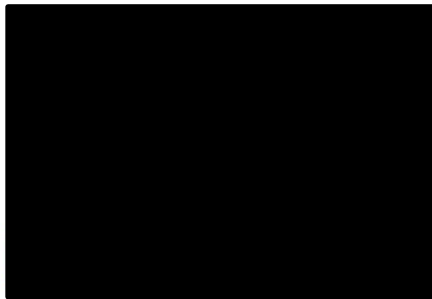


DOCUMENTATION

USING  TO ENABLE DEVICE
MANAGEMENT FOR IPHONE iOS 4 DEVICES



Using [REDACTED] to Enable Device Management for iPhone iOS 4 Devices

© Copyright 2010, [REDACTED] INC., all rights reserved.

Proprietary Statement

The Programs (which include both the software and documentation) contain proprietary information of [REDACTED] Inc.; they are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright, patent, and other intellectual and industrial property laws. Reverse engineering, disassembly, or decompilation of the Programs is prohibited.

Trademarks

[REDACTED] Inc. trademarks and registered trademarks include but are not limited to [REDACTED]

All other brands, product names, and company names mentioned herein may be registered trademarks or trademarks of their respective holders.

DOCUMENT HISTORY

Revision	Description of Change	Issue Date
1.0	Initial release	October 26, 2010

TABLE OF CONTENTS

1	ABOUT THIS DOCUMENT	1
1.1	PLATFORMS	1
1.2	REQUIREMENTS	1
1.3	USEFUL DOCUMENTS AND DOWNLOADS	1
2	USING [REDACTED] TO ENABLE DEVICE MANAGEMENT FOR IPHONE iOS 4 CAPABLE DEVICES.....	2
2.1	CHECKLIST	2
2.2	GENERATING APNS CERTIFICATES.....	2
2.3	ADDING APNS CERTIFICATES.....	2
2.4	MANAGING PROFILES	3
2.4.1	Adding Profiles	4
2.4.2	Assign Profiles to Additional Groups	5
2.4.3	Preparing and Sending Profiles.....	5
2.5	ENROLLING AN IPHONE	6

TABLE OF FIGURES

Figure 1:	Add Certificate.....	3
Figure 2:	Modify Certificate	3
Figure 3:	Configuration -- Add Profile	4
Figure 4:	Configuration -- Add Profile with Messages	5
Figure 5:	Configuration -- Assign Groups to Profile	5

1 ABOUT THIS DOCUMENT

Mobile Device Management (MDM) of iPhone OS 4 was implemented by Apple for enterprise customers. [REDACTED] introduces device management of the Apple iPhone OS 4 for Enterprises in both single and Multi-Network deployments.

This document is intended to provide an overview of the process necessary to enable device management of iPhone iOS 4 capable devices with [REDACTED]

1.1 Platforms

Server: [REDACTED]

Devices: iPhone 3G*, iPhone 3GS*, iPhone 4*

*Must support the following operating systems 4, 4.0.1, 4.0.2, 4.1 or 4.2.

Other:

- Apple Push Notification Server
- iPhone Configuration Utility 2.0 and higher
- Apple REQUIRES access to a Macintosh computer with Mac OS X Leopard that has the Keychain Access application. **NOTE:** For the latest details, see the Program User Guide available from the IOS Provisioning Portal.

1.2 Requirements

- You must be enrolled in Apple's iOS Developer Enterprise Program (<http://developer.apple.com/programs/ios/enterprise/>) as an Apple Developer

1.3 Useful Documents and Downloads

Refer to the following Apple documents and customer sites:

- Apple Enterprise Deployment Guide:
http://manuals.info.apple.com/en_US/Enterprise_Deployment_Guide.pdf
- Download the iPhone Configuration Utility from:
<http://www.apple.com/support/iphone/enterprise/>
- Program User Guide and How To's available from the IOS Provisioning Portal (must be logged in as a member).

Refer to the following [REDACTED] documents:

- [REDACTED] System Security Officer Administration Guide version 7.0.2
- [REDACTED] Diagnostic Manager, Configuration Manager User Guide version 7.0.2
- [REDACTED] Admin (Customer Administration) User Guide version 7.0.2

2 USING [REDACTED] TO ENABLE DEVICE MANAGEMENT FOR IPHONE iOS 4 CAPABLE DEVICES

2.1 Checklist

The table below contains a checklist of the sequence of actions to be performed to prepare an iPhone to be managed using [REDACTED].

Done?	Actions
<input type="checkbox"/>	Enterprise Administrator* generates APNS Certificate for each enterprise.
<input type="checkbox"/>	Enterprise Administrator imports APNS Certificate to [REDACTED]. NOTE: <i>Certificates expire one year after issue date. Therefore, the tasks to generate and import APNS certificates are not often used.</i>
<input type="checkbox"/>	Enterprise Administrator creates Profiles.
<input type="checkbox"/>	Enterprise Administrator adds Profiles.
<input type="checkbox"/>	Enterprise Administrator sends Profiles.
<input type="checkbox"/>	Enterprise Administrator enrolls and manages devices. NOTE: <i>A device is enrolled only one time but management is ongoing.</i>

*The Enterprise Administrator is an employee of the enterprise who manages groups, users, devices and operations within the group structure [REDACTED] to manage as per the SSO or Top Administrator. Enterprise Administrator itself is not an existing role in [REDACTED]. It must be created or another role, such as cust_admin can be used.

2.2 Generating APNS certificates

An APNS Certificate is required by Apple for each enterprise in the infrastructure. This certificate is used to enable communications between [REDACTED] and the Apple Push Notification Server (APNS). APNS pushes notifications to an iPhone.

To obtain an APNS certificate, go to <https://developer.apple.com/>, log in and select the iOS Provisioning Portal. If necessary, review the Program User Guide and How To's for details on creating certificates.

2.3 Adding APNS Certificates

Once you have the certificate, add it into [REDACTED]

NOTE: [REDACTED] supports multiple certificates to allow certificates to be assigned at a group level; only one certificate can be assigned to a group.

To add, modify or delete an APNS Certificate

1. Logon to [REDACTED]. The User Search page displays.