



MobileIron AppStation 1.3.0 for iOS Guide for Administrators

Revised: December 21, 2020

For complete product documentation see:

[MobileIron AppStation Product Documentation Home Page](#)

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Revision history

TABLE 1. REVISION HISTORY

Date	Revision
December 21, 2020	Added MobileIron Tunnel support



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New features and enhancements

This guide documents the following new features and enhancements:

- **Privacy disclaimer:** Device users see a privacy disclaimer when they register with MobileIron Cloud using MobileIron AppStation. Tap **Continue** to acknowledge the disclaimer and continue with registration. See [Register AppStation with MobileIron Cloud](#).
- **Support for MobileIron Go and MobileIron AppStation on the same device:** The support allows for the MAM-only use case where you have contractors whose devices are already managed by another instance of MobileIron Cloud, however, you need to deploy required apps from your instance of MobileIron Cloud to the device. The supported MAM-only use cases are described in [MAM-only use cases with MobileIron AppStation](#) and [MobileIron Go and MobileIron AppStation interaction](#).
- **Rebranding:** MobileIron has updated the AppStation for iOS icon and user interface color scheme. See [What users see in MobileIron AppStation for iOS](#).
- **Support for MobileIron Tunnel:** iOS managed and AppConnect apps, in a MAM-only AppStation deployment can use Tunnel to access enterprise resources. For more information see [MobileIron Tunnel support](#)



About MobileIron AppStation

The following provides an overview of MobileIron AppStation for iOS:

- [MobileIron AppStation overview](#)
- [MAM-only use cases with MobileIron AppStation](#)
- [AppConnect apps for iOS behavior with MobileIron AppStation](#)
- [MAM-only deployment diagrams](#)
- [MobileIron AppStation configuration](#)

MobileIron AppStation overview

MobileIron AppStation is specifically designed as the MobileIron Unified Endpoint Management (UEM) client for a MAM-only deployment with MobileIron Cloud.

Deploying a MobileIron Unified Endpoint Management (UEM) platform allows you to secure and manage mobile devices as well as mobile apps in your enterprise. The term mobile device management (MDM) is used to describe the features, policies, and configuration used for securing and managing mobile devices. The term mobile apps management (MAM) is used to describe the features, configuration, and policies used for securing, managing and distributing enterprise apps to mobile devices. In most cases, you deploy MobileIron UEM to do both MDM and MAM. However, in some cases, you may want to manage apps without having to manage the device itself. A deployment through which only apps on a device are managed is called MAM-only.

In a MobileIron AppStation MAM-only deployment, the MobileIron UEM platform, MobileIron Cloud, supports installing and managing apps using MobileIron AppStation. Only apps available through AppStation are managed. The device itself is not managed.

MAM-only use cases with MobileIron AppStation

The following MAM-only use cases are supported with an AppStation deployment:

- You have contractors who need your relevant apps, but their devices are managed. The device may be managed by MobileIron Cloud, MobileIron Core, or another MDM provider.
- You have employees or seasonal workers who need your relevant apps on their personal devices, but your privacy or legal requirements do not allow device management.

NOTE: If you already have a MAM-only deployment using MobileIron Go, you can continue with the deployment. However, MobileIron recommends using MobileIron AppStation for new MAM-only



deployments. AppStation supports additional use cases that are not supported with MAM-only using MobileIron Go.

MobileIron Go and MobileIron AppStation interaction

If MobileIron Go and MobileIron AppStation are deployed to the same device, the configuration and policies deployed through MobileIron Go take precedence over the configuration and policies deployed through MobileIron AppStation.

All MobileIron Threat Defense actions are applied to the device irrespective of the tenant on which the actions are configured.

For the configurations, apps, and actions supported for MobileIron AppStation, see [MobileIron AppStation configuration](#).

AppConnect apps for iOS behavior with MobileIron AppStation

The following describes the behavior of AppConnect apps for iOS if the device has both a MobileIron Unified Endpoint Management (UEM) client (MobileIron Go or Mobile@Work) for device management (MDM) as well MobileIron AppStation for app management (MAM-only):

- The apps that are AppConnect-enabled with a supported AppConnect version, switch to AppStation. If AppStation has the appropriate configurations from MobileIron Cloud, the apps continue to work with AppStation. If AppStation does not have the appropriate configurations from Cloud, control for the apps switches to the MobileIron UEM client. The process is repeated if the app is uninstalled and re-installed.
- AppConnect apps that are AppConnect-enabled with a version not supported by AppStation, always switch to the MobileIron UEM client.
- AppConnect apps that have already checked in with either the MobileIron UEM client or AppStation continue to work with the original client with which the app checked in, even after a new client (MobileIron Go, Mobile@Work, or AppStation) is added. The AppConnect app does not switch to the new client.
- If the device has only AppStation, and the AppConnect apps are not enabled with AppConnect 4.3 through the most recent version as supported by MobileIron, the apps run in non-AppConnect mode because they do not have a compatible UEM client to switch to.
- At any given time, only one instance of an AppConnect app is supported. The latest installed app wins. For example, only one Email+ AppConnect app on the device is supported. The latest Email+ app installed on the device is supported.

AppStation supports AppConnect apps that are enabled with AppConnect 4.3 through the most recent version as supported by MobileIron.



MobileIron Tunnel support

iOS managed and AppConnect apps in a MAM-only AppStation deployment can use Tunnel to access enterprise resources. Only packet tunnel provider type Tunnel VPN configuration that is device-level is supported.

For information about configuring and applying a Tunnel VPN configuration to an app, see the *MobileIron Tunnel for iOS Guide for Administrators*.

NOTE: For Web@Work,

- The **Enable Split Tunneling using MobileIron Tunnel** option is not supported in MAM-only mode.
- If any traffic generated in Web@Work falls within the IP range configured for Tunnel, the traffic will be tunneled.

MAM-only deployment diagrams

The following provide a visual representation for a MAM-only deployment with MobileIron AppStation:

- [MAM-only with AppStation](#)
- [MAM-only with AppStation and MDM with other platform](#)

MAM-only with AppStation

The following shows a MAM-only with AppStation deployment. MobileIron Cloud is set up for MAM-only. The device is not managed, only apps on the device deployed through AppStation are managed.



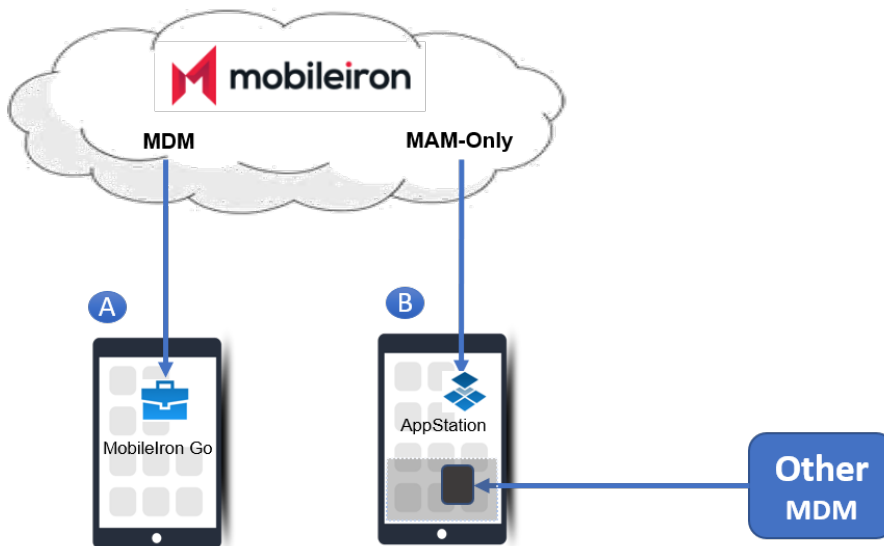
FIGURE 1. MAM-ONLY DEPLOYMENT



MAM-only with AppStation and MDM with other platform

The following shows a device on which apps are managed with AppStation, while the device is also managed with another MDM platform.

FIGURE 2. MAM-ONLY AND OTHER MDM ON A DEVICE



- Device A is managed (MDM) by MobileIron Cloud.
- Device B is not managed by your tenant of MobileIron Cloud. MobileIron AppStation is used for MAM-only. The device can also be managed by MobileIron Core, another MobileIron Cloud tenant, or another MDM provider .

MobileIron AppStation configuration

Configurations for MAM-only with MobileIron AppStation are created in MobileIron Cloud. MobileIron AppStation receives the configurations when it registers with MobileIron Cloud.

Use the **MAM Only** configuration in MobileIron Cloud to set up AppStation. For an overview of the configurations needed to set up AppStation see [AppStation configuration steps overview](#).

- [Supported configurations for managing apps through AppStation](#)
- [Supported apps with AppStation](#)
- [Administrator actions supported for AppStation](#)

Supported configurations for managing apps through AppStation

In addition, the following configurations in Cloud are supported for managing apps through AppStation:

- Certificate
- Identity Certificate
- AppConnect configurations and policies
- AppTunnel (related to AppConnect)
- MobileIron Threat Defense
- Privacy
- VPN
- Wifi

IMPORTANT: MDM-related configurations other than the ones listed are not supported for MAM-only devices.

For information on setting up the configurations, see the [MobileIron Cloud Administrator Guide](#).

Supported apps with AppStation

AppStation supports only apps that can be launched using a custom URL scheme. The following types of apps are supported:

- AppConnect apps (in-house or from the Apple App Store)
- Non-AppConnect apps (in-house or from the Apple App Store)



- Web applications

However, MobileIron recommends distributing only AppConnect-enabled apps to MAM-only devices using AppStation. This is to avoid any conflicts arising from distributing apps which may already be available on the user's device. These apps may not be able to launch or connect to the servers as expected. For example, if the device already has the Outlook app, and you distribute Outlook through AppStation, the app will not display on AppStation Launcher. In this case Outlook will continue to connect to the original server.

Administrator actions supported for AppStation

The following administrator actions through AppStation are supported:

- Force check in
- Retire
- Send messages



Setting up MobileIron AppStation

The following describe the setup required for MobileIron AppStation for iOS:

- [AppStation configuration steps overview](#)
- [Configuring MAM-only in MobileIron Cloud](#)
- [Add apps for distribution](#)
- [Configuring AppStation sites](#)
- [Verify the setup for AppStation](#)

AppStation configuration steps overview

The configurations for AppStation are done in MobileIron Cloud. The following steps provide an overview of the configuration steps for deploying AppStation and pointers to the relevant content in the *MobileIron Cloud Administrator Guide*:

1. Create a user group to distribute AppStation and manually add users to the group.
See "Creating a manually managed user group" in the [MobileIron Cloud Administrator Guide](#).
2. Create a dynamically managed device group with the rule "user group," which equals to the user group created for AppStation.
See "Adding a device group" in the [MobileIron Cloud Administrator Guide](#).
3. Create a **MAM Only** configuration for AppStation and assign it to the dynamically managed device group created for AppStation.
See [Configuring MAM-only in MobileIron Cloud](#) .
4. (Optional) Define the AppStation sites to distribute to devices. AppStation sites are sites that you want to bookmark.
See [Configuring AppStation sites](#) for information about AppStation sites.
5. Add apps for distribution and assign the apps for distribution to the dynamically managed device group created for AppStation.
See [Add apps for distribution](#).
6. Download and register AppStation.
If **Always require client registration** is enabled in **Users > User Settings > Device Registration Setting** in MobileIron Cloud, users automatically get emails for registering their device via AppStation. Device users download AppStation to their device directly from the Apple App Store.
See [What users see in MobileIron AppStation for iOS](#) for information about how device users can register their devices to your MobileIron Cloud instance and install apps from AppStation.



Configuring MAM-only in MobileIron Cloud

The **MAM Only** configuration in MobileIron Cloud allows you set up MAM-only for mobile devices.

Before you begin

1. Create a user group to distribute AppStation and manually add users to the group.
See "Creating a manually managed user group" in the [MobileIron Cloud Administrator Guide](#).

NOTE: If devices had been previously enrolled for MDM in a Cloud tenant, users will not be able to register with the same Cloud tenant using AppStation. To use AppStation, delete the devices from the Cloud tenant, then register with the same Cloud tenant using AppStation.

2. Create a dynamically managed device group with the rule "user group," which equals to the user group created for AppStation.
See "Adding a device group" in the [MobileIron Cloud Administrator Guide](#)

Procedure

1. In MobileIron Cloud, go to **Configuration > +Add**.
2. Enter **MAM only** in the search box, then select the **MAM Only** configuration from the search results.
3. Enter a name for the configuration.
4. (iOS only) For **Allow Configuration Profiles**, select the checkbox to allow installation of the supported configurations for AppStation.
5. Click **Next**.
6. Select a distribution option for AppStation.
7. Click **Done**.

Related topics

[MobileIron AppStation configuration](#)

Add apps for distribution

You distribute apps to MAM-only devices through MobileIron Cloud. Do the following in MobileIron Cloud:

1. Add the apps that you want to distribute to MAM-only devices.
2. Assign the apps for distribution to the dynamically managed devices group created for AppStation.

NOTE: AppConnect apps require additional AppConnect-related configurations as well.

See the [MobileIron Cloud Administrator Guide](#) for adding and configuring apps in MobileIron Cloud. Some relevant sections are: "Adding an app from a public store," "Adding an In-house app," "Configuring AppConnect Devices," "Configuring AppConnect Apps."



IMPORTANT: When adding apps that are not AppConnect apps to the AppCatalog, ensure that the launch URL field is configured. Enter the custom URL for launching the app in the **Launch URL** field. This is not required for AppConnect apps. See also [Custom URL for an app](#).

Custom URL for an app

An app's custom URL allows you to launch the app from AppStation. You configure the custom URL in the **Launch URL** field when you add the app in MobileIron Cloud for distribution. Since it's not trivial to identify the custom URL from the app itself, MobileIron recommends checking directly with the developer or doing an Internet search to find the launch URL.

For ease of deployment, the custom URL for MobileIron apps and the following common apps is built in to AppStation:

- Dropbox
- Box
- Microsoft Excel
- Microsoft Outlook
- Microsoft Word
- Microsoft Powerpoint
- Microsoft Whiteboard
- Microsoft Sharepoint
- Microsoft OneNote
- Microsoft SkyDrive

You do not need to configure a custom launch URL for AppConnect apps.

Configuring AppStation sites

AppStation sites are essentially bookmarks for relevant websites that you want to make available to your users.

Procedure

1. In MobileIron Cloud, go to **Configurations > +Add**.
2. Search for **AppStation Sites**.
3. Select the configuration tile to start a new configuration.
4. Enter a name for the configuration.
5. In the **Configuration Setup** section, enter the following for each bookmark:
 - a. **Name:** Enter a name for the bookmark.
 - b. **URL:** Enter the complete URL with prefix for the website.



6. Click **Next**.
7. Select the dynamically managed device group you created for **AppStation**.
8. Click **Done**.

Related topics

- [MobileIron AppStation configuration](#)
- [AppStation configuration steps overview](#)

Verify the setup for AppStation

In MobileIron Cloud, go to **Devices > Device Groups**. Select the device group for AppStation to verify the configurations assigned to the group.



What users see in MobileIron AppStation for iOS

The following provide information about the user experience with MobileIron AppStation:

- [Download and install AppStation for iOS](#)
- [Register AppStation with MobileIron Cloud](#)
- [AppStation Launcher and Catalog](#)

Download and install AppStation for iOS

MobileIron AppStation is available in the Apple App Store. Search for MobileIron AppStation in the App Store and follow the prompts to install the app on your device.

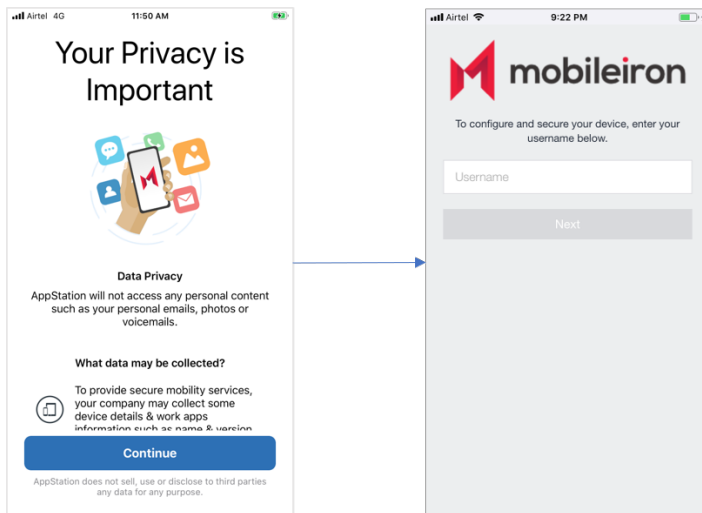
FIGURE 3. APPSTATION ICON ON YOUR DEVICE



Register AppStation with MobileIron Cloud

When you first launch MobileIron AppStation, you are presented with a privacy statement. Tap **Continue** to acknowledge that you have read the statement. You are then prompted to enter your username and password. Enter your enterprise username and password to register with MobileIron Cloud. When you register with MobileIron Cloud the app **Catalog** and **Sites** configured for AppStation become available on your device.

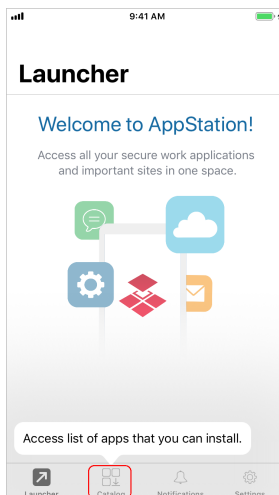
FIGURE 4. PRIVACY DISCLAIMER > REGISTRATION PROMPT



AppStation Launcher and Catalog

When you launch MobileIron AppStation you see the **Launcher** screen. The **Launcher** screen displays the apps that you have installed. When you first launch AppStation, the **Launcher** screen is empty.

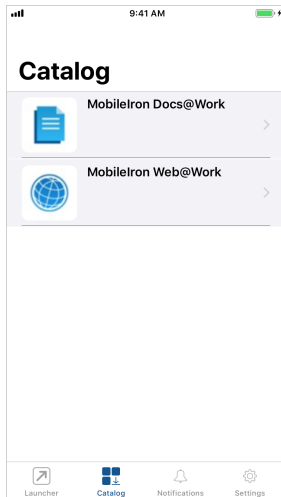
FIGURE 5. LAUNCHER WHEN APPSTATION IS FIRST LAUNCHED



Tap **Catalog** to see the apps available to you.



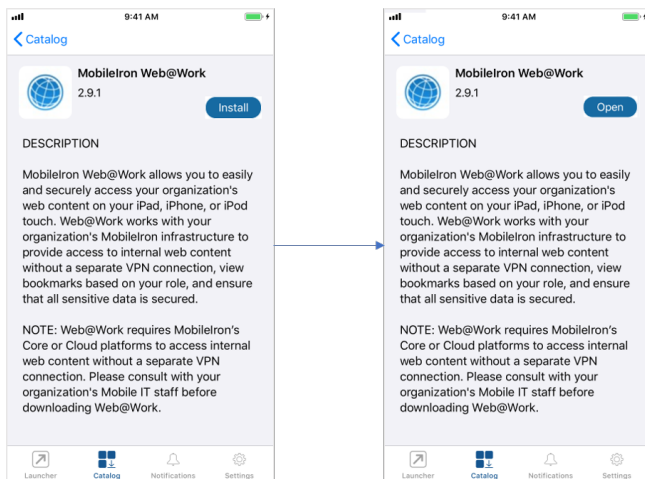
FIGURE 6. CATALOG WITH AVAILABLE APPS



TIP: Swipe down to refresh the Catalog screen. Alternately, go to **Settings > Check for Updates** to manually sync with MobileIron Cloud and get the latest updates.

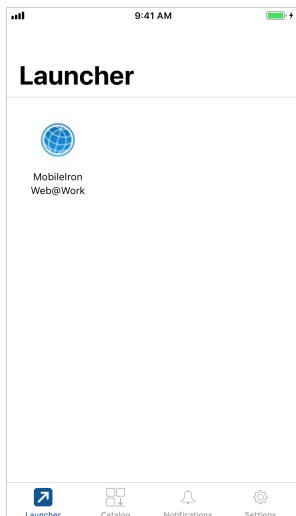
Tap an app and follow the prompts to install the app. If the app is a public app, AppStation switches to the Apple App Store to install the app. After installing the app, launch the app. After installing in-house apps, the toggle changes from **Install** to **Open**. Click **Open** to launch the in-house app.

FIGURE 7. IN-HOUSE APP > INSTALL > OPEN



The app authorizes through AppStation. The app now also displays in **Launcher**. You can now launch the app from **Launcher**.

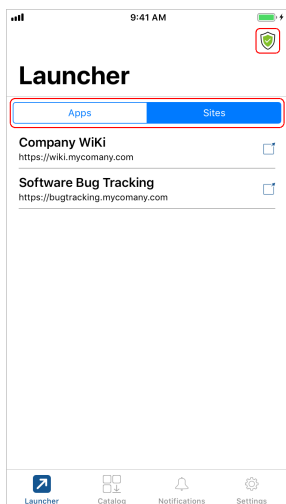




If **AppStation Sites** is configured, Launcher displays two tabs, one for **Apps** and another for **Sites**. The **Sites** tab contains the website bookmarks configured in Cloud.

If Mobile Thread Defense (MTD) is configured, the MTD icon is seen in **Launcher** and **Catalog**.

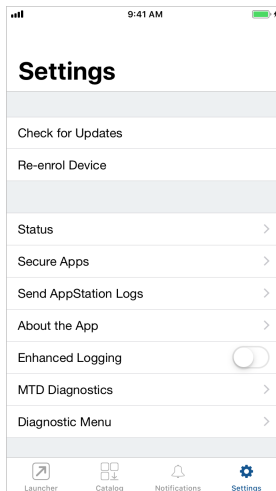
FIGURE 8. SITES TAB AND THE MTD ICON



AppStation settings

Settings in the AppStation app provides additional information about the app, the AppConnect apps installed on the device, access to app logs.

FIGURE 9. SETTINGS



Troubleshooting

The following troubleshooting options are available in AppStation in **Settings**:

- AppStation captures error level logs by default. Users can send AppStation logs to their administrators from AppStation by tapping **Settings > Send AppStation Logs**.
- If Mobile Threat Defense (MTD) is configured and applied to the AppStation device group, MTD details are available by tapping **Settings > MTD Diagnostics**.
- If **Enhanced Logging** is enabled, AppStation captures debug level logs. The logs are encrypted and available as a .pc7 file. If MTD is configured, additional device logs for MTD are also provided.