

**BOMGAR™**

**Supporting Apple iOS Devices**  
Technical Guide

## **Thank you for using Bomgar.**

At Bomgar, customer service is a top priority. Help us provide you with excellent service. If you have any feedback, including any manual errors or omissions, please send an email to [feedback@bomgar.com](mailto:feedback@bomgar.com).

## Supporting Apple iOS Devices

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## Supporting Apple® iOS

Bomgar supports Apple iOS configuration profile distribution with Enterprise and Standard licensing, allowing support representatives to offer public and private, administrator-configured profiles to iOS device users 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/>.



### Use Case for Apple iOS Support

Suppose an executive needs to access her corporate email on an iPad™ or iPhone®. Apple iOS device users may gain access to your important configuration profiles beginning with our 10.5.2 release. Administrators may make profiles available to iPhone, iPad, or iPod Touch users. Device users gain access to secure, controlled profile content.


## Administration Set-Up Summary

After creating an Apple configuration profile in the free Apple iPhone Configuration Utility for Windows or Mac, available on Apple's iPhone Support website, administrators use the Administrative interface in Bomgar (the /login web interface) to make the profile available to your users. Users download and install the profiles to their devices based on settings the administrator chooses, in the manner determined by the administrator.


**Apple iOS :: Configuration Profiles**

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 in preparation for uploading it to a profile below.

[Add New Profile](#)



**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 :: Configuration Profiles**

NOTE: Before creating a new 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 in preparation for uploading it to a profile below.

[Add New Profile](#)

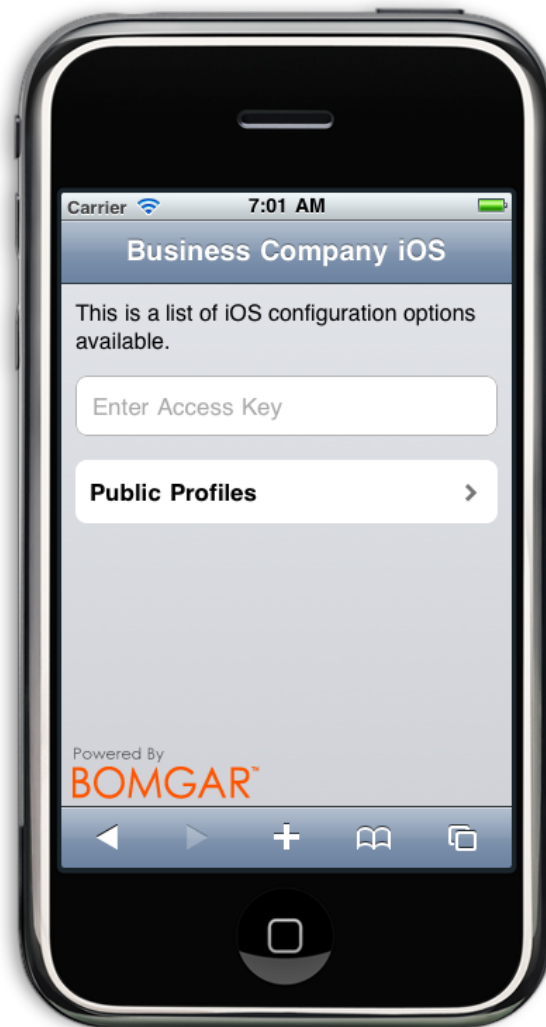
Name	Public		
Email	No	<a href="#">Edit</a>	<a href="#">Delete</a>
Password Policy	Yes	<a href="#">Edit</a>	<a href="#">Delete</a>
Standard Policy	Yes	<a href="#">Edit</a>	<a href="#">Delete</a>
VPN Access	No	<a href="#">Edit</a>	<a href="#">Delete</a>

## Customer-Initiated Support

Customers on Apple iOS devices may obtain your public or private profiles by browsing to your support portal and either browsing the public profiles available or by entering a key provided by your representative to browse private, secure profiles.

After you configure your support portal for iOS, your portal detects the incoming Apple iOS device, and presents an iOS page containing your profiles or further instructions to obtain private profiles.

Installing a profile is easy because the interface is familiar to iOS device users.

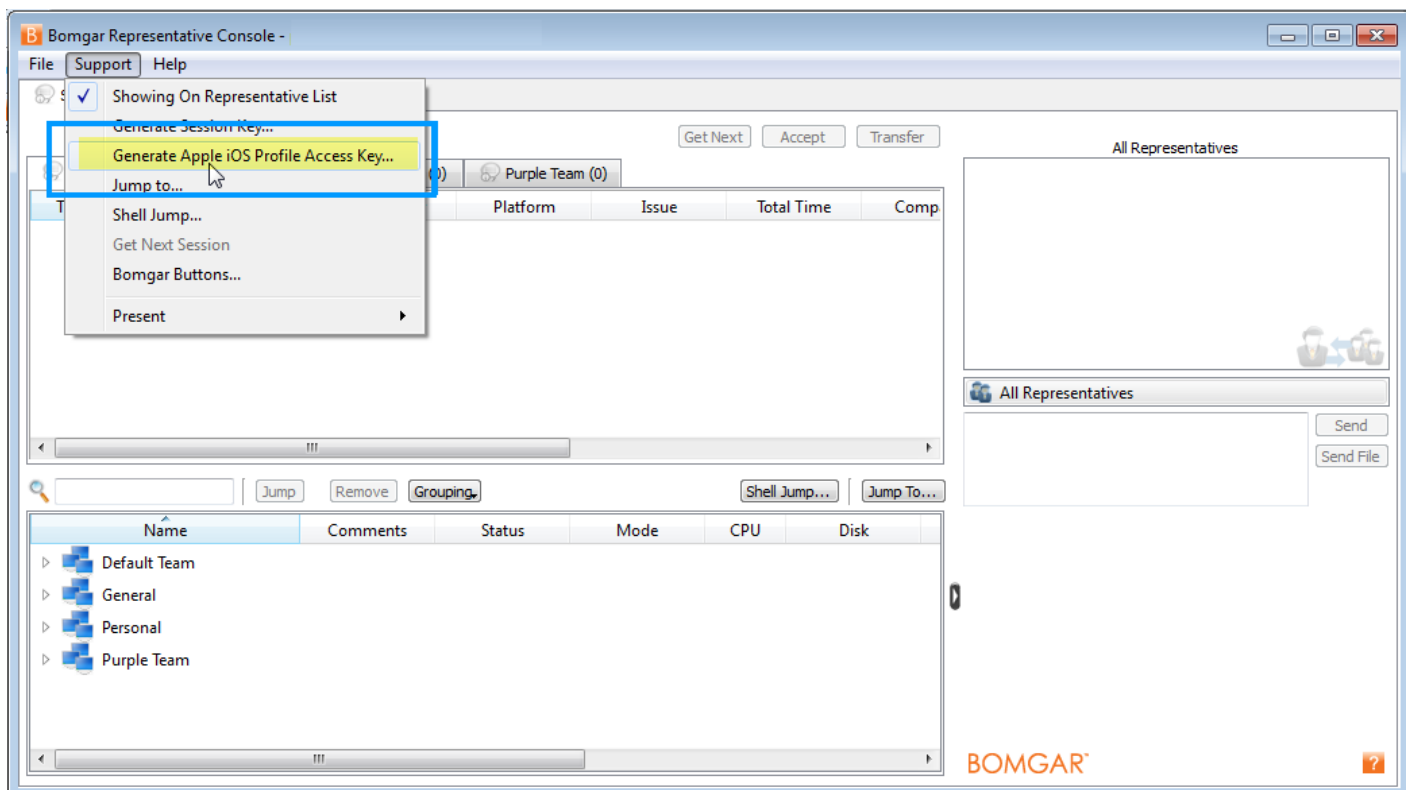


## Representative-Initiated Support Options

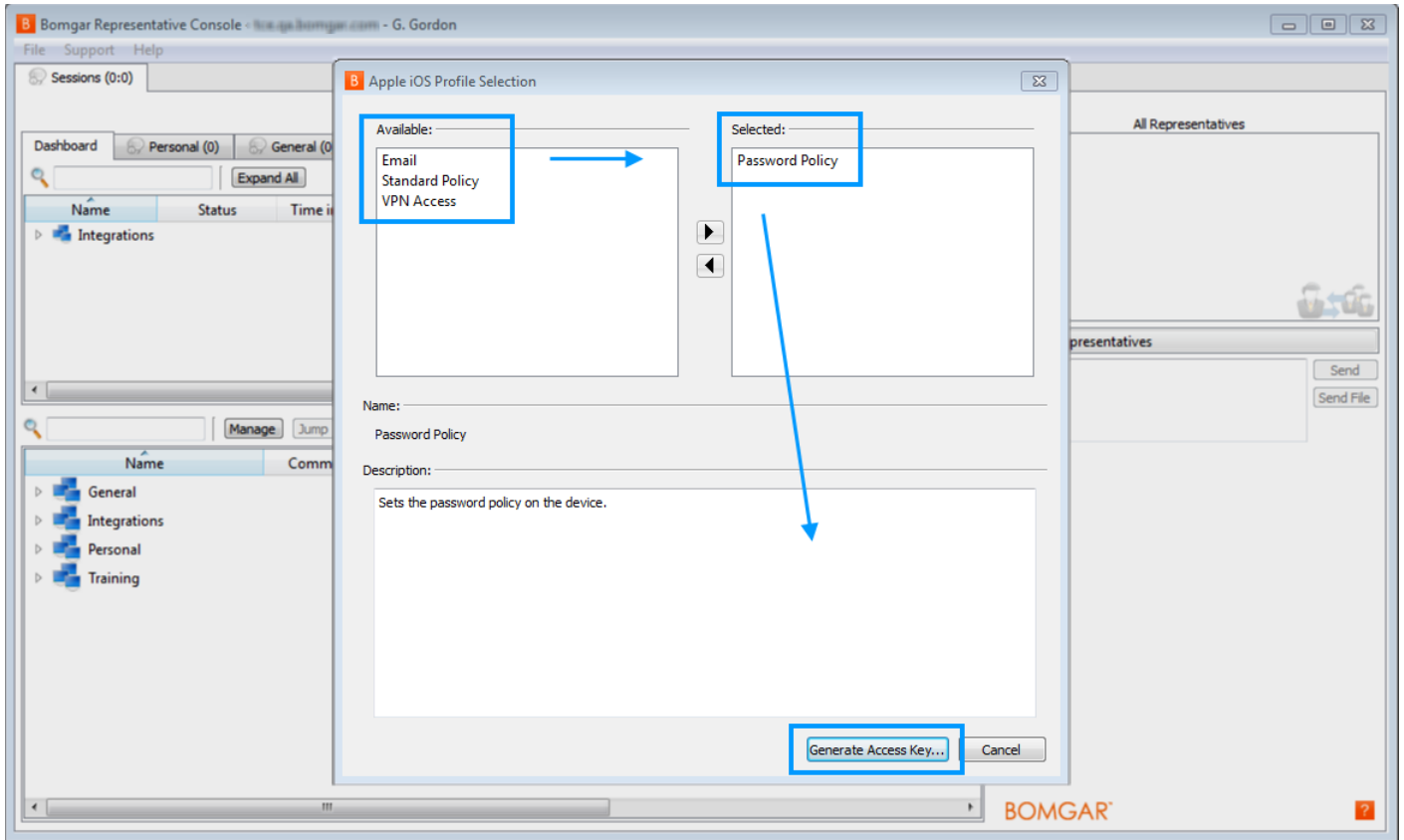
Users of iOS devices may browse to your public support site to access public profiles, or you may send a special access key they must enter to access a representative-determined collection of public and private profiles.

In the representative console, select the **Support > Generate Apple iOS Profile Access Key** menu item to generate an access key and send an invitation message to an iOS device user. The invitation message will contain a link to your iOS support portal. While public profiles can be accessed either directly from the support portal or by access key, private profiles are only accessible using a key.

Note that if the **Generate Apple iOS Profile Access Key** menu item does not appear in the representative console, you may need to verify or change representative permissions then log out and log back in to the representative console so the permissions will take effect. See "iOS Administrative User Permissions" on page 10.



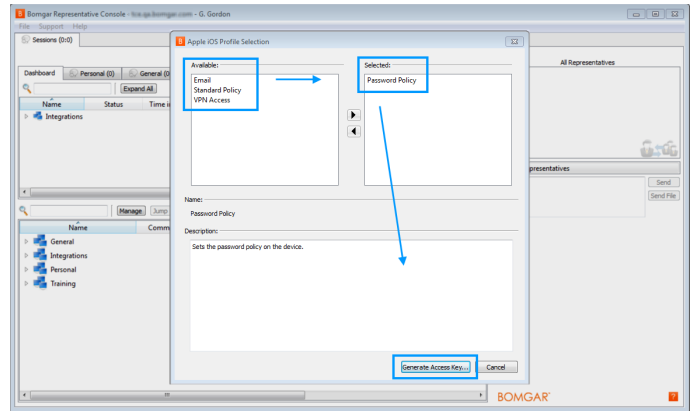
When you select **Generate Apple iOS Profile Access Key...**, the Apple iOS Profile Selection interface opens.



## Apple iOS Profile Selection

In the Apple iOS Profile Selection interface, you can select multiple profiles available from the Apple iOS Profiles previously configured and uploaded in the /login administrative interface.

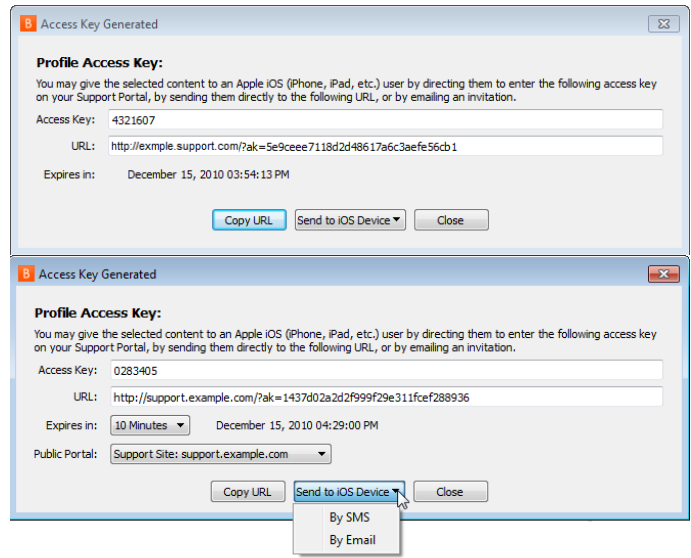
Click the **Generate Access Key...** button to produce options for your iOS device user to get the selected profiles. Producing an access key to be given to your iOS device user will allow them to obtain the selected profiles, regardless of whether the profile was marked as public or private.



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

With Enterprise licensing, 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 have configured.

In Enterprise and Standard licensing, click **Send to iOS Device** for a dropdown selector to choose conventional email or SMS format.



## iOS Administrative User Permissions

Two iOS permission settings exist for administrative representative configuration. In the /login administrative interface, select **Users & Security > User Accounts** and/or **Group Policies**.

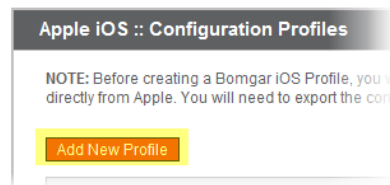


- **Allowed to edit iOS Profiles** enables the support representative to make changes to the Bomgar iOS Profiles in the /login administrative interface. For example, a profile may require renaming, a revised description, or modification of the access level from public to private and vice-versa. You may also wish to change the public or private status of the profile.
- **Allowed to generate access keys for sending iOS profiles** enables the support representative to use the representative console to provide unique, time-sensitive access keys for public and private profile access.

## Add a Bomgar iOS Profile

After setting up and exporting a configuration profile from Apple's free iPhone Configuration Utility, use the /login administrative interface in Bomgar to make the profile available. You may find the iPhone Configuration Utility on Apple's iPhone Support website.

On the Administrative interface's Apple iOS page, click **Add New Profile** to add a public or private iOS configuration profile in Bomgar.



## Configure Bomgar iOS Profile

Upload, name, and describe the Apple iOS Profile you created with the iPhone Configuration Utility software. This Bomgar profile name should help the user select the right profile when browsing your support portal.

**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** Agent1

**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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Check the **Public** checkbox to make the profile appear in a list visible to any iOS user that browses your public portal. 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 unchecked allows you to restrict access to the iOS Profile you created. To download private profile content, users must enter an access key you generate in the representative console.

Once you have configured iOS Profiles, you are ready to configure access to one or more portals and an invitation email, all with localization support.

**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

### 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	Edit	Delete
Demo-Calendar-and-WIFI	No	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

## Configure Public Portal

As an Enterprise licensed customer, you are allowed to enable or disable the iOS portal and configure different localizable messages for each public site you have defined on the **Public Sites** page. The **Apple iOS :: Settings** section contains a dropdown list for you to select the public site you want to configure.

The screenshot shows a navigation menu at the top with the following items: STATUS, MYACCOUNT, CONFIGURATION, USERS & SECURITY, REPORTS, PUBLICPORTALS, LOCALIZATION, and MANAGEMENT. Below this is a secondary menu with PUBLIC SITES, HTML TEMPLATES, FILE STORE, APPLE IOS, EXIT SURVEYS, CUSTOMER CLIENT, and PRESENTATION. The main content area is titled "Apple iOS :: Settings" and contains a dropdown menu for "Public Site:" set to "Default". Below the dropdown is a checkbox labeled "iOS Configuration Profiles Page Enabled". A note below the checkbox states: "NOTE: If this is checked, iOS users visiting the public portal will be redirected to an iOS-specific page containing the instructions below and, optionally, iOS configuration profiles. If this is not checked, iOS users will not be redirected away from the normal portal page."

Checking the box **iOS Configuration Profiles Page Enabled** will cause Apple iOS device users accessing the selected public site to be redirected to your iOS portal containing your instructions, your public iOS configuration profiles, and an access key submission field if you have configured any private profiles.

If the **iOS Configuration Profiles Page Enabled** checkbox is not checked for a certain public site, iOS device users visiting that public site will not be redirected to an iOS-specific portal; they will see the traditional portal. If none of your public sites have the **iOS Configuration Profiles Page Enabled** checkbox checked, then the **Generate Apple iOS Profile Access Key** option will not be visible on the **Support** menu in the representative console.

You must have the Administrator permission in order to view and configure the **Apple iOS :: Settings** section.

## Security

To ensure that configuration profiles are downloaded to iOS devices over an encrypted HTTPS connection, you must check the **Force Public Site to Use SSL** checkbox on the **Management > Security** page of the /login administrative interface. Otherwise, profile downloads will occur over unencrypted HTTP connections.



## Configure Portal Instructions

The **Apple iOS :: Portal** section allows you to provide the localized title and instruction you want displayed on your iOS portal for the selected public site.

The instructions you enter should provide the user with any special instructions they should follow in order to obtain assistance. Telephone numbers you enter in the instructions will be automatically displayed as links on the portal page--assuming you use a telephone number format comprehensible to the mobile Safari browser--and iPhone users can simply tap the link in order to dial the number.

The screenshot shows a web-based configuration interface. At the top, there is a navigation bar with several tabs: STATUS, MYACCOUNT, CONFIGURATION, USERS & SECURITY, REPORTS, PUBLICPORTALS, LOCALIZATION, and MANAGEMENT. Below this, a secondary navigation bar contains: PUBLIC SITES, HTML TEMPLATES, FILE STORE, APPLE IOS (highlighted), EXIT SURVEYS, CUSTOMER CLIENT, and PRESENTATION. The main content area is titled "Apple iOS :: Portal" and contains two sections for localization. The first section, labeled "Title", has a dropdown menu set to "custom English (US) en-us" and a text input field containing "My Company iOS". To the right of the input field is a "Save" button. The second section, labeled "Message", also has a dropdown menu set to "custom English (US) en-us" and a text area containing "This is a list of iOS configuration options available." To the right of the text area is another "Save" button. The word "Localization Interface" appears in orange text to the right of each section's dropdown menu.

## Configure Invitation Email

The **Invitation Email** section allows you to customize the public site-specific, localized email message subject and body that can contain placeholders for the representative name, a public site URL, an access key, an access key URL, as well as any general instructions or messages you wish the user to read. The message can be generated and sent to an iOS user from the **Access Key Generated** dialog in the representative console. The representative console will attempt to create the message in the representative's default email client.

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

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**Apple iOS :: Invitation Email**

Subject: custom English (US) en-us Localization Interface

Access Key from %REP\_NAME% Save

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 to send you content for your 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 device.

--

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 retrieve the content.
%PUBLIC_SITE_URL%	The URL of the public portal selected by the representative.

## iOS User Experience

For the user, downloading and installing configuration profiles is easy.

The iOS device user may arrive at the home page of your support portal by entering a public site address provided to them over the phone. The portal detects the incoming browser request is from an iOS device and displays your iOS portal instead of the standard portal. Users may then browse available public profiles or enter access keys, then view specific profile descriptions you set in the /login administrative interface.

If the user arrives to your support portal using a link given to them through an email or SMS generated through the representative console, they will be taken to a page listing the collection of profiles that the support representative chose for them. They may also arrive at this page by entering an access key on the home page which was given to them by the support representative. The access key is subject to the expiration time given when the key was generated.

The user may install a profile by choosing one from the public profiles or from a collection accessible via an access key. The support portal will present the description that was assigned to the profile in the /login administrative interface and an **Install** button.

Next, iOS displays its own dialog containing details about the contents of the profile and another **Install** button. Tapping this **Install** button opens a warning dialog informing the user that changes will be made to their device settings. Choosing **Install Now** applies the profile.



## Disclaimers, Licensing Restrictions and Tech Support

### Disclaimers

This document is provided for information purposes only. Bomgar Corporation may change the contents hereof without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. Bomgar Corporation specifically disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. The technologies, functionality, services, and processes described herein are subject to change without notice.

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### Licensing Restrictions

One Bomgar license enables one support representative at a time to troubleshoot an unlimited number of remote computers, whether attended or unattended.\* Although multiple accounts may exist on the same license, two or more licenses (one per concurrent support representative) are required to enable multiple support representatives to troubleshoot simultaneously.

\*Starter Service accounts are limited to 25 Jumpoints and/or Jump Clients per site. Starter Service accounts do not provide screen or command prompt recordings.

### Tech Support

At Bomgar, we are committed to offering the highest quality service by ensuring that our customers have everything they need to operate with maximum productivity. If you ever need help with a Bomgar solution, please contact Bomgar technical support:

- Toll-free: 1.877.8BOMGARx2
- International: +01.601.519.0123 x2
- General Email: [support@bomgar.com](mailto:support@bomgar.com)
- EMEA Region: [emea.support@bomgar.com](mailto:emea.support@bomgar.com)
- APAC Region: [apac.support@bomgar.com](mailto:apac.support@bomgar.com)

Technical support is provided with annual purchase of our maintenance plan.