

BES Admin Alliance and Mobile Admin Alliance present

MDM 2011 Series: AirWatch Q&A

Webinar 24 Feb 11

Q: Beside Exchange/ActiveSync, does AW support other messaging systems?

A: AW uses ActiveSync which is embedded into Exchange and Lotus Domino/Notes in Traveler. There are 3rd party products available for platforms like GroupWise that provide ActiveSync functionality that can support AirWatch as well..

Q: Can AirWatch remove corporate data on android as well, or block android devices from Exchange when out of compliance?

A: With Android 2.2 you must have the agent installation to have this level of control and there is no corporate-data-only wipe option currently. Android 3 allows much more API functionality, though it is not applied uniformly across all devices.

Q: Is AW corporate installed and managed or vendor installed and managed?

A: There are three models for deployment: SaaS, Appliance, and Premises. You can purchase the software or appliance and install it yourself or Vox Mobile can install and/or manage it for you. Each deployment has it's benefits.

Q: Can you Blacklist URLs to comply with the corporate policy for PCs?

A: Not currently.

Q: Can you detect jailbreak if there is no agent installed on the phone?.

A: You have a number of layers of management that are possible. If you want to have jailbreak detection, you need to install the agent.

Q: Will the password for Exchange have to be refreshed if it expires? Or do you just use it once?

A: If you use a certificate-based deployment then the device authenticates against the certificate. If you use the agentless deployment, the password is part of the authentication so a change in ActiveDirectory would force the user to enter their new password once.

Q: You have mentioned the subscription pricing but not the perpetual, can you please provide?

A: There are a number of things to know to provide pricing. I'll have someone contact you to give you details.

Q: Do you have a comprehensive list of what the advantages/differences are between using a device agent and not using an agent?

A: Send me a note and I'll send you the list.

Q: Are you able to block or allow specific versions of iOS or Android? If so, how do those get updated within the Admin console?

A: All you can do is limit access for people with the disallowed OS and notify them as to why they are out of compliance.

Q: What database is this running on?

A: This is a SQL/.Net code base.

Q: Does this work with Lotus Notes Traveler?

A: Because Traveler uses ActiveSync, all the functionality of Exchange is also available in Domino/Notes

Q: Where are the applications originating from? The device's App Store or an internal source?

A: With the AW Corporate App store you can suggest Apps that are in the Apple or Android App stores or provide Apps directly from internal resources. Vox Mobile can help you with App development as well

Q: What stops someone from manually entering Exchange site in their mail setting? Can AW help there?

A: There are a number of ways of turning off this hole. At Vox Mobile, we direct all ActiveSync traffic through the AirWatch server so you have to authenticate there - no back door. You can also use a certificate-based approach or a number of other strategies...but with AW you have options

Q: What is the level of encryption used to deliver email or any other data transfers?

A: iPhone4 has onboard encryption as does Android 3.

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Q: Is the Android app on the marketplace? I'm on a trial now but haven't seen the agent yet.

A: No. But you can use the other methods to enroll an android device.

Q: Can I install it as an app on Windows? Do I have to use an appliance?

A: Yes! There are three deployment options, including both the appliance and the ability to install it on your own Windows server or VM.

Q: Will we get a copy of the slides being used today

A: Absolutely. The recording of the live portions will be available as well. [<http://www.voxmobile.com/blog>]

Q: Does AirWatch detect rooted Android devices?

A: The same agent solution that operates on iOS is used on Android and scans for compromised aspects and behaviors.

Q: Do we still need T/support

A: You will need to maintain your BES. The BES will remain as the conduit to your BlackBerry devices. Vox Mobile can help you will all the options around supporting BES.

Q: Can we pop up a custom terms of use agreement when user installs AirWatch & collect responses?

A: Not yet, but AW is working on a solution for this. Vox Mobile currently build customer portals that can be used for procurement and on-boarding of new devices and can include Terms & Conditions acceptance with auditability.

Q: What kind of data overhead does AW require to monitor the devices as set up in the base mode of the demo unit?

A: There are a lot of dependencies here by device type and particular policies. In general, it is a very light-weight interaction and it can be customized to your requirements.

Q: Does this control the entire phone or just the corporate data/PIM and corporate applications on the phone?

A: That depends. Each device and the deployment method will dictate how much you can or can't do.

Q: Can you detect whether a device is jail-broken, particularly at the time of registration, now that Apple has removed the API for this?

A: Good question. With an agent-based deployment there are many more ways to detect if a device has been compromised, both by specific criterion and from temporal behavior. Apple has eliminated the API that allowed for specific jailbreak detection and it never existed on Android. The limitations here run across all software platforms.

Q: Do you have any coverage for support in Latin America? Where?

A: Yes. AirWatch has just hired a Managing Director for Latin America. To date, support has been provided out of Atlanta Headquarters.

Q: Does AW have a self-service support option?

A: Yes. We should have presented it. The users can lock, wipe, password reset, and install optional profiles all from a self-service portal.

Q: On the device, are you able to go into a corporate email, choose to forward it and then change the "From" email address to a personal email account?

A: I believe this is a restriction of iOS. You define your default "From" email, but the user does have the ability to change it. With a manual restriction, prior to deployment you can set it up so the user cannot add a personal email address. Although not optimal, this would be no different than a user going into Exchange, copying an email's contents into their Google account and sending it that way. Where there's a will there's a way.



As a partner, Vox Mobile provides the following services in support of AirWatch solutions:

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