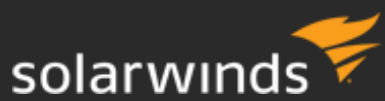




GETTING STARTED GUIDE

# Mobile Admin

Version 8.2



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Retrieve the latest version from: [https://support.solarwinds.com/Success\\_Center/Mobile\\_Admin/Mobile\\_Admin\\_Documentation](https://support.solarwinds.com/Success_Center/Mobile_Admin/Mobile_Admin_Documentation)

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# Install the Mobile Admin Server

The download link provided in your registration email directs you to the installer for the Mobile Admin Server. This server component of the application must be installed on a computer running Microsoft Windows inside your network. We recommend Windows 2008 R2 for 64 bit computers and Windows 2003 for 32 bit computers. The Mobile Admin Server can also be installed on a virtual machine.

For trial purposes, the Mobile Admin Server will run on most Windows operating systems, including XP and Windows 7.

1. Run the installer on the selected Microsoft Windows computer. This computer becomes the Mobile Admin Server.
2. When prompted by the installer, enter the activation key supplied in the SolarWinds customer portal.
3. When the installer completes, the Integrity Checklist will appear. The Integrity Checklist verifies the installation for readiness and provides a list of potential issues, such as local ports being blocked by the Windows firewall. After addressing the issues, you can rerun the Checklist. When the Checklist shows the installation is ready, click the Launch button to open a browser window containing links to the Mobile Admin Web interface and to the product documentation.
4. The browser will display the Next Steps page. Look to the right to find the Actions header.

Below this header, you will find a link to the Mobile Admin Web Interface. We recommend using the Web interface for the initial configuration of Mobile Admin. The Web interface opens to a domain logon screen for access to the Mobile Admin application.

 The first account credentials used to log on to Mobile Admin will automatically be assigned the role of Mobile Admin Administrator. This is an application administration role with Mobile Admin. By default, this will be the only account with this role. Subsequent users can be promoted to the Mobile Admin Administrator role. We recommend having a minimum of two Mobile Admin Administrators.

5. When the Web interface presents the logon screen, enter your domain credentials.

# Install the Mobile Admin Client on your mobile device

After the Mobile Admin Server is installed and running, you can install the Mobile Admin client on your mobile devices.


## ANDROID AND BLACKBERRY

**For Android and for BlackBerry devices**, there are two options for the client installation.

### OPTION 1

The appropriate client can be installed directly from the Mobile Admin Server. To install directly from the Mobile Admin Server, the devices require a network connection to the Mobile Admin host. This can be a WiFi network connection that can resolve the Mobile Admin hostname or IP address. This can also be the BES/MDS for BlackBerry.

1. Launch the device browser and navigate to `http://hostname:4054`, where hostname is the hostname or IP address of the Mobile Admin Server host.

 The Windows firewall could be blocking the connections to the Mobile Admin application. Please ensure that port 4054 is open on the Mobile Admin Server host. The Mobile Admin client connects to the server through this port.

2. The browser should resolve to a page on the Mobile Admin Server. The Mobile Admin Server will automatically detect the device type and present a download link for the appropriate client version. Select the client download link to download and install the Mobile Admin client.
3. When the installation process completes, find and launch the application labeled Mobile Admin.

### OPTION 2

The appropriate client can be installed from the platform respective application store, namely Google Play and the BlackBerry App World.

1. Search for Mobile Admin.
2. When the installation process completes, find and launch the application labelled Mobile Admin.

## APPLE DEVICES

For Apple devices, the Mobile Admin client for iOS devices must be installed from the App Store.

1. Search for Mobile Admin.  
When the installation process completes, find and launch the application labeled Mobile Admin.

When the client application is first launched (and the EULA has been accepted), the client settings page will be displayed. The Mobile Admin Server field requires the hostname or IP address of your Mobile Admin Server. Enter the hostname or IP address and select Connect from the device menu. This resolves to the logon page at the Mobile Admin Server. Enter your Windows domain credentials to authenticate to Mobile Admin and to the network. A successful log on leads to the Mobile Admin home screen. From here, you can begin to use the client to manage a variety of hosts on the network.

# Managing a Host

Now that the client has been installed on the mobile device, the next step is to learn how to manage a host using Mobile Admin.

1. A successful log on will display the Mobile Admin home screen. From the Mobile Admin home screen, select Manage Hosts.
2. At this point, the list will display one host that has already been added to the Mobile Admin database. This is the Mobile Admin Server host itself. To begin managing this host, Select it from the list. Select can be a tap for touch screen devices or a menu option for non-touch screen devices.
3. Mobile Admin will now automatically detect any services or applications that it can manage on the selected host.
4. A list of icons will appear for all of the services and applications that Mobile Admin has detected.
5. Proceed by selecting one of the service or application icons listed. Users often begin by selecting Event Logs or Services from a Windows server.
6. From the Manage Hosts list, you will find options for adding more hosts or servers to the list. Hosts can be imported from Active Directory and can be added manually by specifying an IP address or a hostname.

# Managing a Service

In some cases, you will want to access a network service or application, such as Active Directory. Mobile Admin offers the Manage Services option for this type of access.

1. From the Mobile Admin home screen, select Manage Services to open the Manage Services list. On first run, Mobile Admin will populate a few links for you, like Events Logs for the Mobile Admin Server host.
2. In the list, find the Add Service... link at the top and select it to begin the process of adding a new service to your list.
3. Mobile Admin will now display a list of all the services that it supports. Select a service that you want to manage to proceed.
4. The Add Service screen will appear. Enter the appropriate hostname or IP address and credentials information for the service type selected.
5. Click Add. Mobile Admin will attempt to verify that the service exists for the provided host information.
6. When the service is found, a new service link is added to your Manage Services list. Clicking that item will open Mobile Admin's interface for the specified service.



# Advanced Setup Guide

Certain servers, like the BlackBerry Enterprise Server or Exchange server, may require some additional tools to be installed before they can be managed with Mobile Admin. Please refer to the [Configuring Specialized Servers](#) section of the online documentation for further details.

If at any time, you have any questions around the installation or usage of Mobile Admin, please contact our support team.

# Getting Started with the Mobile Admin Dashboard

**For BlackBerry users**, getting started with the Dashboard is a two step process:

- configure the Mobile Admin Server to send notifications
- configure feeds for the network

To configure the Mobile Admin Server to send notifications, log on to Mobile Admin and go to Configuration > Options > Dashboard Options. Enter the URL to the BES MDS-Connection Service web page in the BES hostname field.

This is typically `http://hostname:8080`, where hostname is either the hostname or IP address. The hostname or IP address must be resolvable by the underlying operating system on the Mobile Admin Server. After entering the URL, select a notification interval.

To configure a feed for the Dashboard with the device, log on to Mobile Admin. Select Manage Dashboard Feeds. On first launch, the page will display a single option to Add New Feed.

Selecting Add New Feed will display a list of the Dashboard's supported services. Choose a service from the list. Enter the hostname or IP address for the server from which the Mobile Admin Server will collect the feed. Select Continue from the device menu. A list of available feeds or saved search parameters will be displayed. Select an item from the list. You may edit the name of the feed and add optional information for this feed, such as, a contact phone number or a related URL.

Select Save from the menu to add the feed to your Dashboard. Click the OK button to acknowledge the addition. This new feed is now available and usable from the device. Repeat this process to add other feeds.

**For Android and for iPhone users**, getting started with the Dashboard is a one step process:

- configure feeds for the network

To configure a feed for the Dashboard with the device, log in to Mobile Admin. Select Manage Dashboard Feeds. On first launch, the page will display a single option, to Add New Feed. Selecting Add New Feed will display a list of the Dashboard's supported services. Choose a service from the list. Enter the hostname or IP address for the server from which the Mobile Admin Server will collect the feed. Select continue from the device menu. A list of available feeds or saved search parameters will be displayed. Select an item from the list. You may edit the name of the feed and add optional information for this feed, such as, a contact phone number or a related URL. Select Save from the menu to add the feed to your Dashboard. Click the OK button to acknowledge the addition. This new feed is now available and usable from the device. Repeat this process to add other feeds.

The Mobile Admin Server is expected to use its Internet access to send feeds to the devices. No server side configuration is required.

# Further Resources

- [Mobile Admin Trial Resource Page](#)
- [Client Guide](#)
- [Server Guide](#)
- [Knowledge Base](#)