

IBM MaaS360

Technical Intro ~~Office Hours~~



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#BeEqual



Session 4 – 15th April 2020 – Apps

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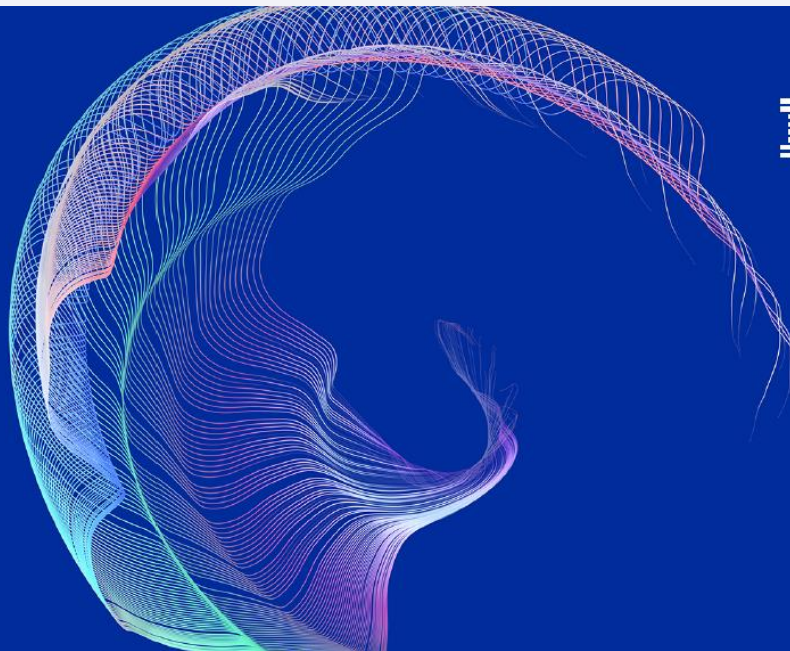
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Event: IBM Think Digital

Think Digital Event Experience

May 5 – 6
Wherever you are



Event: IBM Think Digital. *Event*

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Why you should attend

Gain the insights you need now, from anywhere in the world.

Discover and adapt to new ways of working



Get live guidance from experts and your community



Event: IBM Think Digital. *Speakers*

Featured



Arvind Krishna
Chief Executive Officer
IBM



Jim Whitehurst
President
IBM



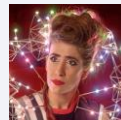
Ginni Rometty
Executive Chairman
IBM



Amal Clooney
Barrister, Doughty
Street Chambers



Mayim Bialik
Writer, Actress,
Neuroscientist



Imogen Heap
Musician, Producer, Founder
Mycelia for Music



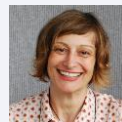
Hugh Herr
MIT
Biomechatronics



Jane McGonigal
Director of Game
R&D, IFTF



Aithan Shapira
Artist and Lecturer, MIT
Sloan Leadership Ctr



Saška Mojsilović
IBM Fellow, Co-Director of
Science for Social Good



Dr. Jennifer Eberhardt
Social Psychologist,
Author



Eben Novy-Williams
Sports Business Reporter,
Bloomberg News



Caterina Fake
Partner, Yes
VC



Ralph Clark
President and CEO,
ShotSpotter



Muriel Médard
Cecil H Green
Professor of EECS



Ken Goldberg
Robotician
UC Berkeley



Robin Hauser
Director and Producer



Riana Lynn
Founder and CEO,
Journey Foods



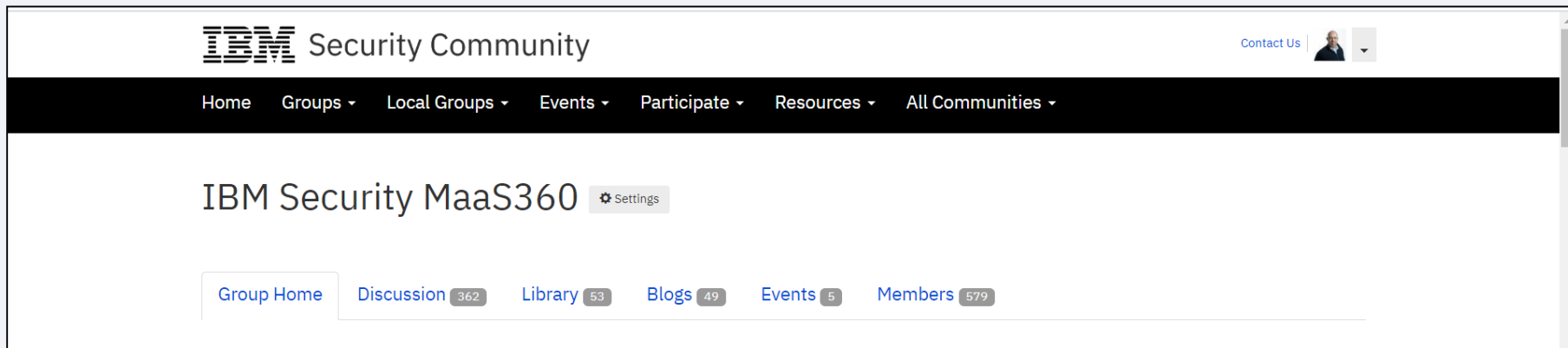
Digital Event Experience | May 5-6

Register now: ibm.com/think

AGENDA: 15th April 2020

1. Technical Deep-Dive: Application deployment in MaaS360
2. Questions related to the topic
3. Q&A / Open Forum

Join us in the IBM Security Community!



<https://community.ibm.com/security>

- Ask questions, get answers
- Retrieve a copy of this presentation
- Also a recording of the session

Legend

Questions?

- We will stop at the end of each section for questions
 - Please post your questions in the chat
 - We will handle them at the end of each section
-

Best practice

- Lessons learned from customer experience
 - And recommendations as best practice
-

Disambiguation

Sometimes the same term is used to describe a number of concepts – we will define each

ATTENTION

We draw your attention to some important points to note, in order to avoid mistakes

Application distribution and deployment

- MaaS360 App Catalog (portal)
- MaaS360 App Catalog (device)
- Types of apps supported
- App management and distribution
- App installs and upgrades
- Best practice for bulk app management
- Other app 'stuff': reporting, attributes, approvals
- App Dev/Deployment, App Approvals

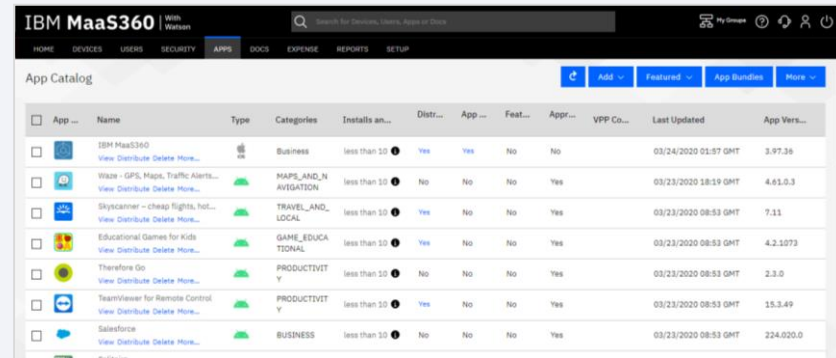
ATTENTION: Open invitation to IBM Think Digital, 5th-6th May

Applications in MaaS360

Disambiguation

App Catalog (portal)

- Where: administrator console
- What: all apps added by administrator
- How: add / modify / delete apps, distribute to users/devices/groups

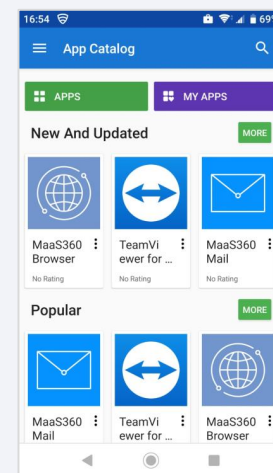
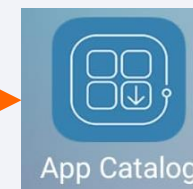
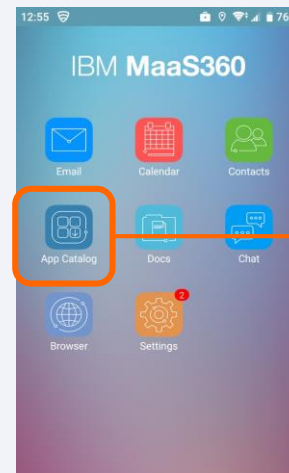


The screenshot shows the IBM MaaS360 App Catalog portal. At the top, there's a navigation bar with tabs for HOME, DEVICES, USERS, SECURITY, APPS (selected), DOCS, EXPENSE, REPORTS, and SETUP. Below the navigation bar, there's a search bar and buttons for 'Add', 'Featured', 'App Bundles', and 'More'. The main content area displays a table of apps with columns: App Name, Type, Categories, Installs, Distributable, App Version, Features, App Version, VPP Count, Last Updated, and App Version. The table lists several apps including IBM MaaS360, Waze, SkyScanner, Educational Games for Kids, Therefore Go, TeamViewer, and Salesforce.

App Name	Type	Categories	Installs	Distributable	App Version	Features	App Version	VPP Count	Last Updated	App Version
IBM MaaS360	Business	less than 10	Yes	Yes	No	No	No	03/24/2020 01:57 GMT	3.97.36	
Waze - GPS, Maps, Traffic Alerts...	MAPS_AND_NAVIGATION	less than 10	No	No	No	Yes	Yes	03/23/2020 18:19 GMT	4.61.0.3	
SkyScanner - cheap flights, hotels...	TRAVEL_AND_LOCAL	less than 10	Yes	No	No	Yes	Yes	03/23/2020 08:53 GMT	7.11	
Educational Games for Kids	GAME_EDUCATIONAL	less than 10	Yes	No	No	Yes	Yes	03/23/2020 08:53 GMT	4.2.1073	
Therefore Go	PRODUCTIVITY	less than 10	No	No	No	Yes	Yes	03/23/2020 08:53 GMT	2.3.0	
TeamViewer for Remote Control	PRODUCTIVITY	less than 10	Yes	No	No	Yes	Yes	03/23/2020 08:53 GMT	15.3.49	
Salesforce	BUSINESS	less than 10	No	No	No	Yes	Yes	03/23/2020 08:53 GMT	224.020.0	

App Catalog (device)

- Where: enrolled device > App Catalog app auto-installed
- What: displays all distributed apps
- How: display apps and help user to choose



MaaS360 App Catalog (portal)

Questions?

App Catalog – information displayed

IBM MaaS360 | With Watson

Search for Devices, Users, Apps or Docs

My Groups ? ? ? ? ?

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS SETUP

<input type="checkbox"/>		View Distribute Delete More...								
<input type="checkbox"/>		MaaS360 Chat View Distribute Delete More...		BUSINESS	less than 10		No	03/23/2020 08:51 GMT	5.56	
<input type="checkbox"/>		MaaS360 Browser View Distribute Delete More...		BUSINESS	less than 10		Yes	03/23/2020 08:51 GMT	6.90	
<input type="checkbox"/>		MaaS360 Remote Support View Distribute Delete More...		BUSINESS	less than 10		Yes	03/23/2020 08:51 GMT	6.90	
<input type="checkbox"/>		MaaS360 Mail View Distribute Delete More...		BUSINESS	less than 10		Yes	03/23/2020 08:51 GMT	6.95	
<input type="checkbox"/>		MaaS360 VPN View Distribute Delete More...		BUSINESS	less than 10		No	03/23/2020 08:51 GMT	6.90	
<input type="checkbox"/>		MaaS360 MDM for Android View Distribute Delete More...		BUSINESS	less than 10		Yes	03/23/2020 08:51 GMT	6.96	
<input type="checkbox"/>		Facebook View Distribute Delete More...		SOCIAL	less than 10		Yes	03/23/2020 08:51 GMT	262.0.0.34.117	
<input type="checkbox"/>		Assistant for Android View Distribute Delete More...		PRODUCTIVITY	less than 10		Yes	03/23/2020 08:51 GMT	23.68	

























Jump To Page Displaying 1 - 25 of 43 Records Show 25 Records

[Customize Columns](#) Excel Export

Total Space Available: 5 GB | Free Space Remaining: 4.92 GB

Customize Columns

MaaS360 App Catalog (portal)

IBM MaaS360 With Watson		Search for Devices, Users, Apps or Docs				My Groups ? ? ? ?	
App icon	App name	App type	App category	No.	Distribution	Last Updated	App version
<input type="checkbox"/> App Ic...	Name	Type	Categories	Installs and Pe...	Distribu...	Last Updated	App Version
<input type="checkbox"/>	 IBM MaaS360 View Distribute Delete More...	 iOS	Business	less than 10	 Yes	03/24/2020 01:57 GMT	3.97.36
<input type="checkbox"/>	 Waze - GPS, Maps, Traffic Alerts & Live Navig... View Distribute Delete More...	 Android	MAPS_AND_NAVIGATION	less than 10	 No	03/23/2020 18:19 GMT	4.61.0.3
<input type="checkbox"/>	 Skyscanner – cheap flights, hotels and car re... View Distribute Delete More...	 Android	TRAVEL_AND_LOCAL	less than 10	 Yes	03/23/2020 08:53 GMT	7.11
<input type="checkbox"/>	 Educational Games for Kids View Distribute Delete More...	 Android	GAME_EDUCATIONAL	less than 10	 Yes	03/23/2020 08:53 GMT	4.2.1073
<input type="checkbox"/>	 Therefore Go View Distribute Delete More...	 Android	PRODUCTIVITY	less than 10	 No	03/23/2020 08:53 GMT	2.3.0
<input type="checkbox"/>	 TeamViewer for Remote Control View Distribute Delete More...	 Android	PRODUCTIVITY	less than 10	 Yes	03/23/2020 08:53 GMT	15.3.49
<input type="checkbox"/>	 Salesforce View Distribute Delete More...	 Android	BUSINESS	less than 10	 No	03/23/2020 08:53 GMT	224.020.0
<input type="checkbox"/>	 Solitaire View Distribute Delete More...	 Android	GAME_CARD	less than 10	 No	03/23/2020 08:53 GMT	6.5.0.3492

MaaS360 App Catalog (device)

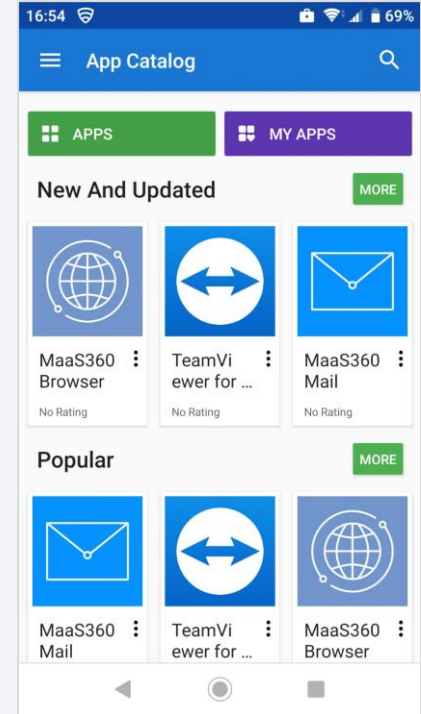
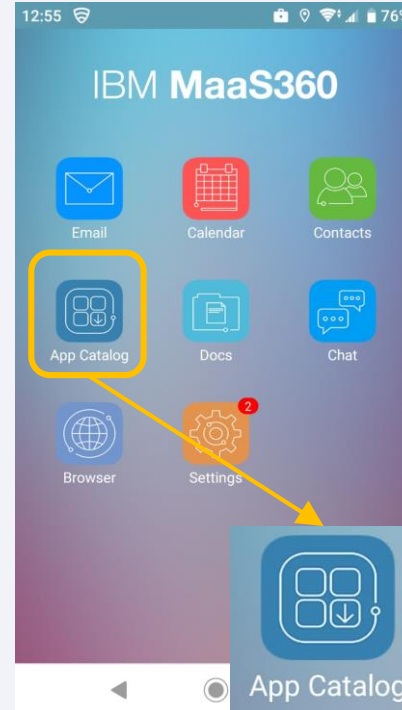
Questions?

MaaS360 App Catalog (device)

- Automatically installed on an enrolled device
- Allows user to choose from a specially selected group of apps

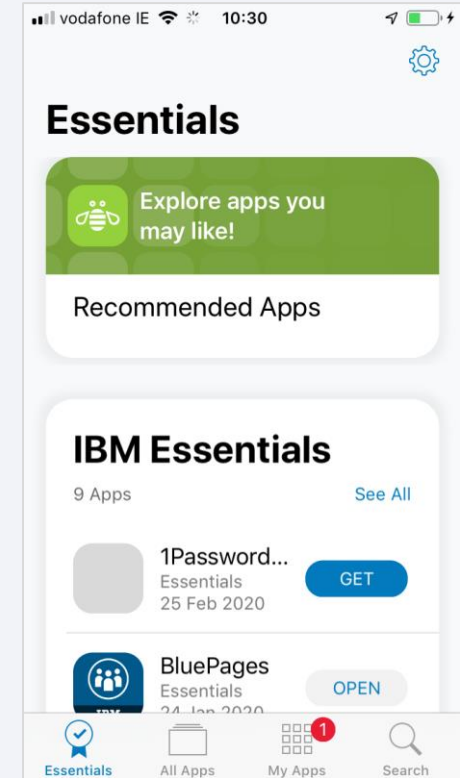
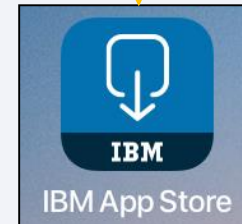
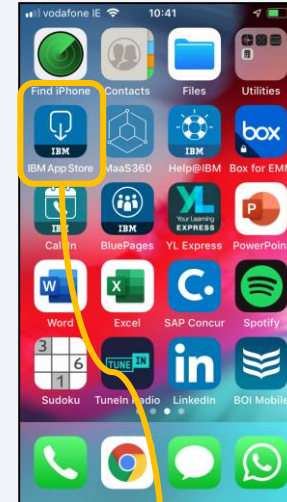
Features:

- Bundles
- Featured Apps
- My Apps



Branded Corporate App Catalog (device)

- Can use corporate logo
- Users can more easily identify
- Enable Branding / documentation: contact IBM MaaS360 Support



Types of applications supported

Questions?

App types

The screenshot displays the IBM MaaS360 App Catalog interface. The main view shows a list of apps with columns for App Name, icon, and details. The app types are categorized on the left: iOS, Android, Windows, macOS, Web App, and App Bundles. The App Bundles section is highlighted with an orange box, showing a detailed view of the App Bundles type, including a search bar and a list of apps. An orange arrow points from the App Bundles section in the main view to the detailed view.

App Catalog

App ... Name

App ...	Name
<input type="checkbox"/>	TeamViewer for Remote C...
<input type="checkbox"/>	Microsoft Outlook: Organi...
<input type="checkbox"/>	Microsoft Outlook: Organi...
<input type="checkbox"/>	Salesforce Einstein Analyt...
<input type="checkbox"/>	IBM MaaS360
<input type="checkbox"/>	Waze - GPS, Maps, Traffic...
<input type="checkbox"/>	Skyscanner - cheap flights, hotels and...
<input type="checkbox"/>	Educational Games for Kids
<input type="checkbox"/>	Therefore Go
<input type="checkbox"/>	Salesforce

App Types

- ios
- Android
- Windows
- macOS
- Web App
- App Bundles

App Bundles

Add a browser URL (Web Clip)

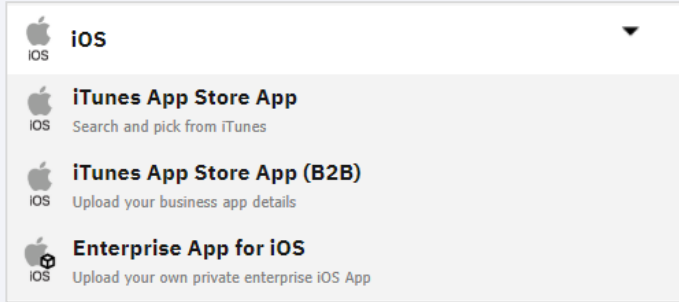
Search and pick from your app catalog

Last Up	App Name	Version	Size	Platform	Release Date	Release Time	Release Version
03/25/2020	Android						
03/25/2020	Windows						
03/25/2020	macOS						
03/25/2020	Web App						
03/24/2020	App Bundles						
03/24/2020 01:57 GMT			3.97.36				
03/23/2020 18:19 GMT			4.61.0.3				https://www.waze.com
03/23/2020 08:53 GMT			7.11				
03/23/2020 08:53 GMT			4.2.1073				
03/23/2020 08:53 GMT			2.3.0				
03/23/2020 08:53 GMT			224.020.0				

App types

Type	For
iOS	iOS (iPhone / iPad)
Android	Android (phones / tablets)
Windows	Windows PC (some Windows 10 Mobile)
MacOS	MacBook, iMac
Web Apps	(All) Shortcuts to web apps / pages
App Bundles	(All) Groups of apps for each platform

iOS apps



- **iTunes App Store App**

Store app, installed via App Store app (or App Catalog app) on device

- **iTunes App Store App (B2B)**

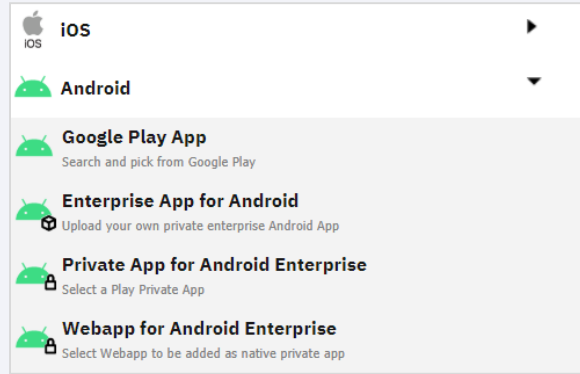
Managed via Apple Business Manager or Apple School Manager, then distributed through EMM

- **Enterprise App for iOS**

In-house developed app with .IPA file

Needs to be digitally signed on Apple Platform
– needs Provisioning Profile

Android apps



Google Play App

- Store app, installed via Play Store app on device

Enterprise App for Android

- Uses APK file – in-house developed app
- Distribute in DA (Device Admin) or DO mode (not PO)
- Installed via APK file and not via Play Store

Private App for Android Enterprise

- Add through MaaS360 Catalog OR through Google Play
- Requires a Google Developer account
- Installed on device via Play Store

Webapp for Android Enterprise

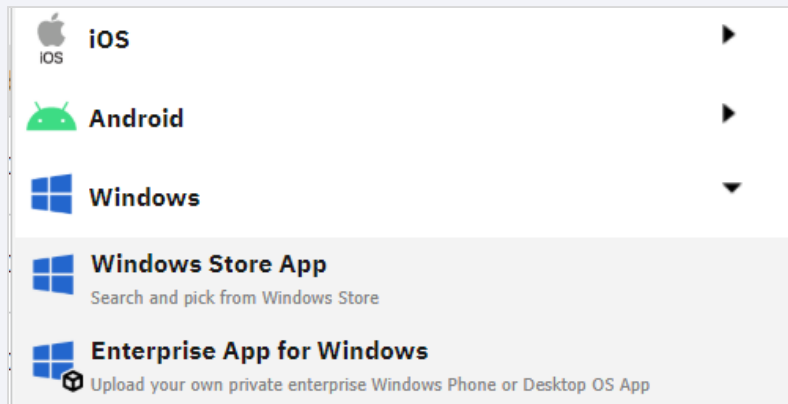
- Shortcut to web application or web page
- Installed via App Catalog app on device

Disambiguation

	Android Enterprise	Enterprise app	App for Android Enterprise
Who uses the term	Google	IBM	Google
What is it	Approach to device management	Application developed in-house	Application to be distributed to Android Enterprise devices
Historical context	Previously known as Android for Work (Android 5/6)	Pre-dates Google's change of name	
	Becomes Android Enterprise from Android 7		

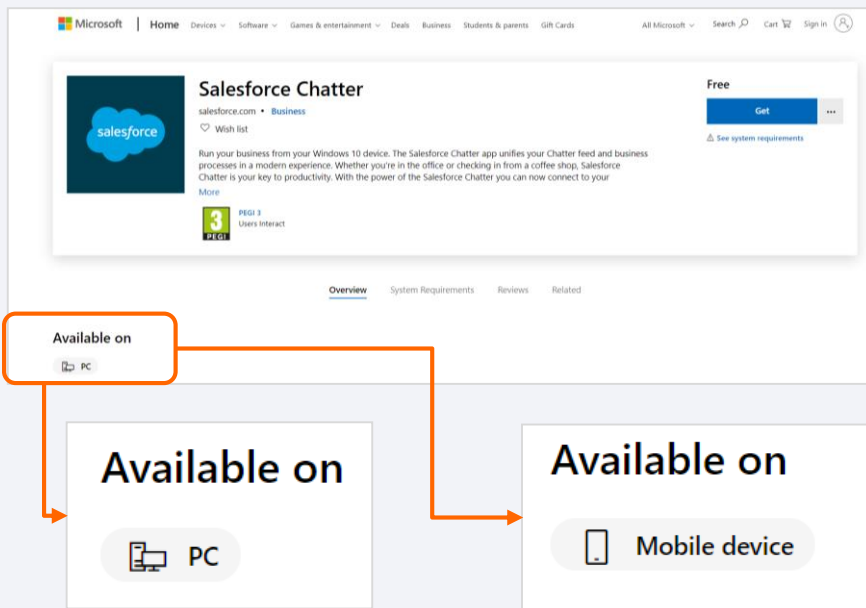
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/android_enrollment_source/concepts/ae_deployment.htm
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_private_channel.htm
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_android_enterprise.htm

Windows apps (1)

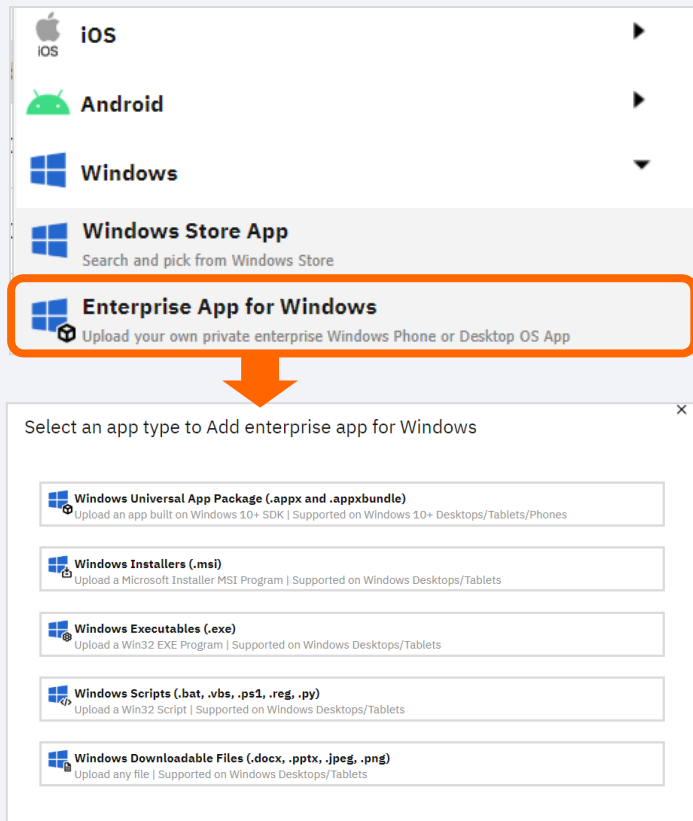


- Windows Store App

Store app, installed via Windows Store app (or App Catalog app) on device



Windows apps (2)

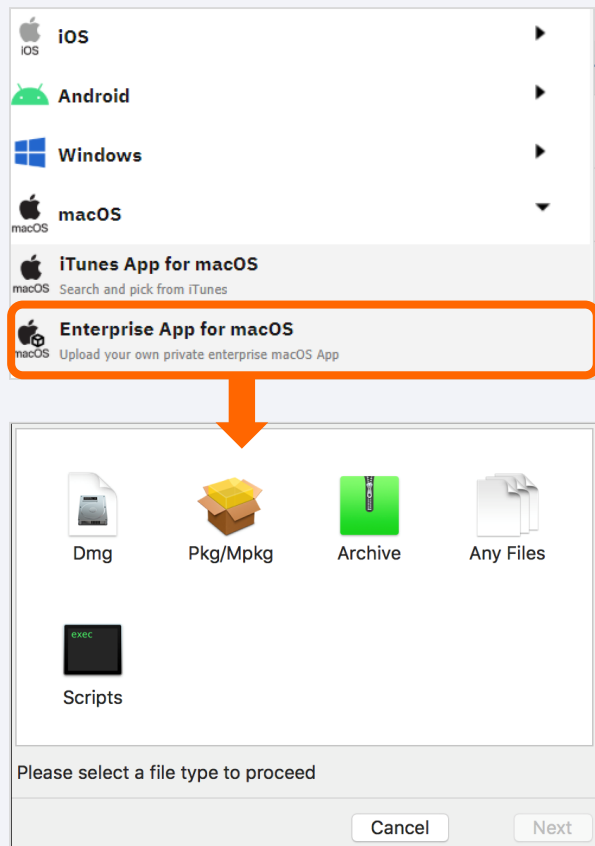


Enterprise App for Windows

- Universal App (Windows 10)
- Windows Installer (MSI)
- Windows Executable (EXE)
- Windows Scripts (BAT, VBS, PS1, REG, PY)
- Windows Downloadable Files (DOCX, PPTX, JPEG, PNG)

ATTENTION: Some of these file types may modify your system so please test thoroughly

MacOS apps



iTunes App for macOS

- Store app

Enterprise App for macOS

- Custom / in-house developed file
- Uses MaaS360 Packager to prepare for distribution
- Supported formats: DMG, PKG, Archives, Any Files and Scripts

Web App

Web App

Supported on iOS, Android, Windows Phone 8+, Windows 10, macOS. For Android, App ver 5.21+ is required. Starting Android O, web shortcuts will continue to install to MaaS360 launcher if Install Automatically is selected. Requires user to explicitly "Install" for adding to home screen. On removal, the shortcuts added to home screen will be disabled/de-activated until manually removed by the user. For Windows Phone, Company Hub 1.80+ is required.

Available for *

App Details Policies and Distribution Advanced

Web App Display Name *

Web App URL *
To launch this URL in the MaaS360 Secure Browser, use maas360browser:// or maas360browsers:// instead of http:// or https://.

Web App Icon *

Web App Description *

App Details Policies and Distribution Advanced

Web App Display Name *

Web App URL *
To launch this URL in the MaaS360 Secure Browser, use maas360browser:// or maas360browsers:// instead of http:// or https://.

- Similar to 'web clip' or 'shortcut'
- Link to a web page / web app
- Distributed via App Catalog
- Could also distribute via Shortcut (device policy)
- Can use icon
- Change prefix on URL to open MaaS360 Secure Browser
 - `http://` > `maas360browser://`
 - `https://` > `maas360browsers://`

App Bundles

App Bundles

Available for*

All

Bundle Name*

Upto 50 characters.

Enter Bundle Name

Description

Up to 10000 characters.

Enter Bundle Description

Bundle Icon*

Icon size of 500 x 300 px is recommended.

Icons will be resized if required. Valid file formats - PNG, JPEG, TIF, GIF, BMP.

Browse

Add from Defaults

Show App bundle on end user app catalog

☐

App Name

Only Primary version of the apps can be added to a bundle. Enter the first few characters of the App Name to list relevant Apps that are present in the corporate App Catalog.

Enter Comma Separated App Names

Distribute to

When selecting Install Automatically, ensure that Install Automatically attribute is enabled at the app level as well for Android and

None

All

Enter Bundle Name

Enter Comma Separated App Names

ed



Salesforce

Price: Free
iTunes App Store App
Category: Business
Device: Smartphone, Tablet



Salesforce Einstein Analytics

Price: free
Google Play App
Category: BUSINESS
Device: Smartphone

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_app_bundles.htm

App management and distribution

Questions?

Managed / distributed app

Managed = by MaaS360 portal, Catalog

Distributed = 'pushed' to devices

Best practice: All MaaS360 apps should be managed *and* distributed

No. *installed* = devices with the app present

No. *distributed* = devices to which the app has been pushed

IBM MaaS360 | With Watson

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS

← MaaS360 Mail

App Summary

Available for	All
Type	Google Play App
Supported On	Smartphones
Installs	2 installed 2 distributed

2 installed | 2 distributed

Managed / distributed app

IBM MaaS360

With Watson

HOME

DEVICES

USERS

SUPPORT

SECURITY

APPS

DOCS

EXPENSE

REPORTS

SETUP

INTERNAL ONLY

?

🔊

👤

🔌

←

IBM MaaS360

App name

↻

Save

Delete

Distribute

More

App ID

Category

App ID (Bundle ID)

Category

Type

Supported On

App Bundles

App Version (Full Version)

App Type

Device Type

Distributions

Licence Type

Business

22556 installed | 0 distributed

Device Assignable

3.97.36 (3.97.36)

App Version (Full Version)

Update Date (Uploaded By)

3.97.36 (3.97.36)

03/19/2020 19:04 GMT

Username:

| Last Login: Thursday, March 26, 2020 11:00:25 AM GMT

| What's New

| Feedback for UI

| PRIVACY AND LEGAL

Cookie Preferences

Managed / distributed app

IBM MaaS360 | With Watson

App Catalog

App	Name	Type	Categories	Installs and ...	Distrib...	Device Type	Last Updated	App Version	AuthenticationServer
<input type="checkbox"/>	IBM MaaS360 View Distribute Delete More...	ios	Business	less than 10	Yes	Smartphones, Tablets	04/06/2020 12:08 BST	3.98.92	
<input type="checkbox"/>	MaaS360 Secure Viewer View Distribute Delete More...	android	BUSINESS	less than 10	Yes	Smartphones	04/06/2020 07:09 BST	7.00	
<input type="checkbox"/>	MaaS360 Browser View Distribute Delete More...	android	BUSINESS	less than 10	Yes	Smartphones	04/06/2020 07:01 BST	7.00	
<input type="checkbox"/>	MaaS360 Secure Editor View Distribute Delete More...	android	BUSINESS	less than 10	No	Smartphones	04/06/2020 06:54 BST	7.00	
<input type="checkbox"/>	MaaS360 Mail View Distribute Delete More...	android	BUSINESS	less than 10	Yes	Smartphones	04/06/2020 06:24 BST	7.00	

IBM MaaS360
[View Distribute Delete More...](#)

ios Business less than 10

Q. How do we know an app is managed?

A. Because we can see it in the App Catalog on the portal (already added)

IBM MaaS360 | With Watson

IBM MaaS360

App Summary

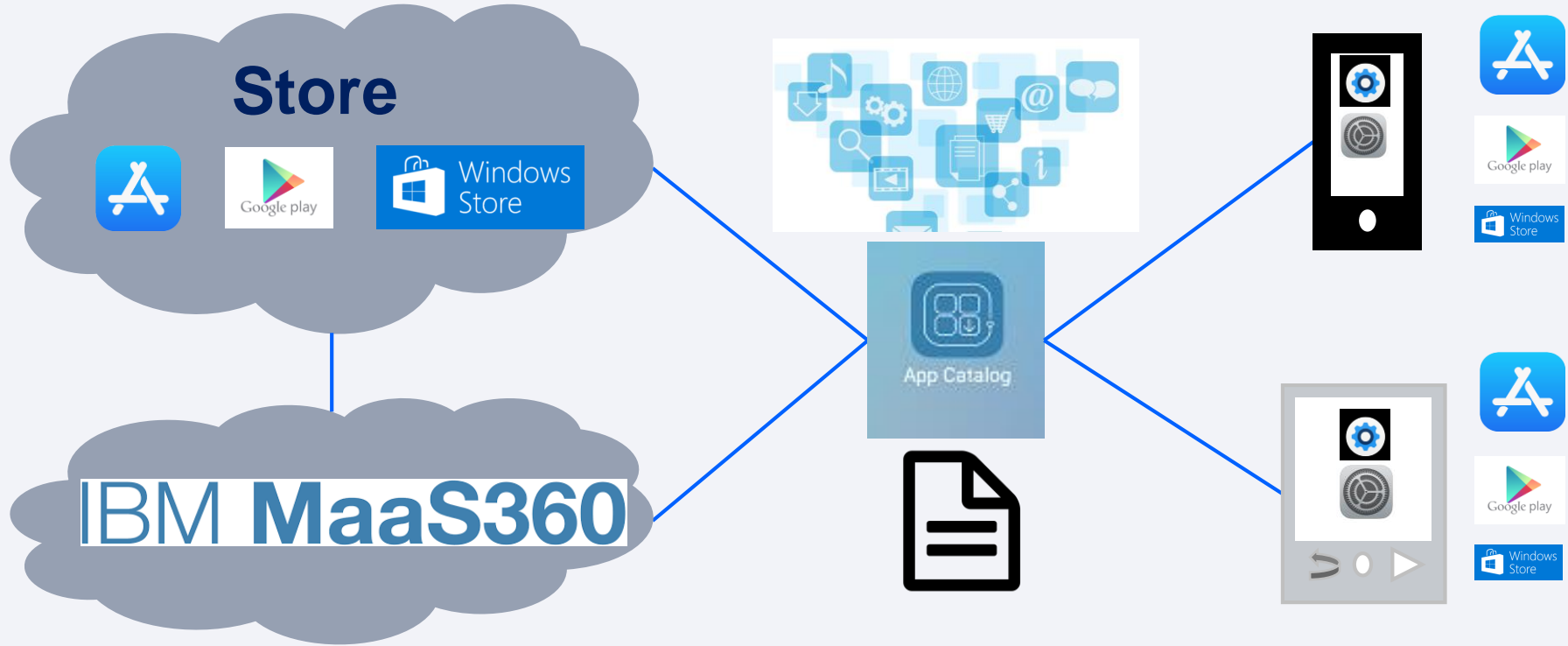
Available for	All	App ID (Bundle ID)	com.ibm.ibm.maaS360forios
Type	iTunes App Store App	Category	Business
Supported On	Smartphones, Tablets	Distributions	All Devices X Group : Appareille iOS X Group : Appareille Android X
Installs	1 installed 1 distributed	App Bundles	Mail only on Roaming X
		Update Date (Uploaded By)	04/06/2020 12:08 BST (MaaS360)

Installs 1 installed | 1 distributed

Q. How do we know an app is distributed?

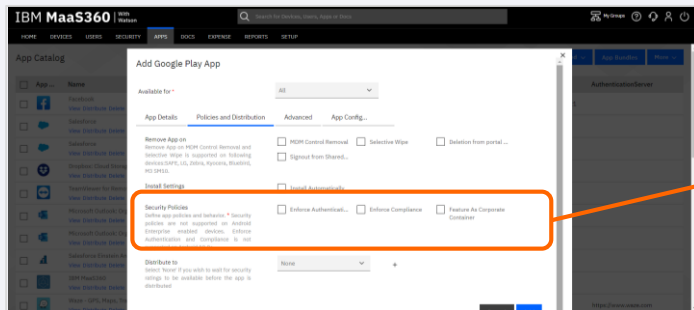
A. Because we can see that it has been distributed ('pushed') to devices

App distribution



App distribution

During app addition

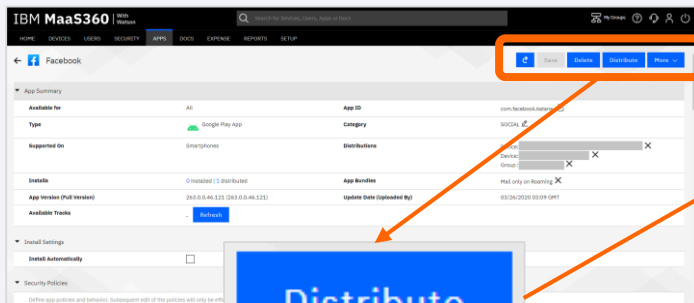


Same action, different window

Distribute to
Select 'None' if you wish to wait for security ratings to be available before the app is distributed

None

After app addition



Distribute

Distribute App: Facebook

Available for

All

Target

Specific Device

☐ Send Notification ☐ Send Email

Cancel

Distribute

Best practice: Apps should usually be distributed to User groups

Distribution of app to devices

- Available for: user groups
- Remove App on
 - MDM Control Removal
 - Selective Wipe
 - Deletion from portal
 - Stopping distribution
 - Signout (shared device)
- Security policy
 - Restrict data backup
 - Feature as corporate container
 - Enable SSO

The screenshot shows the 'iTunes App Store App' configuration interface. The 'Policies and Distribution' tab is selected. The 'Available for' dropdown is set to 'All'. Under 'Remove App on', 'MDM Control Removal' and 'Selective Wipe' are checked, while 'Deletion from portal or stopping distribution' is unchecked. Under 'Revoke VPP License on', 'Deletion from portal or stopping distribution' is unchecked. Under 'Security Policies', 'Restrict Data Backup to iTunes' and 'Enable Intune' are unchecked, while 'Feature As Corporate Container' and 'Enable Enterprise single sign-on' are also unchecked. The 'Distribute to' dropdown is set to 'None'.

iTunes App Store App

Available for * All

App Details Policies and Distribution Configuration Advanced

Remove App on ☒ MDM Control Removal ☒ Selective Wipe ☐ Deletion from portal or stopping distribution

☐ Signout from Shared Device

Revoke VPP License on ☐ Deletion from portal or stopping distribution

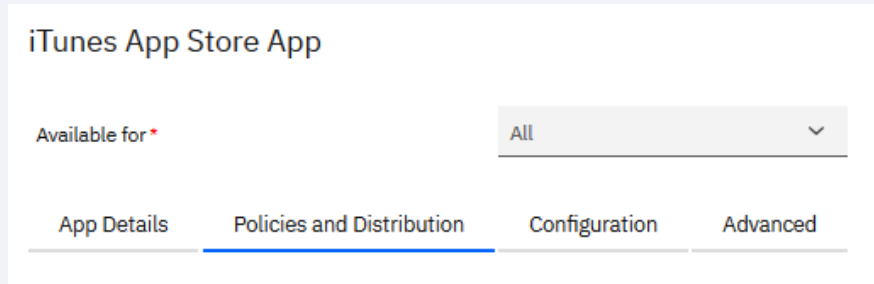
Security Policies Define app policies and behavior. ☐ Restrict Data Backup to iTunes ☐ Feature As Corporate Container ☐ Enable Enterprise single sign-on

☐ Enable Intune

Distribute to Install Automatically - Force app None +

Distribution for iOS apps

- Revoke VPP Licence
- Security policy settings
 - Restrict data backup to iTunes



Revoke VPP License on

☐ Deletion from portal
or stopping
distribution

Security Policies

Define app policies and behavior.

☐ Restrict Data Backup
to iTunes

☐ Feature As Corporate
Container

☐ Enable Enterprise
single sign-on


Distribution for Android apps

- Install Automatically
- Security policies
 - Enforce authentication (user auth to access app)
 - Enforce compliance (no access)

Add Google Play App

Available for All

[App Details](#)
[Policies and Distribution](#)
[Advanced](#)
[App Configurations](#)

	App Name	Salesforce Einstein Analytics
	App ID	app:com.salesforce.wave
	Category	BUSINESS

Install Settings

☐ Install Automatically

Security Policies

Define app policies and behavior. * **Security policies are not supported on Android Enterprise enabled devices. Enforce Authentication and Compliance is not supported on Android 10.0+.**

☐ Enforce Authentication

☐ Enforce Compliance

☐ Feature As Corporate Container

App installs and upgrades

Questions?

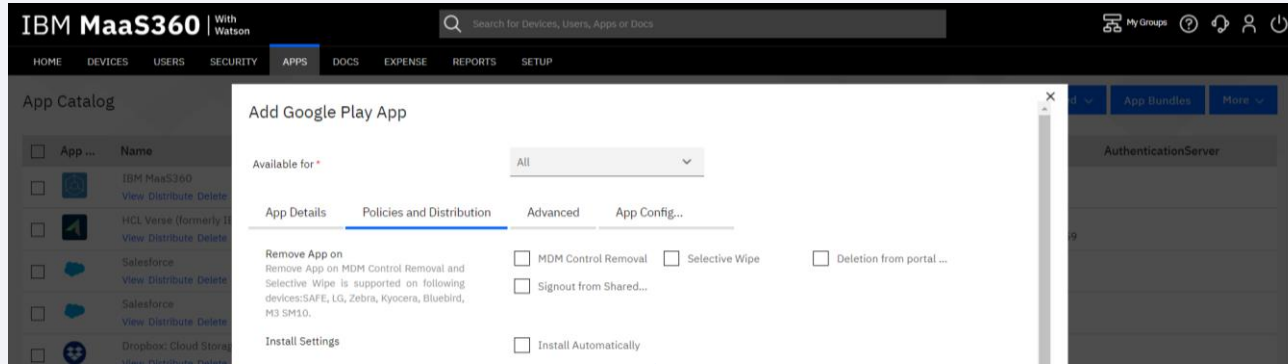
'Silent' / forced installation types

- Apps can sometimes be installed without requiring user intervention
- Terms used: force installation, silent installation, unattended installation
- Only possible for certain types of device / enrollment / apps

'Silent' / forced installation types (iOS / Windows)

Silent installation possible	User intervention required
iOS: Supervised mode (App Config / DEP)	iOS: Normal mode
Enterprise App for Windows <ul style="list-style-type: none">• Universal App (Windows 10) > <i>Install Automatically</i>• Windows Installer (MSI) , Windows Executable (EXE), Windows Scripts (BAT, VBS, PS1, REG, PY) > <i>Silent Installation</i>• Windows Downloadable Files (DOCX, PPTX, JPEG, PNG) > <i>Instant Download</i> (no installation required)	Windows Store App Windows Enterprise apps: APPX and APPXBUNDLE formats

'Silent' / forced installation types (Android)



Install Settings



Install Automatically

Silent installation possible	User intervention required
<ul style="list-style-type: none">- All Android Enterprise devices (PO and DO mode)- DA mode devices: Samsung SAFE, LG (to Android 9.0), Zebra, Kyocera (to Android 8.0), Bluebird, M3 SM10.	All other Android devices in Device Administrator mode (up to Android 9)

App Upgrades

Upgrading store apps

- Upgrades are controlled by device platform and store app
- Auto-updates may be possible
- See silent install scenarios (previous slide)
 - iOS: Settings > iTunes & App Store > Automatic Downloads > Apps
 - Android: Play Store > Settings > Update apps (Any n/w, WiFi only, None)
 - Windows Store: Settings > App Updates > Update Apps Automatically

Upgrading non-store (file) apps

- The admin must upload new file versions to the MaaS360 Catalog
- Updates to apps will distribute as previous version (existing distribution)
- To verify updates, check in App Catalog or perform Advanced Search or use Reports

Best practice for bulk app management

Questions?

Simplicity

- One simple message: What you're looking for can be found on a sample device
- Always start with a device which has what you're looking for
- Use this device to identify devices in future (groups, rules, alerts)

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HOME DEVICES USERS SECURITY APPS DOCS

← jane.doe-G8341 **Summary** ▾

Summary

- Hardware Inventory
 - Username
 - Operating System
 - Model
 - Device ID
 - Device Enrollment Mode
- WorkPlace & Security
 - Managed Status

Hardware & OS

Security & Compliance

Threat Management

Apps Installed

App Distributions

Docs Downloaded

Certificates

Browser History (Visited)

Browser History (Blocked)

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HOME DEVICES USERS SECURITY APPS DOCS E

← eomahony-SM-T550 **Installed Services** ▾

← eomahony-SM-T550 **Installed Services** ▾

App Details

Application Name	MaaS360 MDM for Android	Agent Version	5.55
Current Version	5.55(000555137)	Installed Date	10/21/2016 10:50 BST
Real-time Notification Enabled	true	Primary Google Account	eomahony@gmail.com
Device ID	Android7f20c3077ab0a05	Advanced Device Management SDKs Enabled	SAFE (5.6), Knox (2.6)
ODM Helper Version	-		

Advanced Device Management SDKs Enabled

SAFE (5.6), Knox (2.6)

Manage your App Catalog effectively

1. Manage in bulk

Distribute to groups
and in bundles

- Plan to distribute to groups
- Set up your groups
- Ensure that new group additions 'get' the existing distribution

2. Act in bulk

Monitor app
install and
version status

- Alert Centre (home page)
- Reports
- Compliance rules

3. Reduce effort

Use silent
installation where
possible

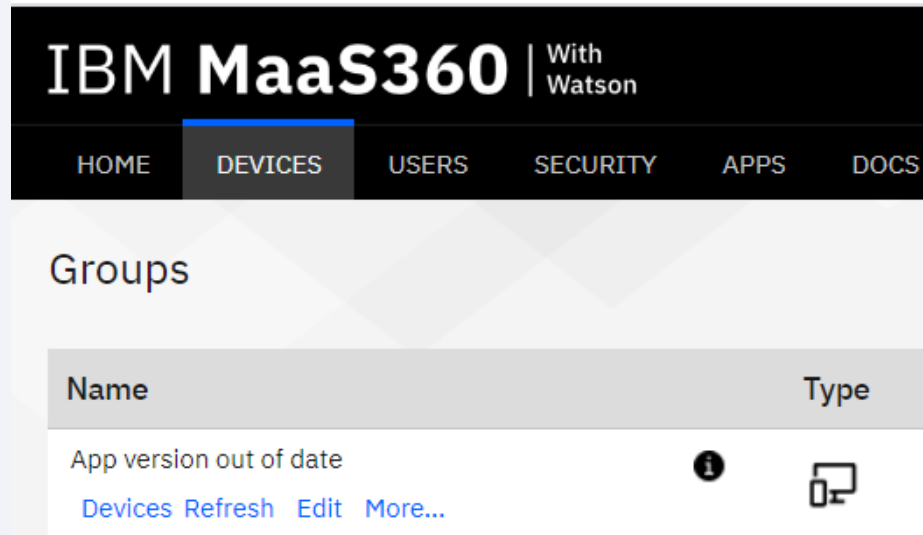
- Review device types and enrollment types
- Plan to use enrollment types which support automated app installation

4. Control app usage



Use whitelisting,
blacklisting, compliance

- *Whitelisting*: apps that *should be* installed
- *Blacklisting*: apps that *shouldn't be* installed
- *Required list*: apps that *must be* installed

Sample device group for apps



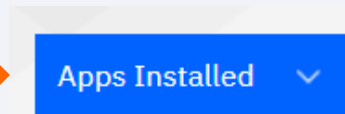
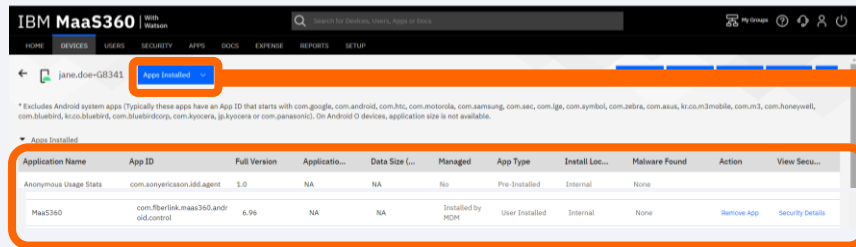
The screenshot shows the IBM MaaS360 interface. At the top, there's a header with 'IBM MaaS360 | With Watson'. Below this is a navigation bar with tabs: HOME, DEVICES (selected), USERS, SECURITY, APPS, and DOCS. The main content area is titled 'Groups'. Below this is a table with two columns: 'Name' and 'Type'. The table contains one row with the name 'App version out of date' and a 'Type' icon. Below the name, there are links: 'Devices', 'Refresh', 'Edit', and 'More...'. There is also an information icon (i) and a device icon.

Name	Type
App version out of date Devices Refresh Edit More...	 

- Create a device group which identifies specific apps etc
- Use this group to distribute policies to and compliance rules for change actions

Search for apps

1. Find the app name and version that you are searching for
(Device > Apps Installed – App name OR App ID and Full version)



Application Name	App ID	Full Version
MaaS360	com.fiberlink.maas360.android.control	6.96

2. Note down or copy values
3. Devices > Advanced Search

Condition 1	Software Installed ▼	App ID ▼	Equal To ▼	Enter Text	—
Condition 2	Software Installed ▼	Full Version ▼	Equal To ▼	Enter Text	—

Sample Search for App ID + Version

Best practice

How can you be sure that your search information is correct?

- Go to a sample device with the target information, and copy it into a text file

The image shows a screenshot of the IBM MaaS360 interface. On the left, a device named 'jane.doe-G8341' is shown with a table of installed applications. The table has columns for 'Application Name', 'App ID', and 'Full Version'. One application is listed: 'MaaS360' with App ID 'com.fiberlink.maas360.android.control' and Full Version '6.96'. On the right, the 'Advanced Search' section is shown. It has filters for 'Search for' (Active/Inactive/All Devices), 'With Device Type(s)' (Desktops, Laptops, Smartphones, Tablets, Other), and 'Last Reported' (Last 30 Days). Below these are search criteria. Two criteria are defined: 'Condition 1' (Software Installed, App ID, Contains, com.fiberlink.maas360.android.control) and 'Condition 2' (Software Installed, Full Version, Does Not Contain, 6.96). Red arrows point from the App ID and Full Version in the device table to the corresponding fields in the search criteria.

Application Name	App ID	Full Version
MaaS360	com.fiberlink.maas360.android.control	6.96

Condition 1: Software Installed, App ID, Contains, com.fiberlink.maas360.android.control

Condition 2: Software Installed, Full Version, Does Not Contain, 6.96

Searching for devices by enrollment / container type

Search for multiple devices

- Devices > Advanced Search

The image shows the IBM MaaS360 Advanced Search interface. On the left, a navigation menu highlights 'DEVICES' and 'Advanced Search'. An orange arrow points from this menu to the main search form. The search form is titled 'Advanced Search' and includes a search bar at the top. Below the search bar, there are four main sections: 1. Search for (Active Devices, Inactive Devices, All Devices), 2. With Device Type(s) (Desktops, Laptops, Smartphones, Tablets, Other), 3. Last Reported (Last 7 Days), and 4. Search Criteria (All Conditions (AND)). The Search Criteria section is expanded, showing two conditions: Condition 1 (Hardware Inventory, Device Enrollment Mode, Equal To, Profile Owner) and Condition 2 (Hardware Inventory, Container Type, Equal To, Profile Owner). An orange arrow points from the 'Container Type' dropdown in Condition 2 to a detailed view of the search criteria at the bottom of the page. This detailed view shows the same two conditions with their respective dropdowns and operators.

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HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS SETUP

Advanced Search

1. Search for ☒ Active Devices ☐ Inactive Devices ☐ All Devices

2. With Device Type(s) ☒ Desktops ☒ Laptops ☒ Smartphones ☒ Tablets ☒ Other

3. Last Reported Last 7 Days

4. Search Criteria All Conditions (AND) [Learn more about configuring Search Criteria accurately](#)

Condition 1 Hardware Inventory Device Enrollment Mode Equal To Profile Owner

Condition 2 Hardware Inventory Container Type Equal To Profile Owner

Condition 1 Hardware Inventory Device Enrollment Mode Equal To Profile Owner

Condition 2 Hardware Inventory Container Type Equal To Profile Owner

How do I know what type of Enrollment has been used?

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Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS SETUP

← jane.doe-G8341 Summary Message Buzz Lock More

Hardware Inventory

Username	jane.doe	Email Address	jane@janedoe.com
Operating System	Android 9 (47.2.A.11.228)	Manufacturer	Sony
Model	G8341	IMEI/MEID	358321082704055
Device Enrollment Mode	Profile Owner	Container Type	Profile Owner

Device Enrollment Mode Profile Owner

Container Type Profile Owner

Release 10.77 (end March 2020)

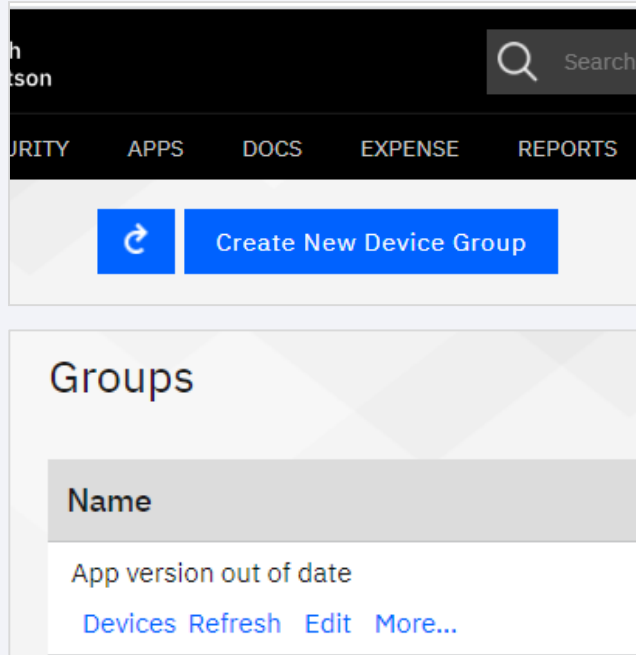
These fields have changed, please review your device group definitions:

<https://www.securitylearningacademy.com/mod/book/view.php?id=23773&chapterid=1818>

Devices > Advanced Search – uses (1)

1. Search for devices, Create Device Group

- Devices > Advanced Search
- Enter search criteria
- Click Search
- Create New Device Group
- Device group available for distributions:
 - Apps
 - Policies
 - Compliance rules



Devices > Advanced Search – uses (2)

2. Create Alert on Home page

0 Risky apps

1 Android pre-8.0 OS 0 Malware detected 0 Jailbroken / Rooted

0 of my device has risky BitTorrent applications

drag and drop to rearrange

My Advisor With Watson

Risk Exposure: 1 device(s) missing critical Android 2020-02-05 security patch
Google recently released Android security patch level 2020-02-05. This patch update has an important security related fix for Android operating system.

Condition 3 Software Installed Application Name Contains bittorrent

- Use existing tiles or create new ones
- Use device information to define the devices that should be identified
- The Alert will show and if configured as Security, will turn red once devices are out of compliance

Devices > Advanced Search – uses (3)

Create Group-based compliance rule

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Search for Devices, Users, Apps or Docs

HOME DEVICES USERS **SECURITY** APPS DOCS EXPENSE REPORTS SETUP

← Apps

- Basic Settings
- Enforcement Rules
- Geo-Fencing Rules
- Monitoring Rules
- Expense Monitoring Rules
- Group Based Rules**

Enable Advanced Group based Rules to enforce security compliance for mobile devices.

1. Select and Add Groups to Identify Out of Compliance Devices.
2. Select the action to be taken on devices that go out of compliance. While using Selective Wipe on OOC devices, apps required as per the policy configuration can vary based on level of e-mail server integration.
3. You can opt to specify multiple levels of warnings and actions.
4. Group based Rules identify Compliance Status of Devices based on the Group Evaluation of respective devices. At times this may take up to a day.

Configure Group Based Rules

MaaS360 App out-of-date App version out of date

Configure Group Based Rules

MaaS360 App out-of-date App version out of date

Enforcement Action

Configure the actions to be taken at the required time intervals. Time interval specified at any level is taken as the wait time post the previous action.

"Alert" and "Hide" device action on DTM enrolled Windows Desktop OS; "Block" device action on macOS;

When detected in the group Alert

- Security > Compliance Rules

- Open an existing compliance rule

OR

- Create new one
- Choose 'Group-based rules' (2nd last option)
- Not available: please contact Support to have it enabled
- Title – Group – Action

App 'listing'

1. Whitelisting

Apps that *should be* installed

2. Blacklisting

Apps that *shouldn't* be installed

3. Required list

Apps that *must* be installed

- Settings found in Device policies > App Compliance
- Corrective action depends on ability to install apps silently

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HOME DEVICES USERS SUPPORT SECURITY APPS DOCS EXPENSE REPORTS SETUP INTERNAL ONLY

← Default Android MDM Policy [🔗](#) Last Published: 02/19/2020 10:06 GMT [Version:45] Current Status: Published Edit More

WorkPlace Settings

- Device Settings
 - Passcode
 - Security
 - Restrictions
 - Application Compliance**
 - Trusteer Threat Management
 - Native App Compliance
 - ActiveSync
 - Wi-Fi

Configure Restricted Applications (App Blacklist)

Add Name and App IDs for Apps that need to be restricted on managed devices. Depending on the action specified, the user will either be prompted to uninstall the App or be restricted from using the App. System apps specified as Restricted Applications will always be Blocked from use irrespective of the action specified. Application Compliance does not work when Restrict App Inventory Information is enabled under Security > Privacy. On Samsung devices, applications which are restricted or not required are uninstalled irrespective of the chosen action. Needs Android App 5.75+

Yes

Android 4.1+ Zebra Kyocera LG 1.0 - 7.2 Panasonic Honeywell

Application Compliance

Configure Restricted Applications by App Permissions

Specify App Permissions that you do not want to be allowed on managed devices. Apps that use these permissions will be blocked or uninstalled depending on the action specified. You can also specify apps that will be allowed even if they use the specified permission. Application Compliance does not work when Restrict App Inventory Information is enabled under Security > Privacy. Needs Android App 5.75+

No

Android 4.1+ Zebra Kyocera LG 1.0 - 7.2 Panasonic Honeywell

App 'listing'

ATTENTION: Please use a combination of App Compliance settings and Compliance rules to ensure best practice for app management

1. Whitelisting

Configure Allowed Applications (App Whitelist)

Application Name	MaaS360
Application ID	com.fiberlink.maas360.android.control
App ID for the application can be found in the Software Overview report.	
Action on App not in list of Allowed Apps	Prompt user to uninstall App

2. Blacklisting

Configure Restricted Applications (App Blacklist)

Application Name	KingRoot
Application ID	com.kin.free.show.tip.guide
App ID for the application can be found in the Software Overview report.	
Action	Block from use
If not specified, default Action is "Prompt user to uninstall App". Note: "Block from use" is supported from Android 4.1+ to Android 9.0 only.	

3. Required list

Configure Required Applications

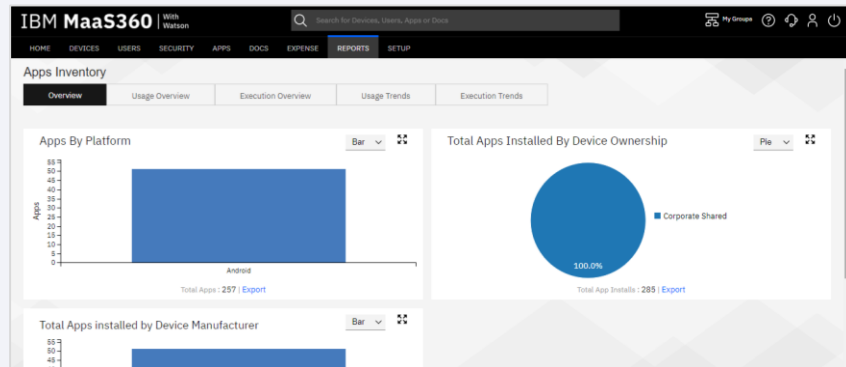
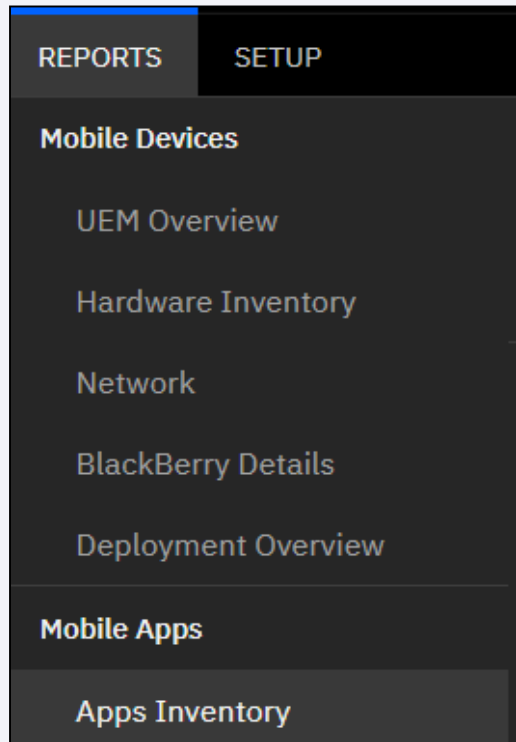
Application Name	Chrome
Application ID	com.android.chrome
App ID for the application can be found in the Software Overview report.	

Other 'app stuff'

Questions?

Reporting

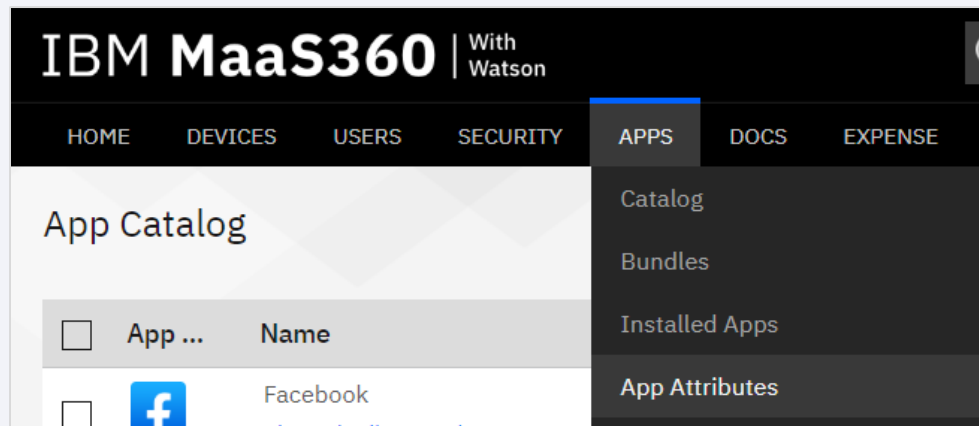
- Reports > Mobile Apps > Apps Inventory



The screenshot shows the 'Apps Inventory' Usage Overview page in the IBM MaaS360 interface. The page features a top navigation bar with tabs for 'Overview', 'Usage Overview', 'Execution Overview', and 'Usage Trends'. The 'Usage Overview' tab is selected. The main content area displays a table titled 'Most Installed Apps' with a dropdown menu set to 'All'. The table lists the top 10 apps installed, showing the application name, the percentage of installs, a progress bar, and the platform.

Application Name	Installs	Platform
Zoom	20.0%	Android
MyRemote	20.0%	Android

App attributes



Manage Custom Attributes (2 of 16 used)

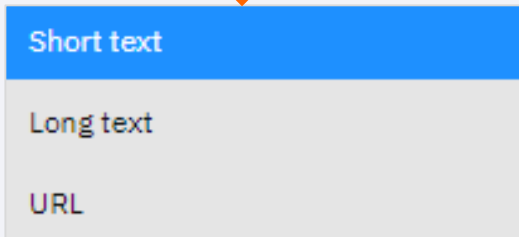
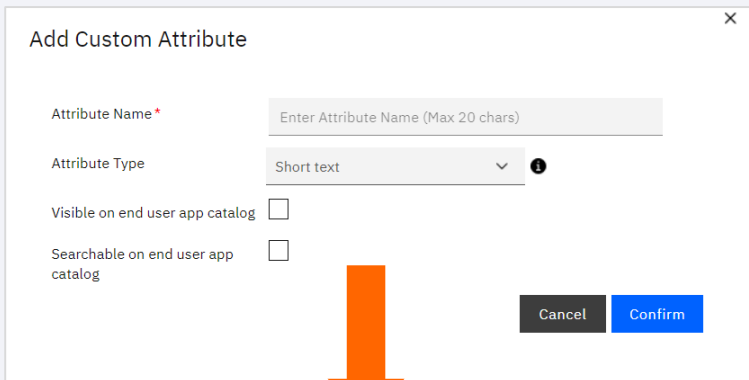
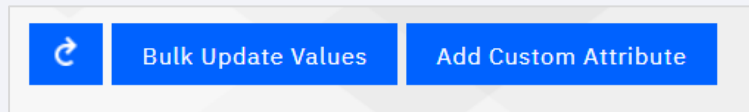
Attribute Name	Type
URL Edit Delete	URL
AuthenticationServer Edit Delete	URL

Configure your applications using fields which are pre-populated

- Create new custom attributes
- Values added to each new app as required

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/concepts/pag_users_attributes.htm

App attributes: Create new



Apps > App Attributes > Add Custom Attribute

- Attribute Name
- Attribute Type:
 - Short text
 - Long text
 - URL
- Visible on end user app catalog
- Searchable on end user app catalog

Once created, this field can be configured for each app (before distribution)

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/concepts/pag_users_attributes.htm

Using Custom App Attributes

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HOME DEVICES USERS SECURITY APPS

Manage Custom Attributes (2 of 16 used)

Attribute Name	Type
URL Edit Delete	URL
AuthenticationServer Edit Delete	URL

Configure your apps using these fields:

- Create new custom attributes
- Choose values for these fields or allow users or admins to populate them
- Populate for individual apps or in bulk

- Add new app
- Add values for custom (attribute) fields

Enterprise App for Android

Available for ^{*} All

App Details Policies and Distribution Configuration Wrapping and Signing **Advanced**

URL

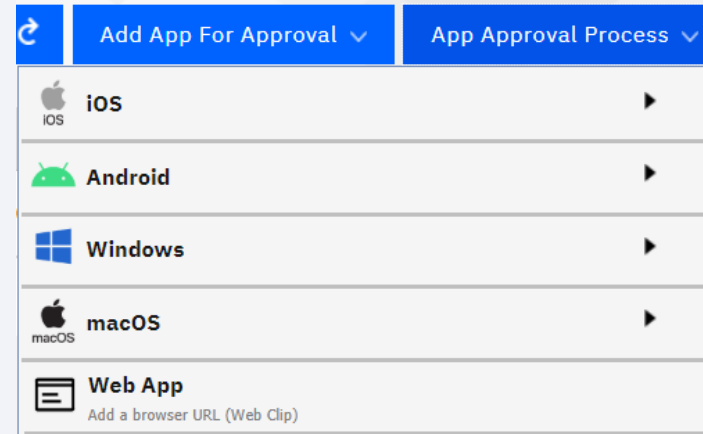
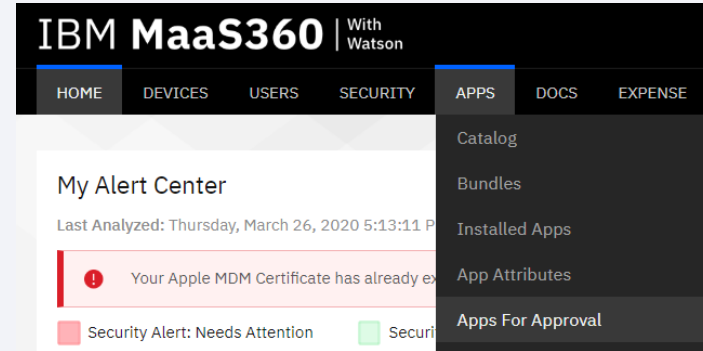
AuthenticationServer

Cancel Add

App Approvals

New!

- Ensures good app version control
- Prevents mistaken distribution of apps
- Different Administrator roles: App Approver, Read Only ...
- Very useful for organisations with 3rd party development
- Menu: Apps > Apps for Approval (not available > contact Support)



App Approvals

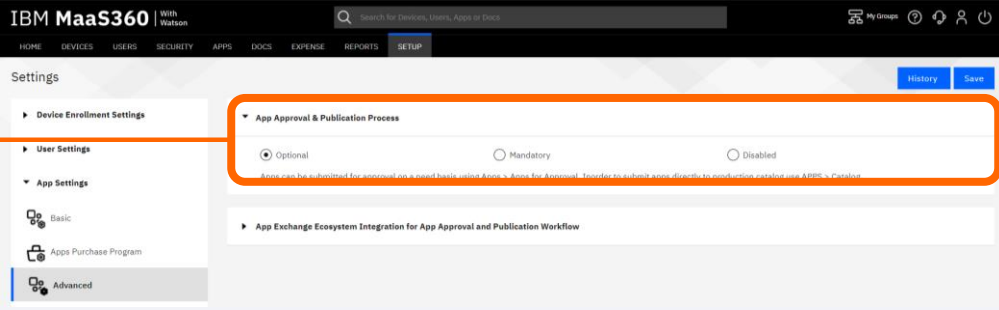
Add new App Approval Process

- Create steps needed to approve an app
- Consider who will test app, who will review...

Add App for Approval

- Add app
- Use App Approval process
- Final approval will promote to Catalog for distribution

App Approvals



The screenshot shows the IBM MaaS360 Setup page. The 'App Approval & Publication Process' section is highlighted with an orange box. It contains three radio button options: 'Optional' (selected), 'Mandatory', and 'Disabled'. Below the screenshot, three callout boxes with arrows pointing to the corresponding radio buttons provide explanations:

- Optional:** Add to Catalog OR use Approval
- Mandatory:** Must go through Approval
- Disabled:** No Approval required

Choose when apps need approval

- Settings > App Settings > Advanced

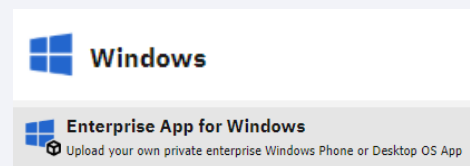
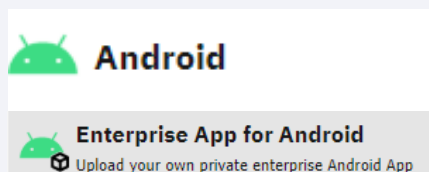
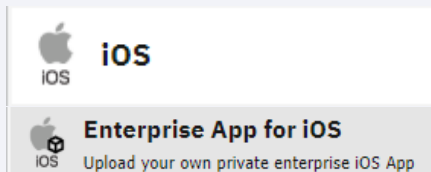
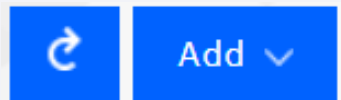
ATTENTION

In order to access App Approval workflows, administrator users must be modified to give them permissions (see Appendix)

App Development and Deployment

Questions?

Deploying Enterprise apps with MaaS360



Platform	iOS	Android	Windows (Universal)
File type	IPA	APK	APPX
Digital app signature	Code signing certificate + Provisioning profile	Keystore + password	-
Developer account required?	Yes – Apple Developer account	Yes – Google Developer Account	-

Managing beta app versions

1. Upload initial file (IPA, APK)
2. Choose Upgrade option from app
3. Choose “Manage as Additional Version”

Upgrade App

App Details Policies and Distribution Co

App*

Upl

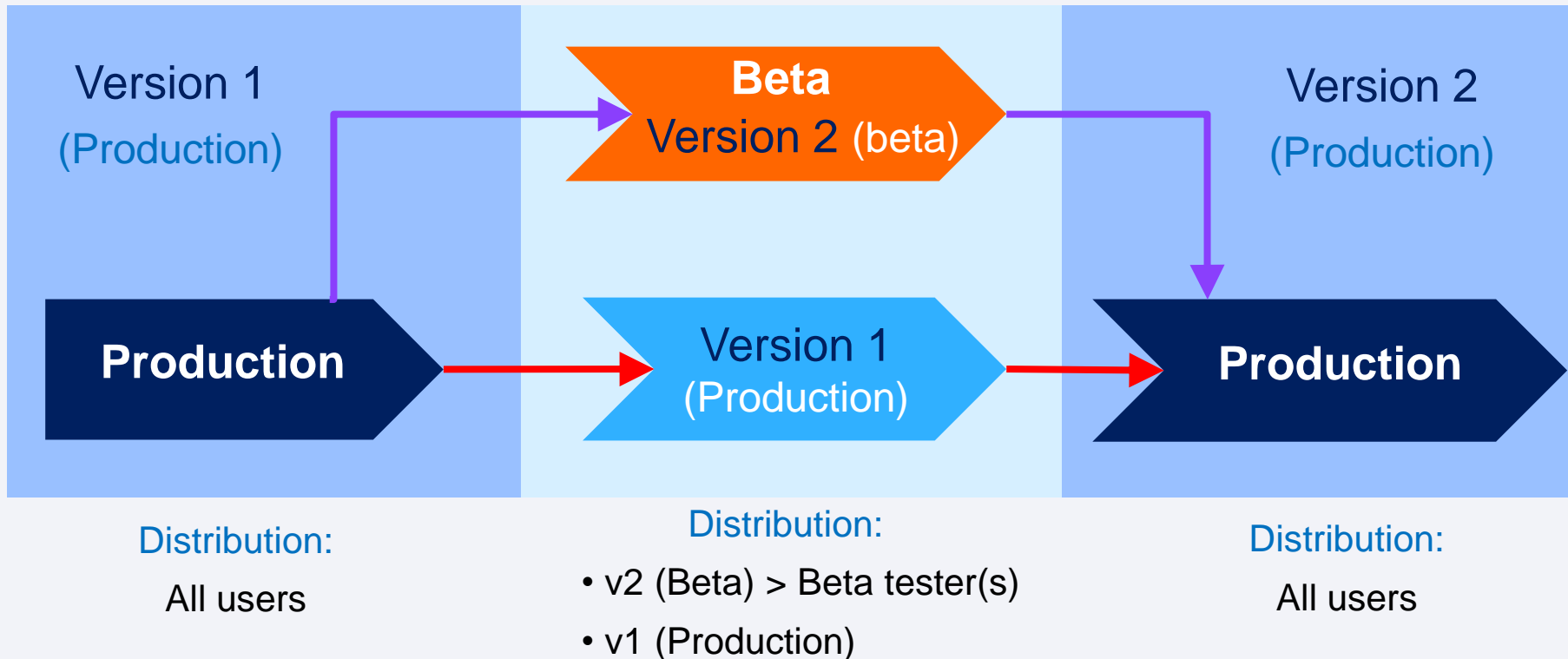
Manage as Additional Version
Enable this option to BETA test the app on specific distributions. ☐

App Catalog

App ...	Name
<input type="checkbox"/>	App ...
<input type="checkbox"/>	MaaS360 View Distribute Delete More...
<input type="checkbox"/>	Archery View Distribute Delete More...
<input type="checkbox"/>	Facebook View Distribute Delete More...

App ...	Name	App Version
<input type="checkbox"/>	MaaS360 View Distribute Delete More...	5.23
<input type="checkbox"/>	MaaS360 View Distribute Delete More...	6.96
<input type="checkbox"/>	Archery View Distribute Delete More...	1.0

Production – Beta – Production



ATTENTION: DO mode (Android Enterprise) does not support beta app management

Deploy, Wrap, SDK?

1. Add app to Catalog
2. Configure and distribute

1. Add app to Catalog
2. Configure WP Policy and distribute

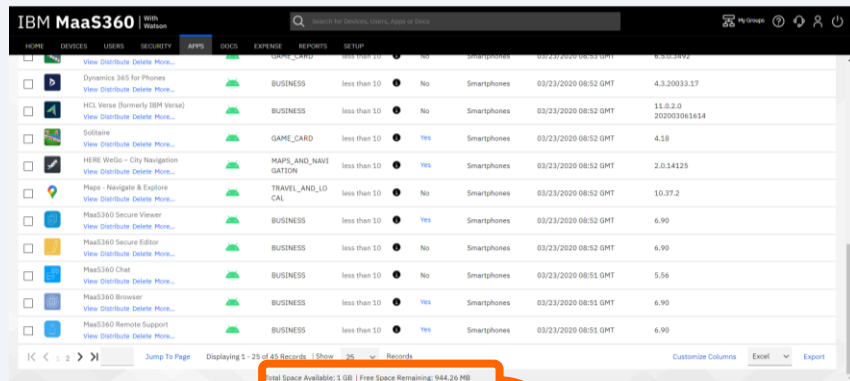
1. Add MaaS360 SDK code to app code
2. Add app file to Catalog
3. Configure WP policy and distribute

Approach	Deploy	Wrap	SDK
App protection required?	No	Yes	Yes
Containerisation required	No	Yes	Yes
Store app	Yes	No (except for SDK app partners)	
Configuration required	No	Yes	Yes
Additional code required	No	No	Yes
Licence considerations	No	Yes	Yes

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/dev_source/references/dev_enterprise_app_choose.htm

App file storage

- Enterprise (custom) apps in file format, use storage space
- Storage limit default is 1GB
- Additional storage can be purchased
- Contact your Client Success Manager or Sales representative



IBM MaaS360 | IBM Watson

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS SETUP

	NAME	TYPE	VERSION	OS	PLATFORM	LAST UPDATED	SIZE
<input type="checkbox"/>	Dynamics 365 for Phones View Distribute Delete More...	BUSINESS	less than 10	No	Smartphones	03/23/2020 08:52 GMT	4.3.20033.17
<input type="checkbox"/>	HCL Verse (Formerly IBM Verse) View Distribute Delete More...	BUSINESS	less than 10	No	Smartphones	03/23/2020 08:52 GMT	11.0.2.0 202003061454
<input type="checkbox"/>	Softrise View Distribute Delete More...	GAME_CARD	less than 10	Yes	Smartphones	03/23/2020 08:52 GMT	4.58
<input type="checkbox"/>	HERE WeGo - City Navigation View Distribute Delete More...	MAPS_AND_NAVIGATION	less than 10	Yes	Smartphones	03/23/2020 08:52 GMT	2.0.14125
<input type="checkbox"/>	Maple - Navigate & Explore View Distribute Delete More...	TRAVEL_AND_LOCAL	less than 10	No	Smartphones	03/23/2020 08:52 GMT	10.37.2
<input type="checkbox"/>	MaaS360 Secure Viewer View Distribute Delete More...	BUSINESS	less than 10	Yes	Smartphones	03/23/2020 08:52 GMT	6.90
<input type="checkbox"/>	MaaS360 Secure Editor View Distribute Delete More...	BUSINESS	less than 10	No	Smartphones	03/23/2020 08:52 GMT	6.90
<input type="checkbox"/>	MaaS360 Chat View Distribute Delete More...	BUSINESS	less than 10	No	Smartphones	03/23/2020 08:51 GMT	5.56
<input type="checkbox"/>	MaaS360 Browser View Distribute Delete More...	BUSINESS	less than 10	Yes	Smartphones	03/23/2020 08:51 GMT	6.90
<input type="checkbox"/>	MaaS360 Remote Support View Distribute Delete More...	BUSINESS	less than 10	Yes	Smartphones	03/23/2020 08:51 GMT	6.90

Jump To Page Displaying 1 - 10 of 43 Records 10 Records Customize Columns Excel Export

Total Space Available: 1 GB | Free Space Remaining: 944.26 MB

Total Space Available: 1 GB | Free Space Remaining: 944.26 MB



Questions?

Next session: 21st May (Provisional) – MaaS360 Portal configuration

Thank you

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Appendix

Do's and Don'ts for testing apps

Do's

- Do use a Sandbox (testing portal) if possible – contact CSM / Sales rep
- Do distribute your beta app:
 - As an Additional Version upgrade
 - To a reduced set of users / devices
- Do create a dummy/generic or testing user
- Do set up test environments (data servers, authentication systems)
- Do get feedback from beta tests and modify before rolling out
- Do keep a spreadsheet of changes and version control
- Do consider using App Approval process

Dont's

- As much as possible don't mix testing and production environments / systems
- Don't distribute your beta app to all production users
- Don't enroll your testing device to a production user

Document links

iOS

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_itunes.htm
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_itunes_b2b.htm
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_ios_enterprise.htm

Android

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_google_play.htm
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_private_channel.htm
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_ae_web_app.htm

Windows

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_windows_enterprise.htm
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_windows_exe.htm

macOS

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_macos_itunes.htm
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_apps_add_macos_enterprise.htm

App Catalog – Customize Columns

Column name	Details
App icon	Icon to represent the app in Catalog (portal and device)
App name	Name of app in Catalog (portal and device)
Type	Type of app: Public (Store), Private / Enterprise, Web App
Category	Categorise your apps for reporting and selection purposes
Count (installs and upgrade pending)	Number of devices to which app has been distributed (pushed)
Distributions	App 'push' to devices or users, or groups
App Bundle	Group of apps to distribute together
Enable Enterprise SSO	Has SSO been switched on for this app? (Will users authenticate via SSO into this app)
Enable InTune	Have InTune integration features been used?
Featured	Will this be featured in the (Device) App Catalog – show at top
Approved for Android Enterprise	Have AE permissions been approved?

App Catalog – Customize Columns

Column name	Details
Provisioning Profile Expiry	For iOS and MacOS devices – custom (Enterprise) app requires provisioning profile which is an app signature for the Apple platform
Device Type	Device platform used
App ID (Bundle ID)	The ID of the bundle within which the app is distributed
File name	App filename (where file has been uploaded to portal)
Enterprise Rating	If users have rated the apps within the Corporate App Catalog (device app) then this will show on portal
VPP Codes	For iOS and MacOS apps – Volume Purchase Program (Apple only)
Last Updated	Date and time when app was last updated
App version	Minor version
Full Version	Full version
Available for	If Departmentalisation has been used (Administrative Access Control) to restrict Administrator access, then which groups have access to app
URL	Web address where app can be downloaded
Authentication Server	App authentication server if appropriate

Platform / manufacturer specifics



Samsung Knox



Platform	iOS	Samsung	Android Enterprise	Windows PC
Configuration mode	Supervised mode	Samsung SAFE Samsung KNOX	Device Owner, Profile Owner	Windows
Enrollment method	Apple Configurator (non-cloud) Apple DEP (cloud)	Any (KME supported but not necessary) > APK files <u>only</u>	DO mode enrollment PO mode enrollment	n/a (depends on individual app deployment)
Where to check	Device > Summary > Enrollment mode	Device > Installed Services	Device > Summary > Enrollment mode	Device > Summary > Enrollment mode
Configuration possible		<ul style="list-style-type: none">• Force auto-install on all AE devices.• DA mode: user intervention required up to And.9• Supported OEMs (non-AE): Samsung SAFE, LG(-> And.9), Zebra, Kyocera (-<And.8), Bluebird, M3 SM10.		Unattended / Silent installation of apps

ATTENTION: Please read text below each policy setting to understand context

Allow device wide installation from unknown sources

Disabling this policy will take precedence over above two policies and will not allow installation of Non-Google play applications and will always enforce app verification even at profile level.

Managed / distributed app

Scenario

- App not previously added to MaaS360 App Catalog
- User already installed the app from store
- Admin now adds app to Catalog (managed app)
- User may get asked “Like to have this app managed?”
- Should follow the same principle as silent / non-silent installation

The screenshot displays the IBM MaaS360 console interface. At the top, there's a navigation bar with 'IBM MaaS360 | With Watson' and tabs for HOME, DEVICES, USERS, SUPPORT, SECURITY, APPS (selected), DOCS, EXPENSE, and REPORTS. Below the navigation bar, the page title is 'IBM MaaS360'. Underneath, there's a section titled 'App Summary'. This section contains a table with the following details:

Available for	All
Type	iTunes App Store App
Supported On	Smartphones, Tablets

Below the table, there are two rows of data:

Installs	12 installed 0 distributed
App Version (Full Version)	3.97 (3.97.36)

An orange box highlights the '12 installed | 0 distributed' text, with an orange arrow pointing down to a larger box below it that also displays '12 installed | 0 distributed'.

Unblocking non-store apps on devices

- Your default policy settings may block non-store apps
- If this is the case you may need to modify your policy settings

Platform	iOS (Normal mode)	Android (DA mode)	Android Enterprise	Windows (Universal)
Section	Device Settings > Restrictions > Device Functionality	Device Settings > Security > App Security	Android Enterprise Settings > Security > App Security	Device Settings 1. Security 2. App Security
Field / Setting	Allow Installing of Applications	Allow installation of non-Google Play applications	Allow installation of non-Google Play applications	1.Allow Developer Unlock 2.Allow installation of Non-Windows Store Apps

App installation settings in Device policy (Android)

Android device policy		Device Settings > Security > App Security	
Setting	Comments	OS version	Enrollment
Allow installation of apps	User can install apps on device	5.0+	PO + DO
Allow installation of non-Play Store apps	User can install non-store apps	5.0+	PO + DO
Enforce App Verification	Check app	5.0+	DO
Allow uninstallation of apps	User can remove installed apps	5.0+	PO + DO
Allow device wide installation from unknown sources	Disabling this policy will take precedence over above two policies and will not allow installation of Non-Google play applications and will always enforce app verification even at profile level.	9.0+	PO
Allow apps control		5.0+	PO + DO
Default runtime permissions for apps		6.0+	PO + DO
Configure runtime apps permissions		6.0+	PO + DO
Allow System Apps to be Stopped		-	SAFE 4.0+
Allow Widgets		-	SAFE 3.0+
Allow Notifications		-	SAFE 3.0

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/concepts/mdm_policy_gde_android_configure_security_policy.htm
https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/concepts/mdm_policy_gde_block_unknown_sources.htm

Give App Approvals permissions to administrators

The following table lists the app approval workflow access rights (permissions) that are turned on by default for each preconfigured role:

Default Role	Access Rights	Allowed Action
Administrator	View App Approval Process	View app approval templates
Administrator - Level 2	View App Approval Process, Define App Approval Process	Create and view app approval templates
App Approver	Manage App Approvals	Review app (Approve/Reject)
Help Desk	NA	NA
Read-Only	View App Approval Process	View app approval templates
Service Administrator	Define App Approval Process, View App Approval Process	Create and view app approval templates

If the preconfigured roles do not meet the organization's requirements, MaaS360 allows administrators to create custom roles with predefined access rights. MaaS360 supports three access rights for app approval process.

Access rights	Allowed Action
View App Approval Process	View app approval templates
Define App Approval Process	View and create app approval templates
Manage App Approvals	Review app (Approve/Reject)

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