

Get Mobile!



Omni Mobile

What's New for Administrators

What's New for Users

The 2.4.0 release of the Omni Mobile server module includes two significant enhancements. Administrators will now be able to control all devices that are registered to the Omni Mobile server. If "debug logging" is enabled, users will be able to enter a 'diagnostic' screen to see what the server sees as it updates data to the client.

Controlling Devices

My Profile Last Connection Time: 1969/12/31 11:00:00
Omni Mobile Admin

General Policy Statistics

This is your account information.

Account Status: Enabled
Account Identifier: omadmin.PO1.DOM1
Last Connection Time: 1969/12/31 11:00:00

System License Configurations Logs **Devices**

Device Status
Select the device to change its status. Click on the header to order by Name, Email, Last Sync or Status.


Name	Email	Last Sync.	Status
Gordon Robert	gordonr.PO1.DOM1	03/23/07 8:25 PM	Enabled
OS: Pocket PC 4.20.1081 Battery: 100% Resolution: 240x320 Device Id: 53006D00610072007400500068006F006E0065000000-30413031313930313331313400			Disabled
OS: Palm OS 5.4.0 Battery: 100% Resolution: 320x320 Device Id: P			Enabled
Omni Mobile Admin	omadmin.PO1.DOM1	12/31/69 5:00 PM	Poison Pill then Enable
			Poison Pill then Disable
			Delete Device
Robert Gordon	robertg.PO1.DOM1	03/15/07 5:26 PM	Enabled
OS: Microsoft SmartPhone 5.1.70 Battery: 25% Resolution: 320x240 Device Id: 53006D00610072007400500068006F006E0065000000-30413031313930313331313400			Enabled
Robert Gordon	robertg.PO1.DOM1	Never	Enabled
OS: Microsoft SmartPhone Battery: % Resolution: 0x0 Device Id: gordonr			Enabled

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New Devices Tab

You will notice that when you are logged into WebAccess as the Omni Mobile admin, a new 'Devices' tab has been added.

The 'Devices' detail page will show you all of the devices that have ever been registered to the Omni Mobile server. Note that devices are associated to users and any status action you take will affect each device associated to that user. Individual device management will be incorporated in a future release.

Click the  button to apply the status change.

As an example, if **Delete Device** was set against a user's device, once that device updates, they will see the following error.



If the user tries to reconnect the client, the device will look like it is connecting to the Omni Mobile server, but another error window will appear.



The Omni Mobile client will not work on that device again until the Admin resets the status back to **Enabled**.

Manage Devices

In the 'Status' column for a user, use the drop-down list to change the status. You have several choices:

- **Enabled**—this is the default status.
- **Disabled**—choose this to disable all devices for the selected user.
- **Poison Pill then Enable**—this will wipe out the **UserData** folder on all devices of the selected user and allow the user to start the client again and reconnect as the same or a different user.
- **Poison Pill then Disable**—this will wipe out the **UserData** folder on all devices of the selected user and prevent the user to start the client again. Devices remain licensed with the Omni Mobile server.
- **Delete Device**—this will wipe out the **UserData** folder on all devices of the selected user and prevent the user from starting the client again. Also frees up the license counts.



Diagnostics Button

If the Omni Mobile server has debug logging enabled, users can assist you with troubleshooting by accessing the "diagnostics" page.

Enter through the device

The user will login into WebAccess and go into the Omni Mobile detail pages. In the "Device Status" list you will notice that each Device has a "Diagnostic" button below the status drop-down list.

The screenshot shows a user profile for 'Gordon Robert' with a device icon. The device information includes: Client Version: Omni Mobile 2.4.0.105 (DEBUG), Last Sync: 2007-03-23 20:36:54.843, OS: Pocket PC 4.20.1081, Battery: 100%, Resolution: 240x320, and Device Id: 1040E1509031977E0. A dropdown menu is set to 'Enabled'. A 'Diagnostic' button is highlighted with a red box.

- Using the "Diagnostic" button will open a diagnostic window which will show the folders selected in the "Folders Policy" for updating to the device.

The screenshot shows the 'My Profile' diagnostic window for Gordon Robert. It has tabs for 'General', 'Policy', and 'Statistics'. The 'Policy' tab is active. The 'Device Diagnostic' section shows the same device information as the previous screenshot. Below it, the 'Folder Information' section shows a tree view of folders: Gordon Robert, Mailbox, and Omni Mobile. Under 'Omni Mobile', there are sub-folders: Accounts, Marketing, Technical Support, and Sample Query. A tooltip for 'Accounts' shows 'Last Synchronization: 2007/03/23 14:36:54'. A 'General Information' button is visible at the bottom right.

- Click on the desired folder, e.g. the **Mailbox**.



- You will see a "Item Information" window open that will contain details of the email and calendar items that the server has sent to the device..

Mailbox: Item Information

Drn	Type	From	To	CC	BCC	Subject	Read	Accepted	Completed	Deleted	Date Sent	Date Start	Date End
62z3z0	Task	Gordon Robert				Test task 1 fm device	X				12/11/06 12:12 PM	03/23/07 11:59 AM	12/11/06 12:00 PM
77z17z0	Mail	Gordon Robert					X				02/04/07 12:20 PM		
79z16z0	Mail	Gordon Robert					X				02/04/07 12:26 PM		
97z15z0	Document	Gordon Robert				Investment_Policy_2nd_Draft.DOC	X				02/05/07 4:54 PM		02/06/06 11:00 AM
98z14z0	Document	Gordon Robert				Spending_Policy_2nd_Draft.DOC	X				02/06/07 9:36 AM		02/06/06 11:00 AM
204z6z0	Appointment	Gordon Robert				OM Client 7 PM	X				03/09/07 3:51 PM	03/21/07 7:00 PM	03/21/07 8:00 PM
215z13z0	Mail	Gordon Robert				Test Mar 15 11:45 AM	X				03/15/07 11:47 AM		
216z12z0	Document	Gordon Robert				Please Use Other Door.doc	X				03/16/07 3:28 PM		02/06/06 11:00 AM
223z11z0	Document	Gordon Robert				Please Use Other Door.doc	X				03/16/07 5:17 PM		02/06/06 11:00 AM

To refresh the information, **do not** click the reload or refresh button on your web browser. Click the "General Information" button and then reselect the desired folder from the folder list.