

Q & A: Training on Mobile Device Management Using Ivanti Avalanche

DAY 1 Training:

Q: Do you have to create a new encryption key every time to back up?

Encryption keys are generated only once during the install of Avalanche. It is randomly generated at that time.

Q: Can the same certificate be used for a console; for example SDS and FCM?

The certificate can be shared on all components that use a certificate. (Console, SDS, CFS, SDRC, etc.)

Q: When is FCM required?

FCM is required when using Android Enterprise or if you don't want to use Avalanche Notification Services.

Q: Is the certificate an internal certificate generated by Microsoft CA? What about an external certificate that should be generated by a third-party CA?

Improved functionality for internal CA certs will be coming in 6.3.2.

Q: Is there a separate encryption key for the DB backup or just the Avalanche backup?

There is only one encryption key.

Q: What is an enabler?

The enabler is the application on the device that allows for connection to Avalanche.

Q: Without third-party certificates we were required to have a lock-screen password/pattern/pin. Do you see this changing with the things you are working on for in-house certificates?

This will still require pre-staging the certificate on a device due to Android OS functionality.

Q: Is internet access required for Avalanche Server; for example for FCM, remote control, etc.?

Access is needed for Google components such as FCM and Google Play. Non-Google functionality can remain in the four walls.

Q: Is selection criteria supposed to be case sensitive or not?

It is case sensitive.

Q: The hierarchy is still a top-down filter, correct?

Top down, left to right.

Q: Any best practices for designing a hierarchy?

This depends on the customer's needs.

Q: How does one configure an OS update payload?

Walked through in video.

Q: Can you upload device settings files/exports generated by StageNow or EP as a payload?

The answer is you can push any file to the device through a file payload, but OEM configurations generally should handle most of this work.

Q: Are we allowed to sideload apps under Android Enterprise?

It is something we are looking into; more to come.

Q: Does that apply to Android OTA updates or to Avalanche managed updates?

The Android Enterprise OS update payload is about managing OTA updates.

Q: How often does a device check for updated payload?

Every time a device checks in it looks for any changes in the SDS catalog.

DAY 2 Training:**Q: Does the manual provision enroll the device as a DO or DA?**

Everything in the processes shown in this webinar will be DO.

Q: Can we stage without having any Google association?

Any non-Google association will be the Standard Android Enabler at this time.

Q: Does Avalanche lockdown allow for multiple user login?

We have partner software to assist with SSO and multiple users. At this time the Avalanche lock task only supports one user.

Q: Can user management utilize existing corporate AD/LDAP and assign permissions/rolls?

LDAP users will create a new user, but we do not pull any permissions automatically for security concerns.

Q: How do you know if an LDAP connection is successful? What can you use to validate?

There is a validation message during saving, and you can try to log in with a domain account.

Q: Can user management utilize both LDAP and local users or must one or the other be chosen?

Yes. LDAP users can only be created by logging in with the domain account. Manual creation will always be integrated.

Q: So once you use LDAP, you can't create users locally. Is that right?

Yes.

Q: Can you pull files from the device without Splashtop?

Avalanche will only pull log files from a device. SDRC is required for all other file pulls.

Q: What kind of support is needed for a printer?

For legacy DOS printers an MDS license is needed. We have a new printer platform being released.

Q: Zebra just released new firmware that allows provisioning of Wi-Fi from the Startup Wizard screen. Will you be supporting Google Zero-Touch enrollment support in the near future?

Yes, it's on our roadmap.

Q: What is the function of the afw#avalanche?

It triggers Android OS code to determine which Google- approved EMM partner you are enrolling the device into.

Q: Any best practices if we are providing MDM services to other companies?

Regions are very important for this. If you have multiple customers, separate them by SDS. Remember that payloads are always global.

Q: Can you show us how to apply the profile permissions?

Shown in video.

Q: If I were restricting remote control for each DC, would I create multiple users?

Yes.

Q: Is “disable lock task mode” a function of Avalanche or of Remote Control?

It is a function of Avalanche.

Q: Can you tell/show where the logcat is located on the device? Is that the same file where the messages from API logger (i.e. logger.debug()) goes into?

It is scrapped from system memory.

Q: Just to confirm, is there no way to get access to the logcat file outside Avalanche?

Google EMM requires debug features to be locked down.

Q: Can I can enroll a team with Android 5.1; is this in Android Enterprise?

The Android Enterprise work profile began in Lollipop then more features were added in future releases.

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