



Workspace MDM FAQ Manual

(Web site ver 8.1.1)



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In this manual, frequently asked questions and answers are listed as FAQ.

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1.1 Management Site FAQ

This section answers frequently asked questions.

Q1 I cannot open the management site.

A1 1) Is your PC connected to the internet?

To use the management site, your PC needs to be connected to the internet.

Check if your PC is connected to the internet.

2) Does your device meet the device requirements?

Refer to "Using the management site—Getting Started—System Requirements" in 《Management Site User Manual Using the management site》 and confirm.

Q2 I do not know the login information.

A2 Contact your help desk.

Q3 I checked "Stay logged in," but I cannot log in automatically.

A3 You can log in the management site automatically for only 14 days after you have checked "Stay logged in." You need to re-enter the login information after 14 days. Once you log out, you will need to manually log in the next time. Enter your login information and log in again.

Q4 I cannot create a new user.

A4 Do you have enough licenses?

Depending on your contract, you may have a limit on the number of users you can create.

The number of your licenses is displayed on home page.

Q5 One of our devices was lost. I want to lock the device remotely as soon as possible.

A5 To lock the device remotely, follow the steps bellow.

«Android»

1) Click [Remote Lock] from the main menu and create a setting group to lock.

(For details, refer to "Android - Restrictions – Remote Lock" in «Management Site User Manual Android»)

* If you have the setting group to lock, you don't have to create a new one.

2) Select the device you want to lock from [Assets].

3) Open the [Settings] tab and change the "Remote Lock" status to lock the device.

(For details on step 2 and 3, refer to "Using the management site – Assets – Settings – Allocate setting group to a singular device" in «Management Site User Manual Using the management site» .)

«iPhone / iPad»

1) Select the device you want to lock from [Assets].

2) Open the [Others] tab and select "Remote Control." Click [Execute] in "Remote Lock."

(For details, refer to "Using the management site – Assets – Settings – Remote Lock (iOS)" in «Management Site User Manual Using the management site» .)

«Windows»

1) Select the device you want to lock from [Assets].

2) Click [Remote Control], then click the [Execute] button of [Remote Lock].

(For details, refer to "Using the management site – Assets – Settings – Remote Lock (Windows)" in «Management Site User Manual Using the management site» .)

Q6 I want to know which device I can use in this product with.

A6 Please refer to "List of Compliant Android Agent" in the help page.

(Refer to "Using the management site – Home" in «Management Site User Manual Using the management site» on how to show the help page.)

Q7 The error page 413, "Request Entity Too Large" was displayed when I imported data.

A7 The size of the import file is too large.

* The file size is limited to 10MB. Please resize the file to less than 10MB and try again.

Q8 What keys are used when a phone number is registered to a device's contact list using contact list registration?

A8 The keys are below.

- Last Name
- First Name
- Phone Number

You cannot register the phone number if there is other Android device with same data.

Q9 Can I change or delete the contact list of devices using contact list registration?

A9 No, you cannot change or delete contact list.

Q10 Can I register several phone numbers or e-mail address in a line of contact list?

A10 No. You can register only one phone number and one e-mail address in a line of contact list.
If you want to register more than one, you need to use multiple lines.

Q11 What would happen if I set a setting group to a device which already set to another setting group?

A11 The setting group which is set to the device later is applied.
The original setting group is overwritten.

Q12 When I use the application prohibition function, I cannot use other applications which I didn't prohibit.

A12 When you use the application prohibition function, you cannot use applications which use prohibited applications.

Q13 There are some applications that I cannot use after setting the camera restriction function.

A13 On OS earlier than Android 4.0, when using camera restriction function, applications that include a camera function are also restricted.

Q14 After setting "screen lock" to a device, the device is locked again even if I change the setting to "Keep device's setting."

A14 Keeping device's setting does not change the current settings. If there are some settings left in the device, the settings are valid. If you want to change the setting, you need to set "No restriction" to the device.

Q15 Is there any way to confirm whether a configuration profile of an iPhone / iPad is deleted from a device or not?

A15 If the following conditions are fulfilled, you can confirm on the management site.

- The version of the management site which is 4.4 or later when the configuration profile was installed on the device.
- The device was iOS 5 or later when the configuration profile was installed on the device.
- The device was connected with the management server when the configuration profile is deleted from the device.

If a configuration profile is deleted, the color of the "Communication Date" on an asset page becomes red and "(Unmanaged)" is added after communication date. If those conditions are not fulfilled, check the last communication date. The last communication date is not updated if the configuration profile is deleted because the device is not communicated with a server.

Q16 I cannot edit and delete the setting groups.

A16 The settings with [S] at the beginning of the name are created by the service provider company, and you cannot change and delete the setting groups. Also you cannot set the setting group as a default.

Q17 Can I confirm which settings the device is allocated?

A17 You can confirm the name of the allocated setting groups on the setting screen of the device (refer to "Using the management site—Assets—Settings" in 《Management Site User Manual Using the management site》).

However, you cannot confirm whether the setting group is actually set to the device or not.

Q18 I tried to import user data but a reading error occurred.

A18 When you edit a CSV file with the notepad app, a reading error may occur. Please edit the CSV file with Microsoft Excel 2003 / 2007 / 2010.

* For details on CSV, refer to "Appendix—Details on CSV for import and export " in 《Management Site User Manual Appendix》 . "Details on CSV for import and export."

Q19 Which certificate do I have to update when updating the Apple Push Certificate?

A19 Please refer to "Update Apple Push Certificate" in 《Management Site User Manual iOS》 to update it. When "Topic" is displayed (Step 2), write it down to remember. In step 8, you have to select the update target. "Topic" you wrote down has to match the certificate.

Q20 Device cannot sync with management server.

A20 Have you activated your Agent or profile for this product?

Refer to each Agent user manual to activate it.

Android...Activate Agent

iOS...Install profile

Windows...Install Agent

Q21 Silent Installation does not start.

A21 The manual states that, "When the management option is checked and a target device is a supervised device (refer to "Appendix—Glossary " in 《Management Site User Manual Appendix》), an application is installed silently." However, applications listed in the App Store require an Apple ID and Password to be installed. When multiple App Store applications are distributed, they can be downloaded and installed with a single Apple ID / Password entry.

Q22 I registered an incorrect Apple Push certificate.

A22 Please register your correct Apple Push certificate again.

In that case please log in with the Apple ID you send when you registered Apple Push certificate.

However, if Sync Unavailable Detection or Profile Delete Detection is displayed, refer to Q23.

Q23 Sync Unavailable Detection or Profile Delete Detection has been displayed.

A23 The correspondence varies depending on the type of Sync Unavailable Detection. Please follow the applicable procedure.

«MDM Configuration Profile Sync Unavailable Detection Date or Profile Delete Detection»

Since there is no recovery method other than re-authentication, please perform authentication again.

«Agent Sync Unavailable Detection Date»

Recovery is possible by launching an agent from the iOS device and performing synchronization.

Q24 iOS : Application Distribution

About the manifest file (plist) necessary when distributing the original application. Is there a difference between the manifest file (plist) created when creating the application and the manifest file (plist) for distribution?

A24 A manifest file (plist) for application distribution is created using the manifest file (plist) created at the time of application creation. The upload destination URL is added to the manifest file (plist) created for distribution. By registering the manifest file (plist) for distribution in the manifest file (plist) of the original application registration screen, application distribution of the original application can be used.

Q25 iOS : Application Distribution

Can I change the application name of the original application at the timing of version upgrade?

A25 Application name can be changed by version upgrade. Please follow the steps below.

1. Set the two Bundle ID to the same value.
 - The Bundle ID in the application (ipa) already distributed and manifest file (plist).
 - The Bundle ID in the application (ipa) after changing the application name and manifest file (plist).This Bundle ID will be the same as "Application ID" displayed when manifest file is registered on the management screen.
2. Upload the application (ipa) after changing the application name and manifest file (plist) set in 1 by [Upload application] which is on the upper right of [Original Application Registration].
3. After uploading, download the created distribution manifest file (plist).
4. Click [Edit] in the created setting set of the application before the upgrade, check "Upload" in "Manifest file", specify the manifest file downloaded in 3. with [Browse] and save.

Q26 iOS : Application Distribution

Can I distribute the latest version of the application with the application distribution?

A26 In the application distribution, it is the function "Distribute application specified by Store ID". The version to be delivered is based on Apple's specifications.

Q27 iOS : Application Distribution

About the distribution method of the original application. Can I distribute without a manifest file (plist)?

A27 Distribution without manifest file (plist) cannot be done.

To distribute the original application, the following two is required.

- Original application (ipa)
- Manifest file (plist)

Q28 iOS : Application Distribution

"The manifest file" XXXX.plist "is incorrect." but what should I do?

A28 One of the following values in the manifest file may be incorrect.

Please review the value.

- bundle-identifier
- bundle-version
- title

Q29 iOS : VPP

I failed VPP distribution. (MCMDMErrorDomain:12064)

A29 The correspondence varies depending on the reason why delivery of the VPP distribution fails. Please follow the steps below.

«iTunes Store account hash is different»

The reason why the VPP application cannot be delivered is that the iTunes Store account account hash may be different between the iOS device and the user. If the Apple ID set for the iOS device is different from the Apple ID used when inviting VPP, the VPP application cannot be delivered.

The confirmation method the iTunes Store account hash is as follows.

1. How to check iOS device
 - (1) On the [Assets] screen, select the target iOS device
 - (2) Select the [Assets] tab and check "iTunes Store Account Hash" in "Others" panel.
2. How to check users
 - (1) On the [Menu] -> [User] screen, select the target user
 - (2) Select the [VPP Setting] tab, select "Associated iTunes Store account hash".

If the iTunes Store account hash is different, create a new user and link the target iOS device to that user. Please agree to the invitation and try the VPP application distribution again.

«Invitation to the VPP has not ended normally.»

If the error code "MCMDMErrorDomain: 12064" is displayed in the log of the management screen, it is possible that the invitation to VPP has not ended normally.

Please confirm "Invitation Status" of VPP setting by the following steps.

1. On the [Menu] -> [User] screen, select the target user
2. Select the [VPP Setting] tab, check "Invitation Status".
3. "Associated" is displayed when the procedure of the invitation has been completed and "Requesting Invitation" is displayed if it is not completed.

Q30 iOS : VPP

In VPP distribution, "MCMDMErrorDomain: 12026" occurred.

A30 If this error occurs, try the following.

1. There is a possibility that the application to be delivered exceeds 100 MB. If you are distributing something larger than 100 MB, please connect to the Wi-Fi environment. Please restart the target iOS device (turn off the power and turn on the power).

Q31 iOS : Configuration profile

I cannot install the application from the App Store.

A31 If you can not install an application from the App Store on an unmanaged device, you may resolve it by checking the following setting values of the configuration profile.

- "Allowed content ratings/App"

If this is set to "Don't Allow Apps", it corresponds to the rating of the available application and installation will be impossible.

Q32 iOS : Configuration profile

When conflicts occur when multiple configuration profiles are applied, what kind of behavior does the device behave?

A32 When multiple configuration profiles are applied, all setting items are merged. For items with different settings, the more severe the security will be adopted.

Example:

Configuration profile A :

- Allow App installation "Disable"
- Allow use of camera "Enable"

Configuration profile B :

- Allow App installation "Enable"
- Allow use of camera "Disable"

When distributing "Configuration Profile A" and "Configuration Profile B" with contents like the example, the state of the device side after applying is as follows.

- Allow App installation "Disable"
- Allow use of camera "Disable"

Q33 iOS : Configuration profile

I failed to install Configuration profile. (*There is a difference between setting items by supervised target and unsupervised target)

A33 Please note that depending on the setting items of the configuration profile, devices that can be delivered may be separated from supervised devices and unsupervised devices. Items only applicable to the supervised devices exist in the items of the configuration profile. When trying to send to unsupervised device a file in which items applicable only to the supervised device are checked, configuration profile installation fails.

Q34 iOS : Configuration profile

I failed to install Configuration profile. (* Including conflicting settings)

A34 If sending a configuration profile that contains conflicting settings in setting items of configuration profile, installation fails.

For example, it occurs when the following settings are made.

- Restrictions tab > Prohibit passcode change
- Passcode tab > Include any constraints

1.2 Android Agent FAQ

Q1 I can't install the agent.

A1 Does your device meet the device requirements?

Refer to "Getting Started—Agent System Requirement" in 《Android User Manual》 to confirm.

Q2 I can't activate the agent.

A2 1) Is your device connected to the internet?

To activate the license, your device needs to be connected to the Internet.

Check the internet connection of your Android device.

2) Is the Company Code or Authentication Code you entered correct?

If the Company Code or Authentication Code is incorrect, you can't activate it.

Check your Company Code and Authentication Code again.

3) Do you have enough licenses?

You can't activate this product for more instances than the number of licenses.

Contact your administrator or help desk about the number of licenses.

Q3 The agent in my device is launched, but my device does not appear in the management site.

A3 1) Have you activated the agent in your device?

To use the function of the agent, you need to activate your agent.

Launch the agent and activate it.

Refer to "Agent Basic Operations—Activate agent" in 《Android User Manual》 on how to activate it.

2) Is your device connected to the Internet?

To use the management site, your device needs to be connected to the Internet.

Check the internet connection of your Android device.

Q4 Password is required.

A4 1) You are required to enter a password in some cases.

You will be required to enter a password when quitting, uninstalling or deactivating the agent.

Contact your administrator or help desk.

Q5 The language of the agent does not change after I changed the language of Android device.

A5 It may take some time to apply the language to the Android device. Please reboot the Android device.

Q6 License activation cannot be performed on Android 7.0 or later devices.

A6 If you uninstalled an agent with Device Owner is enabled, you may not be able to activate the agent unless you restart the Android device.

Restart the Android device and try activation again.

If you still cannot activate your license, contact your administrator.

1.3 iOS Agent FAQ

Q1 I cannot activate this product.

A1 1) Is your PC connected to the internet?

To activate the license, your device needs to be connected to the Internet.

Check the Internet connection of your iPhone or iPad.

2) Make sure that Apple Push Certificate is registered?

To activate license, Apple Push Certificate needs to be registered.

Refer to "Apple Push Certificate—Register Apple Push Certificate—Register Apple Push Certificate" in 《Management Site User Manual iOS》 for details registering Apple Push Certificate.

3) Is the Company Code or Authentication Code which you entered correct?

If the Company Code or Authentication Code is incorrect, you cannot activate it.

Check your Company Code and Authentication Code again.

4) Do you have enough licenses?

You cannot activate this product for more instances than the number of licenses.

Contact your administrator or help desk about the number of licenses.

5) Confirm your setting of Safari

You cannot activate this product if your setting of Safari does not accept Cookies.

Please choose [Settings]-[Safari]-[Accept Cookies]-[Always] temporarily.

6) Is your device jailbroken?

If the device is jailbroken, installing a profile may fail to complete.

Contact your administrator or help desk.

7) Have you set the "Web filtering" before activation of this product?

If yes for iOS 9.0 and 9.1, configuration profiles of this product cannot be installed. Therefore, an authentication page cannot move to next page and the activation of this product is no longer finished.

Q2 I succeeded to install profile but my iPhone (iPad) is not displayed in the management site.

A2 Is your PC connected to the Internet?

To use the management site, your PC needs to be connected to the Internet.

Check Internet connection of your iPhone or iPad.

Q3 I interrupted and canceled an ongoing profile installation.

A3 Please install the profile again.

Refer to "Activate this product (Install profile)" in 《Management Site User Manual iOS》 on how to install a profile.

Q4 The message that the server certificate is invalid is displayed while installing the profile.

A4 Date and time settings of the iPhone / iPad may not be set correctly. Please set it correctly and try again.

Q5 I deleted the profile of this product by mistake.

A5 Please activate this product and install the profile of this product again.

For details, refer to "Activate this product (Install profile)" in 《Management Site User Manual iOS》.

Q6 How do I activate this product again?

A6 See "Activate this product (Install profile)" in 《Management Site User Manual iOS》 to activate this product again.

1.4 Mac Agent FAQ

Q1 I cannot activate the license for this product.

A1 1) Is your PC connected to the internet?

To activate a license, your device needs to be connected to the internet.

Check the internet connection of your Mac device.

2) Is the Company Code or Authentication Code which you entered correct?

If the Company Code or Authentication Code is incorrect, you cannot activate it.

Check your Company Code and Authentication Code again.

3) Do you have enough licenses?

You cannot activate this product for more instances than the number of licenses.

Contact your administrator or help desk about the number of licenses.

4) Confirm your setting of Safari.

You cannot activate this product if your setting of Safari is not accepted Cookies.

Please choose [Settings]-[Safari]-[Accept Cookies]-[Always] temporarily.

Q2 I succeeded to install a profile but my iPhone (iPad) is not displayed in the management site.

A2 Is your PC connected to the internet?

To use the management site, your PC needs to be connected to the Internet.

Check the internet connection of your Mac device.

Q3 I interrupted and canceled an ongoing profile installation.

A3 Please install the profile again.

Refer to "Activating License (Installing Profile)" in 《Management Site User Manual Mac OS》 on how to install a profile.

Q4 The message that the server certificate is invalid is displayed during installing a profile.

A4 Date and time settings on the Mac may not be set correctly. Please set the date and time correctly and try again.

Q5 I deleted the profile of this product by mistake.

A5 Please activate again.

For details, refer to page "Activating License (Installing Profile)" in 《Management Site User Manual Mac OS》.

Q6 How do I activate this product again?

A6 Refer to "Activating License (Installing Profile)" in 《Management Site User Manual Mac OS》 to activate this product again.

Q7 I want to make sure that the Apple Push Certificate placed on the server and device's certificate is identical.

A7 Check the management site's Apple Push certificate's topic value.

For a Mac device, click on the Apple icon. Go to "About this Mac" and select "More Info." Click "System Report" and go to "Profile" under the "Software" left section.

Select a target profile and make sure that the topic value is identical to servers.

1.5 Winows Agent FAQ

Q1 I can't install the agent.

A1 1) Check if your device meets the device requirements.

Refer to "Getting Started—Agent System Requirement" in 《Windows User Manual》 and confirm.

2) If you use Internet Explorer 8 when downloading the agent:

You may not be able to download the agent. Remove the check from "Do not save encrypted pages to disk" in the Advanced tab in the internet options and try again.

Q2 I can't activate the agent.

A2 1) Is your PC connected to the internet?

To activate the license, your device needs to be connected to the Internet.

Check the internet connection of your Windows device.

2) Is the Company Code or Authentication Code which you entered correct?

If the Company Code or Authentication Code is incorrect, you can't activate it.

Check your Company Code and Authentication Code again.

3) Do you have enough licenses?

You can't activate this product for more instances than the number of licenses.

Contact your administrator about the number of licenses.

Q3 The agent is launched, but my Windows device is not managed.

A3 1) Is your agent connected to the management site?

To manage your Windows device, the management site needs to communicate with your agent.

You can check your connection status on the tray icon.

Refer to "Agent Basic Operations—Screen Layout—Details of tray icon" in 《Windows User Manual》 and make sure that your agent is connected to the management site.

2) Have you activated your agent yet?

To use the functions of the agent, you need to activate your agent.

For details on how to activate the agent, refer to "Stop Agent Use—Deactivate agent—Activate agent" in 《Windows User Manual》 .

Q4 A password is required.

A4 You are required to enter a password in some cases, such as when finishing, uninstalling or deactivating the agent. Contact your administrator about the password.

Q5 Deactivating the agent is failed.

A5 Is your agent running?

To deactivate the agent, the agent needs to be running.

Refer to "Stop Agent Use—Finish agent—Re-Launch Agent" in 《Windows User Manual》 to launch the agent and try again.

Q6 I want to read the user manual of the agent.

A6 You can download the user manual on the management site. Contact your administrator to get it.

Q7 Multiple devices are registered as an identical device.

A7 The Management site identifies registered devices via MAC address.

However, when the devices are sharing the same USB LAN adapters or a virtual network adapter is being employed by virtualization software, an identical MAC address will be assigned to multiple devices. The Management site identifies these devices as identical and overwrites previous device information assigned with the shared MAC address.

Make sure that no identical MAC address and virtual network adapters exist within the network. Then deactivate the agent (via the agent's "Deactivation" menu). Activate devices again and the target device will be registered as separate devices.

Q8 A single device is registered as two separate devices.

A8 When a device is activated after OS re-installation or recovery, an SID is re-issued. This may make a single device registered as multiple devices. When this occurs, delete the older device from the Assets page.

1.6 Windows 10 Mobile Agent FAQ

Q1 I can't activate the license.

A1 1) Check if your Windows 10 Mobile device meets the device requirements.

Refer to "Getting Started—System Requirement " in 《Windows 10 Mobile User Manual》 and confirm.

2) Is your PC connected to the internet?

To activate the license, your Windows 10 Mobile device needs to be connected to the Internet.

Check the internet connection of your Windows device.

3) Is the Company Code or Authentication Code which you entered correct?

If the Company Code or Authentication Code is incorrect, you can't activate it.

Check your Company Code and Authentication Code again.

4) Do you have enough licenses?

You can't activate this product for more instances than the number of licenses.

Contact your administrator about the number of licenses.

Q2 The agent is launched, but my Windows device is not managed.

A2 1) Is your agent connected to the management site?

To manage your Windows 10 Mobile device, the management site needs to communicate with your agent.

2) Have you activated the license yet?

To use the functions of your Windows 10 Mobile device, you need to activate the license.

For details on how to activate the agent, refer to "Basic Operations—Activate device" in 《Windows 10 Mobile User Manual》

Q3 A password is required.

A3 You are required to enter a password in some cases, such as when removing remote lock. Contact your administrator about the password.

Q4 Deactivating the license activation is failed.

A4 Is your Windows 10 Mobile device running?

To deactivate the license activation, Windows 10 Mobile device needs to be running.

Q5 I want to read the user manual of the agent.

A5 You can download the user manual on the management site. Contact your administrator to get it.