

smartMan

Device Management

Supported Platforms

- Symbian S60 7.0s and higher (2nd edition)
- Symbian S60 9.1 and higher (3rd edition)
- Windows Mobile 5.0, 6.0, 6.1, 6.5 (Professional and Standard)
- Windows CE 5.0 and higher
- Apple iPhone OS 2.0 and higher
- Android 1.5 and higher
- RIM BlackBerry 4.5 and higher
- OMA DM capable devices

Server

Infrastructure

- Operating system: Windows Server or Linux
- Runs in virtualized environments
- Server location: DMZ or Intranet (with a reverse proxy)
- Database system is freely selectable
- Interface to LDAP to set user specific profiles automatically
- SNMP support

Handling

- Easy-to-use web interface
- Flexible filter mechanism
- Role-based user management
- Multitenancy
- Sending of text SMS for informational reasons

Security

- Encrypted connection to web interface
- Encrypted communication with the devices
- Trusted Devices (Exchange ActiveSync-Proxy)

Inventory

- Easy to handle with device templates
- Aggregation of devices to groups
- Automatic transfer of IMEI and further device data

Task management

- Time-based task generation
- Tasks can be generated for single devices or groups
- Detailed status tracking for each task
- Intelligent strategies for task repetition
- Definition of standard packages for rollout

SMS Dispatch

- Access to *DIALOGS* SMS Distribution Center (SMSDC)
 - SMTP interface
 - HTTP interface
- Access to mobile network operators (MNO)
 - *DIALOGS* SMS-Server
- GSM modem
- Customization for existing SMS gateways possible

OMA DM Support

OMA DM enables a lot of settings and configurations on the devices. The OMA DM client is provided by the manufacturer. The supported features depend on the implementation of OMA DM on the device.

- Enforce remote wipe
- Enforce remote lock
- Enforce password strength and complexity
- Activate device/memory card encryption
- Setup Nokia Mail for Exchange settings
- Setup email accounts (IMAP/POP3)
- Configure access points (WLAN, GPRS, UMTS, HSDPA, WAP)
- Configure VPN settings
- Distribute browser bookmarks
- Create and distribute configuration profiles

Symbian 9.1 and higher with Nokia S60

Installation and configuration of applications

- Installing/uninstalling applications (with or without user interaction)
- List of all installed applications can be displayed

Process control and supervision

- Activate/deactivate processes (as well as system processes, e.g. camera)
- Stop/kill current processes
- Start processes
- Register processes for supervision (to be started automatically)

Security

- Changes of SIM cards are identified and transmitted to the administrator including the new telephone number
- Detection of manipulated configurations

Support

- Remote desktop session with all devices worldwide over-the-air by use of the smartControl plugin
- Fast and effective support for users
- Optimized transfer by choosing various color and grey scale modes

Publications

- Centrally controlled allocation of any data to devices
- Automatic change control at the server
- Comfortable display component on the mobile device
- Notification of the user if changes are made in Publications

Contact and data management

- Centrally controlled synchronization of contacts and other data with the devices by the use of the smartPhonebook plugin
- Data is available in a separate application (no mix-up with private data)
- smartPhonebook client displays a message when data is updated
- Calls, SMS and emails can be directly initiated from the application
- Combination of search criteria from all fields possible
- Search and full-text search possible
- Optimized data transfer (compression, data differences)
- Efficient data structures, applicable for more than 10,000 datasets

Cost minimization

- Control of the monthly used data traffic

Windows Mobile 5.0/6.0/6.1/6.5 Professional/Standard Versions

Installation and configuration of applications

- Installing/uninstalling applications
- Avoid user-initiated installing/uninstalling of applications
- List of all installed applications can be displayed

Process control and supervision

- Activate/deactivate processes
- Stop/kill current processes
- Start processes

Security

- Changes of SIM cards are identified and transmitted to the administrator including the new telephone number
- Anti-theft protection: remote wipe via SMS
- Detection of manipulated configurations
- Password strength can be enforced
- Complexity of the password
- Minimum length of the password
- Inactivity time (time in minutes up to the query of the password)
- Maximum number of attempts until the device will be reset
- Access to the memory card can be prohibited
- Blocking of wired ActiveSync connections
- Blocking of data transfer via Infrared
- Blocking of data transfer via Bluetooth
- Blocking of Bluetooth
- Blocking of WLAN
- Blocking of camera
- Enforce a soft reset
- Enforce a hard reset
- Activation/deactivation/enforcement of memory card encryption
- Activation/deactivation of device data encryption (Windows Mobile 6.1 and higher)

Device configuration

- Blocking of configuration areas (start menu/settings)
- Distribution of ActiveSync settings
- Distribution of certificates
- Add/delete/change registry data
- Configuration of energy options

Extended device information

- Internal memory utilization (free/used)
- Memory card utilization (free/used)
- Battery charge level
- IMSI (unique identification number) of SIM card
- Currently used cellular network
- Roaming modus
- Windows Mobile version

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Apple iPhone 2.0 and higher

Installation of applications

- Software packages can be defined as links to an App in the AppStore

Process control

- Allow/forbid installation of applications
- Activate/deactivate camera
- Allow/forbid use of iTunes Music Store
- Allow/forbid use of YouTube
- Allow/forbid use of Safari
- Allow/forbid explicit content

Security

- Protection of settings against modification/removal by the user
- Password strength can be enforced
- Complexity of the password
- Minimum length of the password
- Inactivity time (time in minutes up to the query of the password)
- Maximum number of attempts until the device will be reset

Device configuration

- Exchange settings for email
- IMAP or POP settings for email
- LDAP and CalDAV settings
- Configuration of access points
- VPN settings (server, account, proxy, certificate, tokens, groups, ...)
- Distribution of certificates (PKCS1 and PKCS12)

Device information

- Internal memory utilization (free/used)
- Mass memory utilization (free/used)
- Battery charge level
- iPhone OS version
- Device name
- CPU information
- MAC address (3G, WiFi)
- Unique device ID (UDID)
- Device language

Android 1.5 and higher

Device information

- Battery state of charge
- IMSI (unique identity number) of SIM card
- Currently used network operator
- Roaming mode
- Network configuration
- Volume settings

RIM BlackBerry 4.5 and higher

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