

AirWatch MDM TeleMessage Deployment Guide

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1 Overview

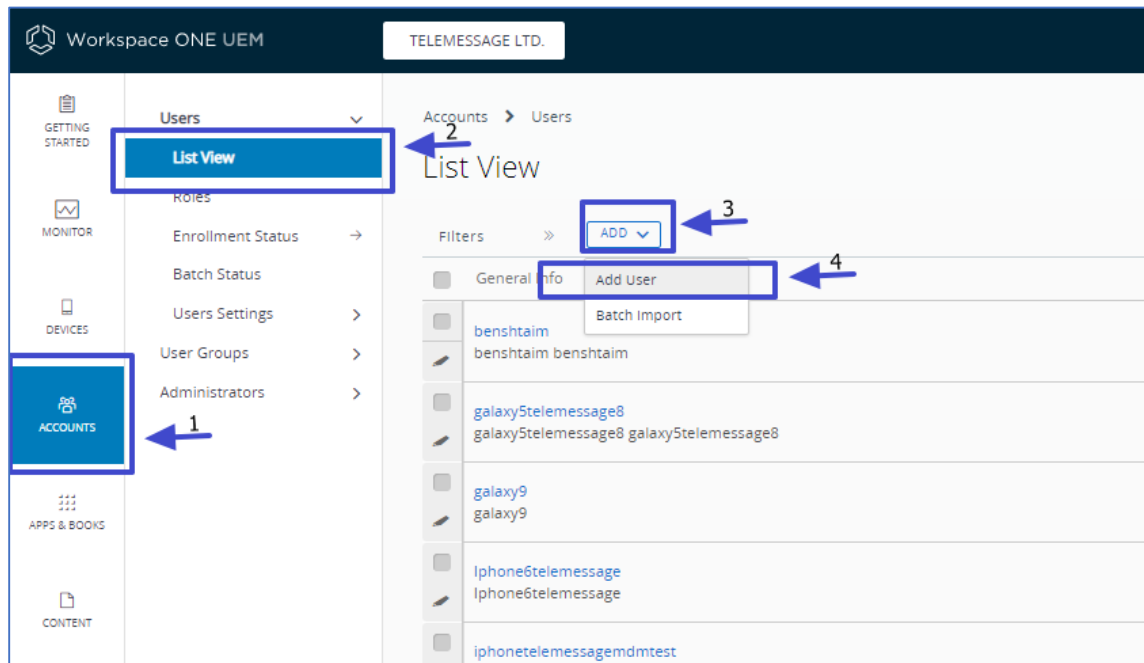
This document will outline the steps needed to deploy WhatsApp Archiver via AirWatch MDM.

Installing the app is composed of 3 steps.

1. AirWatch web admin - adding accounts/devices (if not already added)
2. Mobile phones - Installing Intelligent Hub. (if not already installed)
3. AirWatch web admin – Creating groups (if not already created)
4. AirWatch web admin – Distributing WhatsApp application

2 Add new device to AirWatch

1. Go to **Accounts-> List View -> Add -> Add user**



2. Enter mandatory fields and click **“SAVE AND ADD DEVICE”**

Add/Edit User ×

General Advanced

Security Type* **BASIC**

Username* susanjones

Password* Show

Confirm Password* Show

Full Name* susan Middle Name jones

Display Name Susan Jones

Email Address* susan@telemesssage.com

Email Username

Domain

Phone Number Phone Number

Mobile Phone Mobile Phone

> Enrollment

SAVE **SAVE AND ADD DEVICE** CANCEL

3. Click **SAVE**

Saving the device will trigger an email to the new account's email address. The email will enable the device to be added to the account via Intelligent Hub.

Add Device ✕

General

Friendly Name: susanjones's Device

Organization Group: TELEMESAGE LTD.

Device Ownership Type*: None

Platform*: Any

Show advanced device information options

Message

Message Type*: NONE **EMAIL** SMS

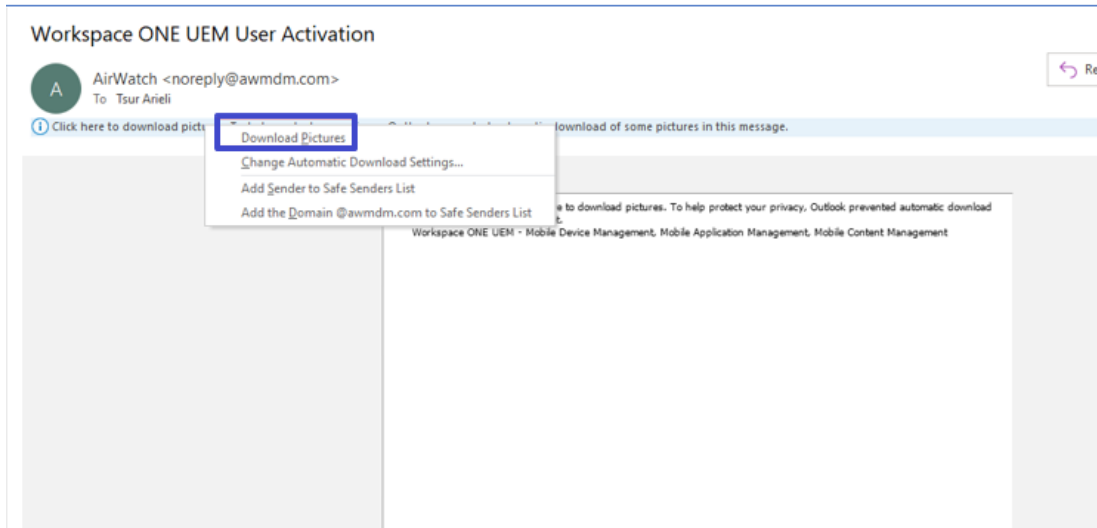
To Address*: tsuri@telemesage.com

Message Template: Device Activation (HTML)@Global(Default Template) MESSAGE PREVIEW

SAVE CANCEL

4. A welcome email is sent to the newly registered user.

5. If the mail doesn't display with pictures, the user should enable **Download Pictures**



6. The user should reset the password by clicking the password link

Workspace ONE UEM User Activation

AirWatch <noreply@awmdm.com>
To Tsur Arieli

vmware

Workspace ONE UEM User Activation - 2/3/2020

Tsur Arieli,

Congratulations! Your Workspace ONE UEM account has been enabled. Please follow the steps below to enroll your device.

Set your Workspace ONE UEM password.

Follow the prompts to set up your password at <https://techp-its.awmdm.com/MyDevice/Login/ResetPassword?SESSIONID=E1132NM-2E07-4ABA-85D1-D49452A6720>

Important: The link above will expire on **2/4/2020 3:49:30 AM**


If the link has expired, please contact your IT help-desk to request a new enrollment email at noreply@company.com

Download the Workspace ONE Intelligent Hub app.

Download the Workspace ONE Intelligent Hub app on the device you want to enroll at [WorkspaceONE.com](https://www.workspaceone.com)

If the Workspace ONE Intelligent Hub app is installed on your device, you will be redirected to it. If not, you will be redirected to your device's official app store to download it.

Important: Please do not enter any personal or organization specific information until you are securely inside the Workspace ONE Intelligent Hub pictured below:


 **Only download from your device's Official App Store**

Enroll your device.

Authentication may be required. Your unique credentials are below:

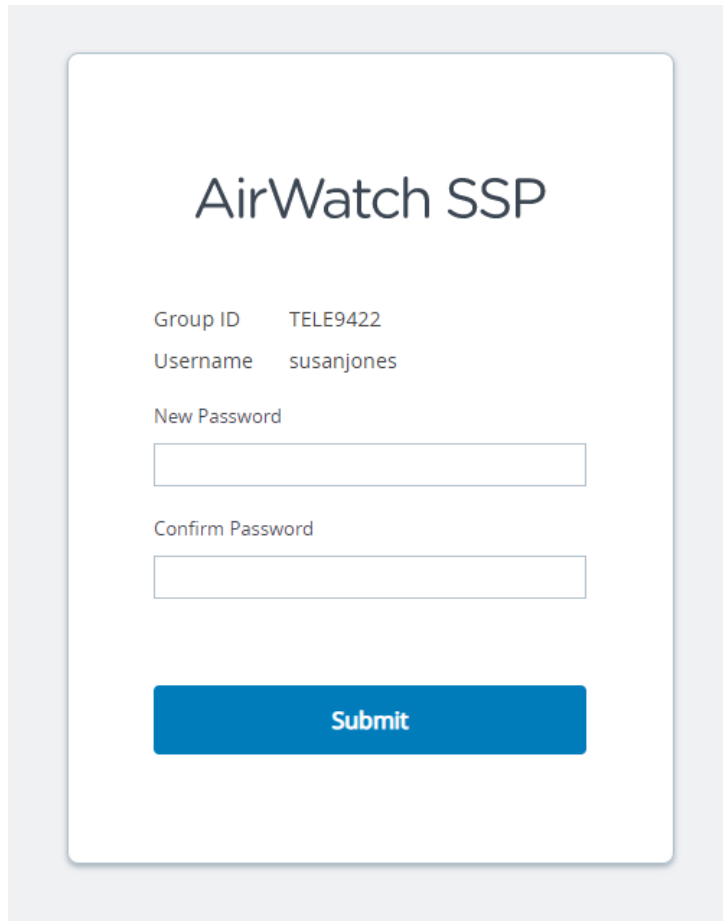
Server URL: techp-its.awmdm.com
Group ID: TELES422
Username: tsur@telemessager.com
Password: Use Password Reset Link

Alternatively, scan the QR code to begin enrollment:



Please contact your IT helpdesk if you have any questions: noreply@company.com

7. Browser page launches. The user should enter a new password and click **Submit**



A screenshot of a web form titled "AirWatch SSP". The form is centered on a white background with a light gray border. It contains the following elements:

- Title:** "AirWatch SSP" in a large, dark gray font.
- Group ID:** "TELE9422" displayed next to the label "Group ID".
- Username:** "susanjones" displayed next to the label "Username".
- New Password:** A text input field with the label "New Password" above it.
- Confirm Password:** A text input field with the label "Confirm Password" above it.
- Submit Button:** A blue rectangular button with the text "Submit" in white, centered below the input fields.

8. Complete the registration information according to the welcome email and click **Log In**

AirWatch SSP

English (United States)

Group ID

Username

password

Log In

[Trouble logging in](#)

Only download from your device's Official App Store

Enroll your device.

Authentication may be required. Your unique credentials are below:

Server URL: [techp-ds.awmdm.com](#)

Group ID: [E1E9422](#)

Username: [susanjones](#)

Password: Use Password Reset Link

Alternatively, scan the QR code to begin enrollment:

9. The user's account is all set up. Now it's time to register the device via Intelligent Hub mobile app.

AirWatch SSP

Account Log Out

My Devices

susanjones's Device Pending Enrollment

Add Device

susanjones's Device Ownership: None

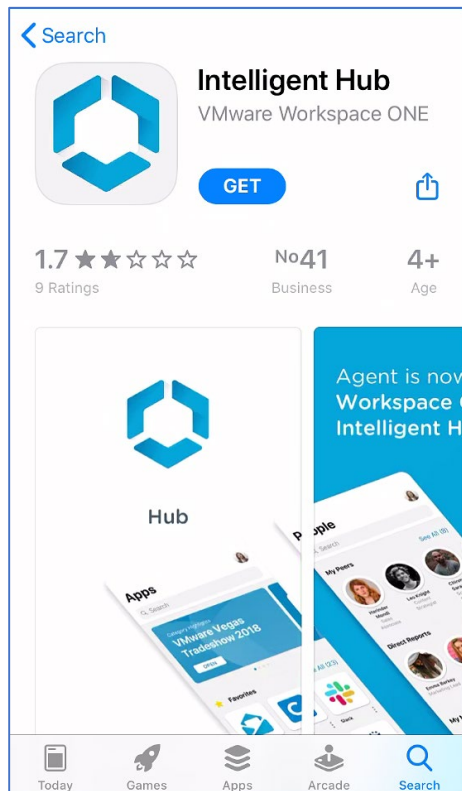
BASIC ACTIONS ADVANCED ACTIONS

- Resend Enrollment Message Resend the enrollment message to this device.
- View Enrollment Message View the last enrollment message sent to this device.
- Delete Registration Delete this record of registration.

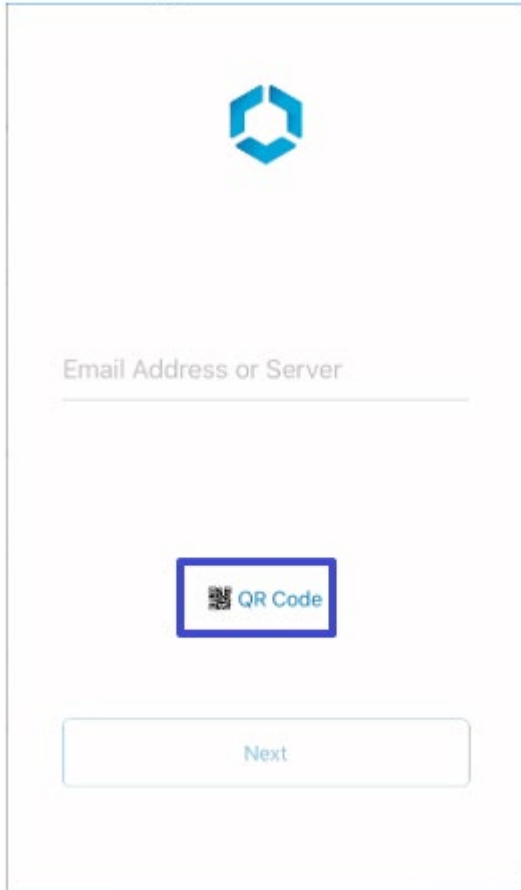
3 Intelligent Hub

3.1 iOS

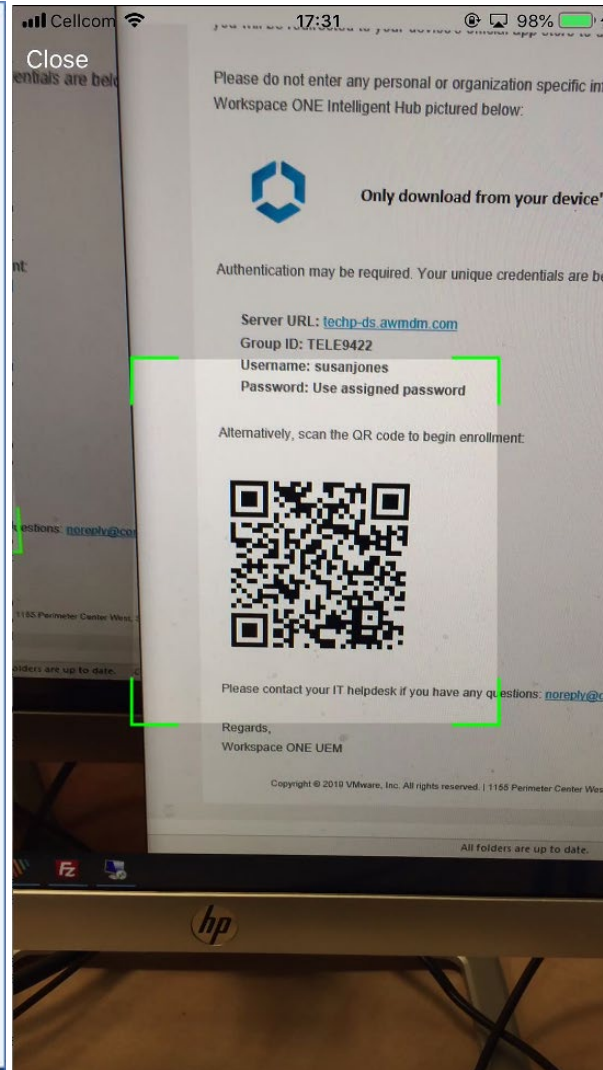
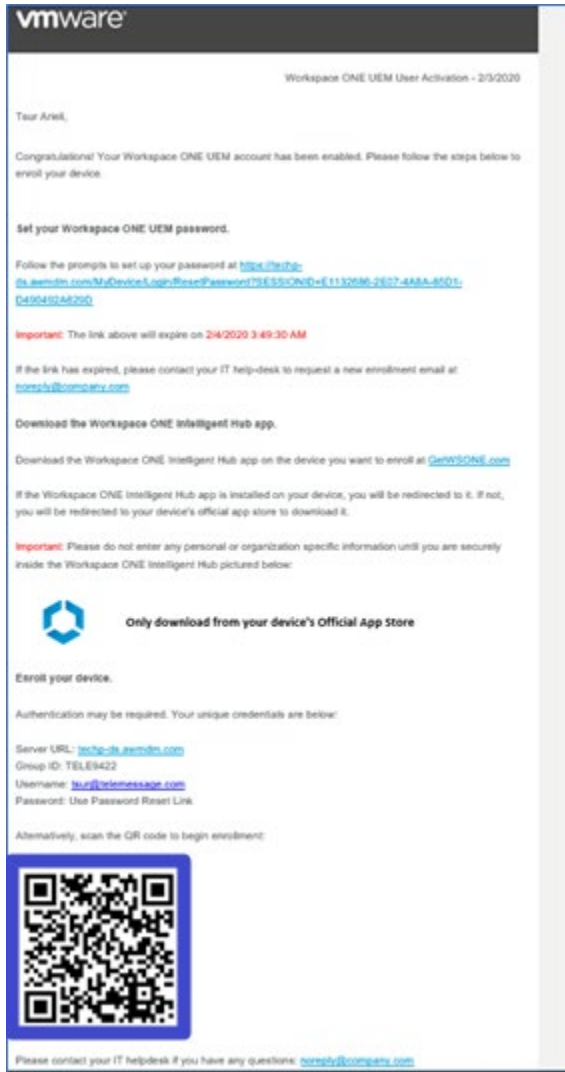
1. Install “Intelligent hub” on your device from Apple Store



2. Launch the app and enter QR code




3. Scan the QR code from the welcome email.



4. Enter username and password. Tap **Next**

<



susanjones

.....

Next

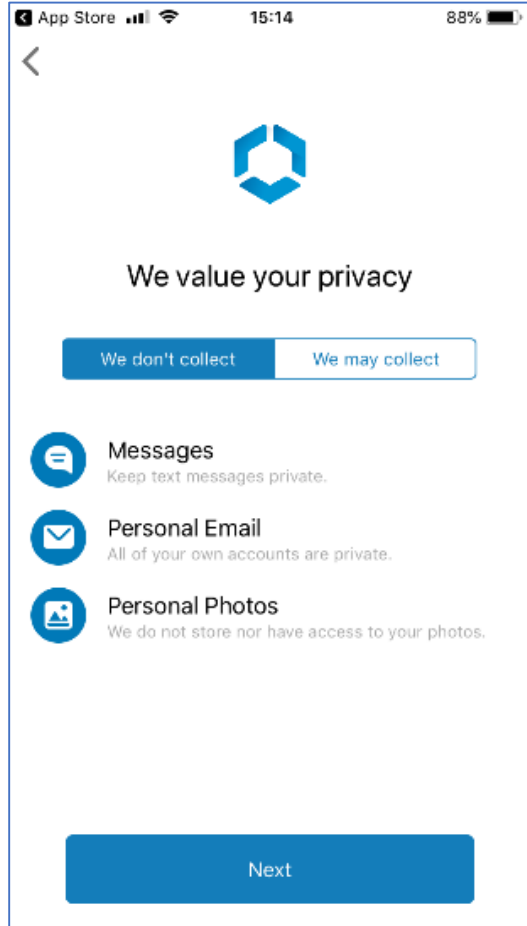
1 2 3 4 5 6 7 8 9 0

- / : ; () \$ & @ "

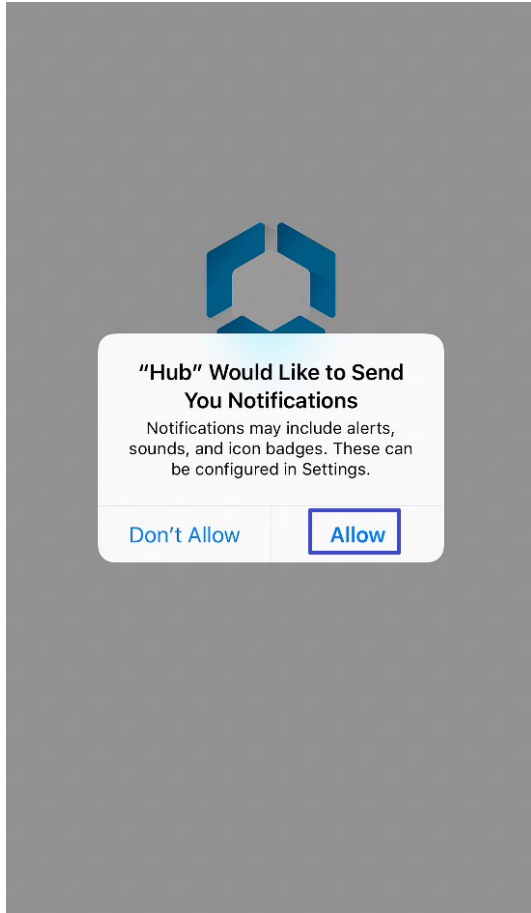
#+= . , ? ! ' <

ABC globe space Go

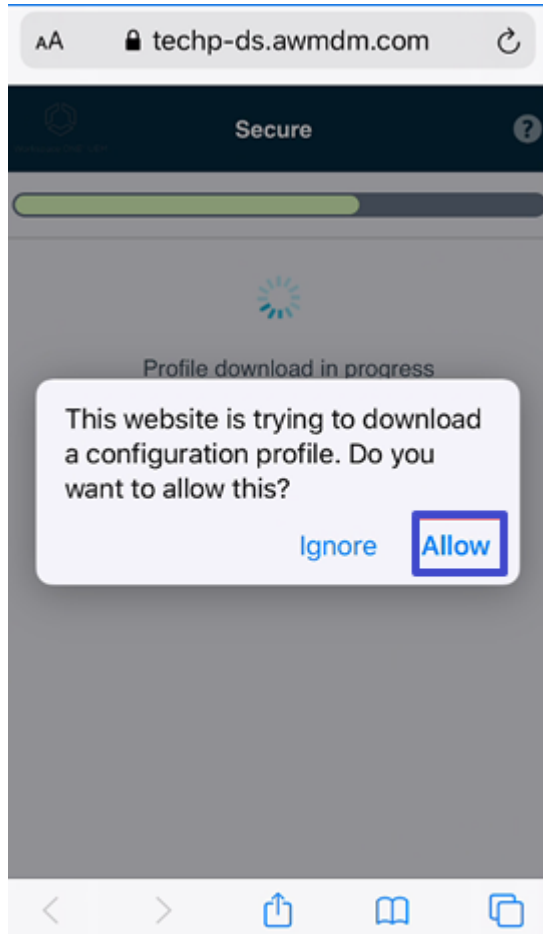
5. Select your privacy selection and then tap **Next**



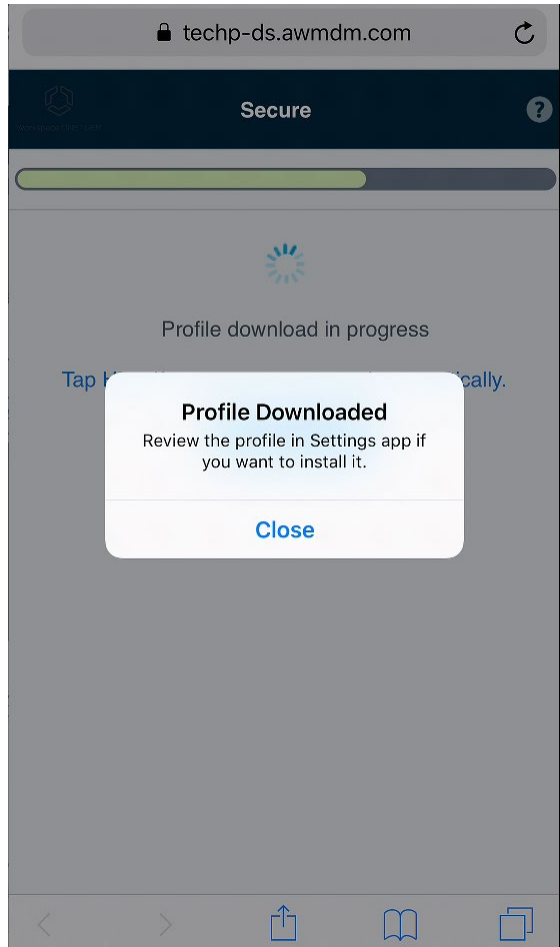
6. Enable notifications



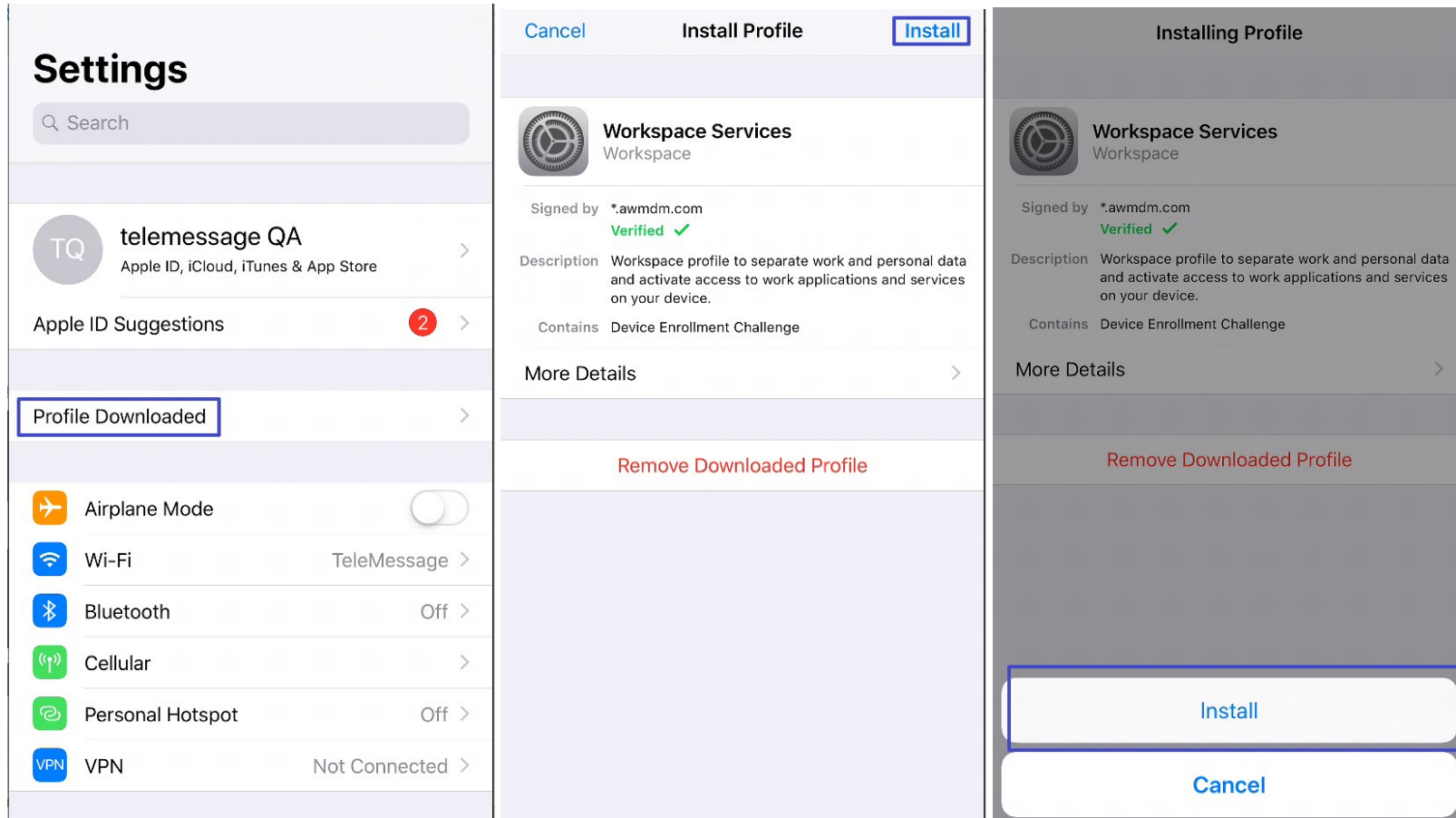
7. The mobile browser will open a profile installation page. Tap **Allow**

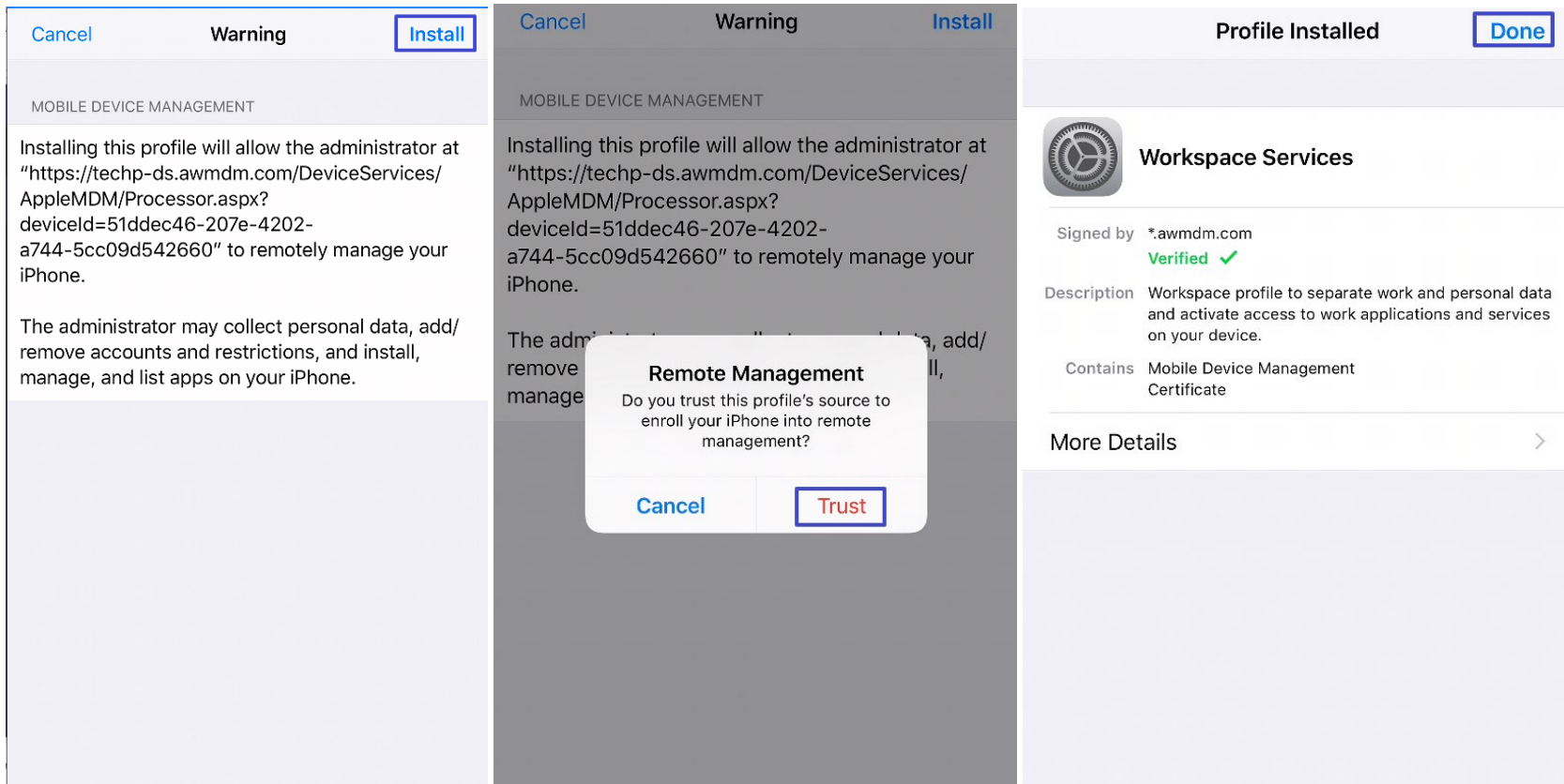


8. Tap **Close**



9. Open iPhone **Settings**





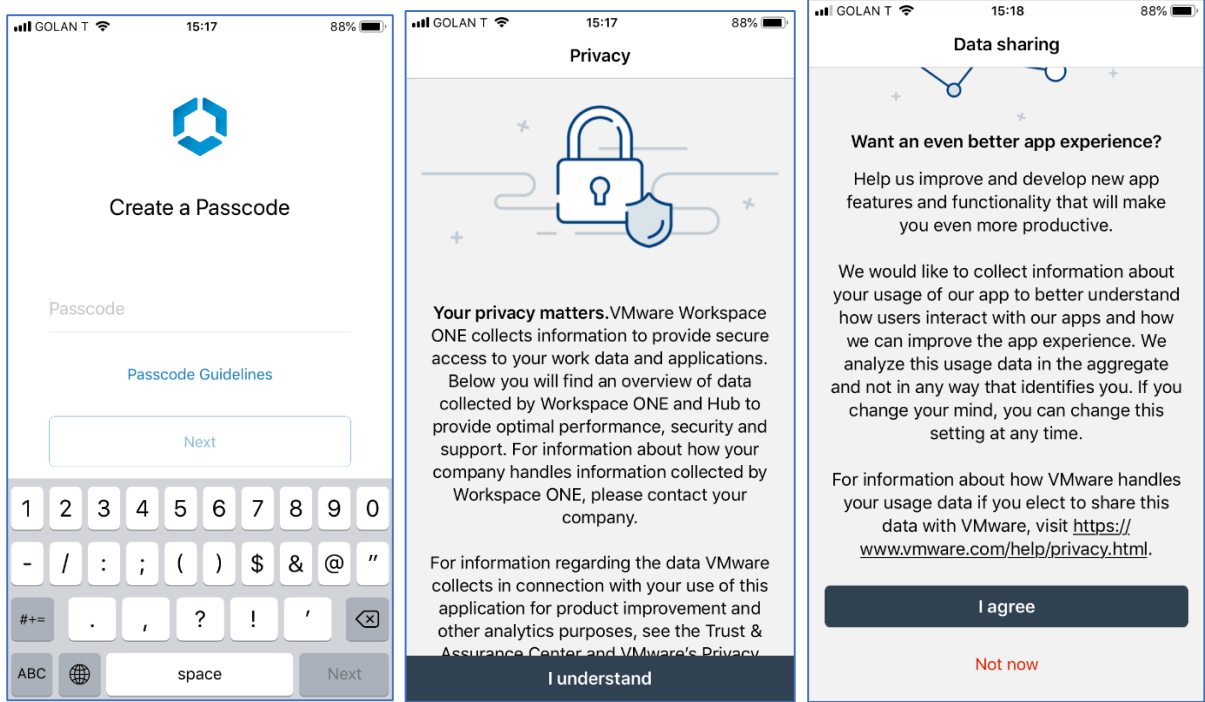
10. Return to Hub app and enter **Done**



Your IT department will provide you access to a wide variety of company resources and apps and notify you if further action is required.

Done

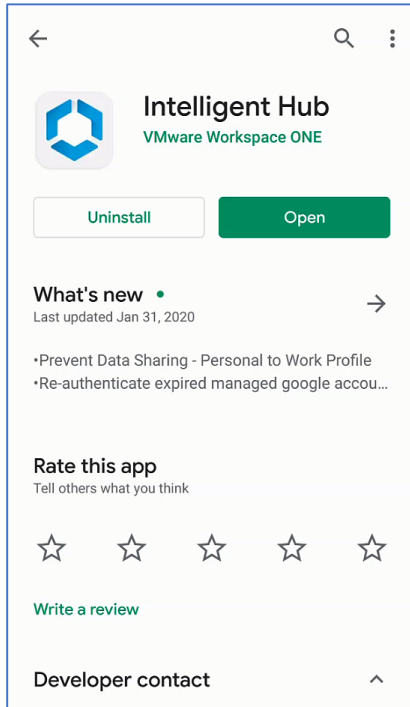
11. Create a 4-digit passcode, enter **Next** and confirm passcode. Then enter **I understand** and then enter **I agree**



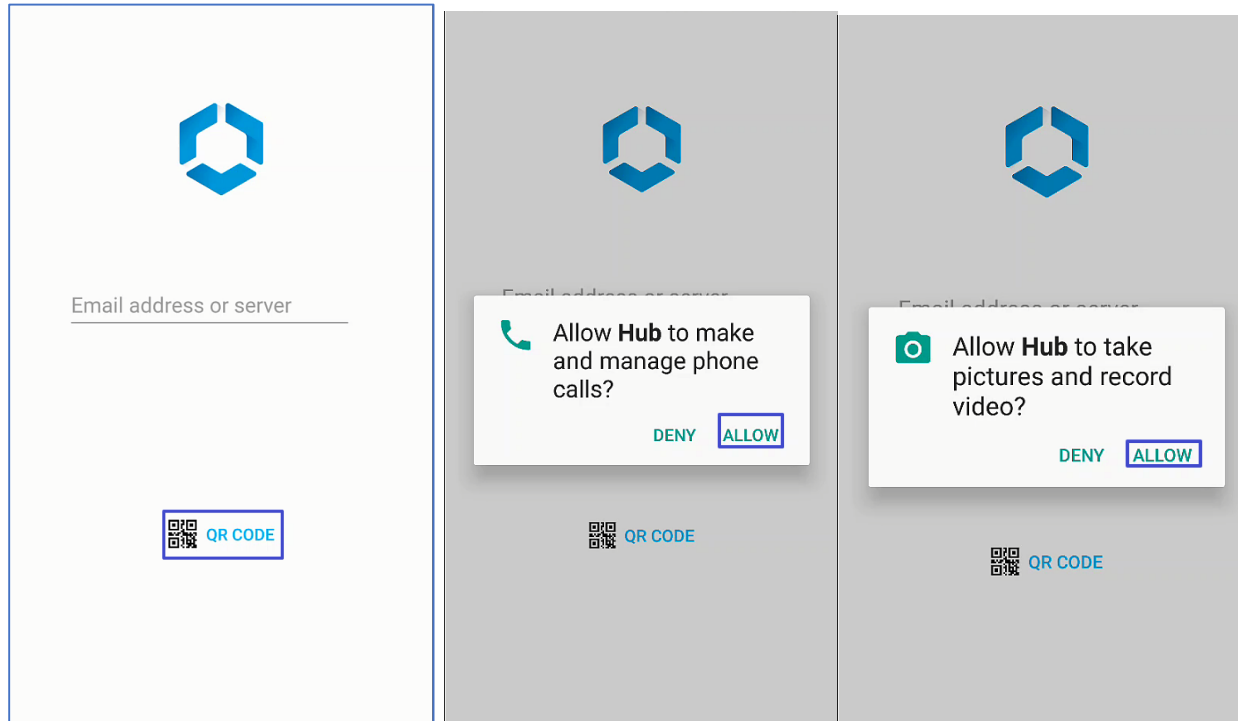
12. That's it. iOS Mobile Hub is all setup. Now admin can deploy the app.

3.2 Android Intelligent Hub installation

1. Install "Intelligent hub" from Google Play



2. click to "QR Code", give all permissions and scan QR code which you receive to the email



3. Scan the QR code

vmware

Workspace ONE UEM User Activation - 2/3/2020

Tsur Ariel,

Congratulations! Your Workspace ONE UEM account has been enabled. Please follow the steps below to enroll your device.

Set your Workspace ONE UEM password.

Follow the prompts to set up your password at <https://techp-ds.awmdm.com/MyDevice/Login/ResetPassword?SESSIONID=E1132686-2E07-4A8A-85D1-D490492A829D>

Important: The link above will expire on **2/4/2020 3:49:30 AM**


If the link has expired, please contact your IT help-desk to request a new enrollment email at noreply@company.com

Download the Workspace ONE Intelligent Hub app.

Download the Workspace ONE Intelligent Hub app on the device you want to enroll at GetWSONE.com

If the Workspace ONE Intelligent Hub app is installed on your device, you will be redirected to it. If not, you will be redirected to your device's official app store to download it.

Important: Please do not enter any personal or organization specific information until you are securely inside the Workspace ONE Intelligent Hub pictured below:


 **Only download from your device's Official App Store**

Enroll your device.

Authentication may be required. Your unique credentials are below:

Server URL: techp-ds.awmdm.com
Group ID: TELE9422
Username: tsur@telemessag.com
Password: Use Password Reset Link

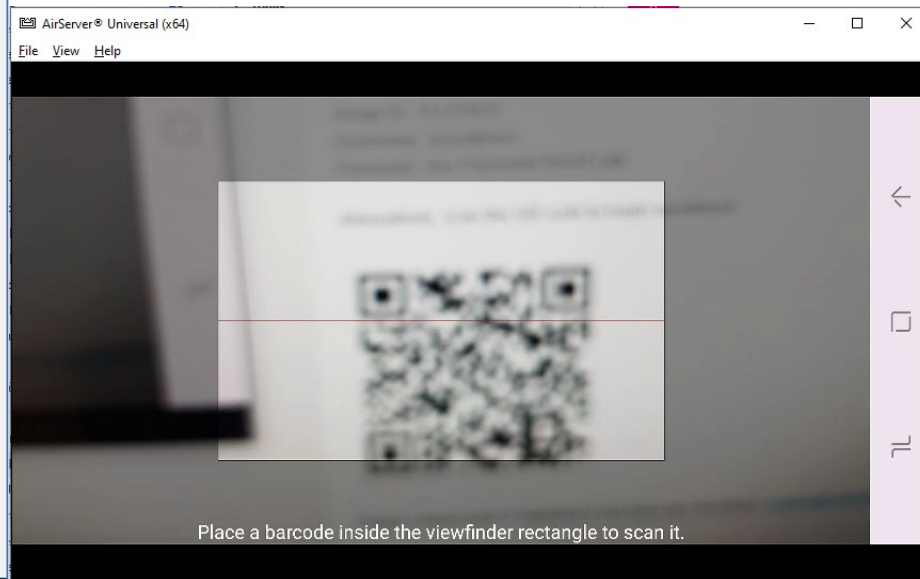
Alternatively, scan the QR code to begin enrollment:



Please contact your IT helpdesk if you have any questions: noreply@company.com

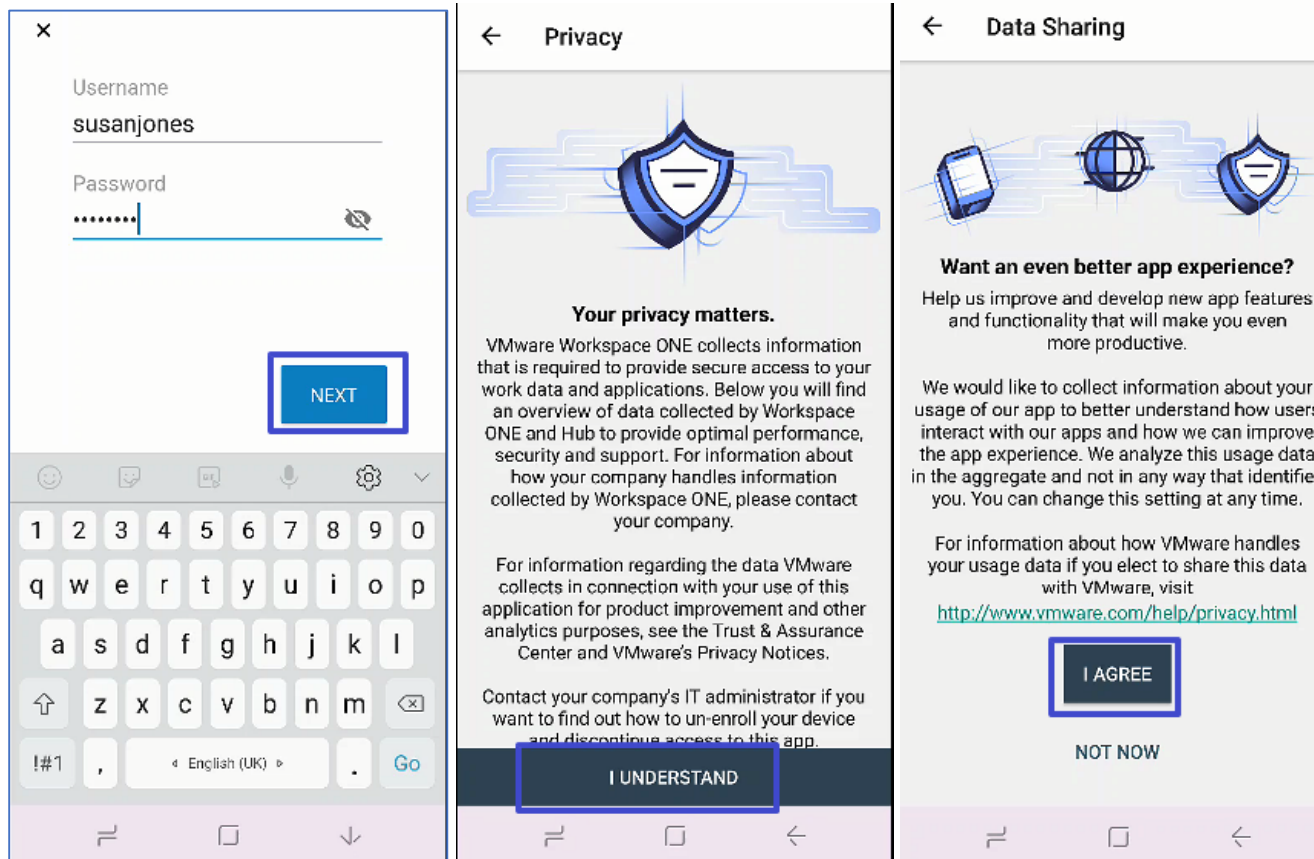
AirServer® Universal (x64)

File View Help



Place a barcode inside the viewfinder rectangle to scan it.

4. Enter user name and password. Tap Next. next page click “understand”, next page click “Agree”



5. Tap NEXT -> NEXT-> ACTIVATE



Part 2: Secure

You have completed Authentication.

The following steps will ensure your device is compliant with your company's policies.

NEXT

Grant Permissions

Hub needs to be the device administrator so that it can:

- Protect your data
- In the event of loss or theft, remove all corporate data

TIP

Select Activate on the next screen

NEXT

< DEVICE ADMINISTRATOR



Hub would like to manage your device.

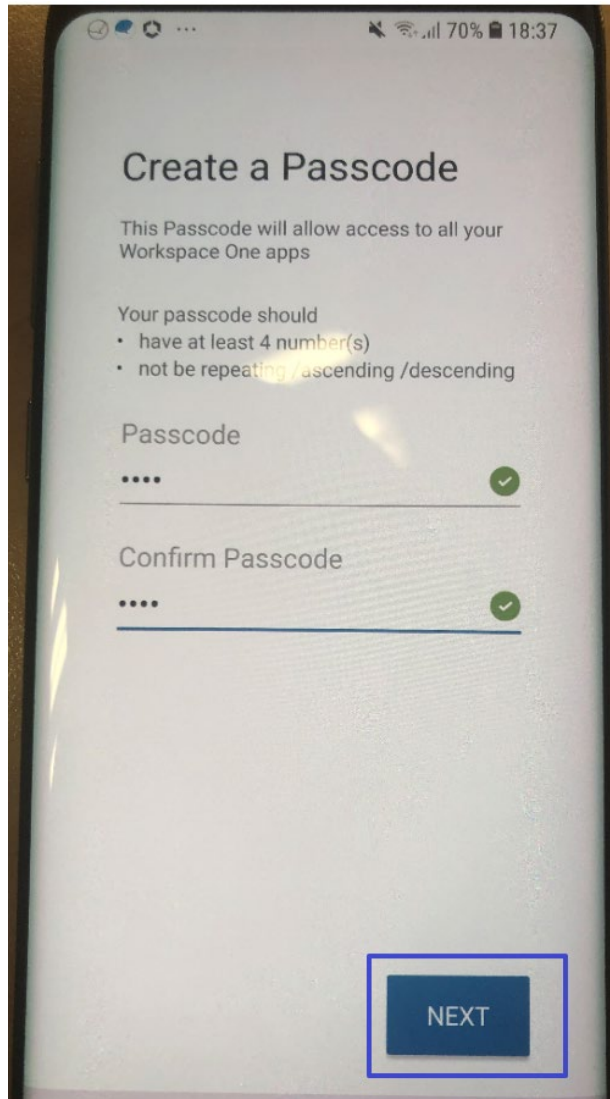
Activating this admin app will allow Hub to perform the following actions:

- **Erase all data**
Erase phone's data without warning, by performing factory data reset.
- **Change screen unlock password**
Change screen unlock password
- **Set password rules**
Control the screen unlock password length and character restrictions
- **Monitor screen unlock attempts**
Monitor the number of incorrect passwords typed. when unlocking the screen, and lock the phone or erase all the phone's data if too many incorrect passwords are typed.
- **Lock the screen**
Control how and when the screen locks

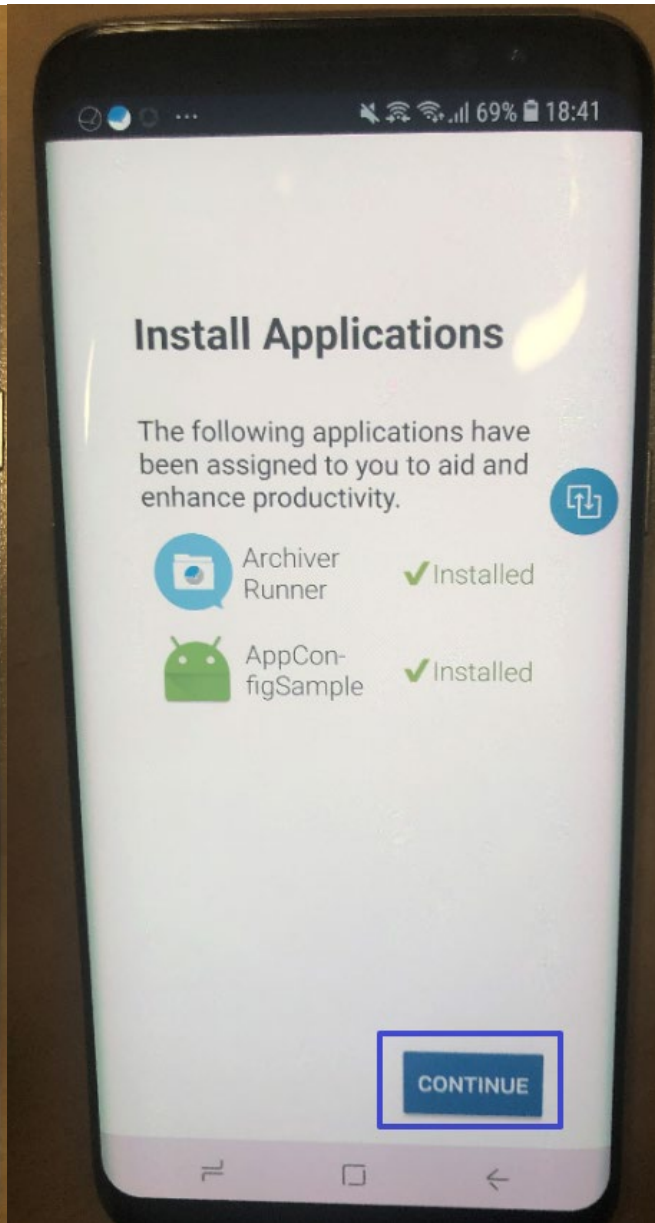
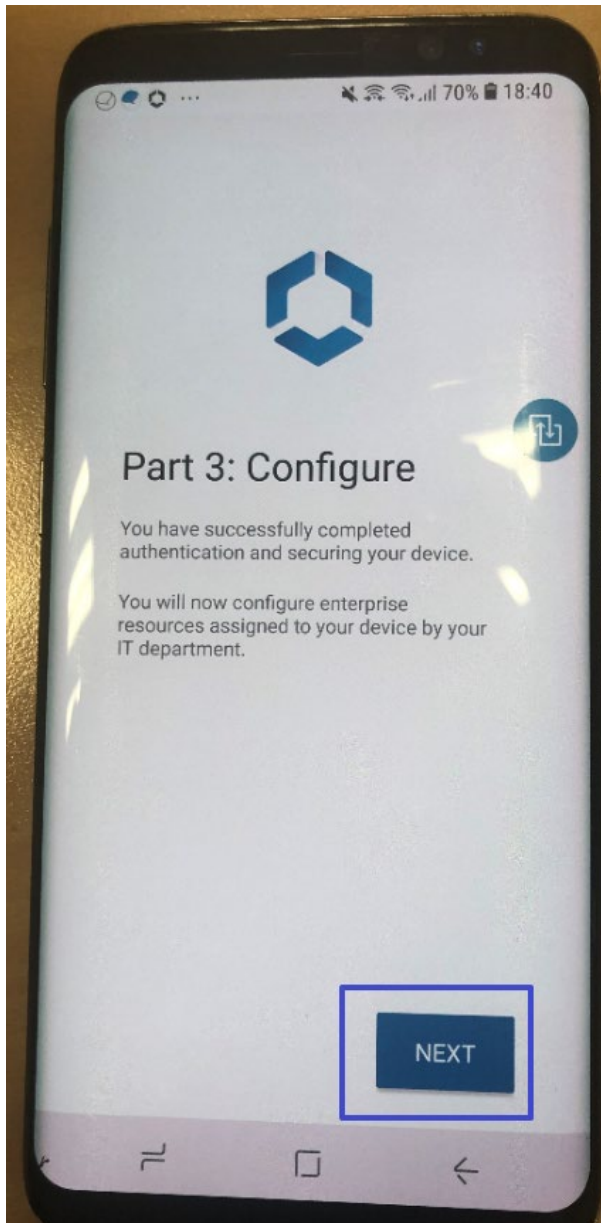
CANCEL

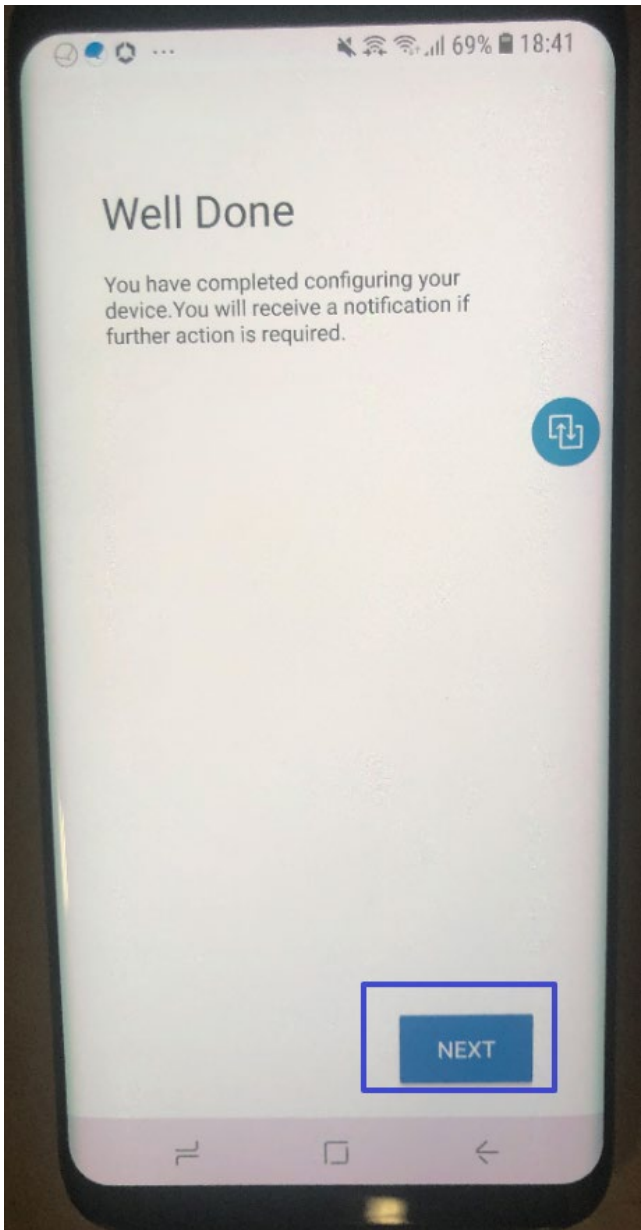
ACTIVATE

6. Enter a 4-digit passcode and confirm. Tap **NEXT**



7. Tap **NEXT** -> **CONTINUE** -> **NEXT** ->



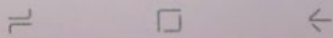


Well Done

You have completed configuring your device. You will receive a notification if further action is required.



NEXT




8. Select if you want to add to home screen.



69% 18:41

Shortcuts

 Catalog

Add to Home screen?



Touch and hold an icon or tap ADD to add it to the Home screen.

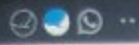
Catalog 1 x 1



CANCEL ADD



9. That's it! You are ready.




69% 18:42

Account





Susan Jones

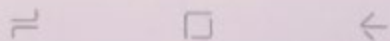


 This Device

 App Catalog

 Support

 About



4 Creating an Assignment Group

1. Login to AirWatch Web.

2. Click **GROUPS & SETTINGS** -> **Groups** -> **Assignment Groups** -> **ADD SMART GROUP**

The screenshot displays the Workspace ONE UEM interface for 'TELEMESSAGE LTD.'. The left sidebar contains a navigation menu with categories: GETTING STARTED, MONITOR, DEVICES, ACCOUNTS, APPS & BOOKS, CONTENT, EMAIL, and TELECOM. The 'GROUPS & SETTINGS' icon at the bottom of the sidebar is highlighted with a blue box and labeled '1'. The main content area shows the 'Groups & Settings > Groups' breadcrumb and the 'Assignment Groups' title. A 'Filters' button is labeled '3'. The 'Assignment Groups' list includes items like 'all - by ofer', 'All Corporate Dedicated Devices', 'All Corporate Shared Devices', 'All Devices', 'All Employee Owned Devices', 'michael_group', 'WhatsApp Archiver', 'TELEMESSAGE LTD. (TELEMESSAGE...', 'my group', and 'test user group'. The 'ADD SMART GROUP' button is highlighted with a blue box and labeled '4'. The 'Groups' menu item in the sidebar is highlighted with a blue box and labeled '2'.

3. Click **DEVICES OR USERS** and click **OK** on the warning popup.

Create New Smart Group

Name

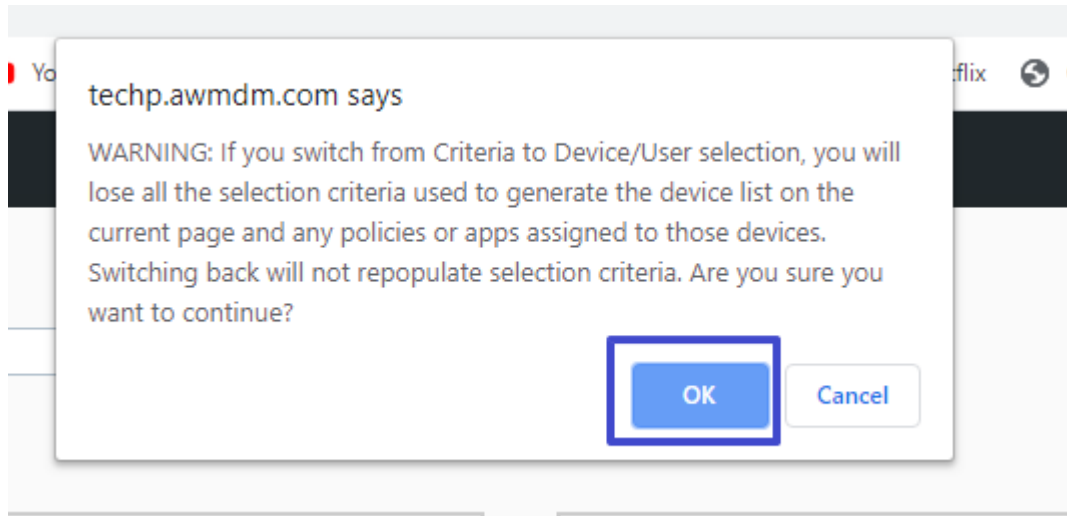
Managed By TELEMESAGE LTD.

Choose Type

Device Preview

Organization Group	All
<input checked="" type="checkbox"/> TELEMESAGE LTD.	
▶ User Group ⓘ	Any
▶ Ownership ⓘ	Any
▶ Tags ⓘ	Any
▶ Platform and Operating System ⓘ	Any
▶ OEM & Model ⓘ	Any
▶ Model (Legacy) ⓘ	Any
▶ Enterprise OEM Version ⓘ	Any
▶ Management Type ⓘ	Any
▶ Enrollment Category ⓘ	Any
▶ Additions	None
▶ Exclusions	None

Live view disabled to enhance performance.



4. Enter the user accounts for the group. Click **ADD** . The account is added to the group

The screenshot shows a web interface for creating a new smart group. At the top, it says "Create New Smart Group". Below that is a "Name" field. Underneath the name field, it says "Managed By TELEMESSAGE LTD.". There are two buttons for "Choose Type": "CRITERIA" and "DEVICES OR USERS". The "DEVICES OR USERS" button is selected. Below this, there are two sections: "Devices" and "Users". The "Users" section is expanded, showing a list of users. The first user in the list is "susa" (Susan Jones (susanjones) tsur@telemesssage.com). A blue box highlights the "susa" entry, and another blue box highlights the "ADD" button next to it. Two arrows point from the "ADD" button to the "susa" entry: arrow "1" points to the "susa" text, and arrow "2" points to the "ADD" button.

Create New Smart Group

Name

Managed By TELEMESSAGE LTD.

Choose Type

CRITERIA

DEVICES OR USERS

▼ Devices ⓘ

Enter device friendly name.

ADD

▼ Users ⓘ

1 Selected

Susan Jones (susanjones) ts.us@tlemessage.com

Enter username, first name or last name.

ADD

5. Enter the group name and click **SAVE**

Create New Smart Group

Name

TeleMessage Android WhatsApp Archiver

1

Choose Type

CRITERIA

DEVICES OR USERS

Device Preview

ENABLED

DISABLED

▶ Devices ⓘ

▼ Users ⓘ

1 Selected

Susan Jones (susanjones) t.ur@tlemessage.com

Enter username, first name or last name.

ADD



Live View disabled to enhance performance.

2

CANCEL

SAVE

5 Distributing WhatsApp application

1. Click **APPS & BOOKS** -> **Native** -> **ADD APPLICATION**

The screenshot displays the Workspace ONE UEM console interface. At the top, the header shows 'Workspace ONE UEM' and the organization name 'TELEMESSAGE LTD.'. The left sidebar contains navigation options: 'GETTING STARTED', 'MONITOR', 'DEVICES', 'ACCOUNTS', and 'CONTENT'. The 'ACCOUNTS' section is expanded, showing 'APPS & BOOKS' (highlighted with a blue box and arrow '1'), 'Applications', 'Web', 'Virtual', 'Access Policies', 'Logging', 'Application Settings', 'Books', and 'Orders'. The 'Applications' menu item is also highlighted with a blue box and arrow '2'. The main content area shows the 'Native' application category. Below the category name, there are tabs for 'Internal', 'Public', and 'Purchased', with 'Internal' selected. A 'Filters' dropdown is visible. A blue box with arrow '3' highlights the '+ ADD APPLICATION' button. Below this, a table lists existing applications:

Icon	Name
	[WhatsApp] TELEMESSAGE LTD.
	[WhatsApp] ★★★★★
	AirWatchExampleProject TELEMESSAGE LTD.
	AirWatchExampleProject ★★★★★
	AirWatchExampleProject ★★★★★

2. click **UPLOAD**

The screenshot shows a web form titled "Add Application". It contains two input fields and one button. The first field is labeled "Organization Group ID" with a red asterisk, containing the text "TELEMESSAGE LTD.". The second field is labeled "Application File" with a red asterisk and is currently empty. To the right of the "Application File" field is a blue-bordered button labeled "UPLOAD".

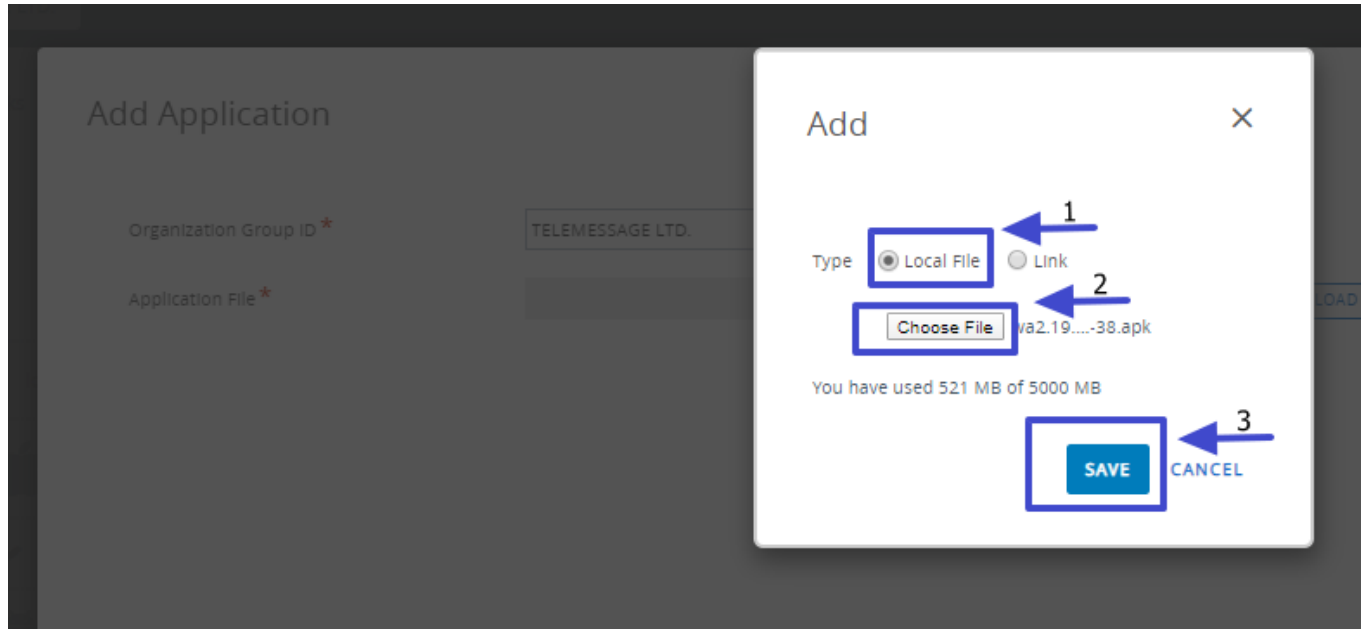
Add Application

Organization Group ID * TELEMESSAGE LTD.

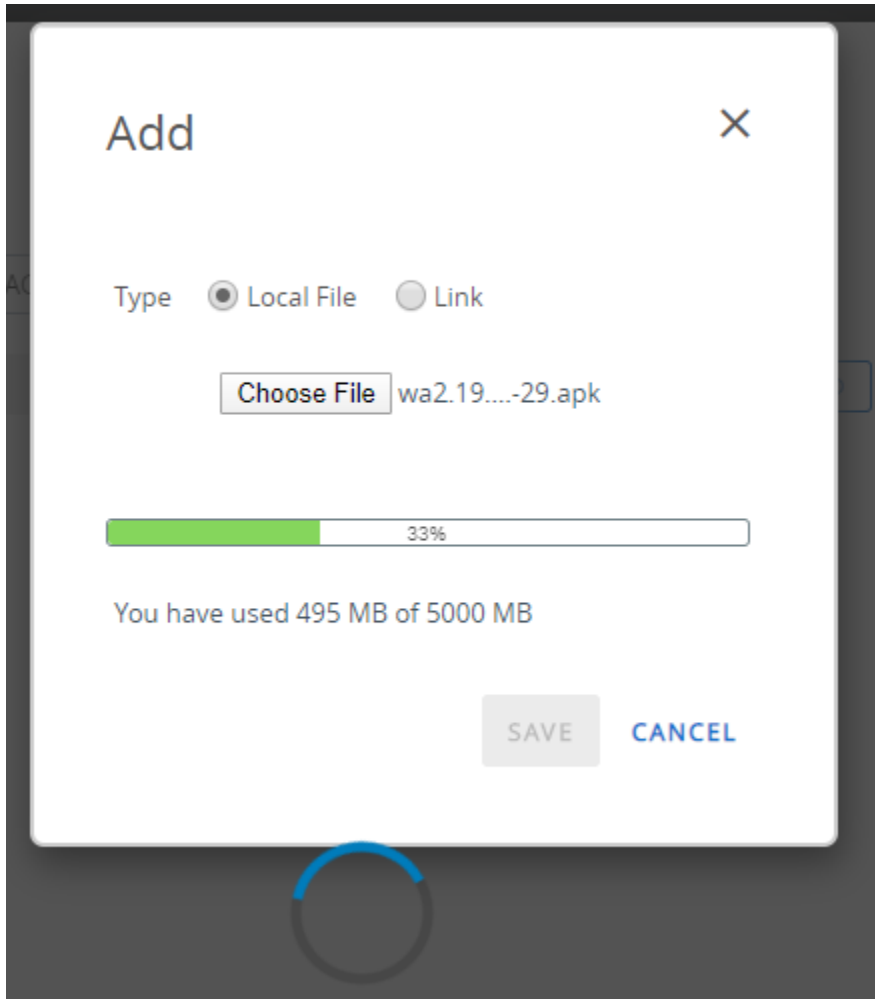
Application File * [Empty Field]

UPLOAD

3. Click **Local Fil** -> Click **Choose File** -> select the WhatsApp Archiver ipa or apk installation file and click **SAVE**



4. Wait for the file to upload



5. Click **CONTINUE**

Add Application ✕

Organization Group ID *

Application File *

6. Click **SAVE & ASSIGN**

Edit Application - WhatsApp v 2.19.308
Internal | Status: Active | Managed By: TELEMESSAGELTD. | Application ID: com.whatsarp | App Size: 26637 KB

Details | Files | Images | Terms of Use | More

Name* WhatsApp ⓘ

Managed By TELEMESSAGELTD.

Application ID* com.whatsarp

Actual File Version* 2.19.308

Version 2 . 19 . 308 ⓘ

Is Beta YES NO ⓘ

Change Log ⓘ

Categories Start Typing to Select Category ... ⓘ

Minimum OS* Any ⓘ

Supported Models* Android ⓘ

Is App Restricted to Silent Install YES NO

Description ⓘ

SAVE & ASSIGN CANCEL

7. Click **ADD ASSIGNMENT**

WhatsApp - Update Assignment

Assignments Exclusions

Devices will receive application based on the below configuration.
In the case where devices belong to multiple groups, they will receive policies from the grouping with highest priority (0 being highest priority).

ADD ASSIGNMENT

Name	Priority	App Delivery Method	Effective	Managed Access	VPN Access	Send Configuration
No Records Found						

8. Enter the Assignment group and Click **ADD**

WhatsApp - Add Assignment ✕


Select Assignment Groups 1


App Delivery Method* AUTO ON DEMAND ⓘ


Deployment Begins On* ▾

Your current time zone is: (GMT-05:00) Eastern Time (US & Canada)

Policies

 Adaptive Management Level: **Open Access**

 Apply policies that give users open access to apps with minimal administrative management.

 **Would you like to enable Data Loss Prevention (DLP)?**
DLP policies provide controlled exchange of data between managed and unmanaged applications on the device.
To prevent data loss on this application, make it "Managed Access" and create "Restriction" profile policies for desired device types

Managed Access ENABLED DISABLED ⓘ

App Tunneling ENABLED DISABLED ⓘ

Application Configuration ENABLED DISABLED ⓘ

2

9. Click **SAVE AND PUBLISH**

WhatsApp - Update Assignment ×

Assignments Exclusions

Devices will receive application based on the below configuration.
In the case where devices belong to multiple groups, they will receive policies from the grouping with highest priority (0 being highest priority).


[+ ADD ASSIGNMENT](#) [↻](#)


Name	Priority	App Delivery Method	Effective	Managed Access	VPN Access	Send Configuration
<input type="radio"/> TeleMessage Android WhatsApp Archiver	0	On Demand	Now	<input checked="" type="checkbox"/> Disabled	<input checked="" type="checkbox"/> Disabled	<input checked="" type="checkbox"/> Disabled

[SAVE AND PUBLISH](#) [CANCEL](#)

10. Click **PUBLISH**

Preview Assigned Devices ✕

Assignment Status 

Assignment Status	Friendly Name	User	Platform/OS/Model	Organization Group
 Added	susanjones Android Android 8.0.0 KJ8E	susanjones	Android / Android 8.0.0 / Android	TELEMESSAGE LTD.

Items 1-1 of 1 Page Size:

PUBLISH CANCEL

11. The application is added to the application list. Click the application.

The screenshot shows the Workspace ONE UEM console interface. The top navigation bar includes the Workspace ONE UEM logo and the organization name 'TELEMESSAGE LTD.'. The left sidebar contains navigation options: GETTING STARTED, MONITOR, DEVICES, ACCOUNTS, APPS & BOOKS (highlighted), CONTENT, EMAIL, TELECOM, and GROUPS & SETTINGS. The main content area is titled 'Native' and shows a list of applications. The 'WhatsApp' application by 'TELEMESSAGE LTD.' is highlighted with a blue box. The application list includes columns for Icon, Name, Version, and Platform/OS/Model.

Icon	Name	Version	Platform/OS/Model
	AppConfigSample TELEMESSAGE LTD.	1 version(s)	Android/All/Android
	AppConfigSample	1.0.4	
	AW_TEST TELEMESSAGE LTD.	1 version(s)	Android/All/Android
	AW_TEST	1.0.0	
	MDM8 TELEMESSAGE LTD.	1 version(s)	Android/All/Android
	MDM8	1.0.0	
	TeleMessage TELEMESSAGE LTD.	1 version(s)	Android/Android 6.0+/Android
	TeleMessage	3.10.1	
	TestAndroidRestrictions TELEMESSAGE LTD.	1 version(s)	Android/All/Android
	TestAndroidRestrictions	1.0.0	
	WhatsApp TELEMESSAGE LTD.	1 version(s)	Android/All/Android
	WhatsApp	2.19.308	

12. Click **DEVICES**

Apps & Books > Applications

WhatsApp

Internal | Managed By: TELEMESSAGING LTD. | Application ID: com.whatsarp

Summary **Device**

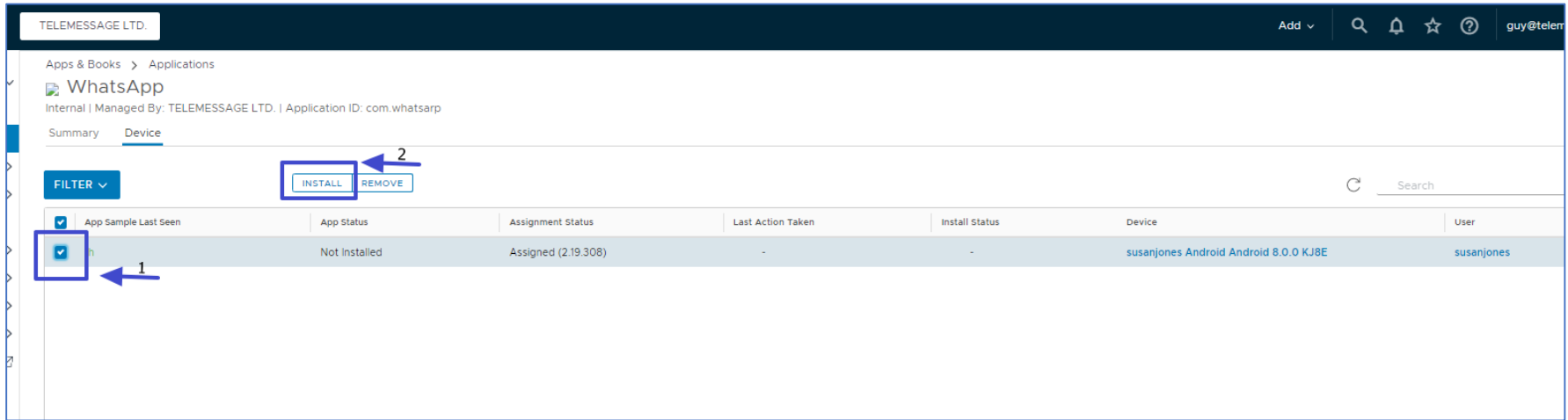
Filter by Smart Group Start typing to add a

Assignment and Install Details ⓘ

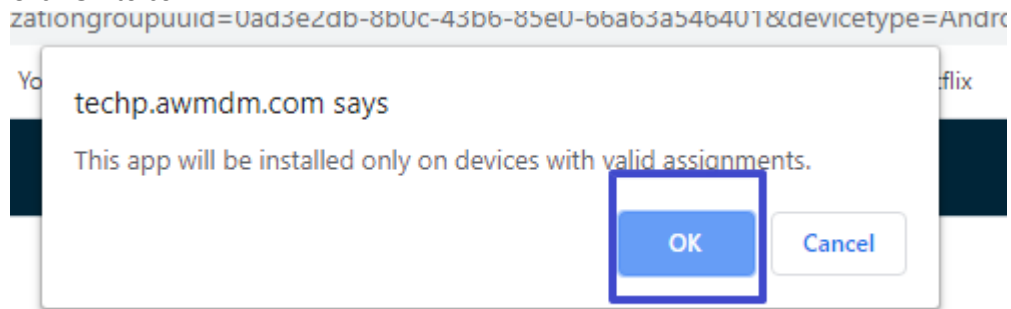
■ Installed ■ Not installed

Category	Count
Not installed	1
Installed	2,19,307
Total	2,19,308

13. Select the devices you would like to install and click **INSTALL**



14. Click **OK** to confirm



15. That's it! Mobile phones with activated Intelligent Hub will install the application.