IBM Endpoint Manager for Mobile Devices
Version 9.1

Quick Start Guide
This guide describes a quick and easy way to install the product.

National Language Version: To obtain the Quick Start Guide in other languages, print the language-specific PDF from the installation media.

Product overview

IBM® Endpoint Manager, built on BigFix® technology, delivers endpoint lifecycle and security management through a single, lightweight, extensible infrastructure. The solution consolidates management of servers, desktops, laptops, and mobile devices with clear, accurate reporting and unparalleled control over today's increasingly complex physical and virtual infrastructures.

IBM Endpoint Manager enables organizations to securely manage even the most intermittently connected mobile users, delivering continuous updates regardless of connectivity to the internal corporate network and enforcing policies offline to ensure regulatory compliance. This dynamic, content-driven messaging and management system allows for quick delivery and adoption of new product capabilities and enables organizations to easily tailor solutions to meet their specific requirements.

IBM Endpoint Manager V9.1 delivers consolidated lifecycle management and security and compliance solutions. It adds new core capabilities and extends its platform coverage to include:
 • More flexible deployment options with the addition of support for Red Hat Enterprise Linux and DB2® as an IBM Endpoint Manager Server platform.
 • Native encryption capabilities for server to client communication and additional security configuration options for managing Internet-connected computers and mobile devices.
 • Extended support for deployment of agents to Solaris 11, Debian 6, and Ubuntu 12.04 in addition to previously released support for Mac, OS X 10.8 and Windows 8 and Windows Server 2012.
 • New, simplified Representational State Transfer (REST) based application programming interfaces (APIs) and an easy-to-use command line interface.

IBM Endpoint Manager for Mobile Devices V9.1

With the ever-growing number of smartphone options and the recent explosion in the use of tablet computers, IT departments must find an efficient and secure way to enable employees' use of mobile devices in the work place, while still enforcing internal security policies. Services such as application management and security controls have been delivered by IT organizations for years, but mobile device platforms have unique management needs that disrupt the traditional paradigm. Rather than implement a separate infrastructure solely for mobile devices, organizations could benefit from a single solution that effectively accounts for these unique needs while providing unified endpoint management.

IBM Endpoint Manager for Mobile Devices provides the following features:
Self-service portal for user management of mobile devices
 • Has simple user setup through seamless integration with Active Directory and Lightweight Directory Access Protocol.
 • Allows users to issue wipe, lock, and reset password commands from the portal.
Customized enrollment options
 • Supports authenticated enrollment through AD/LDAP integration.
 • Adds a custom user license agreement or customizes the enrollment process through organization specific question sets.
 • Supports bulk distribution of certificates.
Enterprise Application Store
 • Quickly and easily deploy applications to mobile devices.
 • Directly import applications into the Enterprise Application Store from Worklight® Application Center.
Consolidated management for Android, iOS, Windows Phone 8, Windows RT, BlackBerry, and Symbian devices
 • Deploys advanced iOS profile options including Simple Certificate Enrollment Protocol (SCEP), Lightweight Directory Access Protocol (LDAP), Credentials, Access Point Name (APN), web clips, and enterprise Wi-Fi profiles.
 • Extends key management functionality for Android devices through support of Nitrodesk TouchDown and Samsung's custom enterprise APIs.
 • Enables administrators to locate lost devices through location services for iOS.
Security compliance
 • Detects unlocked or jailbroken devices.
 • Ensures mobile security compliance through standard checks for Center for Internet Security (CIS) benchmarks.

1   Step 1: Access the software and documentation

The IBM Endpoint Manager software can be accessed from Passport Advantage® or from DVD.

If you download your product from Passport Advantage, follow the instructions in the download document available at http://www.ibm.com/support/docview.wss?rs=1015&uid=swg21662495

The IBM Endpoint Manager package includes the following product DVDs:
- IBM Endpoint Manager Version 9.1 Platform Installer
- IBM DB2 Workgroup Server Edition 10.5 - Linux 64-bit - Limited Use

For complete documentation, see http://pic.dhe.ibm.com/infocenter/tivihelp/v26r1/index.jsp?topic=/com.ibm.tem.doc_9.1/welcome/welcome.html.

For information about using IBM Endpoint Manager for Mobile Devices, see the User's Guide.

2   Step 2: Evaluate the hardware and system configuration

See the IBM Endpoint Manager Operating Requirements section of the http://www.ibm.com/support/docview.wss?rs=1015&uid=swg21652841.

3   Step 3: Get started and install IBM Endpoint Manager

A complete IBM Endpoint Manager installation is composed of installation and registration of the platform, followed by the configuration of the applications:
1. For an introduction to the product platform and applications, see Getting Started
2. To learn about the installation of the platform and the product components, see Installation Guide.
3. Install IBM Endpoint Manager by following the instructions in the Installation Guide.

More information

For more information, see the following resources:
- IBM Endpoint Manager Support Site at: http://www.ibm.com/support/entry/portal/Overview/Software/Tivoli/Tivoli_Endpoint_Manager
- IBM Endpoint Manager wiki at: https://www.ibm.com/developerworks/mydeveloperworks/wikis/home?lang=en#/wiki/Tivoli Endpoint Manager/page/Home
- Knowledge Base at: http://www-01.ibm.com/support/docview.wss?uid=swg21584549
- Forums and Communities at: http://www.ibm.com/developerworks/forums/category.jspa?categoryID=506