



GETTING STARTED GUIDE

Mobile Admin

Version 8.2

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Table of Contents

Install Mobile Admin Server	4
Install the Mobile Admin Client on your mobile device	5
Android and BlackBerry devices	5
Install from the Mobile Admin Server	5
Install from an application store	5
Apple devices	6
Manage a host	7
Manage a service	8
Advanced setup	9
Get started with the Mobile Admin dashboard	10
BlackBerry users	10
Configure the Mobile Admin Server to send notifications	10
Configure a feed for the Dashboard with the device	10
Android and Apple iPhone users	11
Additional resources	12

Install Mobile Admin Server

The download link included with your registration email directs you to the installer for Mobile Admin Server. Install this software on a server inside your network running Microsoft® Windows Server®. SolarWinds recommends Windows Server® 2008 R2 for 64 bit computers and Windows Server 2003 for 32 bit computers. Mobile Admin Server can also be installed on a virtual machine.

i To evaluate Mobile Admin, you can install the software on systems running most Windows operating systems, including Windows 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.
4. 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.
5. 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. SolarWinds recommends using the Web interface for the initial configuration of Mobile Admin. The Web interface opens to a domain logon screen to access the Mobile Admin application.

i 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.

6. When the Web interface presents the logon screen, enter your domain credentials.
7. Log in to the web interface.

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 devices

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

Install from the Mobile Admin Server


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.
2. 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.

The web 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.

3. Select the client download link to download and install the Mobile Admin client.
4. When the installation process is completed, locate and launch the Mobile Admin application.

Install from an application store

The appropriate client can be installed from the targeted application store (such Google Play and the BlackBerry App World).

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

Apple devices

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

1. Search for Mobile Admin.
2. When the installation process is completed, locate and launch the Mobile Admin application.
3. Launch the client application.
4. If you accept the End User License Agreement (EULA), click I Agree.
The Client Setting page is displayed.
5. In the Mobile Admin Server field, enter the hostname or IP address of your Mobile Admin server.
6. In the Device menu, click Connect.
The Mobile Admin Server logon page displays.
7. Enter your Windows domain credentials to authenticate to Mobile Admin and the network.
8. Log in.
The Mobile Admin Home page displays.
You can begin to use the client to manage hosts on your network.


Manage a host

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

1. A successful log on displays the Mobile Admin home screen. From the Mobile Admin home screen, select Manage Hosts.

The list displays one host that was added to the Mobile Admin database. This is the Mobile Admin Server host itself.

2. 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.

Mobile Admin will now automatically detect any services or applications that it can manage on the selected host.

Next, a list of icons display for all services and applications detected by Mobile Admin.

3. Select a service or application icons.

For example, you can select Event Logs or Services from a Windows server.

4. In the Manage Hosts list, options for adding more hosts or servers to the list display in the list.
5. You can import hosts from Microsoft® Active Directory® and manually add them by specifying an IP address or a hostname.

Manage a service

In some cases, you may need to access a network service or application (such as Active Directory). Mobile Admin provides 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.
During the initial installation, Mobile Admin populates several links for you, such as Events Logs for the Mobile Admin Server host.
2. In the list, locate and select the Add Service link to add a new service to your list.
Mobile Admin displays a list of all supported services.
3. Select a service that you want to manage.
The Add Service screen displays.
4. Enter the appropriate hostname or IP address and credentials information for the selected service type, and click Add.
Mobile Admin verifies that the service exists for the provided host information. When the service is found, a new service link is added to your Manage Services list.
5. Clicking the item to open the Mobile Admin interface for the selected service.

Advanced setup

Some servers applications (including BlackBerry Enterprise Server and Microsoft Exchange Server) may require you to install additional tools before they can be managed with Mobile Admin. See [Configuring Specialized Servers](#) in the [Mobile Admin Server Installation and Configuration Guide](#) for details.

If you have questions about installing or using Mobile Admin, contact [Technical Support](#).

Get started with the Mobile Admin dashboard


BlackBerry users

To get started with the dashboard:

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

Configure the Mobile Admin Server to send notifications

1. Log on to Mobile Admin.
2. Go to Configuration > Options > Dashboard Options.
3. 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.

4. Select a notification interval.


Configure a feed for the Dashboard with the device

1. Log on to Mobile Admin.
2. Select Manage Dashboard Feeds.
When you launch for the first time, the page displays a single option to Add New Feed.
3. Select Add New Feed.
Mobile Admin displays a list of the dashboard's supported services.
4. Choose a service from the list.
5. Enter the hostname or IP address for the server where Mobile Admin Server collects the feed, and click Continue.
A list of available feeds or saved search parameters displays.
6. 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.
7. Click Save.
The feed is added to your dashboard.
8. Click OK.
The new feed is available from the device.
9. Repeat these steps to add additional feeds.

Android and Apple iPhone users

To get started with the Dashboard, configure a feed for the network.

1. Log in to Mobile Admin.
2. Select Manage Dashboard Feeds.
On first launch, the page displays a single option: Add New Feed.
3. Select Add New Feed.
Mobile Admin displays a list of the Dashboard's supported services.
4. Select a service from the list.
5. Enter the hostname or IP address for the server where Mobile Admin Server will collect the feed.
6. Select continue from the device menu.
A list of available feeds or saved search parameters displays.
7. 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.
8. Click Save.
The feed is added to your dashboard.
9. Click OK.
The new feed is now available and usable from the device.
10. Repeat these steps to add additional feeds.

 The Mobile Admin Server connects to the Internet to send feeds to the devices. No server configuration is required.

Additional resources

See the [SolarWinds Mobile Admin documentation website](#) to access the latest release notes and product documentation.

See the [Mobile Admin website](#) to download a free trial.