labels 	

Cancel Save

6. Select one or more of the roles:
 - **View compliance policy:** Allows the selected user to view rules, groups, lists, and configuration.
 - **Modify compliance policy:** Allows the selected user to create, edit, and delete rules and groups.
 - **Apply and remove compliance policy labels:** Allows the selected user to add or remove groups from labels.
7. Scroll to the **Settings and Services Management** section.
8. Select **View settings and services**.
9. Click **Save**.



Managing compliance policy rules

Compliance policy rules are the building blocks in compliance policy groups used to manage device compliance. Administrators create compliance policy groups, add compliance policy rules to the groups, apply the groups to labels pushed to devices. Administrators can create a group with no rules or add compliance policy rules while creating the compliance policy group, if rules have already been created. They can also modify the group, including the name, description, and selected rules. This section describes:

- [Creating compliance policy rules](#)
- [Substitution variables for compliance policy rules](#)
- [Viewing and modifying compliance policy rules](#)
- [Deleting compliance policy rules](#)
- [Searching for compliance policy rules](#)

Creating compliance policy rules

A single rule can be in multiple compliance policy groups.

Procedure

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies**.
3. Click **Compliance Policy Rule** tab and then click **Add+**.
4. Add a unique name in the **Rule Name** field.
5. Select the **Status** to **Enabled** or **Disable**.
6. Enter a description of the rule if desired.
7. Build a **Condition** using **Advance Search** to define non-compliance.

NOTE: It is recommended to have one Condition set to include when Mobile@Work last checked in within the last 30 days. See the TIP below.

8. In the **Compliance Actions** field, select from the drop-down to use on devices matching the condition.
9. (Optional) In the **Message** field, enter text for alerts generated by violations of the policy rule. When configuring the message accompanying the compliance action, custom attributes (see [Adding custom attributes to users and/or devices](#)) and substitution variables can be inserted into the text. To do this, copy the appropriate variable (see the [Substitution variable](#) table) located to the right of the Message field and paste it into the text box. Before sending the message to the device, Core will replace the substitution variable to the actual value of the custom attribute for that device. For example, \$FIRST_NAME\$ would insert the first name of the target user into the message.
10. If you don't want the search results to include retired devices, select the **Exclude retired devices from search results** check box.
11. Click **Save**.



TIP: It is recommended to have a Compliance Policy Rule with one condition set to include when Mobile@Work last checked in with Core. This is helpful if you need assurance that Mobile@Work is running on devices (for example, for use in MobileIron Threat Defense).

Procedure

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies**.
3. Click **Compliance Policy Rule** tab and then click **Add+**.
4. Enter *ClientLastCheckIn* in the **Rule Name** field.
5. Enter **Condition > All**.
6. Go to **Field** and type in "Client Last Check-In" or select **Common Fields > Client Last Check-In**.
The regular expression is listed below; green check mark indicates regular expression is accepted.
7. Select **within the last** in the **Value** field; enter **30 days** in the remaining two fields.
8. Keep the default setting of **Exclude retired devices from search results**.
9. In the **Compliance Actions** field, select **Send Alert** from the drop-down.
10. Click **Save**.



Substitution variables for compliance policy rules

TABLE 29. SUBSTITUTION VARIABLES FOR COMPLIANCE POLICY RULES

Category	Substitution variable
Compliance policy rule customized message	<p>The substitution variables are available for use in compliance policy rules for all devices. To use in a compliance action message, copy/paste the variable into the Message field.</p> <ul style="list-style-type: none"> • \$CN\$ • \$CONFIG_UUID\$ • \$DEVICE_CLIENT_ID\$ • \$DEVICE_ID\$ • \$DEVICE_IMEI\$ • \$DEVICE_IMSI\$ • \$DEVICE_MAC\$ • \$DEVICE_PIVD_ACTIVATION_LINK\$ • \$DEVICE_SN\$ • \$DEVICE_UDID\$ • \$DEVICE_UUID\$ • \$DEVICE_UUID_NO_DASHES\$ • \$DISPLAY_NAMES\$ • \$EMAIL\$ • \$EMAIL_DOMAIN\$ • \$EMAIL_LOCAL\$ • \$FIRST_NAME\$ • \$GOOGLE_AUTOGEN_PASSWORDS\$ • \$ICCID\$ • \$LAST_NAME\$ • \$MI_APPSTORE_URL\$ • \$MODEL\$ • \$NULL\$ • \$OU\$ • \$PASSWORD\$ • \$PHONE_NUMBER\$ • \$RANDOM_16\$ • \$RANDOM_32\$ • \$RANDOM_64\$ • \$REALM\$ • \$SAM_ACCOUNT_NAME\$ • \$TIMESTAMP_MS\$ • \$USERID\$ • \$USER_CUSTOM1\$ • \$USER_CUSTOM2\$ • \$USER_CUSTOM3\$ • \$USER_CUSTOM4\$ • \$USER_DN\$ • \$USER_LOCALE\$ • \$USER_UPN\$



Viewing and modifying compliance policy rules

You can view or modify a compliance policy rule. Viewing a rule requires the View role and modifying a rule requires the Modify role.

You can modify a rule without removing it from an assigned group. For instance, you can change its status from Enabled to Disabled to troubleshoot it. When you modify a rule, the change is applied to all the groups that use the rule.

To view or modify a compliance policy rule:

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies > Compliance Policy Rule**.
3. Select the name of the rule you want to modify and click **Edit**.
4. Modify details, as necessary, including disabling the rule.
5. Click **Save**.

Deleting compliance policy rules

To delete one or more compliance policy rules:

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies > Compliance Policy Rule**.
3. Select the name of one or more rules to delete.
4. Click **Actions > Delete**.

Searching for compliance policy rules

To search for compliance policy rules:

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies > Compliance Policy Rule**.
3. Enter a name in the search field.
4. Use one of the following filters:
 - All
 - Enabled
 - Disabled
5. Click **Search**.



Managing compliance policy groups

Compliance policy groups are applied to devices to manage device compliance. Administrators create compliance policy groups, add compliance policy rules to the groups, apply the group's rules to devices matching the label criteria.

Administrators can create a group with no rules or add compliance policy rules while creating the compliance policy group, if rules have already been created. They can also modify the group, including the name, description, and selected rules. This section describes:

- [Creating compliance policy groups](#)
- [Modifying compliance policy groups](#)
- [Adding compliance policy rules to a group](#)
- [Applying compliance policy groups to labels](#)
- [Removing compliance policy groups from labels](#)
- [Deleting compliance policy groups](#)
- [Searching for compliance policy groups](#)

Creating compliance policy groups

You can create a group without adding rules, which can be added later. One rule can be member of multiple groups. The following provides the steps to add one or more compliance policy rules to a compliance policy group.

Procedure

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies**.
3. Click **Compliance Policy Group** tab.
4. Click **Add+**. The Add Compliance Policy Group page displays.
5. Enter a unique name in the **Group Name** field.
6. Select Enabled in the **Status** field.
7. Move one or more rules from **Available Rules** to the **Selected Rules** list.
8. Click **Save**.

Modifying compliance policy groups

The following provides the steps to modify compliance policy groups.

Procedure

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies > Compliance Policy Group**.



3. Select the name of the group you want to modify.
4. Modify details, as necessary, including the name, description, or to enable or disable the group.
5. Click **Save** in the **Details** section.
6. Click **Edit** in the Rules section.
7. Modify rules, as necessary, by adding or removing rules.
8. Click **Save** in the **Rules** section.

Adding compliance policy rules to a group

One rule can be a member of multiple groups. This procedure requires that you have already created one or more rule. See [Creating compliance policy rules](#) for details.

To apply a compliance policy rule to a compliance policy group:

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies > Compliance Policy Group**.
3. Double-click the name of the group to which you want to add one or more rules.
4. Go to the **Rules** section and click **Edit**.
5. Move one or more rules from the **Available Rules** list to the **Selected Rules** list.
6. Click **Save** in the **Rules** section.

Applying compliance policy groups to labels

Once a group (and its underlying rules) is assigned to devices, status of the devices are evaluated based on the conditions in the rules for compliance. Compliance Policy rules are evaluated against each device in the following ways:

- During device check-in
- Periodically, during the compliance policy check interval. This is set at **Policies & Configs > Compliance Actions > Preferences**.
- When a manual Check Compliance is initiated by the administrator. This can be set at **Policies & Configs > Compliance Actions > Check Compliance** or on the **Devices** page under **Actions**.

Procedure

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies > Compliance Policy Group**.
3. Select the name of the compliance policy group you want to apply to label.
4. Click **Actions > Apply to Labels**.
5. Select one or more of the labels.
6. Click **Apply**.



Removing compliance policy groups from labels

Once a group (and its underlying rules) is assigned to devices, status of the devices are evaluated based on the conditions in the rules for compliance. The following describes the steps to apply a compliance policy groups to one or more labels.

Procedure

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies > Compliance Policy Group**.
3. Select the name of the compliance policy group you want to remove from a label.
4. Click **Actions > Remove from Labels**.
5. De-select one or more of the labels.
6. Click **Apply**.
After the next device check in, these changes will apply.

Deleting compliance policy groups

The following provides the steps to delete one or more compliance policy groups.

Procedure

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies > Compliance Policy Group**.
3. Select the name of one or more groups to delete.
4. Click **Actions > Delete**.

Searching for compliance policy groups

The following provides the steps to search for compliance policy group.

Procedure

1. Go to the Admin Portal.
2. Select **Policies & Configs > Compliance Policies > Compliance Policy Group**.
3. Enter a name in the search field.
4. Use one of the following filters:
 - All
 - Enabled
 - Disabled
5. Click **Search**.



Device search fields for compliance rules

This section includes the compliance action objects the compliance policy rules use for device search fields. In addition to the fields listed in the below table, any Custom Device Attributes or Custom User Attributes that were added in **Settings > System Settings > Users & Devices > Custom Attributes** will also be available for searching.

The following table lists the available objects, including:

- Common fields
- Custom fields
- Android devices
- iOS devices
- Windows devices
- User fields (including LDAP fields)

TABLE 30. DEVICE SEARCH FIELDS FOR COMPLIANCE RULES

Category	Compliance policy objects
Common	The following search fields are available for use in compliance rules for all devices: cellular_technology, client_name, client_build_date, client_version, creation_date, current_country_code, current_country_name, country_name, current_operator_name, carrier_short_name, current_phone_number, current_phone_number, data_protection_enabled, data_protection_reasons, device_admin_enabled, device_encrypted, device_is_compromised, eas_last_sync_time, ethernet_mac, home_country_code, home_country_name, home_operatory_name, home_phone_number, imei, imsi, language, last_connected_at, locale, location_last_captured_at, manufacturer, mdm_managed, mdm_tos_accepted, mdm_tos_accepted_date, model, model_name, os_version, owner, pending_device_passcode, pending_device_passcode_expiration_time, platform_name, platform, registration_date, registration_imsi, retired, roaming, security_state, status, uuid, wifi_mac_address
Android	The following search fields are available for use in compliance rules for all Android devices: admin_activated, attestation, afw_capable, brand, Client_version_code, device_roaming_flag, Knox_version, manufacturer_os_version, mdm_enabled, multi-mdm, os_build_number, os_update_status, registration_status, samsung_dm, secure_apps_encryption_enabled, secure_apps_encryption_mode, security_detail, security_patch, usb_debugging, dpm_encryption_status
iOS	The following search fields are available for use in compliance rules for all iOS devices: BluetoothMAC, BuildVersion, CarrierSettingsVersion, Current MCC, Current MNC, DataRoamingEnabled, data_protection, forceEncryptedBackup, iCloud Backup Is Enabled, iOSBackgroundStatus, iPhone PRODUCT, iPhone VERSION,



TABLE 30. DEVICE SEARCH FIELDS FOR COMPLIANCE RULES (CONT.)

Category	Compliance policy objects
	IsDeviceLocatorServiceEnabled, IsDEPEnrolledDevice, IsDoNotDisturbInEffect, IsMDMLostModeEnabled, IsMDMServiceEnrolledDevice, iTunesStoreAccountIsActive, ProductName, PasscodePresent, PasscodesCompliantWithProfiles, PasscodesCompliant, Personal Hotspot Enabled, SerialNumber, Supervised, SIM MCC, SIM MNC, Subscriber Carrier Network, Voice Roaming Enabled, osUpdateStatus,
Windows	The following search fields are available for use in compliance rules for all Windows devices: dm_client_version, wp_firmware_version, wp_hardware_version, wp_os_edition, health_data_issued, health_data_aik_present, health_data_dep_policy, health_data_bit_locker_status, health_data_boot_manager_rev_list_version, health_data_code_integrity_rev_list_version, health_data_secure_boot_enabled, health_data_boot_debugging_enabled, health_data_os_kernel_debugging_enabled, health_data_code_integrity_enabled, health_data_test_signing_enabled, health_data_safe_mode, health_data_win_pe, health_data_elam_driver_loaded, health_data_vsm_enabled, health_data_pcr0, health_data_sbcpc_hash,
User	The following search fields are available for use in compliance rules user-related fields, including LDAP: email_address, user_id, attr_dn, dn, name, locale, principal, upn, account-disabled, locked_out, password_expired, custom1, custom2, custom3, custom4, <dynamically created custom user-attribute field name #1>, <dynamically created custom user-attribute field name #2>, <dynamically created custom user-attribute field name #3>, <dynamically created custom user-attribute field name #4>, <dynamically created user-attribute field names>



Managing Device Settings with Configurations

This section addresses the automation of major settings via configurations that can then be applied to a large inventory of different devices.

- [Management of device settings with configurations](#)
- [Configurations page](#)
- [Default configurations](#)
- [Editing default iOS MDM settings](#)
- [Restoring system web clips \(iOS\)](#)
- [Displaying configurations status](#)
- [Adding new configurations](#)
- [Editing configurations](#)
- [Deleting configurations](#)
- [Exporting configurations](#)
- [Importing configurations](#)
- [Applying configurations to labels](#)
- [Exporting the devices in the WatchList](#)
- [Impact of changing LDAP server variables](#)

Management of device settings with configurations

This feature is supported on macOS devices.

Configuring major settings across a large inventory of different devices can mean a major daily time investment for IT personnel. You can automate this process by specifying and distributing configurations, previously called app settings. A configuration is a group of settings to be applied to devices.

The following table summarizes the device settings managed by MobileIron Core. Configurations are found on the **Policies & Configs > Configurations** page.

TABLE 31. DEVICE SETTINGS

Category	Configuration Type
Infrastructure	<ul style="list-style-type: none"> • Exchange • Email • Wi-Fi



TABLE 31. DEVICE SETTINGS (CONT.)

Category	Configuration Type
	<ul style="list-style-type: none"> • VPN • Certificates • Certificate Enrollment
MobileIron AppConnect	<ul style="list-style-type: none"> • App Configuration • Container Policy
MobileIron Features	<ul style="list-style-type: none"> • Docs@Work • Web@Work
iOS and macOS	<ul style="list-style-type: none"> • General • CalDAV • CardDAV • Web Clips • Configuration Profile • LDAP
iOS Only	<ul style="list-style-type: none"> • AirPlay (starting with iOS 7) • AirPrint (starting with iOS 7) • APN • Provisioning Profile • Restrictions • Subscribed Calendars • Web Content Filter (starting with iOS 7) • Managed App Config (starting with iOS 7) • Managed Domains • Single Sign-On Account (starting with iOS 7)

Configurations page

A configuration (previously called app settings) is a group of settings that are applied to devices. Go to the **Policies & Configs > Configurations** page to create and manage configurations. It displays the following information for each configuration.

TABLE 32. CONFIGURATIONS PAGE OPTIONS

Field	Description
Name	Indicates a name for this group of settings.
Configuration Type	Indicates the kind of configuration.
Bundle/Package ID	If this configuration is links to a App Catalog entry, the Bundle/Package ID will display here.
Description	Displays additional information about this group of settings.



TABLE 32. CONFIGURATIONS PAGE OPTIONS (CONT.)

Field	Description
# Phones	Indicates the number of phones to which this group of settings has been applied. Click the link to display a list of the devices.
Labels	Lists the labels to which this group of settings has been applied.
WatchList	Displays the number of devices for which this group of settings is queued. Click the link to display a list of the devices.
Quarantined	Displays the number of devices that have had configurations removed due to policy violations. Click the link to display a list of the devices. See Creating a compliance action on page 267 for information on quarantining devices.

Required role: Administrator must have the **View configuration** role to access the Configurations page.

Default configurations

NOTE: The features described in this section are supported on macOS devices.

MobileIron Core provides the following default configurations. The names of these default configurations start with “System - “.

TABLE 33. DEFAULT CONFIGURATIONS

Configuration Name	Type	Description
System - iOS Enrollment CA Certificate	CERTIFICATE	System certificate to support the built-in CA server.
System - iOS Enrollment SCEP	CERTIFICATE ENROLLMENT	System settings for the built-in SCEP server. Note that the default URL contains HTTP. Do not change this to HTTPS without configuring a third-party certificate. The default is a self-signed certificate, which iOS does not support with HTTPS.
System - iOS Enterprise AppStore	WEBCLIP	System settings for Apps@Work web clip.
System - iOS Enterprise AppStore SCEP	CERTIFICATE ENROLLMENT	This SCEP setting is automatically created for the iOS Enterprise App Store certificate. NOTE: If the iOS label is removed from this default configuration, MobileIron Core will re-apply the iOS label following system or web server reboot, and after upgrading from a previous version to the current version of MobileIron Core.



TABLE 33. DEFAULT CONFIGURATIONS (CONT.)

Configuration Name	Type	Description
System - iOS MDM	MDM	Default MDM profile for iOS MDM.
System - TLS Trust Certificate Chain for Mobile Management	CERTIFICATE	This certificate chain is used so that mobile devices will trust requests from MobileIron Core.
System - Multi-User Secure Sign-In	WEBCLIP	System settings for Secure Sign-In web clip, which enables access to multi-user function for iOS devices. See “Multi-User Support” on Multi-User Support for more information.

Editing default iOS MDM settings

iOS MDM settings are editable, though, in most cases, you should not change access rights here.

Besides the initial iOS / macOS device registrations, the MDM profile is pushed to the device during

- Mobile@Work re-enroll option
- Changing of the MDM access rights. Choosing less access rights results in the MDM profile being updated automatically; more access rights require a user prompt which is done via Mobile@Work. If the device does not have Mobile@Work, the MDM profile does not get updated until the device is retired and re-registered.

NOTE: A re-push of the MDM profile will result in any applications with the Send installation request or send convert unmanaged to managed app request (iOS 9 and later) on device registration or sign-in option selected. A repush of the MDM profile is considered a re-registration for the app install process. For more information, see the *MobileIron Apps@Work Guide*.

To edit the default iOS MDM settings:

1. Go to **Policies & Configs > Configurations**.
2. Select the **System - iOS MDM** configuration.
3. Click **Edit** to open the **Modify Profile MDM Setting** dialog box.
4. If changing an access right is necessary, select an access right in the **Available** list and click the appropriate arrow to move the access right to the **Selected** list. The following table summarizes these access rights.

Access Right	Notes
Allow inspection of installed configuration profiles.	Enables inventory of configuration profiles.



Access Right	Notes
Allow installation and removal of configuration profiles.	Enables overall configuration tasks.
Allow device lock and passcode removal.	Enables remote lock and unlock capabilities.
Allow device erase.	Enables remote wipe.
Allow query of Device Information.	Enables inventory of standard device items, such as device capacity, serial number.
Allow query of Network Information.	Enables inventory of standard network items, such as phone/SIM numbers, MAC addresses.
Allow inspection of installed provisioning profiles.	Enables a device user to run select in-house apps.
Allow installation and removal of provisioning profiles.	Enables installation of select in-house apps.
Allow inspection of installed applications.	Enables app inventory.
Allow restriction-related queries.	Enables reports on the restrictions of each configuration profile on the device. These correspond to the settings in the iOS Restrictions and Passcode payloads.
Allow security-related queries.	Enables report on security items, such as whether a passcode is present.
Allow manipulation of settings.	Enables an administrator to turn on/off voice and data roaming.
Allow app management.	Enables the managed apps capability introduced in iOS 5 so that an administrator can push requests to install apps, prevent iCloud backup, and remove the apps and all app data on demand.

5. If you want MobileIron Core to indicate that the MDM profile has been removed from iOS devices, select **Check out when MDM profile is removed**.

NOTE: Receipt of this alert is not guaranteed. Therefore, this setting does not ensure notification upon removal of the profile.

6. If you want to automatically alert iOS users when a new iOS MDM configuration is available, select **Send an APNs message to iOS 5 and later devices...**
7. Click **Save**.



Restoring system web clips (iOS)

If you enable the **Removable** option for the Multi-User web clip or the Apps@Work web clip, and the device user removes one of these web clips, use one of the following methods to restore the web clip:

- Remove the MDM profile on the device and tap **Update Configuration Profile** in Mobile@Work.
- Push the web clip from the **Devices** page by selecting the device and clicking **Push Profiles**.

Displaying configurations status

This feature is supported on macOS devices.

To see the status of configurations for each device:

1. Go to **Device & Users > Devices**
2. Select a device, and click the caret to open the device details
3. Click the **Configurations** tab.

The statuses you will see are:

- **Pending:** The process of applying the settings has been started.
- **Sent:** The settings have been successfully sent to the device.
- **Applied:** MobileIron Core has confirmed that the verifiable settings appear to have been applied to the device.
- **Partially Applied:** One or more settings may have been rejected by the device. This can mean that the feature is not supported by the device.
- **Update Pending:** The administrator has edited the setting in the Admin Portal. The process of applying the updated setting has begun.

Adding new configurations

This feature is supported on macOS devices.

To add new configurations:

1. Go to **Policies & Configs > Configurations**.
2. Click **Add New**.
3. Select the type of configuration you want to create.
4. Complete the displayed form for the configuration.
5. Click **Save**.
6. To push the configuration to devices, apply it to the appropriate labels. Select **Actions > Apply to Label**.



Editing configurations

This feature is supported on macOS devices.

To edit configurations:

1. In the Configurations screen, select the configuration you want to edit.
2. Click **Edit**.
3. Make your changes.
4. Click **Save**.
A pop-up displays.
5. Click **Yes** to continue.

The configuration will be re-pushed to matching devices even you made no changes. However, if the only change made is to the description, the configuration will **not** be re-pushed to the devices.

Deleting configurations

This feature is supported on macOS devices.

To delete configurations:

1. In the Configurations screen, select the settings you want to delete.
2. Click **Delete**.

Exporting configurations

Export and importing setting configurations helps reduce errors when you have multiple instances of MobileIron. You can export a configuration .json file for an existing setting, modify it, then import it to another configuration.

This feature is supported on macOS devices.

To export a configuration:

1. Select **Policies & Configs > Configurations**.
All available configurations are listed in the table.
2. Select a single configuration to export.
You can sort, as necessary, to find the configuration you want to export.
3. Click **Export** to create an export configuration .json file.
No application-related information is captured when exporting a configuration.



4. Locate the .json file, open, modify, and save it, as necessary.

NOTE: Review this file before reusing it as values are not verified before importing them.

Importing configurations

This feature is supported on macOS devices.

To import a configuration:

1. Log into MobileIron Core.
2. Select **Policies & Configs > Configurations**.
3. Click **Import** to locate a saved exported configuration .json file.
4. Enter the name of the file or click **Browse** to locate it.
5. Read the warning message and click in the **I Agree** check box.
6. Click **Import** to add the new configuration to the configuration table.
If you import a configuration that already exists, you can override the file or cancel the import.

Applying configurations to labels

Use labels to apply configurations to devices. Refer to the “Using labels to establish groups” section in the Getting Started with MobileIron Core for more information.

This feature is supported on macOS devices.

To apply a configuration to a label:

1. Select **Policies & Configs > Configurations** to display the configurations table with all available settings configurations.
2. Select the check box next to a configuration you want to apply to a label.
Search for a configuration by entering the configuration name or description in the search box.
3. Click **Actions > Apply To Label**.
Select the label.
4. You can search by label name or description to help find the label.
5. Click **Apply**.

Exporting the devices in the WatchList

The number in the **WatchList** field indicates the number of devices for which the configuration is still in queue.



This feature is supported on macOS devices.

To export the **WatchList**:

1. In the MobileIron Core Admin Portal, go to **Policies & Configs > Configurations**.
2. Click the number in the WatchList field for the configuration for which you want to export the WatchList. The Pending Devices window appears. The window displays a list of devices for which the configuration is queued.
3. Click Export to export the list of devices.
4. The list is downloaded as .CSV file.

Impact of changing LDAP server variables

A change to a LDAP server variable (such as \$EMAIL\$, \$FIRST_NAME\$, \$LAST_NAME\$, \$DISPLAY_NAME\$, \$USER_UPN\$, \$USER_CUSTOM1, \$USER_CUSTOM2, \$USER_CUSTOM3\$, or \$USER_CUSTOM4\$) now causes a setting that uses the variable to be re-pushed to the device. The impacted settings are:

- Exchange setting
- Email setting
- Wi-Fi setting
- VPN setting
- CalDAV setting
- CardDAV setting
- Subscribed calendar setting
- AppConnect app configuration
- Docs@Work setting

This feature is supported on macOS devices.



Configuring Email

This section addresses email account configuration, enabling S/MIME encryption and synchronizing account data.

- [Exchange settings](#)
- [Configuring POP and IMAP email settings \(for iOS and macOS\)](#)
- [Enabling per-message S/MIME for iOS](#)
- [Enabling S/MIME encryption and signing on iOS devices](#)
- [Synchronizing Google account data](#)
- [Synchronizing Google calendar and contacts without ActiveSync](#)

Exchange settings

To specify the settings for the ActiveSync server that devices use, go to **Policies & Configs > Configurations**, then click **Add New > Exchange**. The ActiveSync server can be a Microsoft Exchange server, an IBM® Lotus® Notes Traveler server, Microsoft Office 365, or another server.

For macOS 10.10 Yosemite:

Contacts, mail, notes, reminders, and calendar are synchronized. ActiveSync is not supported.

For iOS:

- If an Exchange profile already exists on the device, then attempts to distribute new ActiveSync settings using MobileIron will fail.

For iOS and macOS:

- iOS/macOS can take advantage of the optional Save User Password feature under Settings > Preferences to facilitate Exchange configuration.

Note that AppConnect-enabled Email+ for iOS and Email+ for Android do not use an Exchange setting. Instead, you configure the email clients using an AppConnect app configuration.

The following table describes the Exchange settings you can specify.



TABLE 34. EXCHANGE SETTINGS

Section	Field Name	Description
<i>General</i>	Name	Enter brief text that identifies this group of Exchange settings.
	Description	Enter additional text that clarifies the purpose of this group of Exchange settings.
	Server Address	<p>Enter the address of the ActiveSync mail server.</p> <p>If you are using Standalone Sentry, do the following:</p> <ul style="list-style-type: none"> • Enter the Standalone Sentry's address. • If you are using Lotus Domino server 8.5.3.1 Upgrade Pack 1 for your ActiveSync server, set the server address to <Standalone Sentry's fully qualified domain name>/traveler. • If you are using a Lotus Domino server earlier than 8.5.3.1 Upgrade Pack 1, set the address to <Standalone Sentry fully qualified domain name>/servlet/traveler. • If you are using load balancers, contact MobileIron Professional Services. <p>When using Integrated Sentry, set the server address to Microsoft Exchange Server's address.</p> <p>NOTE: When using Sentry, you can do preliminary verification of your Exchange configuration choices for the ActiveSync User Name, ActiveSync User Email, and ActiveSync Password fields. To do so, first set the server address to the ActiveSync server. After you have verified that users can access their email using this Exchange configuration, change the server address to the appropriate Sentry address.</p> <p>For more information about configuring Sentry, see the MobileIron Sentry Guide.</p>
	Use SSL	Select to use secure connections.
	Use alternate device handling	Replaces the Use Standalone Sentry option. Use this option only under the direction of MobileIron Support.
	Domain	Specify the domain configured for the server.



TABLE 34. EXCHANGE SETTINGS (CONT.)

Section	Field Name	Description
	Google Apps Password	<p>This check box only appears if you have configured a Google account with MobileIron Core, as described in Exchange settings on page 291.</p> <p>When linking to Google Apps, select this option to use the Google Apps password to log in to the Google account you have configured to work with MobileIron Core. This password allows device users to access their mail, contacts, and calendar data on their managed devices.</p> <p>When selected, Core grays out the ActiveSync User Name and ActiveSync User Password.</p> <p>This check box only appears if you have configured a Google account with MobileIron Core, as described in Synchronizing Google account data on page 314.</p>
	ActiveSync User Name	<p>Specify the variable for the user name to be used with this Exchange configuration. You can specify any or all of the following variables \$EMAIL\$, \$USERID\$, \$PASSWORD\$. You can also specify custom formats, such as \$USERID\$_US. Custom attribute variable substitutions are supported.</p> <p>Typically, you use \$USERID\$ if your ActiveSync server is a Microsoft Exchange Server, and you use \$EMAIL\$ if your ActiveSync server is an IBM Lotus Notes Traveler server. You cannot use \$NULL\$ for this field.</p>
	ActiveSync User Email	<p>Specify the variable for the email address to be used with this Exchange configuration. You can specify any or all of the following variables \$USERID\$, \$EMAIL\$, \$SAM_ACCOUNT_NAME\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$, \$CUSTOM_DEVICE_Attributename\$, CUSTOM_USER_Attributename\$, or \$NULL\$. You can also specify custom formats, such as \$USERID\$_US. Custom attribute variable substitutions are supported.</p> <p>Typically, you use \$EMAIL\$ in this field; you cannot use \$NULL\$.</p>
	ActiveSync User Password	<p>Specify the variable for the password to be used with this Exchange configuration. You can specify any or all of the following variables: \$USERID\$, \$EMAIL\$,</p>



TABLE 34. EXCHANGE SETTINGS (CONT.)

Section	Field Name	Description
		<p>\$PASSWORD\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$, \$CUSTOM_DEVICE_Attributename\$, CUSTOM_USER_Attributename\$, or \$NULL\$. You can also specify custom formats, such as \$USERID\$_US. Custom attribute variable substitutions are supported.</p> <p>Enter additional variables or text in the text box adjacent to the Password field. Entries in this text box are kept hidden and will not be visible to any MobileIron Core administrator.</p> <p>NOTE: All variables and text up to the last valid variable will be visible. Anything after the last valid variable will not be visible. The valid variable may appear in either of the password fields. Valid variables are variables in the drop-down list.</p>
	Identity Certificate	<p>Select the Certificate Enrollment entry you created for supporting Exchange ActiveSync, if you are implementing certificate-based authentication.</p> <p>NOTE: When setting up email for devices with multi-user sign-in, the exchange profile must always use a user-based certificate. The user-based certificate will ensure secure access to email for all users. Using a device-based certificate can result in one user sending or receiving emails for another user. When configuring the user-based certificate, select the Proxy enabled and Store certificate keys on MobileIron Core options. This allows the user certificate and private key to be delivered each time they log in on the shared device.</p>
	Password is also required	<p>Specify whether to prompt device users for a password when certificate authentication is implemented. The password prompt is turned off by default. Once you specify an Identify Certificate, this option is enabled. Select the option if you want to retain the password prompt.</p>



TABLE 34. EXCHANGE SETTINGS (CONT.)

Section	Field Name	Description
	Items to Synchronize	This feature is not supported for iOS macOS.
	Past Days of Email to Sync	Specify the maximum amount of email to synchronize each time by selecting an option from the drop-down list.
	Move/Forward Messages to Other Email Accounts	Starting with iOS 5: This feature specifies whether to block device users from moving or forwarding email from the managed email account.
<i>S/MIME</i>	Enable for Android and iOS 9.3.3 (or earlier)	Select to enable S/MIME signing and encryption on devices running Android or iOS 9.3.3 or earlier. You must select this option for the fields in the S/MIME Signing and S/MIME Encryption sections to apply to devices running iOS 9.3.3 or earlier.
<i>S/MIME Signing</i>	(Optional) S/MIME signing applies to iOS devices up to iOS 9.3.3.	
	S/MIME Signing: Enable	Disabled by default. Select the check box to enable S/MIME signing. Applicable to iOS 10.3 through the most recently released version as supported by MobileIron.
	S/MIME Signing identity	Select a certificate enrollment setting as a signing identity. If you do not make a selection, then the device user will be prompted to select from the certificates that are already installed on the device. If the device has no certificate, then S/MIME signing will not be functional on the device. Applicable to iOS 9.0 through the most recently released version as supported by MobileIron. Related topics Certificate Enrollment settings.
	Signing Identity: User Overrideable	Applicable to iOS 12.0 through the most recently released version as supported by MobileIron Select to allow the user to select the signing identity on the device.
	S/MIME Signing: User Overrideable	iOS 12 through the most recently released version as supported by MobileIron Select to allow the user to enable and disable S/MIME signing in device settings.



TABLE 34. EXCHANGE SETTINGS (CONT.)

Section	Field Name	Description
<i>S/MIME Encryption</i>		S/MIME encryption applies only to iOS devices.
	Encryption by Default	Disabled by default. Select to enable S/MIME encryption.
	Encryption Identity	Select a certificate enrollment setting as an encryption identity. If you do not make a selection, then the device user will be prompted to select from the certificates that are already installed on the device. If the device has no certificate, then S/MIME encryption will not be functional on the device. Related topics Certificate Enrollment settings.
	Encryption Identity: User Overrideable	iOS 12.0 through the most recently released version as supported by MobileIron Select to allow the user to set the S/MIME encryption identity and enable encryption.
	Encryption by Default: User Overrideable	iOS 12.0 through the most recently released version as supported by MobileIron Select to allow the user to enable or disable S/MIME encryption by default in the device settings.
	Per-Message Encryption Switch	This feature is not supported for Mac OS devices. Per-message S/MIME for iOS allows device users to enable or disable S/MIME encryption for each email they send. NOTE: S/MIME encryption is incompatible with MobileIron Sentry attachment encryption.
<i>ActiveSync</i>		Not for iOS/macOS.
	Sync during	
	Peak Time	Select the preferred synchronization approach for peak times.
	Off-peak Time	Select the preferred synchronization approach for off-peak times.
	Use above settings when roaming	Specify whether to apply synchronization preferences while roaming.



TABLE 34. EXCHANGE SETTINGS (CONT.)

Section	Field Name	Description
	Send/receive when send	Specify whether queued messages should be sent and received whenever the user sends a message.
	Peak Time	
	Peak Days	Specify which days should be considered peak days.
	Start Time	Specify the beginning of the peak period for all peak days.
	End Time	Specify the end of the peak period for all peak days.
<i>iOS 5 and Later Settings</i>		These features are not supported for Mac OS devices.
	Email access to Third-Party apps	Specifies whether third-party apps can use the account for email access.
	Recent Address syncing (iOS 6 and later)	Specifies whether recently used email addresses can be synchronized.
	Use OAuth for Authentication: Enable	<p>iOS 12.0 through the most recently released version as supported by MobileIron</p> <p>Select the check box to enable OAuth for Authentication. When selected, Core will not send the password and OAuth will be used.</p> <p>For devices pre-iOS 12.0, the OAuth selection will be ignored by the devices, so you should fill in the ActiveSync User Password field.</p>
	Communication Service Rules (iOS 10 and later)	<p>Select a default audio service or app to be associated with the device user's accounts on the Exchange, CardDAV, LDAP, and Google servers. All calls initiated on the iOS device to contacts from contact lists stored on the server will use the selected audio service by default. This feature is supported on devices running iOS 10 through the most recently released version as supported by MobileIron.</p> <p>To enable communication service rules:</p> <ul style="list-style-type: none"> • Select Choose a default app to be used when calling contacts from this account. A drop-down list of apps displays. • Click the drop-down list to select the default audio



TABLE 34. EXCHANGE SETTINGS (CONT.)

Section	Field Name	Description
		app or service.
<i>Android</i>		These features are not supported for iOS devices. These features are not supported for Mac OS devices.
	<i>Windows 10 Desktop</i>	This feature is not supported for iOS devices. This feature is not supported for Mac OS devices.

iOS and macOS Exchange profiles and password caching

To facilitate iOS and macOS deployments, MobileIron offers the option of caching a user's email password. This option is turned off by default. Cached passwords are encrypted, stored on the appliance, and used only for authentication. Note that the email password must match the LDAP password in order for this feature to be of use.

Configuring POP and IMAP email settings (for iOS and macOS)

Select **Policies & Configs > Configurations > Add New > Email** to set up POP or IMAP email. The following table describes the email settings you can specify:

TABLE 35. POP AND IMAP EMAIL SETTINGS (IOS AND MACOS)

Section	Field Name	Description
	Name	Enter brief text that identifies this group of email settings.
	Description	Enter additional text that clarifies the purpose of this group of email settings.
	Account Type	Select POP or IMAP to indicate the type of email account you are configuring. The Internet Service Provider (ISP) can give you information on which type of account is available.
	User Email	Specify the email address to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your email standard might be \$EMAIL\$_US for users in the United States. Custom attribute variable substitutions are supported. See Supported variables .



TABLE 35. POP AND IMAP EMAIL SETTINGS (iOS AND macOS) (CONT.)

Section	Field Name	Description
<i>Incoming Mail Server Settings</i>		
	Path Prefix	Specify the IMAP path prefix for the email client. A prefix is generally required when all IMAP folders are listed under the Inbox. ISPs that require prefixes usually provide information on the specific prefix to configure.
	Server Address	Specify the address for the server handling incoming mail. The Internet service provider (ISP) can give you this address.
	Server Port	Specify the port number for the server handling incoming mail. The Internet service provider (ISP) can give you this information.
	Require SSL	Specify whether secure sockets layer (SSL) is required for incoming email transport. This is determined by the way in which the user mailboxes are set up. Your Internet service provider (ISP) can give you this information.
	User Name	Specify the email address to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$. Custom attribute variable substitutions are supported. Why: Some enterprises have a strong preference concerning which identifier is exposed. See Supported variables
	Use Password Authentication	Specify whether to authenticate the password for email access.
	Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. Custom attribute variable substitutions are supported. See Supported variables .
<i>Outgoing (SMTP) Mail Server Settings</i>		
	Server Address	Specify the address for the SMTP server handling outgoing mail.
	Server Port	Specify the port number for the SMTP server handling outgoing mail.



TABLE 35. POP AND IMAP EMAIL SETTINGS (iOS AND macOS) (CONT.)

Section	Field Name	Description
	Require SSL	Specify whether to use secure sockets layer (SSL) outgoing email transport.
	Require Authentication	Specify whether to use secure sockets layer (SSL) for outgoing email transport.
	Use Same User Name and Password for Sending Email	Specify whether to use the same user name and password used for incoming email. If you select this option, then the Server User Name option is disabled.
	Server User Name	Specify the user name to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$. Why: Some enterprises have a strong preference concerning which identifier is exposed. See Supported variables
	Use Password Authentication	Specify whether to authenticate the password for email access.
	Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See Supported variables
<i>Advanced Settings</i>		Not for iOS, macOS
	Automatic Send/Receive	Specify how new email should be sent and retrieved. You can set an automatic time interval or select Manual to configure no automatic email exchange.
	Download Messages	Specify the number of messages to download to the device during send/receive.
	Message Format	Indicate whether messages should be formatted in plain text or HTML.
	Message Download Limit	Specify a size limit for a single message to be downloaded.
	Download Attachment	Specify a size limit for an attachment to be downloaded, or specify that attachments are not be downloaded.
<i>iOS 5 or later Settings</i>		
	Block move/forward messages to other	Enables the iOS 5 feature that prevents users from moving email messages to other email accounts or



TABLE 35. POP AND IMAP EMAIL SETTINGS (iOS AND macOS) (CONT.)

Section	Field Name	Description
	email accounts	forwarding email from accounts other than the originating account.
	Block email access to 3rd party apps	Prevents third-party apps from using the account for email access.
	Allow Recent Address syncing (iOS 6 and later)	Selected by default, indicates recent address syncing. If this check box is cleared, this email account is excluded from address recent syncing.
	Allow Mail Drop (iOS 9.2 and later)	De-selected by default, indicates allowance of Mail Drop. If this check box is selected, Mail Drop is allowed for this email account. Mail Drop limitations by Apple are applied. In Email settings on the users' device, the user can select the <i>Send large attachments with Mail Drop</i> option. This allows the user to upload attachments up to 5 GB and send a link or preview to email recipients.
<i>S/MIME Setting</i>	S/MIME settings apply only to iOS devices.	
<i>S/MIME</i>		
	Enable for iOS 9.3.3 (or earlier)	Select to enable S/MIME signing and encryption on devices running iOS 9.3.3 or earlier. You must select this option for the fields in the S/MIME Signing and S/MIME Encryption sections to apply to devices running iOS 9.3.3 or earlier.
<i>S/MIME Signing</i>	S/MIME signing applies only to iOS devices.	
	S/MIME Signing: Enable	Disabled by default. Select the check box to enable S/MIME signing.
	S/MIME Signing identity	Select a certificate enrollment setting as a signing identity. If you do not make a selection, then the device user will be prompted to select from the certificates that are already installed on the device. If the device has no certificate, then S/MIME signing will not be functional on the device. Related topics Certificate Enrollment settings.
	Signing Identity: User Overrideable	iOS 12.0 through the most recently released version as supported by MobileIron



TABLE 35. POP AND IMAP EMAIL SETTINGS (iOS AND macOS) (CONT.)

Section	Field Name	Description
		Select to allow the user to select the signing identity.
	S/MIME Signing: User Overrideable	iOS 12 through the most recently released version as supported by MobileIron Select to allow the user to enable and disable S/MIME signing in device settings.
<i>S/MIME Encryption</i>	S/MIME signing applies only to iOS devices.	
	Encryption by Default	Disabled by default. Select to enable S/MIME encryption.
	Encryption Identity	Select a certificate enrollment setting as an encryption identity. If you do not make a selection, then the device user will be prompted to select from the certificates that are already installed on the device. If the device has no certificate, then S/MIME encryption will not be functional on the device. Related topics Certificate Enrollment settings.
	Encryption Identity: User Overrideable	iOS 12.0 through the most recently released version as supported by MobileIron Select to allow the user to set the S/MIME encryption identity and enable encryption.
	Per-Message Encryption Switch	Per-message S/MIME for iOS allows device users to enable or disable S/MIME encryption for each email they send. NOTE: S/MIME encryption is incompatible with MobileIron Sentry attachment encryption.

Supported variables

You can use the following variables in fields that support variables.

- For user name fields: \$USERID\$, \$EMAIL\$, \$SAM_ACCOUNT_NAME\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$, \$CUSTOM_DEVICE_Attributename\$, CUSTOM_USER_Attributename\$, or \$NULL\$
- For password fields: \$USERID\$, \$EMAIL\$, \$PASSWORD\$, \$GOOGLE_AUTOGEN_PASSWORD\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$, \$CUSTOM_DEVICE_Attributename\$, CUSTOM_USER_Attributename\$, or \$NULL\$.

Custom attribute variable substitutions are supported.



Enabling per-message S/MIME for iOS

Per-message S/MIME for iOS allows iOS device users to decide whether they wish to enable or disable S/MIME encryption for individual emails. Allowing users to forgo encryption for emails that do not require such security precautions could save company resources such as bandwidth.

WARNING: S/MIME encryption is incompatible with MobileIron Sentry attachment encryption. It is recommended that you enable either S/MIME encryption or MobileIron Sentry attachment encryption, but not both. If you would like to enable attachment security along with S/MIME for email, you can use the Docs@Work attachment control feature, in which all attachments can only be opened with a predefined set of device apps.

Organizations with varying security needs may wish to configure two Microsoft Exchange servers to handle default and optional use of S/MIME. An example might be an organization with one set of email users defined on one Exchange server that rarely need to encrypt their emails with S/MIME, and another set of email users defined on another Exchange server who use S/MIME encryption for most of their email.

In this scenario, Exchange profile 1 might be configured to enable S/MIME encryption on all email by default, and point to one particular Exchange server. Exchange profile 2 might be configured to enable S/MIME per-message encryption and point to a second Exchange server.

Note The Following:

- Recipients of all emails sent with S/MIME encryption must have a certificate.
- A user sending an encrypted email must have the recipient's certificate so that its public key can be used to encrypt the message. This means that both the sender and recipient must be in the same organization, or if they are in different organizations, the sender and recipient must arrange to obtain their respective certificates prior to sending the first encrypted email.
- Both the sender and recipient must maintain historical archives of expired private keys, such that past emails encrypted by any expired certificates are still readable.

Main steps

The main steps for enabling per-message S/MIME encryption for iOS devices are as follows:

1. Upload a trusted root certificate to MobileIron Core from an in-house or public certificate authority ([Uploading a trusted root certificate to MobileIron Core](#)).
2. Create a user-provided certificate enrollment setting ([Creating a user-provided certificate enrollment setting for S/MIME certificates](#)).
3. Upload the user-provided P12 certificates with the MobileIron Core user portal or the Web Services API ([Uploading user signing and encryption certificates with the User Portal](#) and [Uploading user certificates with the Web Services API](#)).
4. Create an Email or Exchange setting that references the user-provided certificate enrollment setting you created ([Creating an Email setting for per message S/MIME encryption](#) or [Creating an Exchange setting](#)).



for per message S/MIME encryption).

5. Push your settings to the relevant devices ([Pushing per-message S/MIME changes to devices](#)).

NOTE: iOS devices will not use SSL with an untrusted certificate.

For information about using per-message S/MIME encryption on an iOS device, see the following Apple article:
<http://support.apple.com/en-us/HT4979>

Uploading a trusted root certificate to MobileIron Core

Upload a trusted root certificate to MobileIron Core, and then push the root certificate to iOS devices. The root certificate verifies the signature of the certificate authority presented with an email sender's transmission.

1. In the Admin Portal, go to **Policies & Configs > Configurations**.
2. Select **Add New > Certificates**.
3. In the **New Certificate Setting** dialog box, fill in the following fields for the certificate setting:
 - **Name:** Enter a name for the certificate setting.
 - **Description:** Enter a meaningful description for the certificate setting.
 - **File Name:** Browse for the certificate file.
4. Click **Save**.

Creating a user-provided certificate enrollment setting for S/MIME certificates

Create a user-provided certificate enrollment setting that specifies the use of S/MIME certificates, and push the user-provided certificate enrollment setting to the relevant devices.

NOTE: If users are uploading both a signing certificate and an encryption certificate you must create two separate user-provided certificate enrollment settings.

1. In the Admin Portal, go to **Policies & Configs > Configurations**.
2. Click **Add New > Certificate Enrollment > User-Provided**. The New User-Provided Certificate Enrollment Setting dialog box opens.
3. Fill in or select the following fields:
 - **Name:** Enter brief text that identifies this group.
 - **Description:** Enter additional text that clarifies the purpose of the setting.
 - **Display Name:** Enter a name describing the purpose of a user-provided certificate. For example, enter "S/MIME Encryption". On the user portal, when the user uploads a certificate, the user selects a display name (called "Configuration" on the user portal). The user's selection associates the uploaded certificate with a user-provided certificate enrollment setting. The user can upload the same certificate, or different certificates, for each display name.
 - **Require Password:** This is selected by default and is required for the certificate enrollment option.
 - **Delete Private Keys After Days:** Select an option between None - 15 days.



4. Click **Save**.
5. The Configurations page refreshes with the new certificate enrollment.
6. (Optional) If users are uploading both a signing certificate and an encryption certificate, repeat these steps to create a second user-provided certificate enrollment setting.

Related topics

[Certificate Enrollment settings](#)

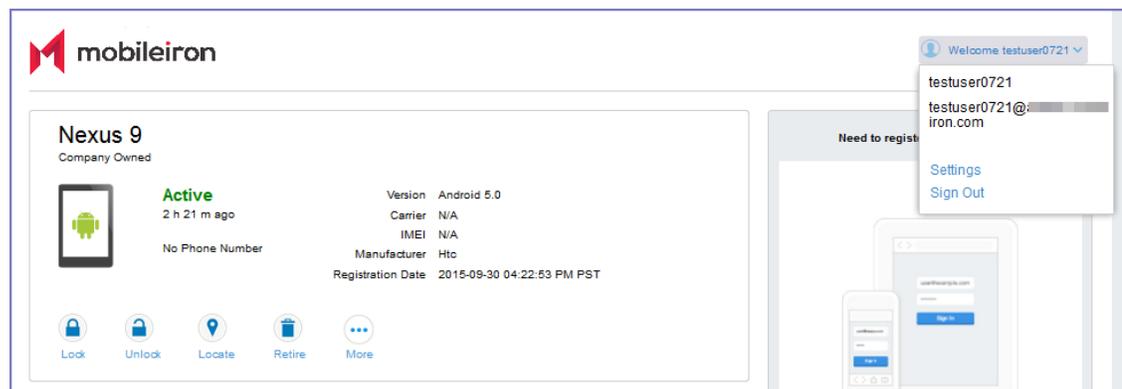
Uploading user signing and encryption certificates with the User Portal

Allowing users to control their own S/MIME encryption per message requires users to upload their personal PKCS 12 files containing their certificates and private keys. Users can upload their certificates through the user portal.

Alternatively, the certificates can be uploaded using the Web Services API, as described on [Uploading user certificates with the Web Services API](#).

To upload an S/MIME certificate through the user portal:

1. Go to `https://<Core_Server_FQDN>/user`.



2. Click on the device user's name in the top right corner.
3. Click on **Settings** in the drop down menu.
The page including **User-Provided CertificateManagement** appears.
4. Click **Upload New Certificate**.
The **Upload User-Provided Certificate** page appears.
5. In the **Configuration** field, select the configuration for which you want the certificate to be used.
6. Click **Browse** to navigate to the location of the certificate and select the certificate.
7. Enter the **Password** associated with the certificate.
8. Click **Upload Certificate** to upload the certificate.
The **User-Provided CertificateManagement** page appears.
Device users can view, replace, or delete the S/MIME certificate.



Uploading user certificates with the Web Services API

Instead of having users upload their certificates to the MobileIron Core user portal, you can upload the user certificates using a Web Services API. For more information about using the API, see the *MobileIron V2 API Guide*.

NOTE: If you used the now unavailable V1 API to upload user certificates to MobileIron Core, the API associated the user certificate with a certificate type: All, WIFI, VPN, SMIMESIGNING, SMIMEENCRYPTION, EMAIL or EXCHANGE. MobileIron Core still supports using those certificates and their associated type. However, you should migrate to uploading certificates that are associated with a user-provided certificate enrollment setting by using the V2 API.

Creating an Email setting for per message S/MIME encryption

Create an email setting so that device users can access their email with the ability to toggle S/MIME encryption per message.

If your email is managed by an Exchange Server, or you are using ActiveSync, you can create an Exchange setting instead, as described in [Exchange settings](#).

1. In the Admin Portal go to **Policies & Configs > Configurations**.
2. Click **Add New > Email**. The New Email Setting dialog box opens.
3. Enter the information requested, as described in the table of settings in [Configuring POP and IMAP email settings \(for iOS and macOS\)](#).



4. Configure the following to enable per-message S/MIME encryption:

Section	Field Name	Description
<i>S/MIME Settings</i>		
<i>S/MIME</i>		
	Enable for iOS 9.3.3 (or earlier)	Select to enable S/MIME signing and encryption on Android devices and devices running iOS 9.3.3 or earlier. You must select this option for the fields in the S/MIME Signing and S/MIME Encryption sections to apply to devices running iOS 9.3.3 or earlier.
<i>S/MIME Encryption</i>		
	Encryption by Default	Disabled by default. Select to enable S/MIME encryption.



Section	Field Name	Description
	Encryption Identity	<p>Select a certificate enrollment setting as an encryption identity. If you do not make a selection, then the device user will be prompted to select from the certificates that are already installed on the device. If the device has no certificate, then S/MIME encryption will not be functional on the device.</p> <p>Related topics</p> <p>Certificate Enrollment settings.</p>
	Encryption Identity: User Overrideable	<p>iOS 12.0 through the most recently released version as supported by MobileIron</p> <p>Select to allow the user to set the S/MIME encryption identity and enable encryption.</p>
	Per-Message Encryption Switch	<p>Per-message S/MIME for iOS allows device users to enable or disable S/MIME encryption for each email they send.</p> <p>NOTE: S/MIME encryption is incompatible with MobileIron Sentry attachment encryption.</p>

5. Click **Save**.

Creating an Exchange setting for per message S/MIME encryption

If your organization uses Microsoft Exchange Server or ActiveSync to manage email, create an Exchange setting to enable devices to access email.

NOTE: If an Exchange profile already exists on managed devices, then attempts to distribute new ActiveSync settings using MobileIron will fail.

1. In the Admin Portal go to **Policies & Configs > Configurations**.
2. Click **Add New > Exchange**. The New Exchange Setting dialog box opens.



3. Enter the following ActiveSync information.

Section	Field Name	Description
	ActiveSync User Name	Enter a variable such as \$USERID\$. This feature supports custom device and user attributes variable names.
	ActiveSync User Email	Enter a variable such as \$USERID\$. This feature supports custom device and user attributes variable names.

4. Configure the following to enable per-message S/MIME encryption:

Section	Field Name	Description
<i>S/MIME Settings</i>		
<i>S/MIME</i>		
	Enable for Android and iOS 9.3.3 (or earlier)	Select to enable S/MIME signing and encryption on Android devices and devices running iOS 9.3.3 or earlier. You must select this option for the fields in the S/MIME Signing and S/MIME Encryption sections to apply to devices running iOS 9.3.3 or earlier.
<i>S/MIME Encryption</i>		
	Encryption by Default	Disabled by default. Select to enable S/MIME encryption.



Section	Field Name	Description
	Encryption Identity	<p>Select a certificate enrollment setting as an encryption identity. If you do not make a selection, then the device user will be prompted to select from the certificates that are already installed on the device. If the device has no certificate, then S/MIME encryption will not be functional on the device.</p> <p>Related topics Certificate Enrollment settings.</p>
	Encryption Identity: User Overrideable	<p>iOS 12.0 through the most recently released version as supported by MobileIron</p> <p>Select to allow the user to set the S/MIME encryption identity and enable encryption.</p>
	Per-Message Encryption Switch	<p>Per-message S/MIME for iOS allows device users to enable or disable S/MIME encryption for each email they send.</p> <p>NOTE: S/MIME encryption is incompatible with MobileIron Sentry attachment encryption.</p>

5. Configure the following for iOS settings:

Section	Field Name	Description
<i>iOS 5 or later Settings</i>	Email access to Third-Party apps: Block	Select to prevent third-party apps from using the account for email access.
	Allow Recent Address syncing (iOS 6 and later)	Selected by default, indicates recent address syncing. If this check box is cleared, this email account is excluded from address recent syncing.
	Use OAuth for Authentication: Enable	For iOS 12.0 and later. If selected, do not require a



Section	Field Name	Description
		password.
	Communication Service Rules (iOS 10 and later)	Select to choose a default app to be used when calling contacts from this account.

- Continue configuring the Exchange settings as needed.
For more information about configuring an Exchange setting, see [Exchange settings](#).
- Click **Save**.

Pushing per-message S/MIME changes to devices

To push changes to devices:

- In the Admin Portal go to **Policies & Configs > Configurations**.
- From the list of settings, select the Certificate and Email or Exchange settings you created in previous sections, then click **Actions > Apply to Label**.

The **Apply to Label** dialog box opens.

NOTE: Do not apply the user-provided certificate enrollment setting to any labels.

- Select the labels to which you want to apply the Certificate setting, Email setting or Exchange setting.
- Click **Apply**.
The settings will be pushed to the devices you specified per the Sync Interval defined in your sync policy, or at the next forced device check-in.
- Instruct users to enable S/MIME on their devices as follows:
 - Go to **Settings > Mail, Contacts, Calendars**.
 - Select the email account associated with your client certificate.
 - Tap the Account button with your email address.
 - On the Account window, tap **S/MIME**.
 - Enable signing by tapping **Sign** and selecting your certificate.
 - Enable encryption by tapping **Encrypt**, and then select your certificate.
- Email users the following link for more information on signing and encrypting email on an iOS device:
<http://support.apple.com/en-us/HT4979>

Enabling S/MIME encryption and signing on iOS devices

Note The Following:



- Recipients of all emails sent with S/MIME signing and encryption must have a certificate.
- A user sending an encrypted or signed email must have the recipient's certificate so that its public key can be used to encrypt the message. This means that both the sender and recipient must be in the same organization, or if they are in different organizations, the sender and recipient must arrange to obtain their respective certificates prior to sending the first encrypted or signed email.
- Both the sender and recipient must maintain historical archives of expired private keys, such that past emails encrypted by any expired certificates are still readable.

Main steps

The main steps for enabling S/MIME encryption and signing for iOS devices are as follows:

1. Upload a trusted root certificate to MobileIron Core from an in-house or public certificate authority ([Uploading a trusted root certificate to MobileIron Core](#)).
2. Create a user-provided certificate enrollment setting ([Creating a user-provided certificate enrollment setting for S/MIME certificates](#)).
3. Upload the user-provided P12 certificates with the MobileIron Core user portal or the Web Services API ([Uploading user signing and encryption certificates with the User Portal](#) and [Uploading user certificates with the Web Services API](#)).
4. Create an Email or Exchange setting that references the user-provided certificate enrollment setting you created ([Configuring S/MIME encryption and signing for iOS devices](#)).
5. Push your settings to the relevant devices ([Pushing per-message S/MIME changes to devices](#)).

NOTE: iOS devices will not use SSL with an untrusted certificate.

Configuring S/MIME encryption and signing for iOS devices

You can configure S/MIME encryption and/or signing settings for your ActiveSync server. The S/MIME settings you configure allow managed iOS devices to use S/MIME encryption and signing features, depending on how you have configured them.

For example, you can enable S/MIME encryption only, without signing, or you can enable both S/MIME encryption and signing, while also allowing device users to decide whether they want to use these features. You can also specify separate certificates for signing and encryption. If you do not specify a certificate, then the device user will be prompted to select from the certificates that are already installed on the device.

NOTE: If an Exchange profile already exists on managed devices, then attempts to distribute new ActiveSync settings using MobileIron will fail.

Before you begin

You need to complete the following tasks before configuring S/MIME for iOS devices:

1. [Uploading a trusted root certificate to MobileIron Core](#)
2. [Creating a user-provided certificate enrollment setting for S/MIME certificates](#)



3. [Uploading user signing and encryption certificates with the User Portal](#)
or
[Enabling per-message S/MIME for iOS](#)

Procedure

1. In the Admin Portal, go to **Policies & Configs > Configurations**.
 - a. If using an Exchange setting:
 - b. Select the Exchange setting you want to modify, and click **Edit**.
Alternatively, create a new Exchange setting by selecting **Add New > Exchange**.
2. Continue configuring the Exchange settings as needed. For more information about configuring an Exchange setting, see [Exchange settings on page 291](#).
 - a. If using an Email setting:
 - b. Select the Email setting you want to modify, and click **Edit**.
Alternatively, create a new Email setting by selecting **Add New > Email**.
3. Enter the information required to configure your mail server, as described in [Configuring POP and IMAP email settings \(for iOS and macOS\) on page 298](#).
4. Configure your S/MIME Settings using the table below.

Section	Field Name	Description
<i>S/MIME</i>	Enable for iOS 9.3.3 (or earlier)	Select to enable S/MIME signing and encryption on devices running iOS 9.3.3 or earlier. You must select this option for the fields in the S/MIME Signing and S/MIME Encryption sections to apply to devices running iOS 9.3.3 or earlier.
<i>S/MIME Encryption</i>	Encryption by Default	Disabled by default. Select to enable S/MIME encryption.
	Encryption Identity	Select a certificate enrollment setting as an encryption identity. If you do not make a selection, then the device user will be prompted to select from the certificates that are already installed on the device. If the device has no certificate, then S/MIME encryption will not be functional on the device. Related topics Certificate Enrollment settings .



Section	Field Name	Description
	Encryption Identity: User Overrideable	iOS 12.0 through the most recently released version as supported by MobileIron Select to allow the user to set the S/MIME encryption identity and enable encryption.
	Per-Message Encryption Switch	Per-message S/MIME for iOS allows device users to enable or disable S/MIME encryption for each email they send. NOTE: S/MIME encryption is incompatible with MobileIron Sentry attachment encryption.

5. Click **Save**.
6. Push your settings to devices, as described in [Pushing per-message S/MIME changes to devices on page 311](#).

Synchronizing Google account data

You can synchronize email, contacts, calendar, and tasks with mail apps on devices managed by MobileIron Core. To enable synchronization, you need to authorize apps to use Google APIs for communication between servers without accessing user information. This requires a service account that makes API calls on behalf of an app, as well as credentials that authenticate the identity of the app.

You create these credentials in the Google Developers Console, and then upload the credentials both to the Google Admin Console and MobileIron Core. You can then configure an Exchange setting to synchronize Google email data (including email, contacts, calendar, and tasks) with managed devices. You can alternatively choose to synchronize only some email data, such as calendar and contacts only, or email alone.

The Exchange setting also allows you to control the Google Apps password through MobileIron Core.

Main steps

Synchronizing Google Apps data involves the following main steps:

- [Using OAuth to enable access to Google APIs](#)
- [Uploading OAuth credentials to the Google Admin Console](#)
- [Linking Google Apps credentials with MobileIron Core](#)



- [Setting up your Exchange setting for access to Google Apps data](#)
- [Renewing the Google Apps password for a given set of users \(optional\)](#)

Before you begin

You need a Google administrator account.

Review the following Google documentation:

- https://developers.google.com/admin-sdk/?hl=en_US
- <https://support.google.com/googleapi/answer/6158857?hl=en>
- <https://support.google.com/googleapi/answer/6158849?hl=en#serviceaccounts>

Using OAuth to enable access to Google APIs

You must login to the Google Developers Console to enable access to Google APIs from clients using OAuth.

For detailed information, see the Google documentation here:

- <https://developers.google.com/identity/protocols/OAuth2>
- <https://developers.google.com/identity/protocols/OAuth2ServiceAccount>

Following are the main steps of this procedure.

Main steps

1. Login to <https://console.developers.google.com>
2. In the Google Developers Console, create a new project.
3. Enable the Admin SDK and/or APIs.
4. Create credentials for the OAuth 2.0 client.
5. Create a consent form.



6. Enter the relevant information, as shown in the following table.

Item	Description
Application type	Select web application.
Name	Enter the name of the iOS app.
Authorized JavaScript origins	Enter JavaScript origins here or redirect URIs below (or both). Cannot contain a wildcard (http://*.example.com) or a path (http://example.com/subdir).
Authorized redirect URIs	Must have a protocol. Cannot contain URL fragments or relative paths. Cannot be a public IP address.

7. Download the credentials in the form of a JSON file for the web client.

Uploading OAuth credentials to the Google Admin Console

You must now upload to the Google Admin Console the JSON file you created in [Using OAuth to enable access to Google APIs on page 315](#). The JSON files contains the credentials you created for client access.

For detailed information, see the Google documentation here:

- <https://developers.google.com/identity/protocols/OAuth2>
- <https://developers.google.com/identity/protocols/OAuth2ServiceAccount>

Following are the main steps of this procedure.

Main steps

1. Go to <https://admin.google.com> and login with your administrator ID.
2. Enable API access.
3. Enter the client name and API scope.
4. Authorize the JSON file so that clients may access it.

Linking Google Apps credentials with MobileIron Core

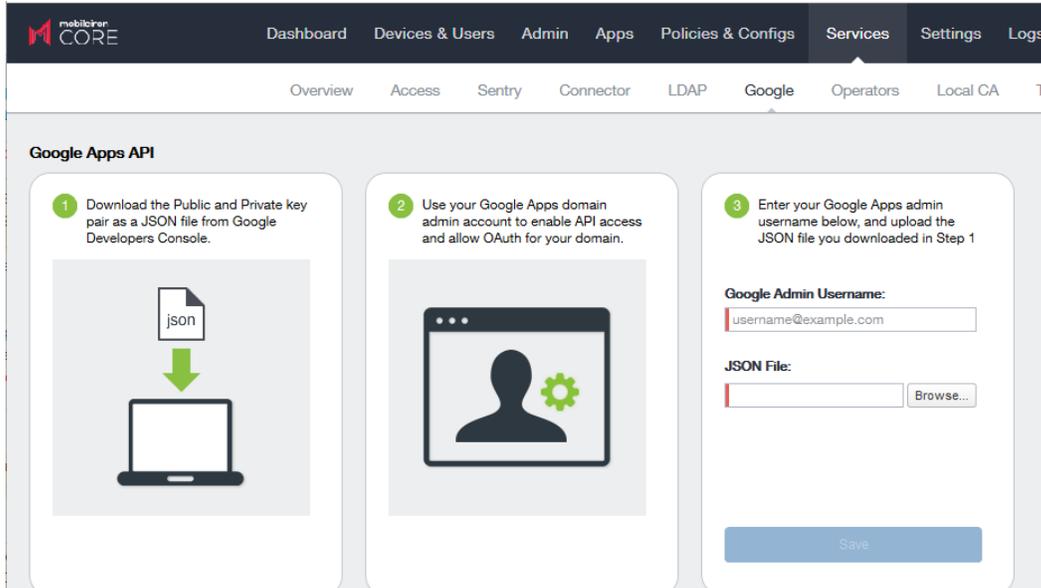
You must upload the JSON credentials file you downloaded from the Google Developers console to link your Google credentials with MobileIron Core. For more information, see [Using OAuth to enable access to Google APIs on page 315](#).

NOTE: If the Google password has expired, iOS will not necessarily be aware of the expiration, and synchronization could fail. Manually regenerate the Google password from the Google Developers Console.

Procedure

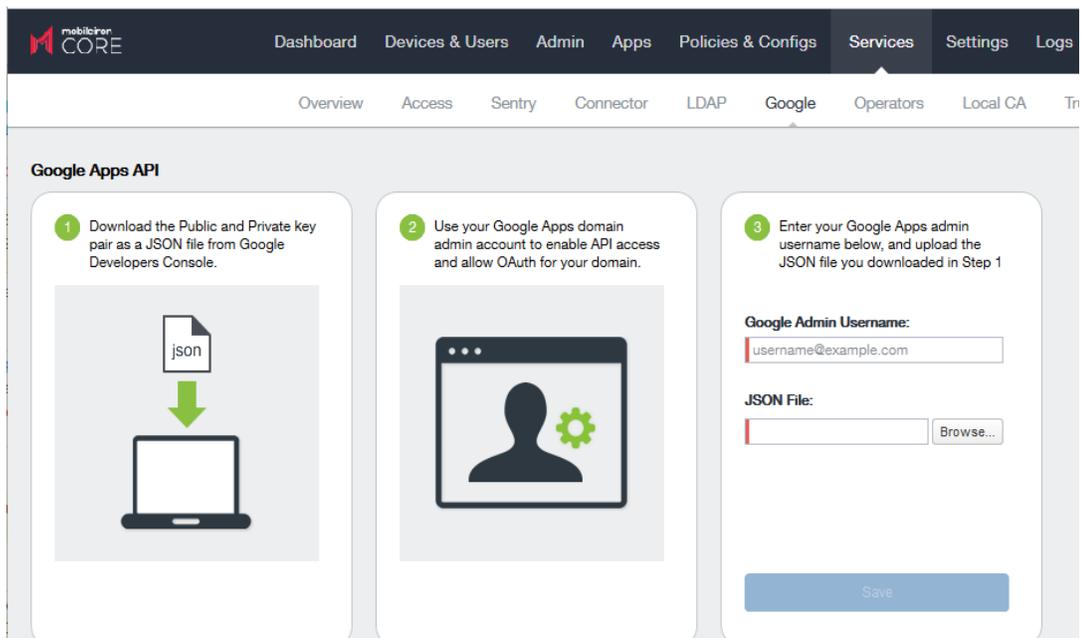


1. In the Admin Portal, go to **Services > Google**.
2. In the **Google Admin Username** field, enter your Google administrator email address.
3. Next to the **JSON File** field, click **Browse**.



4. Select the JSON file you downloaded from the Google Developers Console.
5. Click **Save**.

The results are displayed on the lower left.



6. Go to **Settings > Preferences**.



7. Scroll down to the **Google Apps API** section.
8. Click **Password Settings**.
9. Configure password settings as follows:
 - Password length must be: Enter the minimum password length.
 - Require a password change every: Check the box and enter the number of days after which device users must change their password.

NOTE: Password expiration and password length values should match whatever is configured in Google. For example, if you configured a 90 day expiration period in Google with a password length of 8 to 90, then you would configure the same expiration and password length values in MobileIron Core.

10. Click **Save**.
11. Optionally, view the Google Apps account status by clicking **View Account**.

Setting up your Exchange setting for access to Google Apps data

Create an Exchange setting to connect MobileIron Core to Google servers, such that device users will be able to access their email, calendar, and contacts. Apply the Exchange setting to the relevant labels, such that Core pushes the new setting to the correct devices. The Exchange setting must include the Google Apps Password flag, which tells Core to generate a Google Apps password and send it to Google servers.

When sending an event to a device, MobileIron Core checks whether the Google Apps Password flag is toggled on or off. If a Google Apps password is required, but the password has not yet been generated and sent to Google, then Core sends the password to Google first before sending the Exchange setting to the device.

If MobileIron Core cannot find a user on Google, Core logs an error, and does not push the Exchange setting again.

Under some circumstances, you may need to renew the Google Apps password. For more information, see [Renewing the Google Apps password for a given set of users on page 320](#).

Note The Following:

- If you intend to distribute an AppConnect email app to devices, such as MobileIron Email+ for iOS, you must add the key `email_password` with a value of `$GOOGLE_AUTOGEN_PASSWORD$` to the AppConnect app configuration for the email app. For more information, see “Configuring an AppConnect app configuration” in the *MobileIron Core AppConnect and AppTunnel Guide for MobileIron Core*.
- Set the Exchange Username field to `$EMAIL$` when using `$GOOGLE_AUTOGEN_PASSWORD$` in the Password field and when using Android enterprise managed configurations or AppConnect KVPs.

Procedure

1. In the Admin Portal go to **Policies & Configs > Configurations**.
2. Click **Add New > Exchange**.



3. In the Exchange Setting dialog box, enter the following:

Item	Description
<i>General</i>	
Name	Enter brief text that identifies this group of Exchange settings.
Description	Enter additional text that clarifies the purpose of this group of Exchange settings.
Server Address	<p>Enter the address of the mail server, such as m.google.com.</p> <p>If you are using Standalone Sentry, do the following:</p> <ul style="list-style-type: none"> • Enter the address of Standalone Sentry. • Go to Services > Sentry and edit your Standalone Sentry. In the ActiveSync Server field, enter m.google.com. • If you are using load balancers, contact MobileIron Professional Services. <p>For more information about configuring Sentry, see the MobileIron Sentry Guide.</p>
Use SSL	<p>Select to use secure connections.</p> <p>NOTE: You must use SSL to link to Google Apps.</p>
Google Apps Password	<p>When linking to Google Apps, select this option to use the Google Apps password to log in to the Google account you have configured to work with MobileIron Core. This password allows device users to access their mail, contacts, and calendar data on their managed devices.</p> <p>When selected, Core grays out the ActiveSync User Name and ActiveSync User Password.</p> <p>This check box only appears if you have configured a Google account with MobileIron Core, as described in Synchronizing Google account data on page 314.</p>



Item	Description
ActiveSync User Email	Specify the variable for the email address to be used with this Exchange configuration. You can specify any or all of the following variables \$EMAIL\$, \$USERID\$, \$PASSWORD\$. You can also specify custom formats, such as \$USERID\$_US. Custom attribute variable substitutions are supported. Typically, you use \$EMAIL\$ in this field.
Items to Synchronize	Select the items you want to synchronize with Google Apps: Contacts, Calendar, Email, Tasks.
Email access to Third-Party apps	Disable this option, so that third-party apps can use the account for email access.

4. Click **Save**.
5. Check the box next to the Exchange setting you created, and select **Actions > Apply To Label**.
6. Select the labels to which you want to apply the Exchange setting and click **Apply**.

NOTE: For information on calling contacts using your Google email account, see [Google Account](#).

Renewing the Google Apps password for a given set of users

If there is a communication error when sending a Google Apps password to Google, MobileIron Core queues the event. Core tracks the number of attempts to send updated passwords to Google. If it reaches the preset maximum number of attempts to contact Google servers, Core stops trying and the password is set to failure state. At this point, you must manually renew the Google Apps password.

You can renew the Google password for an individual user or a set of users on the Users page in the MobileIron Core Admin Portal. After you generate it, Core pushes the new password to Google when the device checks in.

Procedure

1. Go to **Devices & Users > Users**.
2. Select the user or users whose Google password you want to renew.
3. Select **Actions > Renew Google Apps Password**.
The Admin Portal shows a dialog that lists the users whose Google Apps password you want to renew.
4. Click **Renew Google Apps Password**.
The Admin Portal sends the request to renew the Google Apps password for the selected users.
5. Click **Close**.



Synchronizing Google calendar and contacts without ActiveSync

MobileIron Core allows you to configure managed iOS devices to synchronize with Google calendar and contact data directly, rather than through ActiveSync. Synchronizing Google calendar and contact data with iOS devices using a CalDAV or CardDAV configuration allows data to synchronize more quickly with devices and without an ActiveSync configuration.

Create a CalDAV or CardDAV configuration so that users will be able to access their Google calendar and contact data.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Click **Add New**.
3. Select **Apple > iOS and macOS > CardDAV or CalDAV**.
4. Use the following guidelines to fill in the form:

Item	Description
Name	Enter brief text that identifies this group of iOS and macOS CalDAV or CardDAV settings.
Description	Enter additional text that clarifies the purpose of this group of iOS and macOS CalDAV or CardDAV settings.
HostName	Enter the host name of the calendar server.
Port	Enter the port for the calendar server.
Principal URL	Enter the URL for accessing calendar services.
Use SSL	Select to use SSL for data transfer.
Use Google Apps Password	Select to use the Google Apps password.

5. Click **Save**.
6. Apply the new CalDAV or CardDAV setting to the relevant devices.



Managing Wi-Fi Settings

This section addresses the Wi-Fi settings.

NOTE: All Wi-Fi settings and features supported by iOS devices are also supported by tvOS devices.

- [Wi-Fi settings](#)
- [Wi-Fi profiles and password caching](#)
- [Wi-Fi authentication types](#)

NOTE: The features described in this section are supported on macOS devices.

Wi-Fi settings

To configure wireless network access, in the Admin Console, go to **Policies & Configs > Configurations**. Click **Add New > Wi-Fi** to create a new configuration.

Only the WPA Enterprise and EAP type of TTLS are supported for macOS devices.

NOTE: Do not assign multiple Wi-Fi profiles to a device if the Network Name SSID (Service Set Identifier) differs only by case. For example, if one profile has an SSID value of "yourco" and another has an SSID of "YourCo," those two must not be assigned to the same device. Doing so will cause check-in problems, and full device details will not be properly recorded.

Wi-Fi profiles and password caching

To make deployments easier, MobileIron offers the option of caching a user's Wi-Fi password. This option is turned off by default. Cached passwords are encrypted, stored on MobileIron Core, and used only for authentication. Note that the password must match the LDAP password in order for this feature to be of use.

Wi-Fi authentication types

The fields that appear in the **New Wi-Fi Setting** dialog change based on values selected. The following tables describe the fields required **for each selection in the Authentication field**:

Open authentication

Use the following guidelines to set up Open authentication.



TABLE 36. WI-FI OPEN AUTHENTICATION FIELD DESCRIPTIONS

Item	Description
Name	Enter the name to use to reference this configuration in MobileIron.
Network Name (SSID)	Enter the name (i.e., service set identifier) of the Wi-Fi network these settings apply to. This field is case sensitive.
Description	Enter additional text to clarify the purpose of this group of Wi-Fi settings.
Hidden Network	Select this option if the SSID is not broadcast.
Authentication	Select Open.
Data Encryption	Not Applicable for iOS.
Network Key	Not Applicable for iOS.
Key Index	WEP encryption If using multiple network keys, select a number indicating the memory position of the correct encryption key.
Confirm Network Key	This feature is not supported on iOS devices.
User Name	WEP Enterprise encryption Specify the variable to use as the user name when establishing the Wi-Fi connection. See Open authentication on page 322 .
Password	WEP Enterprise encryption Specify the variable to use and any necessary custom formatting for the Wi-Fi password. The default variable selected is \$PASSWORD\$. Enter additional variables or text in the text box adjacent to the Password field. Entries in this text box are kept hidden and will not be visible to any MobileIron Core administrator. Note The Following: <ul style="list-style-type: none"> • If you specify \$PASSWORD\$, also enable Save User Password under Settings > System Settings > Users & Devices > Registration. • All variables and text up to the last valid variable will be visible. Anything after the last valid variable will not be visible. The valid variable may appear in either of the password fields. See Open authentication on page 322 .
Apply to Certificates	WEP Enterprise encryption



TABLE 36. WI-FI OPEN AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
	Configure this field with the CA certificate needed to validate the Identity Certificate presented by the Wi-Fi Access Point. It is not the CA certificate needed to validate the Identity Certificate sent to the device in the Wi-Fi config.
Trusted Certificate Names	WEP Enterprise encryption. If you did not specify trusted certificates in the Apply to Certificates list, then enter the names of the authentication servers to be trusted. You can specify a particular server, such as server.mycompany.com or a partial name such as *.mycompany.com.
Allow Trust Exceptions	WEP Enterprise encryption. Select this option to let users decide to trust a server when the chain of trust can't be established. To avoid these prompts, and to permit connections only to trusted services, turn off this option and upload all necessary certificates.
Use Per-connection Password	WEP Enterprise encryption. Select this option to prompt the user to enter a password each time the device connects to the Wi-Fi network.
EAP Type	Select the authentication protocol used: <ul style="list-style-type: none"> • EAP-FAST • EAP-SIM • LEAP • PEAP • TLS • TTLS <p>You can make multiple selections.</p> <p>If you select EAP-FAST, then you also need to specify the Protected Access Credential (PAC).</p> <p>If you select TLS, then you must specify an Identity Certificate.</p> <p>If you select TTLS, then you must also specify the Inner Identity Authentication Protocol. You may optionally specify an Outer Identity</p>
Connects To	Select Internet or Work.
iOS Settings	These features are not supported on Mac OS devices.
Auto Join	Specifies whether devices should automatically join the corresponding Wi-Fi network. If this option is not selected, device users must tap the network name on the device to join the network.



TABLE 36. WI-FI OPEN AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
Disable Captive Network Detection	<p>Select to disable Apple's Captive Network Assistant, which automatically detects captive networks. When this option is selected, device users must manually open a web browser to trigger the portal login for the captive network.</p> <p>This feature is supported on devices running iOS 10 and macOS 10 through the most recently released versions as supported by MobileIron.</p>
Proxy Type	Specifies whether a proxy is configured, and which type. Available types are Manual and Auto.
Proxy PAC URL	Optional. Specifies the URL for the proxy auto-configuration (PAC) file.
Proxy Server	Specifies the proxy server's IP address.
Proxy User Name	For manual proxies, specifies the optional user name for server access.
Proxy Password	For manual proxies, specifies the optional password for server access.
Priority	<p>Enter a number between 1 and 100 to set the priority for the Wi-Fi setting, or leave the field blank.</p> <p>If multiple Wi-Fi settings are applied, the device selects the Wi-Fi setting with the higher priority. Higher numbers signify higher priority.</p>
Cisco QoS fast lane	Supported on devices running iOS 10 through the most recently released version as supported by MobileIron.
Restrict QoS marking	Select to restrict Cisco Quality of Service (QoS) "fast lane" prioritization to particular whitelisted iOS apps. Disabled by default, such that any iOS app may benefit from fast lane prioritization.
Disable L3 marking and only allow L2 marking for traffic sent to the Wi-Fi network	Select to mark traffic sent to the Wi-Fi network as L2 only.
Whitelist audio and video calls for L2 and L3 marking	<p>Select to allow all voice and video calls to be marked as L2 and L3 traffic.</p> <p>NOTE: If you disable L3 marking and whitelist audio and video for L2 and L3 marking, then audio and video calls will be marked as L2 only.</p>
Apps that will be whitelisted for L2 and L3 marking for traffic	<p>Mark the check box to select specific apps you want to whitelist for L2 and L3 traffic marking.</p> <ul style="list-style-type: none"> Click the Add (+) button to add a row to the table of apps. A new row is added to the table. In the App Name column, click the drop-down list to select an App Catalog app. Repeat for any other apps you want to whitelist for L2 and L3 traffic marking.
Windows Settings	<p>These features are not supported on iOS devices.</p> <p>These features are not supported on Mac OS devices.</p>



Related topics

- [Shared authentication](#)
- [WPA Enterprise authentication](#)
- [WPA2 / WPA3 Enterprise authentication](#)
- [WPA Personal authentication](#)
- [WPA2 / WPA3 Personal authentication](#)
- [Supported variables for Wi-Fi authentication](#)

Shared authentication

Use the following guidelines to set up shared authentication:

TABLE 37. WI-FI SHARED AUTHENTICATION FIELD DESCRIPTIONS

Item	Description
Name	Enter the name to use to reference this configuration in MobileIron.
Network Name (SSID)	Enter the name (i.e., service set identifier) of the Wi-Fi network these settings apply to. This field is case sensitive.
Description	Enter additional text to clarify the purpose of this group of Wi-Fi settings.
Hidden Network	Select this option if the SSID is not broadcast.
Authentication	Select Shared.
Data Encryption	This feature is not supported on iOS devices.
Network Key	This feature is not supported on iOS devices.
Key Index	WEP encryption If using multiple network keys, select a number indicating the memory position of the correct encryption key.
Confirm Network Key	This feature is not supported on iOS devices.
User Name	WEP Enterprise encryption Specify the variable to use as the user name when establishing the Wi-Fi connection. See Shared authentication on page 326 .
Password	WEP Enterprise encryption Specify the variable to use and any necessary custom formatting for the Wi-Fi password. The default variable selected is \$PASSWORD\$.



TABLE 37. WI-FI SHARED AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
	<p>Enter additional variables or text in the text box adjacent to the Password field. Entries in this text box are kept hidden and will not be visible to any MobileIron Core administrator.</p> <p>Note The Following:</p> <ul style="list-style-type: none"> • If you specify \$PASSWORD\$, also enable Save User Password under Settings > System Settings > Users & Devices > Registration. • All variables and text up to the last valid variable will be visible. Anything after the last valid variable will not be visible. The valid variable may appear in either of the password fields. <p>See Shared authentication on page 326.</p>
Apply to Certificates	<p>WEP Enterprise encryption</p> <p>Configure this field with the CA certificate needed to validate the Identity Certificate presented by the Wi-Fi Access Point. It is not the CA certificate needed to validate the Identity Certificate sent to the device in the Wi-Fi config.</p>
Trusted Certificate Names	<p>WEP Enterprise encryption.</p> <p>If you did not specify trusted certificates in the Apply to Certificates list, then enter the names of the authentication servers to be trusted. You can specify a particular server, such as server.mycompany.com or a partial name such as *.mycompany.com.</p>
Allow Trust Exceptions	<p>WEP Enterprise encryption.</p> <p>Select this option to let users decide to trust a server when the chain of trust can't be established. To avoid these prompts, and to permit connections only to trusted services, turn off this option and upload all necessary certificates.</p>
Use Per-connection Password	<p>WEP Enterprise encryption.</p> <p>Select this option to prompt the user to enter a password each time the device connects to the Wi-Fi network.</p>
EAP Type	<p>Select the authentication protocol used:</p> <ul style="list-style-type: none"> • EAP-FAST • EAP-SIM • LEAP • PEAP • TLS • TTLS <p>You can make multiple selections.</p> <p>If you select EAP-FAST, then you also need to specify the Protected Access Credential (PAC).</p>



TABLE 37. WI-FI SHARED AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
	<p>If you select TLS, then you must specify an Identity Certificate.</p> <p>If you select TTLS, then you must also specify the Inner Identity Authentication Protocol. You may optionally specify an Outer Identity.</p>
Connects To	Select Internet or Work.
iOS Settings	
Auto Join	Specifies whether devices should automatically join the corresponding Wi-Fi network. If this option is not selected, device users must tap the network name on the device to join the network.
Disable Captive Network Detection	<p>Select to disable Apple's Captive Network Assistant, which automatically detects captive networks. When this option is selected, device users must manually open a web browser to trigger the portal login for the captive network.</p> <p>This feature is supported on devices running iOS 10 and macOS 10 through the most recently released versions as supported by MobileIron.</p>
Proxy Type	Specifies whether a proxy is configured, and which type. Available types are Manual and Auto.
Proxy PAC URL	Specifies the URL for the proxy auto-configuration (PAC) file.
Proxy Server	Specifies the proxy server's IP address.
Priority	<p>Enter a number between 1 and 100 to set the priority for the Wi-Fi setting, or leave the field blank.</p> <p>If multiple Wi-Fi settings are applied, the device selects the Wi-Fi setting with the higher priority. Higher numbers signify higher priority.</p>
Cisco QoS fast lane	Supported on devices running iOS 10 through the most recently released version as supported by MobileIron.
Restrict QoS marking	Select to restrict Cisco Quality of Service (QoS) "fast lane" prioritization to particular whitelisted iOS apps. Disabled by default, such that any iOS app may benefit from fast lane prioritization.



TABLE 37. WI-FI SHARED AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
Disable L3 marking and only allow L2 marking for traffic sent to the Wi-Fi network	Select to mark traffic sent to the Wi-Fi network as L2 only.
Whitelist audio and video calls for L2 and L3 marking	Select to allow all voice and video calls to be marked as L2 and L3 traffic. NOTE: If you disable L3 marking and whitelist audio and video for L2 and L3 marking, then audio and video calls will be marked as L2 only.
Apps that will be whitelisted for L2 and L3 marking for traffic	Mark the check box to select specific apps you want to whitelist for L2 and L3 traffic marking. <ul style="list-style-type: none"> Click the Add (+) button to add a row to the table of apps. A new row is added to the table. In the App Name column, click the drop-down list to select an App Catalog app. Repeat for any other apps you want to whitelist for L2 and L3 traffic marking.

Related topics

- [Open authentication](#)
- [WPA Enterprise authentication](#)
- [WPA2 / WPA3 Enterprise authentication](#)
- [WPA Personal authentication](#)
- [WPA2 / WPA3 Personal authentication](#)
- [Supported variables for Wi-Fi authentication](#)

WPA Enterprise authentication

Use the following guidelines to set up WPA Enterprise authentication:

TABLE 38. WI-FI WPA ENTERPRISE AUTHENTICATION FIELD DESCRIPTIONS

Item	Description
Name	Enter the name to use to reference this configuration in MobileIron.
Network Name (SSID)	Enter the name (i.e., service set identifier) of the Wi-Fi network these settings apply to. This field is case sensitive.
Description	Enter additional text to clarify the purpose of this group of Wi-Fi settings.
Hidden Network	Select this option if the SSID is not broadcast.
Authentication	Select WPA Enterprise.



TABLE 38. WI-FI WPA ENTERPRISE AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
Data Encryption	This feature is not supported on iOS devices. This feature is not supported on Mac macOS devices.
User Name	Specify the variable to use as the user name when establishing the Wi-Fi connection. See WPA Enterprise authentication on page 329 .
Password	<p>Specify the variable to use and any necessary custom formatting for the Wi-Fi password. The default variable selected is \$PASSWORD\$.</p> <p>Enter additional variables or text in the text box adjacent to the Password field. Entries in this text box are kept hidden and will not be visible to any MobileIron Core administrator.</p> <p>Note The Following:</p> <ul style="list-style-type: none"> • If you specify \$PASSWORD\$, also enable Save User Password under Settings > System Settings > Users & Devices > Registration. • All variables and text up to the last valid variable will be visible. Anything after the last valid variable will not be visible. The valid variable may appear in either of the password fields. <p>See WPA Enterprise authentication on page 329.</p>
Apply to Certificates	Configure this field with the CA certificate needed to validate the Identity Certificate presented by the Wi-Fi Access Point. It is not the CA certificate needed to validate the Identity Certificate sent to the device in the Wi-Fi configuration.
Trusted Certificate Names	If you did not specify trusted certificates in the Apply to Certificates list, then enter the names of the authentication servers to be trusted. You can specify a particular server, such as server.mycompany.com or a partial name such as *.mycompany.com.
Allow Trust Exceptions	Select this option to let users decide to trust a server when the chain of trust can't be established. To avoid these prompts, and to permit connections only to trusted services, turn off this option and upload all necessary certificates.
Use Per-connection Password	Select this option to prompt the user to enter a password each time the device connects to the Wi-Fi network.
EAP Type	<p>Select the authentication protocol used:</p> <ul style="list-style-type: none"> • EAP-FAST • EAP-SIM • LEAP • PEAP • TLS • TTLS



TABLE 38. WI-FI WPA ENTERPRISE AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
	<p>You can make multiple selections.</p> <p>If you select EAP-FAST, then you also need to specify the Protected Access Credential (PAC).</p> <p>If you select TLS, then you must specify an Identity Certificate.</p> <p>If you select TTLS, then you must also specify the Inner Identity Authentication Protocol. You may optionally specify an Outer Identity.</p>
Connects To	Select Internet or Work.
iOS Settings	
Auto Join	Specifies whether devices should automatically join the corresponding Wi-Fi network. If this option is not selected, device users must tap the network name on the device to join the network.
Disable Captive Network Detection	<p>Select to disable Apple's Captive Network Assistant, which automatically detects captive networks. When this option is selected, device users must manually open a web browser to trigger the portal login for the captive network.</p> <p>This feature is supported on devices running iOS 10 and macOS 10 through the most recently released versions as supported by MobileIron.</p>
Proxy Type	Specifies whether a proxy is configured, and which type. Available types are Manual and Auto.
Proxy PAC URL	Specifies the URL for the proxy auto-configuration (PAC) file.
Proxy Server	Specifies the proxy server's IP address.
Priority	<p>Enter a number between 1 and 100 to set the priority for the Wi-Fi setting, or leave the field blank.</p> <p>If multiple Wi-Fi settings are applied, the device selects the Wi-Fi setting with the higher priority. Higher numbers signify higher priority.</p>
Cisco QoS fast lane	Supported on devices running iOS 10 through the most recently released version as supported by MobileIron.
Restrict QoS marking	Select to restrict Cisco Quality of Service (QoS) "fast lane" prioritization to particular whitelisted iOS apps. Disabled by default, such that any iOS app may benefit from fast lane prioritization.



TABLE 38. WI-FI WPA ENTERPRISE AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
Disable L3 marking and only allow L2 marking for traffic sent to the Wi-Fi network	Select to mark traffic sent to the Wi-Fi network as L2 only.
Whitelist audio and video calls for L2 and L3 marking	Select to allow all voice and video calls to be marked as L2 and L3 traffic. NOTE: If you disable L3 marking and whitelist audio and video for L2 and L3 marking, then audio and video calls will be marked as L2 only.
Apps that will be whitelisted for L2 and L3 marking for traffic	Mark the check box to select specific apps you want to whitelist for L2 and L3 traffic marking. <ul style="list-style-type: none"> Click the Add (+) button to add a row to the table of apps. A new row is added to the table. In the App Name column, click the drop-down list to select an App Catalog app. Repeat for any other apps you want to whitelist for L2 and L3 traffic marking.

Related topics

- [Open authentication](#)
- [Shared authentication](#)
- [WPA2 / WPA3 Enterprise authentication](#)
- [WPA Personal authentication](#)
- [WPA2 / WPA3 Personal authentication](#)
- [Supported variables for Wi-Fi authentication](#)

WPA2 / WPA3 Enterprise authentication

Use the following guidelines to configure WPA2 or WPA3 Enterprise authentication.

TABLE 39. WI-FI WPA2 / WPA3 ENTERPRISE AUTHENTICATION FIELD DESCRIPTION

Item	Description
Network Name (SSID)	Enter the name (i.e., service set identifier) of the Wi-Fi network these settings apply to. This field is case sensitive.
Description	Enter additional text to clarify the purpose of this group of Wi-Fi settings.
Hidden Network	Select this option if the SSID is not broadcast.
Authentication	Select one: <ul style="list-style-type: none"> • WPA2 Enterprise • WPA2 Enterprise (iOS 8 or later except Apple TV)



TABLE 39. Wi-Fi WPA2 / WPA3 ENTERPRISE AUTHENTICATION FIELD DESCRIPTION (CONT.)

Item	Description
	<ul style="list-style-type: none"> WPA3 Enterprise (iOS 13 or later)
Data Encryption	This feature is not supported on iOS devices.
User Name	Specify the variable to use as the user name when establishing the Wi-Fi connection. See WPA2 / WPA3 Enterprise authentication on page 332 .
Password	<p>Specify the variable to use and any necessary custom formatting for the Wi-Fi password. The default variable selected is \$PASSWORD\$.</p> <p>Enter additional variables or text in the text box adjacent to the Password field. Entries in this text box are kept hidden and will not be visible to any MobileIron Core administrator.</p> <p>Note The Following:</p> <ul style="list-style-type: none"> If you specify \$PASSWORD\$, also enable Save User Password under Settings > System Settings > Users & Devices > Registration. All variables and text up to the last valid variable will be visible. Anything after the last valid variable will not be visible. The valid variable may appear in either of the password fields. Valid variables are variables in the drop-down list.
Apply to Certificates	Configure this field with the CA certificate needed to validate the Identity Certificate presented by the Wi-Fi Access Point. It is not the CA certificate needed to validate the Identity Certificate sent to the device in the Wi-Fi configuration.
Trusted Certificate Names	If you did not specify trusted certificates in the Apply to Certificates list, then enter the names of the authentication servers to be trusted. You can specify a particular server, such as server.mycompany.com or a partial name such as *.mycompany.com.
Allow Trust Exceptions	Select this option to let users decide to trust a server when the chain of trust can't be established. To avoid these prompts, and to permit connections only to trusted services, turn off this option and upload all necessary certificates.
Use Per-connection Password	Select this option to prompt the user to enter a password each time the device connects to the Wi-Fi network.
EAP Type	<p>Select the authentication protocol used:</p> <ul style="list-style-type: none"> EAP-FAST EAP-SIM



TABLE 39. WI-FI WPA2 / WPA3 ENTERPRISE AUTHENTICATION FIELD DESCRIPTION (CONT.)

Item	Description
	<ul style="list-style-type: none"> • LEAP • PEAP • TLS • TTLS <p>You can make multiple selections.</p> <p>If you select EAP-FAST, then you also need to specify the Protected Access Credential (PAC).</p> <p>If you select TLS, then you must specify an Identity Certificate.</p> <p>If you select TTLS, then you must also specify the Inner Identity Authentication Protocol. You may optionally specify an Outer Identity.</p>
Connects To	Select Internet or Work.
iOS Settings	
Auto Join	Specifies whether devices should automatically join the corresponding Wi-Fi network. If this option is not selected, device users must tap the network name on the device to join the network.
Disable Captive Network Detection	<p>Select to disable Apple's Captive Network Assistant, which automatically detects captive networks. When this option is selected, device users must manually open a web browser to trigger the portal login for the captive network.</p> <p>This feature is supported on devices running iOS 10 and macOS 10 through the most recently released versions as supported by MobileIron.</p>
Proxy Type	Specifies whether a proxy is configured, and which type. Available types are Manual and Auto.
Proxy PAC URL	Specifies the URL for the proxy auto-configuration (PAC) file.
Proxy Server	Specifies the proxy server's IP address.
Priority	<p>Enter a number between 1 and 100 to set the priority for the Wi-Fi setting, or leave the field blank.</p> <p>If multiple Wi-Fi settings are applied, the device selects the Wi-Fi setting with the higher priority. Higher numbers signify higher priority.</p>
Cisco QoS fast lane	Supported on devices running iOS 10 through the most recently released version as supported by MobileIron.
Restrict QoS marking	Select to restrict Cisco Quality of Service (QoS) "fast lane" prioritization to particular whitelisted iOS apps. Disabled by default, such that any iOS app may benefit from fast lane prioritization.



TABLE 39. WI-FI WPA2 / WPA3 ENTERPRISE AUTHENTICATION FIELD DESCRIPTION (CONT.)

Item	Description
Disable L3 marking and only allow L2 marking for traffic sent to the Wi-Fi network	Select to mark traffic sent to the Wi-Fi network as L2 only.
Whitelist audio and video calls for L2 and L3 marking	Select to allow all voice and video calls to be marked as L2 and L3 traffic. NOTE: If you disable L3 marking and whitelist audio and video for L2 and L3 marking, then audio and video calls will be marked as L2 only.
Apps that will be whitelisted for L2 and L3 marking for traffic	Mark the check box to select specific apps you want to whitelist for L2 and L3 traffic marking. <ul style="list-style-type: none"> Click the Add (+) button to add a row to the table of apps. A new row is added to the table. In the App Name column, click the drop-down list to select an App Catalog app. Repeat for any other apps you want to whitelist for L2 and L3 traffic marking.

Related topics

- [Open authentication](#)
- [Shared authentication](#)
- [WPA Enterprise authentication](#)
- [WPA Personal authentication](#)
- [WPA2 / WPA3 Personal authentication](#)
- [Supported variables for Wi-Fi authentication](#)

WPA Personal authentication

Use the following guidelines to configure WPA Personal authentication.

TABLE 40. WI-FI WPA PERSONAL AUTHENTICATION FIELD DESCRIPTIONS

Item	Description
Name	Enter the name to use to reference this configuration in MobileIron.
Network Name (SSID)	Enter the name (i.e., service set identifier) of the Wi-Fi network these settings apply to. This field is case sensitive.
Description	Enter additional text to clarify the purpose of this group of Wi-Fi settings.
Hidden Network	Select this option if the SSID is not broadcast.



TABLE 40. WI-FI WPA PERSONAL AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
Authentication	Select WPA Personal.
Data Encryption	This feature is not supported for iOS devices.
Network Key	This feature is not supported for iOS devices.
Confirm Network Key	This feature is not supported for iOS devices.
EAP Type	Not applicable.
Connects To	Select Internet or Work.
iOS Settings	
Auto Join	Specifies whether devices should automatically join the corresponding Wi-Fi network. If this option is not selected, device users must tap the network name on the device to join the network.
Disable Captive Network Detection	Select to disable Apple's Captive Network Assistant, which automatically detects captive networks. When this option is selected, device users must manually open a web browser to trigger the portal login for the captive network. This feature is supported on devices running iOS 10 and macOS 10 through the most recently released versions as supported by MobileIron.
Proxy Type	Specifies whether a proxy is configured, and which type. Available types are Manual and Auto.
Proxy PAC URL	Specifies the URL for the proxy auto-configuration (PAC) file.
Proxy Server	Specifies the proxy server's IP address.
Priority	Enter a number between 1 and 100 to set the priority for the Wi-Fi setting, or leave the field blank. If multiple Wi-Fi settings are applied, the device selects the Wi-Fi setting with the higher priority. Higher numbers signify higher priority.
Cisco QoS fast lane	Supported on devices running iOS 10 through the most recently released version as supported by MobileIron.
Restrict QoS marking	Select to restrict Cisco Quality of Service (QoS) "fast lane" prioritization to particular whitelisted iOS apps. Disabled by default, such that any iOS app may benefit from fast lane prioritization.
Disable L3 marking and only allow L2 marking for traffic	Select to mark traffic sent to the Wi-Fi network as L2 only.



TABLE 40. WI-FI WPA PERSONAL AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
sent to the Wi-Fi network	
Whitelist audio and video calls for L2 and L3 marking	Select to allow all voice and video calls to be marked as L2 and L3 traffic. NOTE: If you disable L3 marking and whitelist audio and video for L2 and L3 marking, then audio and video calls will be marked as L2 only.
Apps that will be whitelisted for L2 and L3 marking for traffic	Mark the check box to select specific apps you want to whitelist for L2 and L3 traffic marking. <ul style="list-style-type: none"> Click the Add (+) button to add a row to the table of apps. A new row is added to the table. In the App Name column, click the drop-down list to select an App Catalog app. Repeat for any other apps you want to whitelist for L2 and L3 traffic marking.

WPA2 Personal authentication

Use the following guidelines to configure WPA2 Personal authentication.

TABLE 41. WI-FI WPA2 PERSONAL AUTHENTICATION FIELD DESCRIPTIONS

Item	Description
Name	Enter the name to use to reference this configuration in MobileIron.
Network Name (SSID)	Enter the name (i.e., service set identifier) of the Wi-Fi network these settings apply to. This field is case sensitive.
Description	Enter additional text to clarify the purpose of this group of Wi-Fi settings.
Hidden Network	Select this option if the SSID is not broadcast.
Authentication	Select WPA2 Personal.
Data Encryption	This feature is not supported for iOS devices.
Network Key	This feature is not supported for iOS devices.
Confirm Network Key	This feature is not supported for iOS devices.
EAP Type	Not applicable.
Connects To	Select Internet or Work.
iOS Settings	



TABLE 41. WI-FI WPA2 PERSONAL AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
Auto Join	Specifies whether devices should automatically join the corresponding Wi-Fi network. If this option is not selected, device users must tap the network name on the device to join the network.
Disable Captive Network Detection	<p>Select to disable Apple's Captive Network Assistant, which automatically detects captive networks. When this option is selected, device users must manually open a web browser to trigger the portal login for the captive network.</p> <p>This feature is supported on devices running iOS 10 and macOS 10 through the most recently released versions as supported by MobileIron.</p>
Proxy Type	Specifies whether a proxy is configured, and which type. Available types are Manual and Auto.
Proxy PAC URL	Specifies the URL for the proxy auto-configuration (PAC) file.
Proxy Server	Specifies the proxy server's IP address.
Priority	<p>Enter a number between 1 and 100 to set the priority for the Wi-Fi setting, or leave the field blank.</p> <p>If multiple Wi-Fi settings are applied, the device selects the Wi-Fi setting with the higher priority. Higher numbers signify higher priority.</p>
Cisco QoS fast lane	Supported on devices running iOS 10 through the most recently released version as supported by MobileIron.
Restrict QoS marking	Select to restrict Cisco Quality of Service (QoS) "fast lane" prioritization to particular whitelisted iOS apps. Disabled by default, such that any iOS app may benefit from fast lane prioritization.
Disable L3 marking and only allow L2 marking for traffic sent to the Wi-Fi network	Select to mark traffic sent to the Wi-Fi network as L2 only.
Whitelist audio and video calls for L2 and L3 marking	<p>Select to allow all voice and video calls to be marked as L2 and L3 traffic.</p> <p>NOTE: If you disable L3 marking and whitelist audio and video for L2 and L3 marking, then audio and video calls will be marked as L2 only.</p>
Apps that will be whitelisted for L2 and L3 marking for traffic	<p>Mark the check box to select specific apps you want to whitelist for L2 and L3 traffic marking.</p> <ul style="list-style-type: none"> Click the Add (+) button to add a row to the table of apps. A new row is added to the table. In the App Name column, click the drop-down list to select an App Catalog app. Repeat for any other apps you want to whitelist for L2 and L3 traffic marking.



Related topics

- [Open authentication](#)
- [Shared authentication](#)
- [WPA Enterprise authentication](#)
- [WPA2 / WPA3 Enterprise authentication](#)
- [WPA2 / WPA3 Personal authentication](#)
- [Supported variables for Wi-Fi authentication](#)

WPA2 / WPA3 Personal authentication

Use the following guidelines to configure WPA2 or WPA3 Personal authentication.

TABLE 42. WI-FI WPA2 / WPA3 PERSONAL AUTHENTICATION FIELD DESCRIPTIONS

Item	Description
Name	Enter the name to use to reference this configuration in MobileIron.
Network Name (SSID)	Enter the name (i.e., service set identifier) of the Wi-Fi network these settings apply to. This field is case sensitive.
Description	Enter additional text to clarify the purpose of this group of Wi-Fi settings.
Hidden Network	Select this option if the SSID is not broadcast.
Authentication	Select one: <ul style="list-style-type: none"> • WPA2 Personal • WPA3 Personal (iOS 13 or later)
Data Encryption	This feature is not supported for iOS devices.
Network Key	This feature is not supported for iOS devices.
Confirm Network Key	This feature is not supported for iOS devices.
EAP Type	Not applicable.
Connects To	Select Internet or Work.
iOS Settings	
Auto Join	Specifies whether devices should automatically join the corresponding Wi-Fi network. If this option is not selected, device users must tap the network name on the device to join the network.
Disable Captive Network	Select to disable Apple's Captive Network Assistant, which automatically



TABLE 42. WI-FI WPA2 / WPA3 PERSONAL AUTHENTICATION FIELD DESCRIPTIONS (CONT.)

Item	Description
Detection	<p>detects captive networks. When this option is selected, device users must manually open a web browser to trigger the portal login for the captive network.</p> <p>This feature is supported on devices running iOS 10 and macOS 10 through the most recently released versions as supported by MobileIron.</p>
Proxy Type	Specifies whether a proxy is configured, and which type. Available types are Manual and Auto.
Proxy PAC URL	Specifies the URL for the proxy auto-configuration (PAC) file.
Proxy Server	Specifies the proxy server's IP address.
Priority	<p>Enter a number between 1 and 100 to set the priority for the Wi-Fi setting, or leave the field blank.</p> <p>If multiple Wi-Fi settings are applied, the device selects the Wi-Fi setting with the higher priority. Higher numbers signify higher priority.</p>
Cisco QoS fast lane	Supported on devices running iOS 10 through the most recently released version as supported by MobileIron.
Restrict QoS marking	Select to restrict Cisco Quality of Service (QoS) "fast lane" prioritization to particular whitelisted iOS apps. Disabled by default, such that any iOS app may benefit from fast lane prioritization.
Disable L3 marking and only allow L2 marking for traffic sent to the Wi-Fi network	Select to mark traffic sent to the Wi-Fi network as L2 only.
Whitelist audio and video calls for L2 and L3 marking	<p>Select to allow all voice and video calls to be marked as L2 and L3 traffic.</p> <p>NOTE: If you disable L3 marking and whitelist audio and video for L2 and L3 marking, then audio and video calls will be marked as L2 only.</p>
Apps that will be whitelisted for L2 and L3 marking for traffic	<p>Mark the check box to select specific apps you want to whitelist for L2 and L3 traffic marking.</p> <ul style="list-style-type: none"> Click the Add (+) button to add a row to the table of apps. A new row is added to the table. In the App Name column, click the drop-down list to select an App Catalog app. Repeat for any other apps you want to whitelist for L2 and L3 traffic marking.

Related topics

- [Open authentication](#)
- [Shared authentication](#)
- [WPA Enterprise authentication](#)
- [WPA2 / WPA3 Enterprise authentication](#)



- [WPA Personal authentication](#)
- [Supported variables for Wi-Fi authentication](#)

Supported variables for Wi-Fi authentication

You can use the following variables in fields that support variables.

- \$PASSWORD\$ (only supported in the password field)
- \$EMAIL\$
- \$USERID\$
- \$DEVICE_MAC\$
- \$NULL\$
- \$USER_CUSTOM1\$... \$USER_CUSTOM4\$ (custom fields defined for LDAP)

Custom attribute variable substitutions are supported.

Related topics

- [Open authentication](#)
- [Shared authentication](#)
- [WPA Personal authentication](#)
- [WPA2 / WPA3 Personal authentication](#)
- [WPA Enterprise authentication](#)
- [WPA2 / WPA3 Enterprise authentication](#)



Managing VPN Settings

This section addresses the VPN settings.

- [VPN settings overview](#)
- [Configuring new VPN settings](#)
- [IKEv2 \(Windows\)](#)
- [PPTP](#)
- [L2TP](#)
- [IPSec \(Cisco\)](#)
- [IPSec \(Blue Coat\)](#)
- [IKEv2 \(iOS Only\)](#)
- [Samsung Knox IPsec](#)
- [Cisco AnyConnect \(iOS only\)](#)
- [Juniper SSL](#)
- [Pulse Secure SSL](#)
- [F5 SSL](#)
- [OpenVPN](#)
- [Palo Alto Networks GlobalProtect](#)
- [Custom SSL](#)
- [MobileIron Tunnel \(for iOS and macOS\)](#)
- [MobileIron Tunnel \(Android\)](#)

NOTE: For macOS devices, use any VPN settings marked as supported on macOS devices.

VPN settings overview

VPN is a technology that creates a secure network connection over a public network. A mobile device uses a VPN client to securely access protected corporate networks.

To use VPN:

- On the device, the user installs a VPN client app.
- Define a VPN setting in MobileIron Core.
- Apply labels to the VPN setting so that the VPN setting is sent to the appropriate devices.



- Depending on the type of VPN, additional set up steps may be required to complete the VPN configuration.

Mobile@Work uses the VPN client and the VPN setting to enable access to corporate networks.

Configuring new VPN settings

In the Admin Portal, go to **Policies & Configs > Configurations** and click **Add New > VPN** to configure VPN access. The fields that appear in the **New VPN Setting** dialog box change based on values selected. The following sections describe the fields required for each selection in the Connection Type field. For MobileIron Tunnel support for Android, select **MobileIron Tunnel (Android)** in the Connection Type field.

PPTP

Use the following guidelines to configure PPTP VPN.

NOTE: iOS 10 and macOS Sierra no longer support PPTP for VPN.

TABLE 43. PPTP SETTINGS

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select PPTP.
Server	Enter the IP address, hostname, or URL for the VPN server.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.
Proxy Server	<i>Manual Proxy</i> Enter the name for the proxy server.
Proxy Server Port	<i>Manual Proxy</i> Enter the port number for the proxy server.
Type	<i>Manual Proxy</i> Select Static or Variable for the type of authentication to be used for the proxy



TABLE 43. PPTP SETTINGS (CONT.)

Item	Description
	server.
Proxy Server User Name	<p><i>Manual Proxy</i></p> <p>If the authentication type is Static, enter the username for the proxy server.</p> <p>If the authentication type is Variable, the default variable selected is \$USERID\$.</p>
Proxy Server Password	<p><i>Manual Proxy</i></p> <p>If the authentication type is Static, enter the password for the proxy server. Confirm the password in the field below.</p> <p>If the authentication type is Variable, the default variable selected is \$PASSWORD\$.</p>
Proxy Domains (iOS only)	<p>The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.</p> <p>Click Add+ to add a domain.</p>
Encryption Level	Select None , Automatic or Maximum (128 bit).
Domain	Specify the network domain.
Send all Traffic	Selecting this option protects data from being compromised, particularly on public networks.
User Name	<p>Specify the user name to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$.</p> <p>Why: Some enterprises have a strong preference concerning which identifier is exposed. See “Supported variables” on Supported variables.</p>
User Authentication	Select the authentication method to use: Password or RSA SecureID .
Password	<p>Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See “Supported variables” on Supported variables.</p>

L2TP

Use the following guidelines to configure L2TP VPN.



TABLE 44. L2TP SETTINGS

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select L2TP
Server	Enter the IP address, hostname, or URL for the VPN server.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.
Proxy Server	<i>Manual Proxy</i> Enter the name for the proxy server.
Proxy Server Port	<i>Manual Proxy</i> Enter the port number for the proxy server.
Type	<i>Manual Proxy</i> Select Static or Variable for the type of authentication to be used for the proxy server.
Proxy Server User Name	<i>Manual Proxy</i> If the authentication type is Static , enter the username for the proxy server. If the authentication type is Variable , the default variable selected is \$USERID\$.
Proxy Server Password	<i>Manual Proxy</i> If the authentication type is Static , enter the password for the proxy server. Confirm the password in the field below. If the authentication type is Variable , the default variable selected is \$PASSWORD\$.
Proxy Domains (iOS only)	The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.



TABLE 44. L2TP SETTINGS (CONT.)

Item	Description
	Click Add+ to add a domain.
Shared Secret	The shared secret passcode. This is not the user's password; the shared secret must be specified to initiate a connection.
Confirm Shared Secret	Re-enter the shared secret to confirm.
Send all Traffic	Selecting this option protects data from being compromised, particularly on public networks.
User Name	Specify the user name to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$. Why: Some enterprises have a strong preference concerning which identifier is exposed. See " Supported variables " on Supported variables .
User Authentication	Select the authentication method to use: Password or RSA SecureID .
Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. This field does not display if you selected RSA SecureID for authentication. See " Supported variables " on Supported variables .
Proxy	Select Manual or Automatic to configure a proxy. If you select Manual, you must specify the proxy server name and port number. If you select Automatic, you must specify the proxy server URL.

IPSec (Cisco)

Use the following guidelines to configure IPSec (Cisco) VPN.

TABLE 45. IPSEC (CISCO) SETTINGS

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select IPSec (Cisco).
Server	Enter the IP address, hostname, or URL for the VPN server.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.



TABLE 45. IPSEC (CISCO) SETTINGS (CONT.)

Item	Description
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.
Proxy Server	<i>Manual Proxy</i> Enter the name for the proxy server.
Proxy Server Port	<i>Manual Proxy</i> Enter the port number for the proxy server.
Type	<i>Manual Proxy</i> Select Static or Variable for the type of authentication to be used for the proxy server.
Proxy Server User Name	<i>Manual Proxy</i> If the authentication type is Static , enter the username for the proxy server. If the authentication type is Variable , the default variable selected is \$USERID\$.
Proxy Server Password	<i>Manual Proxy</i> If the authentication type is Static , enter the password for the proxy server. Confirm the password in the field below. If the authentication type is Variable , the default variable selected is \$PASSWORD\$.
Proxy Domains (iOS only)	The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported. Click Add+ to add a domain.
User Name	Specify the user name to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$. Why: Some enterprises have a strong preference concerning which identifier is exposed.
User Authentication	Select the authentication method to use: Shared Secret/Group Name or Certificate.
Group Name	Shared Secret/Group Name authentication. Specify the name of the group to use. If Hybrid Authentication is used, the string must end with "[hybrid]".



TABLE 45. IPSEC (CISCO) SETTINGS (CONT.)

Item	Description
Shared Secret	<p>Shared Secret/Group Name authentication.</p> <p>The shared secret passcode. This is not the user's password; the shared secret must be specified to initiate a connection.</p>
Confirm Shared Secret	<p>Shared Secret/Group Name authentication.</p> <p>Re-enter the shared secret to confirm.</p>
Use Hybrid Authentication	<p>Shared Secret/Group Name authentication.</p> <p>Select to specify hybrid authentication, i.e., server provides a certificate and the client provides a pre-shared key.</p>
Prompt for Password	<p>Shared Secret/Group Name authentication.</p> <p>Specify whether the user should be prompted for a password when connecting.</p>
XAuth Enabled	<p>Specifies that IPsec XAuth authentication is enabled. Select this option if your VPN requires two-factor authentication, resulting in a prompt for the password. This option is enabled by default.</p>
Password	<p>Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See Supported variables on page 401 for details.</p>
Identity Certificate	<p>Certificate authentication.</p> <p>Select the entry you created for supporting VPN, if you are implementing certificate-based authentication.</p>
Include User PIN	<p>Certificate authentication.</p> <p>Select to prompt the user for a PIN.</p>
VPN on Demand	<p>Certificate authentication.</p> <p>Select to enable the VPN on Demand section. Click Add New to specify a domain or hostname and the preferred connection option.</p>
Per-app VPN	<p>Select Yes to create a per-app VPN setting.</p> <p>An additional license may be required for this feature.</p> <p>You cannot delete a per-app VPN setting that is being used by an app. Remove the per-app VPN setting from the app before you delete the setting.</p> <p>You can enable per-app VPN for an app when you:</p> <ul style="list-style-type: none"> • add the app in the App Catalog. • edit an in-house app or an App Store app in the App Catalog. <p>See the Apps@Work Guide for information about how to add or edit iOS apps.</p> <p>NOTE: This per-app VPN setting is not supported on iOS 8-8.4.1.</p>



TABLE 45. IPSEC (CISCO) SETTINGS (CONT.)

Item	Description
	<p><i>On Demand Rules (VPN on Demand, iOS 7 and later)</i></p> <p>VPN On Demand rules are applied when the device's primary network interface changes, for example when the device switches to a different Wi-Fi network.</p> <p>Note the following:</p> <ul style="list-style-type: none"> • A matching rule is not required. The Default Rule is applied if a matching rule is not defined. • If you select Evaluate Connection, a matching rule is not required. • You can create up to 10 On Demand matching rules. • For each matching rule you can create up to 50 Type and Value pairs.
Add New Matching Rule	Click to add a new On Demand matching rule.
Action	<p>Select one of the following actions to apply to the matching rule:</p> <ul style="list-style-type: none"> • Connect—When applied, the VPN connects and establishes the connection unconditionally. Once the VPN is connected, manually disconnecting triggers attempts at reconnection until the VPN connection is re-established. • Disconnect—When applied, terminates any existing VPN connection and prohibits a new connection from ever being established. • Allow—Ignores the existing VPN connection while allowing a new VPN connection to be triggered. This action does not disconnect any existing connections. • Ignore—When applied, disregards the existing VPN connection, without actually disconnecting it. However, this action prohibits a new connection from ever being established in future. • Evaluate Connection—When applied, evaluates the list of action parameters for each connection attempt. List all the rules (Domain, Required DNS server, and Required URL probe) in the action parameter grid and configure the domain action (Connect if needed, Never connect) for each. Each grid may include up to 50 entries, and up to 10 action parameter grids may be added.
Add New	Click to add a new Type Value pair.
	Click to delete either an On Demand rule, or a matching rule.
<p>Matching Rules:</p> <p>For each matching rule to which the action is applied enter the type and value pair.</p>	
Type	<p>Select from one of the following key types:</p> <ul style="list-style-type: none"> • DNS Domain • Interface Type • DNS Server Address • SSID



TABLE 45. IPSEC (CISCO) SETTINGS (CONT.)

Item	Description
	<ul style="list-style-type: none"> • URL String Probe
Value	<p>For each key selected, enter a value.</p> <ul style="list-style-type: none"> • DNS Domain—Enter a list of domain names to match against the domain being accessed. Wildcard '*' prefix is supported, e.g. *.example.com would match anything.example.com. • Interface Type—Enter either Wifi or Cellular. • DNS Server Address—Enter a list of DNS servers to match against. All DNS servers have to match the device's current DNS servers or this match will fail. Wildcard '*' is supported, e.g. 1.2.3.* would match any DNS servers with 1.2.3. prefix. • SSID—Enter a list of SSIDs to match against the current network. If the network is not a Wi-Fi network or if its SSID does not appear in the list, the match will fail. • URL String Probe—Enter a URL to a trusted HTTPS server. This is used to probe for reachability. Redirection is not supported.
Description	Enter additional information about this matching rule.
Domain Action	<p>Only appears if the Action is Evaluate Connection.</p> <p>Select one of the following Actions for the domain:</p> <ul style="list-style-type: none"> • Connect if needed—The specified domains trigger a VPN connection attempt if domain name resolution fails. For example: The DNS server indicates that it cannot resolve the domain, or responds with a redirection to a different server, or fails to respond (timeout). • Never connect—The specified domains do not trigger a VPN connection attempt.
<p>Action Parameters:</p> <p>Only appears if the Action is Evaluate Connection. Define the Evaluation Type and Value pair.</p>	
Evaluation Type	<p>Select the Evaluation type as one of the following:</p> <ul style="list-style-type: none"> • Domain (Required) • Required DNS Server (only available with Connect if needed) • Required URL Probe (only available with Connect if needed)
Value	<p>Enter the value for the evaluation type selected.</p> <ul style="list-style-type: none"> • Domain—Enter a list of domains for which this evaluation applies. Wildcard prefixes are supported, for example, *.example.com. <p>NOTE: Invalid wildcard entries (such as *.example.*com) can be saved in the UI, but will not work. Be sure to enter only valid wildcard entries.</p> <ul style="list-style-type: none"> • Required DNS Server—Enter a list of IP addresses of DNS servers to use for resolving the domains. These servers do not need to be part of the device's current network configuration. If these DNS servers are not reachable, a VPN connection is automatically triggered. Either configure an



TABLE 45. IPSEC (CISCO) SETTINGS (CONT.)

Item	Description
	internal DNS server or trusted external DNS server. <ul style="list-style-type: none"> • Required URL Probe—Enter an HTTP or HTTPS (preferred) URL. The device probes this URL using a GET request. The probe is successful if the DNS resolution for this server is successful. A VPN connection is triggered if the probe fails.
Description	Enter additional information about this Evaluation Type and Value pair.
Default Rule: The default rule (action) is applied to a connection that does not match any of the matching rules.	
If none of the rules above match or if there is no rule defined, choose VPN connection to:	Select the action for the Default Rule.

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)

NOTE: You must update your VPN software to a version that supports Per-app VPN.

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.



- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

IPSec (Blue Coat)

This feature is not supported on macOS devices.

This connection type is used with MobileIron Core integration with the Blue Coat Mobile Device Security (MDS) service. This connection type results in an always-on VPN on the device.

For details, see [IPSec \(Blue Coat\) on page 352](#).

Use the following guidelines to configure a VPN setting with connection type **IPsec (Blue Coat)**:

Item	Description
Name	Enter brief text that identifies this VPN setting.
Description	Enter additional text that clarifies the purpose of this VPN setting.
Connection Type	Select IPsec (Blue Coat) .
Identity Certificate	Select a Blue Coat certificate enrollment setting from the drop-down list.

IKEv2 (Windows)

This feature is not supported on iOS devices. This feature is not supported on macOS devices.

IKEv2 (iOS Only)

IKEv2 is the default VPN setting for iOS. The Internet Key Exchange version 2 is used to create a security association in the IPSec (Internet Protocol Security) suite. A security association (SA) establishes shared security attributes between two network entities to support secure communication.



TABLE 46. IKEV2 SETTINGS (iOS)

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select IKEv2 (iOS Only).
Always-on VPN (supervised only)	Select to enable the VPN connection to remain on at all times. This setting applies only to supervised devices.
Allow user to disable automatic connection	Select to allow device users to disconnect automatically triggered connections. This setting applies only to supervised devices.
Use same tunnel configuration for Cellular and Wi-Fi	Select to configure one VPN tunnel for both cellular and wi-fi data. This setting applies only to supervised devices.
<i>Cellular/Wi-Fi (Cellular and wi-fi configurations appear separately when you select Always-on VPN.)</i>	
Server	Enter the IP address, hostname, or URL for the VPN server.
Local Identifier	Required. Enter the local identifier of the IKEv2 client in one of the following formats: <ul style="list-style-type: none"> • FQDN • UserFQDN • Address • ASN1DN
Remote Identifier	Required. Enter the remote identifier in one of the following formats: <ul style="list-style-type: none"> • FQDN • UserFQDN • Address • ASN1DN
Dead Peer Detection Rate	Optional. Defaults to Medium. Select one of the following: <ul style="list-style-type: none"> • None (Disable) • Low (keepalive sent every 30 minutes) • Medium (keepalive sent every 10 minutes) • High (keepalive sent every 1 minute)
Use IPv4/IPv6 Internal Subnet Attributes	Optional. If selected, negotiations should use IKEv2 Configuration Attribute INTERNAL_IP4_SUBNET and INTERNAL_IP6_SUBNET. Disabled by default. Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.
Disable Mobility and Multihoming	Select to disable mobility and multihoming (MOBIKE).



TABLE 46. IKEV2 SETTINGS (iOS) (CONT.)

Item	Description
	Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.
Disable redirects	Optional. If selected, disables IKEv2 redirect. If not selected, the IKEv2 connection would be redirected if a redirect request is received from the server. By default, not selected. Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.
Enable NAT keepalive	Optional. Select to enable Network Address Translation (NAT) Keepalive offload for Always On VPN IKEv2 connections. Keepalive packets are used to maintain NAT mappings for IKEv2 connections. These packets are sent at regular intervals when the device is awake. If selected, Keepalive packets would be sent by the chip even while the device is asleep. The default interval for the Keepalive packets for Always On VPN is 20 seconds over WiFi and 110 seconds over Cellular interface. Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.
NATKeepAliveInterval	Optional. Controls the interval over which Keepalive packets are sent by the device. The minimum value is 20 seconds. If no key is specified, the default is 20 seconds. Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.
EnablePFS	Optional. Select to enable Perfect Forward Secrecy for IKEv2 connections. By default, not selected. Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.
<i>Authentication</i>	
Machine Authentication	Select None , Shared Secret/Group Name , or Certificate . If selecting None , be sure to enable EAP.
Shared Secret	If you select Shared Secret/Group Name , enter shared secret to be used for IKE authentication.
Identity Certificate	If you select Certificate , select the identity certificate to be used as the account credential. If you select Certificate , and extended authentication (EAP) is not used, this certificate will be sent out for IKE client authentication. If extended authentication is used, this certificate can be used for EAP-TLS.
Server Certificate Issuer Common	Optional. The Common Name of the server certificate issuer. If



TABLE 46. IKEV2 SETTINGS (IOS) (CONT.)

Item	Description
Name	set, this field will cause IKE to send a certificate request based on this certificate issuer to the server.
Server Certificate Common Name	Optional. The Common Name of the server certificate. This name is used to validate the certificate sent by the IKE server. If not set, the Remote Identifier will be used to validate the certificate.
Enable EAP	Select to enable extended authentication. If Machine Authentication is set to None , you must select an EAP authentication method.
Authentication Type	Select Certificate or Username/Password .
Identity Certificate	If you selected Certificate as the EAP authentication type, select the identity certificate you want to use for extended authentication from the drop-down list.
Username	<p>If you selected Username/Password as the EAP authentication type, enter a value for the username. Required.</p> <p>Include at least one of the following variables: \$USERID\$, \$EMAIL\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$, \$NULL\$</p> <p>You can use combinations such as the following:</p> <ul style="list-style-type: none"> • \$USERID\$: \$EMAIL\$ • \$USERID\$ \$EMAIL\$ <p>Enter \$NULL\$ if you want the field presented to the user to be blank. Users will need to fill in the relevant username.</p>
Password	<p>If you selected Username/Password as the EAP authentication type, enter a value for the password. Required.</p> <p>Include at least one of the following variables: \$USERID\$, \$EMAIL\$, \$PASSWORD\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$, \$NULL\$</p> <p>You can use combinations such as \$EMAIL\$: \$PASSWORD\$</p> <p>Enter \$NULL\$ if you want the field presented to the user to be blank. Users will need to fill in the relevant password.</p>
<i>IKE SA Params (A Security Association establishes shared security attributes between two network entities to support secure communication.)</i>	
Encryption algorithm	<p>Optional. Select one of the following:</p> <ul style="list-style-type: none"> • DES



TABLE 46. IKEV2 SETTINGS (iOS) (CONT.)

Item	Description
	<ul style="list-style-type: none"> • 3DES • AES-128 • AES-256 (Default) • AES-128-GCM • AES-256-GCM
Integrity algorithm	Optional. Select one of the following: <ul style="list-style-type: none"> • SHA1-96 • SHA1-160 • SHA2-256 (Default) • SHA2-384 • SHA2-512
Diffie-Hellman Group	Optional. Select one of the following: 1, 2 (Default), 5, 14, 15, 16, 17, 18, 19, 20, 21. NOTE: If you upgrade from a version of MobileIron Core that allowed the value 0 for this field, edit the VPN configuration to use a different Diffie-Hellman Group value. Core will send the configuration to devices only after you save the change.
Lifetime In Minutes	Optional security association lifetime (rekey interval) in minutes. Valid values are 10 through 1440. Defaults to 1440 minutes.
<i>Child SA Params (A Child SA is any SA that was negotiated via the IKE SA.)</i>	
Encryption algorithm	Optional. Select one of the following: <ul style="list-style-type: none"> • DES • 3DES • AES-128 • AES-256 (Default) • AES-128-GCM • AES-256-GCM
Integrity algorithm	Optional. Select one of the following: <ul style="list-style-type: none"> • SHA1-96 • SHA1-160 • SHA2-256 (Default) • SHA2-384 • SHA2-512
Diffie-Hellman Group	Optional. Select one of the following: 1, 2 (Default), 5, 14, 15, 16, 17, 18, 19, 20, 21. NOTE: If you upgrade from a version of MobileIron Core that allowed the value 0 for this field, edit the



TABLE 46. IKEV2 SETTINGS (IOS) (CONT.)

Item	Description
	VPN configuration to use a different Diffie-Hellman Group value. Core will send the configuration to devices only after you save the change.
Lifetime In Minutes	Optional security association lifetime (rekey interval) in minutes. Valid values are 10 through 1440. Defaults to 1440 minutes.
Service Exceptions (Configure exceptions to VPN tunnel. This section is only displayed if the Always-on VPN (supervised only) option is selected at the top of the window.)	
Voice Mail	Select one of the following options for voicemail: <ul style="list-style-type: none"> • Allow traffic via tunnel • Allow traffic outside tunnel • Drop traffic
Air Print	Select one of the following options for Air Print: <ul style="list-style-type: none"> • Allow traffic via tunnel • Allow traffic outside tunnel • Drop traffic
Allow traffic from captive web sheet outside the VPN tunnel	Select to allow traffic from captive web sheets outside the VPN tunnel.
Allow traffic from all captive networking apps outside the VPN tunnel	Select to allow traffic from all captive networking apps outside the VPN tunnel. When selecting this item, skip to the proxy server section.
Captive Networking App Bundle Identifiers	Specify the apps whose traffic you want to allow outside the VPN tunnel. Captive networking apps may require additional entitlements to operate in a captive environment. Click Add+ to add the bundle ID of a relevant app to the list of apps allowed outside the VPN tunnel. NOTE: This section is only displayed if the Allow traffic from all captive networking apps outside the VPN tunnel option is not selected.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.



TABLE 46. IKEV2 SETTINGS (iOS) (CONT.)

Item	Description
Proxy Server	<p><i>Manual Proxy</i></p> <p>Enter the name for the proxy server.</p>
Proxy Server Port	<p><i>Manual Proxy</i></p> <p>Enter the port number for the proxy server.</p>
Type	<p><i>Manual Proxy</i></p> <p>Select Static or Variable for the type of authentication to be used for the proxy server.</p>
Proxy Server User Name	<p><i>Manual Proxy</i></p> <p>If the authentication type is Static, enter the username for the proxy server.</p> <p>If the authentication type is Variable, the default variable selected is \$USERID\$.</p>
Proxy Server Password	<p><i>Manual Proxy</i></p> <p>If the authentication type is Static, enter the password for the proxy server. Confirm the password in the field below.</p> <p>If the authentication type is Variable, the default variable selected is \$PASSWORD\$.</p>
Proxy Domains (iOS only)	<p>The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.</p> <p>Click Add+ to add a domain.</p>
VPN On Demand	<p>Select Enable to enable VPN On Demand.</p> <p>On Demand rules are associated with an array of dictionaries that define the network match criteria identifying a particular network location.</p> <p>VPN On Demand matches the dictionaries in the On Demand Rules against properties of your current network connection to determine whether domain-based rules should be used in determining whether to connect, then handles the connection as follows:</p> <ul style="list-style-type: none"> • If domain-based matching is enabled for a matching On Demand Rule dictionary, then for each dictionary in that dictionary's connection evaluation array, VPN On Demand compares the requested domain against the domains listed in



TABLE 46. IKEV2 SETTINGS (iOS) (CONT.)

Item	Description
	<p>the Domains array.</p> <ul style="list-style-type: none"> If domain-based matching is not enabled, the specified behavior (Connect, Disconnect, Allow, or Ignore) is used if the dictionary otherwise matches. <p>VPN On Demand rules are applied when the device's primary network interface changes, for example when the device switches to a different Wi-Fi network.</p> <p>Note the following:</p> <ul style="list-style-type: none"> A matching rule is not required. The Default Rule is applied if a matching rule is not defined. If you select Evaluate Connection, a matching rule is not required. You can create up to 10 On Demand matching rules. For each matching rule you can create up to 50 Type and Value pairs.
Per-App VPN	<p>Per-app VPN requires a separate license. Before using this feature, ensure your organization has purchased the required license.</p> <p>Per-app VPN for IKEv2 for iOS is supported in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p> <p>Select Yes to enable. Select No to disable.</p> <p>You cannot delete a per-app VPN setting that is being used by an app. Remove the per-app VPN setting from the app before you delete the setting.</p> <p>You can enable per-app VPN for an app when you:</p> <ul style="list-style-type: none"> add the app in the App Catalog. edit an in-house app or an App Store app in the App Catalog. <p>See the Apps@Work Guide for more information about adding or editing an iOS app to the App Catalog.</p>
Provider Type	<p>Define whether the per-app VPN service will tunnel traffic at the application layer (app-proxy) or the IP layer (packet-tunnel).</p> <p>Select app-proxy (default) or packet-tunnel.</p>
<i>On-Demand Rules (iOS 7 and later)</i>	
<p>Whenever a network change is detected, the VPN On Demand service compares the newly connected network against the match network criteria specified in each set of rules (in order) to determine whether VPN On Demand should be allowed or not on the newly joined network.</p>	



TABLE 46. IKEV2 SETTINGS (IOS) (CONT.)

Item	Description																
	<p>Rule sets are checked sequentially, beginning with the first. A rule set matches the current network only if all of the specified policies in that rule set match.</p> <p>If a rule set matches the current network, a server probe is sent if a URL is specified in the profile. VPN then acts according to the policy defined in the dictionary (for example, Allow, Ignore, Evaluate Connection, Connect, or Disconnect).</p> <p>Define sets of evaluation rules for each action that can be taken by VPN On Demand: Allow, Connect, Disconnect, Evaluate Connection, and Ignore. You can define more than one set of rules for each type of action that can be taken. For each set of evaluation rules, the number of rules defined for that set is indicated in the No. of Rules column.</p> <div data-bbox="383 680 1308 961" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>▼ On Demand Rules (iOS7 and later)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">ACTION</th> <th style="width: 20%;">NO. OF RULES</th> <th style="width: 20%;"></th> <th style="width: 20%;"></th> </tr> </thead> <tbody> <tr> <td>Connect</td> <td>1</td> <td> </td> <td style="text-align: center;">▲</td> </tr> <tr> <td>Disconnect</td> <td>1</td> <td> </td> <td style="text-align: center;">▲</td> </tr> <tr> <td>Ignore</td> <td>1</td> <td> </td> <td style="text-align: center;">▼</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 5px;">Add+</p> </div> <p>Click Add+ to add a new set of On Demand evaluation rules.</p> <p>A rule creation dialog box opens.</p>	ACTION	NO. OF RULES			Connect	1		▲	Disconnect	1		▲	Ignore	1		▼
ACTION	NO. OF RULES																
Connect	1		▲														
Disconnect	1		▲														
Ignore	1		▼														



TABLE 46. IKEV2 SETTINGS (iOS) (CONT.)

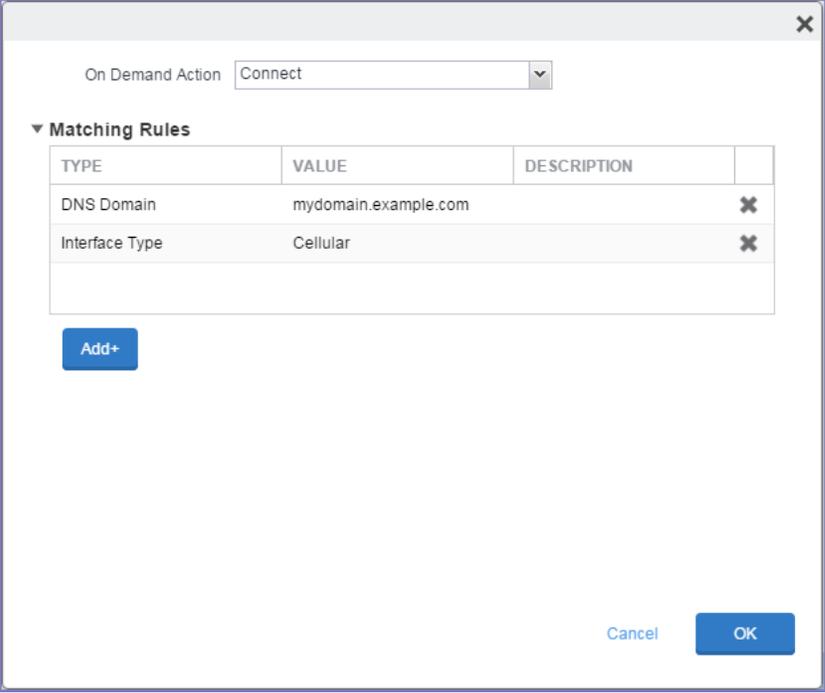
Item	Description
	 <p>From the On Demand Action drop-down list, select the action you want to be taken when the rules you create below are matched.</p> <p>The following actions are available:</p> <ul style="list-style-type: none"> • Allow: (Deprecated by iOS.) Allow VPN On Demand to connect if triggered. • Connect: Unconditionally initiate a VPN connection on the next network attempt. • Disconnect: Tear down the VPN connection and do not reconnect on demand as long as this dictionary matches. • Evaluate Connection: Evaluate the action parameters for each connection attempt. • Ignore: Leave any existing VPN connection up, but do not reconnect on demand as long as this dictionary matches.
	<p><i>Matching Rules</i></p>
	<p>For each rule you create, enter one of the following types:</p> <ul style="list-style-type: none"> • DNS domain: This rule matches if any of the domain names in the specified list matches any domain in the device’s search domains list. A wildcard "*" prefix is supported. For example, *.example.com matches against either mydomain.example.com or yourdomain.example.com. • DNS Server Address: This rule matches if any of the network’s specified DNS servers match any entry in the list. Matching with a single wildcard is supported. For example, 17.* matches any DNS server in the class A 17 subnet. • SSID: A list of SSIDs to match against the current network. If the network is not a Wi-Fi network, or if the SSID does not appear in this list, the match fails. Omit this rule and the corresponding list to match against any SSID.

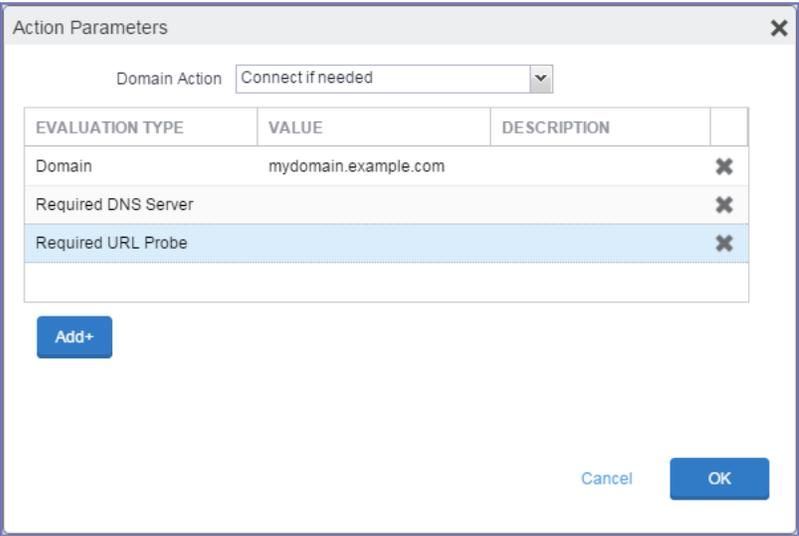


TABLE 46. IKEV2 SETTINGS (iOS) (CONT.)

Item	Description				
<ul style="list-style-type: none"> • Interface Type: If specified, this rule matches only if the primary network interface hardware matches the specified interface type. Choose Ethernet, Wifi, or Cellular. • URL String Probe: A URL to probe. If this URL is successfully fetched without redirection (returning a 200 HTTP status code), this rule matches. <p>Enter a value for each rule and an optional description.</p> <p>After adding your rules, click OK.</p>					
<p>Default Rule</p>	<p>Define a default rule that simply specifies a default VPN On Demand action in case none of the On Demand rules match, or if no On Demand rules have been defined.</p> <p>From the On Demand Action drop-down list, select the action you want to be taken by default, if none of the rules match or none are defined.</p> <p>The following actions are available:</p> <ul style="list-style-type: none"> • Allow: (Deprecated by iOS.) Allow VPN On Demand to connect if triggered. • Connect: Unconditionally initiate a VPN connection on the next network attempt. • Disconnect: Tear down the VPN connection and do not reconnect on demand as long as this dictionary matches. • Evaluate Connection: Evaluate the action parameters for each connection attempt. • Ignore: Leave any existing VPN connection up, but do not reconnect on demand as long as this dictionary matches. 				
<p>If you select Evaluate Connection, a domain actions table displayed:</p> <div data-bbox="404 1369 1284 1669" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Default Rule</p> <p>On Demand Action: Evaluate Connection ?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">DOMAIN ACTION</th> <th style="width: 50%;">PARAMETERS</th> </tr> </thead> <tbody> <tr> <td colspan="2" style="text-align: center; padding: 5px;">No records to display</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 10px;">Add+</p> </div> <p>Click Add+ to add a domain action.</p> <p>The Action Parameters window is displayed.</p>		DOMAIN ACTION	PARAMETERS	No records to display	
DOMAIN ACTION	PARAMETERS				
No records to display					



TABLE 46. IKEV2 SETTINGS (IOS) (CONT.)

Item	Description
	
	<p>From the Domain Action drop-down list, select one of the following actions to be taken for the domains listed in the table:</p> <ul style="list-style-type: none"> • Connect if needed: The specified domains should trigger a VPN connection attempt if domain name resolution fails, such as when the DNS server indicates that it cannot resolve the domain, responds with a redirection to a different server, or fails to respond (timeout). • Never connect: The specified domains should never trigger a VPN connection attempt. <p>Click Add+ to any of the following:</p> <ul style="list-style-type: none"> • Domain: The domains for which this evaluation applies. • Required DNS Server: IP addresses of DNS servers to be used for resolving the specified domains. These servers need not be part of the device's current network configuration. If these DNS servers are not reachable, a VPN connection is established in response. These DNS servers should be either internal DNS servers or trusted external DNS servers. You can only configure required DNS server evaluation types for the Connect if needed domain action. • Required URL Probe: An HTTP or HTTPS (preferred) URL to probe, using a GET request. If no HTTP response code is received from the server, a VPN connection is established in response. You can only configure required URL probe evaluation types for the Connect if needed domain action. <p>Add a value and optional description for each entry.</p> <p>Click OK to save your domain action parameters.</p>

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)

NOTE: You must update your VPN software to a version that supports Per-app VPN.

If the server ends with one of these domain names, a VPN connection is started automatically.



- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Samsung Knox IPsec

This feature is not supported on iOS devices.

This feature is not supported on macOS devices.

Cisco AnyConnect (iOS only)

This VPN mode is for iOS devices only.



TABLE 47. CISCO ANYCONNECT (iOS ONLY)

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select Cisco AnyConnect (iOS Only).
Server	Enter the IP address, hostname, or URL for the VPN server.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.
Proxy Server	<i>Manual Proxy</i> Enter the name for the proxy server.
Proxy Server Port	<i>Manual Proxy</i> Enter the port number for the proxy server.
Type	<i>Manual Proxy</i> Select Static or Variable for the type of authentication to be used for the proxy server.
Proxy Server User Name	<i>Manual Proxy</i> If the authentication type is Static , enter the username for the proxy server. If the authentication type is Variable , the default variable selected is \$USERID\$.
Proxy Server Password	<i>Manual Proxy</i> If the authentication type is Static , enter the password for the proxy server. Confirm the password in the field below. If the authentication type is Variable , the default variable selected is \$PASSWORD\$.
Proxy Domains (iOS only)	The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.



TABLE 47. CISCO ANYCONNECT (iOS ONLY) (CONT.)

Item	Description
	Click Add+ to add a domain.
User Name	Specify the user name to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$. Why: Some enterprises have a strong preference concerning which identifier is exposed. See Supported variables on page 401 for details.
User Authentication	Select Password or Certificate.
Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See Supported variables on page 401 for details.
Identity Certificate	Certificate authentication. Select the entry you created for supporting VPN, if you are implementing certificate-based authentication.
Group Name	Specify the name of the group to use.
VPN on Demand	Certificate authentication. Select to enable the VPN on Demand section. Click Add New to specify a domain or hostname and the preferred connection option.
<p><i>On Demand Rules (VPN on Demand, iOS 7 through the most recently released version of iOS as supported by MobileIron.)</i></p> <p>VPN On Demand rules are applied when the device's primary network interface changes, for example when the device switches to a different Wi-Fi network.</p> <p>Note the following:</p> <ul style="list-style-type: none"> • A matching rule is not required. The Default Rule is applied if a matching rule is not defined. • If you select Evaluate Connection, a matching rule is not required. • You can create up to 10 On Demand matching rules. • For each matching rule you can create up to 50 Type and Value pairs. 	
Add New Matching Rule	Click to add a new On Demand matching rule.
Action	Select one of the following actions to apply to the matching rule: <ul style="list-style-type: none"> • Connect • Disconnect • Allow • Ignore • Evaluate Connection



TABLE 47. CISCO ANYCONNECT (IOS ONLY) (CONT.)

Item	Description
Add New	Click to add a new Type Value pair.
-	Click to delete either an On Demand rule, or a matching rule.
Matching Rules: For each matching rule to which the action is applied enter the type and value pair.	
Type	Select from one of the following key types: <ul style="list-style-type: none"> • DNS Domain • Interface Type • DNS Server Address • SSID • URL String Probe
Value	For each key selected, enter a value. DNS Domain—Enter a list of domain names to match against the domain being accessed. Wildcard '*' prefix is supported, e.g. *.example.com would match anything.example.com Interface Type—Enter either Wifi or Cellular. DNS Server Address—Enter a list of DNS servers to match against. All DNS servers have to match the device's current DNS servers or this match will fail. Wildcard '*' is supported, e.g. 1.2.3.* would match any DNS servers with 1.2.3. prefix. SSID—Enter a list of SSIDs to match against the current network. If the network is not a Wi-Fi network or if its SSID does not appear in the list, the match will fail. URL String Probe—Enter a URL to a trusted HTTPS server. This is used to probe for reachability. Redirection is not supported.
Description	Enter additional information about this matching rule.
Domain Action	Only appears if the Action is Evaluate Connection. Select one of the following Actions for the domain: <ul style="list-style-type: none"> • Connect if needed—The specified domains trigger a VPN connection attempt if domain name resolution fails. For example: The DNS server indicates that it cannot resolve the domain, or responds with a redirection to a different server, or fails to respond (timeout). • Never connect—The specified domains do not trigger a VPN connection attempt.
Action Parameters: Only appears if the Action is Evaluate Connection. Define the Evaluation Type and Value pair.	
Evaluation Type	Select the Evaluation type as one of the following: <ul style="list-style-type: none"> • Domain (Required)



TABLE 47. CISCO ANYCONNECT (IOS ONLY) (CONT.)

Item	Description
	<ul style="list-style-type: none"> • Required DNS Server (only available with Connect if needed) • Required URL Probe (only available with Connect if needed)
Value	<p>Enter the value for the evaluation type selected.</p> <p>Domain—Enter a list of domains for which this evaluation applies. Wildcard prefixes are supported, for example, *.example.com.</p> <p>Required DNS Server—Enter a list of IP addresses of DNS servers to use for resolving the domains. These servers do not need to be part of the device's current network configuration. If these DNS servers are not reachable, VPN is triggered. Either configure an internal DNS server or trusted external DNS server.</p> <p>Required URL Probe—Enter an HTTP or HTTPS (preferred) URL. The device to probes this URL using a GET request. The probe is successful if the DNS resolution for this server is successful. VPN is triggered if the probe fails.</p>
Description	Enter additional information about this Evaluation Type and Value pair.
<p>Default Rule:</p> <p>The default rule (action) is applied to a connection that does not match any of the matching rules.</p>	
If none of the rules above match or if there is no rule defined, choose VPN connection to:	Select the action for the Default Rule.

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)

NOTE: You must update your VPN software to a version that supports Per-app VPN.

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.



- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Custom Data

- **Add+** - Click to add a new key / value pair.
- **Key / Value** - Enter the Key / value pairs necessary to configure the VPN setting. The app creator should provide the necessary key / value pairs.

Juniper SSL

Use the following guidelines to configure Juniper SSL VPN and Pulse Secure SSL VPN.

TABLE 48. JUNIPER SSL SETTINGS

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select Juniper SSL.
Deploy inside Knox Workspace	Select this option to deploy the VPN client app inside the Knox Workspace (container). Deploying the app inside the container means that the Knox security platform protects the app and its data. This option is available only if you select the Samsung Knox option.
Server	Enter the IP address, hostname, or URL for the VPN server.



TABLE 48. JUNIPER SSL SETTINGS (CONT.)

Item	Description
Proxy	<p>Select None, Manual, or Automatic to configure a proxy.</p> <p>If you select Manual, you must specify the proxy server name and port number.</p> <p>If you select Automatic, you must specify the proxy server URL.</p>
Proxy Server URL	<p><i>Automatic Proxy</i></p> <p>Enter the URL for the proxy server.</p> <p>Enter the URL of the location of the proxy auto-configuration file.</p>
Proxy Server	<p><i>Manual Proxy</i></p> <p>Enter the name for the proxy server.</p>
Proxy Server Port	<p><i>Manual Proxy</i></p> <p>Enter the port number for the proxy server.</p>
Type	<p><i>Manual Proxy</i></p> <p>Select Static or Variable for the type of authentication to be used for the proxy server.</p>
Proxy Server User Name	<p><i>Manual Proxy</i></p> <p>If the authentication type is Static, enter the username for the proxy server.</p> <p>If the authentication type is Variable, the default variable selected is \$USERID\$.</p>
Proxy Server Password	<p><i>Manual Proxy</i></p> <p>If the authentication type is Static, enter the password for the proxy server. Confirm the password in the field below.</p> <p>If the authentication type is Variable, the default variable selected is \$PASSWORD\$.</p>
Proxy Domains (iOS only)	<p>The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.</p> <p>Click Add+ to add a domain.</p>
User Name	<p>Specify the user name to use for authentication. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$.</p> <p>Why: Some enterprises have a strong preference concerning which identifier is exposed. See “Supported variables” on Supported variables.</p>



TABLE 48. JUNIPER SSL SETTINGS (CONT.)

Item	Description
User Authentication	Select Password or Certificate .
Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See “Supported variables” on Supported variables .
Identity Certificate	Certificate authentication. Select the entry you created for supporting VPN, if you are implementing certificate-based authentication.
Role	Specify the Juniper user role to use as a restriction.
Realm	Specify the Juniper realm to use as a restriction.
VPN on Demand	Certificate authentication. Select to enable the VPN on Demand section. Click Add New to specify a domain or hostname and the preferred connection option.
Per-app VPN	Select Yes to create a per-app VPN setting. Per-app VPN is supported for devices running iOS 7 through the most recently released version of iOS as supported by MobileIron. You must update your VPN software to a version that supports iOS 7 features. An additional license may be required for this feature. You cannot delete a per-app VPN setting that is being used by an app. Remove the per-app VPN setting from the app before you delete the setting. You can enable per-app VPN for an app when you: <ul style="list-style-type: none"> • add the app in the App Catalog. • edit an in-house app or an App Store app in the App Catalog. See the MobileIron Apps@Work Guide for information about how to add or edit apps.
Provider Type	Define whether the per-app VPN service will tunnel traffic at the application layer (app-proxy) or the IP layer (packet-tunnel). Select app-proxy (default) or packet-tunnel .
<p><i>On Demand Rules (VPN on Demand, iOS 7 through the most recently released version of iOS as supported by MobileIron.)</i></p> <p>VPN On Demand rules are applied when the device's primary network interface changes, for example when the device switches to a different Wi-Fi network.</p> <p>Note the following:</p>	



TABLE 48. JUNIPER SSL SETTINGS (CONT.)

Item	Description
	<ul style="list-style-type: none"> • A matching rule is not required. The Default Rule is applied if a matching rule is not defined. • If you select Evaluate Connection, a matching rule is not required. • You can create up to 10 On Demand matching rules. • For each matching rule you can create up to 50 Type and Value pairs.
Add New Matching Rule	Click to add a new On Demand matching rule.
Action	Select one of the following actions to apply to the matching rule: <ul style="list-style-type: none"> • Connect • Disconnect • Allow • Ignore • Evaluate Connection
Add New	Click to add a new Type Value pair.
-	Click to delete either an On Demand rule, or a matching rule.
Matching Rules: For each matching rule to which the action is applied enter the type and value pair.	
Type	Select from one of the following key types: <ul style="list-style-type: none"> • DNS Domain • Interface Type • DNS Server Address • SSID • URL String Probe
Value	For each key selected, enter a value. DNS Domain—Enter a list of domain names to match against the domain being accessed. Wildcard '*' prefix is supported, e.g. *.example.com would match anything.example.com Interface Type—Enter either Wifi or Cellular. DNS Server Address—Enter a list of DNS servers to match against. All DNS servers have to match the device's current DNS servers or this match will fail. Wildcard '*' is supported, e.g. 1.2.3.* would match any DNS servers with 1.2.3. prefix. SSID—Enter a list of SSIDs to match against the current network. If the network is not a Wi-Fi network or if its SSID does not appear in the list, the match will fail. URL String Probe—Enter a URL to a trusted HTTPS server. This is used to probe for reachability. Redirection is not supported.
Description	Enter additional information about this matching rule.



TABLE 48. JUNIPER SSL SETTINGS (CONT.)

Item	Description
Domain Action	<p>Only appears if the Action is Evaluate Connection.</p> <p>Select one of the following Actions for the domain:</p> <ul style="list-style-type: none"> Connect if needed—The specified domains trigger a VPN connection attempt if domain name resolution fails. For example: The DNS server indicates that it cannot resolve the domain, or responds with a redirection to a different server, or fails to respond (timeout). Never connect—The specified domains do not trigger a VPN connection attempt.
Action Parameters:	
Only appears if the Action is Evaluate Connection. Define the Evaluation Type and Value pair.	
Evaluation Type	<p>Select the Evaluation type as one of the following:</p> <ul style="list-style-type: none"> Domain (Required) Required DNS Server (only available with Connect if needed) Required URL Probe (only available with Connect if needed)
Value	<p>Enter the value for the evaluation type selected.</p> <p>Domain—Enter a list of domains for which this evaluation applies. Wildcard prefixes are supported, for example, *.example.com.</p> <p>Required DNS Server—Enter a list of IP addresses of DNS servers to use for resolving the domains. These servers do not need to be part of the device's current network configuration. If these DNS servers are not reachable, VPN is triggered. Either configure an internal DNS server or trusted external DNS server.</p> <p>Required URL Probe—Enter an HTTP or HTTPS (preferred) URL. The device to probes this URL using a GET request. The probe is successful if the DNS resolution for this server is successful. VPN is triggered if the probe fails.</p>
Description	Enter additional information about this Evaluation Type and Value pair.
Default Rule:	
The default rule (action) is applied to a connection that does not match any of the matching rules.	
If none of the rules above match or if there is no rule defined, choose VPN connection to:	Select the action for the Default Rule.

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)

NOTE: You must update your VPN software to a version that supports Per-app VPN.

If the server ends with one of these domain names, a VPN connection is started automatically.



- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Custom Data

- **Add+** - Click to add a new key / value pair.
- **Key / Value** - Enter the Key / value pairs necessary to configure the VPN setting. The app creator should provide the necessary key / value pairs.

Pulse Secure SSL

Use the following guidelines to configure Pulse Secure SSL VPN.



TABLE 49. PULSE SECURE SSL SETTINGS

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select Pulse Secure SSL.
Deploy inside Knox Workspace	Select this option to deploy the VPN client app inside the Knox Workspace (container). Deploying the app inside the container means that the Knox security platform protects the app and its data. This option is available only if you select the Samsung Knox option.
Server	Enter the IP address, hostname, or URL for the VPN server.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.
Proxy Server	<i>Manual Proxy</i> Enter the name for the proxy server.
Proxy Server Port	<i>Manual Proxy</i> Enter the port number for the proxy server.
Type	<i>Manual Proxy</i> Select Static or Variable for the type of authentication to be used for the proxy server.
Proxy Server User Name	<i>Manual Proxy</i> If the authentication type is Static , enter the username for the proxy server. If the authentication type is Variable , the default variable selected is \$USERID\$.
Proxy Server Password	<i>Manual Proxy</i> If the authentication type is Static , enter the password for the proxy server. Confirm the password in the field below. If the authentication type is Variable , the default variable selected is \$PASSWORD\$.



TABLE 49. PULSE SECURE SSL SETTINGS (CONT.)

Item	Description
Proxy Domains (iOS only)	<p>The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.</p> <p>Click Add+ to add a domain.</p>
User Name	<p>Specify the user name to use for authentication. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$.</p> <p>Why: Some enterprises have a strong preference concerning which identifier is exposed. See “Supported variables” on Supported variables.</p>
User Authentication	Select Password or Certificate .
Password	<p>Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See “Supported variables” on Supported variables.</p>
Identity Certificate	<p>Certificate authentication.</p> <p>Select the entry you created for supporting VPN, if you are implementing certificate-based authentication.</p>
Role	Specify the Pulse user role to use as a restriction.
Realm	Specify the Pulse realm to use as a restriction.
VPN on Demand	<p>Certificate authentication.</p> <p>Select to enable the VPN on Demand section. Click Add New to specify a domain or hostname and the preferred connection option.</p>
Per-app VPN	<p>Select Yes to create a per-app VPN setting.</p> <p>Per-app VPN is supported for devices running iOS 7 through the most recently released version of iOS as supported by MobileIron. You must update your VPN software to a version that supports iOS 7 features.</p> <p>An additional license may be required for this feature.</p> <p>You cannot delete a per-app VPN setting that is being used by an app. Remove the per-app VPN setting from the app before you delete the setting.</p> <p>You can enable per-app VPN for an app when you:</p> <ul style="list-style-type: none"> • add the app in the App Catalog. • edit an in-house app or an App Store app in the App Catalog.



TABLE 49. PULSE SECURE SSL SETTINGS (CONT.)

Item	Description
	See the MobileIron Apps@Work Guide for information about how to add or edit apps.
Provider Type	Define whether the per-app VPN service will tunnel traffic at the application layer (app-proxy) or the IP layer (packet-tunnel). Select app-proxy (default) or packet-tunnel .
<p><i>On Demand Rules (VPN on Demand, iOS 7 through the most recently released version of iOS as supported by MobileIron.)</i></p> <p>VPN On Demand rules are applied when the device's primary network interface changes, for example when the device switches to a different Wi-Fi network.</p> <p>Note the following:</p> <ul style="list-style-type: none"> • A matching rule is not required. The Default Rule is applied if a matching rule is not defined. • If you select Evaluate Connection, a matching rule is not required. • You can create up to 10 On Demand matching rules. • For each matching rule you can create up to 50 Type and Value pairs. 	
Add New Matching Rule	Click to add a new On Demand matching rule.
Action	Select one of the following actions to apply to the matching rule: <ul style="list-style-type: none"> • Connect • Disconnect • Allow • Ignore • Evaluate Connection
Add New	Click to add a new Type Value pair.
-	Click to delete either an On Demand rule, or a matching rule.
<p>Matching Rules:</p> <p>For each matching rule to which the action is applied enter the type and value pair.</p>	
Type	Select from one of the following key types: <ul style="list-style-type: none"> • DNS Domain • Interface Type • DNS Server Address • SSID • URL String Probe
Value	For each key selected, enter a value. DNS Domain—Enter a list of domain names to match against the domain being accessed. Wildcard "*" prefix is supported, e.g. *.example.com would match anything.example.com



TABLE 49. PULSE SECURE SSL SETTINGS (CONT.)

Item	Description
	<p>Interface Type—Enter either Wifi or Cellular.</p> <p>DNS Server Address—Enter a list of DNS servers to match against. All DNS servers have to match the device's current DNS servers or this match will fail. Wildcard '*' is supported, e.g. 1.2.3.* would match any DNS servers with 1.2.3. prefix.</p> <p>SSID—Enter a list of SSIDs to match against the current network. If the network is not a Wi-Fi network or if its SSID does not appear in the list, the match will fail.</p> <p>URL String Probe—Enter a URL to a trusted HTTPS server. This is used to probe for reachability. Redirection is not supported.</p>
Description	Enter additional information about this matching rule.
Domain Action	<p>Only appears if the Action is Evaluate Connection.</p> <p>Select one of the following Actions for the domain:</p> <ul style="list-style-type: none"> • Connect if needed—The specified domains trigger a VPN connection attempt if domain name resolution fails. For example: The DNS server indicates that it cannot resolve the domain, or responds with a redirection to a different server, or fails to respond (timeout). • Never connect—The specified domains do not trigger a VPN connection attempt.
<p>Action Parameters:</p> <p>Only appears if the Action is Evaluate Connection. Define the Evaluation Type and Value pair.</p>	
Evaluation Type	<p>Select the Evaluation type as one of the following:</p> <ul style="list-style-type: none"> • Domain (Required) • Required DNS Server (only available with Connect if needed) • Required URL Probe (only available with Connect if needed)
Value	<p>Enter the value for the evaluation type selected.</p> <p>Domain—Enter a list of domains for which this evaluation applies. Wildcard prefixes are supported, for example, *.example.com.</p> <p>Required DNS Server—Enter a list of IP addresses of DNS servers to use for resolving the domains. These servers do not need to be part of the device's current network configuration. If these DNS servers are not reachable, VPN is triggered. Either configure an internal DNS server or trusted external DNS server.</p> <p>Required URL Probe—Enter an HTTP or HTTPS (preferred) URL. The device to probes this URL using a GET request. The probe is successful if the DNS resolution for this server is successful. VPN is triggered if the probe fails.</p>
Description	Enter additional information about this Evaluation Type and Value pair.
<p>Default Rule:</p>	



TABLE 49. PULSE SECURE SSL SETTINGS (CONT.)

Item	Description
The default rule (action) is applied to a connection that does not match any of the matching rules.	
If none of the rules above match or if there is no rule defined, choose VPN connection to:	Select the action for the Default Rule.
<p>Safari Domains (iOS 7 only) <i>Certificate authentication.</i></p> <p>If the server ends with one of these domain names, the device user can VPN to the domain in Safari.</p> <p>Note: You must update your VPN software to a version that supports per-app VPN.</p>	

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)

NOTE: You must update your VPN software to a version that supports Per-app VPN.

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)



If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Custom Data

- **Add+** - Click to add a new key / value pair.
- **Key / Value** - Enter the Key / value pairs necessary to configure the VPN setting. The app creator should provide the necessary key / value pairs.

F5 SSL

Use the following guidelines to configure F5 SSL VPN.

TABLE 50. F5 SSL VPN SETTINGS

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select F5 SSL.
Deploy inside Knox Workspace	Select this option to deploy the VPN client app inside the Knox Workspace (container). Deploying the app inside the container means that the Knox security platform protects the app and its data. This option is available only if you select the Samsung Knox option.
Server	Enter the IP address, hostname, or URL for the VPN server.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.
Proxy Server	<i>Manual Proxy</i> Enter the name for the proxy server.
Proxy Server Port	<i>Manual Proxy</i>



TABLE 50. F5 SSL VPN SETTINGS (CONT.)

Item	Description
	Enter the port number for the proxy server.
Type	<i>Manual Proxy</i> Select Static or Variable for the type of authentication to be used for the proxy server.
Proxy Server User Name	<i>Manual Proxy</i> If the authentication type is Static , enter the username for the proxy server. If the authentication type is Variable , the default variable selected is \$USERID\$.
Proxy Server Password	<i>Manual Proxy</i> If the authentication type is Static , enter the password for the proxy server. Confirm the password in the field below. If the authentication type is Variable , the default variable selected is \$PASSWORD\$.
Proxy Domains (iOS only)	The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported. Click Add+ to add a domain.
User Name	Specify the user name to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$. Why: Some enterprises have a strong preference concerning which identifier is exposed. See Supported variables on page 401 for details.
User Authentication	Select Password or Certificate .
Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See Supported variables on page 401 for details.
Identity Certificate	Certificate authentication. Select the entry you created for supporting VPN, if you are implementing certificate-based authentication.
VPN on Demand	Certificate authentication. Select to enable the VPN on Demand section. Click Add New to specify a domain or hostname and the preferred connection option.



TABLE 50. F5 SSL VPN SETTINGS (CONT.)

Item	Description
Per-app VPN	<p>Select Yes to create a per-app VPN setting.</p> <p>Per-app VPN is supported for devices running iOS 7 through the most recently released version of iOS as supported by MobileIron. You must update your VPN software to a version that supports iOS 7 features.</p> <p>An additional license may be required for this feature.</p> <p>You cannot delete a per-app VPN setting that is being used by an app. Remove the per-app VPN setting from the app before you delete the setting.</p> <p>You can enable per-app VPN for an app when you:</p> <ul style="list-style-type: none"> • add the app in the App Catalog. • edit an in-house app or an App Store app in the App Catalog. <p>See the MobileIron Apps@Work Guide for information about how to add or edit iOS apps.</p>
Provider Type	<p>Define whether the per-app VPN service will tunnel traffic at the application layer (app-proxy) or the IP layer (packet-tunnel).</p> <p>Select app-proxy (default) or packet-tunnel.</p>
<p><i>On Demand Rules (VPN on Demand, iOS 7 through the most recently released version of iOS as supported by MobileIron.)</i></p> <p>VPN On Demand rules are applied when the device's primary network interface changes, for example when the device switches to a different Wi-Fi network.</p> <p>Note the following:</p> <ul style="list-style-type: none"> • A matching rule is not required. The Default Rule is applied if a matching rule is not defined. • If you select Evaluate Connection, a matching rule is not required. • You can create up to 10 On Demand matching rules. • For each matching rule you can create up to 50 Type and Value pairs. 	
Add New Matching Rule	Click to add a new On Demand matching rule.
Action	<p>Select one of the following actions to apply to the matching rule:</p> <ul style="list-style-type: none"> • Connect • Disconnect • Allow • Ignore • Evaluate Connection
Add New	Click to add a new Type Value pair.
-	Click to delete either an On Demand rule, or a matching rule.
Matching Rules:	



TABLE 50. F5 SSL VPN SETTINGS (CONT.)

Item	Description
For each matching rule to which the action is applied enter the type and value pair.	
Type	Select from one of the following key types: <ul style="list-style-type: none"> • DNS Domain • Interface Type • DNS Server Address • SSID • URL String Probe
Value	For each key selected, enter a value. <p>DNS Domain—Enter a list of domain names to match against the domain being accessed. Wildcard '*' prefix is supported, e.g. *.example.com would match anything.example.com</p> <p>Interface Type—Enter either Wifi or Cellular.</p> <p>DNS Server Address—Enter a list of DNS servers to match against. All DNS servers have to match the device's current DNS servers or this match will fail. Wildcard '*' is supported, e.g. 1.2.3.* would match any DNS servers with 1.2.3. prefix.</p> <p>SSID—Enter a list of SSIDs to match against the current network. If the network is not a Wi-Fi network or if its SSID does not appear in the list, the match will fail.</p> <p>URL String Probe—Enter a URL to a trusted HTTPS server. This is used to probe for reachability. Redirection is not supported.</p>
Description	Enter additional information about this matching rule.
Domain Action	Only appears if the Action is Evaluate Connection. <p>Select one of the following Actions for the domain:</p> <ul style="list-style-type: none"> • Connect if needed—The specified domains trigger a VPN connection attempt if domain name resolution fails. For example: The DNS server indicates that it cannot resolve the domain, or responds with a redirection to a different server, or fails to respond (timeout). • Never connect—The specified domains do not trigger a VPN connection attempt.
Action Parameters:	
Only appears if the Action is Evaluate Connection. Define the Evaluation Type and Value pair.	
Evaluation Type	Select the Evaluation type as one of the following: <ul style="list-style-type: none"> • Domain (Required) • Required DNS Server (only available with Connect if needed) • Required URL Probe (only available with Connect if needed)
Value	Enter the value for the evaluation type selected.



TABLE 50. F5 SSL VPN SETTINGS (CONT.)

Item	Description
	<p>Domain—Enter a list of domains for which this evaluation applies. Wildcard prefixes are supported, for example, *.example.com.</p> <p>Required DNS Server—Enter a list of IP addresses of DNS servers to use for resolving the domains. These servers do not need to be part of the device's current network configuration. If these DNS servers are not reachable, VPN is triggered. Either configure an internal DNS server or trusted external DNS server.</p> <p>Required URL Probe—Enter an HTTP or HTTPS (preferred) URL. The device to probes this URL using a GET request. The probe is successful if the DNS resolution for this server is successful. VPN is triggered if the probe fails.</p>
Description	Enter additional information about this Evaluation Type and Value pair.
<p>Default Rule:</p> <p>The default rule (action) is applied to a connection that does not match any of the matching rules.</p>	
If none of the rules above match or if there is no rule defined, choose VPN connection to:	Select the action for the Default Rule.

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)

NOTE: You must update your VPN software to a version that supports Per-app VPN.

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)



If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Custom Data

- **Add+** - Click to add a new key / value pair.
- **Key / Value** - Enter the Key / value pairs necessary to configure the VPN setting. The app creator should provide the necessary key / value pairs.

OpenVPN

This feature is not supported on iOS devices.

This feature is not supported on macOS devices.

Palo Alto Networks GlobalProtect

Use the following guidelines to configure a Palo Alto Networks GlobalProtect VPN.

TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select Palo Alto Networks GlobalProtect.
Always-on VPN (supervised only)	Select to enable the VPN connection to remain on at all times. This setting applies only to supervised devices.
Allow user to disable automatic connection	Select to allow device users to disconnect automatically triggered connections.



TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

Item	Description
	This setting applies only to supervised devices.
Use same tunnel configuration for Cellular and Wi-Fi	Select to configure one VPN tunnel for both cellular and Wi-Fi data. This setting applies only to supervised devices.
<i>Cellular/Wi-Fi (Cellular and wi-fi configurations appear separately when you select Always-on VPN.)</i>	
Server	Enter the IP address, hostname, or URL for the VPN server.
Local Identifier	Required. Identifier of the IKEv2 client in one of the following formats: <ul style="list-style-type: none"> • FQDN • UserFQDN • Address • ASN1DN
Remote Identifier	Required. Remote identifier in one of the following formats: <ul style="list-style-type: none"> • FQDN • UserFQDN • Address • ASN1DN
Dead Peer Detection Rate	Optional. Defaults to Medium. Select one of the following: <ul style="list-style-type: none"> • None (Disable) • Low (keepalive sent every 30 minutes) • Medium (keepalive sent every 10 minutes) • High (keepalive sent every 1 minute)
Use IPv4/IPv6 Internal Subnet Attributes	Optional. If selected, negotiations should use IKEv2 Configuration Attribute INTERNAL_IP4_SUBNET and INTERNAL_IP6_SUBNET. Disabled by default. Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.
Disable Mobility and Multihoming	Select to disable mobility and multihoming (MOBIKE). Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.
Disable redirects	Optional. If selected, disables IKEv2 redirect. If not selected, the IKEv2 connection would be redirected if a redirect request is received from the server. By default, not selected. Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.
Enable NAT keepalive	Optional. Select to enable Network Address Translation (NAT)



TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

Item	Description
	<p>Keepalive offload for Always On VPN IKEv2 connections. Keepalive packets are used to maintain NAT mappings for IKEv2 connections. These packets are sent at regular intervals when the device is awake. If selected, Keepalive packets would be sent by the chip even while the device is asleep. The default interval for the Keepalive packets for Always On VPN is 20 seconds over Wi-Fi and 110 seconds over Cellular interface.</p> <p>Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p>
NATKeepAliveInterval	<p>Optional. Controls the interval over which Keepalive packets are sent by the device. The minimum value is 20 seconds. If no key is specified, the default is 20 seconds.</p> <p>Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p>
EnablePFS	<p>Optional. Select to enable Perfect Forward Secrecy for IKEv2 connections. By default, not selected.</p> <p>Available in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p>
<i>Authentication</i>	
Machine Authentication	Select Shared Secret/Group Name or Certificate .
Shared Secret	If you select Shared Secret/Group Name , enter shared secret to be used for IKE authentication.
Identity Certificate	<p>If you select Certificate, select the identity certificate to be used as the account credential.</p> <p>If you select Certificate, and extended authentication (EAP) is not used, this certificate will be sent out for IKE client authentication. If extended authentication is used, this certificate can be used for EAP-TLS.</p>
Server Certificate Issuer Common Name	Optional. The Common Name of the server certificate issuer. If set, this field will cause IKE to send a certificate request based on this certificate issuer to the server.
Server Certificate Common Name	Optional. The Common Name of the server certificate. This name is used to validate the certificate sent by the IKE server. If not set, the Remote Identifier will be used to validate the certificate.
Enable EAP	Select to enable extended authentication.
Authentication Type	Select Certificate or Username/Password .
Identity Certificate	If you selected Certificate as the EAP authentication type, select



TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

Item	Description
	the identity certificate you want to use for extended authentication from the drop-down list.
Username	<p>If you selected Username/Password as the EAP authentication type, enter a value for the username. Required.</p> <p>Include at least one of the following variables: \$USERID\$, \$EMAIL\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$, \$NULL\$</p> <p>You can use combinations such as the following:</p> <ul style="list-style-type: none"> • \$USERID\$: \$EMAIL\$ • \$USERID\$_ \$EMAIL\$ <p>Enter \$NULL\$ if you want the field presented to the user to be blank. Users will need to fill in the relevant username.</p>
Password	<p>If you selected Username/Password as the EAP authentication type, enter a value for the password. Required.</p> <p>Include at least one of the following variables: \$USERID\$, \$EMAIL\$, \$PASSWORD\$, \$USER_CUSTOM1\$, \$USER_CUSTOM2\$, \$USER_CUSTOM3\$, \$USER_CUSTOM4\$, \$NULL\$</p> <p>You can use combinations such as \$EMAIL\$: \$PASSWORD\$</p> <p>Enter \$NULL\$ if you want the field presented to the user to be blank. Users will need to fill in the relevant password.</p>
<i>IKE SA Params (A Security Association establishes shared security attributes between two network entities to support secure communication.)</i>	
Encryption algorithm	<p>Optional. Select one of the following:</p> <ul style="list-style-type: none"> • DES • 3DES (Default) • AES-128 • AES-256
Integrity algorithm	<p>Optional. Select one of the following:</p> <ul style="list-style-type: none"> • SHA1-96 (Default) • SHA1-160 • SHA2-256 • SHA2-384 • SHA2-512
Diffie-Hellman Group	<p>Optional. Select one of the following: 0, 1, 2 (Default), 5, 14, 15, 16, 17, 18, 19, 20, 21.</p>



TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

Item	Description
Lifetime In Minutes	Optional security association lifetime (rekey interval) in minutes. Valid values are 10 through 1440. Defaults to 1440 minutes.
<i>Child SA Params (A Child SA is any SA that was negotiated via the IKE SA.)</i>	
Encryption algorithm	Optional. Select one of the following: <ul style="list-style-type: none"> • DES • 3DES (Default) • AES-128 • AES-256
Integrity algorithm	Optional. Select one of the following: <ul style="list-style-type: none"> • SHA1-96 (Default) • SHA1-160 • SHA2-256 • SHA2-384 • SHA2-512
Diffie-Hellman Group	Optional. Select one of the following: 0, 1, 2 (Default), 5, 14, 15, 16, 17, 18, 19, 20, 21.
Lifetime In Minutes	Optional security association lifetime (rekey interval) in minutes. Valid values are 10 through 1440. Defaults to 1440 minutes.
Service Exceptions (Configure exceptions to VPN tunnel. This section is only displayed if the Always-on VPN (supervised only) option is selected at the top of the window.)	
Voice Mail	Select one of the following options for voicemail: <ul style="list-style-type: none"> • Allow traffic via tunnel • Allow traffic outside tunnel • Drop traffic
Air Print	Select one of the following options for Air Print: <ul style="list-style-type: none"> • Allow traffic via tunnel • Allow traffic outside tunnel • Drop traffic
Allow traffic from captive web sheet outside the VPN tunnel	Select to allow traffic from captive web sheets outside the VPN tunnel.
Allow traffic from all captive networking apps outside the VPN tunnel	Select to allow traffic from all captive networking apps outside the VPN tunnel. When selecting this item, skip to the proxy server section.
Captive Networking App Bundle Identifiers	Specify the apps whose traffic you want to allow outside the VPN tunnel. Captive networking apps may require additional entitlements to operate in a captive environment. Click Add+ to add the bundle ID of a relevant app to the list of



TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

Item	Description
	<p>apps allowed outside the VPN tunnel.</p> <p>Note: This section is only displayed if the Allow traffic from all captive networking apps outside the VPN tunnel option is not selected.</p>
Proxy	<p>Select None, Manual, or Automatic to configure a proxy.</p> <p>If you select Manual, you must specify the proxy server name and port number.</p> <p>If you select Automatic, you must specify the proxy server URL.</p>
Proxy Server URL	<p><i>Automatic Proxy</i></p> <p>Enter the URL for the proxy server.</p> <p>Enter the URL of the location of the proxy auto-configuration file.</p>
Proxy Server	<p><i>Manual Proxy</i></p> <p>Enter the name for the proxy server.</p>
Proxy Server Port	<p><i>Manual Proxy</i></p> <p>Enter the port number for the proxy server.</p>
Type	<p><i>Manual Proxy</i></p> <p>Select Static or Variable for the type of authentication to be used for the proxy server.</p>
Proxy Server User Name	<p><i>Manual Proxy</i></p> <p>If the authentication type is Static, enter the username for the proxy server.</p> <p>If the authentication type is Variable, the default variable selected is \$USERID\$.</p>
Proxy Server Password	<p><i>Manual Proxy</i></p> <p>If the authentication type is Static, enter the password for the proxy server. Confirm the password in the field below.</p> <p>If the authentication type is Variable, the default variable selected is \$PASSWORD\$.</p>
Proxy Domains (iOS only)	<p>The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.</p>



TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

Item	Description
	Click Add+ to add a domain.
VPN On Demand	<p>Select Enable to enable VPN On Demand.</p> <p>On Demand rules are associated with an array of dictionaries that define the network match criteria identifying a particular network location.</p> <p>VPN On Demand matches the dictionaries in the On Demand Rules against properties of your current network connection to determine whether domain-based rules should be used in determining whether to connect, then handles the connection as follows:</p> <ul style="list-style-type: none"> • If domain-based matching is enabled for a matching On Demand Rule dictionary, then for each dictionary in that dictionary's connection evaluation array, VPN On Demand compares the requested domain against the domains listed in the Domains array. • If domain-based matching is not enabled, the specified behavior (Connect, Disconnect, Allow, or Ignore) is used if the dictionary otherwise matches. <p>VPN On Demand rules are applied when the device's primary network interface changes, for example when the device switches to a different Wi-Fi network.</p> <p>Note the following:</p> <ul style="list-style-type: none"> • A matching rule is not required. The Default Rule is applied if a matching rule is not defined. • If you select Evaluate Connection, a matching rule is not required. • You can create up to 10 On Demand matching rules. • For each matching rule you can create up to 50 Type and Value pairs.
Per-App VPN	<p>Per-app VPN for IKEv2 for iOS is only supported in iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p> <p>Select Yes to create a per-app VPN setting.</p> <p>An additional license may be required for this feature.</p> <p>You cannot delete a per-app VPN setting that is being used by an app. Remove the per-app VPN setting from the app before you delete the setting.</p> <p>You can enable per-app VPN for an app when you:</p> <ul style="list-style-type: none"> • add the app in the App Catalog. • edit an in-house app or an App Store app in the App Catalog.



TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

Item	Description																
	See the MobileIron Apps@Work Guide for information about how to add or edit iOS apps.																
Provider Type	Define whether the per-app VPN service will tunnel traffic at the application layer (app-proxy) or the IP layer (packet-tunnel). Select app-proxy (default) or packet-tunnel .																
<i>On-Demand Rules (iOS 7 and later)</i>																	
<p>Whenever a network change is detected, the VPN On Demand service compares the newly connected network against the match network criteria specified in each set of rules (in order) to determine whether VPN On Demand should be allowed or not on the newly joined network.</p> <p>Rule sets are checked sequentially, beginning with the first. A rule set matches the current network only if all of the specified policies in that rule set match.</p> <p>If a rule set matches the current network, a server probe is sent if a URL is specified in the profile. VPN then acts according to the policy defined in the dictionary (for example, Allow, Ignore, Evaluate Connection, Connect, or Disconnect).</p> <p>Define sets of evaluation rules for each action that can be taken by VPN On Demand: Allow, Connect, Disconnect, Evaluate Connection, and Ignore. You can define more than one set of rules for each type of action that can be taken. For each set of evaluation rules, the number of rules defined for that set is indicated in the No. of Rules column.</p>																	
 <table border="1" data-bbox="431 1199 1211 1367"> <thead> <tr> <th>ACTION</th> <th>NO. OF RULES</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Connect</td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>Disconnect</td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>Ignore</td> <td>1</td> <td></td> <td></td> </tr> </tbody> </table>		ACTION	NO. OF RULES			Connect	1			Disconnect	1			Ignore	1		
ACTION	NO. OF RULES																
Connect	1																
Disconnect	1																
Ignore	1																
Click Add+ to add a new set of On Demand evaluation rules.																	
A rule creation window is displayed.																	



TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

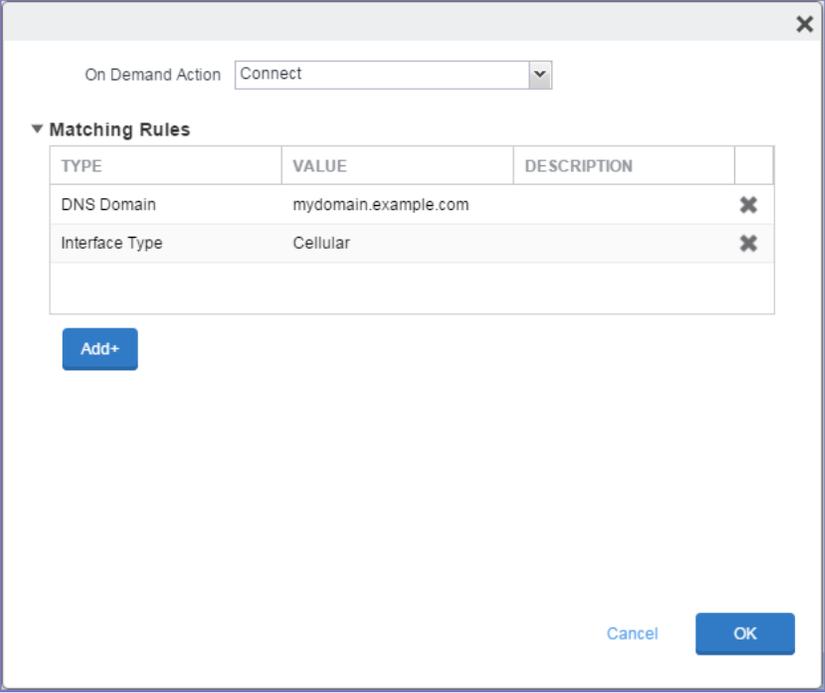
Item	Description
	 <p>From the On Demand Action drop-down list, select the action you want to be taken when the rules you create below are matched.</p> <p>The following actions are available:</p> <ul style="list-style-type: none"> • Allow: (Deprecated by iOS.) Allow VPN On Demand to connect if triggered. • Connect: Unconditionally initiate a VPN connection on the next network attempt. • Disconnect: Tear down the VPN connection and do not reconnect on demand as long as this dictionary matches. • Evaluate Connection: Evaluate the action parameters for each connection attempt. • Ignore: Leave any existing VPN connection up, but do not reconnect on demand as long as this dictionary matches.
	<p><i>Matching Rules</i></p>
	<p>For each rule you create, enter one of the following types:</p> <ul style="list-style-type: none"> • DNS domain: This rule matches if any of the domain names in the specified list matches any domain in the device’s search domains list. A wildcard '*' prefix is supported. For example, *.example.com matches against either mydomain.example.com or yourdomain.example.com. • DNS Server Address: This rule matches if any of the network’s specified DNS servers match any entry in the list. Matching with a single wildcard is supported. For example, 17.* matches any DNS server in the class A 17 subnet. • SSID: A list of SSIDs to match against the current network. If the network is not a Wi-Fi network, or if the SSID does not appear in this list, the match fails. Omit this rule and the corresponding list to match against any SSID.

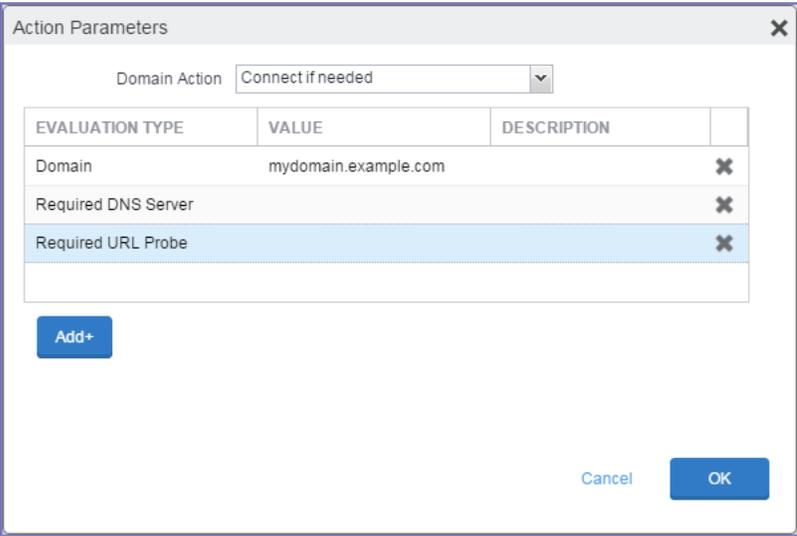


TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

Item	Description				
<ul style="list-style-type: none"> • Interface Type: If specified, this rule matches only if the primary network interface hardware matches the specified interface type. Choose Ethernet, Wifi, or Cellular. • URL String Probe: A URL to probe. If this URL is successfully fetched without redirection (returning a 200 HTTP status code), this rule matches. <p>Enter a value for each rule and an optional description. After adding your rules, click OK.</p>					
<p>Default Rule</p>	<p>Define a default rule that simply specifies a default VPN On Demand action in case none of the On Demand rules match, or if no On Demand rules have been defined.</p> <p>From the On Demand Action drop-down list, select the action you want to be taken by default, if none of the rules match or none are defined.</p> <p>The following actions are available:</p> <ul style="list-style-type: none"> • Allow: (Deprecated by iOS.) Allow VPN On Demand to connect if triggered. • Connect: Unconditionally initiate a VPN connection on the next network attempt. • Disconnect: Tear down the VPN connection and do not reconnect on demand as long as this dictionary matches. • Evaluate Connection: Evaluate the action parameters for each connection attempt. • Ignore: Leave any existing VPN connection up, but do not reconnect on demand as long as this dictionary matches. 				
<p>If you select Evaluate Connection, a domain actions table is displayed:</p> <div data-bbox="404 1371 1284 1669" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Default Rule</p> <p>On Demand Action: Evaluate Connection ?</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">DOMAIN ACTION</th> <th style="width: 50%;">PARAMETERS</th> </tr> </thead> <tbody> <tr> <td colspan="2" style="text-align: center; padding: 5px;">No records to display</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 10px;">Add+</p> </div> <p>Click Add+ to add a domain action. The Action Parameters window is displayed.</p>		DOMAIN ACTION	PARAMETERS	No records to display	
DOMAIN ACTION	PARAMETERS				
No records to display					



TABLE 51. PALO ALTO NETWORKS GLOBALPROTECT SETTINGS (CONT.)

Item	Description
	 <p>From the Domain Action drop-down list, select one of the following actions to be taken for the domains listed in the table:</p> <ul style="list-style-type: none"> • Connect if needed: The specified domains should trigger a VPN connection attempt if domain name resolution fails, such as when the DNS server indicates that it cannot resolve the domain, responds with a redirection to a different server, or fails to respond (timeout). • Never connect: The specified domains should never trigger a VPN connection attempt.
	<p>Click Add+ to any of the following:</p> <ul style="list-style-type: none"> • Domain: The domains for which this evaluation applies. • Required DNS Server: IP addresses of DNS servers to be used for resolving the specified domains. These servers need not be part of the device's current network configuration. If these DNS servers are not reachable, a VPN connection is established in response. These DNS servers should be either internal DNS servers or trusted external DNS servers. You can only configure required DNS server evaluation types for the Connect if needed domain action. • Required URL Probe: An HTTP or HTTPS (preferred) URL to probe, using a GET request. If no HTTP response code is received from the server, a VPN connection is established in response. You can only configure required URL probe evaluation types for the Connect if needed domain action. <p>Add a value and optional description for each entry. Click OK to save your domain action parameters.</p>

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)

NOTE: You must update your VPN software to a version that supports Per-app VPN.

If the server ends with one of these domain names, a VPN connection is started automatically.



- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Custom Data

- **Add+** - Click to add a new key / value pair.
- **Key / Value** - Enter the Key / value pairs necessary to configure the VPN setting. The app creator should provide the necessary key / value pairs.

Custom SSL

Custom SSL does not apply to macOS devices.

The Custom SSL connection type is for SSL VPN solutions that have a third-party app in the App Store. Use the following guidelines to configure a custom SSL solution.



TABLE 52. CUSTOM SSL SETTINGS

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select Custom SSL (iOS and macOS only).
Server	Enter the IP address, hostname, or URL for the VPN server.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.
Proxy Server	<i>Manual Proxy</i> Enter the name for the proxy server.
Proxy Server Port	<i>Manual Proxy</i> Enter the port number for the proxy server.
Type	<i>Manual Proxy</i> Select Static or Variable for the type of authentication to be used for the proxy server.
Proxy Server User Name	<i>Manual Proxy</i> If the authentication type is Static , enter the username for the proxy server. If the authentication type is Variable , the default variable selected is \$USERID\$.
Proxy Server Password	<i>Manual Proxy</i> If the authentication type is Static , enter the password for the proxy server. Confirm the password in the field below. If the authentication type is Variable , the default variable selected is \$PASSWORD\$.
Proxy Domains (iOS only)	The VPN will only proxy for the domain and domain suffixes specified here (.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.



TABLE 52. CUSTOM SSL SETTINGS (CONT.)

Item	Description
	Click Add+ to add a domain.
User Name	Specify the user name to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$. Why: Some enterprises have a strong preference concerning which identifier is exposed. See “ Supported variables ” on Supported variables .
User Authentication	Select Password or Certificate.
Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See “ Supported variables ” on Supported variables .
Identity Certificate	Certificate authentication. Select the entry you created for supporting VPN, if you are implementing certificate-based authentication.
Identifier	App Store identifier for the VPN app being configured. The app creator should provide this information.
VPN on Demand	Certificate authentication. Select to enable the VPN on Demand section. Click Add New to specify a domain or hostname and the preferred connection option.
Per-app VPN	Select Yes to create a per-app VPN setting. Per-app VPN is supported for devices running iOS 7 through the most recently released version of iOS as supported by MobileIron. You must update your VPN software to a version that supports iOS 7 features. An additional license may be required for this feature. You cannot delete a per-app VPN setting that is being used by an app. Remove the per-app VPN setting from the app before you delete the setting. You can enable per-app VPN for an app when you: <ul style="list-style-type: none"> • add the app in the App Catalog. • edit an in-house app or an App Store app in the App Catalog. See the MobileIron Apps@Work Guide for information about how to add or edit iOS apps.
Provider Type	Define whether the per-app VPN service will tunnel traffic at the application layer (app-proxy) or the IP layer (packet-tunnel). Select app-proxy (default) or packet-tunnel .
<i>On Demand Rules (VPN on Demand, iOS 7 through the most recently released version of iOS as supported</i>	



TABLE 52. CUSTOM SSL SETTINGS (CONT.)

Item	Description
<p><i>by MobileIron.)</i></p> <p>VPN On Demand rules are applied when the device's primary network interface changes, for example when the device switches to a different Wi-Fi network.</p> <p>Note the following:</p> <ul style="list-style-type: none"> • A matching rule is not required. The Default Rule is applied if a matching rule is not defined. • If you select Evaluate Connection, a matching rule is not required. • You can create up to 10 On Demand matching rules. • For each matching rule you can create up to 50 Type and Value pairs. 	
Add New Matching Rule	Click to add a new On Demand matching rule.
Action	<p>Select one of the following actions to apply to the matching rule:</p> <ul style="list-style-type: none"> • Connect • Disconnect • Allow • Ignore • Evaluate Connection
Add New	Click to add a new Type Value pair.
-	Click to delete either an On Demand rule, or a matching rule.
<p>Matching Rules:</p> <p>For each matching rule to which the action is applied enter the type and value pair.</p>	
Type	<p>Select from one of the following key types:</p> <ul style="list-style-type: none"> • DNS Domain • Interface Type • DNS Server Address • SSID • URL String Probe
Value	<p>For each key selected, enter a value.</p> <p>DNS Domain—Enter a list of domain names to match against the domain being accessed. Wildcard '*' prefix is supported, e.g. *.example.com would match anything.example.com</p> <p>Interface Type—Enter either Wifi or Cellular.</p> <p>DNS Server Address—Enter a list of DNS servers to match against. All DNS servers have to match the device's current DNS servers or this match will fail. Wildcard '*' is supported, e.g. 1.2.3.* would match any DNS servers with 1.2.3. prefix.</p> <p>SSID—Enter a list of SSIDs to match against the current network. If the network is not a Wi-Fi network or if its SSID does not appear in the list, the match will fail.</p>



TABLE 52. CUSTOM SSL SETTINGS (CONT.)

Item	Description
	URL String Probe—Enter a URL to a trusted HTTPS server. This is used to probe for reachability. Redirection is not supported.
Description	Enter additional information about this matching rule.
Domain Action	<p>Only appears if the Action is Evaluate Connection.</p> <p>Select one of the following Actions for the domain:</p> <ul style="list-style-type: none"> • Connect if needed—The specified domains trigger a VPN connection attempt if domain name resolution fails. For example: The DNS server indicates that it cannot resolve the domain, or responds with a redirection to a different server, or fails to respond (timeout). • Never connect—The specified domains do not trigger a VPN connection attempt.
Action Parameters:	
Only appears if the Action is Evaluate Connection. Define the Evaluation Type and Value pair.	
Evaluation Type	<p>Select the Evaluation type as one of the following:</p> <ul style="list-style-type: none"> • Domain (Required) • Required DNS Server (only available with Connect if needed) • Required URL Probe (only available with Connect if needed)
Value	<p>Enter the value for the evaluation type selected.</p> <p>Domain—Enter a list of domains for which this evaluation applies. Wildcard prefixes are supported, for example, *.example.com.</p> <p>Required DNS Server—Enter a list of IP addresses of DNS servers to use for resolving the domains. These servers do not need to be part of the device's current network configuration. If these DNS servers are not reachable, VPN is triggered. Either configure an internal DNS server or trusted external DNS server.</p> <p>Required URL Probe—Enter an HTTP or HTTPS (preferred) URL. The device to probes this URL using a GET request. The probe is successful if the DNS resolution for this server is successful. VPN is triggered if the probe fails.</p>
Description	Enter additional information about this Evaluation Type and Value pair.
Default Rule:	
The default rule (action) is applied to a connection that does not match any of the matching rules.	
If none of the rules above match or if there is no rule defined, choose VPN connection to:	Select the action for the Default Rule.

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)



NOTE: You must update your VPN software to a version that supports Per-app VPN.

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Custom Data

- **Add+** - Click to add a new key / value pair.
- **Key / Value** - Enter the Key / value pairs necessary to configure the VPN setting. The app creator should provide the necessary key / value pairs.

Supported variables

You can use the following variables in fields that support variables:



- \$USERID\$
- \$EMAIL\$
- \$PASSWORD\$
- \$NULL\$
- \$USER_CUSTOM1\$... \$USER_CUSTOM4\$ (custom fields defined for LDAP)

iOS VPN profiles and password caching

To facilitate iOS deployments, MobileIron offers the option of caching a user's VPN password. This option is turned off by default. Cached passwords are encrypted, stored on the appliance, and used only for authentication. Note that the password must match the LDAP password in order for this feature to be of use.

MobileIron Tunnel (for iOS and macOS)

Use this setting to configure per-app VPN with the new MobileIron Tunnel app. For information about configuring MobileIron Tunnel for iOS and macOS devices, see *MobileIron Tunnel for iOS Guide for Administrators* and *MobileIron Tunnel for macOS Guide for Administrators*.

MobileIron Tunnel (Android)

This feature is not supported on iOS devices.



NetMotion Mobility VPN (iOS)

This VPN mode is for iOS devices only.

TABLE 53. NETMOTION MOBILITY VPN (iOS)

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select NetMotion Mobility VPN (iOS).
Server	Enter the IP address, hostname, or URL for the VPN server.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.
Proxy Server	<i>Manual Proxy</i> Enter the name for the proxy server.
Proxy Server Port	<i>Manual Proxy</i> Enter the port number for the proxy server.
Type	<i>Manual Proxy</i> Select Static or Variable for the type of authentication to be used for the proxy server.
Proxy Server User Name	<i>Manual Proxy</i> If the authentication type is Static , enter the username for the proxy server. If the authentication type is Variable , the default variable selected is \$USERID\$.
Proxy Server Password	<i>Manual Proxy</i> If the authentication type is Static , enter the password for the proxy server. Confirm the password in the field below. If the authentication type is Variable , the default variable selected is \$PASSWORD\$.
Proxy Domains (iOS only)	The VPN will only proxy for the domain and domain suffixes specified here



TABLE 53. NETMOTION MOBILITY VPN (iOS) (CONT.)

Item	Description
	<p>(.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.</p> <p>Click Add+ to add a domain.</p>
User Name	<p>Specify the user name to use. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$.</p> <p>Why: Some enterprises have a strong preference concerning which identifier is exposed.</p> <p>See Supported variables on page 401 for details.</p>
User Authentication	Select Password or Certificate.
Password	<p>Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$.</p> <p>See Supported variables on page 401 for details.</p>
VPN on Demand	<p>Certificate authentication.</p> <p>Select to enable the VPN on Demand section. Click Add New to specify a domain or hostname and the preferred connection option.</p>
Per-app VPN	<p>Select Yes to create a per-app VPN setting.</p> <p>Per-app VPN is supported for devices running iOS 7 through the most recently released version of iOS as supported by MobileIron. You must update your VPN software to a version that supports iOS 7 features.</p> <p>An additional license may be required for this feature.</p> <p>You cannot delete a per-app VPN setting that is being used by an app. Remove the per-app VPN setting from the app before you delete the setting.</p> <p>You can enable per-app VPN for an app when you:</p> <ul style="list-style-type: none"> • add the app in the App Catalog. • edit an in-house app or an App Store app in the App Catalog. <p>See the MobileIron Apps@Work Guide for information about how to add or edit iOS apps.</p>

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)

NOTE: You must update your VPN software to a version that supports Per-app VPN.



If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Custom Data

- **Add+** - Click to add a new key / value pair.
- **Key / Value** - Enter the Key / value pairs necessary to configure the VPN setting. The app creator should provide the necessary key / value pairs.



SonicWall Mobile Connect

Use the following guidelines to configure SonicWall Mobile Connect.

TABLE 54. SONICWALL MOBILE CONNECT SETTINGS

Item	Description
Name	Enter a short phrase that identifies this VPN setting.
Description	Provide a description that clarifies the purpose of these settings.
Connection Type	Select SonicWall Mobile Connect.
Server	Enter the IP address, hostname, or URL for the VPN server.
Proxy	Select None , Manual , or Automatic to configure a proxy. If you select Manual , you must specify the proxy server name and port number. If you select Automatic , you must specify the proxy server URL.
Proxy Server URL	<i>Automatic Proxy</i> Enter the URL for the proxy server. Enter the URL of the location of the proxy auto-configuration file.
Proxy Server	<i>Manual Proxy</i> Enter the name for the proxy server.
Proxy Server Port	<i>Manual Proxy</i> Enter the port number for the proxy server.
Type	<i>Manual Proxy</i> Select Static or Variable for the type of authentication to be used for the proxy server.
Proxy Server User Name	<i>Manual Proxy</i> If the authentication type is Static , enter the username for the proxy server. If the authentication type is Variable , the default variable selected is \$USERID\$.
Proxy Server Password	<i>Manual Proxy</i> If the authentication type is Static , enter the password for the proxy server. Confirm the password in the field below. If the authentication type is Variable , the default variable selected is \$PASSWORD\$.
Proxy Domains (iOS only)	The VPN will only proxy for the domain and domain suffixes specified here



TABLE 54. SONICWALL MOBILE CONNECT SETTINGS (CONT.)

Item	Description
	<p>(.com and .org are examples of top-level domain suffixes). Domain suffixes can be used to match multiple domains. For example, .com would include all .com domains, and example.com would include all domains ending in example.com, such as pages.example.com and mysite.example.com. Wildcards are not supported.</p> <p>Click Add+ to add a domain.</p>
User Name	<p>Specify the user name to use for authentication. The default value is \$EMAIL\$. Use this field to specify an alternate format. For example, your standard might be \$USERID\$.</p> <p>Why: Some enterprises have a strong preference concerning which identifier is exposed. See “Supported variables”</p>
User Authentication	Select Password or Certificate .
Password	<p>Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See “Supported variables”</p>
Identity Certificate	<p>Certificate authentication.</p> <p>Select the entry you created for supporting VPN, if you are implementing certificate-based authentication.</p>
VPN on Demand	<p>Certificate authentication.</p> <p>Select to enable the VPN on Demand section. Click Add New to specify a domain or hostname and the preferred connection option.</p>
Per-app VPN	<p>Select Yes to create a per-app VPN setting.</p> <p>Per-app VPN is supported for devices running iOS 7 through the most recently released version of iOS as supported by MobileIron. You must update your VPN software to a version that supports iOS 7 features.</p> <p>An additional license may be required for this feature.</p> <p>You cannot delete a per-app VPN setting that is being used by an app. Remove the per-app VPN setting from the app before you delete the setting.</p> <p>You can enable per-app VPN for an app when you:</p> <ul style="list-style-type: none"> • add the app in the App Catalog. • edit an in-house app or an App Store app in the App Catalog. <p>See the MobileIron Apps@Work Guide for information about how to add or edit iOS apps.</p>
Provider Type	Define whether the per-app VPN service will tunnel traffic at the application



TABLE 54. SONICWALL MOBILE CONNECT SETTINGS (CONT.)

Item	Description
	layer (app-proxy) or the IP layer (packet-tunnel). Select app-proxy (default) or packet-tunnel .
	<p><i>On Demand Rules (VPN on Demand, iOS 7 through the most recently released version of iOS as supported by MobileIron.)</i></p> <p>VPN On Demand rules are applied when the device's primary network interface changes, for example when the device switches to a different Wi-Fi network.</p> <p>Note the following:</p> <ul style="list-style-type: none"> • A matching rule is not required. The Default Rule is applied if a matching rule is not defined. • If you select Evaluate Connection, a matching rule is not required. • You can create up to 10 On Demand matching rules. • For each matching rule you can create up to 50 Type and Value pairs.
Add New Matching Rule	Click to add a new On Demand matching rule.
Action	Select one of the following actions to apply to the matching rule: <ul style="list-style-type: none"> • Connect • Disconnect • Allow • Ignore • Evaluate Connection
Add New	Click to add a new Type Value pair.
-	Click to delete either an On Demand rule, or a matching rule.
<p>Matching Rules:</p> <p>For each matching rule to which the action is applied enter the type and value pair.</p>	
Type	Select from one of the following key types: <ul style="list-style-type: none"> • DNS Domain • Interface Type • DNS Server Address • SSID • URL String Probe
Value	For each key selected, enter a value. DNS Domain—Enter a list of domain names to match against the domain being accessed. Wildcard "*" prefix is supported, e.g. *.example.com would match anything.example.com Interface Type—Enter either Wifi or Cellular. DNS Server Address—Enter a list of DNS servers to match against. All DNS servers have to match the device's current DNS servers or this match will fail.



TABLE 54. SONICWALL MOBILE CONNECT SETTINGS (CONT.)

Item	Description
	<p>Wildcard '*' is supported, e.g. 1.2.3.* would match any DNS servers with 1.2.3. prefix.</p> <p>SSID—Enter a list of SSIDs to match against the current network. If the network is not a Wi-Fi network or if its SSID does not appear in the list, the match will fail.</p> <p>URL String Probe—Enter a URL to a trusted HTTPS server. This is used to probe for reachability. Redirection is not supported.</p>
Description	Enter additional information about this matching rule.
Domain Action	<p>Only appears if the Action is Evaluate Connection.</p> <p>Select one of the following Actions for the domain:</p> <ul style="list-style-type: none"> • Connect if needed—The specified domains trigger a VPN connection attempt if domain name resolution fails. For example: The DNS server indicates that it cannot resolve the domain, or responds with a redirection to a different server, or fails to respond (timeout). • Never connect—The specified domains do not trigger a VPN connection attempt.
<p>Action Parameters:</p> <p>Only appears if the Action is Evaluate Connection. Define the Evaluation Type and Value pair.</p>	
Evaluation Type	<p>Select the Evaluation type as one of the following:</p> <ul style="list-style-type: none"> • Domain (Required) • Required DNS Server (only available with Connect if needed) • Required URL Probe (only available with Connect if needed)
Value	<p>Enter the value for the evaluation type selected.</p> <p>Domain—Enter a list of domains for which this evaluation applies. Wildcard prefixes are supported, for example, *.example.com.</p> <p>Required DNS Server—Enter a list of IP addresses of DNS servers to use for resolving the domains. These servers do not need to be part of the device's current network configuration. If these DNS servers are not reachable, VPN is triggered. Either configure an internal DNS server or trusted external DNS server.</p> <p>Required URL Probe—Enter an HTTP or HTTPS (preferred) URL. The device to probes this URL using a GET request. The probe is successful if the DNS resolution for this server is successful. VPN is triggered if the probe fails.</p>
Description	Enter additional information about this Evaluation Type and Value pair.
<p>Default Rule:</p> <p>The default rule (action) is applied to a connection that does not match any of the matching rules.</p>	
If none of the rules above	Select the action for the Default Rule.



TABLE 54. SONICWALL MOBILE CONNECT SETTINGS (CONT.)

Item	Description
match or if there is no rule defined, choose VPN connection to:	

Safari Domains

Applicable to: Safari Domains (iOS 7 and later; macOS 10.11 and later)

NOTE: You must update your VPN software to a version that supports Per-app VPN.

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Safari Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Calendar Domains

Applicable to: Calendar Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Calendar Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Contact Domains

Applicable to: Contact Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Contact Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.

Mail Domains

Applicable to: Mail Domains (iOS 13 and later; macOS 10.15 and later)

If the server ends with one of these domain names, a VPN connection is started automatically.

- **Add+** - Click to add a domain.
- **Mail Domain** - Enter a domain name. Only alphanumeric characters and periods (.) are supported.
- **Description** - Enter a description for the domain.



Custom Data

- **Add+** - Click to add a new key / value pair.
- **Key / Value** - Enter the Key / value pairs necessary to configure the VPN setting. The app creator should provide the necessary key / value pairs.



Managing Certificates and Configuring Certificate Authorities

This section addresses components related to managing certificates and certificate authorities.

MobileIron Core supports the use of certificates and certificate-related features for tvOS devices in every instance where iOS devices are supported. Certificates can be used for macOS devices, except in the case of certificates for AppConnect.

- [Certificates overview](#)
- [Managing certificates issued by certificate enrollment configurations](#)
- [Supported certificate scenarios](#)
- [MobileIron Core as a certificate authority](#)
- [Configuring MobileIron Core as an independent root CA \(Self-Signed\)](#)
- [Configuring MobileIron Core as an intermediate CA](#)
- [Mutual authentication between devices and MobileIron Core](#)
- [Certificates settings](#)
- [Certificate Enrollment settings](#)
- [Configuring Blue Coat Mobile Device Security service integration](#)
- [Configuring a client-provided certificate enrollment setting](#)
- [Configuring an Entrust CA](#)
- [Configuring a GlobalSign CA](#)
- [Configuring MobileIron Core as the CA](#)
- [Configuring OpenTrust CA](#)
- [Configuring a single file identity certificate enrollment setting](#)
- [Configuring SCEP](#)
- [Configuring Symantec Managed PKI](#)
- [Configuring Symantec Web Services Managed PKI](#)
- [Configuring a user-provided certificate enrollment setting](#)
- [Certificate Transparency Payload](#)

Certificates overview

MobileIron is capable of distributing and managing certificates.

Certificates are mainly used for the following purposes:

- Establishing secure communications
- Encrypting payloads



- Authenticating users and devices

Certificates establish user identity while eliminating the need for users to enter user names and passwords on their mobile devices. Certificates streamline authentication to key enterprise resources, such as email, Wi-Fi, and VPN. Some applications require the use of certificates for authentication.

The following diagram compares a certificate to a passport:

FIGURE 14. COMPARING CERTIFICATES TO A PASSPORT



The certificate includes information that identifies the following information:

- the issuing certificate authority
- acceptable uses for the certificate
- information that enables the certificate to be validated.

The MobileIron solution provides the flexibility to use MobileIron Core as a local certificate authority, an intermediate certificate authority, or as a proxy for a trusted certificate authority.

Types of certificates

MobileIron uses the following types of certificates:

TABLE 55. CERTIFICATE TYPES

Certificate type	Description
Portal HTTPS	The identify certificate and its certificate chain, including the private key, that identifies MobileIron Core, allowing a client (such as a browser or app) to trust MobileIron Core. Typically, this certificate is the same certificate as the Client TLS and iOS Enrollment certificates. Core sends this certificate to the client as part of the TLS handshake over port 443 or

TABLE 55. CERTIFICATE TYPES (CONT.)

Certificate type	Description
	<p>8443 when the client initiates a request to Core.</p> <p>NOTE: This certificate must be a publicly trusted certificate from a well-known Certificate Authority if you are using mutual authentication.</p> <p>Related topics</p> <p>“Certificates you configure on the System Manager” in the MobileIron Core System Manager Guide</p>
Client TLS	<p>The identify certificate and its certificate chain, including the private key, that identifies MobileIron Core, allowing Mobile@Work for iOS and Android to trust MobileIron Core. Typically, this certificate is the same certificate as the Portal HTTPS and iOS Enrollment certificates.</p> <p>Core sends this certificate to Mobile@Work for iOS or Android as part of the TLS handshake over port 9997 when Mobile@Work initiates a request to Core.</p> <p>Related topics</p> <p>“Certificates you configure on the System Manager” in the MobileIron Core System Manager Guide</p>
MobileIron Core server SSL	<p>Can be either self-signed or third-party certificates. By default, Core generates self-signed certificates. You can use trusted certificates from third-party certificate providers such as Verisign, Thawte, or Go Daddy. Kerberos and Entrust certificates are also supported.</p>
Sentry server SSL	<p>Identifies the Sentry to the client and secures communication, over port 443, between devices and the Sentry.</p>
TLS trust certificate chain for mobile management (formerly known as the iOS MDM certificate)	<p>Allows iOS mobile devices to trust requests from MobileIron Core. Validates profile authenticity for iOS. Enables the MDM feature set for iOS devices. Uses port 2195 to communicate with Apple APNS.</p>
iOS Enrollment	<p>The identify certificate and its certificate chain, including the private key, that identifies MobileIron Core.</p> <p>Core uses this identity certificate to sign the Apple MDM configurations that it sends to iOS and macOS devices. Typically, this certificate is the same certificate as the Client TLS and Portal HTTPS certificates.</p> <p>Related topics</p> <p>“Certificates you configure on the System Manager” in the MobileIron Core System</p>

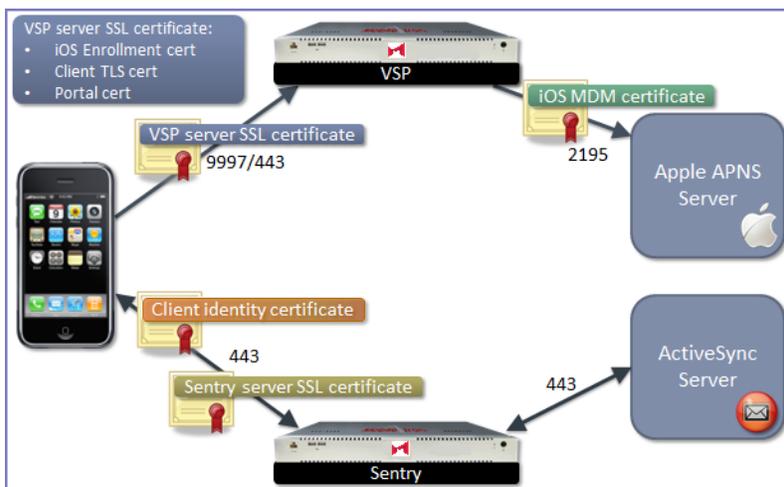


TABLE 55. CERTIFICATE TYPES (CONT.)

Certificate type	Description
	Manager Guide
Client identity	Verifies the identity of users and devices and can be distributed through Certificate Enrollment.

The following diagram illustrates where each certificate type is used in the MobileIron architecture:

FIGURE 15. CERTIFICATE TYPES IN THE MOBILEIRON ARCHITECTURE



Managing certificates issued by certificate enrollment configurations

MobileIron Core runs a process each day at 3:45 am that manages all certificates issued using certificate enrollment configurations.

Certificates have a limited lifetime that is defined when certificates are issued. When the certificate lifetime is within the expiry window (60 days, by default), MobileIron Core does not automatically renew the certificates. Only a forced manual renewal/creation is possible.

Re-issued certificates are sent to the managed device configuration and the expiring certificates become inactive. The inactive certificates are purged from the system once the certificates are expired or confirmed to be revoked.

Supported certificate scenarios

MobileIron supports the following certificate scenarios:



- [MobileIron Core as a certificate authority](#)
- [Using MobileIron Core as a certificate proxy](#)
- [Using MobileIron Core as a certificate enrollment reverse proxy](#)

MobileIron Core as a certificate authority

You can configure MobileIron Core as a local certificate authority (CA) for the following scenarios:

- Core as an Independent Root CA (self-signed)—Configure Core as an independent root certificate authority if you are using a self-signed certificate. Use this option if your company does not have its own certificate authority and you are using Core as the certificate authority.
- Core as an Intermediate CA—Use this option when your company already has its own certificate authority. Using Core as an Intermediate CA gives your mobile device users the advantage of being able to authenticate to servers within your company intranet.

Using MobileIron Core as a certificate proxy

MobileIron Core can act as a proxy to a 3rd party CA by using APIs exposed by the 3rd party CA or the SCEP protocol to obtain certificates required by a Certificate Enrollment. This enables you to configure certificate-based authentication for devices.

Using Core as a certificate proxy has the following benefits:

- Certificate verifies Exchange ActiveSync, Wi-Fi and/or VPN connections, eliminating the need for passwords that are complex to manage
- MobileIron can manage certificates by checking status against a CA's CRL, deactivating revoked certificates and requesting replacement when certificates are about to expire
- MobileIron can detect and address certificate renewal and ensure that devices cannot reconnect to enterprise resources if they are out of compliance with company policies.
- Simplified enrollment with the following:
 - MS Certificate Enrollment
 - Entrust
 - Local CA
 - Symantec Managed PKI
 - User provided certificates
 - Open Trust
 - Symantec Web Services Managed PKI

The following applications are supported.

- ActiveSync is supported with Email+ and the iOS native mail client.
- VPN is supported on and on iOS with IPSec, Cisco AnyConnect, and JunOS Pulse.



- Wi-Fi.

The following certificates are supported for iOS devices:

- Microsoft NDES Certificate Enrollment
- Entrust
- Local CA
- Symantec Managed PKI
- User provided certificates
- Open Trust
- Symantec Web Services Managed PKI
- Client-Provided certificates
- Client-provided certificates using the native SCEP client on iOS

For information about how to create certificate enrollment settings in MobileIron Core, see [Certificate Enrollment settings on page 432](#).

Using MobileIron Core as a certificate enrollment reverse proxy

Identity certificates with Microsoft Certificate Enrollment are supported. A root or intermediate certificate from a trusted certificate authority (CA) is required, and you must set up MobileIron Core to act as a SCEP reverse proxy.

Windows devices originate the certificate request. When the Windows device requests a certificate, the MobileIron Core acts as a Certificate Enrollment reverse proxy and communicates with the Certificate Enrollment server to deliver the certificate to the device.

MobileIron Core as a certificate authority

You can configure MobileIron Core as a local certificate authority for the following scenarios:

- **MobileIron Core as an Independent Root CA (self-signed)**—Configure MobileIron Core as an independent root certificate authority if you are using a self-signed certificate. Use this option if your company does not have its own certificate authority and you are using MobileIron Core as the certificate authority.
See [Configuring MobileIron Core as an independent root CA \(Self-Signed\) on page 418](#).
- **MobileIron Core as an Intermediate CA**—Use this option when your company already has its own certificate authority. Using MobileIron Core as an Intermediate CA gives your mobile device users the advantage of being able to authenticate to servers within your company intranet.
See [Configuring MobileIron Core as an intermediate CA on page 420](#).



Configuring MobileIron Core as an independent root CA (Self-Signed)

Configuring MobileIron Core as an independent root CA requires configuring your infrastructure to trust Core as an independent root CA.

To configure MobileIron Core as an independent root CA, you must follow these basic steps:

1. Generate a self-signed certificate
See [Generating a self-signed certificate on page 418](#).
2. Create a local CA certificate enrollment setting for the self-signed certificate
See [Creating a local certificate enrollment setting on page 420](#).

Generating a self-signed certificate

To generate the self-signed certificate:

1. Log into the Admin Portal.
2. Go to **Services > Local CA**.
3. Select **Add > Generate Self-Signed Cert.**

The screenshot shows a dialog box titled "Generate Self-Signed Certificate" with a close button (X) in the top right corner. The dialog contains the following fields:

- Local CA Name:
- Key Type:
- Key Length:
- CSR Signature Algorithm:
- Key Lifetime (in days):
- Issuer Name:

At the bottom right, there are two buttons: "Cancel" and "Generate".

4. Enter the following information.
 - **Local CA Name:** Enter a recognizable name to identify the self-signed certificate. This name will appear in the list of local certificate authorities in **Services > Local CA**.
 - **Key Type:** Specify the key type. The options are RSA (default) or Elliptical Curve.
 - **Key Length:** Specify the key length. The values are 2048, 3072 (the default), and 4096. The longer the key length, the more secure the certificate.
 - **CSR Signature Algorithm:** The values are SHA1, SHA256, SHA384 (default), and SHA512.



- **Key Lifetime (in days):** Enter number of days. The key will expire after the entered number of days.
The default is 10,950 days. MobileIron recommends 5 years or longer; 61 days is the minimum.
- **Issuer Name:** Requires an X.509 name. For example, CN=www.yourcompany.com, DC=yourcompany, DC=com.
The **Issuer Name** field uses an X.509 distinguished name. You can use one or more X.509 codes, separated by commas. The following table describes the valid codes for the Issuer Name field:

Code	Name	Type	Max Size	Example
C	Country/Region	ASCII	2	C=US
DC	Domain Component	ASCII	255	DC=company, DC=com
S	State or Province	Unicode	128	S=California
L	Locality	Unicode	128	L=Mountain View
O	Organization	Unicode	64	O=Company Name, Inc.
OU	Organizational Unit	Unicode	64	OU=Support
CN	Common Name	Unicode	64	CN=www.company.com

If you have a registered DNS name that you use to send SMTP mail, a best practice is to use the domain component convention and the DNS name for the certificate name.

5. Click **Generate**.

Certificate Template
✕

▶ **CA Certificate**

▼ **Client Certificate Template**

Hash Algorithm

Minimum Key Size Allowed

Key Lifetime (days)

Key Lifetime Limited by CA

Enhanced Key Usage

- Client Authentication
- IPSEC
- Smart Card Logon

Custom OIDs

Cancel Save

6. Configure the **Client Certificate Template**.

Values depend on the purpose for the certificate and the requirements of your environment.



- **Hash Algorithm:** The larger the hash number, the more secure. The options are SHA256, SHA384 (default), SHA512—part of the SHA2 secure hash algorithm family required for U.S. government applications. The number signifies the output bits.
 - **Minimum Key Size Allowed:** The longer the key length is, the more secure the certificate.
 - **Key Lifetime (days):** 365 days or longer is recommended; 61 days is the minimum.
 - **Key Lifetime limited by CA:** Select to use the key lifetime specified for the self-signed CA. MobileIron recommends enabling this option. Enabling this option ensures that client certificate validity periods do not exceed the life time of the issuing CA certificate.
 - **Enhanced Key Usage:** When a certificate is presented to an application, the application can require the presence of an Enhanced Key Usage OID specific to that application. Leave these deselected if you do not have any applications that require additional OIDs.
 - **Custom OIDs:** If you are using this certificate for SSL authentication, enter the OID in this field.
7. Click **Save**.
- The newly created self-signed certificate will be listed in **Services > Local CA**.

Creating a local certificate enrollment setting

After you have generated the self-signed certificate, you need to create a local CA certificate enrollment setting for the self-signed certificate. Creating a local CA certificate enrollment setting enables proxy functionality so that MobileIron Core generates the certificates and caches the generated keys.

1. Log into the Admin Portal.
2. Go to **Policies & Configs > Configurations**.
3. Click **Add New > Certificate Enrollment > Local**.

For more information on configuring the settings, see [Certificate Enrollment settings on page 432](#).

Configuring MobileIron Core as an intermediate CA

When you configure Core as an intermediate certificate authority, the managed device users can authenticate to servers within your company intranet; not just the MobileIron system.

After you get the certificate from your certificate vendor, you can add the certificates to MobileIron Core to create the intermediate certificate authority (CA).

Procedure

1. In the MobileIron Core Admin Portal go to **Services > Local CA**.
2. Click on **Add > Intermediate Enterprise CA**.



3. Click **Browse** and navigate to the combined file.
4. Click **Open**.
5. Enter a recognizable name in the **Local CA Name** field.
6. Click **Upload Certificate**.

Your local certificate authority is now available to use. The local CA will be listed in **Services > Local CA**.

Mutual authentication between devices and MobileIron Core

MobileIron Core supports mutual authentication, which means that not only must the device trust MobileIron Core, but MobileIron Core must trust the device. Therefore, with mutual authentication, a registered device can continue to communicate with Core only if the device provides the right certificate to Core. Mutually authenticated communication between the device and MobileIron Core enhances security.

NOTE: A device authenticating to Core with a certificate is also known as certificate-based authentication to Core.

- [Scenarios that can use mutual authentication](#)
- [Core port usage with devices, with and without mutual authentication](#)
- [The mutual authentication setting on MobileIron Core](#)
- [When devices use mutual authentication](#)
- [Mutual authentication identity certificate for MobileIron Core](#)
- [Mutual authentication client identity certificate](#)
- [Handling client identity certificate expiration for Android devices](#)
- [Handling client identity certificate expiration for iOS devices](#)
- [Mutual authentication and Apps@Work](#)
- [Enabling mutual authentication for Apple and Android devices](#)
- [Enabling TLS inspecting proxy support when using mutual authentication](#)



- [Enabling mutual authentication for Apple and Android devices](#)
- [Enabling mutual authentication for Apple and Android devices](#)

Scenarios that can use mutual authentication

The device can present a client identity certificate to MobileIron Core in the following cases:

TABLE 56. MUTUAL AUTHENTICATION USAGE BY PLATFORM

Platform	Mutual Authentication usage
iOS	<ul style="list-style-type: none"> • Mobile@Work for iOS device check-in • AppConnect for iOS check-in • iOS MDM device check-in • Apps@Work for iOS communication
macOS	<ul style="list-style-type: none"> • Mobile@Work for macOS device check-in • macOS MDM device check-in
Android	<ul style="list-style-type: none"> • Mobile@Work for Android device check-in, which includes AppConnect check-in • Apps@Work for Android communication
Windows 10	<ul style="list-style-type: none"> • Device check-in

NOTE: Mutual authentication is not possible at the time Mobile@Work registers with Core, because the device receives its identity certificate during the registration process.

Core port usage with devices, with and without mutual authentication

The following table summarizes MobileIron Core port usage for registration and further communication with devices. The port usage for some cases is different depending on whether mutual authentication is enabled.

TABLE 57. CORE PORT USAGE WITH DEVICES WITH AND WITHOUT MUTUAL AUTHENTICATION

	Without mutual authentication	With mutual authentication
Mobile@Work for iOS	9997	443
Mobile@Work for Android	9997	443
Mobile@Work for macOS	Not applicable. Mobile@Work for macOS always uses mutual authentication with Core.	443



TABLE 57. CORE PORT USAGE WITH DEVICES WITH AND WITHOUT MUTUAL AUTHENTICATION (CONT.)

	Without mutual authentication	With mutual authentication
iOS and macOS MDM agent provisioning and agent check-in	443	443
Windows 10	Not applicable. Windows 10 always uses mutual authentication with Core.	443

NOTE: Port 9997 is configurable in the System Manager in Settings > Port Settings > Sync TLS Port. However, changing the port is rare.

The mutual authentication setting on MobileIron Core

The setting on MobileIron Core to enable mutual authentication is in the Admin Portal in **Settings > System Settings > Security > Certificate Authentication**. Whether the setting is automatically selected on new installations and upgrades is described by the following table.

TABLE 58. SETTING FOR MUTUAL AUTHENTICATION ON NEW INSTALLS AND UPGRADES

	Setting to enable mutual authentication
New installations	Not selected. Mutual authentication is not enabled.
Upgrade from a previous version of Core in which mutual authentication was not enabled. Or Upgrade from a version of Core prior to Core 9.7.0.0 in which the Android mutual authentication setting was not enabled.	Not selected. Mutual authentication is not enabled.
Upgrade from a previous version of Core in which mutual authentication was enabled. Or Upgrade from a version of Core prior to Core 9.7.0.0 in which the Android mutual authentication setting was enabled.	Selected. Mutual authentication is enabled.

IMPORTANT: Once mutual authentication is enabled on Core, it cannot be disabled.

The mutual authentication setting impacts mutual authentication usage only on:

- Mobile@Work for Android
- Apps@Work for Android



- However, to enable mutual authentication for Apps@Work for Android:
 - You must also select **Certificate Authentication** for Apps@Work at **Apps > Apps@Work Settings > App Storefront Authentication**.
 - The device must be using Mobile@Work 10.2.0.0 for Android through the most recently released version as supported by MobileIron.
- Mobile@Work 9.8 for iOS through the most recently released version as supported by MobileIron
- iOS MDM
- macOS MDM

The mutual authentication setting has no impact on mutual authentication usage on:

- Versions of Mobile@Work for iOS prior to Mobile@Work 9.8
These versions of Mobile@Work for iOS **never** use mutual authentication.
- Apps@Work for iOS
Apps@Work for iOS uses mutual authentication if you select **Certificate Authentication** for Apps@Work at **Apps > Apps@Work Settings > App Storefront Authentication**.
- Mobile@Work for macOS
Mobile@Work for macOS **always** uses mutual authentication.
- Windows 10 devices
Windows 10 devices **always** uses mutual authentication.

When devices use mutual authentication

Whether devices use mutual authentication depends on:

- the device platform
- whether mutual authentication was enabled before upgrade
- whether mutual authentication is enabled after upgrade
- whether mutual authentication is enabled after a new installation
- for Mobile@Work for iOS, the version of Mobile@Work

The following table summarizes when devices use mutual authentication and the port they use in communication with MobileIron Core.



TABLE 59. CORE MUTUAL AUTHENTICATION (MA) SETTING IMPACT TO DEVICE COMMUNICATION

	New Core installation or Core upgrade in which: MA setting was NOT enabled before upgrade	New Core installation in which you enable MA setting after installation. or Core upgrade in which: MA setting was NOT enabled before upgrade but you enable it after the upgrade.	Core upgrade in which: MA setting WAS enabled before upgrade
Mutual authentication setting	Not enabled	Enabled	Enabled
Device client			
Android: Mobile@Work (all Mobile@Work versions that Core supports)	Port: 9997 MA: not used	Devices that register after enabling MA: <ul style="list-style-type: none"> • Port: 443 • MA: used Devices that were already registered: <ul style="list-style-type: none"> • Port: 9997 • MA: not used. 	Port: 443 MA: used
iOS: Mobile@Work 9.8 through the most recently released version as supported by MobileIron	Port: 9997 MA: not used	Devices that register after enabling MA: <ul style="list-style-type: none"> • Port: 443 • MA: used Devices that were already registered: <ul style="list-style-type: none"> • Port: 9997 • MA: not used. 	Devices that register after enabling MA: <ul style="list-style-type: none"> • Port: 443 • MA: used Devices that were already registered: <ul style="list-style-type: none"> • Port: 9997 • MA: not used.
iOS: Mobile@Work versions prior to 9.8	Port: 9997 MA: not used	Port: 9997 MA: not used	Port: 9997 MA: not used
iOS: iOS MDM check-in	Port: 443 MA: not used	Port: 443 MA: used	Port: 443 MA: used.



TABLE 59. CORE MUTUAL AUTHENTICATION (MA) SETTING IMPACT TO DEVICE COMMUNICATION (CONT.)

	New Core installation or Core upgrade in which: MA setting was NOT enabled before upgrade	New Core installation in which you enable MA setting after installation. or Core upgrade in which: MA setting was NOT enabled before upgrade but you enable it after the upgrade.	Core upgrade in which: MA setting WAS enabled before upgrade
macOS: Mobile@Work	Port: 443 MA: used	Port: 443 MA: used	Port: 443 MA: used
macOS macOS MDM agent check-in	Port: 443 MA: not used	Port: 443 MA: used	Port: 443 MA: used
Windows 10	Port: 443 MA: used	Port: 443 MA: used	Port: 443 MA: used

NOTE: On new MobileIron Core installations (not upgrades), if you enable mutual authentication **before any devices register**, you can disable port 9997 (in the System Manager in Settings > Port Settings > Sync TLS Port) because it is not used. If devices were registered before enabling mutual authentication, disabling the port causes those devices to not be able to check-in.

Mutual authentication identity certificate for MobileIron Core

You provide an identity certificate for MobileIron Core to use in mutual authentication in the Portal HTTPS certificate. You configure this certificate on the System Manager at **Security > Certificate Mgmt.** The certificate is the identify certificate and its certificate chain, including the private key, that identifies MobileIron Core, allowing the devices to trust MobileIron Core. This certificate must be a publicly trusted certificate from a well-known Certificate Authority when using mutual authentication.

Mutual authentication client identity certificate

You enable mutual authentication for iOS and Android devices in the Admin Portal in **Settings > System Settings > Security > Certificate Authentication.** When enabling that setting, you specify a certificate enrollment setting. The certificate enrollment setting specifies how the identity certificate that the device will present to Core is generated.

By default, the certificate enrollment setting for mutual authentication is generated with Core as a local Certificate Authority (CA). Most customers use the default selection. However, if necessary due to your security requirements, you can instead specify a SCEP certificate enrollment setting that you create.



IMPORTANT:

- If you use a SCEP certificate enrollment setting for mutual authentication, you cannot use it for any other purpose. For example, you cannot use it in VPN or wi-fi configurations.
- If you use a SCEP certificate enrollment setting that uses an intermediate CA, make sure that all the intermediate CA certificates and the root CA certificate are included in MobileIron Core's trusted root certificates. See "Managing trusted certificates" in the Getting Started with MobileIron Core
- See:
 - [Handling client identity certificate expiration for Android devices](#)
 - [Handling client identity certificate expiration for iOS devices](#)

Handling client identity certificate expiration for Android devices

Mobile@Work 10.1 for Android handles the expiration of the client identity certificate used for mutual authentication between Mobile@Work for Android and MobileIron Core. In the Admin Portal, on the sync policy for the device, specify a renewal window for the certificate. The renewal window is a number of days prior to the certificate expiration. When Mobile@Work determines the renewal window has begun, it requests a new certificate from Core.

If Mobile@Work is out of contact with Core during the renewal window, but is in contact again within 30 days after the expiration, Mobile@Work requests a new certificate from Core.

If Mobile@Work is not in contact with Core either during the renewal window or within 30 days after the expiration, the device will be retired and will need to re-register with Core.

Mobile@Work versions prior to 10.1 do not support certificate expiration. When the certificate expires, the device user must re-register Mobile@Work.

Procedure

1. In the Admin Portal, go to **Policies & Configs > Policies**.
2. Select the appropriate sync policy.
3. For **Mutual Certificate Authentication Renewal Window**, enter the number of days prior to the expiration date that you want to allow devices to renew their identity certificate. Enter a value between 1 and 60.

NOTE: A blank value defaults to 60 days.

4. Click **Save**.
5. Click **OK**.

Handling client identity certificate expiration for iOS devices

Mobile@Work 11.1.0 for iOS handles the expiration of the client identity certificate used for mutual authentication between Mobile@Work for iOS and MobileIron Core version 10.3.0.0 through the most recently released version as



supported by MobileIron. In the Admin Portal, on the sync policy for the device, specify a renewal window for the certificate. The renewal window is a number of days prior to the certificate expiration. When Mobile@Work determines the renewal window has begun, it requests a new certificate from Core.

If Mobile@Work is out of contact with Core during the renewal window, but is in contact again within 30 days after the expiration, Mobile@Work requests a new certificate from Core.

If Mobile@Work is not in contact with Core either during the renewal window or within 30 days after the expiration, the device will be retired and will need to re-register with Core.

Mobile@Work versions prior to 11.1.0 do not support certificate expiration. When the certificate expires, the device user must re-register Mobile@Work.

Procedure

1. In the Admin Portal, go to **Policies & Configs > Policies**.
2. Select the appropriate sync policy.
3. For **Mutual Certificate Authentication Renewal Window**, enter the number of days prior to the expiration date that you want to allow devices to renew their identity certificate. Enter a value between 1 and 60.

NOTE: A blank value defaults to 60 days.

4. Click **Save**.
5. Click **OK**.

Mutual authentication and Apps@Work

Both Apps@Work for Android and Apps@Work for iOS can use mutual authentication.

Apps@Work for iOS uses mutual authentication if you select **Certificate Authentication** at **Apps > Apps@Work Settings > App Storefront Authentication**. It does *not* depend on the mutual authentication setting at **Settings > System Settings > Security > Certificate Authentication**.

However, Apps@Work for Android uses mutual authentication only if you do both of the following:

- Select **Certificate Authentication** at **Apps > Apps@Work Settings > App Storefront Authentication**.
- Enable the mutual authentication setting at **Settings > System Settings > Security > Certificate Authentication**.

Related topics

- "Setting up Apps@Work for iOS and macOS" in the *MobileIron Apps@Work Guide*
- "Apps@Work in Mobile@Work for Android in the *MobileIron Apps@Work Guide*



Enabling mutual authentication for Apple and Android devices

The MobileIron Core mutual authentication setting enables mutual authentication for:

- Mobile@Work for Android
- Apps@Work for Android
 - You must also select **Certificate Authentication** for Apps@Work at **Apps > Apps@Work Settings > App Storefront Authentication**.
 - The device must be using Mobile@Work 10.2.0.0 for Android through the most recently released version as supported by MobileIron.
- Mobile@Work 9.8 for iOS through the most recently released version as supported by MobileIron
- iOS MDM
- macOS MDM

Note The Following:

- The setting is automatically enabled in the cases described in [The mutual authentication setting on MobileIron Core](#).
- **After you enable mutual authentication, you cannot disable it.**

Before you begin

1. As discussed in in [Mutual authentication client identity certificate](#), create a SCEP certificate enrollment setting if you do not want to use the default local certificate enrollment setting for mutual authentication. The SCEP setting must select the **Decentralized** option. For details, see [Certificate Enrollment settings](#).

NOTE: When you enable mutual authentication, change the certificate enrollment selection for mutual authentication **before any more devices register**. Any devices already registered and using mutual authentication will not be able to check-in with Core. Those devices will need to re-register with Core. Note that devices already registered but not using mutual authentication can continue to check-in.

2. If you are using iOS devices with the Apps@Work web clip using certificate authentication, change the **Apps@Work Port** field in the System Manager in **Settings > Port Settings**. MobileIron recommends port 7443. However, you can use any port except the port that the Admin Portal uses, which is either 443 or 8443, which you specify in the **MIFS Admin Port** field in the System Manager in **Settings > Port Settings**.

Procedure

1. In the Admin Portal, go to **Settings > System Settings > Security > Certificate Authentication**.
2. Select **Enable client mutual certification on Android client, iOS client and Apple MDM communication**.
3. In the **Certificate Enrollment Configuration** field, most customers use the default selection. Otherwise,



select a SCEP certificate enrollment setting.

4. Click **Save**.

Related topics

- “Setting up Apps@Work for iOS and macOS” in the *MobileIron Apps@Work Guide*
- “Port settings” in the *MobileIron Core System Manager Guide*
- “Apps@Work for Android authentication to MobileIron Core” in the *MobileIron Apps@Work Guide*

Enabling TLS inspecting proxy support when using mutual authentication

Contact MobileIron Professional Services or a MobileIron certified partner to set up this deployment.

MobileIron Core can support a TLS inspecting proxy to handle HTTPS requests from your devices to MobileIron Core when using mutual authentication. For example, you can use a TLS offload proxy such as an Apache or F5 server. This proxy is also known as a Trusted Front End. It intercepts and decrypts HTTPS network traffic and when it determines that the final destination is MobileIron Core, it re-encrypts and forwards the traffic to Core. The devices that register to Core (using port 443) must send HTTPS requests to the TFE rather than to MobileIron Core. Also, the TFE must be provisioned with digital certificates that establish an identity chain of trust with a legitimate server verified by a trusted third-party certificate authority.

Related topics

“Advanced: Trusted Front End” in the *MobileIron Core System Manager Guide*.

Migrating Mobile@Work for Android to use mutual authentication

For devices that register after enabling mutual authentication, Mobile@Work uses port 443 for device check-ins. However, devices that were already registered continue to use port 9997. You can migrate Mobile@Work for Android from using port 9997 without mutual authentication to using port 443 with mutual authentication. The device users do not need to re-register with MobileIron Core.

Before you begin

Instruct Android device users to upgrade to Mobile@Work 10.1 for Android through the most recently released version as supported by MobileIron. Prior Mobile@Work releases do not support migration.

Procedure

1. In the Admin Portal, go to **Policies & Configs > Policies**.
2. Select the sync policy for the devices that you want to migrate. Select **Edit**.
3. In the Modify Sync Policy dialog box, select **Migrate Mobile@Work Client**.
4. Click **Save**.
5. Click **OK**.



On the next device check-in, MobileIron Core will send the mutual authentication client identity certificate to the device. In all subsequent device check-ins, the device will use mutual authentication on port 443.

On that first device check-in, the device's **client migration status** changes to **Pending**. After Core has sent the mutual authentication client identity certificate to the device, the **client migration status** changes to **Success**. You can search on this value in the **Client Migration Status** field in **Advanced Search on Devices & Users > Devices**.

Related topics

[When devices use mutual authentication](#)

Certificates settings

Use a certificate setting to upload a trusted public key root certificate or certificate chain. If it is a certificate chain, it can include the root certificate or only intermediate certificates.

IMPORTANT: You cannot upload an identity certificate – a certificate that contains a private key – into a certificate setting. To upload an identity certificate to Core, use the certificate enrollment setting called single file identity.

You configure MobileIron Core to deliver the uploaded certificate or certificate chain to devices so that the devices can trust, for example, specific web services, email servers, or network components like VPN and Wi-Fi.

Two ways are available to deliver the certificate to a device:

- You reference the certificate setting from another Core setting, and apply the appropriate labels to the referencing setting. Only the following settings can reference a certificate setting:
 - An AppConnect app configuration, Web@Work setting, or Docs@Work setting can reference a certificate setting as the value of a key-value pair.
 - A Wi-Fi setting can reference a certificate setting in its **Apply to Certificates** field (used with specific authentication and data encryption values on the Wi-Fi setting).
- You want to deliver a trusted public key certificate directly to a set of devices, without referencing the certificate setting from another setting. In this case, label the certificate setting. This case is less common.

Note The Following:

- When upgrading from a MobileIron Core prior to Core 9.5.0.0, each certificate setting that contained an identity certificate is automatically converted to a single file identity certificate enrollment setting. Any settings that referenced the certificate setting refer to the new single file identity certificate enrollment setting.
- You cannot import a certificate setting from a MobileIron Core prior to Core 9.4.0.0 if the certificate setting contained an identity certificate. You must manually create a single file identity certificate enrollment setting.



Adding a certificate setting

Procedure

1. Log in to the Admin Portal.
2. Go to **Policies & Configs > Configurations**
3. Click **Add New > Certificates**.
4. Fill in the entries:
 - **Name:** Enter brief text that identifies certificate setting.
 - **Description:** Enter additional text that clarifies the purpose of this certificate setting.
 - **File Name:** Click **Browse** to select the X.509 certificate file (.cer, .crt, .pem, or .der) to upload to MobileIron Core. The certificate must be encoded as binary DER or ASCII PEM.
5. Click **Save**.

Label the certificate setting if you want to deliver the certificate directly to a set of devices, regardless whether it is referenced from another setting. If you are referencing the certificate setting from another setting, label the other setting.

Certificate Enrollment settings

Certificate enrollment settings are used as follows:

- As part of a larger process of setting up a certificate enrollment server to support authentication for VPN on demand, Wi-Fi, Exchange ActiveSync, AppTunnel and so on.
- To provide devices identity certificates that you uploaded to Core for the case when you want to provide the same identity certificate to many users' devices.
- To provide user-provided certificates to devices when end users use the MobileIron Core user portal to upload their identity certificates to Core.
- To specify that AppConnect apps on devices use derived credentials.

The available options are:

- **Blue Coat:** Select **Blue Coat** to create a Blue Coat certificate enrollment setting for integrating with the Blue Coat Mobile Device Security service.
- **Client-Provided:** Select **Client-Provided** if you want AppConnect apps to use derived credentials for authentication, digital signing, or encryption.
- **Entrust:** Select **Entrust** if you are using the Entrust Datacard certificate enrollment solution.
- **GlobalSign:** Select **GlobalSign** if you are using GlobalSign as the CA for certificate enrollment.
- **Local:** Select **Local** if you are using MobileIron Core as the CA.
- **OpenTrust:** Select **OpenTrust** if you are using the OpenTrust integration. See [Certificate Enrollment settings on page 432](#).



- **Single File Identity:** Select **Single File Identity** to upload an identity certificate for distribution to devices.
- **SCEP:** Select **SCEP** for standard certificate-based authentication using a separate CA.

NOTE: SCEP Configurations created before upgrading to Core 7.0.0.0 or later should be replaced with a new SCEP Configuration. Failure to do so might result in cert renewal failure from Core 9.4.0.0.

- **Symantec Managed PKI:** Select **Symantec Managed PKI** if you are using Symantec's Certificate Enrollment solution. See [Certificate Enrollment settings on page 432](#) for more information.
- **Symantec Web Services Managed PKI:** Select **Symantec Web Services Managed PKI** if you are using the Symantec Web Services Managed PKI solution. See [Certificate Enrollment settings on page 432](#) for more information.
- **User-Provided:** Select **User-Provided** if device users will upload their personal certificates. The user portal includes a certificate upload section for this purpose. A web services API is also available for you to upload user-provided certificates.

If Certificate Enrollment integration is not an option

If Certificate Enrollment integration is not an option for your organization, consider configuring MobileIron Core as an intermediate or root CA. See [Certificate Enrollment settings on page 432](#) for more information.

Supported variables for certificate enrollment

The following variables are supported for the required and optional fields when configuring integration with supported Certificate Authorities (CA's):

- \$EMAIL\$
- \$USERID\$
- \$FIRST_NAME\$
- \$LAST_NAME\$
- \$DISPLAY_NAME\$
- \$USER_DN\$
- \$USER_UPN\$
- \$USER_LOCALE\$
- \$DEVICE_UUID\$
- \$DEVICE_UUID_NO_DASHES\$
- \$DEVICE_UDID\$
- \$DEVICE_IMSI\$
- \$DEVICE_IMEI\$
- \$DEVICE_SN\$
- \$DEVICE_ID\$



- \$DEVICE_MAC\$
- \$DEVICE_CLIENT_ID\$
- \$USER_CUSTOM1\$
- \$USER_CUSTOM2\$
- \$USER_CUSTOM3\$
- \$USER_CUSTOM4\$
- \$REALM\$
- \$TIMESTAMP_MS\$
- \$RANDOM_16\$
- \$RANDOM_32\$
- \$RANDOM_64\$
- \$CONFIG_UUID\$*

* This substitution variable works only for the values under the **Subject Alternative Names** section for the following configurations: Entrust, Local, SCEP, Symantec Managed KPI. It is used for Sentry certificate-based tunneling (CBT).

Certificate generation time

Certificate enrollment settings can be referenced from other settings on Core that require an identity certificate. Some settings that can reference certificate enrollment settings are Exchange settings, Email settings, Wi-Fi settings, VPN settings, AppConnect app configuration settings, Docs@Work settings, and Web@Work settings.

Most certificate enrollment settings cause an identity certificate to be generated. The identity certificate is generated at one of these times:

- [Early generation](#)
- [On-demand generation](#)

NOTE: Some certificate enrollment settings do not cause an identity certificate to be generated. Specifically, for user-provided certificate enrollment settings and single file identity certificate enrollment settings, the certificate is available on Core. For client-provided certificate enrollment settings, the certificate is available in Mobile@Work.

Early generation

Early generation occurs when you apply a label to a setting that references the certificate enrollment setting. Core generates identity certificates at this time for:

- AppConnect app configurations
- Docs@Work settings
- Web@Work settings



For each device that has the same label as the setting, Core does the following:

- For devices running Mobile@Work 9.1 for iOS or earlier, Core generates an identity certificate for the device for *each* setting that references the certificate enrollment setting.
- For devices running Mobile@Work 9.5 for iOS, Core generates *exactly one* identity certificate for the device regardless how many settings reference the certificate enrollment setting

NOTE: After Core generates an identity certificate, if Core does not send the certificate to a device within 14 days, Core deletes the certificate from its file system. The certificate will be generated on-demand.

On-demand generation

On-demand generation occurs when MobileIron Core sends a setting that references the certificate enrollment setting to the device. On-demand generation occurs for all settings (that reference a certificate enrollment setting) that are not listed in the early generation list above. A setting, including the certificate, is delivered to a device when the device checks in with MobileIron Core.

Certificate delivery time for AppConnect-related certificates

This feature is not supported on macOS devices.

When an AppConnect-related setting (AppConnect app configuration, Web@Work setting, or Docs@Work setting) specifies a certificate enrollment setting, the time that MobileIron Core *delivers* the identity certificate to the device depends on the Mobile@Work version on the device.

NOTE: Certificate delivery from Core to the device is not applicable in these cases:

- The certificate enrollment setting specifies decentralized mode.
- The certificate enrollment setting type is client-provided.

Certificate delivery for Mobile@Work 9.1 for iOS and earlier versions

Core delivers the identity certificate to the device when the AppConnect-related setting is delivered to the device. An AppConnect-related setting is delivered to the device when Mobile@Work does an app check-in with Core and either:

- The AppConnect app launched for the first time.
- The AppConnect-related setting changed.

NOTE: These versions of Mobile@Work do not store the certificates.

Certificate delivery for Mobile@Work 9.5 for iOS

Core delivers an identity certificate to Mobile@Work on the device when the *first* AppConnect app that uses the certificate launches. Mobile@Work stores the identity certificate. *Subsequent* AppConnect apps which use the same certificate receive the certificate from Mobile@Work without any involvement from Core.



When an AppConnect app launches, control switches to Mobile@Work so that Mobile@Work can check in with Core to receive the AppConnect-related configurations and identity certificates for the app. The time it takes to switch control back to the app is longer when the app needs many identity certificates and it is the first AppConnect app that needs those certificates.

Note The Following:

- Mobile@Work stores the certificates securely on the device, encrypting them the same way it encrypts AppConnect-related data such as AppConnect app configurations. Mobile@Work displays general information about each stored certificate, such as its expiration date.
- When a device user upgrades Mobile@Work from version 9.1 or earlier, existing AppConnect apps that already have their certificates continue to use those certificates. Such apps receive replacement certificates from Mobile@Work only when their AppConnect-related setting changes on Core.
- The delivery strategy has no impact on AppConnect apps themselves. The apps do not need to be rebuilt or rewrapped.

Related topics

- “Data encryption for secure apps” in *The AppConnect and AppTunnel Guide*.
- “App check-in and Mobile@Work” in *The AppConnect and AppTunnel Guide*.
- “Viewing certificates stored in Mobile@Work” in *The AppConnect and AppTunnel Guide*.

Performance impact

When a device uses Mobile@Work 9.5 for iOS, the generation and delivery strategy of certificates to a device improves performance on Core and on the device.

The Core performance improvements are:

- When multiple AppConnect apps’ AppConnect-related settings use the same certificate enrollment setting, Core generates and delivers the certificate to the device only once.
- With prior versions of Mobile@Work, Core generates and delivers a separate certificate for each AppConnect app.
- When you modify an AppConnect-related setting field that does not involve the certificate:
 - Core does not regenerate the certificate.
 - With prior versions of Mobile@Work, Core regenerated the certificate unless you had selected **Store keys on Core** on the certificate enrollment setting.
 - Core does not re-deliver the certificate to the device.
 - With prior versions of Mobile@Work, Core redelivered the certificate.

These improvements are especially significant when Core has many registered devices, each with many AppConnect apps.



The device user experiences improved launch time when launching an AppConnect app other than the first AppConnect app. The improvement is because:

- The app does not have to wait for Core to deliver the certificate.
- The app does not have to wait for Core to generate the certificate when non-certificate fields have changed.

Related topics

[Certificate generation time](#)

Configuring Blue Coat Mobile Device Security service integration

MobileIron Core supports integration with the Blue Coat Mobile Device Security (MDS) service. This integration allows you to manage your iOS devices' traffic to the Internet, by directing all the traffic to the Blue Coat MDS service first. The service can then, for example, stop access to specific web sites based on corporate security rules that you set up on a Blue Coat site. The Blue Coat MDS service also provides traffic analytics. This integration is supported only with iOS devices.

Overview of how to set up Core integration with the Blue Coat MDS service

To set up MobileIron Core to integrate with Blue Coat MDS, do the following high-level steps:

1. Work with Blue Coat to set up MobileIron as your Unified Endpoint Management (UEM) vendor on the Blue Coat MDS service.
2. Get a Blue Coat customer ID from Blue Coat.
3. Get the certificate that MobileIron Core uses to authenticate to the Blue Coat MDS service so that Core can interact with the service. An example of such an interaction is when Core informs the MDS service about what iOS devices are registered.
4. Set up a Blue Coat certificate enrollment setting.
5. This setting contains the information necessary for Core to request the Blue Coat MDS service for an identity certificate for a device. This certificate authenticates the device to the Blue Coat MDS service when the device's traffic is directed to the MDS service.
6. For details, see [Configuring the Blue Coat certificate enrollment setting on page 438](#).
7. Set up a IPsec (Blue Coat) VPN setting on Core.
8. This always-on VPN is how all device traffic is always directed first to the Blue Coat MDS service.
9. For details, see [Configuring the IPsec \(Blue Coat\) VPN setting on page 439](#).

Limitations when integrating with the Blue Coat MDS service

Because all device traffic is directed to the Blue Coat MDS service using an always-on VPN:



- You **cannot** use any other VPNs on the device.
- You **cannot** use MobileIron Tunnel (AppTunnel with TCP tunneling) on the device because it uses a VPN.

NOTE: Using AppTunnel with HTTP/S tunneling with AppConnect apps on the device is compatible with using the Blue Coat MDS service.

Configuring the Blue Coat certificate enrollment setting

Before you begin:

- Set up MobileIron as your Unified Endpoint Management (UEM) vendor on the Blue Coat MDS service.
- Get your Blue Coat customer ID.
- Get the certificate and certificate password that MobileIron uses to authenticate to the Blue Coat MDS service.

To specify the Blue Coat certificate enrollment settings:

1. Go to **Policies & Configs > Configurations** and click **Add New > Certificate Enrollment > Blue Coat**.
2. In the New Blue Coat Certificate Enrollment Setting dialog box, use the following guidelines to specify the settings.

Item	Description
Name	Enter brief text that identifies this certificate enrollment setting.
Description	Enter additional text that clarifies the purpose of this certificate enrollment setting.
Store keys on Core	Specifies whether MobileIron Core stores the private key sent to each device. When storing keys is enabled, private keys are encrypted and stored on the local Core. If you select this option after devices have been provisioned, certificates will be re-provisioned for all impacted devices.
Blue Coat Customer ID / MDM Identifier	Specifies your Blue Coat customer ID. The customer ID is also known to Blue Coat as the MDM Identifier.
API URL	Specifies the URL that MobileIron Core uses to interact with the Blue Coat MDS service. This field is set to: <code>https://mobility.threatpulse.com:9443</code> Typically, you do not change this field unless you are working with Blue Coat in a special test environment.
Certificate 1	Upload the certificate that MobileIron uses to authenticate to the Blue Coat MDS service. This certificate is available from MobileIron.



<p>Password 1 (Optional)</p>	<p>Enter the password for the certificate. This password is available from MobileIron.</p> <p>Note: Although you can click Add Certificate to add additional certificates and their corresponding passwords, no reason currently exists to do so.</p>
<p>Device Name</p>	<p>Optionally enter a MobileIron Core substitution variable that identifies the device. This device name is used by the Blue Coat MDS service.</p> <p>The device name allows you to differentiate multiple devices belonging to one use on Blue Coat MDS reports.</p>
<p>User ID</p>	<p>Enter the email address for the user. Blue Coat requires that the User ID is the user's email address.</p> <p>Typically, you use the MobileIron Core substitution variable \$EMAIL\$.</p>

- (Optional) Click **Issue Test Certificate** to verify the configuration by generating a test certificate to ensure there are no errors. The **Issue Test Certificate** dialog box opens.

Note: Although this step is optional, it is recommended. A real certificate is not generated.
- Enter a user's email address that Blue Coat can validate.
- Click **OK**.
- Click **Save**.

Note: If values that you enter in fields result in errors, you cannot save the configuration. If values that you enter result in warnings, you can save the configuration after confirming the warning messages. To see configuration errors, go to **Services > Overview**.

Configuring the IPsec (Blue Coat) VPN setting

Before you begin: Configure the Blue Coat certificate enrollment setting.

To specify the IPsec (Blue Coat) VPN setting:

- Go to **Policies & Configs > Configurations** and click **Add New > VPN**.
- Use the following guidelines to specify the settings.

Item	Description
Name	Enter brief text that identifies this VPN setting.
Description	Enter additional text that clarifies the purpose of this VPN setting.
Connection Type	Select IPsec (Blue Coat) .
Identity Certificate	Select a Blue Coat certificate enrollment setting from the drop-down list.

- Click **Save**.
- Select the VPN setting that you just created.



5. Select **Actions > Apply To Label**.
6. Select the appropriate labels.
7. Click **Apply**.

Revoking the certificate

You can revoke a Blue Coat certificate.

Revoking a certificate adds the certificate to the CRL (Certificate Revocation List). The certificate is also removed from the Blue Coat service. When a device authenticates with MobileIron Core, the system first checks the CRL to verify that the certificate is not on the list. If the certificate is on the list, authentication fails.

To revoke a certificate:

1. Navigate to **Logs > Certificate Management**.
2. Select the certificate that you want to revoke.
3. Select **Actions > Revoke**.

Configuring a client-provided certificate enrollment setting

This section covers client-provided certificate enrollment settings.

Client-provided certificate enrollment settings are applicable only to iOS and Android devices.

Overview of client-provided certificate enrollment settings

Derived credentials are identity certificates derived from the certificates on a smart card. The derived credentials are stored on the device in Mobile@Work on iOS devices, and in Secure Apps Manager on Android devices. AppConnect apps on mobile devices can use derived credentials for these purposes:

- authentication to backend servers, such as email servers, web servers, or app servers
- digital signing
- encryption
- decryption of older emails for which the original encryption certificate has expired (iOS only)
- authenticating the user to Standalone Sentry when using AppTunnel with Kerberos authentication to the backend server

You create a client-provided certificate enrollment setting when you want an AppConnect app to use derived credentials for one of these purposes. You then refer to the client-provided certificate enrollment in the appropriate setting.



NOTE: The certificate enrollment setting is called *client-provided* because Mobile@Work for iOS or Secure Apps Manager for Android, known as *client* apps, provide the identity certificate to the AppConnect app.

Only the following settings can refer to a client-provided certificate enrollment setting:

- AppConnect app configuration

It can refer to a client-provided certificate enrollment setting in:

- the value in a key-value pair in its **App-specific Configurations** section
- the identity certificate in its **AppTunnel Rules** section

- Web@Work setting

It can refer to a client-provided certificate enrollment setting in:

- the value in a key-value pair in its **Custom Configurations** section
- the identity certificate in its **AppTunnel Rules** section

- Docs@Work setting

It can refer to a client-provided certificate enrollment setting in:

- the value in a key-value pair in its **Custom Configurations** section
- the identity certificate in its **AppTunnel Rules** section

Make sure the version of Mobile@Work for iOS or the Secure Apps Manager for Android on the device supports client-provided certificate enrollment settings as shown in the following table:

Reference to the client-provided certificate enrollment setting	iOS: Mobile@Work prior to 8.5	iOS: Mobile@Work 8.5 and 8.6	iOS: Mobile@Work 9.0 through the most recently released version as supported by MobileIron	Android: All versions of Secure Apps Manager supported or compatible with MobileIron Core
In key-value pairs	Not supported	Supported	Supported	Supported
In AppTunnel rules	Not supported	Not supported	Supported	Not supported

Related topics

- [MobileIron Core Derived Credentials Guide](#)
- [MobileIron PIV-D Manager App for iOS Release Notes](#)
- [MobileIron PIV-D Entrust App for Android Release Notes](#)

Specifying a client-provided certificate enrollment setting

To specify a client-provided certificate enrollment setting:



1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Certificate Enrollment > Client-Provided**.

In the New Client-Provided Certificate Enrollment Setting dialog box, use the following guidelines to specify your settings.

Item	Description
Name	Enter brief text that identifies this certificate enrollment setting.
Description	Enter additional text that clarifies the purpose of this certificate enrollment setting.
Select purpose	Select one of the following, depending on the intended use of the client-provided identity certificate: <ul style="list-style-type: none"> • Authentication • Decryption • Encryption • Signing
Provider	Select the derived credential provider.

3. Click **Save**.

Configuring an Entrust CA

MobileIron Core supports integration with the Entrust Administration Services (EAS). This integration allows MobileIron Core to work with Entrust to obtain certificates directly from the CA. This type of interaction is called centralized mode. Alternatively, Core can work with Entrust to enable mobile devices with native SCEP clients to obtain certificates from the Entrust CA. This interaction is called decentralized mode.

Entrust Prerequisites

The information in this section assumes the following:

- You have the URL for your Entrust server (received from Entrust).
- You have the Admin ID and password.

Entrust decentralized mode

Entrust decentralized mode allows iOS devices to communicate directly with Entrust by embedding the SCEP challenge string in the MDM configuration. Managed devices generate PKI key pairs and CSRs, obtaining certificates directly from Entrust CA without going through MobileIron Core as a proxy. In this way, using decentralized mode improves security in that the private key never leaves the device.

When implementing decentralized mode, confirm the managed device:



- has a native SCEP client
- can work with the encryption algorithm and key lengths supported by Entrust
- accepts the CSR signature algorithm used by Entrust, if the selected algorithm is overridden

The mobile device will notify the device user when the Entrust certificate has been installed successfully. Additionally, the device reports the retrieved certificate to MobileIron Core as part of the standard device certificate inventory report. You can view the certificate data by going to **Devices & Users > Devices**, clicking the carat (^) symbol next to the device, and clicking the **Logs** tab. You can also view the certificate by going to **Logs > Certificate Management**, and clicking the **View** link under the Content column next to the relevant device.

Note The Following:

- Currently, iOS only supports the RSA key type with key lengths of 1024 and 2048.
- If you configure multiple app settings (such as email, VPN, and Wi-Fi) to consume the same decentralized Entrust certificate enrollment setting, and apply a label to the app settings all at once, then Entrust fails to return the certificate to the devices with that label. Instead, configure each certificate enrollment consumer to reference different Entrust certificate enrollment settings, which themselves reference different certificate profiles.

Procedure

1. Go to **Policies & Configs > Configurations** and click **Add New > Certificate Enrollment > Entrust**.
2. Use the following guidelines to specify the settings.
 - **Name:** Enter brief text that identifies this group of settings.
 - **Description:** Enter additional text that clarifies the purpose of this group.
 - **API URL:** Enter the URL for your Entrust server (received from Entrust).
 - **Admin ID:** The credentials to log into the Entrust server.
 - **Admin Password:** Enter the Admin Password.
 - **Group:** The Entrust group associated with users. Custom attribute variable substitutions are supported.

NOTE: If the profile you selected contains an iggroup variable, then the you must configure the same value here as well

- **Key Usage:** Use these options to filter out the certificates returned by Entrust, which may return multiple certificates with different uses depending on the selected profile.

NOTE: When multiple certificates are returned by a DigitalID profile, the first one that matches the selected key usage flags is used. If none of the returned certificates match the selected key usage flags, an error is raised. Use the **Issue Test Certificate** feature to ensure the expected certificate is selected.

- **Profile:** Use these options to filter out the certificates returned by Entrust, which may return multiple certificates with different uses depending on the selected profile.



Select a profile template from Entrust. Once you select this profile, more options (required and optional variables) are available to you based on the profile you select. Entrust refers to profiles as DigitalIDs. If using decentralized mode, select a profile that supports decentralized mode.

- **Profile Description:** Pre-populated based on the profile you select.
 - **Application Description:** Pre-populated based on the profile you select.
 - **Centralized:** Select to allow MobileIron Core to retrieve certificates on behalf of devices.
 - **Decentralized:** Select to let managed devices retrieve their own certificates.
This feature is supported on iOS devices only.
 - **Store keys on Core:** Specifies whether MobileIron Core stores the private key sent to each device. When storing keys is enabled, private keys are encrypted and stored on the local Core.
 - If you select this option **after** devices have been provisioned, certificates will be re-provisioned for all impacted devices.
 - This option is disabled when selecting **Decentralized** mode.
 - **User Certificate:** Specifies that the certificate is distributed to multiple devices assigned to a single user.
This option is disabled when selecting **Decentralized** mode.
 - **Device Certificate:** Specifies that the certificate is bound to the given device.
 - **Entrust SCEP CA:**
 - **URL:** Enter the URL of the Entrust SCEP CA.
 - **Key Type:** Select RSA.
 - **Key Length:** Select 1024 or 2048.
 - **Subject Alternative Names table:** Select a type and value. At run-time, these variables are resolved into user values. (See [Configuring an Entrust CA on page 442](#) for more information.) Custom attribute variable substitutions are supported.
3. (Optional) Click **Issue Test Certificate** to verify the configuration by generating a test certificate to ensure there are no errors. Although this step is optional, it is recommended. A real certificate is not generated.
 4. Click **Save**.

NOTE: If values that you enter in fields result in errors, you cannot save the configuration. If values that you enter result in warnings, you can save the configuration after confirming the warning messages. To see configuration errors, go to **Services > Overview**.

Revoking the certificate

You can revoke an Entrust API Version 9 certificate.

Revoking a certificate adds the certificate to the CRL (Certificate Revocation List). The certificate is also removed from the Entrust manager. When a device authenticates with MobileIron Core, the system first checks the CRL to verify that the certificate is not on the list. If the certificate is on the list, authentication fails.

To revoke a certificate:



1. Navigate to **Logs > Certificate Management**.
2. Select the certificate that you want to revoke.
3. Select **Actions > Revoke**.

Configuring a GlobalSign CA

MobileIron Core supports integration with GlobalSign as a certificate authority (CA) for certificate enrollment. This integration enables GlobalSign to perform the proxy tasks that would normally be performed by Core, allowing the device to obtain certificates from the GlobalSign CA.

GlobalSign Prerequisites

The information in this section assumes that you have set up the following information with GlobalSign:

- A user name and password for MobileIron Core to use to access the GlobalSign server
- GlobalSign profiles
- Whether you want the generated certificates to have the enhanced key usage extension Encrypting File System (EFS)
- Whether you want the generated certificates to be the GlobalSign type “personal” or “department”

To specify GlobalSign settings:

1. Go to **Policies & Configs > Configurations** and click **Add New > Certificate Enrollment > GlobalSign**.
2. Use the following guidelines to specify the settings.
 - **Name:** Enter brief text that identifies this certificate enrollment setting.
 - **Description:** Enter additional text that clarifies the purpose of this certificate enrollment setting.
 - **Store keys on Core:** Specifies whether MobileIron Core stores the private key sent to each device. When storing keys is enabled, private keys are encrypted and stored on the local Core. If you select this option **after** devices have been provisioned, certificates will be re-provisioned for all impacted devices.
 - **User Certificate:** Specifies that the certificate is distributed to multiple devices assigned to a single user.
 - **Device Certificate:** Specifies that the certificate is bound to the given device.
 - **URL:** Enter the URL for the GlobalSign server. This field defaults to:
 https://system.globalsign.com/cr/ws/GasOrderService
 Typically, you only change this if you are working with a GlobalSign test environment.
 - **User Name:** The user name for MobileIron Core to use to access the GlobalSign server. Custom device and user attributes variable names are supported.



- **Password:** Enter the password then re-enter to confirm. Custom device and user attributes variable names are supported.
- **Profile:** Click **Refresh** to populate the drop-down list of profiles from GlobalSign. Then, select a profile.

NOTE: You must enter a valid **User Name** and **Password** before clicking **Refresh**.

- **Profile Description:** Pre-populated based on the profile you select.
 - **Application Description:** Pre-populated based on the profile you select.
 - **Product Code:** Select either **EPKIPSPersonal** or **EPKIPSDept**, depending on whether you want the generated certificates to be the GlobalSign type “personal” or “department”.
 - **Certificate Expiration:** Specify when the generated certificate will expire.
 - **EFS option:** Select this setting if you want the generated certificate to have the enhanced key usage extension Encrypting File System (EFS).
Selecting this setting has no impact if the selected profile has disabled EFS.
 - **Common Name:** Specify the Common Name to use in the generated certificate.
 - **Organization Unit:** Specify the Organization Unit to use in the generated certificate.
 - **E-Mail:** Specify the email address to use in the generated certificate.
 - **Subject Alternative Names Value:** Enter a type and value. At run-time, these variables are resolved into user values. Add multiple SAN entries with corresponding values. Click **Add+**, select the SAN type (NT Principal Name) from the drop-down list, then select one of the available values. (See [Configuring a GlobalSign CA on page 445](#) for more information.)
3. (Optional) Click **Issue Test Certificate** to verify the configuration by generating a test certificate to ensure there are no errors. Although this step is optional, it is recommended. A real certificate is not generated.
 4. Click **Save**.

NOTE: If values that you enter in fields result in errors, you cannot save the configuration. If values that you enter result in warnings, you can save the configuration after confirming the warning messages. To see configuration errors, go to **Services > Overview**.

Revoking the certificate

You can revoke a GlobalSign certificate.

Revoking a certificate adds the certificate to the CRL (Certificate Revocation List). The certificate is also removed from the GlobalSign server. When a device authenticates with MobileIron Core, the system first checks the CRL to verify that the certificate is not on the list. If the certificate is on the list, authentication fails.

To revoke a certificate:

1. Navigate to **Logs > Certificate Management**.
2. Select the certificate that you want to revoke.
3. Select **Actions > Revoke**.



Configuring MobileIron Core as the CA

This section describes how to configure MobileIron Core as the CA.

To specify local settings:

1. Go to **Policies & Configs > Configurations**.
2. Click **Add New > Certificate Enrollment > Local**.
3. Use the following guidelines to specify the settings.
 - **Name:** Enter brief text that identifies this group of settings. Example: Local Certificate Settings for Wi-Fi
 - **Description:** Enter additional text that clarifies the purpose of this group of settings.
 - **Store keys on Core:** Specifies whether MobileIron Core stores the private key sent to each device. When storing key is enabled, private keys are encrypted and stored on the local Core. If you select this option **after** devices have been provisioned, certificates will be re-provisioned for all impacted devices. Select this option for certificates used for email on devices with multi-user sign-in.
 - **User Certificate:** Specifies that the certificate is distributed to multiple devices assigned to a single user. Select this option for certificates used for email on devices with multi-user sign-in.
 - **Device Certificate:** Specifies that the certificate is bound to the given device.
 - **Local CAs:** Select the name of the self-signed certificate you generated.
 - **Key Type:** Specifies the key exchange algorithm used (typically RSA or elliptic curve).
 - **Subject:** Enter an X.509 name represented as an array of OIDs and values. See [Configuring MobileIron Core as the CA on page 447](#) for more information.
 - **Subject Common Name Type:** Select the CN type specified in the certificate template. If you enter the \$USER_DN\$ variable in the Subject field, select **None** from the drop-down list.
 - **Key Usage:** Specify acceptable use of the key (signing and/or encryption).
 - **Key Length:** Select a Key Length. The values are 1024, 1536, 2048 (the default), 3072, and 4096.
 - **CSR Signature Algorithm:** Select the signature algorithm. The values are SHA1, SHA256, SHA384 (default), and SHA512.
 - **Subject Alternative Names table:** Enter a type and value. At run-time these variables are resolved into user values. See [“Configuring MobileIron Core as the CA on page 447”](#) for more information.
4. (Optional) Click **Issue Test Certificate** to verify the configuration by generating a test certificate to ensure there are no errors. Although this step is optional, it is recommended. A real certificate is not generated.
5. Click **Save**.



NOTE: If values that you enter in fields result in errors, you cannot save the configuration. If values that you enter result in warnings, you can save the configuration after confirming the warning messages. To see configuration errors, go to **Services > Overview**.

Revoking the certificate

You can revoke a local certificate.

Revoking a certificate adds the certificate to the CRL (Certificate Revocation List). When a device authenticates with MobileIron Core, the system first checks the CRL to verify that the certificate is not on the list. If the certificate is on the list, authentication fails.

To revoke a certificate:

1. Navigate to **Logs > Certificate Management**.
2. Select the certificate that you want to revoke.
3. Click **Actions > Revoke**.

Configuring OpenTrust CA

MobileIron Core supports integration with the OpenTrust Mobile Provisioning Server (MPS). This integration enables OpenTrust to perform the proxy tasks that would normally be performed by Core. The following describes the configuration in Core.

Note The Following: Compatibility notes

- This integration does not support the pushing Certificate Authorities Bundles to devices, which is offered by OpenTrust.
- MobileIron Core supports one certificate per OpenTrust configuration. OpenTrust supports creating profiles having multiple credentials (called application in the OpenTrust context).

Before you begin

The information in this section assumes the following:

- You have the URL for your OpenTrust cloud instance.
- You have the client-side JSON connector identity certificate MobileIron Core will use to authenticate to the MPS.
- You have implemented a centralized OpenTrust cloud.
- You have created a Mobile Management Profile on MPS containing a single centralized credential.

Procedure

1. Go to **Policies & Configs > Configurations** and click **Add New > Certificate Enrollment > OpenTrust**.



2. Use the following guidelines to specify the settings:

NOTE: Although optional fields are not required by OpenTrust, they are still used if present. Therefore, you must still specify the appropriate variable for each optional field. For example, the phone number might be an optional field because the tablets in your organization do not have phone numbers. However MPS might still use this information to request a certificate from the PKI server if it is present.

- **Name:** Enter brief text that identifies this group of settings.
 - **Description:** Enter additional text that clarifies the purpose of this group.
 - **Store keys on Core:** Specifies whether MobileIron Core stores the private key sent to each device. When storing key is enabled, private keys are encrypted and stored on the local Core.
 - If you select this option after devices have been provisioned, certificates will be re-provisioned for all impacted devices
 - **User Certificate:** Specifies that the certificate is distributed to multiple devices assigned to a single user.
 - **Device Certificate:** Specifies that the certificate is bound to the given device.
 - **API URL:** Enter the URL for the OpenTrust server.
 - **Certificate 1:** This is the name of the uploaded certificate.
 - **Password 1 (Optional):** This password is optional.
 - **Add Certificate:** Click this link to add one or more certificates, as necessary.
 - **Profile:** This is the MPS Mobile Profile to use for the integration. If you do not see an expected profile, then it most likely contains multiple credentials, a configuration that MobileIron Core does not currently support.
 - **Profile Description:** This is pre-populated based on the profile you select.
 - **Application Description:** This is populated automatically with the corresponding OpenTrust content associated with the selected profile.
3. (Optional) Click **Issue Test Certificate** to verify the configuration by generating a test certificate to ensure there are no errors. Although this step is optional, it is recommended. A real certificate is not generated.
4. Click **Save**.

NOTE: If values that you enter in fields result in errors, you cannot save the configuration. If values that you enter result in warnings, you can save the configuration after confirming the warning messages. To see configuration errors, go to **Services > Overview**.

Revoking the certificate

You can revoke a OpenTrust certificate.

Revoking a certificate adds the certificate to the CRL (Certificate Revocation List). The certificate is also removed from the OpenTrust manager. When a device authenticates with MobileIron Core, the system first checks the CRL to verify that the certificate is not on the list. If the certificate is on the list, authentication fails.



Procedure

1. Navigate to **Logs > Certificate Management**.
2. Select the certificate that you want to revoke.
3. Click **Actions > Revoke**.

Configuring a single file identity certificate enrollment setting

Use a single file identity certificate enrollment setting to upload an identity certificate to MobileIron Core for distribution to devices. A typical use case for a single file identity certificate is using the certificate to authenticate devices to a network server, such as:

- **Standalone Sentry**
When device authentication on Standalone Sentry is configured as Group Certificate, you typically distribute the same identity certificate to multiple devices.
- **a Wi-Fi network component**
When you configure a Wi-Fi setting to use TLS or TTLS for its EAP type, you can distribute the same identity certificate to multiple devices.
- **a VPN network component**
When you configure a VPN setting, depending on the type of VPN setting, you can use certificate-based authentication. For the authentication, you can distribute the same identity certificate to multiple devices.

You can upload either:

- **An identity certificate.**
The certificate is a PKCS 12 certificate which contains exactly one private key. It is a .p12 or .pfx file. The file can optionally include the certificate chain. The certificate chain can include only intermediate certificates, or intermediate certificates through the root certificate. The root certificate is not necessary if it is from a well known certificate authority.
You also provide the password for the identity certificate's private key.
- **Multiple files, which include among them:**
 - the private key and its password.
 - the public certificate.
 - the supporting certificates in the certificate chain. The root certificate is not necessary if it is from a well known certificate authority.
- **Examples of combinations you can upload are:**
 - a .p12 or .pfx file containing an identity certificate and its private key and password, plus additional .pem files containing the intermediate certificates.
 - a .pem file containing the private key and password, a .pem file containing the public certificate, plus additional .pem files containing the intermediate certificates.



Procedure

1. Log in to the Admin Portal.
2. Go to **Policies & Configs > Configurations**
3. Click **Add New > Certificate Enrollment > Single File Identity**.
4. Fill in the entries:
 - **Name:** Enter brief text that identifies certificate enrollment setting.
 - **Description:** Enter additional text that clarifies the purpose of this certificate enrollment setting.
 - **Certificate 1:** Click **Browse** to select the .p12 or .pfx file of the identity certificate, if you are uploading only one file.
 - If you are uploading multiple files, select the file (.p12, .pfx, or .pem) that contains the private key.
 - **Password 1:** Enter the password for the certificate's private key.
5. If you are uploading multiple files, click **Add Certificate** to add another file.
6. Fill in the entries:
 - **Certificate 2:** Click **Browse** to select the .pem file to upload to MobileIron Core. The certificate must be formatted as binary DER or ASCII PEM.
 - **Password 2:** The Password field is applicable only for the file that contains the private key.
7. Optionally, click **Add Certificate** to add another file.
8. Click **Save**.

After you save the single file identity certificate enrollment setting, you can view or change the certificate by editing the setting.

Configuring SCEP

This section describes how to specify settings that allow the device to obtain certificates from a CA using Simple Certificate Enrollment Protocol (SCEP).

To specify the SCEP settings:

1. Go to **Policies & Configs > Configurations** and click **Add New > Certificate Enrollment > SCEP**.
2. Use the following guidelines to specify the settings:
 - **Name:** Enter brief text that identifies this group of settings.
 - **Description:** Enter additional text that clarifies the purpose of this group.
 - **Centralized:** MobileIron Core retrieves certificates on behalf of devices. Core also manages the certificate lifetime and triggers renewals. See "[SCEP proxy functions on page 454](#)".

NOTE: Select this option for certificates used for email on devices with multi-user sign-in.



- **Decentralized:** Devices retrieve their own certificates.
Use this feature if using the SCEP setting for mutual authentication. It is not supported for any other use cases with Android/iOS and macOS devices. See [Enabling mutual authentication for Apple and Android devices](#).

This feature is not available for iOS or macOS devices.

- **Store keys on Core:**

Specifies whether MobileIron Core stores the private key sent to each device. When storing key is enabled, private keys are encrypted and stored on the local Core.

If you select this option after devices have been provisioned, certificates will be re-provisioned for all impacted devices.

NOTE: Select this option for certificates used for email on devices with multi-user sign-in.

- **Proxy requests through Core:**

This feature is not available for iOS devices.

This feature is not available for MAC devices.

When this option is enabled, Core acts as a reverse proxy between devices and the target certificate authority. This option is only available when **Decentralized** is selected.

- **User Certificate:** Specifies that the certificate is distributed to multiple devices assigned to a single user.

NOTE: Select this option for certificates used for email on devices with multi-user sign-in.

- **Device Certificate:** Specifies that the certificate is bound to the given device.
- **URL:** Enter the URL for the SCEP server.
- **CA-Identifier:** (Optional) Enter the name of the profile for SCEP servers that support named-profiles.
- **Subject:** Enter an X.509 name represented as a comma-separated array of OIDs and values. Typically, the subject is set to the user's fully qualified domain name. For example, C=US,DC=com,DC=MobileIron,OU=InfoTech or CN=www.mobileiron.com.
You can also customize the Subject by appending a variable to the OID. For example, CN=www.mobileiron.com-\$DEVICE_CLIENT_ID\$.
For ease of configuration you can also use the \$USER_DN\$ variable to populate the Subject with the user's FQDN.
- **Subject Common Name Type:** Select the CN type specified in the certificate template. If you enter the \$USER_DN\$ variable in the Subject field, select None from the drop-down list.
- **Key Usage:** Specify acceptable use of the key by signing.
- **Encryption:** Specify acceptable use of the key by encryption.
- **Key Type:** Specify the key type.
- **Key Length:** The values are 1024, 1536, 2048 (the default), 3072, and 4096.



- **CSR Signature Algorithm:** The values are SHA1, SHA256, SHA384 (default), and SHA512.
- **Finger Print:** The finger print of the CA issuing the root certificate.
- **Challenge Type:** Select **None**, **Microsoft SCEP**, or **Manual** to specify the type of challenge to use. The Challenge Type will depend on what the NDES server is configured to use.
- **Challenge URL:** For a Microsoft SCEP challenge type, enter the URL of the trustpoint defined for your Microsoft CA.
- **User Name:** Enter the user name for the Microsoft SCEP CA.
- **Password:** Enter the password for the Microsoft SCEP CA.
- **Subject Alternative Names Type:** Select NT Principal Name, RFC 822 Name, or None, based on the attributes of the certificate template. You can enter four alternative name types.

NOTE: If this SCEP setting is for authenticating the device to the Standalone Sentry using an identity certificate: select NT Principal Name and select Distinguished Name for a second Subject Alternative Name

- **Subject Alternative Names Value:** Select the Subject Alternate Name Value from the drop-down list of supported variables. You can also enter custom variables in addition to and instead of the supported variables.

NOTE: If this SCEP setting is for authenticating the device to the Standalone Sentry using an identity certificate: enter \$USER_UPN\$ for the value corresponding to NT Principal Name and enter \$USER_DN\$ for the value corresponding to Distinguished Name.

3. (Optional) Click **Issue Test Certificate** to verify the configuration by generating a test certificate to ensure there are no errors. Although this step is optional, it is recommended. A real certificate is not generated.
4. Click **Save**.

You cannot make changes to the saved SCEP settings. When you open a saved SCEP setting, the **Save** button is disabled.

NOTE: If values that you enter in fields result in errors, you cannot save the configuration. If values that you enter result in warnings, you can save the configuration after confirming the warning messages. To see configuration errors, go to **Services > Overview**.

X.509 Codes

The Subject field uses an X.509 distinguished name. You can use one or more X.509 codes, separated by commas. This table describes the valid X.509 codes:

TABLE 60. X.509 CODES

Code	Name	Type	Max Size	Example
C	Country/Region	ASCII	2	C=US
DC	Domain Component	ASCII	255	DC=company, DC=com



Code	Name	Type	Max Size	Example
S	State or Province	Unicode	128	S=California
L	Locality	Unicode	128	L=Mountain View
O	Organization	Unicode	64	O=Company Name, Inc.
OU	Organizational Unit	Unicode	64	OU=Support
CN	Common Name	Unicode	64	CN=www.company.com

NOTE: If the SCEP entry is not valid, then you will be prompted to correct it; partial and invalid entries cannot be saved.

SCEP proxy functions

Choosing to enable SCEP proxy functions has the following benefits:

- A single certificate verifies Exchange ActiveSync, Wi-Fi, and VPN configurations
- There is no need to expose a SCEP listener to the Internet.
- MobileIron can detect and address revoked and expired certificates.

Configuring Symantec Managed PKI

Symantec Managed PKI support enables you to configure certificate-based authentication. Symantec Managed PKI is a source for certificates that you can reference in a variety of configurations, such as for Exchange, VPN, and AppConnect.

Prerequisites

- A valid Symantec Verisign Managed PKI account is required.
- (Optional) Get finger print from issuing CA for root certificate.
- One or more client certificate and password from CA.

Procedure

To specify the Symantec Managed PKI settings:

1. Go to **Policies & Configs > Configurations** and click **Add New > Certificate Enrollment > Symantec Managed PKI**.
2. Use the following guidelines to specify the settings:
 - **Name:** Enter brief text that identifies this group of settings.
 - **Description:** Enter additional text that clarifies the purpose of this group.



- **Centralized:** MobileIron Core retrieves certificates on behalf of devices. Core also manages the certificate lifetime and triggers renewals. See [“Using a proxy on page 456”](#).

NOTE: Select this option for certificates used for email on devices with multi-user sign-in.

- **Decentralized:** Devices retrieve their own certificates.
 - This feature is not available for iOS devices.
 - This feature is not available for MAC devices.
- **Store keys on Core:** Specifies whether MobileIron Core stores the private key sent to each device. When storing key is enabled, private keys are encrypted and stored on the local Core. If you select this option **after** devices have been provisioned, certificates will be re-provisioned for all impacted devices.

NOTE: Select this option for certificates used for email on devices with multi-user sign-in.

- **Proxy requests through Core:**
 - This feature is not available for iOS devices.
 - This feature is not available for MAC devices.
 - When this option is enabled, Core acts as a reverse proxy between devices and the target certificate authority. This option is only available when **Decentralized** is selected.
- **User Certificate:** Specifies that the certificate is distributed to multiple devices assigned to a single user.

NOTE: Select this option for certificates used for email on devices with multi-user sign-in.

- **URL Mode:** Specifies the mode and the corresponding URL supplied by Symantec.
- **CA-Identifier:** Required information supplied by Symantec.
- **Subject:** See [Configuring Symantec Managed PKI on page 454](#) for more information.
- **Subject Common Name Type:** Select the CN type specified in the certificate template. If you enter the \$USER_DN\$ variable in the Subject field, select **None** from the drop-down list.
- **Key Usage:** Use these options to indicate which key usage to request from the CA.
- **Key Type:** This is the Key Exchange algorithm: RSA or Elliptic Curve.
- **Key Size:** The values are 1024, 1536, 2048 (the default), 3072, and 4096.
- **CSR Signature Algorithm:** The values are SHA1, SHA256, SHA384 (the default), and SHA512.
- **Finger Print:** The finger print of Symantec Managed PKI.
- **Certificate 1:** Upload for the client authentication with the server.
- **Password 1:** This password is optional. Best used when certificate and password are in separate files.
- **Subject Alternative Names table:** Enter a type and value. At run-time these variables are resolved into user values. (See [Configuring Symantec Managed PKI on page 454](#) for more information.)



NOTE: The Required Fields and Optional Fields for the certificate are displayed based on how the MDM (Web Service Client) profile was set up in the Symantec PKI manager.

3. (Optional) Click **Issue Test Certificate** to verify the configuration by generating a test certificate to ensure there are no errors. Although this step is optional, it is recommended. A real certificate is not generated.
4. Click **Save**.

NOTE: If values that you enter in fields result in errors, you cannot save the configuration. If values that you enter result in warnings, you can save the configuration after confirming the warning messages. To see configuration errors, go to **Services > Overview**.

Using a proxy

Choosing to enable proxy functions has the following benefits:

- A single certificate verifies Exchange ActiveSync, Wi-Fi, and VPN configurations
- There is no need to expose a SCEP listener to the Internet.
- MobileIron can detect and address revoked and expired certificates.

Configuring Symantec Web Services Managed PKI

Integration with Symantec Web Services Managed PKI version 8.x enables you to configure certificate-based authentication. The following describes how to configure Symantec Web Managed PKI in MobileIron Core.

Before you begin

- Set up your account for Symantec Web Services Managed PKI with Symantec.
- Create an MDM (Web Service Client) profile in the Symantec PKI manager that you will use for the MobileIron integration.

SeatID

Be sure to include the Symantec SeatID as a required certificate profile field. In a Symantec Web Services Managed PKI environment, Symantec uses the SeatID to track the number of seats for billing purposes.

To correctly track the number of seats, the SeatID value in the MobileIron Core SCEP settings must map to the value you created for the SeatID in the Symantec PKI Manager. For example, if the user's email address is used as the SeatID in Symantec PKI Manager, the Core SCEP settings should map the Core email address attribute to the Symantec SeatID.

Core associates each issued Symantec certificate to a SeatID in the Symantec PKI Manager. If the SeatID does not exist, a new Symantec user account and SeatID is automatically created for the user at the time the certificate is requested.

- Gather the following items:
 - The server address for the Symantec Web Services Managed PKI. On MobileIron Core the default is set to pki-ws.symauth.com.



- The Registration Authority (RA) certificate MobileIron Core will use to authenticate to the Symantec CA.

Procedure

1. Go to **Policies & Configs > Configurations** and click **Add New > Certificate Enrollment > Symantec Web Managed PKI**.
2. Use the following guidelines to specify the settings:

NOTE: The Required Fields and Optional Fields for the certificate are displayed based on how the MDM (Web Service Client) profile was set up in the Symantec PKI manager.

- **Name:** Enter brief text that identifies this group of settings.
- **Description:** Enter additional text that clarifies the purpose of this group.
- **Store keys on Core:** Specifies whether MobileIron Core stores the private key sent to each device. If you are using a Symantec profile that is set up to store keys on the Symantec server, you typically do not select this option.

NOTE: If you select this option after devices have been provisioned, certificates will be re-provisioned for all impacted devices.

- **User Certificate:** Specifies that the certificate is distributed to multiple devices assigned to a single user.
The certificate is revoked when the user is removed from Core.
- **Device Certificate:** Specifies that the certificate is bound to the given device. Make sure the Symantec certificates are unique for each device.
The certificate is revoked when the device is retired from Core.
- a. **API URL:** Enter the server address for the Symantec Web Services Managed PKI (received from Symantec).
The default is set to pki-ws.symauth.com.

NOTE: Do not add https:// before the server name, and do not add path information after the server name.

Only the hostname of the Symantec CA server should be provided.

- **Certificate 1:** Navigate and select the RA certificate you received from Symantec. This is usually a.p12 file. Enter the password for the certificate when prompted.
- **Password 1:** (Optional if certificate and password are stored in the same file.) Enter the password for the certificate.
- **Add Certificate:** Click this link to add one or more certificates, as necessary.
- **Profile:** This is the profile to be used for the integration. If you do not see an expected profile, then it most likely contains multiple credentials, a configuration that MobileIron Core does not currently support.
- **Profile Description:** This is pre-populated based on the profile you select.
- **Application Description:** This is populated automatically based on the selected profile.



3. (Optional) Click **Issue Test Certificate** to verify the configuration by generating a test certificate to ensure there are no errors. Although this step is optional, it is recommended. A real certificate is not generated.
4. Click **Save**.

NOTE: If values that you enter in fields result in errors, you cannot save the configuration. If values that you enter result in warnings, you can save the configuration after confirming the warning messages. To see configuration errors, go to **Services > Overview**.

Revoking the certificate

You can revoke a Symantec Web Services Managed PKI certificate.

Revoking a certificate adds the certificate to the CRL (Certificate Revocation List). The certificate is also removed from the Symantec Web Services Managed PKI manager. When a device authenticates with MobileIron Core, the system first checks the CRL to verify that the certificate is not on the list. If the certificate is on the list, authentication fails.

To revoke a certificate:

1. Navigate to **Logs > Certificate Management**.
2. Select the certificate that you want to revoke.
3. Click **Actions > Revoke**.

Configuring a user-provided certificate enrollment setting

One user-provided certificate enrollment setting for each purpose

Configure a user-provided certificate enrollment setting for every purpose for which users can upload a certificate (PKCS 12 file) in the user portal. For example, consider a case in which users have three different purposes for providing certificates: S/MIME signing, S/MIME encryption, and authenticating to a backend server. In this case, you create three user-provided certificate enrollment settings.

You provide a display name for each user-provided certificate enrollment setting. The display name you choose is important because the device user sees it in two places:

- in the user portal when deciding what certificate to upload
- In the user portal, the display name is called “configuration”. The user’s selection associates the uploaded certificate with a user-provided certificate enrollment setting. The user can upload the same certificate, or different certificates, for each display name.
- in Mobile@Work for iOS, when Mobile@Work for iOS prompts the user for the private key password.
- Mobile@Work prompts for the password if a password was not required when the user uploaded the certificate to the user portal. Mobile@Work uses the display name to inform the user about which certificate to provide the password for. For details, see [The private key password on page 459](#).



Note The Following:

- The PKCS 12 file must contain the certificate and one private key. MobileIron Core does not support PKCS 12 files with more than one private key.
- A web services MobileIron V2 API is also available for uploading user-provided certificates to Core and associating the certificates with a user-provided certificate enrollment setting.
- See the *MobileIron V2 API Guide*.
- The V1 API that uploaded user certificates to MobileIron Core is no longer available. If you used the V1 API to upload user certificates, Core will continue to use the certificates until either:
 - the user uploads a replacement in the user portal
 - you use the V2 API to upload a replacement

Note that the V1 API associated the user certificate with a certificate type: All, WIFI, VPN, SMIMESIGNING, SMIMEENCRYPTION, EMAIL or EXCHANGE. Although Core still supports using these certificates and their associated type, the user portal does not display these certificates in the user portal.

Core stores the certificate and private key

When the user uploads a user-provided certificate in the user portal, the user uploads a PKCS 12 file. Core stores the file, which includes the certificate and its private key. Core does not remove the PKCS 12 file after delivering it to the user's device. Therefore, if the user registers another device, the PKCS 12 file is available to deliver to the additional device.

The private key password

In each user-provided certificate enrollment setting, you specify whether the user is required to provide a password for the certificate's private key. When a password is required, users must provide a password when using the user portal to upload a certificate associated with this certificate enrollment setting.

Important: Always require a password unless both of the following are true:

- The devices that will use the user-provided certificate are iOS devices running Mobile@Work 9.0 for iOS through the most recently released version as supported by MobileIron.
- The apps that will use the certificate are AppConnect apps.

When you do not require a private key password when the user uploads a certificate, Mobile@Work for iOS and an AppConnect for iOS app that uses the certificate behave as follows:

1. When the AppConnect app launches, control switches to Mobile@Work for iOS.
2. Mobile@Work prompts the device user for the private key password.
3. The device user enters the password.



NOTE: If the device user exits Mobile@Work without providing the password, when the AppConnect app next launches, Mobile@Work unauthorizes the app, with the reason that the app is missing credentials.

4. Control returns to the AppConnect app.

Whether you require a password depends on your security requirements. If a password is required, Core stores the password along with the PKCS 12 file containing the certificate and private key. However, if your security environment requires limiting the password's storage to the device that uses the certificate, then do not require a password.

When the private key of a user-provided certificate is deleted

The private key of a PKCS 12 file, and password if provided, can be deleted from the Core file system. Whether you want the private key and password deleted from Core depends on your security requirements.

The following mechanisms are available to delete the private key and password:

- A user can delete the private key and password using the user portal.
- A web services API can delete the private key and password.
- You can specify in the Admin Portal that Core deletes private keys and passwords older than some number of days.

IMPORTANT: When the private key and associated password is deleted, Core retains the public certificate and maintains an entry in its certificate table so it can track where the certificate is used, when it expires and display information about it in the UI. Without the private key and associated password, Core is unable to use the identity certificate with any new certificate enrollments, AppConnect configuration and devices. Once the private key and associated password is deleted, the user-provided certificate must be uploaded again before it can be used.

Because the certificate without the private key is still available on Core, you can view information about the certificate, such as its expiration date. This information can help you manage devices still using the certificate.

Related topics

- [Viewing, replacing, and deleting certificates in the user portal on page 674](#)
- *MobileIron V2 API Guide*

Specifying the settings for a user-provided certificate enrollment setting

To specify the settings for a user-provided certificate enrollment setting:

1. Go to **Policies & Configs > Configurations** and click **Add New > Certificate Enrollment > User-Provided**.



2. Use the following guidelines to specify the settings:
 - **Name:** Enter brief text that identifies this setting.
 - **Description:** Enter additional text that clarifies the purpose of this setting.
 - **Display Name:** Enter the name that will appear on the user portal where device users upload their certificates. This name also appears in Mobile@Work if Mobile@Work prompts the device user for a certificate's private key password.
 - **Require Password:** This option requires the user to provide a password for the certificate's private key when uploading a certificate associated with this certificate enrollment setting.
 - **Important:** Always require a password except as described in [The private key password on page 459](#).
 - **Delete Private Keys After Days:** Select the number of days after a user-provided certificate is uploaded to MobileIron Core after which Core deletes the private key and, if provided, its password, from Core.
The default is **None**, which means Core does not delete the private key and its password.
The default is **None**, which means Core does not delete the private key and its password.
3. Click **Save**.

Certificate Transparency Payload

In late 2018, Apple introduced a new Certificate Transparency policy. All certificates issued after October 15, 2018 must meet Apple's requirements to be trusted by Apple products. A Certificate Authority should issue a leaf certificate that meets Apple's Certificate Transparency policy by submitting it to a Certificate Transparency log and including the Signed Certificate Timestamp (SCT) when the certificate is signed, or the SCT must be provided during TLS handshake.

A Certificate Transparency payload specifies which domains or certificates to bypass Certificate Transparency enforcement.

This feature is applicable to:

- iOS 12.1.1
- MacOS 10.14.2
- tvOS 12.1.1

Procedure

1. In the Admin portal, go to **Policies & Configs > Configs**.
2. Click **Add New > Apple > iOS/macOS /tvOS > Certificate Transparency**. The New Certificate Transparency Setting dialog box opens.

Item	Description
Name	Enter a name for the certificate transparency



Item	Description
	configuration.
Description	Enter a description of the certificate transparency configuration.
Domains	<p>Clicking the Add+ button adds another field in the Domains section.</p> <p>A leading period can be used to match subdomains, but a domain matching rule must not match all domains within a top level domain.</p> <p>For example: <code>.sampledomain.com</code> and <code>.sampledomain.co.uk</code> are allowed while <code>.com</code> and <code>.co.uk</code> are not allowed.</p>
Certificate Hash for Certificates	<p>Clicking the Add+ button adds a drop-down field for you to select.</p> <ul style="list-style-type: none"> • Hash Algorithm - string. Must be sha256. Required field. • Hash - Created by applying the specified hash algorithm to the DER-encoding of the certificate's <code>subjectPublicKeyInfo</code>. See Creating the certificate hash for certificates.

3. Click **Save**.

The new configuration displays in the Configurations page.

Creating the certificate hash for certificates

To generate the data specified by the Hash key in the `subjectPublicKeyInfo` dictionary, use this CLI command for a PEM encoded certificate:

```
openssl x509 -pubkey -in example_certificate.pem -inform pem | openssl pkey -pubin -outform der | openssl dgst -sha256 -binary | base64
```

If your certificate is DER encoded, use this CLI command:

```
openssl x509 -pubkey -in example_certificate.der -inform der | openssl pkey -pubin -outform der | openssl dgst -sha256 -binary | base64
```

If your certificate does not have a `.pem` or `.der` extension, use the CLI file command to identify its encoding type.

```
$ file example_certificate.crt
example_certificate.crt: PEM certificate
$ file example_certificate.cer
example_certificate.cer: data
```

For more information, see the [Apple Configuration Profile Reference Guide](#).



Configuring iOS and macOS settings and restrictions

This section addresses settings and restrictions relating to iOS and macOS devices.

- [iOS and macOS settings](#)
- [iOS / tvOS settings](#)
- [macOS settings](#)
- [iOS and macOS Core settings differences](#)

iOS and macOS settings

The following settings are available:

- [General settings \(iOS and macOS\)](#)
- [CalDAV settings \(iOS and macOS\)](#)
- [CardDAV settings \(iOS and macOS\)](#)
- [Web Clips settings \(iOS and macOS\)](#)
- [Configuration profile settings \(iOS, tvOS, and macOS\)](#)
- [LDAP settings \(iOS and macOS\)](#)

General settings (iOS and macOS)

You can configure a general settings configuration that determines when configuration profiles can be removed from iOS and macOS devices.

NOTE: General settings can be set once; if you want to use this screen to change these settings, then the user must manually delete the profile.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > iOS and macOS > General** to specify the basic information for interactions with the iOS and macOS configuration profiles.
3. Configure the general settings as described in [Table 61 on page 464](#).
4. Click **Save**.



TABLE 61. GENERAL iOS AND macOS SETTINGS

Item	Description
Name	Enter brief text that identifies this group of iOS and macOS general settings.
Description	Enter additional text that clarifies the purpose of this group of iOS and macOS general settings.
Identifier	Specify the profile identifier. It must uniquely identify this profile. Use the format com.companyname.identifier where identifier describes the profile, as in com.mycompany.work.
Organization	Specify the issuing organization of the profile, as it will be shown to the user.
Control when the profile can be removed	Not for iOS with MDM: Specify when configuration profiles should be removed: Always: always removable. With Authentication: removable with authentication. Never: never removable. Select this option to prevent users from removing the profile.

CalDAV settings (iOS and macOS)

CalDAV configurations allow you to specify parameters for connecting to CalDAV-compliant calendar servers. CalDAV (or Calendaring Extensions to WebDAV), is a remote calendar access standard supported by iOS and macOS.

NOTE: Users may be prompted for any settings you do not specify.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > iOS and macOS > CalDAV**.
3. Specify parameters for connecting to CalDAV-compliant calendar servers, as described in [Table 62 on page 465](#).
4. Click **Save**.



TABLE 62. CALDAV SETTINGS (iOS AND macOS)

Item	Description
Name	Enter brief text that identifies this group of iOS and macOS CalDAV settings.
Description	Enter additional text that clarifies the purpose of this group of iOS and macOS general settings.
HostName	Enter the host name of the calendar server.
Port	Enter the port for the calendar server.
Principal URL	Enter the URL for accessing calendar services.
Use SSL	Select to use SSL for data transfer.
Use Google Apps Password	Select to use the Google Apps password. For more information about configuring the Google Apps password, see [].
User Name	Specify the user name to use. The default value is \$USERID\$. Use this field to specify an alternate format. Why: Some enterprises have a strong preference concerning which identifier is exposed. See Supported Variables for CalDAV Settings on page 465 .
Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_US. See Supported Variables for CalDAV Settings on page 465 .

Supported Variables for CalDAV Settings

You can use the following variables in fields that support variables.

- \$USERID\$
- \$EMAIL\$
- \$NULL\$
- \$USER_CUSTOM1\$... \$USER_CUSTOM4\$ (custom fields defined for LDAP)

CardDAV settings (iOS and macOS)

CardDAV configurations allow you to specify parameters for connecting to CardDAV-compliant address book servers. CardDAV (or vCard Extensions to WebDAV), is a remote contact data access standard supported by iOS and macOS.

NOTE: This configuration is supported on iOS and macOS v10.8. macOS v10.7 Lion is not supported.



Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > iOS and macOS > CardDAV** to configure access to subscription address books compatible with this protocol.
3. Configure your CardDav settings as described in [CardDAV settings \(iOS and macOS\)](#).
4. Click **Save**.

TABLE 63. CARDDAV SETTINGS (iOS AND macOS)

Item	Description
Name	Enter brief text that identifies this group of iOS and macOS subscribed address book settings.
Description	Enter additional text that clarifies the purpose of this group of iOS and macOS subscribed address book settings.
HostName	Enter the hostname or IP address of the CardDAV account.
Port	Enter the port number of the CardDAV account.
Principal URL	Enter the Principal URL for the CardDAV account.
Use SSL	Select to use SSL for data transfer.
Use Google Apps Password	Select to use the Google Apps password. For more information about configuring the Google Apps password, see [].
User Name	Specify the user name to use. The default value is \$USERID\$. Use this field to specify an alternate format. Why: Some enterprises have a strong preference concerning which identifier is exposed. See Supported variables for CardDAV Settings .
Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. See Supported variables for CardDAV Settings .
Communication Service Rules (iOS 10 and later)	Select a default audio service or app to be associated with the device user's accounts on the Exchange, CardDAV, LDAP, and Google servers. All calls initiated on the iOS device to contacts from contact lists stored on the server will use the selected audio service by default. This feature is supported on devices running iOS 10 through the most recently released version as supported by MobileIron. To enable communication service rules: <ul style="list-style-type: none"> • Select Choose a default app to be used when calling contacts from this account. A drop-down list of apps is displayed. • Click the drop-down list to select the default audio app or service.



Supported variables for CardDAV Settings

You can use the following variables in fields that support variables.

- \$USERID\$
- \$EMAIL\$
- \$NULL\$
- \$USER_CUSTOM1\$... \$USER_CUSTOM4\$ (custom fields defined for LDAP)

Web Clips settings (iOS and macOS)

You can send web clips to the home screens of managed devices by creating a web clip setting.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > iOS and macOS > Web Clips** to add web clips to the home screen of users' devices.
3. Use [Table 64 on page 467](#) to configure your web clip settings.

TABLE 64. WEB CLIPS SETTINGS (iOS AND macOS)

Item	Description
Web Clips Set Name	Enter brief text that identifies this group of iOS and macOS web clips settings.
Description	Enter additional text that clarifies the purpose of this group of iOS and macOS web clips settings.

4. Under the Web Clips field, click **Add New**. The **Add Web Clip** dialog box opens.
5. Use the table below as a guide to completing your web clip entry.

TABLE 65. WEB CLIPS SETTINGS (iOS AND macOS)

Item	Description
Name	Enter brief text to describe the web clip. This is the text that users will see.
Address/URL	Enter the address or URL for the target of the web clip. Ensure the URL you enter includes the prefix <code>http://</code> or <code>https://</code> .
Removable	Clear the Removable check box to prevent users from removing the web clip once it is pushed out to their phones.
Full Screen	By default, Full Screen is selected. When selected, the web clip is displayed as a full-screen application.



TABLE 65. WEB CLIPS SETTINGS (iOS AND macOS) (CONT.)

	NOTE: Apple does not currently support the display of full screen web clips in full screen mode on devices running iOS 8, iOS 8.1, and iOS 8.1.1.
Precomposed	By default, Precomposed is selected. When selected, iOS will not add the bezel shading effect to the icon.
Icon	Select an icon to display for the web clip.

6. In the New Web Clips Setting dialog box, click **Add New** for additional web clips.
7. When finished, click **Save**.

Configuration profile settings (iOS, tvOS, and macOS)

Occasionally, you may want to upload an iOS, tvOS, or macOS configuration profile generated from outside of Core and push it to devices.

For example, you can send devices an Apple Configurator payload by exporting the payload from Apple Configurator and pushing it to devices as a .plist file. This is particularly useful for edge case scenarios, where the command you wish to execute on the device is not otherwise available.

NOTE: When pushing a configuration profile to iOS and macOS devices applied to a particular label, Core also pushes the profile to any Apple TV devices applied to that label.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > iOS and macOS > Configuration Profile**.
3. In the **Name** field, enter a name for the configuration profile setting.
4. Click **Choose File** and navigate to the relevant .plist file.
5. You can hide or display the contents of the file as follows:
 - Select **Allow Viewing of Content** to make the file contents visible.
 - Deselect **Allow Viewing of Content** to hide the file contents.
6. Select **User** or **Device** channel.
7. Click **Save**.
8. Select the configuration profile you created and apply it to a relevant label or labels.

LDAP settings (iOS and macOS)

You can configure an LDAP profile for iOS and macOS devices.



Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > iOS and macOS > LDAP** to configure an LDAP profile for iOS and macOS devices. The New LDAP Setting dialog box opens.
3. Use the guidelines in the table below to complete this form.

TABLE 66. ADD NEW LDAP CONFIGURATION

Item	Description
Name	Descriptive name to use when referencing this configuration.
Account Description	Optional. Description of the LDAP account.
Account Username	Optional. Username for accessing the LDAP account.
Account Password	Optional. Password that corresponds to the Account Username value. The password applies to encrypted accounts.
Confirm Account Password	Optional. Confirms the password entered in the Account Password field.
Account Hostname	The hostname for the LDAP server.
Use SSL	Whether to use SSL.
Search Settings	<p>Should have at least one entry for the account. Each entry represents a node in the LDAP tree from which to start searching. Click the + button to add a new entry, then edit the entry.</p> <p>An entry consists of the following values:</p> <p>Description: Explains the purpose of the search setting.</p> <p>Scope: Select Base, Subtree, or One Level to indicate the scope of the search. Base indicates just the node level, Subtree indicates the node and all children, One Level indicates the node and one level of children.</p> <p>Search Base: The conceptual path to the specified note (e.g., ou=people, o=mycorp).</p>
Communication Service Rules (iOS 10 and later)	<p>Select a default audio service or app to be associated with the device user's accounts on the Exchange, CardDAV, LDAP, and Google servers. All calls initiated on the iOS device to contacts from contact lists stored on the server will use the selected audio service by default. This feature is supported on devices running iOS 10 through the most recently released version as supported by MobileIron.</p> <p>To enable communication service rules:</p> <ul style="list-style-type: none"> • Select Choose a default app to be used when calling contacts from this account. A drop-down list of apps is displayed. • Click the drop-down list to select the default audio app or service.



4. Click **Save**.

iOS / tvOS settings

The following settings are available. Note that they apply to tvOS devices only when specified.

- [AirPlay settings](#)
- [AirPrint settings](#)
- [App restrictions configuration setting](#)
- [iOS and tvOS restrictions settings](#)
- [Subscribed Calendars settings](#)
- [APN settings](#)
- [Provisioning Profile settings](#)
- [Web content filter settings](#)
- [Managed App Config settings that use plists](#)
- [Google Account](#)
- [Managed domains settings](#)
- [Network usage rules settings](#)
- [Enterprise single sign-on account settings with Kerberos](#)

AirPlay settings

This feature is only supported for iOS 7 through the most recently released version as supported by MobileIron.

AirPlay is an iOS feature that allows you to mirror the content displayed on your iOS device on to a destination device, for example, an HDTV.

For iOS 7 through the most recently released version as supported by MobileIron, you can now configure your MobileIron Core to control the AirPlay resources that supervised devices can access. You can configure the following settings:

- Specify the passcode for the AirPlay destination device so that devices can connect seamlessly.
- Specify a whitelist of destination devices to which you can mirror the content that is displayed on the screen of your supervised device.

NOTE: This setting does not apply to tvOS devices.

Procedure

1. In the Admin Portal, go to **Policies & Configs > Configurations**.
2. Click **Add New > Apple > iOS / tvOS > AirPlay**. The New AirPlay Configuration dialog box opens.
3. Enter a name for the AirPlay Configuration.
4. Enter additional information that describes the AirPlay Configuration.
5. In the AirPlay Destination Devices section, click + to add a new destination device.



6. For each destination device, enter the following information:

Field	Description
Device Name	Enter the name of the destination device.
Password	Enter the password for the destination device.
Description	Enter additional information that describes this destination device.
-	Click if you want to delete this device.

7. In the AirPlay Whitelist Devices section, click + to add a new destination device to the whitelist.

NOTE: Whitelists are only supported on supervised devices.

8. For each destination device in the whitelist, enter the following information:

Field	Description
Device MAC Address	Enter the Bonjour Device ID.
Description	Enter additional information that describes this destination device.
-	Click if you want to delete this device.

9. Click **Save**.

AirPrint settings

This feature is only supported on iOS 7 through the most recently released version as supported by MobileIron.

AirPrint is an iOS feature that allows you to print to an AirPrint printer from your iOS device without the need to install drivers or download software.

You can configure your MobileIron Core to control the printing resources that devices can access. You can specify a whitelist of AirPrint printers that devices can access.

NOTE: This setting does not apply to tvOS devices.

Procedure

1. In the Admin Portal, go to **Policies & Configs > Configurations**.
2. From the **Add New** drop-down menu, go to **Apple > iOS / tvOS > AirPrint**. The New AirPrint Configuration dialog box opens.
3. Enter a name for the AirPrint Configuration.
4. Enter additional information that describes the AirPrint Configuration.
5. In the **AirPrint Destination Whitelist** section, click + to add a new destination printer.



6. For each destination printer, enter the following information:

Field	Description
IP Address	Enter the IP address of the AirPrint printer.
Path	Enter the Resource Path associated with the AirPrint printer. This corresponds to the rp parameter of the _ipps.tcp Bonjour record. For example: <ul style="list-style-type: none"> • printers/Canon_MG5300_series • printers/Xerox_Phaser_7600 • ipp/print • Epson_IPP_Printer. NOTE: The resource path is case sensitive.
Description	Enter additional information that describes this destination device.
-	Click if you want to delete this device.

7. Click **Save**.

App restrictions configuration setting

This feature applies only to iOS devices.

The app restrictions configuration setting allows you to whitelist or blacklist managed apps in the App Catalog on MobileIron Core. Creating a whitelist restricts device users to viewing on their devices only apps explicitly listed in the whitelist. Creating a blacklist restricts device users from viewing or launching blacklisted apps on their devices. You can also blacklist apps from the Apple App Store.

You can create more than one whitelist or blacklist, but MobileIron Core will only send one app restriction setting to devices. There is no default app restrictions configuration. If you configure both a blacklist and a whitelist, then Core removes all blacklisted apps from the whitelist, and sends only the whitelist to devices. If you apply one or more app restriction configurations to a label, then MobileIron Core combines all app restriction configurations and sends it to the devices belonging to that label.

After you have created a blacklist, you cannot convert it to a whitelist.

NOTE: This feature applies only to supervised devices running iOS 9.3 through the most recently released version as supported by MobileIron.

NOTE: This setting does not apply to tvOS devices.

Whitelisting managed iOS apps

Creating a whitelist of managed apps allows you to specify the apps you want to be visible to device users on their devices. You can whitelist apps from the App Catalog in MobileIron Core. Core hides from the device user any app that is not whitelisted.



NOTE: This feature applies only to supervised devices running iOS 9.3 through the most recently released version as supported by MobileIron. You cannot whitelist a web clip. This is an Apple limitation.

Procedure

1. Select **Policies & Configs > Configurations**.
2. Click **Add New**.
3. Select **Apple > iOS / tvOS > App Restrictions**. The New App Restrictions Configurations dialog box opens.
4. In the **Name** field, enter a name for the app restriction configuration. Optionally, enter a description for the app restriction configuration in the **Description** field.
5. Under **App Restrictions**, select **Create a Whitelist**.
6. Click **Add > App Catalog**.
A new row is added to the table of apps.
7. In the table, click the cell in the **App Name** column, and begin typing the app name you want to blacklist.
A drop-down list of App Catalog apps appears.
8. From the drop-down list, select the App Catalog app you want to blacklist.
9. Repeat steps 6-8 for any additional apps you would like to whitelist.
10. Click **Save**.
11. Select the app restrictions configuration you created.
12. Select **Actions > Apply to Label**.
13. Select the labels to which you want to apply the provisioning profile, such as **iOS**.
14. Click **Apply**.

Blacklisting iOS apps

Creating a blacklist allows you to specify particular apps you want to prevent device users from viewing or running.

You can select apps to blacklist in the following ways:

- **From an Apple App Store:** You can blacklist a public app from a particular Apple App Store by first choosing the Apple App Store and then searching for the app.
- **From the App Catalog:** You can blacklist a particular managed app from the App Catalog on MobileIron Core.
- **Manually:** You can blacklist a particular app by manually entering its name or bundle ID.

This feature applies only to supervised devices running iOS 9.3 through the most recently released version as supported by MobileIron.



Procedure

1. Select **Policies & Configs > Configurations**.
2. Click **Add New**.
3. Select **Apple > iOS / tvOS > App Restrictions**. The New App Restrictions Configurations dialog box opens.
4. In the **Name** field, enter a name for the app restriction configuration. Optionally, enter a description for the app restriction configuration in the **Description** field.
5. Under **App Restrictions**, select **Create a Blacklist**.
6. To blacklist an app from the Apple App Store:
 - Click **Add > iTunes Store** to select the particular Apple App Store where the app can be found. A row is added to the table of apps.
 - In the App Name column, search for the app in the App Store by entering the app name.
 - From the drop-down list that appears, select the relevant app.
7. To blacklist an app from the App Catalog on MobileIron Core:
 - Click **Add > App Catalog**. A row is added to the table of apps.
 - In the table, click the cell in the **App Name** column, and begin typing the app name you want to blacklist.
 - From the drop-down list that appears, select the App Catalog app you want to blacklist.
8. To blacklist an app manually:
 - Click **Add > Enter Bundle ID**. A row is added to the table of apps.
 - In the table, click the cell in the **App Name** column and enter the name of the app you want to blacklist.
 - Alternatively, click the cell in the **Bundle ID** column, and enter the bundle ID of the app you want to blacklist.
9. For any other apps you want to blacklist, repeat steps 6, 7 or 8.
10. Click **Save**.
11. Select the app restrictions configuration you created.
12. Select **Actions > Apply to Label**.
13. Select the labels to which you want to apply the provisioning profile, such as **iOS**.
14. Click **Apply**.

iOS and tvOS restrictions settings

Select **Policies & Configs > Configurations > Add New > Apple > iOS / tvOS > Restrictions** to specify lockdown capabilities for iOS and tvOS devices.

There are restrictions available on all iOS/tvOS devices. Each restriction has a [default value](#) that is determined by Apple. Without a restrictions configuration, the values in Core's Restrictions tab will be the default ones as defined by Apple. When Core sends a restriction configuration, the values will be set based on that configuration. The next



Restrictions "report" will display in the **Device Details page > Restrictions tab** and will list the new values based on the configurations sent and what was sent by the device.

The Restrictions report may not display each and every restriction that was sent.

NOTE: When iOS 13 devices upgrade to Core, restrictions are enabled by default. However, when tvOS 12.2 and 13.0 devices upgrade, the restrictions are not enabled by default.

If User Enrollment through Apple Business Manager was done, the Restrictions tab may not display the table and instead display "No Data." This is because no data was returned listing which restrictions were set and what the values were.

If Notes for Audit Logs is enabled, after clicking **Save**, a text dialog box opens. Enter the reason for the change and then click **Confirm**. For more information, see [Best practices: label management](#).

NOTE: When there are two iOS restrictions of the same key and are pushed to the device with conflicting values, Core will send both restrictions to device. However, when two restriction configuration are sent to device with different values, Apple states that the most restrictive option takes precedence. There is no clear documentation from Apple about this behavior. Best practice is to have a single restriction setting with the desired value set instead of multiple settings with same key, which results in having value conflicts.

The following table summarizes the settings.

TABLE 67. RESTRICTIONS SETTINGS (iOS)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Name	Enter brief text that identifies this group of iOS restriction settings.	N/A	N/A
Description	Enter additional text that clarifies the purpose of this group of iOS restriction settings.	N/A	N/A
<i>Device Functionality</i>			
Allow use of camera	Select to disable the camera and remove its icon from the Home screen. Users will be unable to take photographs. Clearing this restriction also disables the Allow FaceTime restriction.	allowCamera	Yes
Allow FaceTime	When deselected, disables video conferencing.	allowVideoConferencing	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Allow screenshots and screen recording	<p>When deselected, users are unable to save screenshots or record video of the display.</p> <p>When deselected, this restriction prevents the Classroom app from observing remote screens. Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowScreenShot	Yes
Allow AirPlay and View Screen by Classroom (supervised devices only)	Select to enable remote screen observation. Available for iOS 9.3 through the most recently released version of iOS as supported by MobileIron.	allowRemoteScreenObservation	Yes
Allow Classroom to perform AirPlay and View Screen without prompting (iOS 10.3 and later with supervised devices only)	<p>Select to enable remote screen observation without prompting.</p> <p>Available for iOS 10.3 through the most recently released version of iOS as supported by MobileIron.</p>	forceClassroomUnpromptedScreenObservation	Yes
Allow AirDrop (supervised devices only)	If deselected, AirDrop is disabled.	allowAirDrop	Yes
Allow iMessage (supervised devices only)	When deselected, disables the use of the Messages app with supervised devices.	allowChat	Yes
Allow Apple Music (with supervised devices only)	If disabled, Music service is disabled and Music app reverts to classic mode.	allowMusicService	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	Available for iOS 9.3 through the most recently released version of iOS as supported by MobileIron.		
Allow Radio (supervised devices only)	If disabled, iTunes Radio is disabled. Available for iOS 9.3 through the most recently released version of iOS as supported by MobileIron.	allowRadioService	Yes
Allow voice dialing while device is locked	When deselected, disables voice dialing.	allowVoiceDialing	Yes
Allow Siri	When deselected, disables Siri.	allowAssistant	Yes
Allow Siri while device is locked	When deselected, the user is unable to use Siri when the device is locked. This restriction is ignored if the device does not have a passcode set.	allowAssistantWhileLocked	Yes
Enable Siri profanity filter (supervised devices only)	When selected, forces the use of the profanity filter assistant. Available for iOS 8.0 through the most recently released version of iOS as supported by MobileIron.	forceAssistantProfanityFilter	No
Show user-generated content in Siri (supervised devices only)	If deselected, prevents Siri from querying user-generated content from the web.	allowAssistantUserGeneratedContent	Yes
Allow Siri Suggestions (supervised devices only)	If deselected, prevents Siri from offering suggestions for apps, people, search results, and more.	allowSpotlightInternetResults	Yes
Allow server-	If deselected, disables server-	allowSiriServerLogging	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
side logging of Siri commands (iOS 12.2 and later)	side Siri logging. Applicable to iOS 12.2 through the most recently released version of iOS as supported by MobileIron.		
Allow Apple Books (supervised devices only)	Select to allow access to iBookstore.	allowBookstore	Yes
Allow installing apps using Apple Configurator and iTunes (supervised devices only)	When deselected, the App Store is disabled and its icon is removed from the Home screen. Users are unable to install or update their applications. This setting does not affect installation of in-house apps.	allowAppInstallation	Yes
Allow installing apps using App Store (supervised devices only)	When deselected, the App Store is disabled and its icon is removed from the Home screen. However, users may continue to use host apps (iTunes, Configurator) to install or update their apps. Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron. NOTE: This restriction is unavailable if Allow installing apps using Apple Configurator and iTunes is deselected.	allowUIAppInstallation	Yes
Allow automatic app	If deselected, prevents automatic downloading of	allowAutomaticAppDownloads	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
downloads (supervised devices only)	<p>apps purchased on other devices. Does not affect updates to existing apps.</p> <p>If selected, apps purchased by the device user will be automatically downloaded.</p> <p>NOTE: This restriction is unavailable if Allow installing apps using Apple Configurator and iTunes is deselected.</p>		
Allow removing apps (supervised devices only)	<p>If deselected, disables removal of apps from iOS devices.</p> <p>Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowAppRemoval	Yes
Allow System App Removal (iOS 11.0 and later with supervised devices only)	<p>When deselected, disables the removal of system apps from the device.</p> <p>Available for iOS 11.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowSystemAppRemoval	Yes
Allow In-App Purchases	When deselected, prohibits in-app purchasing.	allowInAppPurchases	Yes
Require iTunes Store password for all purchases	When selected, forces device users to enter their iTunes password for each App Store transaction.	forceITunesStorePasswordEntry	Yes
Allow iCloud backup	When deselected, disables backing up the device to	allowCloudBackup	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	iCloud.		
Allow iCloud documents & data	When deselected, disables document and key-value syncing to iCloud.	allowCloudDocumentSync	Yes
Allow iCloud Keychain	If deselected, disables iCloud Keychain synchronization.	allowCloudKeychainSync	Yes
Allow managed apps to store data in iCloud	If deselected, prevents managed applications from using cloud sync.	allowManagedAppsCloudSync	Yes
Allow backup of enterprise books	Select to allow device users to back up enterprise-managed books to iCloud. Available for iOS 8.0 through the most recently released version of iOS as supported by MobileIron.	allowEnterpriseBookBackup	Yes
Allow notes and highlights sync for enterprise books	Select to allow device users to synchronize with iCloud their notes and highlights in enterprise-managed books. Available for iOS 8.0 through the most recently released version of iOS as supported by MobileIron.	allowEnterpriseBookMetadataSync	Yes
Allow iCloud photo sharing	If deselected, Shared Photo Stream will be disabled.	allowSharedStream	Yes
Allow iCloud Photo Library	If deselected, disables iCloud Photo Library. Any photos not fully downloaded from iCloud Photo Library to the device will be removed from local storage. Available for iOS 9.0 through the most recently released version of iOS as supported by	allowCloudPhotoLibrary	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	MobileIron.		
Allow My Photo Stream (disallowing can cause data loss)	When deselected, disables Photo Stream.	allowPhotoStream	Yes
Allow automatic sync while roaming	When deselected, disables global background fetch activity when an iOS phone is roaming. Background fetch allows apps to update data in the background in anticipation of users accessing the app data.	allowGlobalBackgroundFetchWhenRoaming	Yes
Force encrypted backups	When selected, encrypts all backups. Automatically selected due to SCEP requirements.	forceEncryptedBackup	Yes
Force limited ad tracking	If selected, limits ad tracking.	forceLimitAdTracking	No
Allow Erase All Content and Settings (supervised devices only)	Deselect to disable the "Erase All Content and Settings" option in the Reset section of iOS devices.	allowEraseContentAndSettings	Yes
Allow user to accept untrusted TLS certificates	Select to allow the device user to accept untrusted HTTPS certificates. If this option is not selected, then the device will automatically reject untrusted HTTPS certificates without prompting the device user.	allowUntrustedTLSPrompt	Yes
Allow automatic updates to certificate trust settings	If deselected, over-the-air PKI updates are disabled. Setting this restriction to false does not disable CRL and OCSP checks.	allowOTAPKIUpdates	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Allow trusting new enterprise app authors	If deselected, prevents trusting enterprise apps from other companies. Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.	allowEnterpriseAppTrust	Yes
Allow installing configuration profiles (supervised devices only)	If deselected, the user is prohibited from installing configuration profiles and certificates interactively.	allowUIConfigurationProfileInstallation	Yes
Allow adding VPN configurations (iOS 11.0 and later with supervised devices only)	When selected, allows the creation of VPN configurations. Available for iOS 11.0 through the most recently released version of iOS as supported by MobileIron.	allowVPNCreation	Yes
Allow Classroom to lock to an app and lock the device without prompting (iOS 11.0 and later with supervised devices only)	If selected, allow the teacher to lock apps or the device without prompting the student. Available for iOS 11.0 through the most recently released version of iOS as supported by MobileIron.	forceClassroomUnpromptedAppAndDeviceLock	Yes
Automatically join Classroom classes without prompting (iOS 11.0 and later with supervised devices only)	If selected, automatically give permission to the teacher's requests without prompting the student. Available for iOS 11.0 through the most recently released version of iOS as supported by MobileIron.	forceClassroomAutomaticallyJoinClasses	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Require teacher permission to leave Classroom unmanaged classes (iOS 11.3 and later with supervised devices only)	<p>Requires teacher approval for a student to leave a Classroom unmanaged classes from their device.</p> <p>Available for iOS 11.3 through the most recently released version of iOS as supported by MobileIron.</p>	forceClassroomRequestPermissionToLeaveClasses	Yes
Allow modifying account settings (supervised devices only)	Select to allow users to modify accounts settings, such as adding or removing mail accounts and modifying iCloud and iMessage settings, and so on.	allowAccountModification	Yes
Allow modifying Bluetooth settings (iOS 10.0 and later supervised devices only)	<p>If deselected, prevents the modification of Bluetooth settings. For supervised devices only.</p> <p>Available in iOS 10.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowBluetoothModification	Yes
Allow modifying cellular data app settings (supervised devices only)	If deselected, changes to cellular data usage for apps are disabled.	allowAppCellularDataModification	Yes
Allow modifying cellular plan settings (iOS 11.0 and later with supervised devices only)	If deselected, changes to cellular plan settings are disabled.	allowCellularPlanModification	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Allow modifying device name (supervised devices only)	If deselected, prevents device name from being changed. Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.	allowDeviceNameModification	Yes
Allow modifying Find my Friends settings (supervised devices only)	If deselected, changes to the Find My Friends app are disabled.	allowFindMyFriendsModification	Yes
Allow modifying notification settings (supervised devices only)	If disabled, notification settings cannot be modified. Available for iOS 9.3 through the most recently released version of iOS as supported by MobileIron.	allowNotificationsModification	Yes
Allow modifying passcode (supervised devices only)	iOS 9.0 and later with supervised devices only. If deselected, prevents device passcode from being added, changed, or removed.	allowPasscodeModification	Yes
Allow modifying Touch ID fingerprints / Face ID faces (supervised devices only)	If deselected, prevents device users from changing their TouchID or Face ID settings. This restriction is automatically deselected if the preceding restriction [Allow modifying passcode (iOS 9.0 and later with supervised devices only)] is deselected. Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.	allowFingerprintModification	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Allow Screen Time (supervised devices only)	<p>For iOS 9.0- 11.x - If deselected, disables the "Enable Restrictions" option in Settings > Restrictions on iOS devices.</p> <p>For iOS 12.0 through the most recently released version as supported by MobileIron - If this option is deselected, the "Enable Screen Screen Time" option on iOS devices will be disabled (Settings > Restrictions.)</p>	allowEnablingRestrictions	Yes
Allow modifying Wallpaper supervised devices only)	<p>If deselected, prevents wallpaper from being changed.</p> <p>Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowWallpaperModification	Yes
Allow modifying Personal Hotspot settings (iOS 12.2 and later with supervised devices only)	<p>Deselecting disables the device user's ability to modify the personal hotspot.</p> <p>Available for iOS 12.2 through the most recently released version of iOS as supported by MobileIron.</p>	allowPersonalHotspotModification	Yes
Allow changing USB restricted in Settings (supervised devices only)	<p>Select to enable USB restricted mode.</p> <p>Available for iOS 12.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowUSBRestrictedMode	Yes
Allow pairing with non-	Select to allow host pairing for	allowHostPairing	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Configurator hosts (supervised devices only)	iTunes synchronization. Disabling this option disables all host pairing with the exception of the supervision host. If no supervision host certificate has been configured, all pairing is disabled. Host pairing lets the administrator control which devices an iOS device can pair with.		
Allow documents from managed apps to unmanaged apps	<p>Select to allow documents in managed apps and accounts to be opened in unmanaged apps and accounts. Disabling this option prevents exchange of documents from managed to unmanaged apps and accounts. For example, you might want to keep enterprise documents from being opened with personal apps.</p> <p>NOTE: If you have enabled the "Open only with Docs@Work, and protect with encryption" option for attachment control, it is recommended to disable this restriction. Enabling this restriction, may cause</p> <ul style="list-style-type: none"> • .secure attachments to not open in Mobile@Work. • .secure and .attachctrl attachments to not open in the Docs@Work app for iOS. 	allowOpenFromManagedToUnmanaged	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	<p>A '?' icon will be visible on the attachment.</p> <p>See also iOS 8: Managed apps and Open In Extension for how iOS app extensions interact with this setting.</p>		
Allow documents from unmanaged apps to managed apps	<p>Select to allow documents in unmanaged apps and accounts to be opened in managed apps and accounts. Disabling this option prevents exchange of documents from unmanaged to managed apps and accounts. For example, you might want to keep users from sending personal documents using company email.</p>	allowOpenFromUnmanagedToManaged	Yes
Treat AirDrop as unmanaged destination	<p>If selected, AirDrop will not be displayed as a sharing destination. This prevents confidential data from being shared through AirDrop.</p> <p>This restriction requires deselecting the allowOpenFromManagedToUnmanaged restriction.</p> <p>Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p>	forceAirDropUnmanaged	Yes
Allow Handoff	<p>Select to enable the Handoff feature, which allows users to seamlessly continue working where they left off using any Apple device on which they are logged in with their Apple ID.</p>	allowActivityContinuation	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	Available for iOS 8.0 through the most recently released version of iOS as supported by MobileIron.		
Allow sending diagnostic and usage data to Apple	When deselected, this prevents the device from automatically submitting diagnostic reports to Apple.	allowDiagnosticSubmission	Yes
Allow modifying diagnostics settings (supervised devices only)	When deselected, the diagnostic submission and app analytics settings in the Diagnostics & Usage pane in Settings cannot be modified. Available for iOS 9.3.2 through the most recently released version of iOS as supported by MobileIron.	allowDiagnosticSubmissionModification	Yes
Allow Touch ID / Face ID to unlock device	Selected (default) means a PIN is required instead of FaceID to unlock device. Deselected means the use of FaceID is allowed in place of a PIN.	allowFingerprintForUnlock	Yes
Force Apple Watch Wrist Detection	If selected, paired Apple Watches are forced to use the wrist detection feature. Wrist detection allows the WatchOS to determine when the watch is being worn, and enable security features (such as a passcode) accordingly. Available for iOS 8.2 through the most recently released version of iOS as supported by MobileIron.	forceWatchWristDetection	No



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Allow pairing with Apple Watch (supervised devices only)	<p>If deselected, the device user will not be able to pair their device with an Apple Watch. Currently paired Apple Watches are unpaired and erased.</p> <p>Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowPairedWatch	Yes
Require passcode on first AirPlay pairing	<p>If set to true, forces all devices receiving AirPlay requests from this device to use a pairing password when pairing for the first time.</p>	forceAirPlayOutgoingRequestsPairingPassword	No
Allow setting up new nearby devices (iOS 11.0 and later with supervised devices only)	<p>If deselected, device users cannot use their Apple devices to set up and configure other Apple devices.</p> <p>Available for iOS 11.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowProximitySetupToNewDevice	Yes
Allow AirPrint (iOS 11.0 and later and supervised devices only)	<p>When deselected, disables AirPrint feature.</p> <p>Available for iOS 11.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowAirPrint	Yes
Allow storage of AirPrint credentials in Keychains (iOS 11.0 and later with supervised devices only)	<p>Supervised only. When disabled, prohibits keychain storage of username and password for Airprint.</p> <p>Available for iOS 11.0 through the most recently released</p>	allowAirPrintCredentialsStorage	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	version of iOS as supported by MobileIron.		
Disallow AirPrint to destinations with untrusted certificates (iOS 11.0 and later with supervised devices only)	When selected, requires trusted certificates for TLS printing communication. Available for iOS 11.0 through the most recently released version of iOS as supported by MobileIron.	forceAirPrintTrustedTLSRequirement	No
Allow discovery of AirPrint printers using iBeacons (iOS 11.0 and later and supervised devices only)	When selected, disables iBeacon discovery of AirPrint printers, preventing spurious AirPrint Bluetooth beacons from phishing for network traffic. Available for iOS 11.0 through the most recently released version of iOS as supported by MobileIron.	allowAirPrintiBeaconDiscovery	Yes
Allow predictive keyboard (supervised devices only)	If deselected, disables the predictive keyboard. Available for iOS 8.1.3 through the most recently released version of iOS as supported by MobileIron.	allowPredictiveKeyboard	Yes
Allow keyboard shortcuts (with supervised devices only)	If deselected, keyboard shortcuts cannot be used. Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.	allowKeyboardShortcuts	Yes
Allow auto correction	If deselected, disables keyboard auto-correction.	allowAutoCorrection	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
(supervised devices only)	Available for iOS 8.1.3 through the most recently released version of iOS as supported by MobileIron.		
Allow spell check (supervised devices only)	If deselected, disables spell check. Available for iOS 8.1.3 through the most recently released version of iOS as supported by MobileIron.	allowSpellCheck	Yes
Allow Define (supervised devices only)	If deselected, disables definition look-up. Available for iOS 8.1.3 through the most recently released version of iOS as supported by MobileIron.	allowDefinitionLookup	Yes
Allow dictation (iOS 10.3 and later with supervised devices only)	When deselected, disables dictation input method. Disabled automatically when using Advanced Audio Coding (AAC) mode. Available for iOS 10.3 through the most recently released version of iOS as supported by MobileIron.	allowDictation	Yes
Allow Wallet notifications in Lock screen	If deselected, Wallet notifications will not be shown on the lock screen.	allowPassbookWhileLocked	Yes
Show Control Center in Lock screen	If disabled, prevents Control Center from appearing on the Lock screen.	allowLockScreenControlCenter	Yes
Show Notification Center in Lock	If deselected, the Notifications view in Notification Center on the lock screen is disabled.	allowLockScreenNotificationsView	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
screen			
Show Today view in Lock screen	If deselected, the Today view in Notification Center on the lock screen is disabled.	allowLockScreenTodayView	Yes
Defer software updates for ___ days (iOS 11.3, tvOS 12.2 and later with supervised devices only)	Enter the number of days by which you want to defer software updates. The default is 30 days, and the maximum is 90 days. Available for iOS 11.3 and tvOS 12.2 through the most recently released version of iOS/tvOS as supported by MobileIron.	enforcedSoftwareUpdateDelay forceDelayedSoftwareUpdates	No
Force Password on AirPlay incoming requests (tvOS up to 10.1)	Select to force the usage of a password for all AirPlay incoming requests for device pairing. Available for tvOS 11.3 through the most recently released version of tvOS as supported by MobileIron.	forceAirPlayIncomingRequestsPairingPassword	No
Allow incoming AirPlay requests (tvOS 11.3 and later)	Select to allow incoming AirPlay requests. Available for tvOS 11.3 through the most recently released version of tvOS as supported by MobileIron.	allowAirPlayIncomingRequests	Yes
Allow pairing with Remote app (tvOS 11.3 and later)	Select to allow pairing with a remote app. Available for tvOS 11.3 through the most recently released version of tvOS as supported by MobileIron.	allowPairingRemoteApp	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Force automatic date & time setting (iOS 12.0, tvOS 12.2 and later with supervised devices only)	<p>When selected, the user cannot turn it off. Note that the device's time zone will only be updated when the device can determine its location.</p> <p>Available for iOS 12.0 and tvOS 11.3 through the most recently released version of iOS/tvOS as supported by MobileIron.</p>	forceAutomaticDateAndTime	No
Allow AutoFill Password (iOS 12.0 and later with supervised devices only)	<p>Select to allow password autofill.</p> <p>Available for iOS 12.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowPasswordAutoFill	Yes
Allow nearby devices to request passwords (iOS / tvOS 12.0, and later with supervised devices only)	<p>Select to allow nearby devices to request device passwords.</p> <p>Available for iOS 12.0 and tvOS 12.0 through the most recently released version of iOS/tvOS as supported by MobileIron.</p>	allowPasswordProximityRequests	Yes
Allow users to share their passwords using AirDrop Passwords feature (iOS 12.0 and later with supervised devices only)	<p>Select to allow users to share their device passwords using AirDrop Passwords feature.</p> <p>Available for iOS 12.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowPasswordSharing	Yes
Allow managed apps to write	Select to allow managed apps to write contacts to unmanaged contacts account.	allowManagedToWriteUnmanagedContacts	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
contacts to unmanaged contacts account (iOS 12.0 and later)	Available for iOS 12.0 through the most recently released version of iOS as supported by MobileIron.		
Allow unmanaged apps to read from managed contacts account (iOS 12.0 and later)	Select to allow unmanaged apps to read from managed contacts account. Available for iOS 12.0 through the most recently released version of iOS as supported by MobileIron.	allowUnmanagedToReadManagedContacts	Yes
Allow modifying the eSim configuration (iOS 12.1 and later with supervised devices only)	Select to allow modifying the eSim configuration, which allows adding or removing a cellular plan. Available for iOS 12.1 through the most recently released version of iOS as supported by MobileIron.	allowESIMModification	Yes
Allow continuous path keyboard (iOS 13.0 and later with supervised devices only)	Select to allow continuous path keyboard on supervised devices. Available for iOS 13.0 through the most recently released version of iOS as supported by MobileIron.	allowContinuousPathKeyboard	Yes
Allow device sleep (tvOS 13.0 and later with supervised devices only)	Select to allow device to sleep. Available for tvOS 13.0 through the most recently released version of tvOS as supported by MobileIron.	allowDeviceSleep	Yes
Allow Find My	Select to allow Find My	allowFindMyDevice	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Device (iOS 13.0 and later with supervised devices only)	<p>Device in the Find My app for supervised devices.</p> <p>Available for iOS 13.0 through the most recently released version of iOS as supported by MobileIron.</p>		
Allow Find My Friends (iOS 13.0 and later with supervised devices only)	<p>Select to allow Find My Friends for supervised devices.</p> <p>Available for iOS 13.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowFindMyFriends	Yes
Allow turning Wi-Fi on or off (iOS 13.0 and later with supervised devices only)	<p>Select to force Wi-Fi power on/off for supervised devices.</p> <p>Available for iOS 13.0 through the most recently released version of iOS as supported by MobileIron.</p>	forceWiFiPowerOn	No
Allow USB drive access in Files app (iOS 13.0 and later with supervised devices only)	<p>Select to allow USB drive access in Files app.</p> <p>Available for iOS 13.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowFilesUSBDriveAccess	Yes
Allow Network drive access in Files app (iOS 13.0 and later with supervised devices only)	<p>Select to allow network drive access in the Files app.</p> <p>Available for iOS 13.0 through the most recently released version of iOS as supported by MobileIron.</p>	allowFilesNetworkDriveAccess	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
<i>Application Restrictions</i>			
Allow Use of iTunes Store	When deselected, the iTunes Music Store is disabled and its icon is removed from the Home screen. Users cannot preview, purchase, or download content.	allowiTunes	Yes
Allow News (supervised devices only)	If deselected, prevents the device user from accessing News. Available for iOS 9.0 through the most recently released version of iOS as supported by MobileIron.	allowNews	Yes
Allow Podcasts (supervised devices only)	Select to display the default Apple Podcast app. Deselect to hide the Apple Podcast app. Available for iOS 8.0 through the most recently released version of iOS as supported by MobileIron.	allowPodcasts	Yes
Allow use of Game Center (supervised devices only)	When deselected, Game Center is disabled and its icon is removed from the Home screen.	allowGameCenter	Yes
Allow multiplayer gaming	When deselected, prohibits multiplayer gaming. Disabled when Allow use of Game Center is deselected.	allowMultiplayerGaming	Yes
Allow adding Game Center friends	When deselected, prohibits adding friends to Game Center. Disabled when Allow use of Game Center is deselected.	allowAddingGameCenterFriends	Yes
Allow use of Safari	Deselect to disable the Safari web browser, remove its icon	allowSafari	Yes



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	<p>from the Home screen, and prevent users from opening web clips.</p> <p>When deselected, the following restrictions are also disabled: Enable autofill, Force fraud warning, Enable Javascript, Block pop-ups, Accept cookies.</p> <p>NOTE: Safari is required for updating configurations on iOS devices that are not managed with Apple's MDM protocol.</p>		
Enable autofill	Select to turn on the autofill feature for fields displayed in Safari.	safariAllowAutoFill	Yes
Force authentication before AutoFill (iOS 11.3 and later with supervised devices only, Face ID only)	Select to require Face ID authentication before AutoFill Available for iOS 11.3 through the most recently released version of iOS as supported by MobileIron.	forceAuthenticationBeforeAutoFill	Yes
Force fraud warning	Select to prompt Safari to attempt to prevent users from visiting websites identified as being fraudulent or compromised.	safariForceFraudWarning	No
Enable Javascript	Select to turn on Javascript support for Safari.	safariAllowJavaScript	Yes
Block pop-ups	Select to block pop-ups for Safari.	safariAllowPopups	No
Accept cookies	Select an option from the drop-	safariAcceptCookies	Always



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	down list to control when Safari browser accepts cookies on devices. Options include Never, From visited sites, From Websites I Visit, and Always.		
<i>Media Content Ratings</i>			
Ratings region	Select a region from the drop-down list to change the region associated with the rating selections for applications, TV shows, and movies.	N/A	United States
Allowed content ratings: Movies	Select a rating limit for movies stored on the device: Don't Allow Movies G PG PG-13 R NC-17 Allow All Movies	N/A	Allow All Movies
Allowed content ratings: TV Shows	Select a rating limit for TV shows stored on the device: Don't Allow TV Shows TV-Y TV-Y7 TV-G TV-PG TV-14 TV-MA Allow All TV Shows	N/A	Allow All TV shows
Allowed content ratings:	Select a rating limit for applications on the device:	N/A	Allow All Apps



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Apps	Don't Allow Apps 4+ 9+ 12+ 17+ Allow All Apps		
Allow playback of explicit music, podcasts, & iTunes U media (iOS and tvOS 11.3 and later)	When de-selected, explicit music or video content purchased from the iTunes Store is hidden. Explicit content is marked as such by content providers, such as record labels, when sold through the iTunes Store. Available for iOS 11.3 and tvOS 11.3 through the most recently released version of iOS/tvOS as supported by MobileIron.	allowExplicitContent	Yes
Allow explicit sexual content in iBooks Store (iOS and tvOS 11.3 and later)	Select to allow users to download iBookstore material that has been tagged as erotica. Available for iOS 11.3 and tvOS 11.3 through the most recently released version of iOS/tvOS as supported by MobileIron.	allowBookstoreErotica	Yes
App whitelist for Single App Mode	Specify a list of apps that can autonomously enter single app mode on supervised devices running iOS 7-9.1. For example, you can specify custom exam apps for students. As soon as the student launches the app, the app enters single app mode to ensure that the student cannot use other resources while taking the exam. This feature applies to supervised iOS devices only, and apps with the ability to autonomously enter single-app mode. Use the following guidelines to complete each entry: <ul style="list-style-type: none"> • Enter the app name defined in the app's bundle. 		N/A



TABLE 67. RESTRICTIONS SETTINGS (iOS) (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	<ul style="list-style-type: none"> Enter the bundle identifier for this app. One way to find the bundle identifier is to add the app to the App Catalog on MobileIron Core. After you add the app, edit the app entry to see the Inventory Apps field, which lists the bundle ID for the app. Enter an optional description for the app. <p>NOTE: This feature is different from single-app mode policy, which enables an administrator to configure a specific app to run in single-app mode on devices to the exclusion of any other apps. For more information about setting a single-app mode policy, see Single-app mode policies on page 236.</p>		

Subscribed Calendars settings

Select **Policies & Configs > Configurations > Add New > Apple > iOS / tvOS > Subscribed Calendars** to configure read-only calendar subscriptions for the device's Calendar application.

A list of public calendars you can subscribe to is available at www.apple.com/downloads/macosx/calendars/.

NOTE: This setting does not apply to tvOS devices.

The following table describes the settings for subscribed calendars.

TABLE 68. SUBSCRIBED CALENDARS SETTINGS (iOS)

Item	Description
Name	Enter brief text that identifies this group of iOS subscribed calendar settings.
Description	Enter additional text that clarifies the purpose of this group of iOS subscribed calendar settings.
URL	Enter the URL for accessing the subscribed calendar.



TABLE 68. SUBSCRIBED CALENDARS SETTINGS (iOS) (CONT.)

Item	Description
Use SSL	Select to use SSL for data transfer.
User Name	Specify the user name to use. The default value is \$USERID\$. Use this field to specify an alternate format. Custom attribute variable substitutions are supported. Why: Some enterprises have a strong preference concerning which identifier is exposed. See Supported variables .
Password	Specify the password to use. The default value is \$PASSWORD\$. Use this field to specify a custom format, such as \$PASSWORD\$_\$USERID\$. Custom attribute variable substitutions are supported. See Supported variables .

iOS devices accept settings for up to four subscribed calendars. Therefore, any additional calendar settings applied to an iOS device will be ignored.

Supported variables

You can use the following variables in fields that support variables.

- \$USERID\$
- \$EMAIL\$
- \$NULL\$
- \$USER_CUSTOM1\$... \$USER_CUSTOM4\$ (custom fields defined for LDAP)

Custom attribute variable substitutions are supported.

APN settings

Select **Policies & Configs > Configurations > Add New > Apple > iOS / tvOS > APN** to define parameters for access point interactions, which define how the device accesses the operator's network.

IMPORTANT:

- Apple disabled APN settings in iOS 9.0, but re-enabled APN settings in iOS 9.0.1. Apple has replaced the APN setting with a cellular policy. MobileIron strongly recommends creating a cellular policy for new configurations. To create a cellular policy, see [Cellular policies on page 241](#).
- MobileIron Core supports the use of APN settings for iOS devices running iOS 7 through iOS 8.4, as well as iOS 9.0.1 through iOS 9.0.2. APN settings cannot be used on iOS 9.0 devices, as Apple does not support APN settings on iOS 9.0.

APN settings do not apply to macOS devices.

NOTE: This setting does not apply to tvOS devices.



The following table describes the APN settings.

TABLE 69. APN SETTINGS (IOS)

Item	Description
Access Point Name	Identifier available from the operator.
Description	Enter additional text that clarifies the purpose of this group of iOS APN settings.
User Name	Enter a user name authorized for this access point.
Password	Enter the password corresponding to the user name entered.
Proxy Server	Enter the IP address or URL of the APN proxy.
Port	Enter the port number of the APN proxy.

Provisioning Profile settings

A provisioning profile is a file containing verification information for an app. Apps are not usable on iOS without a current provisioning profile. There are two types of provisioning profile: app-specific, and wildcard, which works for more than one app. Provisioning profiles are required for distributing in-house apps through the MobileIron Core Admin Portal.

NOTE: This setting does not apply to tvOS devices.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Click **Add New > Apple > iOS / tvOS > Provisioning Profile**. The New Provisioning Profile Setting dialog box opens.
3. In the space provided, enter a name and description for the provisioning profile, such as MyInHouseApp1Prov and "Provisioning profile for in-house app 1".
4. Click **Choose File**.
5. Browse for the provisioning profile and click **Open**.
6. Click **Save**.
7. Select the provisioning profile you created.
8. Select **Actions > Apply to Label**.
9. Select the labels to which you want to apply the provisioning profile, such as **iOS**.
10. Click **Apply**.



Web content filter settings

Starting with iOS 7, supervised iOS devices support web content filtering. Web content filtering restricts the web sites that any browser on a supervised device can access. This feature is useful, for example, in fleet-based lock down environments, such as retail stores or schools.

MobileIron Core supports configuring web content filters on the Admin Portal. You can do one of the following:

- Block access to sites containing adult content.
- Configure the device's set of accessible sites.

NOTE: This setting does not apply to tvOS devices.

Configuring the web content filter

Procedure

1. In the Admin Portal, go to **Policies and Configs > Configurations**.
2. Click **Add New > iOS / tvOS > Web Content Filter**. The New Web Content Configuration dialog box opens.
3. Use the following guidelines to create or edit a web content configuration:

TABLE 70. WEB CONTENT FILTER CONFIGURATION SETTINGS

Item	Description
Name	Enter brief text that identifies this web content configuration.
Description	Enter additional text that clarifies the purpose of this web content configuration.
Allowed Websites	<ul style="list-style-type: none"> • Limit Adult Content Select this option if you want to block access to web sites based on iOS automatic filters. These filters attempt, with a high degree of accuracy, to block websites with inappropriate content. • Specific Web Sites Only Select this option if you want to manually list the accessible web sites.
<i>Permitted URLs</i>	Available only if you selected Limit Adult Content. These URLs are accessible even if the iOS automatic filters block them.
	To add a permitted URL, click +. To delete a permitted URL, click -. You can add up to 50 permitted URLs.
URL	Enter the permitted URL. The URL must begin with either: <ul style="list-style-type: none"> • http://



TABLE 70. WEB CONTENT FILTER CONFIGURATION SETTINGS (CONT.)

Item	Description
	<ul style="list-style-type: none"> • <code>https://</code> <p>NOTE: If you want to permit both <code>http://</code> and <code>https://</code> for the same site, include a row for each URL.</p> <p>All URLs for which the initial characters match the given permitted URL are accessible.</p> <p>Example: <code>http://www.someCompanySite.com</code> permits access to the following: <code>http://www.someCompanySite.com</code> <code>http://www.someCompanySite.com/jobs</code> <code>http://www.someCompanySite.com/products</code></p>
Description	Enter additional text that clarifies the purpose of this permitted URL.
<i>Blacklisted URLs</i>	Available only if you selected Limit Adult Content. These URLs are blocked even if the iOS automatic filters allow them.
	To add a blacklisted URL, click +. To delete a blacklisted URL, click -. You can add up to 50 blacklisted URLs.
URL	Enter the blacklisted URL. The URL must begin with either: <ul style="list-style-type: none"> • <code>http://</code> • <code>https://</code> <p>NOTE: If you want to block both <code>http://</code> and <code>https://</code> for the same site, include a row for each URL.</p> <p>All URLs for which the initial characters match the given blacklisted URL are blocked.</p> <p>Example: <code>http://www.someCompanySite.com</code> blocks access to the following: <code>http://www.someCompanySite.com</code> <code>http://www.someCompanySite.com/jobs</code> <code>http://www.someCompanySite.com/products</code></p>
Description	Enter additional text that clarifies the purpose of this blacklisted URL.



TABLE 70. WEB CONTENT FILTER CONFIGURATION SETTINGS (CONT.)

Item	Description
<i>Specific Websites</i>	Available only if you selected Specific Web Sites Only. These URLs are the only accessible sites. On Safari, they are added as bookmarks. Any existing bookmarks on Safari are disabled.
	To add an accessible URL, click +. To delete an accessible URL, click -.
URL	Enter the URL of a website you want to make accessible. The URL must begin with either: <ul style="list-style-type: none"> • http:// • https:// <p>NOTE: If you want to make both http:// and https:// for the same site accessible, include a row for each URL.</p> <p>If you are using the Apps@Work or Secure Sign-in web clips, include an entry for the URL of MobileIron Core. Otherwise, these web clips cannot work.</p>
Name	The title of the bookmark in Safari.
Bookmark	Optionally enter the folder into which the bookmark should be added in Safari. Example: /Sales/Products/ If absent, the bookmark is added to the default bookmarks directory.
Description	Optionally enter additional text that clarifies the purpose of this URL.

4. Click **Save**.
5. Select the web content configuration you just created.
6. Select **Actions > Apply To Label**.
7. Select the labels to which you want to apply this web content configuration.
8. Click **Apply**.

Browser impact

The web content filter feature impacts *all browsers and web views* on the device including:

- Safari
When using the option “Specific Web Sites Only”, only Safari displays the bookmarks that you specify. Other browsers do not.
- Web@Work



- Apps@Work
- the Secure Sign-in web clip
- other browsers and web views

Therefore, if you use the option “Specific Web Sites Only”, be sure to include the URL for your MobileIron Core so that the Apps@Work and Secure Sign-in web clips work.

Removing a Web content configuration from a device

A web content configuration is removed from a device when:

- You remove the label associated with the device from the setting, and the device checks in.
- You remove the web content configuration, and the device checks in.
- You retire the device.

Multiple web content configurations on a device

If you apply multiple web content configurations to a device, web access works as follows:

- The URL is accessible only if *all* of the web content configurations on the device allow it and *none* of the web content configurations block it.
- The URL is blocked if *any* of the web content configurations block it.

Managed App Config settings that use plists

An additional license is required for this feature.

Select **Policies & Configs > Configurations > Add New > Apple > iOS / tvOS > Managed App Config** to provide app configuration to a managed app. In this setting, you provide a property list (plist) file as specified by the app vendor or developer.

When a managed app gets its configuration from MobileIron Core, the device user does not have to manually enter the configuration. This feature results in easier app deployment and fewer support calls for you, and a better user experience for the device user.

Note The Following:

- This setting does not apply to tvOS devices.
- The AppConfig Community (AppConfig.org) describes another mechanism for managed app configuration. Using the AppConfig Community mechanism on Core is described in in “Managed App Configuration settings in the app in the App Catalog” in the MobileIron Apps@Work Guide.
- By default, the managed app configuration settings in the app in the App Catalog (AppConfig Community mechanism) override the Managed App Config setting that uses a plist. However, you can specify that the Managed App Config setting has precedence, as described in “Precedence of the iOS managed app



configuration in the App Catalog versus the Managed App Config setting” in the MobileIron Apps@Work Guide.

Managed App Config with plist overview

Providing a managed app with an app configuration involves these high-level steps:

1. You get a plist file containing the app configuration from the app vendor or developer. The plist is a text file in XML format.
2. Edit the file as directed by the app’s managed app configuration documentation. For example, documentation can instruct you to replace a default server value in the plist with a URL for one of your enterprise servers.
3. You create a Managed App Config setting on MobileIron Core.
4. When you create the setting, you upload the plist file to Core.
5. You apply labels to the setting to indicate which devices the setting applies to.
6. MobileIron Core sends the setting to the device when the device checks in.
7. The managed app installed on the device accesses the configuration using iOS programming interfaces.

NOTE: You can apply a Managed App Config setting to a device before the app is installed on the device. When the app is installed, it accesses the configuration. Until then, the configuration has no impact on the device.

Configuring the Managed App Config setting

Before you begin

Edit the provided plist with values specific to your enterprise, as directed by the app documentation. You can use any text editor or plist editor. Put the edited plist file into a folder accessible from your Admin Portal.

Procedure

1. In the Admin Portal, go to **Policies & Configs > Configurations**.
2. Click **Add New > Apple > iOS / tvOS > Managed App Config**. The New Managed App Config Setting dialog box opens.
3. Use the following guidelines to create or edit a Managed App Config setting:

Item	Description
Name	Enter brief text that identifies this Managed App Config setting.
Description	Enter additional text that clarifies the purpose of this Managed App Config setting.
BundleId	Enter the bundle ID of the managed app.
File	Click Choose File.



Item	Description
	Select the plist file that contains the app configuration for the app. NOTE: MobileIron Core does not validate the plist file's type or contents.

4. Click **Save**.
5. Select the Managed App Config setting you just created.
MobileIron Core assigns the setting the type MDM APP CONFIG.
6. Select **Actions > Apply To Label**.
7. Select the labels to which you want to apply this Managed App Config setting.
8. Click **Apply**.

Note The Following:

- You cannot edit the Managed App Config setting, including uploading a different plist file. If changes are necessary, delete the Managed App Config setting and create a new one. Be sure to re-apply labels.
- You can apply only one Managed App Config setting for each app to each device, including when more than one version of the app is installed on a device.
- The configuration information is not encrypted on the device. The configuration should therefore not contain any sensitive information, such as passwords or private keys.

Viewing the plist file

Procedure

1. On the Admin Portal, go to Policies & Configs > Configurations.
2. Select a Managed App Config setting.
3. Select View File Data in App Settings Detail pane.
A pop-up displays the file contents.
4. Close the pop-up when you are done viewing the file contents.

Removing a Managed App Config setting from a device

A Managed App Config setting is removed from a device when:

- You remove the label associated with the device from the setting, and the device checks in.
- You remove the Managed App Config setting, and the device checks in.
- You retire the device.

When the Managed App Config setting is removed, the managed app automatically removes its use of the configuration.



Supported variables

The plist can use the MobileIron Core variables described in the following table:

TABLE 71. MOBILEIRON CORE VARIABLES FOR PLIST FILES

Variable	Description
\$DEVICE_MAC\$	The Wi-Fi MAC (Media Access Control) address of the device.
\$DEVICE_UDID\$	The unique device identifier of the device.
\$DISPLAY_NAME\$	The display name of the device user.
\$EMAIL\$	The email address of the device user.
\$FIRST_NAME\$	The first name of the device user.
\$LAST_NAME\$	The last name of the device user.
\$USERID\$	The user ID of the device user.

When MobileIron Core sends the configuration to a device, it substitutes the appropriate values for the variables.

Sample plist

A plist is a text file in XML format. The XML content vary for each app, and the contents have been validated by the app developer. The following is a sample plist, included here only to illustrate the format you can expect:

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN"
"http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<dict>
<key>Server</key>
<string>http://www.somecompanyserver.com</string>
<key>Some Dict</key>
<dict>
<key>A</key>
<string>$DISPLAY_NAME$</string>
<key>C</key>
<string>$DEVICE_UDID$</string>
</dict>
<key>Some Array</key>
<array>
<string>abc</string>
<string>val</string>
<string>$DEVICE_MAC$</string>
</array>
</dict>
</plist>
```

Google Account

You can set up a Google email account for communication service rules for an audio service. All calls initiated on iOS devices to the contacts on the Google contact list will be using the default audio service. Each Google payload sets up a Google email address as well as any other Google services the device user enables after authentication.



Procedure

1. In the Admin Portal go to **Policies & Configs > Configurations**.
2. Click **Add New > Apple > iOS and tvOS > Google Account**.
3. In the New Google Account Configuration dialog box, enter the following:

Item	Description
Name	Enter brief text that identifies this email account.
Description	Enter additional text that clarifies the purpose of this Google account.
Email Address	Enter the Google email address of this account. Typically, you use the MobileIron Core substitution variable \$EMAIL\$. For more information on substitution variables, see Custom compliance policies .
Communication Service Rules (iOS 10 and Later)	<p>Select a default audio service or app to be associated with the device user's accounts on the Google servers. All calls initiated on the iOS device to contacts from contact lists stored on the server will use the selected audio service by default. This feature is supported on devices running iOS 10 through the most recently released version as supported by MobileIron.</p> <p>To enable communication service rules:</p> <ul style="list-style-type: none"> • Select Choose a default app to be used when calling contacts from this account. A drop-down list of apps is displayed. • Click the drop-down list to select the default audio app or service.

4. Click **Save**.
5. In the Configurations page, select the box next to the Google email account configuration you created, and select **Actions > Apply To Label**.
6. In the Apply to Label dialog box, select the label(s) to which you want to apply the Google email account and click **Apply**.

Once pushed to devices, the device user is invited to go to Settings > Passwords & Accounts to enter the password to the Google email account.

Managed domains settings

Managed domains enable you to specify which domains are trusted for Mail and Safari on iOS and macOS devices. Once the configuration is applied to the device:

- Email from domains that are not specified in the configuration will be highlighted (untrusted) in the native Mail app.
- Documents downloaded from domains that are specified in the configuration will be considered managed for the purposes of the Safari on the device. Use this configuration combined with restrictions to control the data downloads allowed in Safari.



- Device users will be unable to use the Safari autofill feature for passwords unless the URLs they access have been specifically configured as managed Safari password autofill domains.

Managed domains work together with the managed app options in the restrictions configuration. MobileIron Core requires a special license for using these options.

NOTE: This setting does not apply to tvOS devices.

Configuring managed domains

Procedure

1. In the Admin Portal, select **Policies & Configs**.
2. Click **Add New > Apple > iOS / tvOS > Restrictions**. The New Restrictions Setting dialog box opens.
3. Create a restrictions configuration with at least the following settings not checked:
 - **Allow documents from managed apps to unmanaged apps**
 - **Allow documents from unmanaged apps to managed apps**
4. Apply the configuration to an appropriate label to distribute it to target devices.
5. In the Admin Portal, select **Policies & Configs > Configurations**.
6. Click **Add New > Apple > iOS / tvOS > Managed Domains**. The Managed Domains Configuration dialog box opens.



7. Use the following guidelines to complete the form:

Item	Description
Name	Enter brief text to identify this configuration. Note that this text will display in the iOS Settings app on the device.
Description	Enter optional text to clarify the purpose of this configuration.
Email Domains	Click Add+ to enter an email domain, such as mycompany.com. Email domains may not include the wild card format “/*”. Any email address lacking a suffix specified in the list of managed email domains will be highlighted as out-of-domain in the Mail app. Note that the www prefix and trailing slashes are ignored.
Web Domains	Click Add+ to enter a web domain, as in mycompany.com. Note that the www prefix and trailing slashes are ignored. See Domain formats on page 512 for more information.
Managed Safari Password Auto Fill Domains (iOS 9.3+ Supervised Only)	Click Add+ to enable password auto-fill and auto-save for URLs matching a specific Safari web domain. Supported on supervised devices running iOS 9.3 through the most recently released version as supported by MobileIron. Notes: <ul style="list-style-type: none"> The managed Safari password auto-filled domain feature is disabled on multi-user devices. Safari will only save and auto-fill passwords on web pages that are configured for auto-fill. Password auto-fill will not work on domains where auto-fill is not configured, even if you add the domain to the list. The www prefix and trailing slashes are ignored. If a managed Safari password auto-fill domain contains a port number, Safari will only manage URLs that specify that port number. Otherwise, the domain will be matched without regard to the specified port number. For example, the pattern *.example.com:8080 will match http://site.example.com:8080/page.html, but not http://site.example.com/page.html. The pattern *.example.com will match both URLs. Be sure to enable saving passwords on all iOS devices before enabling this feature. On the iOS device, select Settings > Safari > Autofill > Names and Passwords > Enable.

8. Apply the configuration to an appropriate label to distribute it to target devices.

Domain formats

Use the following table as a guideline for entering both web domains and managed Safari password auto-fill domains:



TABLE 72. WEB DOMAIN AND MANAGED SAFARI PASSWORD AUTO-FILL DOMAIN FORMATS

Enter	To match	To exclude
company.com	company.com/*	site.company.com/
site.company.com	site.company.com/*	company.com/ site2.company.com/
.company.com	site.company.com/ site2.company.com/*	company.com/
company.com/folder	company.com/folder/*	company.com/
*.company.com/folder	foo.company.com/folder bar.company.com/folder	company.com foo.company.com/
foo.company.com/folder	foo.apple.com/folder foo.apple.com/folder2 foo.apple.com/folder/folder	company.com company.com/sub foo.company.com/ bar.company.com/folder
*.co	company.co beats.co company.co/folder	company.co.uk company.com

NOTE: If you specify a port number, then only addresses that specify that port number will be matched. Otherwise, port 80 will be assumed for http and port 443 will be assumed for https.

Managed domains example

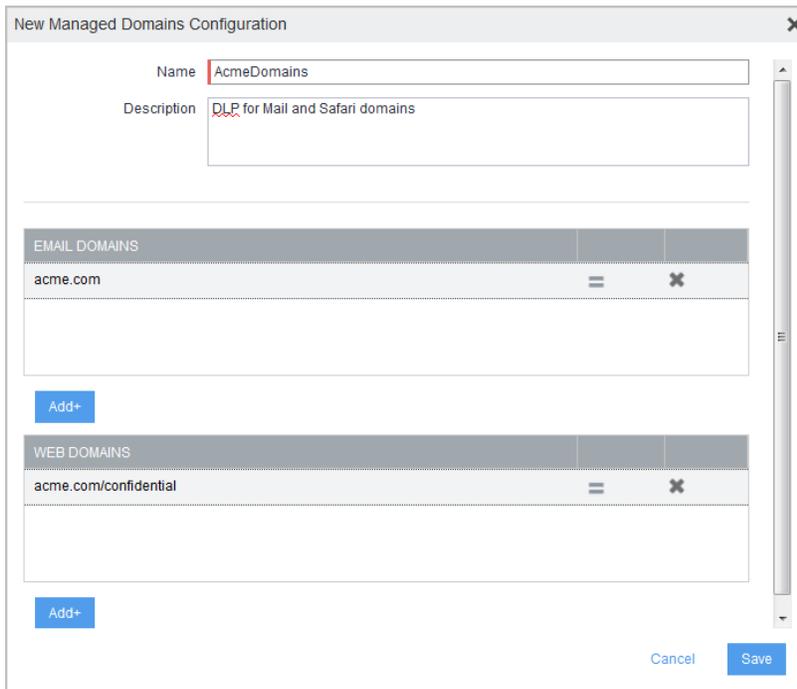
Acme, Inc. wants to use managed domains to do the following:

- provide a cue to users who are about to email content outside of Acme, Inc.
- prevent users from emailing confidential documents downloaded from their website

They have created the following managed domain configuration and assigned it to a label that identifies all iOS 8 devices:

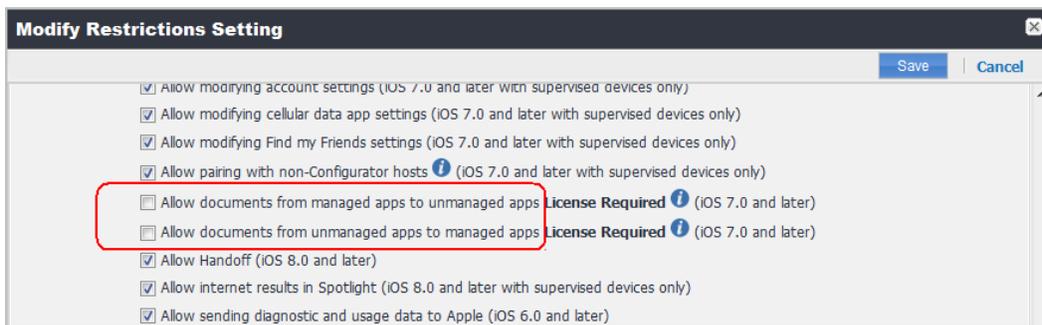


FIGURE 16. MANAGED DOMAINS CONFIGURATION EXAMPLE



They have also created a restrictions configuration and assigned it to the same label as the managed domains configuration. The restrictions configuration has the managed apps options disabled, as shown in the following figure.

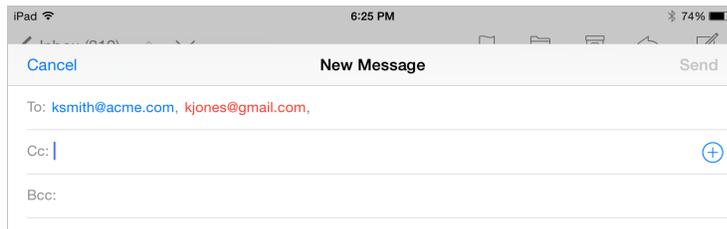
FIGURE 17. RESTRICTIONS SETTING EXAMPLE



As a result of these two configurations, external addresses are highlighted in red when a user composes an email in the native Mail app:

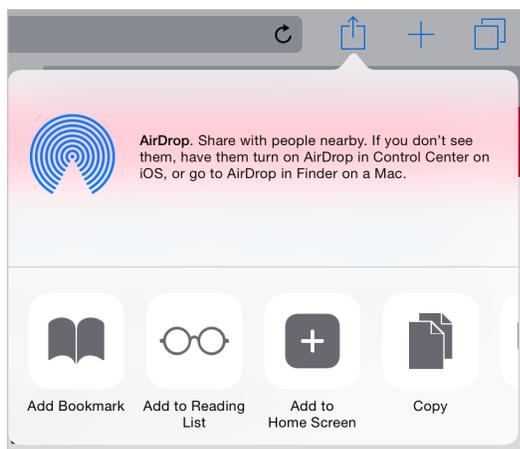


FIGURE 18. HIGHLIGHTED EXTERNAL ADDRESSES IN EMAIL



Also, users who use Safari to download documents from `acme.com/confidential` find that the usual Mail and Message apps are not available for these documents because they are not managed apps.

FIGURE 19. UNMANAGED APPS ARE NOT AVAILABLE



Network usage rules settings

MobileIron Core allows you to control the cellular network usage for any given managed app on iOS 9 through the most recently released version as supported by MobileIron. With a network usage configuration, you can prohibit specific managed apps from using cellular data when roaming, or from using cellular data at all. For example, you can configure YouTube as a managed app to be used only when connected to Wi-Fi.

Note The Following:

- If you create a cellular data rule with the wildcard value `com.*`, this rule will prohibit the use of other apps when using a cellular data connection, as the `com.*` rule takes precedence over any other allowed apps beginning with `com.*` (such as `com.mobileiron.helpatwork`). This is an Apple issue
- Given an iPad managed by MobileIron Core with a network usage configuration prohibiting the use of cellular data for a given managed app, if the iPad is removed from MobileIron Core management, the app continues to prohibit the use of cellular data in that app until the device is factory reset. This is an Apple issue.
- This setting does not apply to tvOS devices.



Configuring network usage for managed apps

Network usage configurations allow you to control whether device users can access the managed apps you specify while roaming or using the cellular data network. Network usage configurations can thus lower the cost of cellular data usage for your organization.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Click **Add New**.
3. Go to **Apple > iOS / tvOS > Network Usage Rules**. The New Network Usage Rules Configuration dialog box opens.
4. Use the following guidelines to fill in the form:

Item	Description
Name	Enter a name for the network usage rules configuration.
Description	Enter a brief description that explains the purpose of this configuration.
<i>Network Usage Rules</i>	
Disallow Roaming on Cellular Data	<p>Click Add to list the bundle IDs of apps for which you want to prohibit roaming on cellular data. Select the relevant app from the drop-down list that appears.</p> <p>Alternatively, enter a wildcard match for the URLs you want to prohibit roaming on cellular data. A wildcard must appear after a period, and can only be used once at the end of the search string. For example: <code>com.example.*</code></p> <p>To delete a rule, click the X icon next to it.</p>
Disallow Cellular Data	<p>Click Add to list the bundle IDs of apps for which you want to prohibit the use of cellular data. Select the relevant app from the drop-down list that appears.</p> <p>Alternatively, enter a wildcard match for the URLs you want to prohibit the use of cellular data. A wildcard must appear after a period, and can only be used once at the end of the search string. For example: <code>com.example.*</code></p> <p>To delete a rule, click the X icon next to it.</p>



FIGURE 20. NETWORK USAGE RULES CONFIGURATION: DISALLOW ROAMING ON CELLULAR DATA

New Network Usage Rules Configuration ✕

Name

Description

Network Usage Rules

▼ **Disallow Roaming on Cellular Data**
Add bundle IDs or wildcard matchers (e.g. com.domainname.*) to be applied to this network usage rule

APP IDENTIFIER		
com.xora.timetrack	=	✕
com.mellmo.RoamBi	=	✕
net.box.BoxNet	=	✕

Add+

Cancel
Save



FIGURE 21. NETWORK USAGE RULES CONFIGURATION: DISALLOW CELLULAR DATA

New Network Usage Rules Configuration

net.box.BoxNet	=	×
----------------	---	---

Add+

▼ **Disallow Cellular Data**
Add bundle IDs or wildcard matchers (e.g. com.domainname.*) to be applied to this network usage rule

APP IDENTIFIER		
net.box.BoxNet	=	×
com.webex.meeting	=	×

Add+

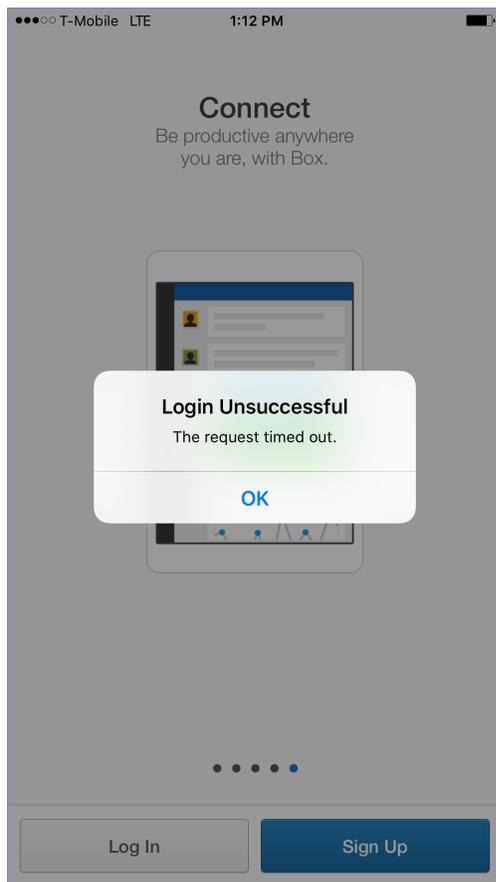
Cancel Save

5. Click **Save**.
6. Select the network usage rule configuration you just created.
7. Go to **Actions > Apply to label**.
8. Select the labels you want to apply.
9. Click **Apply**.

What device users see

Device users will be able to run managed apps prohibited from accessing cellular networks when roaming or prohibited from using cellular data. However, when attempting any action requiring the use of cellular data, they will receive a timeout or similar error.

FIGURE 22. TIMEOUT ERROR IF ROAMING OR CELLULAR DATA IS DISABLED



Enterprise single sign-on account settings with Kerberos

With enterprise single sign-on (SSO) with Kerberos, device users can log into your internal backend resources without having to re-enter their enterprise credentials. Creating a single sign-on account configuration is part of a larger configuration to set up single sign-on using Kerberos. The single sign-on setup using Kerberos requires MobileIron Standalone Sentry and MobileIron Tunnel.

NOTE: This setting does not apply to tvOS devices.

URLs and bundle IDs in enterprise single sign-on settings

When you configure enterprise SSO, you specify the URLs of the backend resources that the device user can access using SSO. The backend resource must support Kerberos based authentication. You can also specify bundle IDs (app IDs). If you specify any bundle IDs, then only the specified apps use enterprise SSO when accessing the specified URLs. If you specify no bundle IDs, then all apps that support enterprise SSO use it when accessing the specified URLs.



Identity certificates in enterprise single sign-on settings

When you configure enterprise SSO, you can optionally specify an identity certificate. The app uses this certificate to authenticate the device user to a backend resource when the Kerberos ticket has expired. Once authenticated, the Kerberos ticket is silently renewed.

If you do not provide an identity certificate, the device user is prompted to enter a user ID and password when the Kerberos ticket has expired. Therefore, providing an identity certificate results in a better device user experience.

Configuring a Single Sign-on Account Configuration

For a complete set of configuration tasks for setting up enterprise single sign-on using Kerberos, and for a description of the fields in the single sign-on account configuration, see the *MobileIron Tunnel for iOS Guide for Administrators*.

macOS settings

MobileIron Core allows you to define a number of macOS restrictions.

All restrictions are available to devices running macOS 10.12 through the most recently released version of macOS, as supported by MobileIron. Some restrictions are available on other versions of macOS. These are usually indicated by an information icon in the user interface.

- [macOS Kernel Extension settings](#)
- [macOS restrictions](#)
- [macOS Apple App Store restrictions](#)
- [Disc settings for macOS](#)
- [Media Control setting for macOS](#)

macOS Kernel Extension settings

Starting from macOS High Sierra 10.13.2, Apple introduced the concept of “User Approved” MDM Enrollment. This optional enrollment type allows MDM management of certain security-sensitive settings. Using the macOS Kernel Extension loading enables the device user to one of the following:

- Device user manually installs an MDM enrollment profile using System Preferences
- All Device-enrolled Macs are considered user-approved enrollment.

The Kernel Extension Policy payload is designated by specifying `com.apple.syspolicy.kernel-extension-policy` as the `PayloadType`. This payload controls restrictions and settings for User Approved Kernel Extension Loading on macOS v10.13.2 and later. The profile containing the payload must be delivered via a User Approved MDM server, and it must be installed as a device profile.



In addition to the settings common to all payloads, this payload defines the following keys.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > macOS Only > macOS Kernel Extensions**. The New macOS Kernel Extension Setting dialog box opens.
3. Select **Add+** and configure the settings as described in the table below.

Item	Description	Example
Name	Enter the name of the kernel extension policy. This will display in the Configurations page.	Test_kext
Description	Enter an optional description for the policy.	Kernel Ext Policy Name
Allow User Overrides	Select this check box to allow device users to approve additional kernel extensions not explicitly allowed by this configuration.	N/A
Allowed Team Identifiers	Enter the name of team identifiers that all validly-signed kernel extensions are allowed to load. The type used should be string.	PXPZ95SK77 (for Application: Global Protect VPN)
Allowed Kernel Extensions	Enter a dictionary that represents a set of validly-signed kernel extensions that will always be allowed to load on the user's device.	com.paloaltonetworks.kext.pangpd This corresponds to Allowed Team Identifier example PXPZ95SK77

4. Repeat step 3 for any additional team identifiers and kernel extensions.
5. Click **Save**. The kernel extension displays in the Configurations page.

macOS restrictions

The macOS restrictions setting can be configured for the user or device channel. For devices running macOS 10.12 through the most recently released version as supported by MobileIron, the default is user channel. If you want to apply the restrictions setting to macOS devices regardless of what user is logged in, select Device channel. If you want the restrictions setting to apply to a specific user, select User channel.



A macOS device should only have a single managed user. However, a macOS device may also have an admin user. If you want the restrictions setting to apply to the whole device regardless of whatever user logs in, select Device channel.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > macOS Only > macOS Restrictions** to specify lockdown capabilities for macOS.
3. Configure the settings as described in [Table 73 on page 522](#).
4. Click **Save**.
5. If Notes for Audit Logs is enabled, a text dialog box opens. Enter the reason for the change and then click **Confirm**. For more information, see [Best practices: label management](#).

macOS restrictions settings

The following table describes the macOS restrictions settings.

TABLE 73. MACOS RESTRICTIONS SETTINGS

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Name	Enter a name for the macOS restriction setting.	N/A	N/A
Description	Enter a description for the macOS restriction setting.	N/A	N/A
Restrictions channel	<ul style="list-style-type: none"> • User: Select to apply restrictions to the user signed in to the macOS device. • Device: Select to apply restrictions to the macOS device, regardless of the user currently signed 	N/A	User



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	in.		
Allow use of camera	<p>Deselect to disable the camera and remove its icon from the Home screen. Users will be unable to take photographs.</p> <p>Available for macOS 10.11 through the most recently released version of macOS as supported by MobileIron.</p>	allowCamera	Yes
Allow document and key-value sync to iCloud	<p>When deselected, disables document and key-value syncing to iCloud.</p> <p>Available for macOS 10.11 through the most recently released version of macOS as supported by MobileIron.</p>	allowCloudDocumentSync	Yes
Allow iCloud Photo Library	<p>If deselected, disables iCloud Photo Library. Any photos not fully downloaded from iCloud Photo Library to the device will be removed from local storage.</p>	allowCloudPhotoLibrary	Yes
Allow definition	If deselected,	allowDefinitionLookup	Yes



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
lookup	disables definition look-up. Available for macOS 10.11.2 through the most recently released version of macOS as supported by MobileIron.		
Allow Back to My Mac iCloud service	When deselected, disables macOS Back to My Mac iCloud service.	allowCloudBTMM	Yes
Allow Find My Mac iCloud service	When deselected, disables macOS Find My Mac iCloud service.	allowCloudFMM	Yes
Allow iCloud Bookmark sync	When deselected, disables macOS iCloud Bookmark sync.	allowCloudBookmarks	Yes
Allow iCloud Mail service	When deselected, disables macOS Mail iCloud services.	allowCloudMail	Yes
Allow iCloud Calendar service	When deselected, disables macOS iCloud Calendar services.	allowCloudCalendar	Yes
Allow iCloud Reminder service	When deselected, disables iCloud Reminder services.	allowCloudReminders	Yes
Allow iCloud Address Book service	When deselected, disables macOS iCloud Address Book services.	allowCloudAddressBook	Yes



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Allow iCloud Notes service (supervised only)	When deselected, disables macOS iCloud Notes services.	allowCloudNotes	Yes
Allow iCloud Keychain synchronization	When deselected, disables Cloud keychain synchronization.	allowCloudKeychainSync	Yes
Allow Music service	If disabled, Music service is disabled and Music app reverts to classic mode.	allowMusicService	Yes
Allow Spotlight Internet search results	If deselected, Spotlight will not return Internet search results. Available for macOS 10.11 through the most recently released version of macOS as supported by MobileIron.	allowSpotlightInternetResults	Yes
Allow Touch ID to unlock a device	If selected, allows Touch ID to unlock a device. Available for macOS 10.12.4 through the most recently released version of macOS as supported by MobileIron.	allowFingerprintForUnlock	Yes
Allow macOS auto unlock	If deselected, disables macOS	allowAutoUnlock	Yes



TABLE 73. MACOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	auto unlock.		
Allow iTunes File Sharing	<p>If deselected, disables iTunes application file sharing services.</p> <p>Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.</p>	allowiTunesFileSharing	Yes
Allow Content Caching	<p>Allow content caching to reduce bandwidth usage and speed up installation by storing software updates, apps, and other content on the device.</p> <p>Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.</p>	allowContentCaching	Yes
Allow iCloud desktop and documents service	<p>If deselected, disables macOS cloud desktop and document services. Defaults to true.</p> <p>Available for macOS 10.12.4 through the most recently released version of macOS</p>	allowCloudDesktopAndDocuments	Yes



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	as supported by MobileIron.		
Allow Air Print	<p>When deselected, disables Air Print feature.</p> <p>Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.</p>	allowAirPrint	Yes
Disallow AirPrint to destinations with untrusted certificates	<p>When selected, requires trusted certificates for TLS printing communication.</p> <p>Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.</p>	forceAirPrintTrustedTLSRequirement	No
Allow discovery of AirPrint printers using iBeacons	<p>When selected, disables iBeacon discovery of AirPrint printers, preventing spurious AirPrint Bluetooth beacons from phishing for network traffic.</p> <p>Available for macOS 10.13 through the most recently released version of macOS</p>	allowAirPrintiBeaconDiscovery	Yes



TABLE 73. MACOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	as supported by MobileIron.		
Delay OS Software Update for __days	<p>Enter the number of days by which you want to delay software updates. The default is 30 days, and the maximum is 90 days.</p> <p>Available for macOS 10.13.4 through the most recently released version of macOS as supported by MobileIron.</p>	enforcedSoftwareUpdateDelay	No
Allow modifying passcode (supervised devices)	If deselected, prevents device passcode from being added, changed, or removed.	allowPasscodeModification	Yes
Allow password AutoFill	<p>Select to allow password autofill.</p> <p>Available for macOS 10.14 through the most recently released version of macOS as supported by MobileIron.</p>	allowPasswordAutoFill	Yes
Allow proximity based password sharing requests	<p>Select to allow nearby devices to request device passwords.</p> <p>Available for</p>	allowPasswordProximityRequests	Yes



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	macOS 10.14 through the most recently released version of macOS as supported by MobileIron.		
Allow password sharing	<p>Select to allow users to share their device passwords using Airdrop Passwords feature.</p> <p>Available for macOS 10.14 through the most recently released version of macOS as supported by MobileIron.</p>	allowPasswordSharing	Yes
Allow screenshots and screen recording	<p>When deselected, users are unable to save screenshots or record video of the display.</p> <p>When deselected, this restriction also prevents the Classroom app from observing remote screens.</p> <p>Available for macOS 10.14.4 through the most recently released version of macOS as supported by MobileIron.</p>	allowScreenShot	Yes
Allow remote screen	If this is de-	allowRemoteScreenObservation	Yes



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
observation	selected, remote screen observation by the Classroom app is disabled. Available for macOS 10.14.4 through the most recently released version of macOS as supported by MobileIron.		
Automatically join Classroom classes without prompting (supervised only)	When selected, automatically gives permission to the teacher's requests without prompting the student. Available for macOS 10.14.4 through the most recently released version of macOS as supported by MobileIron.	forceClassroomAutomaticallyJoinClasses	No
Require teacher permission to leave Classroom unmanaged classes (supervised only)	When selected, a student enrolled in an unmanaged course via Classroom will request permission from the teacher when attempting to leave the course. Available for macOS 10.14.4 through the most recently released version of macOS as supported by MobileIron.	forceClassroomRequestPermissionToLeaveClasses	No



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
Allow Classroom to lock an app and lock the device without prompting (supervised only)	When selected, all the teacher to lock apps or the device without prompting the student. Available for macOS 10.14.4 through the most recently released version of macOS as supported by MobileIron.	forceClassroomUnpromptedAppAndDeviceLock	No
Allow Classroom to perform AirPlay and View Screen without prompting (supervised only)	If selected, and the Apple Education > Screen Observation Modification Control field is also selected, a student enrolled in a managed course via the Classroom app will automatically give permission to that course's teacher's requests to observe the student's screen without prompting the student. Available for macOS 10.14.4 through the most recently released	forceClassroomUnpromptedScreenObservation	No



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	version of macOS as supported by MobileIron.		
Allow Handoff	Select to enable the Handoff feature, which allows users to seamlessly continue working where they left off using any Apple device on which they are logged in with their Apple ID. Available for macOS 10.15 through the most recently released version of macOS as supported by MobileIron.	allowActivityContinuation	Yes
Allow use of Game Center (supervised devices only)	When deselected, Game Center is disabled and its icon is removed from the Home screen. Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.	allowGameCenter	Yes
Allow adding Game Center friends (supervised device)	When deselected, prohibits adding friends to Game Center. Disabled when Allow use of Game Center is	allowAddingGameCenterFriends	Yes



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	deselected. Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.		
Allow multiplayer gaming (supervised device)	When deselected, prohibits multiplayer gaming. Disabled when Allow use of Game Center is deselected. Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.	allowMultiplayerGaming	Yes
Allow AirDrop (supervised device)	If deselected, AirDrop is disabled. Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.	allowAirDrop	Yes
Allow sending diagnostic and usage data to Apple	When deselected, this prevents the device from automatically submitting diagnostic reports to Apple. Available for macOS 10.13	allowDiagnosticSubmission	Yes



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	through the most recently released version of macOS as supported by MobileIron.		
Allow dictation (supervised device)	When deselected, disables dictation input method. Disabled automatically when using Advanced Audio Coding (AAC) mode. Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.	allowDictation	Yes
Allow modifying Wallpaper (supervised device)	If deselected, prevents wallpaper from being changed. Available for macOS 10.13 through the most recently released version of macOS as supported by MobileIron.	allowWallpaperModification	Yes
Allow Safari AutoFill (supervised device)	Deselect to disable the Safari web browser, remove its icon from the Home screen, and prevent users from opening web clips. Available for	allowSafari	Yes



TABLE 73. macOS RESTRICTIONS SETTINGS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Enabled by Default
	macOS 10.13 through the most recently released version of macOS as supported by MobileIron.		

macOS Apple App Store restrictions

The macOS Apple App Store restrictions setting allows you to restrict user or device interactions with the Apple App Store. For example, you can restrict app installations and updates to admin users only, or to MDM-installed apps in updates only.

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > macOS Only > macOS App Store Restrictions** to specify App Store lockdown capabilities for macOS.
3. Configure the settings as described in [Table 74 on page 536](#).
4. Click **Save**.
5. Select the setting you just created.
6. Go to **Actions > Apply to label**.
7. Select the labels you want to apply.
8. Click **Apply**.

macOS AppStore restriction options

The following table describes the macOS App Store restrictions.



TABLE 74. MACOS APP STORE RESTRICTIONS OPTIONS

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Selected by Default
Name	Enter a name for the macOS App Store Restrictions setting.	com.apple.app.appstore	N/A
Description	Enter a description for the setting.	N/A	N/A
Restrictions Channel	<p>Select one of the following:</p> <ul style="list-style-type: none"> User: Select to apply restrictions to the user signed in to the macOS device. Device: Select to apply restrictions to the macOS device, regardless of the user currently signed in. <p>For devices running macOS 10.12 through the most recently released version as supported by MobileIron, the default is user channel. If you want the restrictions setting to apply to macOS devices regardless of what user is logged in, select Device channel. If you want the restrictions setting to apply to a specific user, select User channel.</p>	N/A	User
Restrict app installations to admin users only	<p>Select to restrict the installation of apps to admins only.</p> <p>Available on macOS devices running macOS 10.9 through the most recently released version as supported by MobileIron.</p>	restrict-store-require-admin-to-install	Yes



TABLE 74. MACOS APP STORE RESTRICTIONS OPTIONS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Selected by Default
Restrict app installations to software updates only	<p>Select to restrict updates to apps already installed to managed macOS devices.</p> <p>Available on macOS devices running macOS 10.10 through the most recently released version as supported by MobileIron.</p>	restrict-store-softwareupdate-only	Yes
Disable app adoption	<p>Select to prevent users from managing apps through the Apple App Store that were not originally purchased through the Apple App Store.</p> <p>Available on macOS devices running macOS 10.10 through the most recently released version as supported by MobileIron.</p>	restrict-store-disable-app-adoption	Yes
Disable software updates notifications	<p>Select to prevent app update notifications from appearing on managed macOS devices.</p> <p>Available on macOS devices running macOS 10.10 through the most recently released version as supported by MobileIron.</p>	DisableSoftwareUpdateNotifications	Yes
Restrict app installations to MDM-installed apps and software updates (macOS 10.11 and later)	<p>Select to restrict app installations and updates to MDM-installed apps only.</p> <p>Available on macOS devices running macOS 10.11 through the most</p>	restrict-store-mdm-install-softwareupdate-only	Yes



TABLE 74. macOS APP STORE RESTRICTIONS OPTIONS (CONT.)

Item	Description	Corresponding Apple Configurator Property Key in the Restrictions Payload	Selected by Default
	recently released version as supported by MobileIron.		

Disc settings for macOS

You can use the Finder and Disc Burning restriction settings to restrict the ability of managed macOS devices to burn data to disc. You must configure both settings to control the burning of data to disc on managed macOS devices.

Configuring Finder disc burning settings for macOS

The Finder restriction for macOS devices allow you to disable disc burning capabilities using macOS Finder on managed macOS devices. Disabling disc burning through Finder using this restriction setting will also disable disc burning regardless of the disc burning restriction setting described in [Configuring the Disc Burning setting for macOS](#).

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > macOS Only > Disc > Finder**.
3. Enter a name for the Finder restriction setting.
4. Select **Disable Finder's Disc Burning Support** to disable the disc burning capability on managed macOS devices. If you want to enable support for burning to disc using Finder, leave this option unchecked.
5. Click **Save**.
6. Select the setting you just created.
7. Go to **Actions > Apply to label**.
8. Select the labels you want to apply.
9. Click **Apply**.

Configuring the Disc Burning setting for macOS

The Disc Burning restriction allows you to control whether users can burn data to disc on managed macOS devices. You can enable or disable disc burning, or allow the burning of data to disc only after users have gone through an authentication process. You must also create a Finder restriction in addition to the Disc Burning restriction to control disc burning on managed macOS devices.



Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > macOS Only > Disc > Disc Burning**.
The New Disc Burning dialog box opens.
3. Configure the settings as described in [Table 75 on page 539](#).
4. Click **Save**.
5. Select the setting you just created.
6. Go to **Actions > Apply to label**.
7. Select the labels you want to apply.
8. Click **Apply**.

Disc burning settings (macOS)

The following table describes the settings for disc burning.

TABLE 75. DISC BURNING SETTINGS (MACOS)

Item	Description
Name	Enter a name for the disc burning setting.
Description	Enter a description for the disc burning setting (optional).
Burn Support	<p>Select one of the following:</p> <ul style="list-style-type: none"> • Off: Select to disable support for burning data to disc on a managed macOS device. You must also disable disc burning in the Finder setting to disable disc burning on managed macOS devices. • On: Select to enable support for burning data to disc on a managed macOS device. You must also enable disc burning in the Finder setting to enable disc burning on managed macOS devices. • Authenticate: Select to require managed macOS device users to enter their login information before burning data to disc.

Media Control setting for macOS

The Media Control setting allows you to permit or forbid users to mount, unmount, and eject on logout a variety of media, such as DVDs, network disks, and external drives. This setting enables you to fine-tune your control over media use on macOS devices, for example, you can configure all blank DVDs to be rejected by the macOS media drive, or require user authentication when connecting to a network drive.

The Supported media types are:

- BD
- Blank BD



- Blank CD
- Blank DVD
- CD
- Disk Image
- DVD
- Hard Disk External
- Hard Disk Internal
- Network Disk

Procedure

1. Go to **Policies & Configs > Configurations**.
2. Select **Add New > Apple > macOS Only > Media Control**.
The New Media Control Setting dialog box opens.
3. Configure the settings as described in [Media Control Setting \(macOS\)](#).
4. Click **Save**.
5. Select the setting you just created.
6. Go to **Actions > Apply to label**.
7. Select the labels you want to apply.
8. Click **Apply**.

TABLE 76. MEDIA CONTROL SETTING (MACOS)

Item	Description
Name	Enter a name for the Media Control setting.
Description	Enter a description for the Media Control setting.
Logout Eject	<p>Logout Eject rules cause the selected medium to be ejected when the macOS user logs out.</p> <ol style="list-style-type: none"> 1. Click Add to select a medium from the drop-down list and configure settings for that medium. 2. For the rule you are creating, select any of the following: <ul style="list-style-type: none"> • Authenticate: Requires macOS device users to authenticate before interacting with the medium. • Read only: Makes the medium read-only. • Deny: Denies access to the medium. • Eject: Causes the medium to eject when macOS users attempt to access it.



TABLE 76. MEDIA CONTROL SETTING (MACOS) (CONT.)

Item	Description
	<ol style="list-style-type: none"> 3. Repeat for any other media for which you would like to create a rule.
Mount Controls	<p>Creating rules for Mount Controls allows you to govern the media that can be mounted on managed macOS devices.</p> <ol style="list-style-type: none"> 1. Click Add to select a medium from the drop-down list and configure settings for that medium. 2. For the rule you are creating, select any of the following: <ul style="list-style-type: none"> • Authenticate: Requires macOS device users to authenticate before interacting with the medium. • Read only: Makes the medium read-only. • Deny: Denies access to the medium. • Eject: Causes the medium to eject when macOS users attempt to access it. 3. Repeat for any other media for which you would like to create a rule.
Unmount Controls	<p>Creating rules for Unmount Controls allows you to govern the media that can be unmounted from managed macOS devices.</p> <ol style="list-style-type: none"> 1. Click Add to select a medium from the drop-down list and configure settings for that medium. 2. For the rule you are creating, select any of the following: <ul style="list-style-type: none"> • Authenticate: Requires macOS device users to authenticate before interacting with the medium. • Deny: Denies access to the medium. 3. Repeat for any other media for which you would like to create a rule.

iOS and macOS Core settings differences

The following table outlines important differences in feature support between macOS and iOS.



TABLE 77. DIFFERENCES BETWEEN iOS AND macOS

Feature	macOS	iOS
CalDAV	MDM authenticates the account before pushing profiles. Therefore, if MobileIron Core does not have valid credentials, it will not push the profile. The Save user password field in Settings > System Settings > Users & Devices > Registration must be enabled.	MDM does not authenticate the account before pushing profiles. The device user is prompted to enter a password.
CardDAV	MDM does not authenticate the account. If no credentials are available, the contacts will not be synchronized and the device user will not be prompted for a password.	MDM does not authenticate the account before pushing profiles. The device user is prompted to enter a password.
Exchange	Only Contacts are synchronized. SSL is required.	Email, contacts, tasks, and appointments are synchronized.
web clip	Profiles will not be pushed if the size of the web clip image is greater than 20K.	Profiles will be pushed, regardless of the size of the web clip image.

Running shell scripts on macOS devices

This section addresses the components related to running shell scripts on macOS devices.

- [Shell scripts on macOS devices](#)
- [Creating certificates for your shell scripts for macOS](#)
- [Creating a shell script for macOS](#)
- [Testing your shell script for macOS](#)
- [Signing your shell script for macOS](#)
- [Configuring a macOS script configuration on Core](#)
- [Configuring a macOS script policy on Core](#)
- [Viewing macOS script execution logs](#)

Shell scripts on macOS devices

MobileIron Core allows you to create and sign your own macOS shell scripts, which you can then upload to Core and run on managed macOS devices. You can write a script that configures any setting within macOS System Preferences on macOS devices. Or, you may wish to run scripts that:



- force device users to change their passwords monthly
- lock the screen after 5 minutes of idle time
- or configures a secured Wi-Fi network.

After uploading scripts to Core and configuring macOS script configuration and policy components, Core executes your scripts on macOS devices using Mobile@Work for macOS. Mobile@Work for macOS polls Core periodically to check whether there are any scripts awaiting execution. If there are scripts in the queue, Mobile@Work for macOS downloads and runs the scripts on macOS devices according to settings you define on Core. Mobile@Work runs the scripts as the device user or as root, depending on how you signed the script. Mobile@Work then returns the script execution results to Core, which are shown in the audit logs.

Components required to run shell scripts on macOS devices

NOTE: Mobile@Work for macOS is not supported on Connected Cloud.

To run shell scripts on macOS devices, you need:

- Mobile@Work for macOS on macOS devices
- MobileIron Core 9.7.0.0, through the most recently released version of Core as supported by MobileIron, configured with mutual authentication
- Script signing tool, provided by MobileIron
- macOS script configuration on Core
- macOS script policy on Core

Main steps of running shell scripts on macOS devices

Running shell scripts on macOS devices involves the following main steps:

1. [Registering macOS devices with Core using Mobile@Work for macOS](#)
2. [Creating certificates for your shell scripts for macOS](#)
3. [Creating a shell script for macOS](#)
4. [Testing your shell script for macOS](#)
5. [Signing your shell script for macOS](#)
6. [Configuring a macOS script configuration on Core](#)
7. [Configuring a macOS script policy on Core](#)
8. [Viewing macOS script execution logs](#)

Creating certificates for your shell scripts for macOS

This section includes the following main steps:



1. [Creating a certificate authority for your macOS scripts](#)
2. [Creating a script signing identity for your macOS scripts](#)
3. [Exporting the CA public key certificate for your macOS scripts](#)

Creating a certificate authority for your macOS scripts

Create a certificate authority for signing your macOS scripts. You can optionally use the certificate authority you create as your default.

Procedure

1. On a macOS device, run the Keychain Access utility.
2. From the Keychain Access menu, choose **Certificate Assistant > Create a Certificate Authority**.
3. Enter a name for the certificate authority, noting it for later use.
4. For the user certificate type, select **Code Signing**.
5. Enter your email address.
6. In Keychain Access, select **My Certificates** to view the certificate authority.

Related topics

[Creating a certificate authority using Keychain Access](#)

Creating a script signing identity for your macOS scripts

Create a signing identity certificate so that you can sign your scripts.

Before you begin

[Creating a certificate authority for your macOS scripts](#)

Procedure

1. On a macOS device, run the Keychain Access utility.
2. From the Keychain Access menu, choose **Certificate Assistant > Create a Certificate**.
3. Enter a name for the signing identity, noting it for later use.
4. For the identity type, select **Leaf**.
5. For the certificate type, select **Code Signing**.
6. Create the leaf.
7. Choose an issuer. Select the certificate authority you created.
8. Create the certificate.
9. In Keychain Access, select **My Certificates** to view the signing identity you created.



Related topics

[Code Signing Tasks on the Apple Developer website](#)

Exporting the CA public key certificate for your macOS scripts

You must now export the certificate authority you created and upload it to Core.

Before you begin

[Creating a script signing identity for your macOS scripts](#)

Procedure

1. On a macOS device, run the Keychain Access utility.
2. Select **Certificates** in the left pane.
3. Select the certificate of the certificate authority you created in [Creating a certificate authority for your macOS scripts](#).
4. Select **File > Export Items**.
5. For **File Format**, select **Certificate (.cer)**.
6. Click **Save**.

Note where you saved the .cer file

7. Open the Terminal application.
8. Navigate to the directory where you exported the certificate.
9. Execute the following openssl command to convert the .cer file to a .pem file. (In this example, the certificate was saved in Certificate.cer.)

```
openssl x509 -inform der -in Certificate.cer -out root.pem
```

You will later upload this .pem file to Core.

Creating a shell script for macOS

You can create any shell script you want for execution on macOS devices, as long as the script can run within a shell script file. You can use wrappers if necessary. The execution of binary files from within a shell script is not supported.

You can copy and modify existing scripts, or create your own.

Before you begin

Before you can run shell scripts on macOS devices, you must have instructed macOS device users to:



- download and install Mobile@Work for macOS
- register with Core using Mobile@Work for macOS

Related topics

[Registering macOS devices with Core using Mobile@Work for macOS](#)

[Shell scripting primer](#) (on the Apple website)

Testing your shell script for macOS

MobileIron highly recommends you test your shell scripts before running them on macOS devices to ensure their robustness and quality. Run your script locally, and correct any errors that result.

Signing your shell script for macOS

Core requires you to sign your shell scripts using the MobileIron script signing tool.

Before you begin

[Testing your shell script for macOS](#)

Procedure

1. Download the signing tool provided to you by MobileIron, and place it in your \$PATH.
2. Open a terminal window.
3. Sign your script by issuing a command with the following syntax:

```
sign -s "My Signer" -r yes script_name.sh
```

"My Signer" is the signing identity you created in [Creating certificates for your shell scripts for macOS](#)

-r yes is an optional parameter. Include it only if you want to run the script as root because the script requires root permissions. Without -r yes, the script runs as the device user. This parameter is supported with Mobile@Work 1.1.0 for macOS through the most recently released version as supported by MobileIron.

script_name is the name of your macOS script.

The script signing tool produces a signed script called script_name.sh.p7s, where script_name is the name of the script.

Configuring a macOS script configuration on Core

Create a macOS script configuration for your macOS shell script. You can upload only one script file per configuration, but the file can include more than one signed shell script. You must then apply the macOS script



configuration to a label or labels, so that you can run the script or set of scripts on a subset of macOS devices.

NOTE: After you have created a macOS script configuration, you cannot edit the configuration, for example, by uploading a different script file to a configuration you had previously created. A macOS script configuration is read-only after you create and save it. If you want to change a particular macOS script configuration, delete the old configuration and create a new one.

Procedure

1. Select **Policies & Conigs > Configurations**.
2. On the **Configurations** page, click **Add New**, and select **Apple > macOS Only > Mobile@Work macOS Script**.
3. In the Mobile@Work macOS Script Configuration dialog box, add your macOS shell script.

Item	Description
Name	Enter a name for the configuration.
Description	Enter an explanation of the purpose of this configuration.
Select File	Click Browse and select the signed script file you want to use.

4. Click **Save**.
5. Select the configuration you just created, and apply it to the relevant labels.

Configuring a macOS script policy on Core

Create a policy for the macOS shell scripts you intend to run on macOS devices. The macOS script policy includes the root certificate used to sign your scripts. Mobile@Work for macOS uses the certificate to validate the scripts before running them.

Procedure

1. Select **Policies & Conigs > Policies**.
2. On the **Policies** page, click **Add New**.
3. Select **iOS and macOS > macOS Only > Mobile@Work macOS Script**.
4. In the Add Mobile@Work macOS Script Policy dialog box, add the root certificate for your macOS shell script, as described in [Exporting the CA public key certificate for your macOS scripts](#).

Item	Description
Name	Enter a name for the policy.
Status	Select the relevant radio button to indicate whether the policy is Active or Inactive . Only one active policy can be applied to a device.



Item	Description
Priority	<p>Specifies the priority of this policy relative to the other custom policies of the same type. This priority determines which policy is applied if more than one policy is available.</p> <p>Select Higher than or Lower than, then select an existing policy from the drop-down list.</p> <p>For example, to give Policy A a higher priority than Policy B, you would select “Higher than” and “Policy B”.</p>
Description	Enter an explanation of the purpose of this policy.
Upload Public Key	Upload the .pem certificate file to the script policy.
Public Key	Once uploaded, the public key displays here.
Max Response Size (in KB)	Enter the maximum response size for any macOS scripts you run on devices. The maximum response size limits the size of data Mobile@Work for macOS returns to Core after running a script. This is the stdout or stderr data that is returned when running a macOS script.

5. Click **Save**.
6. Select the policy you just created, and apply it to the relevant labels.

Viewing macOS script execution logs

You can confirm the execution of macOS scripts sent to macOS devices by searching the logs for macOS script execution results. Each log entry has a status, indicating whether the script ran successfully, and details regarding the output of the script execution.

Procedure

1. Select **Logs > Audit Logs**.
2. On the list of filters, click **Device**.
3. Select the check box for **Mobile@Work client script execution results**.
4. Click **Search**.

The logs for macOS script execution are displayed.



Using Mobile@Work for iOS

This section addresses the management of Mobile@Work for iOS.

- [Device management with the Mobile@Work My Devices tab](#)
- [Managing notifications in Mobile@Work for iOS](#)
- [Logging and enhanced logging for Mobile@Work](#)
- [Opening Mobile@Work for iOS logs in other apps](#)
- [Encrypting device logs with your own certificate](#)
- [Screen orientation](#)

NOTE: In iOS 13, the option to "Allow Always" was removed from the iOS Settings app. Instead, a dialog box displays requesting device users to enable tracking when the Mobile@Work app is running. Mobile@Work opens iOS Settings where device users can choose "Ask Next Time" or "Never". MobileIron recommends device users to enable tracking. This change applies to all versions of iOS 13 through the latest version as supported by MobileIron. Mobile@Work for iOS does not track device users' location without consent.

Device management with the Mobile@Work My Devices tab

Mobile@Work includes a self-service feature that allows device users to manage the device they are currently using, as well as any other devices that they have registered with MobileIron Core. The device management actions device users can take in the My Devices tab are generally similar to those available in the MobileIron Core User Portal.

The self-service feature is in the My Devices page in Mobile@Work, and includes the following tabs:

- **Actions:** Actions a device user can take on the device currently in use, or other devices registered to that user, such as locking, unlocking, wiping, and re-enrolling the device with MobileIron Core.
- **Info:** Details about the selected device, such as the device model number, OS version, and device registration date.
- **Map:** The precise street location of the selected device.

Actions you can take on the current device

In the My Devices tab, you can take the following actions on the device you are currently using:

- [Check for Updates](#)
- [Re-enroll Device](#)



- Retire Device (only if the device user has the correct permissions to retire a device)

Actions you can take on your other devices

You can also use the My Devices tab to take the following actions on other devices registered to you, even if those devices are not currently at your disposal:

- Unlock Device
- Lock Device
- Retire Device
- Wipe Device

You can lock, unlock, retire, or wipe one of your devices if you have the relevant roles assigned to you. If you only have one registered device, you cannot unlock, lock, or wipe that device in the My Devices tab.

Device status

The My Devices tab lists all devices registered to the device user who is logged in to Mobile@Work. Each device shows the status of any actions taken on that device. For example, if you initiated a wipe on the third device in your list of devices, the status of that device might be “Wipe Pending”.

Related topics

- “Assigning and removing device user roles” in *Getting Started with MobileIron Core*
- [Self-service User Portal](#)
- [Authenticating with MobileIron Core from the My Devices tab in Mobile@Work](#)
- [Checking for MobileIron Core updates with Mobile@Work](#)
- [Re-enrolling a device with Mobile@Work](#)
- [Retiring a device with Mobile@Work](#)
- [Unlocking a device with Mobile@Work](#)
- [Locking a device with Mobile@Work](#)
- [Wiping a device with Mobile@Work](#)
- [Viewing device details in the Mobile@Work My Devices tab](#)
- [Locating an iOS device in the Mobile@Work My Devices tab](#)

Authenticating with MobileIron Core from the My Devices tab in Mobile@Work

You must authenticate with MobileIron Core when:

- managing your devices with the My Devices tab for the first time
- the connection between Core and Mobile@Work has timed out
- after you have exited and re-opened Mobile@Work.



NOTE: Mobile@Work only persists the username if you successfully authenticate with MobileIron Core.

Procedure

1. In Mobile@Work, tap **My Devices**.
2. Tap **Show my devices**.
Mobile@Work shows the **Authentication Required** popup.
3. When authenticating for the first time after upgrading from previous versions of Mobile@Work, enter the device username and password in the space provided.
4. When authenticating thereafter, enter the device password at the prompt.
Mobile@Work shows the devices registered to the authenticated device user in the My Devices tab, with the device currently in use at the top of the list.

Related topics

- [Checking for MobileIron Core updates with Mobile@Work](#)
- [Re-enrolling a device with Mobile@Work](#)
- [Retiring a device with Mobile@Work](#)
- [Unlocking a device with Mobile@Work](#)
- [Locking a device with Mobile@Work](#)
- [Wiping a device with Mobile@Work](#)
- [Viewing device details in the Mobile@Work My Devices tab](#)
- [Locating an iOS device in the Mobile@Work My Devices tab](#)

Checking for MobileIron Core updates with Mobile@Work

The My Devices tab in Mobile@Work allows you to check for any updates available from MobileIron Core. Updates may include modified Mobile Device Management (MDM) profiles, AppConnect policies, and certificate enrollment settings, for example. If updates are available, MobileIron Core sends the updates to the device. You can check for updates with the device you are currently using.

NOTE: You can only check for MobileIron Core updates on the device currently in use.

Procedure

1. In Mobile@Work, tap **My Devices**.
2. Tap the device on which you wish to take action.
Mobile@Work shows the **Device Details** page.
3. Tap **Actions > Check for Updates**.
Mobile@Work communicates with MobileIron Core to check for updates.

Related topics



- [Authenticating with MobileIron Core from the My Devices tab in Mobile@Work](#)
- [Re-enrolling a device with Mobile@Work](#)
- [Retiring a device with Mobile@Work](#)
- [Unlocking a device with Mobile@Work](#)
- [Locking a device with Mobile@Work](#)
- [Wiping a device with Mobile@Work](#)
- [Viewing device details in the Mobile@Work My Devices tab](#)
- [Locating an iOS device in the Mobile@Work My Devices tab](#)

Re-enrolling a device with Mobile@Work

You can re-enroll the device you are currently using with MobileIron Core. After requesting re-enrollment, Core pushes the relevant profiles and configurations to the device again.

NOTE: You can only re-enroll the device currently in use.

Procedure

1. In Mobile@Work, tap **My Devices**.
2. Tap the device on which you wish to take action.
Mobile@Work shows the **Device Details** page.
3. Tap **Actions > Re-enroll Device**.
Mobile@Work sends a request to MobileIron Core to re-register the device.

Related topics

- [Authenticating with MobileIron Core from the My Devices tab in Mobile@Work](#)
- [Checking for MobileIron Core updates with Mobile@Work](#)
- [Retiring a device with Mobile@Work](#)
- [Unlocking a device with Mobile@Work](#)
- [Locking a device with Mobile@Work](#)
- [Wiping a device with Mobile@Work](#)
- [Viewing device details in the Mobile@Work My Devices tab](#)
- [Locating an iOS device in the Mobile@Work My Devices tab](#)

Retiring a device with Mobile@Work

You can remove from MobileIron Core management your current device, or any device you have registered with Core.



NOTE: You need to have the relevant role assigned to your user name to take this action. The role is a user portal role. For more information, see [Assigning user portal device management roles on page 659](#).

Procedure

1. In Mobile@Work, tap **My Devices**.
2. Tap the device on which you wish to take action.
Mobile@Work shows the **Device Details** page.
3. Tap **Actions > Retire Device**.
4. At the prompt, tap **Retire Device**.
5. Enter your password.
Mobile@Work sends a request to MobileIron Core to retire the device.

Related topics

- [Authenticating with MobileIron Core from the My Devices tab in Mobile@Work](#)
- [Checking for MobileIron Core updates with Mobile@Work](#)
- [Re-enrolling a device with Mobile@Work](#)
- [Unlocking a device with Mobile@Work](#)
- [Locking a device with Mobile@Work](#)
- [Wiping a device with Mobile@Work](#)
- [Viewing device details in the Mobile@Work My Devices tab](#)
- [Locating an iOS device in the Mobile@Work My Devices tab](#)

Unlocking a device with Mobile@Work

You can unlock another device you have registered with MobileIron Core from Mobile@Work on the registered device you are currently using.

NOTE: You need to have the relevant role assigned to your user name to take this action. The role is a user portal role. For more information, see [Assigning user portal device management roles on page 659](#).

Procedure

1. In Mobile@Work, tap **My Devices**.
2. Tap the device on which you wish to take action.
Mobile@Work shows the **Device Details** page.
3. Tap **Actions > Unlock Device**.
4. At the prompt, tap **Unlock Device**.



5. Enter your password.
Mobile@Work sends a request to MobileIron Core to unlock the device.

Related topics

- [Authenticating with MobileIron Core from the My Devices tab in Mobile@Work](#)
- [Checking for MobileIron Core updates with Mobile@Work](#)
- [Re-enrolling a device with Mobile@Work](#)
- [Retiring a device with Mobile@Work](#)
- [Locking a device with Mobile@Work](#)
- [Wiping a device with Mobile@Work](#)
- [Viewing device details in the Mobile@Work My Devices tab](#)
- [Locating an iOS device in the Mobile@Work My Devices tab](#)

Locking a device with Mobile@Work

You can lock another device you have registered with MobileIron Core from Mobile@Work on the registered device you are currently using.

NOTE: You need to have the relevant role assigned to your user name to take this action. The role is a user portal role. For more information, see [Assigning user portal device management roles on page 659](#).

Procedure

1. In Mobile@Work, tap **My Devices**.
2. Tap the device on which you wish to take action.
Mobile@Work shows the **Device Details** page.
3. Tap **Actions > Lock Device**.
4. At the prompt, tap **Lock Device**.
5. Enter your password.
Mobile@Work sends a request to MobileIron Core to lock the device.

Related topics

- [Authenticating with MobileIron Core from the My Devices tab in Mobile@Work](#)
- [Checking for MobileIron Core updates with Mobile@Work](#)
- [Re-enrolling a device with Mobile@Work](#)
- [Retiring a device with Mobile@Work](#)
- [Unlocking a device with Mobile@Work](#)
- [Wiping a device with Mobile@Work](#)



- [Viewing device details in the Mobile@Work My Devices tab](#)
- [Locating an iOS device in the Mobile@Work My Devices tab](#)

Wiping a device with Mobile@Work

You can wipe the app data and user data from another device you have registered with MobileIron Core, using Mobile@Work on your current device.

NOTE: You need to have the relevant role assigned to your user name to take this action. The role is a user portal role. For more information, see [Assigning user portal device management roles on page 659](#).

Procedure

1. In Mobile@Work, tap **My Devices**.
2. Tap the device on which you wish to take action.
Mobile@Work shows the **Device Details** page.
3. Tap **Actions > Wipe Device**.
4. At the prompt, tap **Wipe Device**.
5. Enter your password.
Mobile@Work sends a request to MobileIron Core to wipe the device.

Related topics

- [Authenticating with MobileIron Core from the My Devices tab in Mobile@Work](#)
- [Checking for MobileIron Core updates with Mobile@Work](#)
- [Re-enrolling a device with Mobile@Work](#)
- [Retiring a device with Mobile@Work](#)
- [Unlocking a device with Mobile@Work](#)
- [Locking a device with Mobile@Work](#)
- [Viewing device details in the Mobile@Work My Devices tab](#)
- [Locating an iOS device in the Mobile@Work My Devices tab](#)

Viewing device details in the Mobile@Work My Devices tab

You can use My Devices to view details about any device registered to the device user, such as model number, iOS version number, registration date, and so on.

Procedure

1. In Mobile@Work, tap **My Devices**.
2. Tap the device whose details you wish to examine.



Mobile@Work shows the **Device Details** page.

3. Tap **Info**.
4. Mobile@Work shows the information available about the device, as shown in [Table 78 on page 556](#).

NOTE: Any unavailable device information appears as N/A.

Reference

TABLE 78. THE DEVICE DETAILS PAGE IN MOBILE@WORK

Item	Description
Model	The model number of the iOS device.
Version	The version of iOS installed to the device.
Registration Date	The date and time the device was registered with MobileIron Core.
Owner	The owner of the device, either company or employee.
Phone Number	The phone number assigned to the device, if relevant.
Carrier	The cellular operator to which the device is registered, if relevant.
IMEI	A 15 digit number unique to the mobile device.
Manufacturer	The manufacturer of the device.

Related topics

- [Authenticating with MobileIron Core from the My Devices tab in Mobile@Work](#)
- [Checking for MobileIron Core updates with Mobile@Work](#)
- [Re-enrolling a device with Mobile@Work](#)
- [Retiring a device with Mobile@Work](#)
- [Unlocking a device with Mobile@Work](#)
- [Locking a device with Mobile@Work](#)
- [Wiping a device with Mobile@Work](#)
- [Locating an iOS device in the Mobile@Work My Devices tab](#)

Locating an iOS device in the Mobile@Work My Devices tab

The My Devices tab allows you to view the map location and street address of any device registered to your username.

Note The Following:



- Mobile@Work can only locate devices on which you have enabled location services.

NOTE: In iOS 13, the option to "Allow Always" was removed from the iOS Settings app. Instead, a dialog box displays requesting device users to enable tracking when the Mobile@Work app is running. Mobile@Work opens iOS Settings where device users can choose "Ask Next Time" or "Never". MobileIron recommends device users to enable tracking. This change applies to all versions of iOS 13 through the latest version as supported by MobileIron. Mobile@Work for iOS does not track device users' location without consent.

- You cannot copy addresses from the map.

Procedure

1. In Mobile@Work, tap **My Devices**.
2. Tap the device whose details you wish to examine.
Mobile@Work shows the **Device Details** page.
3. Tap **Map**.
Mobile@Work shows a map with a green indicator for the device.
4. Tap the green indicator to view the exact street address where the device is located.
5. Tap the blue indicator to view the location of another device registered to the same user.

Related topics

- [Authenticating with MobileIron Core from the My Devices tab in Mobile@Work](#)
- [Checking for MobileIron Core updates with Mobile@Work](#)
- [Re-enrolling a device with Mobile@Work](#)
- [Retiring a device with Mobile@Work](#)
- [Unlocking a device with Mobile@Work](#)
- [Locking a device with Mobile@Work](#)
- [Wiping a device with Mobile@Work](#)
- [Viewing device details in the Mobile@Work My Devices tab](#)

Managing notifications in Mobile@Work for iOS

Mobile@Work for iOS includes a Notifications tab shows notifications received from MobileIron Core. The Notifications tab allows you to manage notifications, including the ability to receive notifications on the home screen and view, save, or dismiss them. Notifications from Mobile@Work are displayed in the device Notifications Center.

Notifications can be received and viewed when the device is locked. When Mobile@Work is running in the background, all new notifications are sent to both Mobile@Work and the Notifications Center. When Mobile@Work is running in the foreground, all new notifications are sent to Mobile@Work only. When Mobile@Work is not running, all notifications are delivered only to the device Notification Center. Tapping the



message in the Notification Center opens Mobile@Work and delivers that particular message to Mobile@Work. For example, if three messages have been sent to the Notification Center, the device user must tap each message to deliver it to Mobile@Work.

Procedure

- You can do the following in the Notifications tab in Mobile@Work:
 - View additional notification details by tapping the chevron (>) next to a notification in the Mobile@Work Notifications tab.
 - Swipe right to left to delete a given notification.
 - Delete all notifications by tapping **Delete All** on the top right of the Notifications tab.
 - Save notifications by tapping them one at a time.

Logging and enhanced logging for Mobile@Work

If iOS device users experience issues with Mobile@Work, they can reproduce the issue and send the logs (log level Debug) to their support administrator. Enhanced Logging encrypts the logs for safe transport to the support Admin.

NOTE: This feature is for troubleshooting, and is disabled by default. Logging requires Mobile@Work 9.0 through the most recently released version as supported by MobileIron.

Sending Mobile@Work logs to MobileIron Support

Procedure

1. Open Mobile@Work.
2. Tap **Settings**.
3. To enable encrypted logging of your phone information, tap **Enhanced Logging**.
If you do not require encryption, make sure **Enhanced Logging** is toggled off.
4. Reproduce the issue on the device.
5. Go back to Mobile@Work, and tap **Settings > Send Mobile@Work Logs**.
Select a method to send the log information to MobileIron support. Options include email, SMS, AirDrop, and others.
6. Enter a support address and tap **Send**.

Opening Mobile@Work for iOS logs in other apps

Mobile@Work for iOS allows you to use the iOS Open In feature for Mobile@Work logs. You can open Mobile@Work log files in any app that supports that file type.



Procedure

1. On an iOS device, run Mobile@Work.
2. In Mobile@Work, tap **Settings > Send Mobile@Work Logs**.
3. Select Open In.
4. Open the log file in any available app.

Encrypting device logs with your own certificate

You can define a log encryption configuration that enables device users to send encrypted logs to an administrator's email address from their devices. The configuration includes a certificate for encrypting logs and an email address to which encrypted logs are to be sent. Devices sync with MobileIron Core and receive the configuration after you assign the configuration to the relevant labels.

This feature requires Mobile@Work 10.0.0 for iOS through the most recently released version as supported by MobileIron.

Before you begin

Upload a certificate to Core, as described in [Certificates settings](#).

Procedure

1. In the Admin Portal, select **Policies & Configs > Configurations**.
2. Click **Add New** and select **LogEncryption**. The New Log Encryption Setting dialog box opens.
3. Fill in the following:

Field	Description
Name	Enter a name for the configuration.
Email Address	Enter an email address to which encrypted logs may be sent. The To: field of the email is automatically filled with this address. If you do not enter an email address here, the device user fills in the To: field.
Certificate	From the drop-down list, select a certificate you have already uploaded to Core.

4. Click **Save**.
5. On the Configurations page, select the configuration you just defined.
6. Click **Actions > Apply to Label**, and select the label to which you want to apply the log encryption configuration.



Screen orientation

Mobile@Work 10.1.0.0 through the most recently released version as supported by MobileIron supports only portrait mode. It does not rotate to landscape mode.



Working with Events

This section addresses the components related to The Event Center.

- [About events](#)
- [Managing events](#)
- [Event settings](#)
- [Customizing Event Center messages](#)
- [Viewing and Exporting Events](#)

NOTE: The features described in this section are supported on macOS devices, unless otherwise stated.

About events

The Event Center enables MobileIron administrators to configure events to specific alerts that can be sent to users, administrators, or both. Event types include:

- International Roaming Event
- SIM Changed Event
- Memory Size Exceeded Event
- System Event
- Policy Violations Event
- Device Status Event

An alert is a message sent via SMS, email, or through a push notification. You can select a predefined message template, or create a custom message to use for the alert.

For example, you can specify an SMS to be sent each time a user travels to a different country, informing the user that different rates may apply.

Events page

Use the **Logs > Event Settings** page in Admin Portal to manage the events you are interested in and the corresponding alerts you want to automate.

Required role

To edit settings on the **Event Settings** page, the administrator must have the **Manage events** role.



Managing events

The tasks that are common to all event types are:

- [Creating an event](#)
- [Editing an event](#)
- [Deleting an event](#)
- [Ensuring the alert is sent to the correct recipients](#)
- [Applying the event to a label](#)
- [Setting alert retries](#)

Creating an event

Procedure

To create an event, in the Admin Portal:

1. Go to **Logs > Event Settings**.
2. Click **Add New**.
3. Select the type of event from the drop-down.
4. Complete the information for the selected event.
Each event type has settings specific to the event type. See [Event settings](#) for information on the settings.
5. Click **Save**.

Editing an event

Procedure

To edit an event, in the Admin Portal:

1. Go to **Logs > Event Settings**.
2. Select the event you want to edit.
3. Click **Edit**.
4. Make your changes.
5. Click **Save**.

Deleting an event

Procedure

To delete an event, in the Admin Portal:



1. Go to **Logs > Event Settings**.
2. Select the event you want to delete.
3. Click **Delete**.

Ensuring the alert is sent to the correct recipients

When you create an event, you designate recipients for the resulting alert. Each event type includes the alert configuration section shown in the following figure.

The screenshot shows a dialog box titled "Actions" with a sub-section "Alert Configuration". It includes several settings: a checked "Generate Alert" checkbox, radio buttons for "Alert for Every Country Visited in the Trip" (Yes selected), "Maximum Alerts" (Unlimited selected), "Severity" (Warning selected), a "Template" dropdown menu (Default International Roaming Alert template), and three dropdown menus for "Send SMS", "Send Email", and "Send Through APNs" (all set to "User only"). There are "View" and "Create" buttons.

For each type of alert (i.e. SMS, email, and APNs push notification), you can select to send the alert to one of the following:

- **None**
- **User only**
- **User + Admin**
- **Admin only**

If you select one of the Admin options, a **CC to Admins** section is displayed in the dialog box. This section displays a list of devices. Under the Available heading, select a device (or devices), that is associated with an email address that you want to notify, other than the device user. Core will send a notification to the email address associated with the device or devices that appear under the Selected heading.

FIGURE 23. CC TO ADMINS

The screenshot shows a dialog box for "CC to Admins". It features two columns: "Available" and "Selected", both currently empty. Between the columns are two arrow buttons for moving items. At the bottom, there are "Save" and "Cancel" buttons.

NOTE: Only users who have registered devices can appear in the **Apply to Users** list.

Applying the event to a label

To specify the devices to which the event should apply, you select one or more labels when you create the event. The amount of time it takes to apply an event to a label depends on the number of devices identified by the label. Therefore, it may take some time for the label name to display as selected for the event.

Setting alert retries

You can specify the number of times MobileIron attempts to send an SMS alert or registration email.

Procedure

1. Enter the number of retries for SMS and registration email.
Reminders are sent at 48-hour intervals until the number of reminders specified are sent, or the device is registered.
For example, if you use the default for **Number of Retries for Email** (which is 2), an email is sent immediately after registration. If the device is not registered within 48 hours, a second email is sent. No other reminders are sent because you specified two reminders.
2. Click **Save**.

Setting MobileIron SMS, email, and push notifications

You can designate specific hours for the sending of SMS, email, and push notifications. The default notification time is 0300 (3 a.m.), which can be disruptive.

Procedure

To override the default notification schedule:

1. From the Admin Portal, go to **Settings > System Settings > General > Alert**.
2. Select the **Override Default Schedule SMS, Email, Push notification** check box. The section expands.
3. Enter the notification start time and end time, in UTC hours.
4. Select the days of the week when sending notifications are allowed.
5. Click **Save**.

Event settings

Each event type has specific settings that need to be configured when you create or edit the event. This section describes the settings for each type.



- [International roaming event settings](#)
- [SIM changed event settings](#)
- [Memory size exceeded event settings](#)
- [System event settings](#)
- [System event field description](#)
- [Policy violations event settings](#)
- [Policy violations event field description](#)
- [Device status event settings](#)

International roaming event settings

This event type is not supported for macOS devices.

NOTE: International roaming detection is not supported for dual-mode devices (that is, devices that switch between GSM and CDMA).

Procedure

To create an international roaming event, in the Admin Portal:

1. Go to **Logs > Event Settings**.
2. Click **Add New**.
3. Select **International Roaming Event** from the drop-down menu. The New International Roaming Event dialog box opens.



4. Use the following guidelines to create an international roaming event:

Field	Description
Name	Identifier for this notification.
Description	Additional text to clarify the purpose of this notification.
Generate Alert	Turns on/off the alert defined for this event.
Alert for Every Country Visited in the Trip	Applies a compliance action for each country visited after the user leaves the home country.
Maximum Alerts	Specifies whether there is a limit on the number of alerts generated for all countries within a given trip. If you select Limited , then you can specify the number of alerts to allow. Once the user returns to the home country, the count is returned to 0.
Severity	Specifies the severity defined for the alert: Critical , Warning , and Information .
Template	Specifies the template to populate the resulting alert. Click View to display the content of the current template. Select an alternate template from the drop-down or click Create to create a new template. See Customizing Event Center messages for information on creating a



Field	Description
	new template.
Send SMS	<p>Specifies whether to send an alert in a text message, and whether to send it to the user, the admin, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section.</p> <p>If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.</p>
Send Email	<p>Specifies whether to send an alert in an email, and whether to send it to the user, the admin, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section.</p> <p>If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.</p>
Send through Push Notification	<p>Specifies whether to send a message via, and whether to send it to the user, the admin, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section.</p> <p>If you select “Admin only” or “User + Admin”, then the CC to Admins section displays. Use this section to specify administrative users who should receive the alert.</p> <p>The length of the message is limited to 255 characters.</p>
Apply to Labels	Associate this event with the selected labels. See the “Using labels to establish groups” section in the <i>Core MobileIron Getting Started Guide</i> for more information.
Search Users	Enter the user ID to find devices to which you want to apply this event.
Apply to Users	Associate this group of settings with the selected users.
Search Admins	Enter the admin ID to find devices to which you want to apply this event.
CC to Admins	If you selected “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.

5. Click **Save**.

NOTE: If more than one international roaming event applies to a device, only the last one you edited and saved is triggered.

SIM changed event settings

This event type is not supported for macOS devices.



Procedure

To create a SIM changed event, in the Admin Portal:

1. Go to **Logs > Event Settings**.
2. Click **Add New**.
3. Select **SIM Changed Event** from the drop-down menu. The New SIM Changed Event dialog box opens.

The screenshot shows the 'New SIM Changed Event' dialog box. It has a title bar with 'New SIM Changed Event' and a close button. Below the title bar are 'Save' and 'Cancel' buttons. The main content area includes:

- Name:** A text input field with a red border.
- Description:** A text input field containing the text 'Generated when the SIM card is changed in the phone'.
- Actions:** A section with a collapsed arrow icon and the text 'Generate Alert' checked.
- Alert Configuration:** A section with radio buttons for Severity: Critical, Warning (selected), and Information. Below this is a 'Template' dropdown menu set to 'Default SIM Changed Alert template', with 'View' and 'Create' buttons next to it. Below the template are three dropdown menus for 'Send SMS:', 'Send Email:', and 'Send Through Push Notification:', all set to 'User only'.
- Apply to Labels:** A section with 'Available' and 'Selected' columns. The 'Available' column contains 'All-Smartphones', 'All-Syscomm', and 'Android'. There are arrow buttons between the columns.
- Search Users:** A text input field with the placeholder 'Search by Username' and a search icon.
- Apply to Users:** A section with 'Available' and 'Selected' columns, both currently empty.

At the bottom of the dialog box are 'Save' and 'Cancel' buttons.

4. Use the following guidelines for creating a SIM changed event.

Field	Description
Name	Identifier for this event.
Description	Additional text to clarify the purpose of this event.
Generate Alert	Turns on/off the alert defined for this event.
Severity	Specifies the severity defined for the alert: Critical, Warning, and Information.
Template	Specifies the template to populate the resulting alert. Click View to display the content of the current template. Select an alternate template from the drop-down or click Create to create a new template. See Customizing Event Center messages for information on creating a new template.
Send SMS	Specifies whether to send an alert in a text message, and whether to send it to the user, the admin, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.
Send Email	Specifies whether to send an alert in an email, and whether to send it to the user, the admin, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.
Send through Push Notification	Specifies whether to send a message, and whether to send it to the user, the admin, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert. The length of the message is limited to 255 characters.
Apply to Labels	Associate this event with the selected labels. See the “Using labels to establish groups” section in the <i>Core MobileIron Getting Started Guide</i> for more information.
Search Users	Enter the user ID to find devices to which you want to apply this event.
Apply to Users	Associate this group of settings with the selected users.



Field	Description
CC to Admins	If you selected “Admin only” or “User + Admin”, then the CC to Admins section displays. Use this section to specify administrative users who should receive the alert.

5. Click **Save**.

NOTE: If more than one SIM changed event applies to a device, only the last one you edited and saved is triggered.

Memory size exceeded event settings

This event type is not supported for macOS devices.

Procedure

To create a memory size exceeded event, in the Admin Portal:

1. Go to **Logs > Event Settings**.
2. Click **Add New**.
3. Select **Memory Size Exceeded Event** from the drop-down menu.



4. Use the following guidelines to create a memory size exceeded event:

Field	Description
Name	Identifier for this event.
Description	Additional text to clarify the purpose of this notification.
Used Memory Size Exceeds	Specifies the percentage of total memory that triggers the alert.
Generate Alert	Turns on/off the alert defined for this event.
Alert every	Specifies the time, in days, after which the alert count is reset.
Severity	Specifies the severity defined for the alert: Critical , Warning , and Information .
Template	Specifies the template to populate the resulting alert. Click View to display the content of the current template. Select an alternate template from the drop-down or click Create to create a new template. See Customizing Event Center messages for information on creating a new template.
Send SMS	Specifies whether to send an alert in a text message, and whether to send it to the user, the admin, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.
Send Email	Specifies whether to send an alert in an email, and whether to send it to the user, the admin, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.
Send through Push Notification	Specifies whether to send a message, and whether to send it to the user, the admin, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert. The length of the message is limited to 255 characters.
Apply to Labels	Associate this event with the selected labels. See the “Using labels to establish groups” section in the <i>Core MobileIron Getting Started Guide</i> for more information.



Field	Description
Search Users	Enter the user ID to find devices to which you want to apply this event.
Apply to Users	Associate this group of settings with the selected users.
CC to Admins	If you selected “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.

5. Click **Save**.

NOTE: Memory exceeded events are sent only once per week when the configured memory limit is reached. If more than one memory size exceeded event applies to a device, only the last one you edited and saved is triggered.

System event settings

A system event applies a compliance action when a component of a MobileIron implementation is not working. System alerts are intended for relevant administrators.

Procedure

1. In the Admin Portal, go to **Logs > Event Settings**.
2. Click **Add New**.
3. Select **System Event** from the drop down menu.
4. Use the guidelines in [System event field description](#) to complete the form:
5. Click **Save**.

System event field description

TABLE 79. SYSTEM EVENT FIELD DESCRIPTIONS

Field	Description
Name	Identifier for this event.
Description	Additional text to clarify the purpose of this notification.
Sentry (standalone and integrated) is unreachable	Applies a compliance action if MobileIron Core is unable to contact the MobileIron Sentry.
MobileIron gateway is unreachable	Select this option to send an alert if Core cannot connect to the MobileIron gateway.
LDAP server is unreachable	Select this option to send an alert if Core cannot connect to any of the configured LDAP servers.
DNS server is unreachable	Select this option to send an alert if Core cannot connect to one of the configured DNS servers.



TABLE 79. SYSTEM EVENT FIELD DESCRIPTIONS (CONT.)

Field	Description
Mail server is unreachable	Select this option to send an alert if Core cannot connect to the configured SMTP server.
NTP server is unreachable	Select this option to send an alert if Core connect to the configured NTP server.
Certificate Expired or Certificate Error	Select this option to send an alert for certificate expiration. An alert is sent 30 days before expiration and on the expiration date. Certificates supported include MDM APNS/Client (iOS only), Admin Portal, and device certificates.
Provisioning Profile Expired	Generates an alert if an iOS provisioning profile distributed via MobileIron has expired. In general, this profile will be associated with an in-house app.
SMTP Relay server is unreachable	Applies a compliance action if the configured SMTP relay (used for SMS archive) does not respond to a ping or SMTP ping.
SMTP Relay server error	Applies a compliance action if the configured SMTP relay (used for SMS archive) returns an error. The alert includes available details to enable troubleshooting.
System storage threshold has been reached	Applies a compliance action if the system storage threshold has been reached. Refer to <i>MobileIron Core System Manager Guide</i> for information on setting this threshold or manually purging the data.
Connector state events	Applies a compliance action if the health of the Connector changes. MobileIron defines a healthy connector as one that connects to the server at expected intervals and syncs successfully with the LDAP server. An alert is generated if a Connector changes from healthy to unhealthy, or from unhealthy to healthy.
Connector requires upgrade	Applies a compliance action if the automated upgrade of the Connector fails. This alert prompts you to manually upgrade the Connector.
Connector can not connect to LDAP server	Applies a compliance action if a configured LDAP server is no longer reachable.
Connector is unreachable	Applies a compliance action if the MobileIron server does not receive the expected response to the scheduled probe of the Connector. This alert generally indicates network problems.
Application update failed	Alerts the administrator that the Apps@Work or Bridge update for Windows failed. For more information, administrators can the server logs.



TABLE 79. SYSTEM EVENT FIELD DESCRIPTIONS (CONT.)

Field	Description
Certificate Revoked (MDM APNS)	Generates an alert if an iOS Mobile Device Management (MDM) Apple Push Notification Service (APNS) certificate has been revoked.
Apple License Percentage Used. Alert Threshold	Generates an alert if the licenses used for an iOS app purchased via Apple Licenses reaches the specified level. The default threshold is 99 percent. An alert is generated when 99 percent of the license for any Apple License purchased-app have been redeemed.
Mobile Threat Definition Update	Alerts administrators when a new version of the mobile threat definition is available. The notification includes any impacts to the existing MTD Local Action policies if threats were removed from the latest update.
Generate Alert	Turns on/off the alert defined for this event.
Maximum Alerts	Specifies whether there is a limit on the number of alerts generated for a given event. If you select Limited , then you can specify the number of alerts to allow. By default, compliance is checked every 24 hours. See Managing Compliance and Creating an event for more information.
Alert Every	Specifies the time, in days, after which the alert count is reset.
Severity	Specifies the severity defined for the alert. Select Critical , Warning , or Information .
Template	Specifies the template to populate the resulting alert. Click View to display the content of the current template. Select an alternate template from the drop-down or click Create to create a new template. See Customizing Event Center messages for information on creating a new template.
Send SMS	Specifies whether to send an alert in a text message, and whether to send it to the user, the administrator, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.
Send Email	Specifies whether to send an alert in an email, and whether to send it to the user, the administrator, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.
Send through Push Notification	Specifies whether to send a message via Apple Push Notification



TABLE 79. SYSTEM EVENT FIELD DESCRIPTIONS (CONT.)

Field	Description
	<p>service, and whether to send it to the user, administrator, or both.</p> <p>Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.</p> <p>The length of the message is limited to 255 characters.</p>
Apply to Labels	<p>Send the alert to users in the selected labels. See the “Using labels to establish groups” section in the <i>Core MobileIron Getting Started Guide</i> for more information.</p> <p>NOTE: In most cases, if you do select a label, it should not be a label with broad coverage. System event alerts are usually not appropriate for device users.</p>
Search Users	Enter the user ID to find users to which you want to send the alert.
Apply to Users	Send the alert to the selected users.

Policy violations event settings

Procedure

1. In the Admin Portal, go to **Logs > Event Settings**.
2. Click **Add New**.
3. Select **Policy Violation Event** from the drop-down menu. The New Policy Violations Event dialog box opens.



4. Follow the guidelines in [Policy violations event field description](#) to complete the form.
5. Click **Save**.

NOTE: **Apply only one Policy Violations event to each device.** If more than one policy violations event applies to a device, only the last one you edited and saved is triggered. Therefore, do not create a separate policy violations event for each type of security policy violation.

In that one Policy Violations event, select all of the security policy settings that you want to trigger the event. Use the template variable `$DEFAULT_POLICY_VIOLATION_MESSAGE` in your message template to specify the security policy violation that triggered the event.

Policy violations event field description

The following table describes fields for configuring a policy violation event.



TABLE 80. POLICY VIOLATION EVENT FIELD DESCRIPTION

Field	Description
Name	Identifier for this event.
Description	Additional text to clarify the purpose of this notification.
Connectivity	
Out-of-contact with Server for X number of days	Select this option to send an alert when a device has been out of contact for the number of days specified in the Security policy assigned to it.
Out-of-policy for X number of days	Select this option to send an alert when a policy has been out of date for the number of days specified in the Security policy assigned to it.
Device Settings	
Passcode is not compliant	Applies a compliance action if a device is detected having a passcode that does not meet the requirements specified in the associated security policy.
App Control	
Disallowed app found	Applies a compliance action if an app that is specified as Disallowed is installed on a device. Apps are specified as Required, Allowed, or Disallowed under Apps > App Control .
App found that is not in Allowed Apps list	Applies a compliance action if an app that does not appear on the list of allowed apps has been detected on a device. Apps are specified as Required, Allowed, or Disallowed under Apps > App Control .
Required app not found	Applies a compliance action if an app that is specified as Required is not installed on a device. Apps are specified as Required, Allowed, or Disallowed under Apps > App Control .
Data Protection/Encryption - iOS - Android	
Data Protection/Encryption is disabled	Applies a compliance action if data protection/encryption is disabled on an iOS device.
Security - Windows	
OS Build is less than the required OS build	Select this option to apply a compliance action if the device build is less than the OS build defined in the Security policy.
Last Hotfix is less than the required hotfix	Select this option to apply a compliance action if the device OS build is less than the hotfix build defined in the Security policy.
Last Hotfix installation date is out	Select this option to apply a compliance action if the device OS has not



TABLE 80. POLICY VIOLATION EVENT FIELD DESCRIPTION (CONT.)

Field	Description
of date	been updated in the time interval defined in the Security policy.
iOS	
Disallowed iOS model found	Select this option to apply a compliance action when a restricted iOS model is registered.
Disallowed iOS version found	Select this option to apply a compliance action when a restricted iOS version is registered.
Compromised iOS device	Select this option to apply a compliance action when a compromised iOS is registered or connects to the server. That is, an iOS device has been compromised by circumventing the operator and usage restrictions imposed by the operator and manufacturer.
iOS Configuration not compliant	Applies a compliance action if an iOS device does not have the expected security policy or app settings. This state may indicate that a setting was changed or was not applied successfully.
Restored Device connected to server	Applies a compliance action if a previously wiped device has been restored and attempts to connect through the MobileIron deployment.
MobileIron iOS App Multitasking disabled by user	Applies a compliance action if the device user disables multitasking for the MobileIron iOS app. Disabling multitasking increases the likelihood that a compromised device will go undetected for a significant period of time.
Device MDM deactivated (iOS 5 and later)	Applies a compliance action when the MDM profile on a managed iOS 5 device is removed.
macOS	
Disallowed macOS version found	Applies a compliance action if Core finds a registered device running a prohibited version of macOS.
Device MDM deactivated	Applies a compliance action if Core detects that MDM (Mobile Device Management) has been deactivated on a registered macOS device.
FileVault encryption disabled	Applies a compliance action if Core detects a registered macOS device with disabled FileVault encryption.
Android	
Disallowed Android OS version found	Applies a compliance action if an Android device having a disallowed OS version is detected. You can specify disallowed versions in the security policy.
Compromised Android device detected	Applies a compliance action if a modified Android device is detected. That is, an Android device has been compromised by circumventing the operator and usage restrictions imposed by the operator and



TABLE 80. POLICY VIOLATION EVENT FIELD DESCRIPTION (CONT.)

Field	Description
	manufacturer.
Device administrator not activated for DM client or agent	Generate an alert when a managed Android device is found to have no device administrator privilege activated for Mobile@Work or the Samsung DM Agent.
Actions	
Generate Alert	Turns on/off the alert defined for this event.
Maximum Alerts	Specifies whether there is a limit on the number of alerts generated for a given event. If you select Limited, then you can specify the number of alerts to allow.
Alert Every	Specifies the time, in days, after which the alert count is reset.
Severity	Specifies the severity you define for this alert. Select Critical , Warning , or Information .
Template	Specifies the template to populate the resulting alert. Click View to display the content of the current template. Select an alternate template from the drop down or click Create to create a new template. See Customizing Event Center messages on page 583 for information on creating a new template.
Send SMS	Specifies whether to send an alert in a text message, and whether to send it to the user, the administrator, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.
Send Email	Specifies whether to send an alert in an email, and whether to send it to the user, the administrator, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.
Send through Push Notification	Specifies whether to send a message via Apple Push Notification service, and whether to send it to the user, the administrator, or both. Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert. The length of the message is limited to 255 characters.



TABLE 80. POLICY VIOLATION EVENT FIELD DESCRIPTION (CONT.)

Field	Description
Apply to Labels	Send the alert to users in the selected labels. See the “Using labels to establish groups” section in the <i>Core MobileIron Getting Started Guide</i> for more information.
Search Users	Enter the user ID to find users to which you want to send the alert.
Apply to Users	Send the alert to the selected users.
CC to Admins	If you selected “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.

Device status event settings

The device status event applies only to Android and iOS devices. The following describes the steps to create a device status event in the Admin Portal.

Procedure

1. Go to **Logs > Event Settings**.
2. Click **Add New**.
3. Select **Device Status Event** from the drop-down menu. The New Status Event dialog box opens.



4. Use the following guidelines to complete the form:

Field	Description
Name	Identifier for this event.
Description	Additional text to clarify the purpose of this notification.
Triggers when	Specifies the conditions on the device that will trigger an alert: <ul style="list-style-type: none"> • Device status is changed (Android and iOS) • Android device reports policy/config errors • Android device reports policy/config warnings • Work schedule policy applied (Android and iOS)
Actions	
Severity	Specifies the severity you define for this alert. Select Critical , Warning , or Information .



Field	Description
Template	<p>Specifies the template to populate the resulting alert. Click View to display the content of the current template. Select an alternate template from the drop-down or click Create to create a new template.</p> <p>See Customizing Event Center messages for information on creating a new template.</p>
Send SMS	<p>Specifies whether to send an alert in a text message, and whether to send it to the user, the administrator, or both.</p> <p>Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.</p>
Send Email	<p>Specifies whether to send an alert in an email, and whether to send it to the user, the administrator, or both.</p> <p>Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.</p>
Send through Push Notification	<p>Specifies whether to send a message, and whether to send it to the user, the administrator, or both.</p> <p>Specify users in the Apply to Users section or by selecting a label in the Apply to Labels section. If you select “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.</p> <p>The length of the message is limited to 255 characters.</p>
Apply to Labels	Send the alert to users in the selected labels. See the “Using labels to establish groups” section in the <i>Core MobileIron Getting Started Guide</i> for more information.
Search Users	Enter the user ID to find users to which you want to send the alert.
Apply to Users	Send the alert to the selected users.
CC to Admins	If you selected “Admin only” or “User + Admin”, then the CC to Admins section appears. Use this section to specify administrative users who should receive the alert.

5. Click **Save**.

NOTE: If more than one device status event applies to a device, only the last one you edited and saved is triggered.



Related topics

[Work Schedule policy](#)

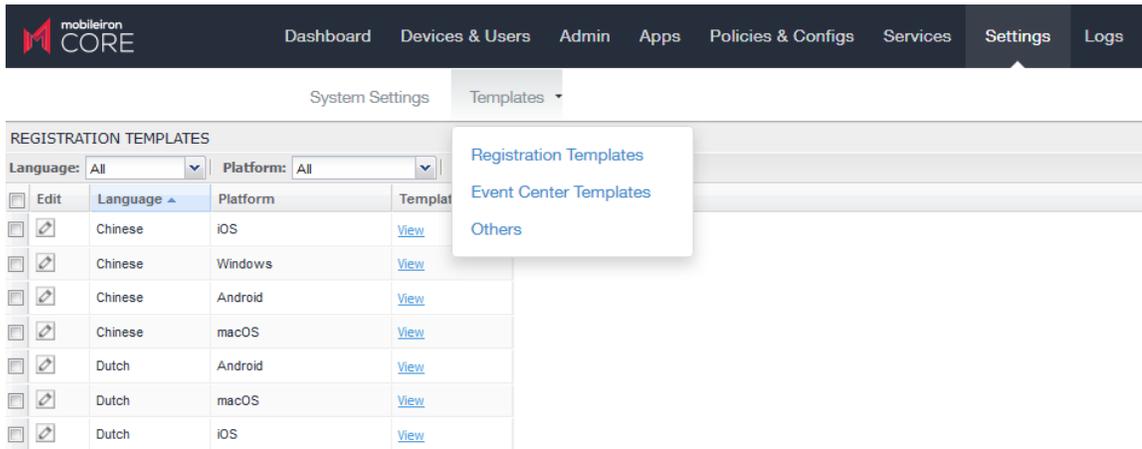
Customizing Event Center messages

The MobileIron Event Center sends emails, SMSes, and push notification messages based on triggering events. When you configure events, you can use the default message template or create a new one. Event Center templates enable you to specify content and basic formatting using HTML markup.

Displaying Event Center templates

To display Event Center templates:

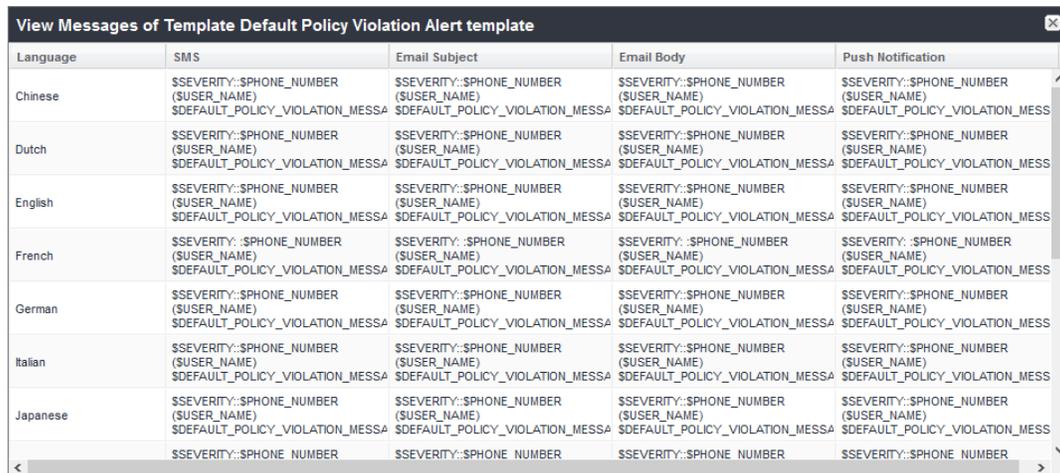
1. In the Admin Portal, go to **Settings > Templates**.



2. Select **Event Center Templates**.

This list includes the default template for each Event Center type. Default templates are not editable.

3. Click the **View** link for the message template you want to view.



Adding custom Event Center messages

To add a custom Event Center message:

1. Either click the **Create** button in the event dialog or select the event type from **Settings > Templates > Event Center Templates > Add New**.

The following figure shows the event dialog.

2. The following figure shows the Event Center Templates menu.

Event Type	Message	Type
International Roaming Event	View	System
Threshold Reached Event	View	System
SIM Changed Event	View	System
Memory Size Exceeded Event	View	System
Policy Violations Event	View	System
System Event	View	System
Threshold Reached Event	View	System

The dialog for the corresponding event type opens.



Add New Event Center Template Variables Supported

Name:

Event Type: International Roaming Event

Languages Supported: English, Japanese, Korean, German, French, Spanish, Chinese, Portuguese

Edit Template For: English

Email Subject: \$SEVERITY::International Roaming Alert for \$PHONE_NUMBER (\$USER_NAME)

Email Body: \$SEVERITY::International Roaming Alert: Ph#:\$PHONE_NUMBER (\$USER_NAME) Home:\$HOME_COUNTRY Current:\$CURRENT_COUNTRY. Additional charges may apply.

SMS: \$SEVERITY::International Roaming Alert: Ph#:\$PHONE_NUMBER (\$USER_NAME) Home:\$HOME_COUNTRY Current:\$CURRENT_COUNTRY. Additional charges may apply.

Push Notification: \$SEVERITY::International Roaming Alert: Ph#:\$PHONE_NUMBER (\$USER_NAME) Home:\$HOME_COUNTRY Current:\$CURRENT_COUNTRY. Additional charges may apply.

Event Center messages are displayed with the HTML markup that provides the basic formatting for the content.

3. In the **Name** field, enter a name for the template.
The name must be unique for events of the same type.
4. In the **Edit Template for** field, select the language this template will be used for.
Note that only those languages that have been enabled for the system will be displayed in this list.
5. Make changes to the displayed messages.
6. Click **Save**.

Using variables in Event Center messages

Supported and required variables for Event Center messages vary by the type of message. The following table summarizes these variables. You can also click the **Variables Supported** link to display this information. Note that, unlike variables used for registration variables, Event Center variables do not end with \$.



TABLE 81. VARIABLES IN EVENT CENTER MESSAGES

Template Type	Required Variables
International Roaming	\$CURRENT_COUNTRY \$HOME_COUNTRY \$PHONE_NUMBER \$SEVERITY \$USER_NAME
Threshold Reached	\$PHONE_NUMBER \$SEVERITY \$THRESHOLD_ON \$THRESHOLD_TYPE \$THRESHOLD_UNIT \$THRESHOLD_VALUE \$USED_VALUE \$USER_NAME
SIM Changed	\$CURRENT_PHONE_NUMBER \$NEW_PHONE_NUMBER \$SEVERITY \$USER_NAME
Memory Size Exceeded	\$FREE_MEMORY_SIZE \$MEMORY_SIZE_LIMIT \$PHONE_NUMBER \$SEVERITY \$TOTAL_MEMORY_SIZE \$USER_NAME
System Event	\$DEFAULT_SYSTEM_MESSAGE \$SERVER_IP \$SERVER_NAME \$SEVERITY
Policy Violation	\$DEFAULT_POLICY_VIOLATION_MESSAGE \$PHONE_NUMBER \$SEVERITY \$USER_NAME



Variable descriptions

The following table describes the variables used in Event Center messages.

TABLE 82. VARIABLE DESCRIPTIONS

Variable	Description
\$CURRENT_COUNTRY	The country in which the device is currently located.
\$CURRENT_PHONE_NUMBER	The phone number currently associated with the device in MobileIron Core, but not matching the phone number currently used by the device.
\$DEFAULT_POLICY_VIOLATION_MESSAGE	The hard-coded message associated with the policy violation that triggered the alert. NOTE: Due to the length limits of SMS and APNs, the text might be truncated.
\$DEFAULT_SYSTEM_MESSAGE	The third-party system message or error that triggered the alert.
\$FREE_MEMORY_SIZE	The amount of free memory currently available on the device.
\$HOME_COUNTRY	The home country of the device.
\$MEMORY_SIZE_LIMIT	The threshold set for the device memory.
\$NEW_PHONE_NUMBER	The phone number replacing the \$CURRENT_PHONE_NUMBER\$ as a result of a SIM change.
\$PHONE_NUMBER	The phone number used by the device.
\$SERVER_IP	The IP address of the server triggering a system event alert.
\$SERVER_NAME	The hostname of the server triggering the system event alert.
\$SEVERITY	The defined severity of the system event, i.e., Information, Warning, or Critical.
\$THRESHOLD_ON	The total used for calculations, i.e., International Roaming or Total Usage.
\$THRESHOLD_TYPE	The type of usage measured, i.e., SMS, Data, or Voice.
\$THRESHOLD_UNIT	The unit associated with the type of usage, i.e., minutes, messages, or MB.
\$THRESHOLD_VALUE	The defined threshold value for this event, e.g., 1000 (voice minutes).



TABLE 82. VARIABLE DESCRIPTIONS (CONT.)

Variable	Description
\$TOTAL_MEMORY_SIZE	The total memory reported by the device.
\$USED_VALUE	The amount of memory currently used on the device.
\$USER_NAME	The display name of the user associated with the device.

Specifying which template to use

When you create or edit an event, you specify which template to use for resulting alerts. To select a template:

1. Create or edit an event.
2. Select a template from the drop-down or click the **Create** button to create a new template.

Filtering Event Center messages

In the Event Center Templates page, you can filter messages by event type. Just select the preferred event type from the **Event Type** drop-down.

Editing Event Center messages

You can edit your custom Event Center templates. However, default Event Center templates are not editable.

To edit a custom Event Center template:

1. In Admin Portal, go to **Settings > Templates > Event Center Templates**.

Edit	Name	Event Type	Message	Type
<input type="checkbox"/>	N/A Default International Roaming Alert template	International Roaming Event	View	System
<input type="checkbox"/>	N/A Default Memory Exceeded Alert template	Memory Size Exceeded Event	View	System
<input type="checkbox"/>	N/A Default Policy Violation Alert template	Policy Violations Event	View	System
<input type="checkbox"/>	N/A Default SIM Changed Alert template	Sim Changed Event	View	System
<input type="checkbox"/>	N/A Default System Alert template	System Event	View	System
<input type="checkbox"/>	N/A Default Threshold Reached Alert template	Threshold Reached Event	View	System
<input checked="" type="checkbox"/>	My International Roaming	International Roaming Event	View	User

2. Click the edit icon for the custom template you want to edit.
3. Make your changes.
4. Click **Save**.

Deleting Event Center messages

You can delete any of the Event Center messages you have created:



1. In Admin Portal, go to **Settings > Templates > Event Center Templates**.
2. Select the items you want to delete.
3. Click **Delete**.

Viewing and Exporting Events

Use the Events screen to track the events that have triggered alerts. To display the Events screen, go to **Logs > Events**.

Marking as Read or Unread

To enable tracking of which events have been noted and/or addressed by an administrator, you can mark an event as **Read**. Likewise, you can switch this flag back to **Unread**.

To set the Read/Unread flag:

1. Select one or more events.
2. Select **Read** or **Unread** or from the **Actions** menu.

Filtering events

You can display the events using the following filters:

TABLE 83. FILTERING EVENTS

Filter	Description
Read/Unread	Select Read or Unread from the Show drop-down list. To resume displaying all events, select All .
All	Select All to resume displaying all events.
Labels	Select the preferred label from the Labels drop-down to filter based on the label specified in the event.
User	Enter a user ID and click the search icon to filter based on the user IDs specified in the event.
Start Date/End Date	Select dates in the Start Date and End Date fields to filter events by date range.
Event Type	Select an event type from the Type drop-down to filter by event type.
Event Status	Select an event status from the status drop-down to filter based on the event's lifecycle state.

Event lifecycle and status

Events go through the following lifecycle:



Created -> Dispatch Pending -> Dispatching -> Dispatched

The following two failure states may also occur:

- **Dispatch Failed:** The process of generating the alert failed. This is usually the result of an SMTP problem. Check the SMTP configuration in System Manager, as well as the health of your SMTP server.
- **Expired:** Another event occurred that makes the alert obsolete, resulting in expiration before dispatch.

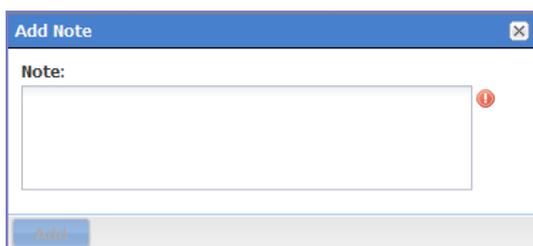
Exporting event history

To export a CSV file containing the currently displayed events on the **Logs > Events** page, click the **Export** button.

Adding a note

You can add a note to one or more events to help track the work that has been done in response. Each event can hold one note; adding another note replaces the existing note. To add a note:

1. Select one or more events.
2. Click **Actions > Add Note**.



3. Enter the text of the note.
4. Click **Add**.
5. Press F5 to refresh the screen and confirm that the note displays in the Note field for the selected events.



Troubleshooting MobileIron Core and devices

This section addresses troubleshooting various aspects of Core and devices.

NOTE: The features described in this section are supported on macOS devices.

- [About Core logs](#)
- [Audit log information](#)
- [Best practices: label management](#)
- [Device events](#)
- [ActiveSync Device information](#)
- [MDM events](#)
- [Certificate events](#)
- [App Tunnel events](#)
- [Audit Logs use cases](#)
- [MDM Activity](#)
- [Certificate Management](#)
- [Service Diagnostic tests](#)
- [Pull client logs for client devices](#)

About Core logs

As you oversee management and security of users, data and devices, you will need information about the actions and events that occur in your MobileIron Core instance. MobileIron Core logs many actions that can impact your Core instance, and provides the Audit Logs page for you to sort and view the logged information.

The following pages of logs, found in the Admin Portal under **Logs**, enable you to easily navigate through the MobileIron log entries to find the information you need.

- **Audit Logs:** for MobileIron device management entries
- **MDM Activity:** for iOS and macOS entries
- **Certificate Management:** for certificate-related entries

Note The Following:

- Logs are stored in the MobileIron Core file system, not in the MobileIron Core database. Therefore, the size of the logs does not impact Core performance.
- Core will show up to 1 million audit log records.



Audit logs

Using log entries, the Admin Portal tracks status and operations for each managed device. You can use log entries to confirm that actions were completed and to investigate problems.

The Audit Logs page includes panels that:

- enable you to filter through all events that Core has logged since the last time the logs were purged
- shows either the events recorded since the logs were last purged, or the events matching the criteria you specified in the Filters panel

FIGURE 24. AUDIT LOGS

ACTION	STATE	PERFORMED BY	ACTION DATE	COMPLETED AT	PERFORMED ON	DETAILS
Account Sync Completed	Failed	misystem	2019-05-23 12:35:2...	2019-05-23 12:35:2...	DEP Account	Check update...
Account Sync Completed	Success	misystem	2019-05-23 12:35:2...	2019-05-23 12:35:2...	DEP Account	Check update...
Account Sync Completed	Failed	misystem	2019-05-23 12:20:2...	2019-05-23 12:20:2...	DEP Account	Check update...
Account Sync Completed	Success	misystem	2019-05-23 12:20:2...	2019-05-23 12:20:2...	DEP Account	Check update...
Account Sync Completed	Failed	misystem	2019-05-23 12:05:2...	2019-05-23 12:05:2...	DEP Account	Check update...
Account Sync Completed	Success	misystem	2019-05-23 12:05:2...	2019-05-23 12:05:2...	DEP Account	Check update...
Account Sync Completed	Failed	misystem	2019-05-23 11:50:2...	2019-05-23 11:50:2...	DEP Account	Check update...
Account Sync Completed	Success	misystem	2019-05-23 11:50:2...	2019-05-23 11:50:2...	DEP Account	Check update...
Account Sync Completed	Failed	misystem	2019-05-23 11:35:2...	2019-05-23 11:35:2...	DEP Account	Check update...

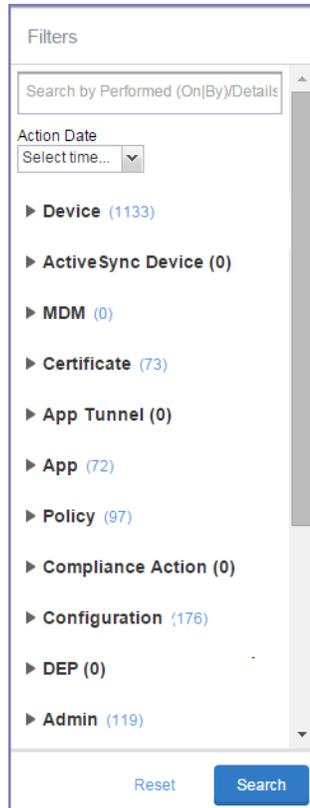
Searching the information in the audit logs

Procedure

To search the information that Core logs:

1. In Admin Portal, go to **Logs**.
Core displays the Audit Logs page, which initially lists the events logged since the last time the logs were purged.
2. In the **Filters** panel, click on the number of events in a category to display only that category's events.
For example, click the **72** next to **App**.





3. Alternatively, click to expand one of the information types that you want to view (for example, **App**).
4. Check the items within that category that you want to view (for example, **Add App** and **Install App**).
5. Repeat Step 3 and Step 4 for each category that you want to include in this search.
6. (Optional) To search for events involving a particular administrator, or actions that contain a specific word or phrase in the details, use the **Search by Performed (On|By)/Details** box in the Filters panel as follows:
 - enter the search string in the text box.
 - for example, to find events involving Mobile@Work, enter the text **Mobile@Work**.
7. (Optional) To limit the time frame of the actions, use the **Action Date** box (see [Setting event time criteria in audit logs on page 593](#))
8. Click **Search**.
The Audit Logs page shows all events matching your search criteria and time period. If you do not specify a time period, the default used is the period between the time you run the search and when the log data was last purged.
9. To reset all search criteria, click **Reset**.

Setting event time criteria in audit logs

When you are working with audit logs, the default time frame for the events displayed is the time between the current time and the last time the logs were purged (for information about setting the log retention time, see

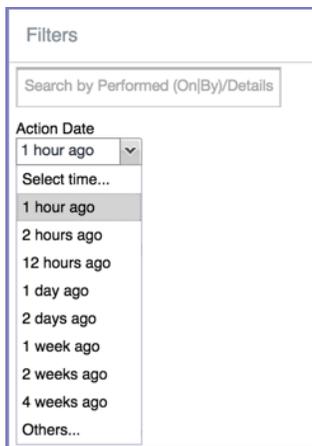


[Specifying how long log information is saved](#)). For example, if the logs were purged two weeks ago, the Audit Logs display all the events matching any criteria you set that occurred from two weeks ago to the current moment.

You can change the time frame of events you view in the **Filters** panel. You can select by time or date.

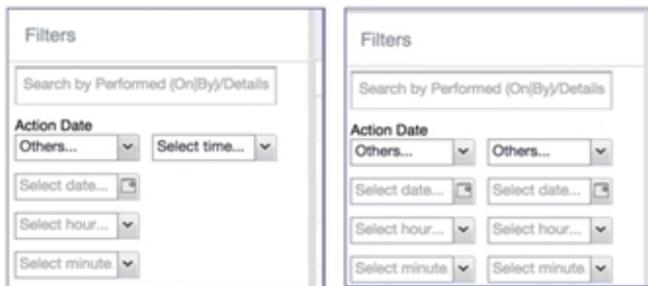
To specify a time frame for events you view from the audit logs:

1. In Admin Portal, go to **Logs**.
2. In the Filters panel, click the drop-down arrow in **Action Date**.



3. Select one of the times listed or **Others**.
 Selecting a time displays the events matching criteria you set, if any, for the time period from the last time the logs were purged until the time you specify.
 Any events that occurred between the specified time period and the current moment are not displayed. For example, if you select **1 hour ago**, no events that happened within the last hour are displayed.
4. If you select **Others**:
 - using the left column of time choices in Filters, you can specify an exact date, hour or minute (or any combination of these criteria) as one end of the time frame and use the date of the last audit log purge as the other end of the time frame
 - using the left and right columns of time choices in Filters, you can specify both the beginning and end of the time range.

Use the following table to help you set the time range for your search.



Note The Following:



- When you set only one end of the time frame, the date or time you specify must be later than the last date the log data was purged. If the last log purge was May 13th, for example, May 12th would not be a valid date for selecting events.
- When you set both ends of the time frame, ensure that the time or date specified in the left column occurs before the time or date specified in the right column. For example, if you specify **1 hour ago** in the left column and **1 day ago** in the right column, Core will display a message asking you to reset your time criteria because 1 hour ago happens after 1 day ago.

TABLE 84. TIME CRITERIA SELECTION EXAMPLES

Time criteria selected	Value selected	Result
In the left column, select both: <ul style="list-style-type: none"> • Others • Select date 	Click May 12th in the displayed calendar	Displays all events matching your criteria that occurred from the last audit log data purge until May 12th.
In the left column, select both: <ul style="list-style-type: none"> • Others • Select hour 	Select 2AM from the list of hours	Displays all events matching your criteria that occurred from the last audit log data purge until 2AM of the current day.
In the left column, select both: <ul style="list-style-type: none"> • Others • Select minute 	Select 15 from the list of minutes	Displays all events matching your criteria that occurred from the last audit log data purge until the 15th minute of the current hour.
In the left column, select: <ul style="list-style-type: none"> • Others • Select date In the right column, select: <ul style="list-style-type: none"> • a time interval from Select time 	In the left column: <ul style="list-style-type: none"> • Select April 10th from the calendar In the right column: <ul style="list-style-type: none"> • Select 1 day ago 	Displays all events matching your criteria that occurred between April 10th and 24 hours ago.
In the left column, select: <ul style="list-style-type: none"> • Others • Select hour In the right column, select: <ul style="list-style-type: none"> • a time interval from Select time 	In the left column: <ul style="list-style-type: none"> • Select 2AM In the right column: <ul style="list-style-type: none"> • Select 1 hour ago 	Displays all events matching your criteria for the time period that started at 2AM the morning of the current day and ended an hour ago.



Viewing audit log information

The Audit Logs page displays the information that MobileIron Core records for your Core instance. You specify what information is displayed on this page when you use the controls in the **Filters** panel of the page. See [Searching the information in the audit logs](#) for details.

To view the information that Core logs:

1. In Admin Portal, go to **Logs**.

Core displays the Audit Logs page. The information panel displays:

Action (for example, Admin Portal sign-in)

Filters		Export to CSV					
Search by Performed (On)By/Details		ACTION	STATE	PERFORMED BY	ACTION DATE	PERFORMED ON	DETAILS
Action Date Select time...		⚙️ Add LDAP	Success	miadmin	2015-06-05 05:33:42...	LDAP - ldap://ESWin2003002.a...	LDAP Setting is add ldap://ESWin2003002.a...
▼ Device		👤 Admin Portal Sign In	Success	miadmin	2015-06-05 05:39:22...	Admin Portal - 10.10.19.88	Successfully Signe...
<input type="checkbox"/> Allow App Tunnel		⚙️ Add Standalone Sentry	Success	miadmin	2015-06-05 05:39:34...	Standalone Sentry - app1077.a...	Standalone Sentry : added
<input type="checkbox"/> Apply Label		👤 Admin Portal Sign In	Success	miadmin	2015-06-05 05:40:18...	Admin Portal - 10.10.19.88	Successfully Signe...
<input type="checkbox"/> Block App Tunnel		👤 Admin Portal Sign In	Success	miadmin	2015-06-05 05:42:19...	Admin Portal - 10.10.19.88	Successfully Signe...
<input type="checkbox"/> Cancel Wipe		👤 Admin Portal Sign In	Success	miadmin	2015-06-05 05:42:19...	Admin Portal - 10.10.19.88	Successfully Signe...
<input type="checkbox"/> Change Language		⚙️ Add Configuration	Success	miadmin	2015-06-05 05:42:19...	Exchange - ExchangeStep1 : V...	Configuration Exch...
<input type="checkbox"/> Change Ownership		👤 Add Label	Success	miadmin	2015-06-05 05:42:20...	labelastcheckin	Label 'labelastchec
<input type="checkbox"/> Check Compliance		👤 Add Label	Success	miadmin	2015-06-05 05:42:21...	labelusername	Label 'labelusernarr
<input type="checkbox"/> Disable Activation Lock		👤 Add Label	Success	miadmin	2015-06-05 05:42:22...	labeldapname	Label 'labeldapnarr

- **State** (for example, **Success**)
 - **Performed By** (for example, **myadmin**)
 - **Action Date**
 - **Completed At**
 - **Performed On** (for example, **Admin Portal**)
 - **Details**
2. (Optional) Enter a number in **Page** to specify what page to view.
 3. (Optional) Select a number from **per page** to specify how many records are displayed on a page.
 4. (Optional) Click **Export to CSV** to export the records that match the current search criteria.

Specifying how long log information is saved

You specify how long log data is retained on your server. Determining how long to retain data is a balance between having data you need and having the available server resources to run your Core. The default value is 90 days.

To set how long log information is kept:



1. In System Manager, go to **Settings > Data Purge**.
2. In **Audit Logs Purge Configuration**, select the number of days Core retains log information.
3. Click **Apply**.

Audit log information

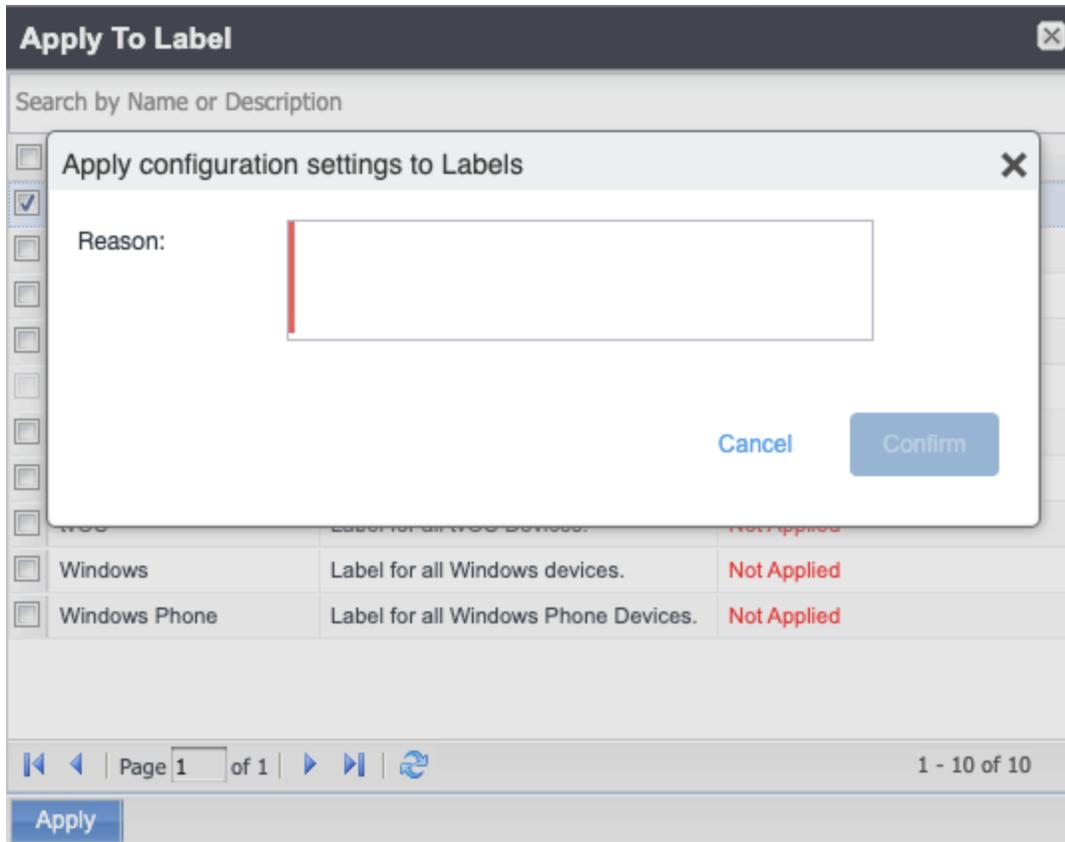
Several categories of information are available for you to view and audit. The category list, displayed on the left side of the Audit Logs page, includes:

- **Device**
- **ActiveSync Device**
- **MDM**
- **Certificate**
- **App Tunnel**
- **App**
- **Policy**
- **Compliance Action**
- **Configuration**
- **DEP (Device Enrollment)**
- **Admin**
- **User**
- **LDAP**
- **Other**
- **Label**
- **Sentry**
- **AfW**
- **Content**
- **VPP**
- **Custom Attributes**
- **Compliance Policy**
- **E-FOTA**
- **Migration**
- **MTD (MobileIron Threat Defense)**
- **Access Integration**
- **Derived Credential Provider**
- **Zebra FOTA**



Best practices: label management

If Notes for Audit Logs is enabled, whenever a change is made to a label, a text box displays for the administrator to provide a reason for the change.



Example text to enter would be a change ticket order number. This information then displays in the Audit logs, in the Details column as "Reason."

ACTION	STATE	PERFORMED BY	ACTION DATE	COMPLETED AT	PERFORMED ON	DETAILS
Apply Label To Configu...	Success	miadmin	2020-01-20 03:52:39...	2020-01-20 03:52:39...	Restrictions - IOSRestriction : V...	Label All-Smartphones applied to configuration iO...
Preference Config Cha...	Success	misystem	2020-01-20 03:49:04...	2020-01-20 03:49:04...	System	Label All-Smartphones applied to configuration IOSRestriction. Reason: AddLabel
Modify Configuration	Success	miadmin	2020-01-20 03:48:22...	2020-01-20 03:48:22...	Restrictions - IOSRestriction : V...	Configuration IOSRestriction modified
Admin Portal Sign In	Success	miadmin	2020-01-20 03:46:26...	2020-01-20 03:46:26...	Admin Portal - 管理控制台	Successfully Signed In

This affects the following label-related activities:

- Add/Edit/Delete/Save Label (Both filter and manual)
- In **Devices & Users > Devices > Advanced Search > Save to Label**
- Add/Edit/Remove Label to devices



- Add/Edit/Remove Label to configurations
- Add/Edit/Remove Label to policies
- Add/Edit/Remove Label to apps
- Add/Edit/Remove Label to iBooks

The Notes for Audit Logs feature is also applicable to any administrator-made changes to iOS and macOS restrictions.

To enable this feature, see "Setup tasks" in *Getting Started with MobileIron Core*.

Device events

Device events record device-related actions taken by an administrator in the Admin Portal.

To monitor device actions, select one or more of the logged device actions in the **Filters** panel:

- **Allow App Tunnel:** Manually allow app tunnels from the selected device.
- **Apply Label:** Associate an item with a label.
- **Apply Multiple Labels to One Device:** Associate an item with multiple labels.
- **Block App Tunnel:** Manually disallow app tunnels from the selected device.
- **Cancel Wipe:** Cancel an attempt to restore a device to factory defaults.
- **Change Language:** Change the language associated with a device.
- **Change Ownership:** Toggle device ownership between Employee and Company.
- **Check Available OS Update:**
- **Check Compliance:** Check device against compliance criteria.
- **Delete Retired Device:** Remove entry for a device that is not longer managed.
- **Device Location:**
- **Disable:**
- **Disable Activation Lock:** Turn off the activation lock feature for the selected iOS device.
- **Disable Data Roaming:** Turn off the ability to use data when the device is roaming.
- **Disable due to out of compliance:**
- **Disable Kiosk:** Exit kiosk mode on the designated Android device.
- **Disable KNOX Container:** Turn off the Samsung KNOX container feature for the selected device.
- **Disable Personal Hotspot:** Prevent the device user from using the personal hotspot feature.
- **Disable Voice Roaming:** Turn off the ability to make voice calls when the device is roaming.
- **Download Available OS Update:**
- **Enable:**
- **Enable Activation Lock:** Turn on the activation lock feature for the selected iOS device.



- **Enable Data Roaming:** Turn on the ability to use data while roaming for the selected iOS device.
- **Enable Kiosk:** Start kiosk mode on the designated Android device.
- **Enable KNOX Container:** Turn on the Samsung KNOX container feature for the selected device.
- **Enable MDM Lost Mode:** Enable lost mode for the selected iOS device.
- **Enable Personal Hotspot:** Allow the device user to use the personal hotspot feature.
- **Enable Voice Roaming:** Turn on the ability to make voice calls when the device is roaming.
- **Found:** Designate the selected lost device as found.
- **Install Downloaded OS Update:**
- **Install Help@Work:** Install the MobileIron Help@Work app.
- **Locate:** Retrieve the last known location for the selected device.
- **Lock:** Force the selected device to require a passcode for user access.
- **Lost:** Designate the selected device as lost.
- **MobileIron Bridge:** Create a configuration for the MobileIron Bridge application for Windows 10 Management.
- **Push Profile:** Prompt a manual distribution of profiles to the selected device.
- **Re-provision Device:** Restart the provisioning process for the selected device.
- **Reboot:** Reboot the selected Windows device.
- **Register Device:** Start the registration process for the selected device.
- **Remote Control:** Establish a remote control session (Help@Work) on the selected Android device.
- **Remote Display:** Establish a remote view session (Help@Work) on the selected iOS device.
- **Remove Device Attribute:** Remove an attribute from a device.
- **Remove Label:** Remove the association between the specified label and the selected item.
- **Remove Multiple labels from one device:** Remove the association between the specified labels and the selected item.
- **Request Derived Credential: Device user request in user portal for a derived credential.**
- **Request Unlock AppConnect Container (Android only):** Initiate unlock AppConnect container.
- **Request Unlock Device:** Initiate unlock device.
- **Request Unlock Passcode:** Initiate unlock passcode.
- **Resend Provision Message:** No longer supported.
- **Reset AppConnect Passcode:** Device user request in user portal to reset the AppConnect passcode.
- **Reset Password:**
- **Restart iOS Device:** Restart iOS device.
- **Reset PIN:** Generate a new registration PIN for the selected Windows device.
- **Retire:** End management of the selected device.
- **Send Activation Lock Bypass Code:** Send the bypass code to the selected iOS device.



- **Send Alert:** Send compliance alert to the selected device.
- **Send APNS message:** Launch a MobileIron client and authenticate against MobileIron Core.
- **Send Message:** Send SMS message to the selected device.
- **Set Device Attribute:** Set an attribute to a device.
- **Shutdown iOS Device:** Shutdown iOS device.
- **Sign In:** Launch a MobileIron client and authenticate against MobileIron Core.
- **Sign Out:** End session between the MobileIron client and MobileIron Core.
- **Substitution Variable Change:** Change a configuration due to a change in the value of a substitution variable.
- **Unlock AppConnect Container (Android only):** Begin unlock device and AppConnect container.
- **Unlock Device and AppConnect Container:** (Android only): Begin unlock device and AppConnect container.
- **Unlock Device Only:** Clear the passcode for the selected device.
- **Update Device Comment:** Change the Comment field in the record for the selected device.
- **Update OS Software:** Update iOS software.
- **Wakeup:** Force the device client to check in.
- **Windows License:** Alert administrators to upgrade the SKU of Windows 10 desktop devices. Options can be Windows 10 Pro to Enterprise or Windows 10 Education to Enterprise.
- **Wipe:** Return the device to factory default settings.

NOTE: Events beginning with **Request**, such as **Request Unlock Device**, are logged when an administrator clicks the corresponding command in the Admin Portal. The corresponding event without the word **Request**, such as **Unlock Device**, is logged when Core actually sends the request to the device. Core sometimes delays sending requests to regulate Core performance.

ActiveSync Device information

These events do not apply to Mac devices.

To monitor ActiveSync device actions, select one or more of the logged ActiveSync device actions in the **Filters** panel

- **ActiveSync Device Comment:** Add or change the comment associated with an ActiveSync device entry.
- **Add Correlation:**
- **Allow Device:** Allow a blocked ActiveSync device to access the ActiveSync server.
- **Assign ActiveSync Policy:** Apply an ActiveSync policy to the selected device.
- **Block Device:** Prevent the selected device from accessing the ActiveSync server.
- **Link To MI Device:** Associate an ActiveSync device with a device registered with MobileIron Core.
- **Remove:** End the association between the MobileIron Core device and the ActiveSync device record.



- **Remove Correlation:**
- **Revert ActiveSync Policy:** Restore the Default ActiveSync Policy to the selected device.

MDM events

MDM events indicate when a device takes an action due to a MobileIron Core request. These events pertain only to iOS and Mac devices unless otherwise noted.

To monitor these actions, select one or more of the logged MDM actions in the **Filters** panel.

- **Apply Redemption Code:** Apply Redemption Code: Use a Apple License code.
- **Clear Passcode:** Clear Passcode: Reset device passcode.
- **Device Lock:** Set screen lock on device.
- **Install Encrypted Sub-Profile:**
- **Install Managed Application:** Install a managed app.
- **Install MDM Profile:** Install the MDM profile on the device.
- **Install Provisioning Profile:** Install the provisioning profile for a managed app.
- **Lock Device (Android):** Lock an Android device.
- **Profile Change:** Change the profile on an iOS or Android device.
- **Remove Encrypted Sub-Profile:**
- **Remove Managed Application:** Uninstall a managed app.
- **Remove MDM Profile:** Remove the MDM profile from the device.
- **Remove Provisioning Profile:** Remove the provisioning profile for a managed app.
- **Settings:** Modify device settings.
- **Unlock Device (Android):** Unlock an Android device and the AppConnect container on the device.
- **Unlock Device Only (Android):** Unlock an Android device.
- **Wipe Device (called Erase Device in the MDM Activity tab):** Restore the iOS device to factory defaults.
- **Wipe Device (Android):** Restore the Android device to factory defaults.

NOTE: This MDM log information is also provided in the **Logs > MDM Activity** tab.

Certificate events

To monitor actions involving certificates, select one or more of the logged certificate actions in the **Filters** panel.

- **Apply User Provided Certificate:** Use a certificate already provided by the user and sent to MobileIron Core.
- **Create Device Certificate:** Issue a device certificate.



- **Create User Certificate:** Issue a user certificate.
- **Delete User Provided Certificate:** Destroy certificate provided by the user via the self-service portal.
- **Device Certificate Expired:** Warn on a device certificate that is no longer valid due to expiration.
- **Device Certificate Renewal:** Re-enrolls a device certificate.
- **Reuse Device Certificate:** Use an existing device certificate.
- **Reuse User Certificate:** Use an existing user certificate.
- **Revoke Device Certificate:** Reclaim a device certificate.
- **Revoke User Certificate:** Reclaim a user certificate.
- **Upload User Provided Certificate:** Send certificate provided by the user via the self-service portal.
- **User Certificate Expired:** Warn on a user certificate that is no longer valid due to expiration.
- **User Certificate Renewal:** Re-enroll a user certificate.

NOTE: The contents of the **Logs > Certificate Management** shows information about certificates, such as their expiration dates. It allows you to take actions, such as re-enroll, remove, and revoke on the certificates.

App Tunnel events

To monitor actions involving app tunnels, select one or more of the logged app tunnel actions in the **Filters** panel.

- **Allow App Tunnel:** Permit the specified app tunnel.
- **App Tunnel Comment:** Add a comment on the selected app tunnel.
- **Block App Tunnel:** Do not allow the specified app tunnel.
- **Remove App Tunnel:** Delete the selected app tunnel configuration.

App information

These events do not apply to Mac devices.

To monitor actions involving apps, select one or more of the logged app actions in the **Filters** panel.

- **Add App:** Add an app to the app catalog.
- **Add App Control Rule:** Add an app control rule.
- **Add App Dependency:**
- **Add App Resource:** Add screenshots or icons for an app.
- **Apply Label to App:** Associate a label with an app.
- **Delete App Control Rule:** Remove an app control rule.
- **Edit App Control Rule:** Change one or more attributes of an app control rule.
- **Install App:** Send installation request for the selected app.



- **Manage VPP Labels:** Specify labels and account for Apple License app distribution.
- **Modify App:** Edit app catalog entry.
- **Remove App:** Delete entry from the app catalog.
- **Remove Label From App:** End the association between an app and a label.
- **Uninstall App:** Remove the app from the device based on managed app criteria.

NOTE: For iOS devices, MobileIron Core does not log the action if users:

- install apps using Apps@Work
- uninstall apps

Policy information

To monitor actions involving policies, select one or more of the logged policy actions in the **Filters** panel.

- **Activate Policy:** Set flag to make the selected policy active.
- **Add Policy:** Create a new policy.
- **Apply Label to Policy:** Associate a policy and a label.
- **Deactivate Policy:** Clear flag to make the selected policy inactive.
- **Delete Policy:** Delete a policy.
- **Export Policy:** Export a policy from MobileIron Core.
- **Import Policy:** Import a policy into MobileIron Core.
- **Modify Policy:** Change an attribute of an existing policy.
- **Modify Policy Priorities:**
- **Modify Policy Priority:** Change the priority for an existing policy.
- **Remove Label From Policy:** End the association between a policy and a label.

Compliance Action events

To monitor compliance actions, select one or more of the logged compliance actions in the **Filters** panel

- **Add Compliance Action:** Create a set of actions to be taken on devices that violate policies.
- **Delete Compliance Action:** Remove a set of actions to be taken on devices that violate policies.
- **Modify Compliance Action:** Make changes to a set of actions to be taken on devices that violate policies.
- **Modify Compliance Check Preferences:** Make changes to compliance preferences.

Configuration events

- **Add Configuration:** Create a new configuration.
- **Apply Label To Configuration:** Associate a configuration with a label.



- **Export Configuration:** Export a configuration from MobileIron Core.
- **Import Configuration:** Import a configuration to MobileIron Core.
- **Modify Configuration:** Change the settings in a configuration.
- **Remove Configuration:** Delete a configuration.
- **Remove Label From Configuration:** End the association between a configuration and a label.
- **Remove Labels From Configuration:** End the association between a configuration and multiple labels.

Apple Device Enrollment related events

These events are only for iOS devices.

- **Account Sync Completed:**
- **Add Apple Device Enrollment Account:** Specify an Apple Device Enrollment account for use with MobileIron Core.
- **Add Apple Device Enrollment Profile:** Specify an Apple Device Enrollment profile for use with MobileIron Core.
- **Assign Devices To Apple Device Enrollment Profile:** Associate devices to an Apple Device Enrollment profile.
- **Check Updates For Apple Device Enrollment Accounts:** Sync with Apple servers to update device enrollment information.
- **Delete Apple Device Enrollment Account:** Remove an Apple Device Enrollment account from MobileIron Core.
- **Delete Apple Device Enrollment Profile:** Remove an Apple Device Enrollment profile from MobileIron Core.
- **Disable iOS Education:**
- **Enable iOS Education:**
- **Modify Apple Device Enrollment Account:** Make changes to an Apple Device Enrollment account associated with MobileIron Core.
- **Modify Apple Device Enrollment Profile:** Make changes to an Apple Device Enrollment profile associated with MobileIron Core.
- **Sync iOS Education with ASM:** Sync with Apple School Manager.

Admin events

- **Add Space:** Define a new delegated administration space.
- **Admin Portal Sign In:** Start an Admin Portal session.
- **Admin Portal Sign Out:** End an Admin Portal session.
- **Assign Space Admin:** Specify an administrator for a space.
- **Change Space Priority:** Set a different priority for a space.
- **Delete Space Admin:** Remove space admin access from the user.



- **Modify Space:** Make changes to rules that define a space.
- **Remove Admin From Space:** Remove the admin user from the space.
- **Remove Space:** Delete all rules that define a space and reallocate its devices.
- **Update Device Space:** Recalculate space rules to determine device membership.
- **User Locked Out:** Prevent administrator from further attempts at signing in after limit on authentication failures is exceeded.

User events

- **Add User:** Define a new MobileIron Core user.
- **Delete User:** Remove a MobileIron Core user.
- **Link to LDAP User:** Associate a local MobileIron Core user with an LDAP user.
- **Modify User:** Make changes to a user's attributes.
- **Modify User Role:** Make changes to the roles assigned to a user.
- **Re-sync with LDAP:** Synchronize LDAP data.
- **Remove User Attribute:** Remove an attribute from a user.
- **Renew Google Apps password:** Manually regenerate a user's Google Apps password.
- **Require Password Change:** Force a local user to change their MobileIron Core password.
- **Send Invitation:** Invite a user to register with MobileIron Core.
- **Set User Attribute:** Set an attribute for a user.
- **User Portal Sign In:** Start User Portal session.
- **User Portal Sign Out:** End User Portal session.

LDAP events

- **Add LDAP:** Integrate an LDAP server with MobileIron Core.
- **Delete Admin LDAP Entity:** Delete an Admin LDAP entity that has no roles.
- **Delete LDAP:** End the integration between an LDAP server and MobileIron Core.
- **Delete LDAP Entity:** Delete a user LDAP entity that has no roles.
- **Modify LDAP:** Make changes to the record for an integrated LDAP server.
- **Modify LDAP Preferences:** Make changes to the preferences for integrated LDAP servers.
- **Upload LDAP Certificate:** Add an LDAP certificate to MobileIron Core.

Other events

- **Application Started:** Start Core services.
- **Application Stopped:** Stop Core services.
- **Complete feature usage collection:** Complete the current run of feature usage collection.



- **Feature usage collection error:** Encountered error during collection.
- **Feature usage collection scheduling error:** Encountered scheduling error during collection.
- **Initiate feature usage collection:** Start feature usage collection.
- **Purge feature usage data:** Purge collected feature usage information.
- **Preference Config Changes:** Make changes to the settings under **Settings > System Settings** in the Admin Portal.
- **Retrieve feature usage data:** Start collecting feature usage data.
- **Retrieve feature usage data file list:** Start retrieval of the usage data file list.

Label events

- **Add Label:** Define a new label for MobileIron Core.
- **Delete Label:** Remove a label from MobileIron Core.
- **Modify Label:** Make changes to a label.
- **Save As Label:** Copy a label to a new label.

Sentry events

- **Add Integrated Sentry:** Establish a relationship between MobileIron Core and an Integrated Sentry.
- **Add Standalone Sentry:** Establish a relationship between MobileIron Core and a Standalone Sentry.
- **Delete Integrated Sentry:** End the relationship between MobileIron Core and an Integrated Sentry.
- **Delete Standalone Sentry:** End the relationship between MobileIron Core and a Standalone Sentry.
- **Disable Integrated Sentry:** Suspend the interaction between MobileIron Core and an Integrated Sentry.
- **Disable Standalone Sentry:** Suspend the interaction between MobileIron Core and a Standalone Sentry.
- **Edit Integrated Sentry:** Make changes to the settings for an Integrated Sentry.
- **Edit Standalone Sentry:** Make changes to the settings for a Standalone Sentry.
- **Enable Integrated Sentry:** Start the interaction between MobileIron Core and an Integrated Sentry.
- **Enable Standalone Sentry:** Start the interaction between MobileIron Core and a Standalone Sentry.
- **Manage Certificate:** Upload a certificate for Standalone Sentry.
- **Modify Sentry Preferences:** Make changes to the settings under **Services > Sentry**.
- **Regenerate Key:** Generate a new control key for attachment encryption.
- **Regenerate Attachment Encryption Control Key:**
- **Resync Integrated Sentry With Exchange:** Force Integrated Sentry to synchronize mailbox data with the Exchange server.

Content events

Content events indicate changes to iBooks on MobileIron Core. These events apply only to iOS and Mac devices.



- **Add iBook:** Add an iBook to MobileIron Core.
- **Apply Label to iBook:** Associate a label with an iBook.
- **Install iBook:** Install an iBook.
- **Modify iBook:** Edit the iBook entry in MobileIron Core.
- **Remove iBook:** Delete the iBook from MobileIron Core.
- **Remove Label from iBook:** End the association between an iBook and a label.
- **Uninstall iBook:** Uninstall an iBook.

VPP events

VPP events indicate changes made to apps that are part of Apple's Volume Purchase Program (VPP).

- **Account Sync Completed:** Complete a sync for a VPP account.
- **Apply VPP Labels:** Apply VPP labels to the VPP app.
- **Change VPP License Type:** Change the VPP license from user-based to device-based, or vice versa.
- **Remove VPP Labels:** Remove labels associated with the VPP app.
- **Revoke All VPP Licenses:** Revoke all licenses for a VPP app.
- **Revoke VPP License:** Revoke the license for a VPP app from a given device.

Custom attributes events

- **Add Custom Attribute:** Create a new customer attribute definition.
- **Modify Custom Attribute:** Modify a customer attribute definition.

Compliance policy events

- **Add Compliance Policy Group:** Add a new compliance policy group.
- **Add Compliance Policy Rule:** Add a new compliance policy rule.
- **Apply Label to Compliance Policy Group:** Apply one or more labels to a compliance policy group.
- **Modify Compliance Policy Group:** Modify a compliance policy group.
- **Modify Compliance Policy Rule:** Modify a compliance policy rule.
- **Remove Compliance Policy Group:** Delete a compliance policy group.
- **Remove Compliance Policy Rule:** Delete a compliance policy rule.
- **Remove Label From Compliance Policy Group:** Delete one or more labels from a compliance policy group.



Audit Logs use cases

A wealth of information is available to you in the Audit Logs. Querying the events allows you to monitor your MobileIron system and resolve problems. You can run queries for one type of event, several types of events, or as many as you like. All you need to do is check the events you want to track, and then specify a time frame. The default time frame is the time between the last time the logs were purged and the current time.

For example:

- Use the certificate events to troubleshoot certificate issues. For example, query for certificates that have expired or have been revoked.
- Use the MDM events to troubleshoot MDM activity on devices. For example, query whether an MDM profile was removed, or whether a managed app was installed.
- Use the AppTunnel events to determine whether an administrator manually blocked or allowed AppTunnel on a device.
- Use the device events to determine activity taken on devices, such as unlocking the device, or deleting retired devices.
- Use the app events to determine whether an administrator has changed the app control rules in MobileIron Core. A change to app control rules can result in Core taking, or not taking, compliance actions such as blocking email on devices.

This section presents several scenarios and how you can use the audit logs to resolve the problems they present.

Personal information is wiped from devices

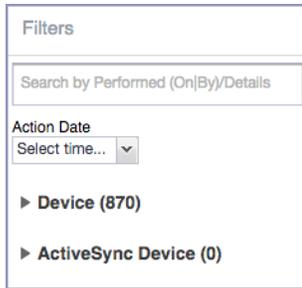
Suppose several of your users report that the personal information on their phones was wiped. How can you figure out how this happened? Using the audit logs, you can check the wipe actions recorded in the logs, and discover:

- who issued the Wipe commands
- when they occurred
- how many users are impacted

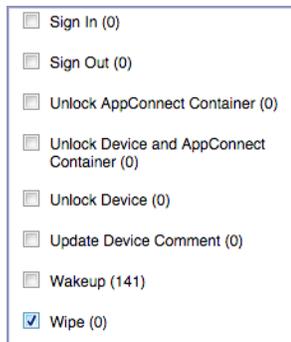
To resolve this problem:

1. In the Admin Portal, select **Logs**.
2. Select **Audit Logs**.
3. Click **Reset** at the bottom of the **Filters** panel to ensure that the previous search values are cleared.
4. In the **Filters** panel, specify a time interval that you suspect the device wipe(s) happened.
5. Open the **Device** events list.





6. Select **Wipe**.



7. Click **Search**.

8. View the results of the search to determine:

- when the devices were wiped
- how many devices were wiped
- which admin user issued the wipe commands

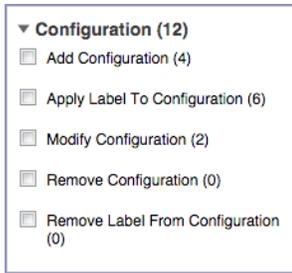
Users are prompted for email passwords when not necessary

Suppose you set up your Exchange policy to not require your users to provide a password when they log in to email, but your users are still prompted for a password each time they access email.

To check for any changes to the Exchange policy that could cause this problem:

1. In the Admin Portal, select **Logs**.
2. Select **Audit Logs**.
3. Click **Reset** at the bottom of the **Filters** panel to ensure that the previous search values are cleared.
4. In the **Filters** panel, specify a time interval that you suspect changes to the Exchange policy happened.
5. Open the **Configuration** events list.





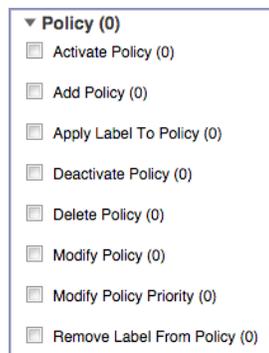
6. Select **Modify Configuration**.
7. Click **Search**.
8. View the results of the search to determine:
 - what changes were made recently to the Exchange policy
 - which admin user made the changes

Users are prompted to create passwords

Suppose your users are prompted to create device passwords when that is not how you set up your MobileIron Core. You can use the audit logs to discover if this requirement is set and when this change occurred.

To check for changes to mandatory passwords:

1. In the Admin Portal, select **Logs**.
2. Select **Audit Logs**.
3. Click **Reset** at the bottom of the **Filters** panel to ensure that the previous search values are cleared.
4. In the **Filters** panel, specify a time interval that you suspect changes to the security policy happened.
5. Open the **Policy** events list.



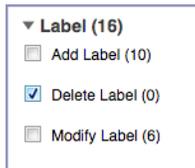
6. Select **Modify Policy**.
7. Click **Search**.
8. View the results of the search to determine:
 - what changes, if any, were made recently to the Security policy
 - which admin user made the changes

Devices have lost their managed apps

If your users report missing managed apps, the cause is usually deleted labels.

To determine whether labels were deleted from your MobileIron Core:

1. In the Admin Portal, select **Logs**.
2. Select **Audit Logs**.
3. Click **Reset** at the bottom of the **Filters** panel to ensure that the previous search values are cleared.
4. In the **Filters** panel, specify a time interval that you suspect the labels were deleted.
5. Open the **Label** events list.



6. Select **Delete Label**.
7. Click **Search**.
8. View the results of the search to determine:
 - what labels, if any, were deleted recently
 - which admin user made the changes

MDM Activity

The **Logs > MDM Activity** displays MDM-specific log entries.

NOTE: Many of these entries are also available in **Logs > Audit Logs** in the **MDM** category.

Filter the log entries using the following criteria:

- Platform
- Date range
- States
- Actions
- User
- Device
- Error text
- Detail text
- Date range



Viewing Errors

Errors result in the display of a **View Error** link in the **Error** column.

Click the link to display error details.

Certificate Management

The **Logs > Certificate Management** tab displays certificate-related log entries. You can:

- view certificate log entries
- search certificate log entries
- remove selected certificates from the log
- revoke selected certificates from the log
- re-enroll selected certificates from the log

NOTE: Actions on certificates are logged in **Logs > Audit Logs** in the **Certificate** category.

How to search for certificate entries

When viewing the **Certificate Management** page, you can search for entries based on:

- expiration date
- user
- setting

Procedure

To search the **Certificate Management** page:

1. In the Admin Portal, go to **Logs > Certificate Management**.
2. Specify one or more of the criteria in the following steps to describe the certificates you want to display.
3. (Optional) To specify a time range within which the certificates expired:
 - In the **Expiration Date Range** field, click the calendar next to the field, and then click on a date. This date is the earliest day the certificates you are searching for expired.
 - In the **To** field click the calendar next to the field, and then click on a date. This date is the latest day the certificates you are searching for expired.

NOTE: An error message displays if you select a day in the **Expiration Date Range** field earlier than the day specified in the **To** field. For example you receive an error message if you:

- An error message displays if you select a day in the **Expiration Date Range** field earlier than the day specified in the **To** field. For example you receive an error message if you:



- select November 13th in the Expired Date Range field (earliest time a certificate expired).
- select October 15th in the To field (latest time a certificate expired).

NOTE: The search can return fewer than all the certificates that expired during the specified time period if you specify other criteria in Step 4.

4. (Optional) In **Search by User/Setting Name**, enter a username or a setting name.

Certificate Enrollment	Displays the name of the Certificate Enrollment setting.
Setting	<p>Displays the configuration using the Certificate Enrollment.</p> <p>The configuration displays only for a non-cached Certificate Enrollment. Configuration names are not available for certificates created in VSP Version 6.0 or earlier.</p> <p>For a cached Certificate Enrollment certificate, you will always see - in the Setting Name, regardless of whether it was created prior to version 7.0 or created in version 7.0.</p>

5. Click **Search**.

Search results are displayed in a table with the following columns:

Item	Description
User	The user name of the device user identified by the identity certificate.
Phone Number	The phone number associated with the device user identified by the identity certificate.
Email	The email address associated with the device user identified by the identity certificate.
Certificate Enrollment Name	The name of the certificate enrollment (such as SCEP, Local, Entrust) used to issue the identity certificate.
Setting Name	The name of the setting that uses the certificate enrollment, such as an Exchange or Web@Work setting.
Cert Type	Indicates whether the certificate is a user-provided certificate enrollment. Otherwise, this field is left blank.
Expiration Date	The date by which the identity certificate will no longer be valid.
Content	Click the View link to see the contents of the identity certificate itself.

How to remove a certificate

This action removes the certificate from device, but does not remove the SCEP setting.



To remove a certificate:

1. Go to **Logs > Certificate Management**.
2. Select the certificate that you want to remove.
3. Click **Actions > Remove**.

How to revoke a certificate

You can revoke certificates created using a Local Certificate Authority, OpenTrust, Entrust API Version 9, and Symantec Web Service PKI. Revoking a certificate adds the certificate to the CRL (Certificate Revocation List). When a device authenticates with MobileIron Core, the system first checks the CRL to verify that the certificate is not on the list. If the certificate is on the list, authentication fails.

To revoke a certificate:

1. Go to **Logs > Certificate Management**.
2. Select the certificate that you want to revoke.
3. Click **Actions > Revoke**.

The certificate will be added immediately to the CRL so the next time the device attempts to authenticate, authentication will fail.

How to re-enroll a SCEP certificate

This feature is not supported on iOS Mac devices.

Service Diagnostic tests

The Service Diagnostic screen (**Services > Overview**) in the Admin Portal provides a health check for several services. The diagnostic tests determine whether your Core instance can connect to these services. An error indicates that you cannot reach the service.

The services checked are:



TABLE 85. SERVICE DIAGNOSTIC TESTS DESCRIPTIONS

Service	Test
AFW	Checks to see if: <ul style="list-style-type: none"> • Authentication server https://accounts.google.com/o/oauth2/token is reachable. • API server https://www.googleapis.com/androidenterprise/v1/enterprises is reachable.
APNS	Checks to see if: <ul style="list-style-type: none"> • MDM-APNS service is reachable. • ENTERPRISE-APNS - No Enterprise APNS certificate configured. • MDM-APNS - feedback service (tccentos122.auto.mobileiron.com:2196) is not reachable.
APPCONFIG_COMMUNITY_REPO	Checks to see if the AppConfig Community Repository server is reachable: https://d2e3kgnhdeg083.cloudfront.net/com.example.OneTouchConfiguration/current/appconfig.xml
APP_GATEWAY	Checks to see if App Gateway server is reachable: https://gwtest.mobileiron.com/gateway/gatewayServices/status.html
BYPASS	Checks the connection between your Core instance and the Apple activation lock bypass server
CERTIFICATE_ENROLLMENT	Checks to see if: <ul style="list-style-type: none"> • Certificate Enrollment : System - iOS Enrollment SCEP is reachable. • Certificate Enrollment : System - iOS Enterprise AppStore SCEP is reachable. • Certificate Enrollment : System - Windows Phone Enrollment SCEP is reachable.
CONFIGURATIONS	Tests the connection to the Certificate Enrollment server from your Core instance.
CONNECTOR	Two tests are run: <ul style="list-style-type: none"> • One test checks whether Enterprise Connector is enabled (Services > Connector) • If Enterprise Connector is enabled, the other test sends an HTTP Post request from your Core instance to each Connector configured, checking whether the Connector can communicate with your Core instance
DEP	Sends a sample GET request to test the connection between your Core instance and the MDM server using Device Enrollment.
FCM	Checks whether Google Firebase Cloud Messaging (FCM) is reachable from your Core instance.
HEALTH_ATTESTATION_SERVICE	Checks if the Health Attestation Service server is reachable. https://has.spserv.microsoft.com/HealthAttestation/ValidateHealthCertificate/v1
LDAP	Two tests are run: <ul style="list-style-type: none"> • Checks LDAP from Core to verify the communication channel



TABLE 85. SERVICE DIAGNOSTIC TESTS DESCRIPTIONS (CONT.)

Service	Test
	<ul style="list-style-type: none"> For each Connector configured, checks the communication channel for the path from the LDAP server to Core, then Core to Connector, and finally from Connector to the LDAP server
MAPQUEST	Checks if the MapQuest Service server is reachable: https://api.mqcdn.com/sdk/mapquest-js/v1.0.0/mapquest.js
PROXY	No proxy is configured.
SENTRY	Checks the connection between your Core instance and the Sentry used (either integrated standalone). As part of this test, the connection between ActiveSync server and Sentry is checked also.
SENTRY_WITH_ACTIVASYNC	No Integrated Sentry server(s) configured. No Standalone Sentry server(s) configured.
SERVICES	Checks whether the IP addresses reserved for FCM are reachable.
VPP	Sends a GET request to verify the connection between Core and the Apple License server.

Running Service Diagnostic tests

To run the Service Diagnostic tests:

- Go to **Services > Overview**.
- To test one or all of the services:
 - Click **Verify All** to test the listed services
 - Click **Verify** next to a specific service to test that service

Pull client logs for client devices

To troubleshoot challenging technical support issues when working with MobileIron Technical Support, you can pull client logs of an Android or iOS client device without requiring any interaction from the end user. From the Admin portal, use the Pull client log command to obtain client logs. The Pull client log action as well as the success or failure of the event is captured in the Audit logs. This feature does not work on Windows and chromeOS devices.

NOTE: The Pull client log command is not available to delegated admin roles; only administrators who have the Manage Devices role can use this feature.

When the Pull client logs command is delivered to the device, it instructs the Mobile@Work client to collect logs running on the device. This may include logs from all the secure apps running on the device. These logs are pulled to the server's file storage.



Potentially, there is one interaction that may cause a message to be displayed to a device user. If the device has an AppConnect configuration and a number of secure apps installed, then the Mobile@Work client may momentarily go to the foreground of the device display and request secure apps logs from the Secure AppManager application. Under these conditions, a message is displayed on the device that states a device administrator is pulling Mobile@Work client logs and logs from the secure applications for analysis. Also, the message states that this is a short interruption.

When you have an AppConnect configuration that is running and SecureApps Manager and the SecureApps Manager does not communicate with Mobile@Work in a timely fashion, then the end user may be prompted to log in again.

NOTE: You can retrieve the client logs from the System Manager. Select **Troubleshooting > Logs** in the Export Logs section. Select **Show Tech (All Logs)**. For more information see "Exporting logs" in the *MobileIron Core System Manager Guide*.

Before you pull a client log, you may want to set log encryption and then upload this configuration on the device. When you enable log encryption, the client will encrypt logs when the Pull client log action is taken. By default, log encryption is set to off. To set log encryption, you can use the default log encryption certification or custom certification.

To access the Pull client log command:

1. Go to **Devices & Users > Devices**.
2. Select the check box next to a device. You may only select one device.
3. Click the **Actions** button.
4. Select **Pull Client Logs**. The Pull Client Logs dialog box displays. The **Devices** field displays the name of the device that you selected. You cannot add additional devices here.
5. (Optional) Add any notes about this action in the **Notes** section.
6. Click the **Pull Client Logs** button to launch this request to the server.



Office 365

This section contains the overview, policies, configurations, user groups, reports and settings as pertains to Office 365:

- [Office 365 App Protection overview](#)
- [Office 365 App Protection policies](#)
- [Office 365 App Protection configurations](#)
- [Office 365 App Protection user groups](#)
- [Office 365 App Protection reports](#)
- [Office 365 App Protection settings](#)

Office 365 App Protection overview

Office 365 App Protection provides important Data Loss Prevention (DLP) for Office 365 apps, such as Microsoft Word, Excel, PowerPoint, and so on. It allows administrators to manage policies and configurations that secure data in Office 365 apps on iOS devices.

NOTE: Some Graph APIs can be in beta. Use this feature accordingly.

You can manage Office 365 apps by:

- Enforcing PIN for Office 365 apps
- Disabling contacts to sync from Office 365 apps
- Preventing users from printing from Office 365 apps
- Preventing outbound data sharing from Office 365 apps

Prerequisites for using Office 365 App Protection

Before you can use Office 365 App Protection, you must have:

- A valid MobileIron license.
- A valid Intune subscription or a Microsoft EMS subscription that includes Intune.
- A valid Office Enterprise or Business subscription with access to Office 365 apps on a mobile device.
- One or more Office 365 apps.
- Synced your Active Directory users to your Azure Active Directory.
- One Drive for Business installed on devices to protect data on Word, Excel, and PowerPoint.



- Intune Company Portal app installed on Android devices.
- Device users are not required to sign in, but this app must be installed on the device to protect data on device.

Office 365 App Protection window

NOTE: Before you register MobileIron as an Azure app, only the **Services > Microsoft Graph > Settings** tab is enabled. Once you register MobileIron as an Azure app, all the tabs are enabled.

Access the Office 365 App Protection window by logging into the Admin Portal and going to Services > Microsoft Graph. This window includes the following options:

- **Policies:** Use this tab to add and manage Office 365 DLP policies. You can perform the following actions on each policy:
 - Assign one or more User groups to the policy.
 - Assign apps to the policy.
 - Delete the policy.

See [Adding Office 365 App Protection policies](#) for details on how to add a Office 365 App Protection policy.

- **Configurations:** Use this tab to add and manage Office 365 DLP configurations. You can perform the following actions on each configuration:
 - Assign one or more User groups to the configuration.
 - Assign apps to the configuration.
 - Delete the configuration.

See [Office 365 App Protection configurations](#) for details on how to add a Office 365 App Protection configuration.

- **User Groups:** Use this tab to search for and view user groups available to add to a policy or configuration.
- **Reports:** Use this tab to view and download user and app reports and manage wipe requests. These reports are populated with data that comes from Azure Active Directory during real-time syncs.
- **Settings:** Use this tab to register MobileIron as an Office 365 app. These reports are populated with data that comes from Azure Active Directory during real-time syncs.

Office 365 App Protection policies

Once you register MobileIron as an Azure app you can add and manage Office 365 App Protection policies in the Microsoft Azure cloud for Office 365 apps.

This section includes the following topics:

- [Adding Office 365 App Protection policies](#)
- [Editing Office 365 App Protection policies](#)



- [Managing Office 365 App Protection policies](#)
- [Add Office 365 App Protection policies window](#)

NOTE: Before using this feature, complete the prerequisites described in the following section:
[Prerequisites for using Office 365 App Protection.](#)

Related topics

- [Office 365 App Protection overview](#)
- [Office 365 App Protection configurations](#)
- [Office 365 App Protection user groups](#)
- [Office 365 App Protection reports](#)
- [Office 365 App Protection settings](#)

Adding Office 365 App Protection policies

Policies use data populated from Azure Active Directory during real-time syncs.

Procedure

1. Log into the Admin Portal.
2. Go to **Services > Microsoft Graph > Policies > Add**.
3. Complete the **App protection policies** form.
Refer to [Add Office 365 App Protection policies window](#) for details.
4. In the [Compliance Actions](#) section, select a Setting, enter the value, and select an Action. Refer to the [App protection policies fields](#) table.
5. Click **+Add** to configure additional compliance actions.
6. Click **Save** to add the policy to the list of DLP policies on the **Policies** table.

Editing Office 365 App Protection policies

Policies use data populated from Azure Active Directory during real-time syncs.

Procedure

1. Log into the Admin Portal.
2. Go to **Services > Microsoft Graph > Policies**.
3. Click the name of a policy you want to edit.
4. Complete the **App protection policies** form.
Refer to [Add Office 365 App Protection policies window](#) for details.
5. In the [Compliance Actions](#) section, select a Setting, enter the value, and select an Action. Refer to the [App protection policies fields](#) table.



6. Click **+Add** to configure additional compliance actions.
7. Click **Save** to save the policy edits.

Managing Office 365 App Protection policies

You can take any of the following actions on each Office 365 App Protection policy:

- Assign User Groups
- Assign Apps
- Delete Policies

Procedure

1. Log into the Admin Portal.
2. Go to **Services > Microsoft Graph > Policies**.
3. Locate a policy you want to manage and go to the **Actions** column.
4. Assign user groups to the App Protection policy.
 - a. Click the **Assign User Groups** icon.
 - b. Search for user groups.
 - c. Select one or more user groups to add to the policy.
 - d. Click **Save**.
5. Assign Office 365 apps to the app protection policy.
 - a. Click the **Assign Apps** icon.
 - b. Search for apps.
 - c. Select one or more apps to add to the policy.
 - d. Click **Save**.
6. Delete an Office 365 App Protection policy.
 - a. Click the **Delete Policy** icon.
 - b. Click **Yes** to confirm deletion of the policy.

The Office 365 App Protection policies take affect:

- After assigning the policy to a user group.
- A user from the assigned user group logs into an Office 365 app using AAD credentials.

Add Office 365 App Protection policies window

Access this window by logging into the Admin Portal and selecting **Services > Microsoft Graph > Policy** and clicking **Add** or clicking a policy to edit.



The following table summarizes fields and descriptions in the **Add App Policies** window. Also, refer to the [App protection policies fields](#) table.

TABLE 86. APP PROTECTION POLICIES FIELDS

Fields	Description
Name	This required field is the name used to track the Office 365 App Protection policy in Core.
Description	Describes the profile's purpose (optional).
Platform	Select the platform for the Office 365 apps. The options are: iOS or Android . Some of the other options on this form will change depending on which platform you select. Refer to the relevant platform's Device Management Guide.
Data Relocation	
Prevent iTunes and iCloud backups	Choose Yes to prevent this app from backing up data to iTunes and iCloud. Choose No to allow this app to back up data to iTunes and iCloud. (The default is Yes .)
Allow app to transfer data to other apps	<p>Use this option to specify what apps can receive data from this app. The options are listed below.</p> <ul style="list-style-type: none"> • Policy managed apps: Allow transfer only to other policy-managed apps. • All apps: Allow transfer to any app (default.) • None: Do not allow data transfer to any app, including other policy-managed apps. • Policy managed apps with OS sharing: Only allow transfer only to other policy managed apps and file transfer to other MDM managed apps on enrolled devices. • Policy managed apps with Open-In/Share filtering: Allow transfer only to other policy managed apps and filter OS Open-In/Share dialogs to only display policy managed apps. <p>When any of the above options except <i>All apps</i> are selected, the exempted apps are listed to the right of the <i>Allow app to receive data from other apps</i> field. Modifying these settings changes how data is transferred to other applications.</p>
Allow app to receive data from other apps	<p>Select an option to specify what apps can transfer data to this app.</p> <ul style="list-style-type: none"> • Policy managed apps - Allow app to receive data from only other policy-managed apps. • All apps With Incoming Org Data - Treat all incoming data without a user identity as data from your organization.



TABLE 86. APP PROTECTION POLICIES FIELDS (CONT.)

Fields	Description
	<ul style="list-style-type: none"> • All apps Allow app to receive data from other apps (default.) • None - Do not allow app to receive data from any app, including other policy-managed apps.
Prevent "Save As "	<p>Select to disable the use of the Save As (a new document) option in any app that uses this policy. De-select if you want to allow the use of Save As. (Default is unchecked.)</p> <p>Selecting Prevent Save As activates the Select which storage services corporate data can be saved to field. The options are:</p> <ul style="list-style-type: none"> • OneDrive for Business • SharePoint • Local Storage
Restrict cut, copy and paste with other apps	<p>Specifies when cut, copy, and paste actions can be used with this app. The options are listed below.</p> <ul style="list-style-type: none"> • Blocked: Do not allow cut, copy, and paste actions between this app and any other app. • Policy managed apps: Allow cut, copy, and paste actions between this app and other policy-managed apps. • Policy managed with paste in: Allow cut or copy between this app and other policy-managed apps. Allow data from any app to be pasted into this app. • Any app: No restrictions for cut, copy, and paste to and from this app. (This is the default.)
Encrypt app data	<p>Select to encrypt app data that is associated with an Intune mobile application management policy, data is encrypted when the device is locked (the operating system provides device-level encryption). When a PIN or fingerprint identification is required, the data is encrypted per the settings in the mobile application management policy. The module used by iOS 7 are FIPS 140-2 certified.</p> <p>These values determine when the data is encrypted:</p> <ul style="list-style-type: none"> • When device is locked: All app data that is associated with this policy is encrypted while the device is locked. (This is the default.) • When device is locked and there are open files: All app data associated with this policy is encrypted while the device is locked, except for data in the files that are currently open in the app. • After device restart: All app data associated with this policy is encrypted when the device is restarted, until the device is unlocked



TABLE 86. APP PROTECTION POLICIES FIELDS (CONT.)

Fields	Description
	<p>for the first time.</p> <ul style="list-style-type: none"> • Use device settings: App data is encrypted based on the default settings on the device.
Disable contact sync	When this setting is enabled, users cannot sync contacts to the native address book. Default is un-checked.
Disable printing	Select this to block printing protected data from the app. Default is un-checked.
Restrict web content to display in the Managed Browser	<p>Check this to enforce web links in the app to be opened in the Managed Browser app.</p> <p>Uncheck this to open web links in Safari. Default is de-selected.</p>
Block third party keyboards	When this setting is enabled, a third-party keyboard cannot be used with protected apps.
Access	
Require PIN for access	<p>Select this to require users to enter a PIN to access this app. The user is prompted to set up this PIN the first time the app is run. Default is selected, which activates all the fields in the Access section of this page.</p> <p>You can also let users prove their identity by using Touch ID instead of a PIN. When users tries to use this app with their account, they are prompted to provide their fingerprint identity instead of entering a PIN. When this setting is enabled, the App-switcher preview image will be blurred while using the account. (The default is checked.)</p>
Allow simple PIN	<p>Allow simple PIN: Check this to allow users to use simple PIN sequences like 1234 or 1111. Choose No to prevent them from using simple sequences. (The default value is checked.)</p> <ul style="list-style-type: none"> • PIN length: Specify the minimum number of digits in a PIN sequence. (The default value is 4.) <p>When the <i>Require PIN for access</i> field is de-selected, this field is deactivated.</p>
Allow Touch ID instead of PIN for access (iOS 8+)	<p>Select to allow the device user to use Touch ID instead of PIN for access. Applicable for iOS 8 through the most recently released version as supported by MobileIron.</p> <p>When the <i>Require PIN for access</i> field is de-selected, this field is deactivated.</p>



TABLE 86. APP PROTECTION POLICIES FIELDS (CONT.)

Fields	Description
Override Touch ID with PIN after timeout (minutes)	<p>If required, depending on the timeout (minutes of inactivity), a PIN prompt will override Touch ID prompts. If this timeout value is not met, the Touch ID prompt will continue to show. This timeout value specified under "Recheck the access requirements after (minutes of Activity)". On iOS, this feature requires the app to have Intune SDK version 8.1.1 or above.</p> <p>Inactivity timeout: Specify a time in minutes after which the PIN will override the use of a Touch ID.</p> <p>When the <i>Require PIN for access</i> field is de-selected, this field is deactivated.</p>
Disable app PIN when device PIN is managed	<p>Select to disable the app PIN when a device lock is detected on an enrolled device. If you select this option, it overrides the requirements for PIN or Touch ID. (The default is unchecked.)</p> <p>When the <i>Require PIN for access</i> field is de-selected, this field is deactivated.</p>
Require corporate credentials for access	<p>Select to require corporate credentials instead of a PIN for app access. Not selecting this option overrides the requirements for PIN or Touch ID. The user will be prompted to provide their corporate credentials. (The default is unchecked.)</p>
Recheck the access requirements after (minutes)	<p>Timeout for access requirements is measured in terms of the time of inactivity between any policy-managed application.</p> <ul style="list-style-type: none"> • Timeout: Enter the number of minutes before the access requirements (defined earlier in the policy) are rechecked. For example, an administrator turns on PIN in the policy, which means a when device user opens a app, a PIN must be entered. When using the Recheck the access requirements setting, the device user would not have to re-enter the PIN on any app for another 30 minutes. (The default is 30.)

Compliance Actions

Use the Compliance Actions Settings to set the security requirements for your access protection policy. Several settings are provided with pre-configured values and actions.

Procedure

1. Select a Setting, enter the value, and select an Action. Refer to the table below.
2. Click **+Add** to configure additional compliance actions.
3. At the top of the Policies tab, click **Save**.



TABLE 87. COMPLIANCE ACTION SETTINGS

Setting	Description
Max PIN attempts (default)	<p>Specify the number of tries the device user has to successfully enter the correct PIN before the configured action is taken. (Default value is 30 minutes.) Actions include:</p> <ul style="list-style-type: none"> • Reset PIN - The user must reset their PIN. • Wipe data - The user account that is associated with the application is wiped from the device.
Offline grace period (default)	<p>This is the number of minutes that apps can run offline. Specify the time (in minutes) before the access requirements for the app are rechecked. After this period is expired, the app will Block Access. The default is 720 minutes (12 hours.)</p>
Offline grace period (default)	<p>This is the number of minutes that apps can run offline. Specify the time (in days) before the access requirements for the app are rechecked. After this period is expired, the app will Wipe data. The default is 90 days.</p>
Jailbroken/rooted device	<ul style="list-style-type: none"> • Block access - Prevent this app from running on jailbroken or rooted devices. The device user continues to be able to use this app for personal tasks, but will have to use a different device to access data in this app. • Wipe data - The device user account that is associated with the application is wiped from the device
Min OS version	<p>Select this to require a minimum operating system to use this app. Enter the value in the following format [major].[minor] and select one of the following actions:</p> <ul style="list-style-type: none"> • Block access - The device user will be blocked from access if the version on the device does not meet the requirement. • Wipe data - The device user account that is associated with the application is wiped from the device. • Warn - The user will see a notification if the operating system version on the device does not meet the requirement. This notification can be dismissed.
Min App version	<p>Check this option to require a minimum app version to use the app. The user will be blocked from access if the app version on the device does not meet the requirement.</p> <ul style="list-style-type: none"> • Block access - The device user will be blocked from access if the app version on the device does not meet this requirement. • Wipe data - The device user account that is associated with the



TABLE 87. COMPLIANCE ACTION SETTINGS (CONT.)

Setting	Description
	<p>application is wiped from the device.</p> <ul style="list-style-type: none"> • Warn - The user will see a notification if the app version on the device does not meet the requirement. This notification can be dismissed.
Min SDK version	<p>Select to require devices to have a minimum iOS security patch released by Apple. The value must be in the following format: [Major].[Minor] or [Major].[Minor].[Build] or [Major].[Minor].[Build].[Revision]</p> <p>Example: 1.5 or 1.5.50 or 1.5.50.101</p> <p>Set the Action:</p> <ul style="list-style-type: none"> • Block access - The device user will be blocked from access if the iOS version on the device does not meet this requirement. • Wipe data - The device user account that is associated with the application is wiped from the device.
Device model(s)	<p>Specify a device manufacturer that is required to use this app. Actions include:</p> <ul style="list-style-type: none"> • Block access - Only devices that match the specified manufacturer can use the app. All other devices are blocked. • Wipe data - The user account that is associated with the application is wiped from the device.

Office 365 App Protection configurations

Once you register MobileIron as an Azure app you can create custom configurations for Office 365 apps. App Configurations can be used to specify custom app configurations for Office 365 apps. Configurations can include setting a local encryption scheme for OneDrive, setting Skype parameters, and so on.

This section includes the following topics:

- [Creating Office 365 App Protection configurations](#)
- [Editing a Office 365 App Protection configuration](#)
- [Managing Office 365 App Protection configurations](#)

NOTE: Before using this feature, complete the prerequisites described in the following section: [Prerequisites for using Office 365 App Protection](#).



Related topics

- [Office 365 App Protection overview](#)
- [Office 365 App Protection policies](#)
- [Office 365 App Protection user groups](#)
- [Office 365 App Protection reports](#)
- [Office 365 App Protection settings](#)

Creating Office 365 App Protection configurations

Configurations use data populated from Azure Active Directory during real-time syncs.

1. Log into the Admin Portal.
2. Go to **Services > Microsoft Graph > Configurations > Add**.
3. Add a name (required) and description (optional).
4. Click **Add+** to add one or more key-value pairs.
The values are strings with no limitations or restrictions.
5. Click **Save** to add the configuration to the list in the configurations table.

Editing a Office 365 App Protection configuration

Configurations use data populated from Azure Active Directory during real-time syncs.

Procedure

1. Log into the Admin Portal.
2. Go to **Services > Microsoft Graph > Configurations**.
3. Click the name of a configuration you want to edit.
Use the search field to search by name.
4. Make any necessary changes.
5. Click **Save** to update the configuration edits.

Managing Office 365 App Protection configurations

You can take any of the following actions on each Office 365 App Protection configuration:

- Assign User Groups
- Assign Apps
- Delete Policies



Procedure

1. Log into the Admin Portal.
2. Go to **Services > Microsoft Graph > Configurations**.
3. Locate a configuration you want to manage and go to the **Actions** column.
 - a. Assign user groups to the app protection configuration.
 - b. Click the **Assign User Groups** icon.
 - c. Search for user groups.
 - d. Select one or more user groups to add to the configuration.
 - e. Click **Save**.
4. Assign Office 365 apps to the app protection configuration.
 - a. Click the **Assign Apps** icon.
 - b. Search for apps.
 - c. Select one or more apps to add to the configuration.
 - d. Click **Save**.
5. Delete an Office 365 App Protection configuration.
 - a. Click the **Delete Configuration** icon.
 - b. Click **Yes** to confirm deletion of the configuration.

Changes to the configurations take effect after:

- assigning the configuration to a user group.
- a user from the assigned user group logs into an Office 365 app using AAD credentials.

Office 365 App Protection user groups

Use the **User Groups** tab to search for and view user groups available to add to one or more Office 365 App Protection policies or configurations. Access a list of user groups by logging into the Admin Portal and selecting **Services > Microsoft Graph > User Groups**.

NOTE: Before using this feature, complete the prerequisites described in the following section:
[Prerequisites for using Office 365 App Protection](#).

Related topics

- [Office 365 App Protection overview](#)
- [Office 365 App Protection policies](#)
- [Office 365 App Protection configurations](#)



- [Office 365 App Protection reports](#)
- [Office 365 App Protection settings](#)

Office 365 App Protection reports

Reports for out of compliance data, devices, apps, and users, is populated from Azure Active Directory during real-time syncs. Access the reports by logging into the Admin Portal and selecting **Services > Microsoft Graph > Reports**. Use the **Reports** tab to:

- search, view, or download a .csv report by user
- search, view, or download a .csv report by app
- create and manage wipe requests
- refresh reports

This section includes the following topics:

- [Office 365 App Protection reports window](#)
- [Managing Out of Compliance Users reports](#)
- [Managing Selective Wipe reports](#)
- [Downloading App Protection reports](#)
- [Downloading App Configuration reports](#)

NOTE: Before using this feature, complete the prerequisites described in the following section: [Prerequisites for using Office 365 App Protection](#).

Related topics

- [Office 365 App Protection overview](#)
- [Office 365 App Protection policies](#)
- [Office 365 App Protection configurations](#)
- [Office 365 App Protection user groups](#)
- [Office 365 App Protection settings](#)

Office 365 App Protection reports window

Manage reports from the Admin Portal by going to **Services > Microsoft Graph** to open the Office 365 App Protection window. This window includes several options, which are listed in the left pane. When you select one, the right pane changes to include details of the selected option.

- **Out of Compliance Users:** This option is selected by default. Use it to manage reports on users who are out of compliance.



- **Selective Wipe:** Use this option to request Azure Active Directory wipe Office 365 app data from selected devices.
- **App Protection Reports:** Use this tab to view and download app protection reports by users and by apps. These reports are populated with data from Azure Active Directory during real-time syncs.
- **App Configuration Reports:** Use this tab to view and download app configuration reports by users and by apps. These reports are populated with data from Azure Active Directory during real-time syncs.

Managing Out of Compliance Users reports

Use this option to manage reports on users who are out of compliance.

Procedure

1. Log into the Admin Portal.
2. Select **Services > Microsoft Graph > Reports > Out of Compliance Users**.
3. Click **Download Report** to download a .csv report from Azure Active Directory of users who are out of compliance.
4. Click **Refresh Report** to get the most recent data from Azure Active Directory after the latest sync.
5. Select one or more of the users listed in the report or select all.
6. Click **Wipe Apps Data** to send a wipe request to Azure Active Directory for users.

Managing Selective Wipe reports

Use this option to create and manage requests you send to Azure Active Directory to wipe Office 365 app data from selected devices.

Creating wipe requests

Procedure

1. Log into the Admin Portal.
2. Select **Services > Microsoft Graph > Reports**.
3. Expand **Selective Wipe**.
4. Click **Create Wipe Request**.
5. Enter or search for a user name, then select one or more of the user's devices.
6. Click **Create Wipe Request** to request Azure Active Directory wipe Office 365 app data from one or more selected devices.



Managing wipe requests

Procedure

1. Log into the Admin Portal.
2. Select **Services > Microsoft Graph > Reports**.
3. Expand **Selective Wipe**.
4. Click **Wipe Request**.
5. Select one or more pending wipe requests and click **Cancel Wipe Request**.
6. Click **Refresh** to update the status of the pending wipe requests.

Downloading App Protection reports

App Protection Reports show applications protected by the policies that are created and assigned to them from the **Policies** tab. Use this option to download app protection .csv reports by users or apps.

Downloading App Protection reports by user

Procedure

1. Log into the Admin Portal.
2. Select **Services > Microsoft Graph > Reports**.
3. Expand **App Protection Reports**.
4. Click **User**.
5. Search for, or enter a user name.
See [App Protection User reports table](#) for details.
6. Click **Download Report**.

App Protection User reports table

Select this option to view and download reports and to refresh the report data. This option provides app information for a specified user. These reports are populated with data that comes from Azure Active Directory during real-time syncs.

TABLE 88. APP PROTECTION USER REPORTS FIELDS

Fields	Description
Bundle ID/Package ID	This column lists the unique identifier for the app.
Device Name	This column lists the name of the device.
Device Type	This column lists the type of device.



TABLE 88. APP PROTECTION USER REPORTS FIELDS (CONT.)

Fields	Description
Policies	This column lists the app protection policies assigned to this app.
Status	This column lists the sync status of the app. The options for this column are: Synced , Synced, but out of date , and Not synced .
Last Check-In	This column lists the time stamp of the last time this app synced with Azure.

Downloading App Protection reports by app

Procedure

1. Log into the Admin Portal.
2. Select **Services > Microsoft Graph > Reports**.
3. Click **App**.
4. Complete the form.
See [App Protection App reports table](#) for details.
5. Click **Download Report**.
6. Expand **App Protection Reports**.

App Protection App reports table

This option provides user data for selected apps. These reports are populated with data that comes from Azure Active Directory during real-time syncs.

TABLE 89. APP PROTECTION APP REPORTS

Fields	Description
Platform	Select the OS platform for which you want to see apps. The options are Android and iOS.
App	Select the single app for which you want to receive a report. This list changes depending on the platform you select.
Status	Select the user's protection status from the list. The options are Protected and Unprotected .
User	This column lists the users that match the search criteria.
Email	This column provides the user's email address.



Downloading App Configuration reports

App Configuration Reports show applications with configurations defined and assigned to them under the **Configuration** tab. Use this option to download app configuration .csv reports by users or apps.

Downloading App Configuration reports by user

Procedure

1. Log into the Admin Portal.
2. Select **Services > Microsoft Graph > Reports**.
3. Expand **App Configuration Reports**.
4. Click **User**.
5. Search for, or enter a user name.
See [App Configuration User reports table](#) for details.
6. Click **Download Report**.

App Configuration User reports table

Select this option to view and download reports and to refresh the report data. This option provides app information for a specified user. These reports are populated with data that comes from Azure Active Directory during real-time syncs.

TABLE 90. APP CONFIGURATION USER REPORTS FIELDS

Fields	Description
Bundle ID/Package ID	This column lists the unique identifier for the app.
Device Name	This column lists the name of the device.
Device Type	This column lists the type of device.
Configurations	This column lists the app protection configurations assigned to this app.
Last Check-In	This column lists the time stamp of the last time this app synced with Azure.

Downloading App Configuration reports by app

Procedure

1. Log into the Admin Portal.
2. Select **Services > Microsoft Graph > Reports**.
3. Expand **App Protection Reports**.
4. Click **App**.



5. Complete the form.
See [App Configuration App reports table](#) for details.
6. Click **Download Report**.

App Configuration App reports table

This option provides user data for selected apps. These reports are populated with data that comes from Azure Active Directory during real-time syncs.

TABLE 91. APP CONFIGURATION APP REPORTS

Fields	Description
Platform	Select the OS platform for which you want to see apps. The options are Android and iOS.
App	Select the single app for which you want to receive a report. This list changes depending on the platform you select.
User	This column lists the users that match the search criteria.
Email	This column provides the user's email address.

Office 365 App Protection settings

Use the **Settings** tab to set up Office 365 App Protection policies to help protect your company's data.

License Required: This feature requires a separate license. In addition, this feature requires an Intune subscription from Microsoft. Prior to using this feature, ensure your organization has purchased the required licenses.

Related topics

- [Office 365 App Protection overview](#)
- [Office 365 App Protection policies](#)
- [Office 365 App Protection configurations](#)
- [Office 365 App Protection user groups](#)
- [Office 365 App Protection reports](#)

Help@Work for iOS

This section addresses the components related to Help@Work for iOS with TeamViewer.



[About Help@Work for iOS](#)
[How Help@Work for iOS works](#)
[Help@Work for iOS setup overview](#)
[Installing TeamViewer on your desktop](#)
[Requesting a TeamViewer account](#)
[Creating a TeamViewer app](#)
[Enabling Help@Work in MobileIron Core](#)
[Deploying the TeamViewer QuickSupport app](#)
[Starting a remote control session](#)

About Help@Work for iOS

Help@Work for iOS with TeamViewer is an integration that enables administrators to remotely view supported iOS devices managed by MobileIron Core. VPN is not required. After initiating a remote control session from the Admin Portal, administrators can configure iOS devices and troubleshoot issues without having the devices in hand. The remote control session displays on the administrator's desktop, enabling point-and-click navigation of the device.

Help@Work requires that the TeamViewer QuickSupport app is installed on the iOS device. The TeamViewer QuickSupport app must be an iOS managed app. That is, you must add it to the App Catalog on MobileIron Core for distribution to iOS devices.

NOTE: Because the TeamViewer QuickSupport app must be an iOS managed app, which requires iOS MDM (Mobile Device Management), MobileIron Core does not support Help@Work on MAM-only devices.

Prerequisites

Help@Work for iOS requires:

- access to the MobileIron Customer Portal (<http://help.mobileiron.com>) during initial setup for one-time license activation
- a company email address (belonging to an organization rather than an individual) that can be used for the TeamViewer account

TeamViewer components

- TeamViewer 10 Desktop edition
- TeamViewer QuickSupport app

Supported devices

MobileIron Core supports Help@Work using the TeamViewer QuickSupport app on iOS 10 through the most recently released iOS version as supported by MobileIron.



However, on iOS 10 devices, the TeamViewer QuickSupport app is limited to sharing screenshots. On iOS 11 and later, the TeamViewer QuickSupport app supports real-time screensharing.

How Help@Work for iOS works

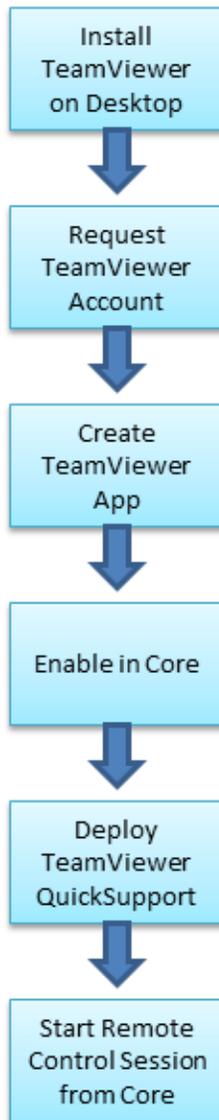
The following steps illustrate how Help@Work for iOS with TeamViewer establishes a remote control session.

1. Administrator selects a target device in the Admin Portal at **Devices & Users > Devices**.
2. MobileIron Core contacts the TeamViewer Server to create a remote session and retrieve a session ID.
3. Core sends an iOS managed app configuration to the TeamViewer QuickSupport app so that the app will be able to start a remote session using the session ID.
4. Core launches the TeamViewer software on your desktop with the session ID.
5. The iOS device user launches the TeamViewer QuickSupport app.
6. TeamViewer app connects to the TeamViewer Server, using the session ID that it received from Core.
7. Administrator can view the device remotely.

Help@Work for iOS setup overview

The following diagram illustrates the setup process for Help@Work for iOS:



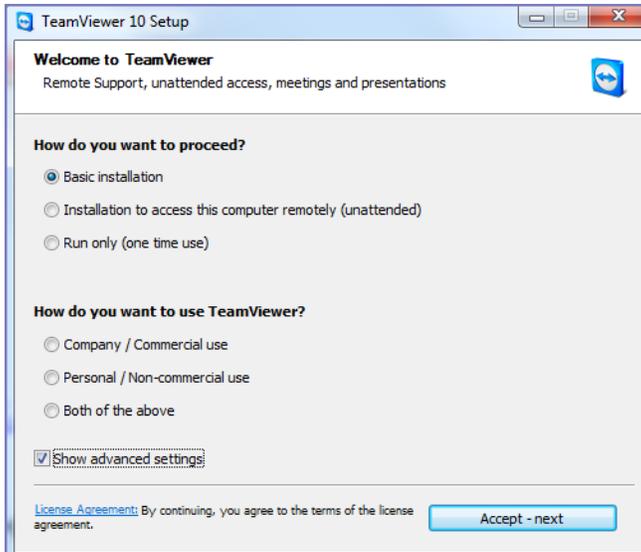


Installing TeamViewer on your desktop

This section explains how to install the TeamViewer full version software on your Windows or macOS computer.

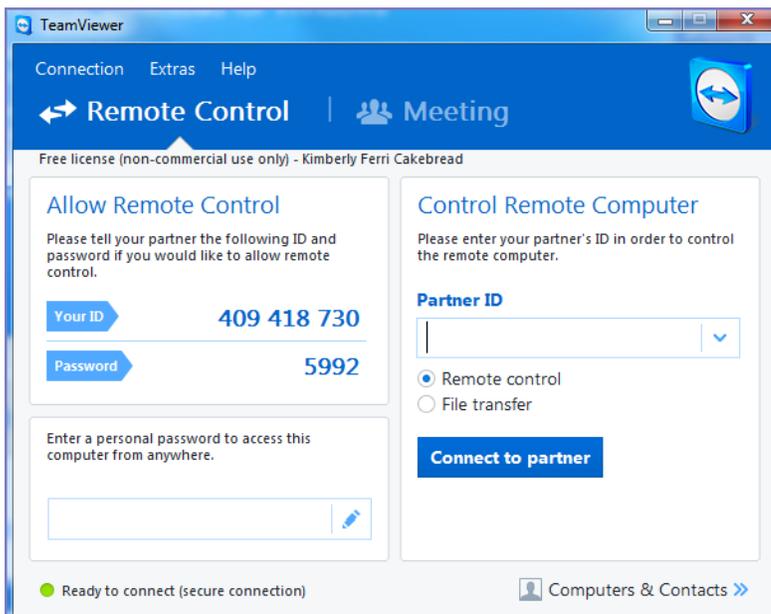
1. Download the installation package for the TeamViewer full version for Windows or macOS from the following location:
<https://www.teamviewer.com/en/download/>
2. Launch the TeamViewer installation program.





3. Select **Basic Installation**.
4. Select **Company / Commercial use**.
5. Click **Accept - next**.

When the installation is complete, the following screen displays.

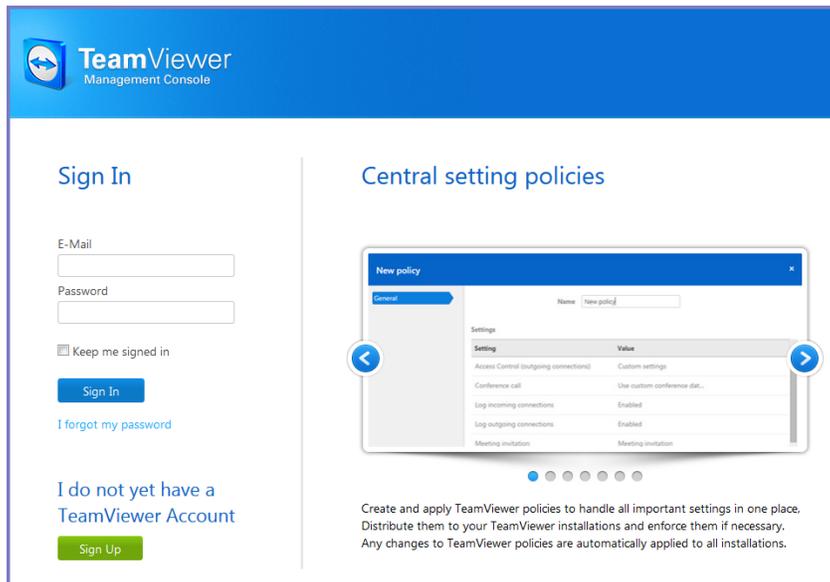


Requesting a TeamViewer account

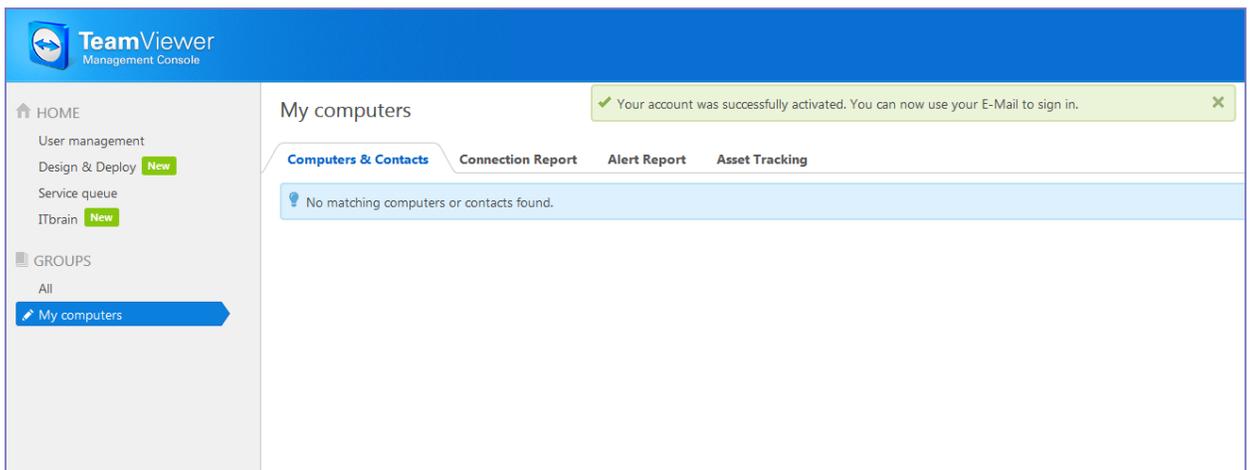
This section explains how to get a TeamViewer account.



1. Go to <https://login.teamviewer.com/LogOn#register>.



2. Click **Sign Up**.
3. Set a TeamViewer email address and password.
4. Check the email account for a TeamViewer activation email.
It might take several minutes for this email to arrive.
5. Complete the instructions in the email to activate your account.
When the account has been activated, the following page displays:



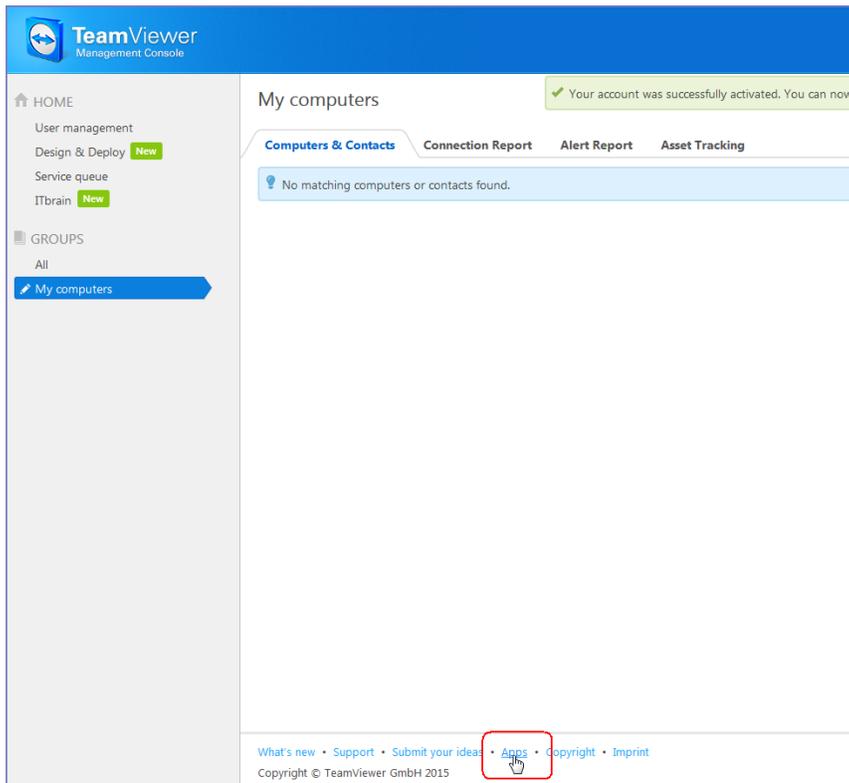
6. Bookmark this page for future reference.

Creating a TeamViewer app

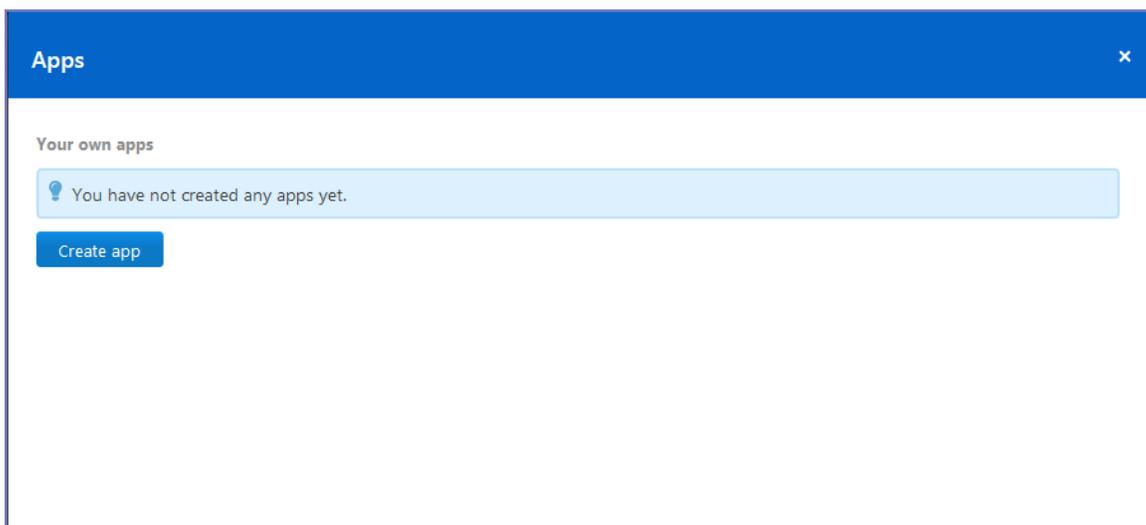
This section explains how to create a TeamViewer app for use with your MobileIron Core.



1. If you are not already logged in after TeamViewer account activation, to the TeamViewer Home page you bookmarked in [Requesting a TeamViewer account on page 640](#).



2. Click the **Apps** link at the bottom of the TeamViewer Home page (displayed after account activation).



3. Click **Create app**.



Create app [X]

Add web API

Add iOS/Android SDK

Name: MICInc
Please enter at least 5 characters.

Description: [Empty text area]

Redirect URI: [Empty text field]

Access level: User

Account management: No access

User management: No access

Session management: Create, view own and edit own sessions

Group management: No access

Connection reporting: No access

Meetings: No access

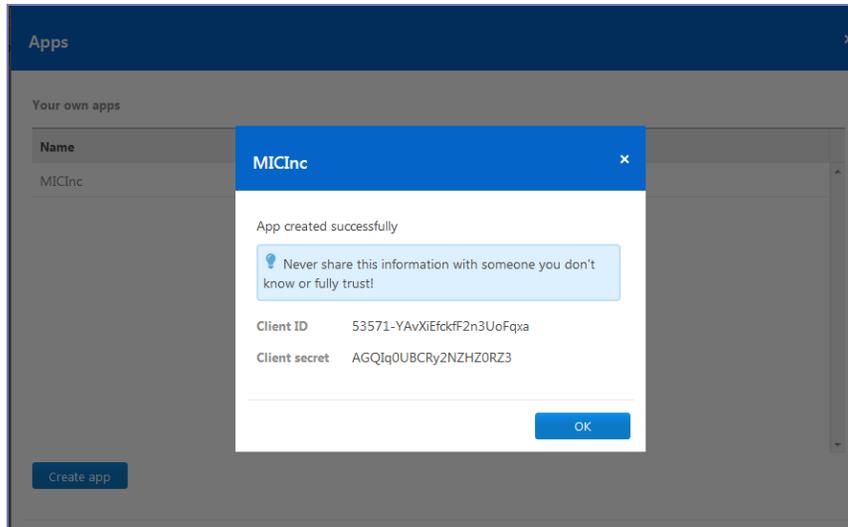
Computers & Contacts: No access

I accept the [App Developer Agreement](#)

Save Cancel

4. Select **Add web API**.
 5. Enter at least 5 characters to use as the app name.
Enter at least 5 characters to use as the app name.
 6. For **Redirect URI**:
Enter it in the form of `https://<mobileironcore>/mifs/teamViewerRedirect`, where `<mobileironcore>` is the URL of your MobileIron Core installation.
- Note:** Using a redirect URI is required.
7. For **Access level**, select **User**.
 8. For **Session management**, select **Create, view own and edit own sessions**.
 9. Select **I accept the App Developer Agreement**.
 10. Click **Save**.





11. Copy the displayed Client ID and Client secret.
You will need this information for [Enabling Help@Work in MobileIron Core](#).
12. Click **OK**.

Enabling Help@Work in MobileIron Core

This section explains how to enable Help@Work for Android and iOS in the MobileIron Core Admin Portal.

1. Log into the Admin Portal.
2. Select **Settings > System Settings**.
3. Select **Additional Products > Licensed Products**.
4. Select **Help@Work for Android and iOS 10 and higher**.
5. Accept the displayed TeamViewer license agreement and to open the Help@Work wizard.
6. Paste the **Client ID** and **Client secret** values you copied in [Creating a TeamViewer app](#).
7. Click **Validate**.
8. In the displayed TeamViewer page, enter your TeamViewer email and password.
9. Click **Allow** to provide MobileIron Core with session management permission for your TeamViewer app.
10. Click **Sign In**.
11. Click **Activate** in the wizard to open the Customer Support login screen:
12. Enter your MobileIron Customer Support credentials.
13. Click **Login**.
14. Enter the email address you used for your TeamViewer account.
15. Click **Submit**.



NOTE: Though your license is now activated, your TeamViewer software will still display a notice about trial software. Your licensing applies to the session established using the integration, so the trial notice remains in the console.

Deploying the TeamViewer QuickSupport app

This section explains how to deploy the TeamViewer QuickSupport app to iOS devices managed by MobileIron Core.

1. In the Admin Portal, go to **Apps > App Catalog**.
2. Click **Quick Import > iOS**.
3. In the **Application Name** field, enter teamviewer.
4. Click **Search**.
5. Find the TeamViewer QuickSupport app in the search results.
6. Click **Import**.
7. Dismiss the displayed message and the App Store Search dialog.
8. Under **Apps > App Catalog**, select the TeamViewer QuickSupport app.
9. Select **Actions > Apply To Labels**.
10. Select labels that represent the devices that should have the TeamViewer QuickSupport app added to the app catalog.
11. Click **Apply**.
12. Instruct iOS users to install the app.
13. Instruct iOS users to set iOS settings as described in [How can I share the screen on my iPad/iPhone with TeamViewer?](#)
14. Instruct iOS users to launch the app.

Starting a remote control session

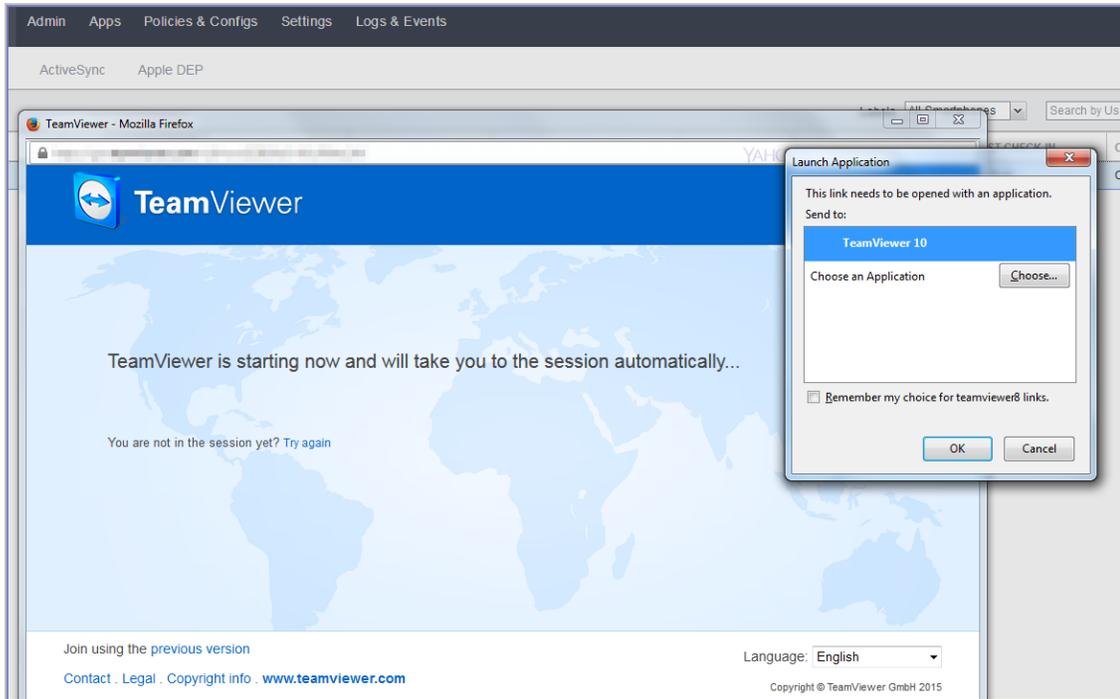
This section explains how to start a Help@Work for iOS remote control session.

1. Ask the device user to install the TeamViewer QuickSupport app, if it is not already installed. It should be displayed in the MobileIron app catalog on the device.
2. In the Admin Portal, go to **Devices & Users > Devices**.
3. Select the entry for the device.
4. Confirm that the device is supported by Help@Work for iOS. See [Supported devices on page 637](#).
5. Select **Actions > iOS Only > Remote Display**.



NOTE: This option is available only if you have added the TeamViewer QuickSupport app to the MobileIron Core App Catalog.

6. If a page requesting a session ID displays, ignore it.

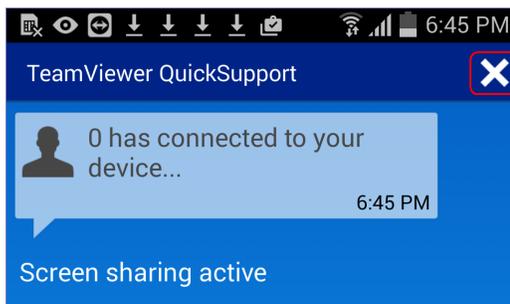


7. Launch the TeamViewer 10 application when prompted.
8. If your browser has pop-up blocking enabled, then allow pop-ups for your MobileIron Core URL.
9. On the device, launch the TeamViewer QuickSupport app.
You should now see the remote control session displayed on your desktop screen.

To close a remote control session from the device

To close a remote control session from the desktop:

1. Tap the TeamViewer QuickSupport app icon.



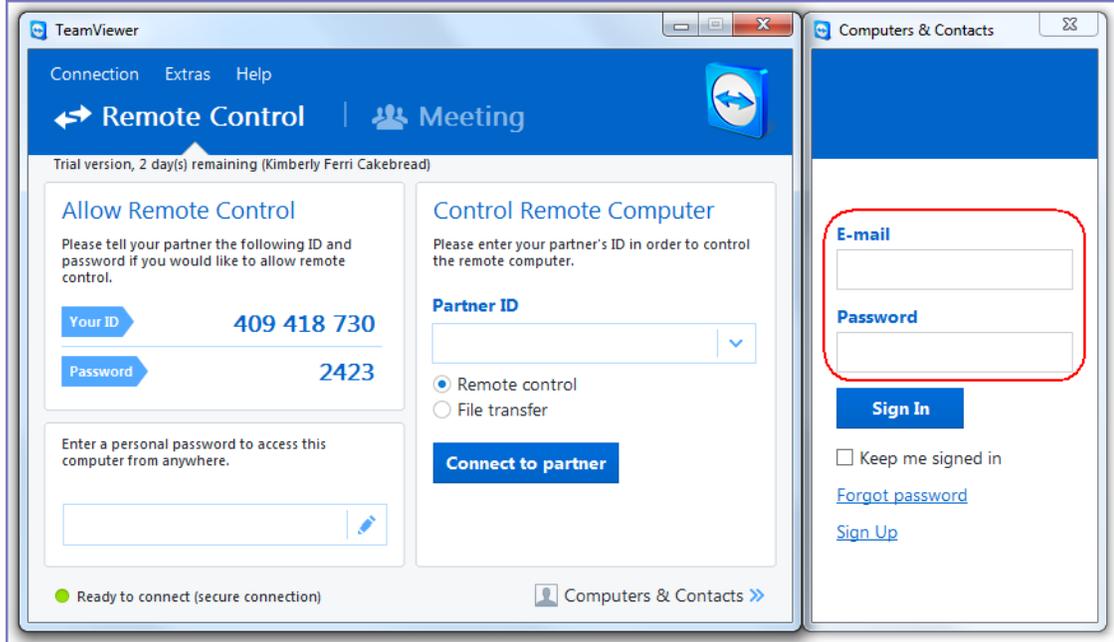
2. Tap the X in the upper right corner of the TeamViewer QuickSupport app.



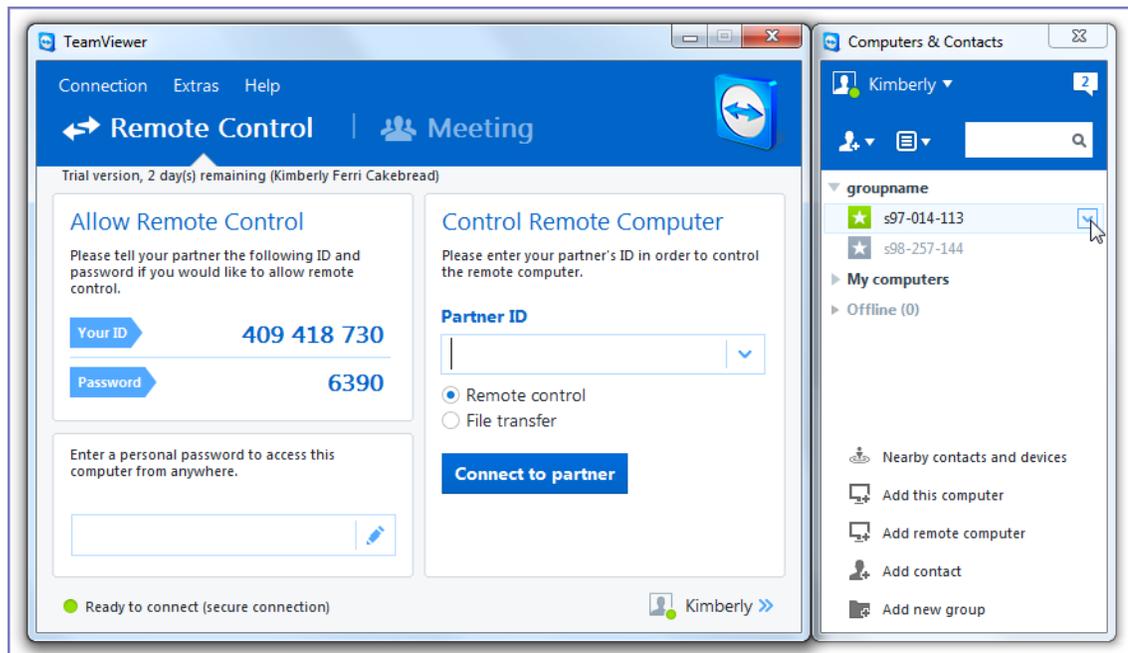
To close a remote control session from the desktop

To close a remote control session from the desktop:

1. Launch the TeamViewer desktop.



2. Sign in using your TeamViewer credentials.



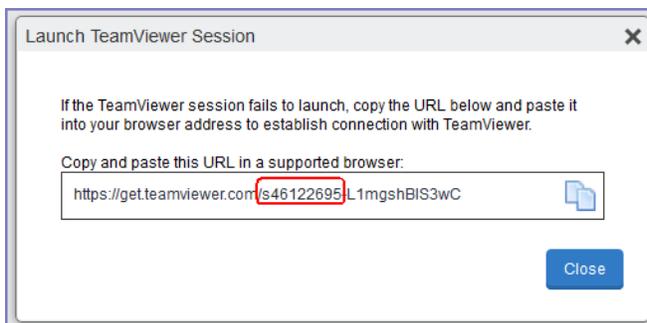
3. Select the session.
4. Click **Close**.

For more information on using remote control

For information on how to use TeamViewer remote control, see <https://dl.tvcdn.de/docs/en/v10/TeamViewer10-Manual-Remote-Control-en.pdf>

If you accidentally close the session

If you close the session window on your desktop, you can re-establish the session using the URL displayed in the Launch TeamViewer Session dialog.



This dialog displays at the beginning of each session, but might be hidden behind other windows. Copy and paste the displayed URL in a browser window to regain access to the session. Make sure the session ID displayed in the dialog matches the one displayed in the TeamViewer app on the device.

Language Support

This section addresses the language settings for MobileIron client apps (Mobile@Work.)

- [Translated versions of MobileIron client apps](#)
- [Selecting languages for MobileIron Core messages](#)
- [Setting the system default language](#)
- [Changing language selection from the Admin Portal](#)

NOTE: The features described in this section are supported on macOS devices.

Translated versions of MobileIron client apps

MobileIron client apps (Mobile@Work) are localized to a number of languages. A device's locale setting (or selected language) determines the language that the MobileIron client app appears in on the device. If the device's locale is not supported, the app appears in English (United States) by default.

Once the device communicates a language change to MobileIron Core, MobileIron Core sends messages to the device in the selected language, assuming the language is supported and selected in Core's **Settings > System Settings > General > Language**.

Please refer to the Core release notes for each release to see which languages and locales are supported.

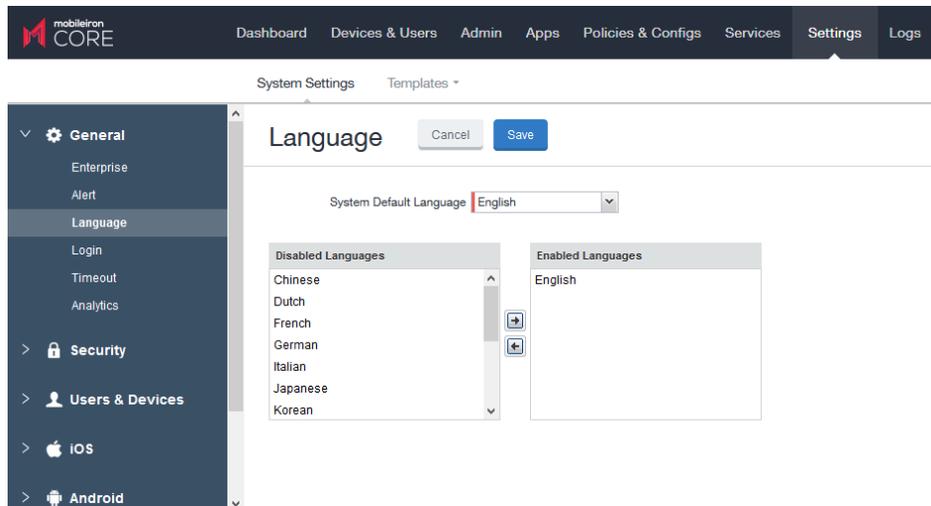
Selecting languages for MobileIron Core messages

You can enable or disable languages for the messages sent from MobileIron Core to devices. For example, if you have only Japanese-speaking users, you might want to remove the other message templates from the Admin Portal.

To enable or disable languages:

1. Log into the System Manager.
2. Go to **Settings > System Settings > General > Language**.





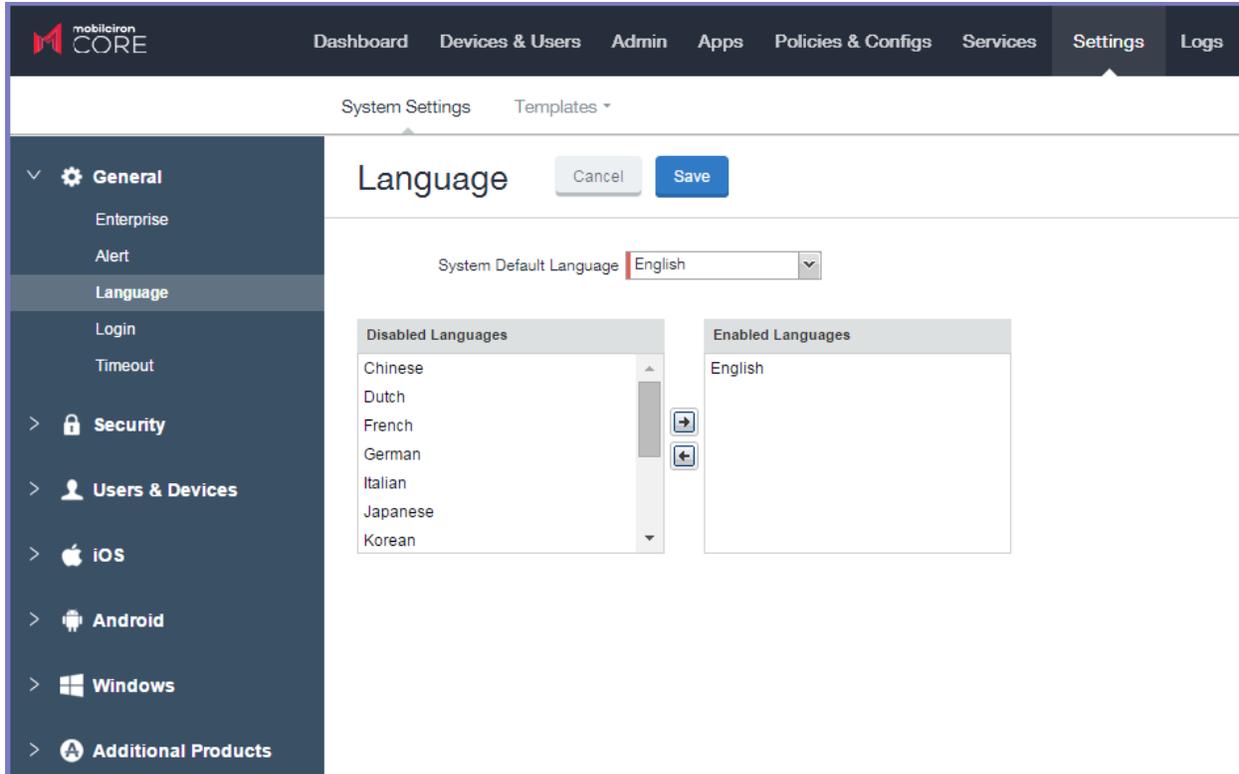
3. Move the languages you want to support from **Disabled Languages** to **Enabled Languages**.
4. Click **Save**.

Setting the system default language

The **System Default Language** setting under **Settings > System Settings > General > Language** determines the language to be used if the locale of the device cannot be determined or the corresponding language is not supported. The languages available for this setting are determined by the languages in the **Enabled Languages** list.

This language setting applies to the messages sent from MobileIron Core.





Changing language selection from the Admin Portal

Administrators can manually change the language selection for devices that do not report their locale. In this case, language selection applies only to the messages sent from MobileIron Core (e.g., Event Center alerts). If the device later reports a different locale, then MobileIron Core honors the reported locale.

To change the language selection for a specific device:

1. In the Admin Portal, go to **Devices & Users > Devices**.
2. Select the check box next to the device.
3. Click **Actions > Change Language**.
The **Change Language** dialog appears.
4. From the **Set Language** drop-down, select the preferred language.
5. Click **Change Language**.



Self-service User Portal

This section addresses device registration and its related components.

- [Device management with the user portal](#)
- [Before enabling device registration in the User Portal](#)
- [Assigning user portal device management roles](#)
- [Requiring user portal password change](#)
- [Configuring help desk contact information](#)
- [User portal information for your users](#)
- [Unlocking a macOS device](#)

NOTE: The features described in this section are supported on macOS devices unless otherwise stated.

User portal overview

This section addresses the settings an administrator can make to allow device users to manage their own devices

- [Benefits of the user portal](#)
- [Impacts of using the user portal](#)
- [User portal authentication options](#)
- [About registering devices in the user portal](#)
- [About changing device ownership in the user portal](#)
- [About uploading certificates in the user portal](#)
- [About generating a one-time PIN for resetting a secure apps passcode](#)
- [About getting Entrust derived credentials](#)

The user portal allows your users to:

- access MobileIron device management actions such as wipe and lock
- view details of their registered devices
- register devices, which includes requesting device registration PINs and requesting derived credentials
- reset the user PIN
- change device ownership from company-owned to user-owned or the reverse
- upload, as well as view, replace, and delete user-provided certificates



These certificates are used, for example, for S/MIME or for authenticating to internal servers.

- generate a one-time PIN for resetting a forgotten secure apps passcode

One of your decisions when you distribute MobileIron Core management is whether or not to enable your users to manage one or more device actions such as locking or unlocking a device. Your users access the actions you assign them through the user portal.

To enable users to manage their devices, you assign them roles to perform any or all of the following actions:

- wipe their device
- lock their device
- unlock their device
- locate their device
- retire their device
- register their device
- change device ownership
- reset their secure apps passcode

NOTE: The **Device Registration** role replaces the **MyPhone@Work Registration** role. The **MyPhone@Work Registration** role is removed. The old user portal, MyPhone@Work, was available only through Core 8.0.1.

Important: The Unlock command clears passcodes and TouchIDs from the managed device, compromising device security. Never use this feature on lost or stolen devices.

Benefits of the user portal

Giving users the ability to perform device management tasks:

- distributes mobile device management
- gives your users more control of their devices
- adds efficiency to device registration by saving administrators' time as well as wait time that device users might experience

Impacts of using the user portal

When you enable users to manage their own devices, you need to:

- define which users have access to which device management actions
- provide your users with the information they need to use the user portal
- consider how changing device ownership from company-owned to employee-owned or vice-versa may impact:



- the policies and configurations that are applied to the device.
- the apps that are available through Apps@Work.
- iBooks that are available on the device.

Devices are impacted when they check-in with MobileIron depending on the labels to which company-owned or employee-owned devices are applied.

User portal authentication options

You can allow device users to authenticate to the user portal with:

- a user name and password

These are the credentials a device user uses to register a device with MobileIron Core.

- an identity certificate from a smart card

This authentication method is supported only on desktop computers. It is not supported with:

- mobile devices
- Firefox

You can allow one or both of these authentication mechanisms. You make your selection in the MobileIron Core System Manager.

For information about how to configure the user portal authentication options, see “Advanced: Portal authentication” in the *MobileIron Core System Manager Guide*.

About registering devices in the user portal

To allow device users to register devices in the user portal, you must assign those users the **Device Registration** role in the Admin Portal in **Devices & Users > Users**.

Device limit

Users will be limited to register only the number of devices specified in **Settings > System Settings > Users & Devices > Registration > Per-User Device Limit**.



Registration PIN

Users who can register devices can also request and receive device registration PINs. To allow users to request a registration PIN, PIN-based registration must be selected in **Settings > System Settings > Users & Devices > Device Registration**. Any option that includes Registration PIN will enable device users to obtain a PIN in the user portal.

Note the following about registration PIN:

- Even though a PIN is generated, device users will not be prompted to enter a PIN if the device platform does not require PIN for registration.
- If **Registration PIN** is selected for only iOS web-based registration, a PIN is generated and displayed in the user portal, but the PIN is not included in the registration email sent to the device user. However, if **Registration PIN** is selected for both In-app registration and iOS web-based registration, the PIN is included in the registration email to the device user.



About changing device ownership in the user portal

To allow device users to change device ownership through the user portal, you must assign those users the **Change Device Ownership** role in the Admin Portal in **Devices & Users > Users**.

Users cannot assign ownership of a device during device registration in the user portal. Device ownership is automatically set to company-owned. Once users have registered their devices through the user portal, they can change the ownership of the device from company-owned to user-owned or the reverse.

About uploading certificates in the user portal

On a desktop computer, device users can upload their own certificates in the user portal. They can use these certificates for different purposes, such as:

- S/MIME signing
- S/MIME encryption
- Authenticating to servers, such as internal servers that support apps.

The device users can upload multiple PKCS 12 files, each of which contains a certificate and one private key. MobileIron Core does not support PKCS 12 files which contain more than one private key.

NOTE: This capability is available in the user portal on desktop computers, but not on mobile devices.

Associating a certificate with a user-provided certificate enrollment setting

When the user uploads a certificate, the user chooses a configuration to associate with the certificate. The configuration refers to a user-provided certificate enrollment setting that you configured. When you configure a user-provided certificate enrollment setting, you specify a display name. The user portal presents the display name in its list of configurations for the user to choose.

For example, you might create a user-provided certificate enrollment setting for S/MIME signing, another for S/MIME encryption, and another for server authentication. Each setting has a display name:

- S/MIME signing
- S/MIME encryption
- Authentication

When the user uploads a certificate, they see these display names as configurations, and they choose the one for the certificate. The user can upload the same certificate or different certificates for each configuration.

If you have not created at least one user-provided certificate enrollment setting, the user portal disables the option for the user to upload a certificate.

See also:



- [Certificate Enrollment settings on page 432.](#)
- [Enabling per-message S/MIME for iOS on page 303.](#)

About generating a one-time PIN for resetting a secure apps passcode

On the AppConnect global policy, you can configure MobileIron Core to allow iOS device users to reset their secure apps (AppConnect) passcode when they forget it. When you have configured this option, device users who registered with Core using a user name and *password* can enter those credentials in Mobile@Work for iOS to authenticate themselves and then reset their secure apps passcode. However, device users who registered with Core using a *registration PIN* need a different mechanism for authenticating themselves.

This mechanism involves these steps:

1. The user generates a one-time PIN on the user portal. The one-time PIN is valid for 24 hours.
2. In Mobile@Work for iOS on a device, the user follows the instructions for resetting a forgotten secure apps passcode.
3. When prompted for his user credentials, the user enters his user name and the one-time PIN.
4. The user resets his secure apps passcode.

Configuration requirements to allow the user portal to generate a one-time PIN

The user portal displays the option to generate a one-time PIN only if you have configured all of the following in the Admin Portal:

- The user portal role that allows the user to reset their secure apps passcode
- A license for AppConnect third-party and in-house apps, Docs@Work, or Web@Work
- An AppConnect global policy for the device that allows users to recover their AppConnect passcodes.

Configuring the user portal to generate a one-time PIN

Configure the following in the Admin Portal to allow the user portal to generate a one-time PIN:

1. In **Devices & Users > Users**, select the user.
2. Select **Actions > Assign Roles**.
3. In the Assign Role(s) dialog box, select **Reset Secure Apps Passcode**.
4. Click **Save**.
5. In **Settings > System Settings > Additional Products > Licensed Products**, select at least one of the following:
 - **AppConnect for Third-party and In-house Apps**
 - **Docs@Work**
 - **Web@Work**
6. In **Policies & Configurations > Policies**, select the AppConnect global policy for the device.



7. In the Policy Details panel, click Edit. The Modify AppConnect Global Policy dialog box opens
8. In the **AppConnect passcode** section, select **Passcode is required for iOS devices**.
9. Select **Allow iOS users to recover their passcode**.
10. Click **Save**.

About getting Entrust derived credentials

When using certificate authentication to the user portal, you can set up MobileIron Core so that iOS users can get their Entrust derived credentials when they get their Core registration PIN. Specifically, in the System Manager, you provide Core with the Entrust IdentityGuard Self-Service Module (SSM) URL. This URL is a deep link that points directly to the page on the Entrust self-service portal where a user can get a derived credential.

When the user requests a derived credential on the user portal, the user portal redirects the user to the URL you provided. The user interacts with the Entrust self-service portal to get a derived credential, after which the Entrust self-service portal redirects the user back to the MobileIron Core user portal. The user uses the PIV-D Entrust app on a device to activate the derived credential.

For information about how to enable the user to get a derived credential on the user portal, see “Advanced: Portal authentication” in the *MobileIron Core System Manager Guide*.

NOTE: This feature is not supported on macOS devices.

Device management with the user portal

This section addresses the settings your users need to use the user portal.

- [Logging in to the user portal with user name and password](#)
- [Logging in to the user portal on a desktop computer with a certificate](#)
- [What users see after they login](#)
- [Uploading certificates in the user portal on a desktop computer](#)
- [Viewing, replacing, and deleting certificates in the user portal](#)
- [When a user-provided certificate is deleted](#)

Before enabling device registration in the User Portal

On iOS devices, registering with MobileIron Core at http://<Core_Server_FQDN>/go does not automatically install Mobile@Work on the device. You can prompt device users to install Mobile@Work after they complete registration at http://<Core_Server_FQDN>/go.

To prompt device users to install Mobile@Work, do the following:



1. In the Admin Portal, go to **Apps > App Catalog**.
2. Click **Quick Import > iOS** to manually import Mobile@Work from the Apple App Store.:
The **App Store Search** window opens.
3. In **Application Name**, enter **Mobile@Work** and click **Search**.
4. Next to **MobileIron Mobile@Work Client**, click **Import > OK**.
5. Close the **App Store Search** window.
6. Click on **MobileIron Mobile@Work Client** in the list of apps.
7. Click **Edit**.
8. Under **Managed App Settings**, select **Select installation request or send convert unmanaged to managed app request (iOS 9 and later) on device registration or sign-in**.
9. Click **Save**.
10. Click **Back to list** in the upper left corner.
11. Select **MobileIron Mobile@Work Client** in the list of apps and click **Actions > Apply To Labels**.
12. Select the appropriate labels and click **Apply**.

For detailed instructions, see “Manually importing iOS apps from the Apple App Store” in the *MobileIron Apps@Work Guide*.

Note that in this scenario, device users do not have to reenter their credentials when they install and launch Mobile@Work. However, for extra security, you can:

- limit this silent registration with Mobile@Work to one time only. In the Admin Portal, go to **Settings > System Settings > Users & Devices > Device Registration** and select **Allow silent in-app registration only once (iOS only)**.
- add a silent registration grace period in **Settings > System Settings > Users & Devices > Device Registration** and set the **Silent in-app registration time limit (minutes) (iOS only)** field.

Assigning user portal device management roles

The MobileIron Core user portal provides several device management options for your users. You give them access to these management tasks by assigning them roles in the Admin Portal.

NOTE: The **Locate** option is not available for macOS devices.

Procedure

1. In Admin Portal, go to **Devices & Users**.
2. Select the users receiving device management privileges.
3. From **Actions**, select **Assign Roles**.
4. Check **User Portal**.
5. Check one or more roles to assign the corresponding management actions to the selected users.



6. User roles include:
 - Wipe Device
 - Lock Device
 - Unlock Device
 - Locate Device
 - Retire Device
 - Register Device
 - Change Device Ownership
 - Reset PIN
 - Reset Secure Apps Passcode
 - Use Google Device Account (For Android enterprise device only)
7. Click **Save**.

Customizing the Mobile@Work self-service user portal

Beginning with MobileIron Core release 10.6.0.0, you can customize the logo, text, and company name for your Mobile@Work self-service user portal.

Procedure

1. From the Admin portal, navigate to **Settings > System Settings > General > Self-Service Portal**. The Self-Service Portal page displays.

System Settings Templates ▾

Self-Service Portal

Company Name

File : Uploaded File

Company Logo 

Note: Images in .jpg & .png format accepted. Image dimensions should not exceed 250 pixels in width and 50 pixels in height

Login Page Message

Note: This message will appear on the Self-Service portal's login page. 1000 characters maximum.



2. **Company Name:** Enter a customized company name.
3. **Company Logo:** Upload a customized company logo. Images can be JPG or PNG format, and must not exceed 250 by 50 pixels.
4. **Login Page Message:** Modify or replace the existing message that displays on the Self-Service Portal's log in page, up to 1,000 characters.
5. Click **Save**. A confirmation message displays.
Modify the following URL to see the new custom portal page on Core:
6. Verify the new custom portal page on Core by substituting your Core hostname and SSP user name:
`https://<hostname>/mifs/<user>`

Requiring user portal password change

You can require local users to change their user portal password the next time the device checks in with MobileIron Core. This feature is not available for LDAP users.

To require a local user to change their user portal password:

1. In Admin Portal, go to **Devices & Users**.
2. Click **Users**.
3. Select one or more local users you want to change their user portal passwords the next time they check in with Core.
4. Click **Actions**.

Actions	Add	Resync With LDAP
Assign Roles		U:
Send Invitation		m
Link to LDAP User	000	te
Require Password Change	001	te
Delete User	002	te
<input type="checkbox"/>	testuser000003	te
<input type="checkbox"/>	testuser000004	te
<input type="checkbox"/>	testuser000005	te
<input type="checkbox"/>	testuser000006	te

5. Select **Require Password Change**.



Core prompts you to confirm the requirement.

6. Click **Yes** to require the selected users to create a new password at the next check in.

Limiting devices per user by LDAP group membership

You can limit the number of allowed devices per user, using LDAP group membership as the conditional limiter. You can:

- Select a global device limit of 0-50 devices per user
- Add LDAP user groups to the LDAP group-specific device limit table
- Edit LDAP user groups
- Delete LDAP user groups from the device limit table
- Set the device limit precedence setting: you can choose whether the standard device limit takes precedence over LDAP membership-specific device limits, or LDAP group-specific device limits take precedence over the standard device limit (for all applicable users)

For example, you could set a global device limit of four devices, but restrict members of specific LDAP groups to one or two devices.

Before you begin

You must have previously configured an LDAP server to support LDAP groups before you can set per-user device limits.

Procedure

1. From the Admin Portal, go to **Settings > System Settings > Users & Devices > Registration** page
2. In the **Per-User Device Limit** section, enter the following information:



Per-User Device Limit

Standard device limit takes precedence over LDAP membership specific device limit to all applicable users

Per-User Device Limit (1-50, or none)

LDAP group specific device limit

LDAP SERVER	LDAP GROUP	DEVICE LI...	ACTIONS
No records to display			

Note: Standard device limit will apply to LDAP groups that are not mentioned above.

[Add+](#)

Device limit precedence setting Standard device limit takes precedence over LDAP membership specific device limit to all applicable users
 LDAP group specific device limit takes precedence over standard device limit to all applicable users

3. **Per-User Device Limit (1-50, or none):** Set the default number of devices each user can register with Core. This is the "standard" device limit, that by default takes precedence over LDAP membership-specific device limits. You can change this priority by selecting a device limit precedence setting (step 5).
4. **LDAP group specific device limit:** This setting allows you to create LDAP group-specific device limits that vary from the default device limit you set as the per-user device limit.
 - a. From below the LDAP group table, click **Add+**. The Add LDAP Group Specific Device Limit dialog opens.

Add LDAP Group Specific Device Limit ✕

Select LDAP Server

Select LDAP Group

Select device limit (1-50)

[Cancel](#) [Add](#)

- b. Select a configurable LDAP server from the **Select LDAP Server** drop-down.
 - c. Select a group from the **LDAP Group** drop-down.
 - d. Select the device limit (1-50) from the **Select device limit** field.
 - e. Click **Add**.
5. Select a device limit precedence setting:



- a. Standard device limit takes precedence over LDAP membership-specific device limit for all applicable users.
- b. LDAP group-specific device limit takes precedence over standard device limit for all applicable users.

Editing or Deleting an LDAP group-specific device limit

You can modify or delete your LDAP group-specific device limits from the LDAP group-specific device limit table.

Procedure

1. Locate the LDAP group that you want to edit or delete in the LDAP group-specific device limit table.

Per-User Device Limit

Standard device limit takes precedence over LDAP membership specific device limit to all applicable users

Per-User Device Limit (1-50, or none)

LDAP group specific device limit

LDAP SERVER	LDAP GROUP	DEVICE LI...	ACTIONS
ldaps://domino-func2.qa.mobi...	AutoGroup2821488	4	Edit Delete

2. Click **Edit** to re-open the Add LDAP Group Specific Device Limit dialog.
3. Click **Delete** to delete the LDAP group-specific device limit.

Configuring help desk contact information

MobileIron Core administrators with **Manage settings and services** permission can configure the help desk contact information to display in the self-service user portal.

Procedure

1. In the MobileIron Core Admin Portal, go to **Settings > General > Helpdesk**.
2. Enter the following information:

Item	Description
Name	Enter a name for the configuration.
Description	Enter a brief description for the configuration. Maximum characters allowed is 100.
Contact(s)	Enter one or more phone numbers.



Item	Description
	If you are entering multiple phone numbers, enter a comma-separated list.
Email(s)	Enter one or more email addresses. If you are entering multiple email addresses, enter a comma-separated list.

NOTE: Either a phone number or an email address is required.

Related topics

[Viewing the help desk contact information.](#)

User portal information for your users

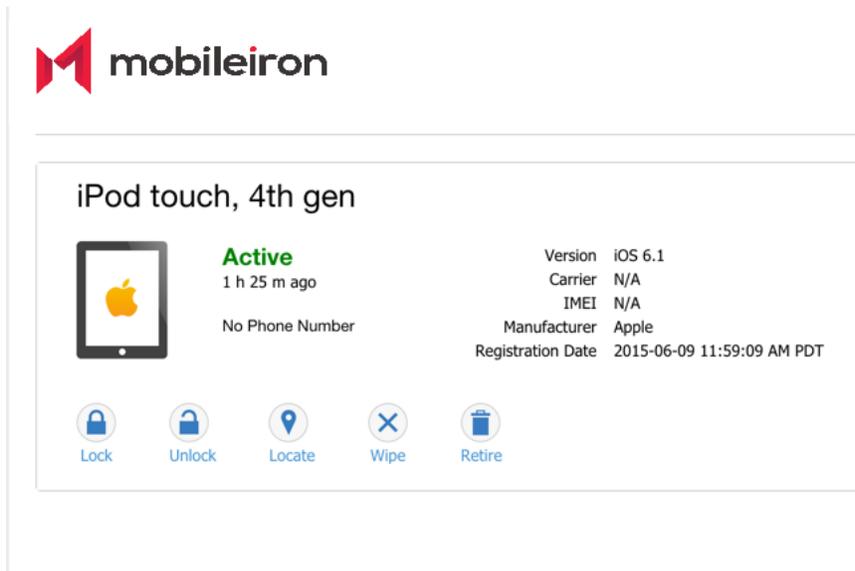
This section presents the information that your users need to use the user portal.

The user portal displays:

- Icons for each device management action the user is allowed to perform.
- User and device information, including:
 - device type (iPod touch, 4th gen in the example)
 - status (Active, for example)
 - last check-in (example, 2 hours ago)
 - phone number
 - OS and version (to 3 digits, iOS 7.1.1, for example)
 - carrier (for example, AT&T)
 - IMEI value, if applicable
 - manufacturer
 - date the device was registered with MobileIron
- Accounts settings and certificates uploaded by the device user.
- Helpdesk contact information configured by the MobileIron Core administrator.



FIGURE 25. USER PORTAL SHOWING USER'S DEVICE INFORMATION



Logging in to the user portal with user name and password

Device users can log in to the user portal to register and manage their devices.

Procedure

1. Go to <https://<MobileIron server>>, where <MobileIron server> is the address of your MobileIron server. Contact your administrator if you do not have this address.
2. If you are not logged in, provide your user name and password, when prompted, and then select **Sign In with Password**.

The user portal displays on your device. You can:

- click the icon for one of the available device management actions available to you.
- view your device information.

Logging in to the user portal on a desktop computer with a certificate

If set up by the MobileIron Core administrator, device users can log in to the user portal on a desktop computer using an identity certificate on a smart card.

Procedure

1. Attach your smart card reader with your smart card to a USB port on the desktop computer. If your computer has a built-in smart card reader, insert your smart card.
2. Go to <https://<MobileIron server>>, where <MobileIron server> is the address of your MobileIron server. Contact your administrator if you do not have this address.



3. If you are not logged in, select **Sign In with Certificate**.
A prompt appears to select your certificate
4. Select the certificate from the smart card.
5. If prompted, enter the password of the private key of the identity certificate on your smart card.
The user portal displays. You can:
 - select the icon for one of the available device management actions available to you.
 - view your device information.

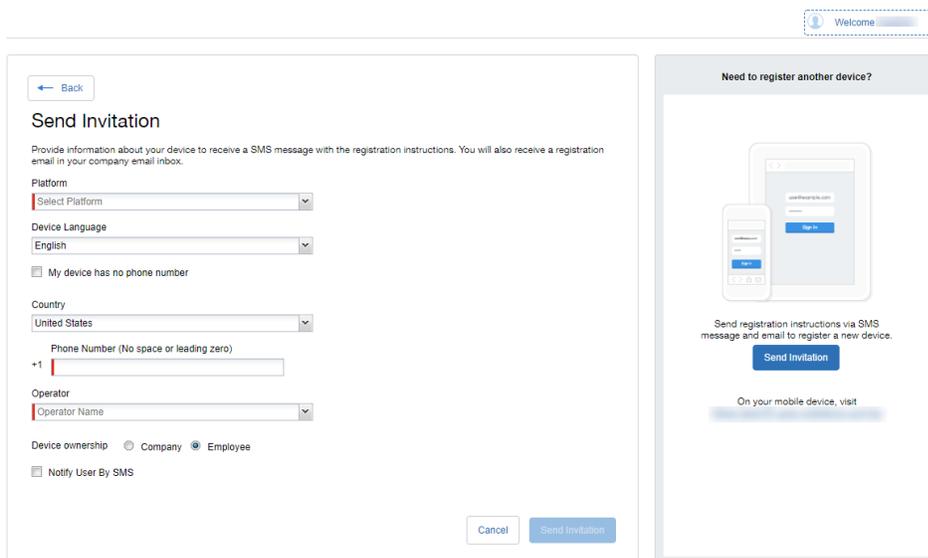
What users see after they login

Depending on the user portal role enabled, device users may have a different view of the user portal.

If Register Device role is enabled

If the **Register Device** role is enabled, device users will be able to send an invitation from the user portal to register their device.

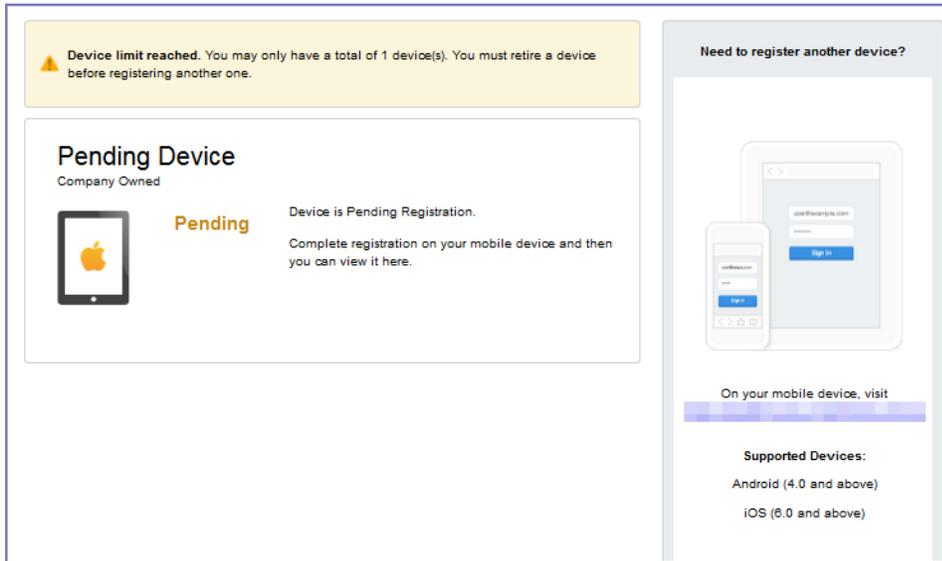
FIGURE 26. SEND INVITATION TO REGISTER



After the invitation is sent, the device status is seen as **Pending**.

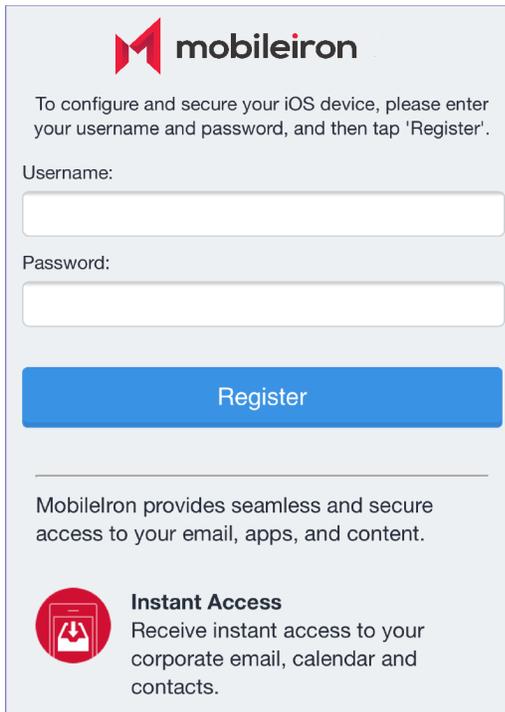


FIGURE 27. REGISTRATION PENDING FOR DEVICE



Device users can complete the registration on their mobile device at https://<Core_Server_FQDN>/go.

FIGURE 28. COMPLETE DEVICE REGISTRATION



After registration is completed on the mobile device, the status for the device is changed to **Active**.

FIGURE 29. ACTIVE DEVICE STATUS

The screenshot displays the 'Active Device Status' interface. At the top, a yellow warning box states: 'Device limit reached. You may only have a total of 1 device(s). You must retire a device before registering another one.' Below this, the device details for an 'iPhone 6 Plus' are shown, including its status as 'Active', version 'iOS 8.3', carrier 'T-Mobile', and registration date '2015-09-30 12:14:00 PM PST'. To the right, a section titled 'Need to register another device?' features an illustration of a smartphone and tablet displaying the Mobile@Work app interface. Below the illustration, it instructs users to visit the app on their mobile device and lists supported devices: Android (4.0 and above) and iOS (8.0 and above).

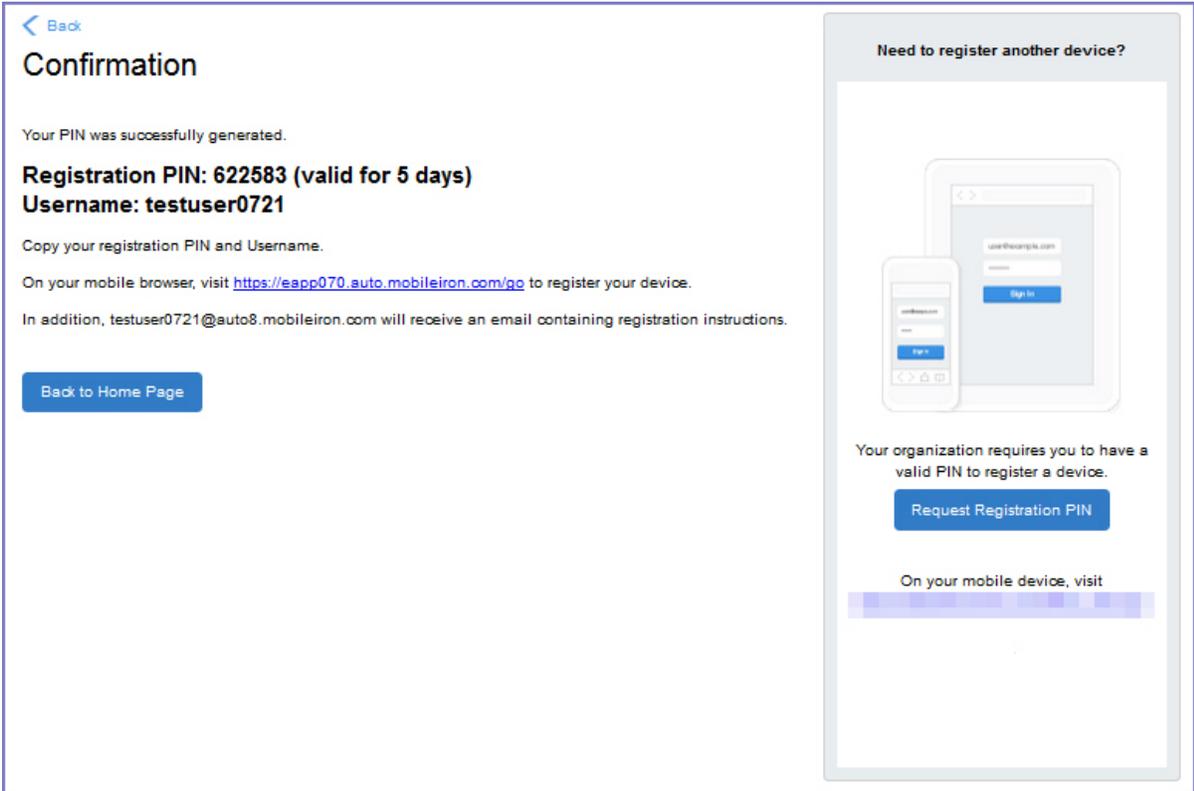
Registration instructions

On iOS devices, Mobile@Work is installed only if it was set up for distribution through MobileIron Core. If not, users can download Mobile@Work from the Apple App Store. Instructions for downloading Mobile@Work from the Apple App Store are provided in the email sent to the device user.

If PIN-based registration is enabled

If PIN-based registration is enabled, device users will see **Request Registration PIN**. Clicking on **Request Registration PIN** allows device users to send an invitation for registration as well as generate a PIN.

FIGURE 30. REGISTRATION WITH PIN



Device users can complete the registration on their mobile device at https://<Core_Server_FQDN>/go. They will have to enter the PIN if prompted.

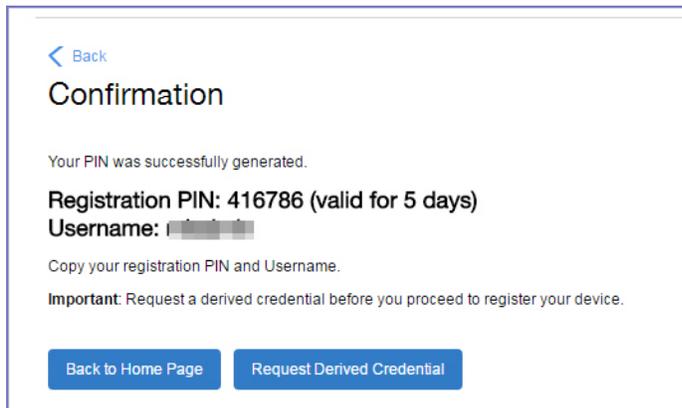
If getting an Entrust derived credential is enabled

NOTE: This feature is not supported on macOS devices.

If you enabled getting an Entrust derived credential in the System Manager, device users will see **Request Derived Credential** when they receive their registration PIN for a device. Before using the registration PIN to register Mobile@Work to MobileIron Core, the device user should request a derived credential.



FIGURE 31 . REQUEST DERIVED CREDENTIALS



To get a derived credential:

1. Click **Request Derived Credential**.
The user is directed to the Entrust IdentityGuard self-service module URL that you specified in the System Manager.
2. The user interacts with the Entrust self-service portal to get a derived credential, including naming the derived credential.
The Entrust self-service portal provides a Derived Mobile Smart Credential Activation Password.
Important: The user must record this password for later use in activating the derived credential.
3. After recording the password, the user follows directions to indicate he is done.
The user is directed back to the user portal. A brief message indicates whether getting the derived credential was successful. If it was successful, **Request Derived Credential** is disabled.

The user then does the following:

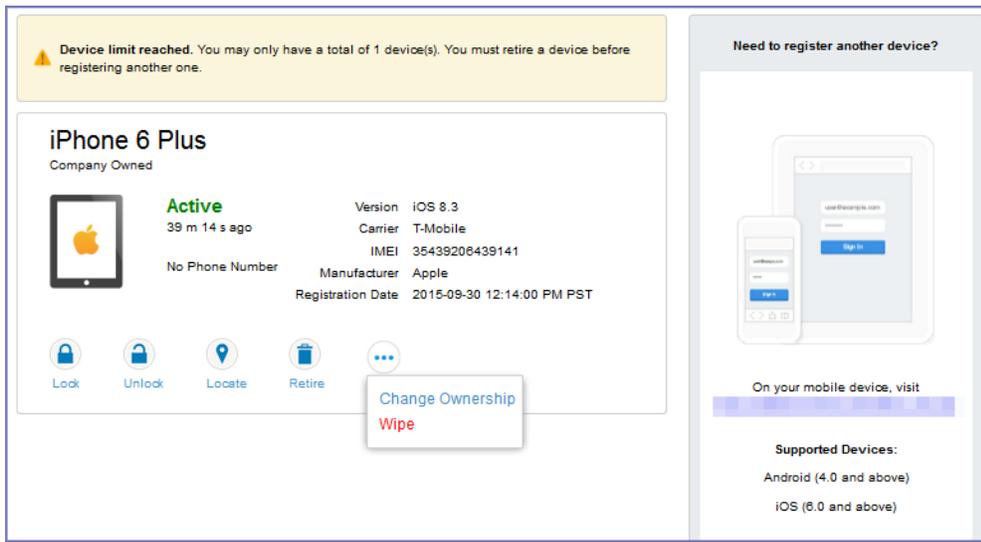
1. Use Mobile@Work to register the device to MobileIron Core.
2. Use the PIV-D Entrust app on the device to activate the derived credential.

If Change Device Ownership role is enabled

If the **Change Device Ownership** role is enabled, device users will see the option to change the device ownership.

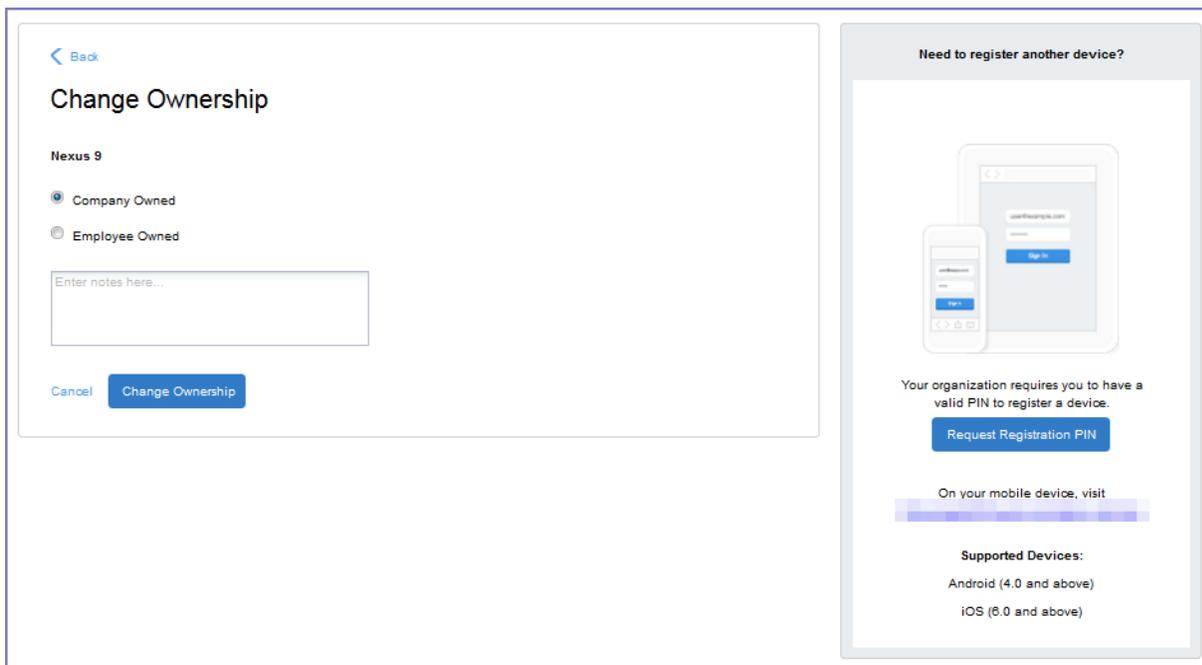


FIGURE 32. CHANGE DEVICE OWNERSHIP OPTION



Clicking on **Change Ownership** allows the user to change the device ownership.

FIGURE 33. CHANGE DEVICE OWNERSHIP SETTINGS

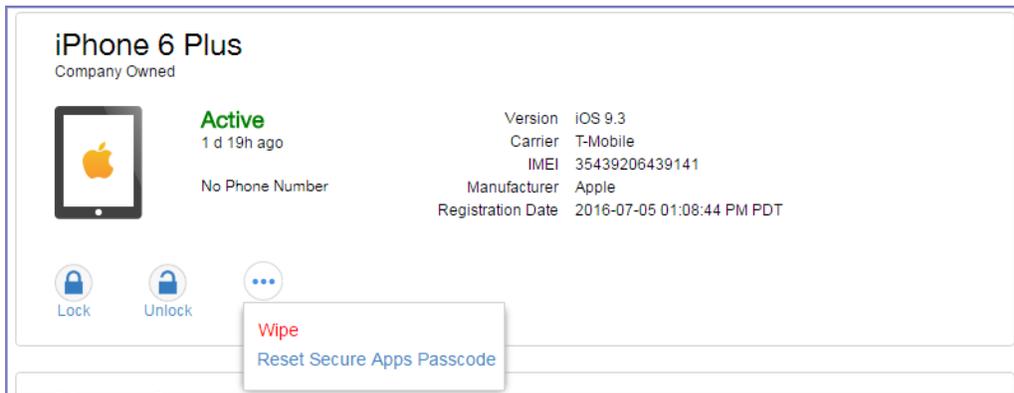


If generating a one-time PIN for resetting the secure apps passcode is enabled

If you have configured MobileIron Core as described in [About generating a one-time PIN for resetting a secure apps passcode on page 657](#), the device user sees the option **Reset Secure Apps Passcode**. This option is among the device management actions presented to the user for iOS and Android devices.



FIGURE 34. RESET SECURE APPS PASSCODE



Procedure

1. Click **Reset Secure Apps Passcode**.
2. On the next screen, click the button **Reset Secure Apps Passcode**.
3. A dialog box displays containing the one-time PIN.
4. In Mobile@Work on an iOS device, or in the Secure Apps Manager on an Android device, follow the instructions for resetting a forgotten secure apps passcode.
5. When prompted for user credentials, enter the user name and the one-time PIN.
6. Follow the instructions to create a new secure apps passcode.

Uploading certificates in the user portal on a desktop computer

NOTE: This feature is not supported on macOS devices.

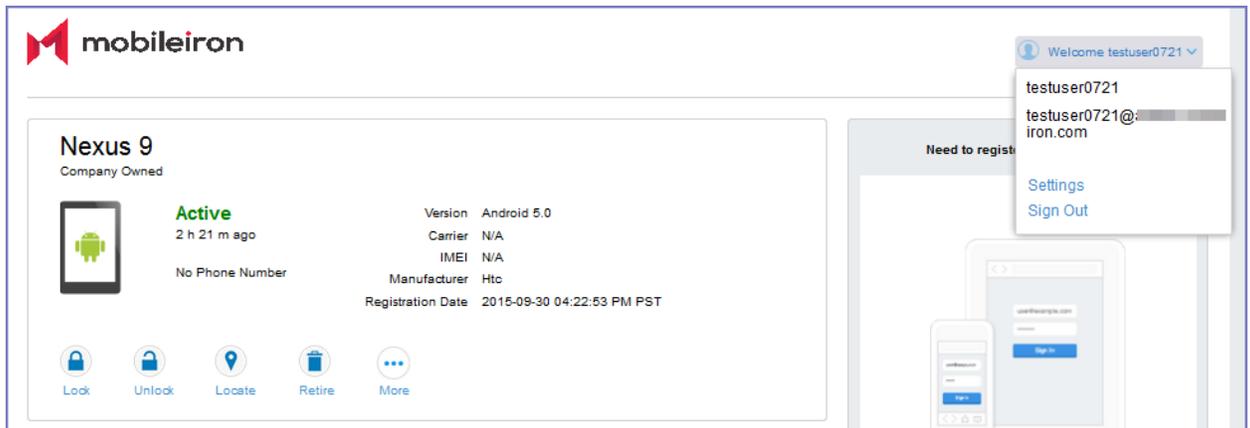
Device users can upload a certificate in the user portal on a desktop computer (available only if at least one user-provided certificate enrollment setting has been created).

Procedure

1. Go to https://<Core_Server_FQDN>/user.
2. Click on the device user's name in the top right corner.
3. Click on **Settings** in the drop down menu.



FIGURE 35. USER PROVIDED CERTIFICATE MANAGEMENT



4. Click **Upload New Certificate**.
5. In the **Configuration** field, select a value from the drop-down list that corresponds with how you want to use the certificate.

NOTE: If you select a configuration for which you have already uploaded a certificate, the previously uploaded certificate will be replaced.

6. Click **Browse** next to the **User-Provided Certificate File** field.
7. Select a PKCS 12 file to upload.
8. If a **Password** field displays, enter the password of the certificate's private key.

Viewing, replacing, and deleting certificates in the user portal

Device users can view, replace, or delete certificates in the user portal.

Procedure

1. Go to `https://<Core_Server_FQDN>/user`.
2. Click on the device user's name in the top right corner.
3. Click on **Settings** in the drop down menu.
The **User-Provided Certificate Management** page appears.
4. To view information about an uploaded certificate, click the "i" next to the certificate.
5. To replace a certificate, click the edit icon next to the certificate.
6. To delete a certificate, click the delete icon next to the certificate.

When a user-provided certificate is deleted

The user can delete the private key from the PKCS 12 file, and password if provided, from the Core file system using the user portal. A web services API is also available to delete them. Whether you want the private key and password deleted from Core depends on your security requirements.



WARNING: This action means that the certificate and private key in the PKCS 12 file (and password if provided) *are still available and usable on existing devices that already had received them from Core*. Because the private key was deleted from the Core file system, the certificate is **not** available to newly registered devices or to re-provisioned devices.

Because the certificate without the private key is still available on Core, you can view information about the certificate, such as its expiration date. This information can help you manage devices still using the certificate.

Viewing the help desk contact information

If the help desk contact information is configured in the MobileIron Admin Portal, device users can view the contact information in the self-service user portal.

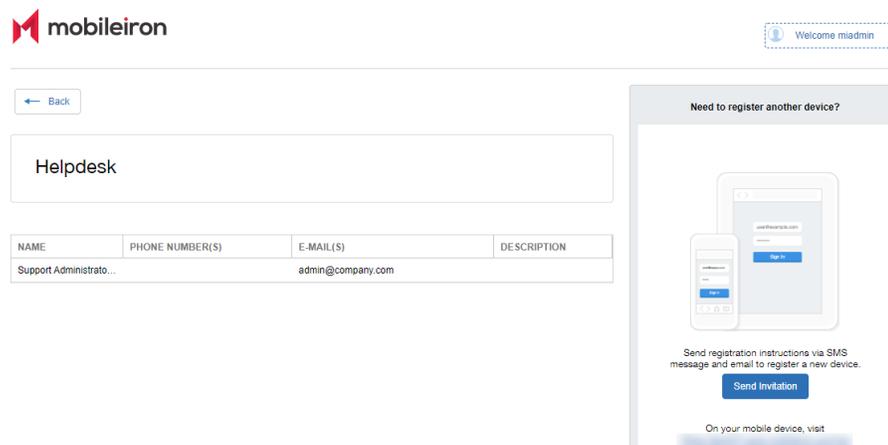
For information about configuring the help desk contact information see, [Configuring help desk contact information](#)

Procedure

1. Go to `https://<Core_Server_FQDN>/user`.
2. Click on the device user's name in the top right corner.
3. Click **Helpdesk** in the drop down menu.

The **Helpdesk** page appears.

FIGURE 36. HELPDESK CONTACT INFORMATION



Unlocking a macOS device

While it is possible to lock a macOS device from the User Portal, you cannot unlock a macOS device from the User Portal. Instead, unlocking a macOS device requires entering an unlock passcode on the device when prompted. The passcode can be found in the MDM logs for the macOS device, which are listed in the Admin Portal. The procedure is almost identical for unlocking wiped macOS devices.

For wiped macOS devices, you can push the MobileIron MDM profiles back to the device following recovery.



Important: The Unlock command clears passcodes and TouchIDs from the managed device, compromising device security. Never use this feature on lost or stolen devices.

Procedure

1. In the Admin Portal, go to **Devices & Users > Devices**.
2. Go to the locked or wiped macOS device and click the carat (^) next to it.
3. In the device details, click **Logs**.
4. A list of device logs is displayed.

The screenshot shows the Admin Portal interface. At the top, there are navigation buttons like 'Actions', 'Add', and 'Export to CSV'. Below that is a table of devices. The device 'Shelly Butcher' is selected, and its details are shown in a modal window. The 'LOGS' tab is active, showing a list of logs with columns for ACTION, STATE, USER, ACTION D..., ERR..., DETAIL, and P... The logs include 'Erase Device', 'Send APNS', 'Device Lock', 'Restriction ...', 'Certificate ...', and 'Configurati...'. The 'DETAIL' column shows PIN numbers like 'PIN=959556' and 'PIN=571370'.

5. Click **MDM Log**.
6. The mobile device management log is displayed.

The screenshot shows the Admin Portal interface with the MDM Log for Shelly Butcher displayed. The log table has columns for ACTION, STATE, USER, ACTION D..., ERR..., DETAIL, and P... The actions listed are 'Erase Device', 'Send APNS', 'Device Lock', 'Send APNS', 'Restriction ...', 'Certificate ...', and 'Configurati...'. The states are 'Acknow...', 'Done', and 'Acknow...'. The users are 'Shelly But...', 'Shelly But...', 'Shelly But...', 'Shelly But...', 'Shelly But...', and 'Shelly But...'. The action dates are '2015-06-24 0...', '2015-06-24 0...', '2015-06-24 0...', '2015-06-24 0...', '2015-06-24 0...', and '2015-06-24 0...'. The details include 'PIN=959556' and 'PIN=571370'. The PINs are '95', '31', '95', '94', '31', and '31'.

7. Find the **Lock** or **Erase Device** action in the **Action** column.
Alternatively, you can search for the relevant action by selecting a date range and the name of the action from the **Actions** drop-down list on the left.
8. Make note of the corresponding PIN associated with the lock or wipe action.
The PIN is located in the **Detail** column.



9. When prompted, enter the PIN on the macOS device you are trying to unlock.

NOTE: If the macOS device has been locked and wiped, you must enter the corresponding PIN when prompted in the order that the actions occurred. For example, if you locked the device, and then wiped it, you would need to enter the lock PIN when prompted on the macOS device, follow the on-screen instructions, and then enter the wipe PIN when prompted.

10. For wiped devices:
 - a. Retire the macOS device.
 - b. Re-register the macOS device. Alternatively, instruct the user to register the device again.

