

10.5.2 Interface: What's New

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Overview

[Enterprise & Standard]

Support Apple iOS

With our 10.5.2 release, Bomgar™ supports Apple iOS with Enterprise or Standard licensing. Bomgar allows support representatives to offer iOS device users administrator-configured public and private profiles for downloading to their iPhone, iPad and iPod Touch devices.

Apple iOS Configuration Profiles are XML files that contain device security policies, VPN configuration information, Wi-Fi settings, Exchange account settings, mail settings, and certificates that permit iPhone, iPod Touch, and the iPad to work with a variety of systems. For more information, please visit <http://www.apple.com/iphone/business/integration/>



After setting up an Apple configuration profile in the free Apple iPhone Configuration Utility available online from Apple Support, administrators use the /login interface in Bomgar to make the profile available to their customers. Users download and apply the content to their devices like they would any app; however, downloading the Bomgar-enabled iOS Profile is based on settings the administrator chooses, in a controlled and secure manner.

Customize Session Email Invitations in Public Portal > Customer Client

The /login interface now allows you to create custom email invitations for each public site. The Invitation Email screen now allows you to customize your message and provide unique user instructions for each public site, in any supported language. For example, a support team working with one type of OS can send invitation emails specific to that system, while another team sends invitation emails for a different user group.

[Enterprise]**Increment LSID in Management > Failover**

For Enterprise customers, the /login interface now includes the ability to increment the unique session identifier in the event of a failover circumstance.

Administrative Interface

[Enterprise & Standard]

Users & Security > User Accounts

To administer Apple iOS settings, ensure that you have enabled settings for iOS permissions. Two representative permission settings exist for iOS in **Users & Security > User Accounts**:

- Allowed to Edit iOS Profiles
- Allowed to generate access keys for sending iOS profiles

See User Accounts and Group Policies in the Administrative User's Guide for more information, at www.bomgar.com/documentation.



With appropriate permissions and using the Rep Console, a support rep may select from the iPhone profiles available and choose which one to deliver. A representative may generate an Apple iOS Access Key, choose the profile to include, and send via Email or SMS.

When configuring [settings](#), be sure to check the box **iOS Configuration Profiles Page Enabled** so you will be able to generate an access key in the Representative Console.

[Enterprise & Standard, continued]

Public Portals > Apple iOS

After setting up Apple iOS Configuration Profiles in the free Apple iPhone Configuration Utility, you are ready to configure Bomgar iOS profiles and administer Apple iOS settings in the /login interface. For detailed information on Bomgar support for Apple iOS, see the Apple iOS Technical Guide at www.bomgar.com/documentation.

In the /login interface Apple iOS screen, click **Add New Profile** to create a public or private iOS configuration profile in Bomgar.

The screenshot displays the Bomgar Admin Interface. At the top left is the BOMGAR™ logo. At the top right, there is a 'USER LOGIN' section with a globe icon, 'English (US)', 'Administrative Interface', 'Admin', and 'LOGOUT' links. Below this is a navigation menu with the following items: STATUS, MYACCOUNT, CONFIGURATION, USERS & SECURITY, REPORTS, PUBLICPORTALS (highlighted in yellow), LOCALIZATION, and MANAGEMENT. Underneath the navigation menu, there are sub-items: PUBLIC SITES, HTML TEMPLATES, FILE STORE, APPLE IOS (highlighted in yellow), EXIT SURVEYS, CUSTOMER CLIENT, and PRESENTATION. The main content area is titled 'Apple iOS :: Configuration Profiles'. It contains a note: 'NOTE: Before creating a Bomgar iOS Profile, you will need to generate a configuration file using the Apple Configuration Utility. The Apple Configuration Utility is a free download directly from Apple. You will need to export the configuration file from the tool and upload it to your Bomgar iOS Profile.' Below the note is an 'Add New Profile' button. At the bottom of the content area, a message states: 'No iOS configuration profiles currently exist.'

[Enterprise & Standard, continued]

Configure Bomgar iOS Profiles by Uploading, naming, and describing the Apple iOS Profile you created with the iPhone Configuration Utility software. This Bomgar profile name helps the user select the right profile when browsing your support portal. A checkbox allows you to make the profile public.

Selecting the checkbox to make the profile public enables a field that is visible on your public portal exposing your browsable profile content to iOS device users when they arrive at the public site.

Note that the iOS users will not see a traditional representative list or issue submission dialog when browsing the public portal. Leaving the **Public** checkbox unselected allows you to control access to the Bomgar iOS Profile you created. Users enter the access key you provide to download private profile content.

BOMGAR™ USER LOGIN

English (US) | Administrative Interface | Admin | LOGOUT

STATUS MYACCOUNT CONFIGURATION USERS & SECURITY REPORTS **PUBLICPORTALS** LOCALIZATION MANAGEMENT

PUBLIC SITES HTML TEMPLATES FILE STORE APPLE IOS EXIT SURVEYS CUSTOMER CLIENT PRESENTATION

Add iOS Configuration Profile

[Back to iOS Configuration Profiles](#)

Name

File Please choose a file to upload.
NOTE: The maximum file size is 100 KB.

Description

Public Make Profile Public

Required

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[Enterprise & Standard, continued]

Each configured Bomgar iOS Profile appears as a public or private setting profile. You can also edit or delete the profiles from this screen.

Note that the underlying Apple iOS Profile must be altered using the Apple iPhone Configuration Utility to change device security policies you wish to distribute to iOS device users.

STATUS	MYACCOUNT	CONFIGURATION	USERS & SECURITY	REPORTS	PUBLICPORTALS	LOCALIZATION	MANAGEMENT
	PUBLIC SITES	HTML TEMPLATES	FILE STORE	APPLE iOS	EXIT SURVEYS	CUSTOMER CLIENT	PRESENTATION

Apple iOS :: Configuration Profiles

Item "Demo-Calendar-and-WiFi" was successfully added.

NOTE: Before creating a Bomgar iOS Profile, you will need to generate a configuration file using the Apple Configuration Utility. The Apple Configuration Utility is a free download directly from Apple. You will need to export the configuration file from the tool and upload it to your Bomgar iOS Profile.

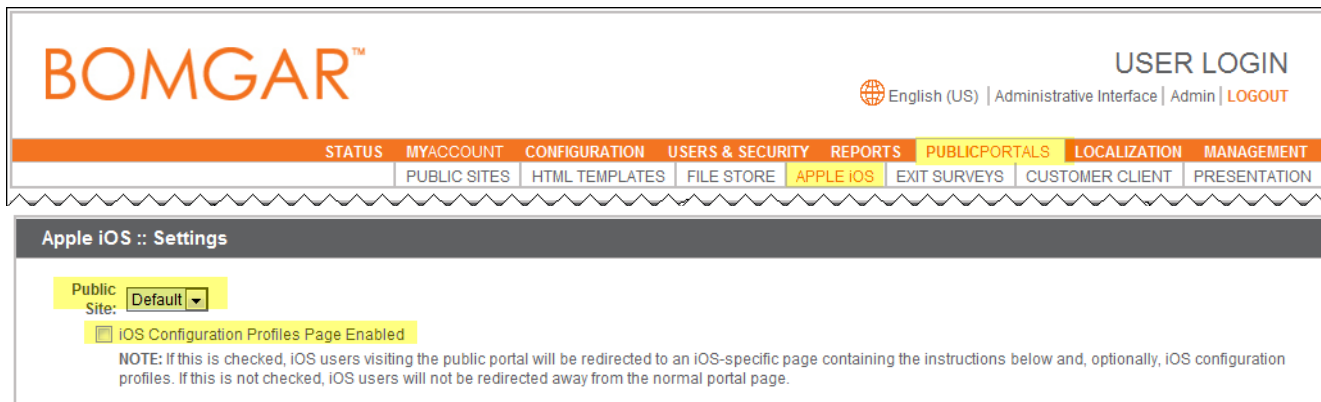
[Add New Profile](#)

Name	Public		
Demo-Calendar-and-WiFi	No	Edit	Delete

[Enterprise & Standard, continued]

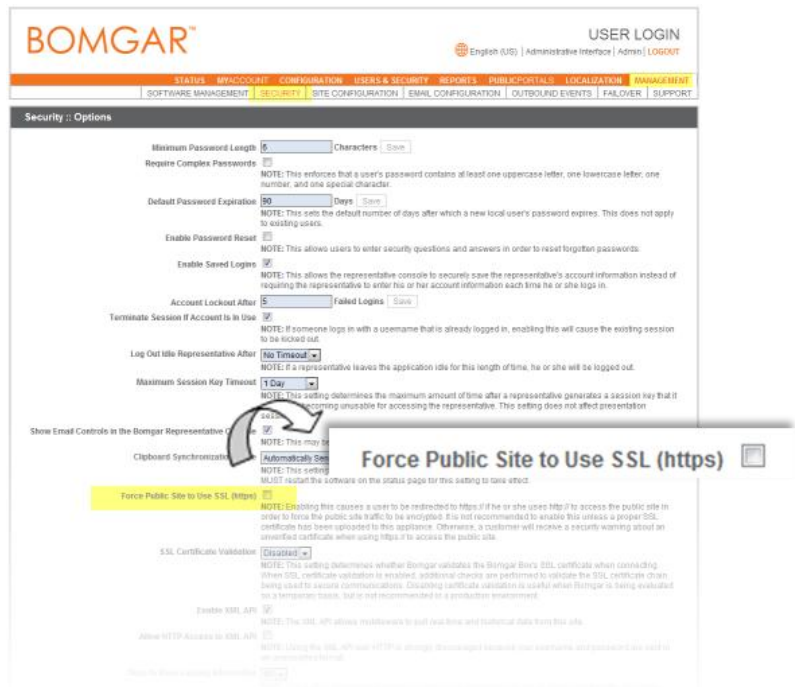
The Settings screen contains a dropdown selection allowing you to set the Public Portal/Site from those sites you have configured in the Public Sites screen. Checking the box to enable the iOS Configuration Profiles Page enables Apple iOS device users accessing the public portal to get redirected to your specific instructions and, if you so direct, your iOS configuration profiles.

Note that leaving the box unchecked prevents redirection when a user visits your public portal. The checkbox for **iOS Configuration Profiles Page Enabled** also enables you to generate an Apple iOS Profile access key in the Representative Console.



Note that you may set SSL via the **Force Public Site to Use SSL** checkbox setting within Bomgar Security: >Management >Security. Selecting this security setting forces an iOS device user downloading your configured profile to download over HTTPS.

If this setting is not selected, downloads occur over HTTP.




[Enterprise & Standard, continued]

The Portal screen allows you to name your portal and provide details on user options. When an iPhone user browses to the public site, any special instructions help direct the user to get assistance, such as providing a telephone number.

The screenshot displays the BOMGAR user interface. At the top left is the BOMGAR logo. At the top right, there is a 'USER LOGIN' section with a globe icon, 'English (US)', 'Administrative Interface', 'Admin', and a 'LOGOUT' link. Below this is a navigation menu with the following items: STATUS, MYACCOUNT, CONFIGURATION, USERS & SECURITY, REPORTS, PUBLICPORTALS (highlighted in yellow), LOCALIZATION, and MANAGEMENT. A secondary menu below that includes PUBLIC SITES, HTML TEMPLATES, FILE STORE, APPLE IOS (highlighted in yellow), EXIT SURVEYS, CUSTOMER CLIENT, and PRESENTATION. The main content area is titled 'Apple iOS :: Portal' and contains two sections. The first section is labeled 'Title' and has a dropdown menu set to 'custom English (US) en-us' and a 'Localization Interface' link. Below this is a text input field containing 'My Company iOS' and a 'Save' button. The second section is labeled 'Message' and has a dropdown menu set to 'custom English (US) en-us' and a 'Localization Interface' link. Below this is a text area containing the text 'This is a list of iOS configuration options available.' with a vertical scrollbar and a 'Save' button.

[Enterprise & Standard, continued]

The Invitation Email screen allows you to customize your message for iOS users and provide unique user instructions for the iOS public site. For example, some of your customers may get specific, private profiles you describe via a session key you provide. Bomgar also provides a default iOS message.



USER LOGIN

English (US) | Administrative Interface | Admin | LOGOUT

STATUS
MYACCOUNT
CONFIGURATION
USERS & SECURITY
REPORTS
PUBLICPORTALS
LOCALIZATION
MANAGEMENT

PUBLIC SITES
HTML TEMPLATES
FILE STORE
APPLE iOS
EXIT SURVEYS
CUSTOMER CLIENT
PRESENTATION

Apple iOS :: Invitation Email

Subject custom English (US) en-us Localization Interface

Access Key from %REP_NAME%

NOTE: You may include %REP_NAME% in the above text which will be replaced with the representative's name.

Body custom English (US) en-us Localization Interface

%REP_NAME% would like you to send you content for your iPhone or iPad device. To receive it, please tap the link below and follow the links presented for each item.

%SESSION_KEY_URL%

If you have a problem with the above link, you may also try entering the access key %SESSION_KEY% in the access field of the support portal website at %PUBLIC_SITE_URL% using your iPhone or iPad device.

NOTE: The following macros may be used in the body:

Macro	Purpose
%REP_NAME%	The display name of the representative.
%SESSION_KEY%	The session key the customer can enter in the Session Key field on the public portal.
%SESSION_KEY_URL%	The URL to which the customer can go to retrieve the content.
%PUBLIC_SITE_URL%	The URL of the public portal selected by the representative.

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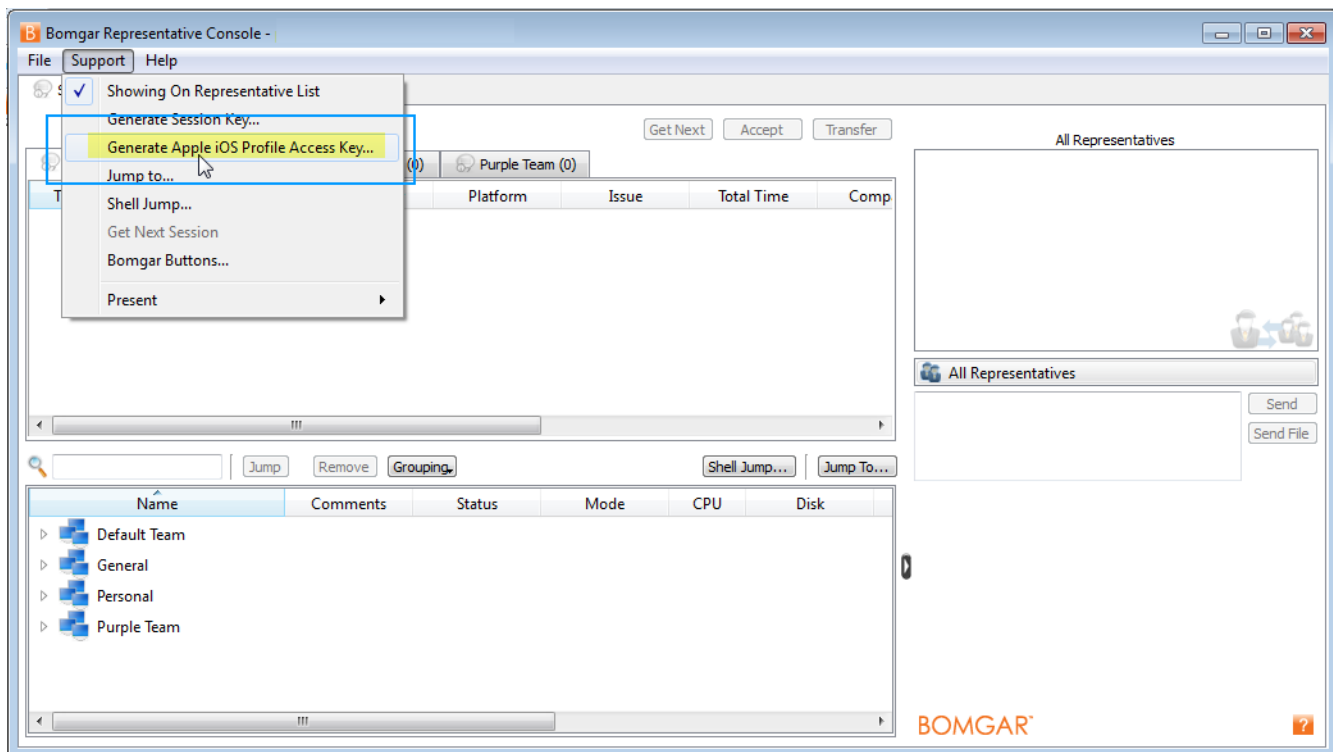
www.bomgar.com

Representative Console

[Enterprise & Standard]

Support > Generate Apple iOS Profile Access Key...

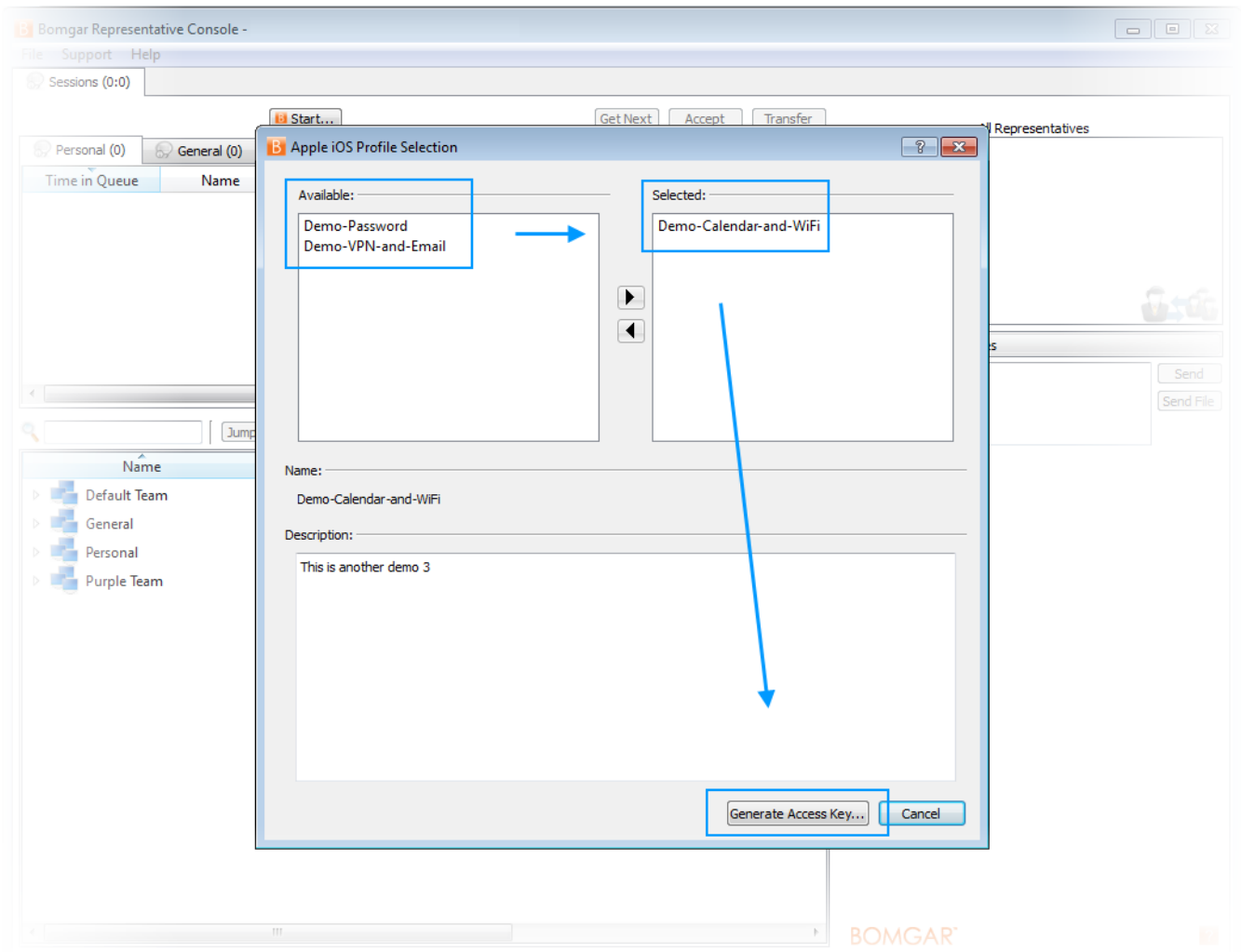
Representatives send iOS device users access keys to allow them to obtain private profile content via their devices. After configuring the representative user account in the /login interface for iOS profile permissions, a new menu item appears in the Representative Console Support menu. Click **Support**, then **Generate Apple iOS Profile Access Key....** Log off and then back on if **Generate Apple iOS Profile Access Key...** does not appear after setting your configuration in the /login interface.



When you select **Generate Apple iOS Profile Access Key**, the Apple iOS Profile Selection screen opens.

[Enterprise & Standard, continued]

In the Apple iOS Profile Selection screen, you can select any profiles available from the Apple iOS Profiles previously configured and uploaded in the /login interface, to make them available to your iOS device user. You may select multiple public or private profiles to distribute via your iOS-browsable portal.



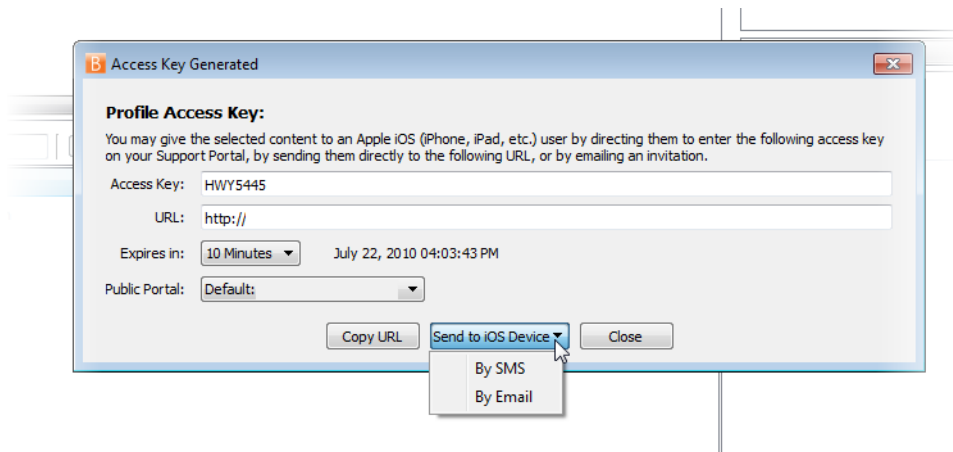
Click the **Generate Access Key...** button to produce options for your user to get the selected profiles the administrator has marked as private.

[Enterprise & Standard, continued]

The representative chooses whether to request that the user enter the generated access key on your support portal, send them directly to the supplied URL, or email them your customized invitation.

An expiration dropdown box allows you to select how long the generated access key may be used to access private profiles. Use the Public Portal dropdown selection box to conveniently select from Public Portals you may have configured.

Click Send to iOS Device to select from conventional email or SMS format.



iOS User Experience

For the user, enabling Bomgar support is easy. The portal detects the incoming mobile browser request. Adding the necessary content is the same as downloading an app.

The Apple iOS device user arrives at your support portal based on the method your representative selects.

Users browse available profiles or enter access keys, then view specific profile descriptions you set in the /login interface.

Clicking the Install button in the iOS device profile opens a warning dialog informing the user that changes will be made in device settings. Choosing Install Now applies the profile.




Administrative Interface

[Enterprise & Standard]

Public Portal > Customer Client

Enterprise and Standard customers may fully customize emails used to initiate sessions, using the Customer :: Invitation Email Screen. The remote support session invitation email is fully customizable by administrators in the /login interface.

You may create custom email invitations for each public site, providing unique information or user instructions for each public support site. For example, a support team working with one type of OS can send Invitation Emails specific to that system, while another team sends Invitation Emails for a different user group. Bomgar provides macros in the screen to make customization easier. Invitation Emails can be customized in any supported language.



USER LOGIN

English (US) | Administrative Interface | George | LOGOUT

STATUS
MYACCOUNT
CONFIGURATION
USERS & SECURITY
REPORTS
PUBLICPORTAL
LOCALIZATION
MANAGEMENT

PUBLIC SITE
HTML TEMPLATE
FILE STORE
APPLE iOS
EXIT SURVEYS
CUSTOMER CLIENT
PRESENTATION

Customer :: Invitation Email

Subject Localization Interface

custom English (US) en-us

Remote Support Invitation from %REP_NAME% Save

NOTE: You may include %REP_NAME% in the above text which will be replaced with the representative's name.

Body Localization Interface

custom English (US) en-us

%REP_NAME% would like to start a support session with you. To do so, please click on the link below and follow the online instructions.

%SESSION_KEY_URL%

Bomgar enables a support representative to view your screen in order to assist you. Session traffic is fully encrypted to protect your system's data. Once a session has begun, you will be able to end it at any time.

Powered by %PRODUCT%

Save

NOTE: The following macros may be used in the body:

Macro	Purpose
%REP_NAME%	The display name of the representative.
%SESSION_KEY%	The session key the customer can enter in the Session Key field on the public portal.
%SESSION_KEY_URL%	The URL to which the customer can go to start a session.
%PUBLIC_SITE_URL%	The URL of the public portal selected by the representative.

[Enterprise]**Increment LSID in Management > Failover**

For Enterprise customers, the /login interface now includes the ability to increment the unique session identifier in the event of a failover circumstance. Set the minimum value to increase the identifier count of LSID events in the backup appliance thus avoiding duplication of primary appliance event ids.

STATUS	MYACCOUNT	CONFIGURATION	USERS & SECURITY	REPORTS	PUBLICPORTALS	LOCALIZATION	MANAGEMENT
SOFTWARE MANAGEMENT	SECURITY	SITE CONFIGURATION	EMAIL CONFIGURATION	OUTBOUND EVENTS	FAILOVER	SUPPORT	


Failover :: Primary Site Instance Status

This is the PRIMARY site instance for support.example.com

The last data-sync was successfully pulled by support.example.com at 2010-08-09 16:28:38 CDT (Refresh Status)

Send Alert if No Data-Sync is Pulled

NOTE: You should set this alert time to something greater than the data-sync interval configured below.

Status History 

Failover :: Primary Site Instance Configuration

Data-Sync Interval

NOTE: Any existing backup site instance(s) will not begin to sync on this interval until they perform their next data-sync on the previous interval. You may wish to log into a backup site instance and press the "Sync Now" button.

Data-Sync Bandwidth Limit

NOTE: All backup site instances will use this bandwidth limit. Any existing backup site instance(s) will not begin to use this bandwidth limit until after they perform their next data-sync. You may wish to log into all backup site instances and press the "Sync Now" button.

Minimum LSID Increase

NOTE: Enter the minimum amount to increase the LSID count in case of a failover event. This value allows a backup appliance that has become the new primary appliance to generate new LSID events while avoiding duplicate LSID's that may have already been generated on the old primary appliance. It is advised to only change this number as directed by Bomgar Support.

Shared Select the IP addresses to use when failing over. These IP addresses will be enabled by the backup site instance when it becomes the primary site instance. They will be IPs disabled when the primary site instance becomes the backup site instance. An existing backup site instance will not begin to use these shared IP addresses until after it

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