Kony Management Quick Start Series

Getting Started With EMM

Release V8

Document Relevance and Accuracy

This document is considered relevant to the Release stated on this title page and the document version stated on the Revision History page. Remember to always view and download the latest document version relevant to the software release you are using.

Revision History

Date	Document Version	Description of Modifications/Release
10/09/2017	1.0	Document published for V8 GA

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1. Preface

Kony Enterprise Mobility Manager (EMM) is an all-encompassing approach to the secure use of company-owned and employee-owned mobile devices. EMM typically involves combination of Mobile Application Management (MAM), Mobile Device Management (MDM), and Mobile Access Management.

EMM solution: Scenarios

- For employees who need to install and use the enterprise apps on their own devices.
- For an enterprise that intends to manage its applications through a web console.
- For applications that can be managed with policies based on the latest IT guidelines within the organization.

1.1 Purpose

This document helps you familiarize with Kony Enterprise Mobile Management and provide procedural information to use Management console, Self-service console, and Launchpad.

1.2 Intended Audience

The information in this guide is intended primarily for:

- **System Administrators**: Employees who implement and enforce the security structure, responsible for maintaining multi-user computer system, including a local area network (LAN), setting up user accounts, installing system-wide software, adding and configuring new workstations and so on.
- **Users**: Employees who use the EMM where the application is running and can access some or all of its features.

1.3 Formatting conventions used in this guide

The following typographical conventions are used throughout the document:

Click here

Conventions	Explanation
`Monospace`	■ User input text, system prompts and responses ■ File Path ■ Commands ■ Program Code ■ File Names
Italic	■ Emphasis ■ Names of Books and Documents ■ New Terminology
Bold	■ Windows ■ Menus ■ Buttons ■ Icons ■ Fields ■ Tabs ■ Folders
URL	Active link to a URL.
Note	Provides helpful hints or additional information.
Important	Highlights actions or information that might cause problems to systems or data.

1.4 Supported Platforms

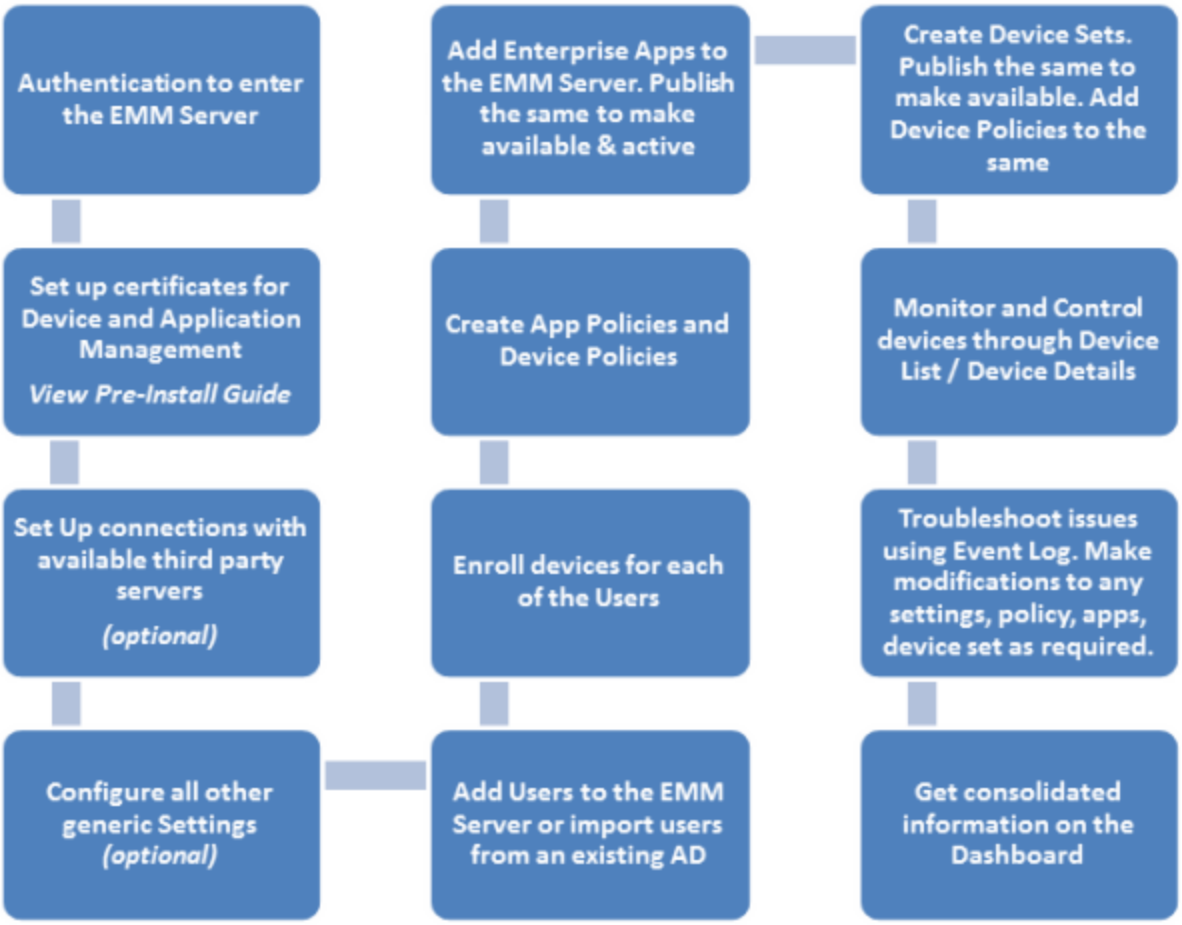
Supported Platforms are iOS, iPad, Android, Android Tablet, and Windows Phone 8.1. Other Device Operating Systems are not supported.

1.5 Contact Us

We welcome your feedback on our documentation. Write to us at techpubs@kony.com. For technical questions, suggestions, comments or to report problems on Kony's product line, contact support@kony.com.

2. Overview

The steps described below are a quick guide on how to set up and get ready to use Kony EMM



3. Introduction

The Kony Management Cloud is an Enterprise Mobility Management (EMM) software suite that provides policy configuration and management tools for mobile handheld devices and corresponding applications on smartphones and tablets. EMM helps enterprises to manage complex communications among mobile devices by supporting security, network services, and software and hardware management across multiple OS platforms.

EMM also supports bring your own device (BYOD) initiatives that has become the focus of many enterprises. It can support corporate and personal devices, and helps to support a more complex and heterogeneous environment.

This guide will help you with first time configuration tasks as well as providing an overview to successfully using Kony EMM to enroll devices, create policies, and manage apps.

4. Certificates

Several Certificates are required to make the EMM system functional.

Platform	Certificates

iOS	• APNS
	• Apple Enterprise Certificates
	  ◦ Wild Card Distribution Certificate
	  ◦ Wild Card Provisioning Profile
	• Apple App Manager
	  ◦ Provisioning Profile
	  ◦ Push Certificate

Android	• Google ID • Key Store • Key Store Pass phrase • Certificate Alias • Certificate Pass Phrase • GCM Key • Sender ID

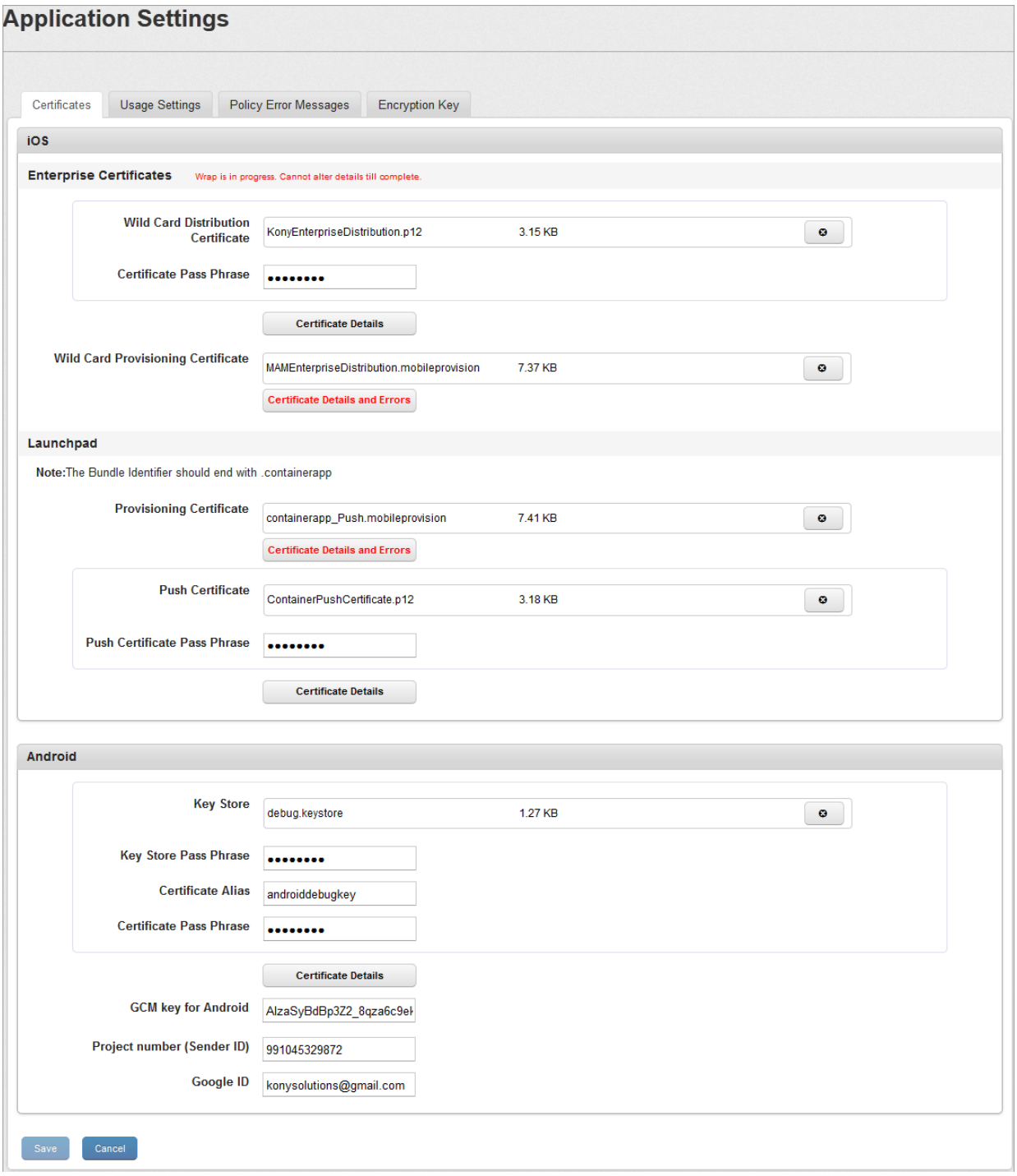
Note: The APNS certificate is required if you plan to enroll iOS devices.

4.1 Platform Specific Settings

The Apple Enterprise and App Manager certificates are required for the iOS EMM enrollment app (Launchpad), iOS enterprise app distribution, and iOS app wrapping. iOS devices can be enrolled without the Enterprise App Store using the browser, if these certificates are not available.

The Android Key Store file and details are required for the Android EMM enrollment app (Launchpad), Android enterprise app distribution, and Android app wrapping. Android cannot be enrolled using the browser like iOS devices; without these entries Android devices cannot be supported.

These certificates are entered in the Kony Management Cloud administrative console through **Settings > Applications Settings > Certificates** tab.



Step by step instructions for creating all resources are under Generating Certificates section of this document.

5. Optional Third Party Server Integration

There are several third party servers to which EMM can connect. The administrator is required to provide the necessary details to establish a connection between the EMM Server and these servers if the relevant feature is desired.

- **Active Directory**: This can be set up on the **Directory Settings** page under Settings. If no LDAP connector is set up, the Administrator must create all users and groups locally within the EMM Server.

- **Exchange ActiveSync**: Exchange ActiveSync can be set up on the **Exchange Settings** page in the Settings section. If no Exchange ActiveSync server connection is set up, the EMM server cannot automate access or denial of devices communicating with Exchange via ActiveSync. This can still be done manually by an Exchange administrator until connectivity is established between Exchange and the Kony EMM server.

  > ***Note:*** It is recommended not to establish this connection during a trial period, as once established only devices enrolled to Kony EMM and compliant with designated rules will be capable of receiving enterprise email.

- **BlackBerry Enterprise Server (BES)**: To connect the EMM Server to the BES, the administrator must configure the connection settings. This can be done through **Device Settings > Communication Configuration**. If this is not configured, BlackBerry devices cannot be supported by EMM. If there are existing devices in the enterprise, they cannot be synced with the EMM Server and therefore cannot be monitored through EMM.

- **Windows MDM Server**: To provide support for Windows 6.x devices, the administrator must configure the connection settings to the Windows MDM server. This can be done through **Device Settings > Communication Configuration**. Details on installing a Windows MDM server are included in the Kony EMM Pre-Install Guide.

Configure Windows 6.x

Warning: Without providing these fields Windows 6.x devices cannot be enrolled.

Windows 6.x Service URL* [illegible]

Windows MDM Service Key* mykey

Windows MDM Service Secret* ••••••••

My (Kony Console) Key* key

My(Kony Console) Secret* ••••••

Configure Windows Phone 8

Warning: Without providing these fields Windows Phone 8 devices cannot be enrolled.

Company Name Ruther & Ford

Device Sync Interval (in minutes) 30

6. Optional Settings

The following settings have defaults, and are not mandatory to change to make the EMM system function. It is recommended that they are customized before adding devices. Creating them once the system is functioning can put a significant load on the devices enrolled as new details must be synced from the EMM Server. This may lead to a poor experience for device users.

6.1 Device Settings

6.1.1 Usage Settings

There are several parameters that define how EMM behaves.

6.1.1.1 Time Zone

The default Time Zone set is EST. If your company follows a different time zone, set the same. Specifying this displays all time related attributes according to this time zone. Showing the right time zone avoids a lot of unwanted confusion.

6.1.1.2 Device Agent Settings

Timeout Period: This specifies the maximum idle time of the device after which the user is logged out of the Device Agent.

6.1.1.3 Enrollment Settings

Allowed Enrollment Methods

- Administrator can choose to allow **Admin** Initiated, **Device** Initiated or **Self Service Portal** Initiated enrollment processes. Only the selected mechanism is allowed to enroll. Enrollment through unauthorized mechanisms fails. By default all the three are selected. If none of them are selected, then no enrollment is possible.
- Verify User Presence in AD Group (Optional): This is marked **No** by default. If it is marked **Yes**, it means that to enroll their device, the User must be in an AD Group as chosen by the

Administrator.

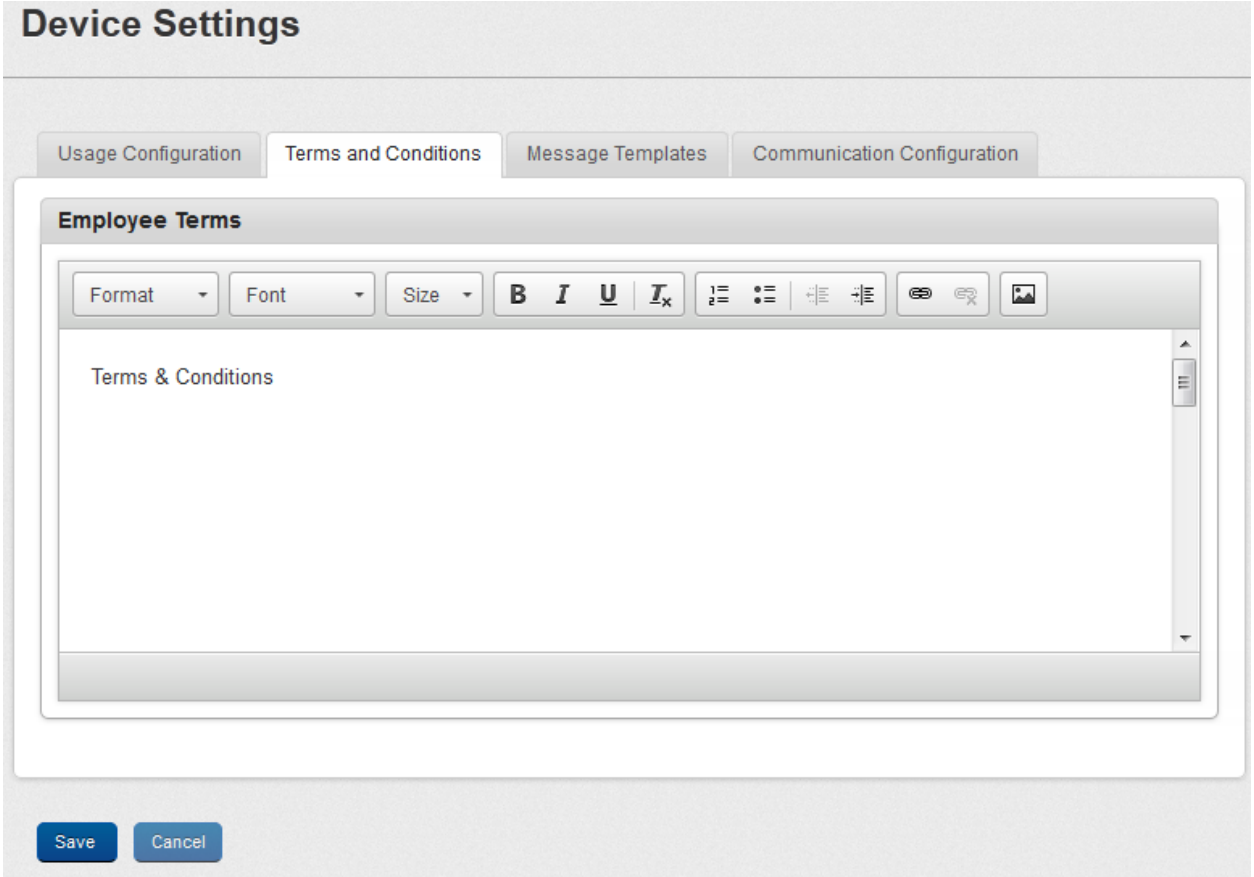
- Only if the above choice is Yes, Enforce AD Group for Enrollment can be specified. The Administrator must choose only one group among all AD Groups.
- This group is used only at the time of enrollment. Should the members of the group change post-enrollment; it is not taken into consideration.

Enrollment Denied List (Optional)

All the devices for which future enrollment is denied are part of this list. The Administrator can view and modify the list. By deleting devices from this list, they are allowed to enroll again. The Administrator cannot add any devices to this list directly.

6.1.2 Terms and Conditions

The Terms and Conditions of the Company can be provided in the Terms and Conditions tab of Device Settings from the Settings area of the Administrator console. An acceptance sign off is sought by every device user on these terms and conditions. If detailed Terms and Conditions are not yet written, a welcome message is typically placed here instead.



6.2 Branding

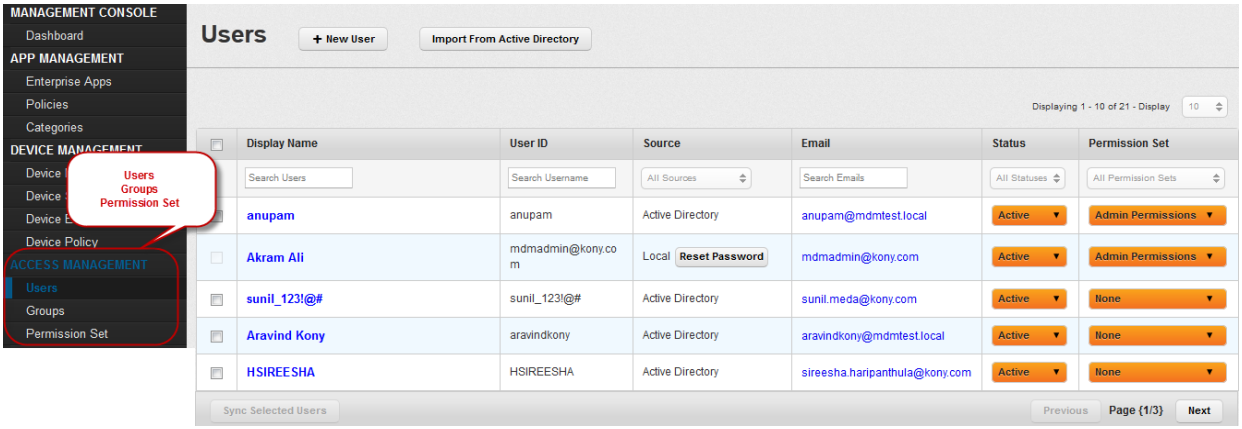
This page allows you to replace the existing Kony icons with your own. If this is not configured, it reflects Kony branding by default for all the placeholders provided.

6.3 Admin Email Settings

This allows you to set the default email id to, which all the support queries are sent. If this is not configured, the default support email id is not configured. It results in an error on the device every time a user initiates Contact Support.

7. Access Management

Access Management includes adding users and groups and applying permission sets to them.

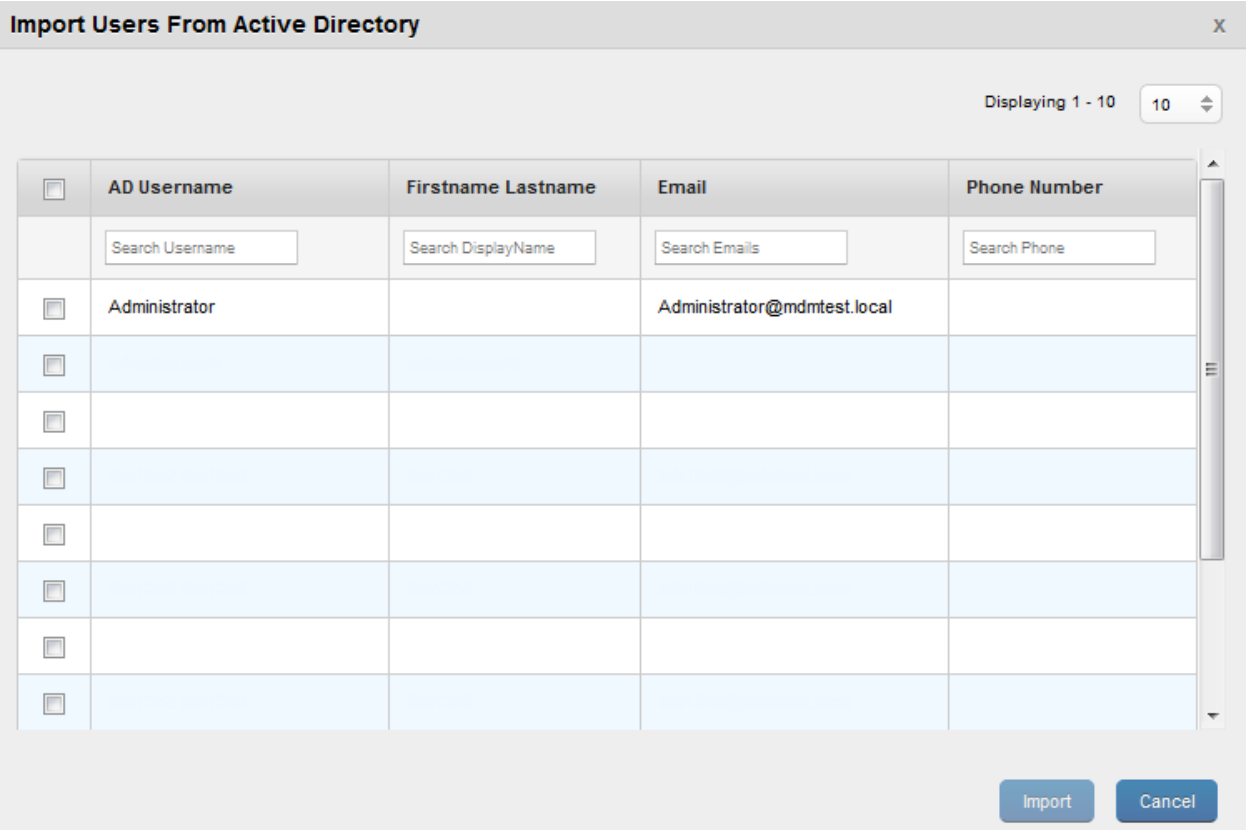


7.1 Adding Users and Groups

There are two ways to add Users or Groups:

- Create Local Users or Groups(on the EMM Server)
- Import from Active Directory: This requires prior integration with the existing company AD. If it is not present, only Local Users and Groups can be created.

Users and Groups can have permission sets applied to them. With every User, the list of permissions is shown with their details.

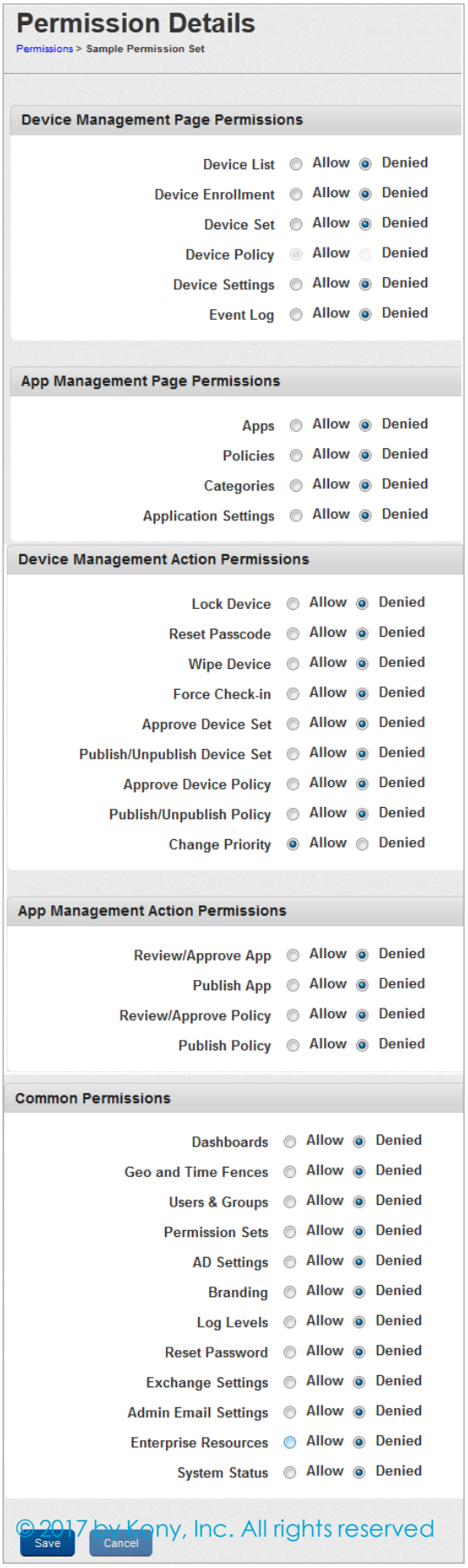


7.2 Permission Sets

Typically, the first user of the system is a super administrator with rights to view all the pages and perform all the actions.

If other Administrators are added, super administrator can create permission sets that allow access to certain pages and privileges to perform certain actions. Every Administrator must have a Permission Set applied to them to access the Management Console. Creating different permission sets can help to define roles of different administrators more clearly.

Users by default have access to the Self Service Portal.



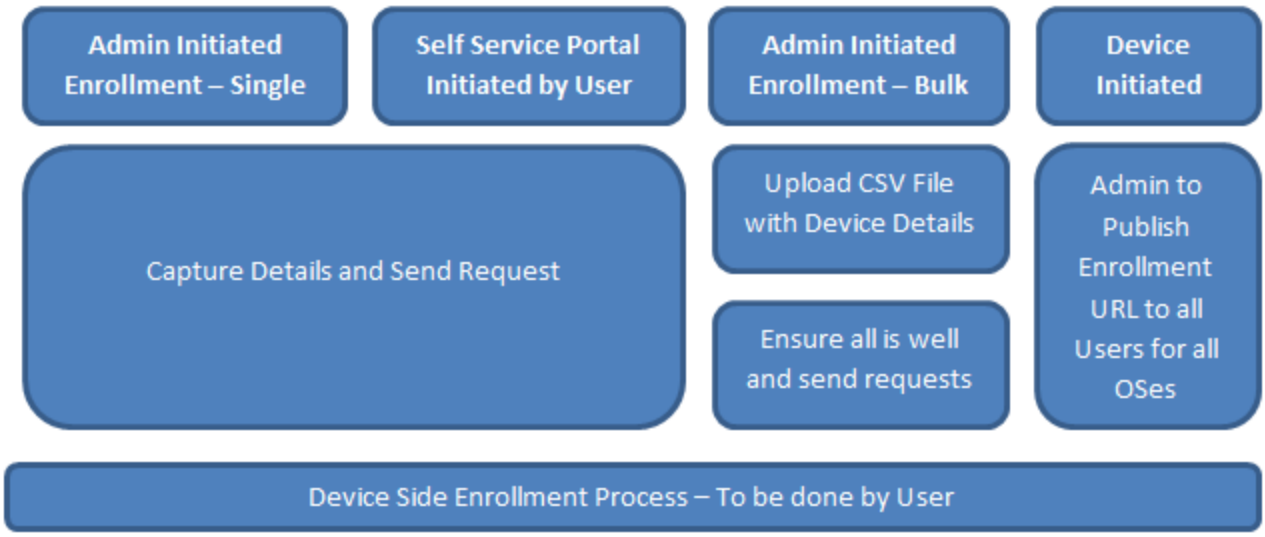
8. Enroll Devices

Based on the choices made in Enrollment Settings, devices can be enrolled in multiple ways.

Devices can only be enrolled with Users that are already part of the system - either local Users or Users imported from AD. Devices cannot be enrolled against Users who are not part of the system.

8.1 Enrollment Process

The process can be Admin initiated - from the **Device Enrollment** page or Self Service portal initiated from the **Devices** page. While enrolling devices the User ID must be selected, which auto-populates from respective field. Administrator must provide all other fields required.



Enrollment requests are sent to the User's email account. A typical enrollment request contains a set of instructions and a URL to be accessed from the device. The User must access the URL from the device to complete the enrollment process.

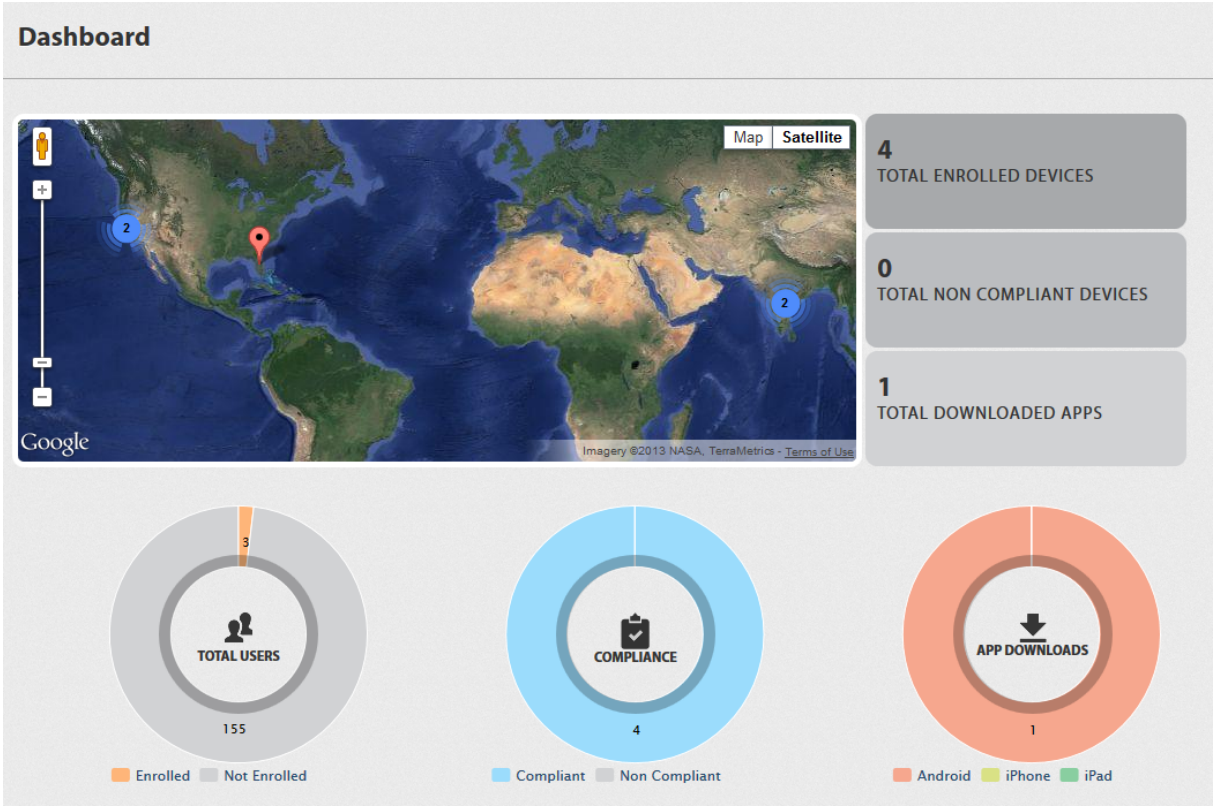
8.2 Platform Specifics

- For iOS and Android, all the three mechanisms are possible.
- For Windows 6.x devices, Device initiated is not possible.

- For Windows Phone 8, only Device Initiated Enrollment is possible. The URL to which the device must connect for the enrollment process must be provided to all the Users through email or any other means.
- For BlackBerry devices, enrollment only happens on the BES. The EMM Server will automatically sync these devices from BES, provided BES integration has been defined.

8.3 Monitoring the System

A dashboard is provided to for Administrators and others to view the salient activities of device users.



8.3.1 Location Distribution

The dashboard provides a quick snapshot of the devices and their distribution across the world. The Admin can quickly get to a pinpointed device, if its location seems off. The Admin can get to the device details to learn more about it and take several actions on the same.

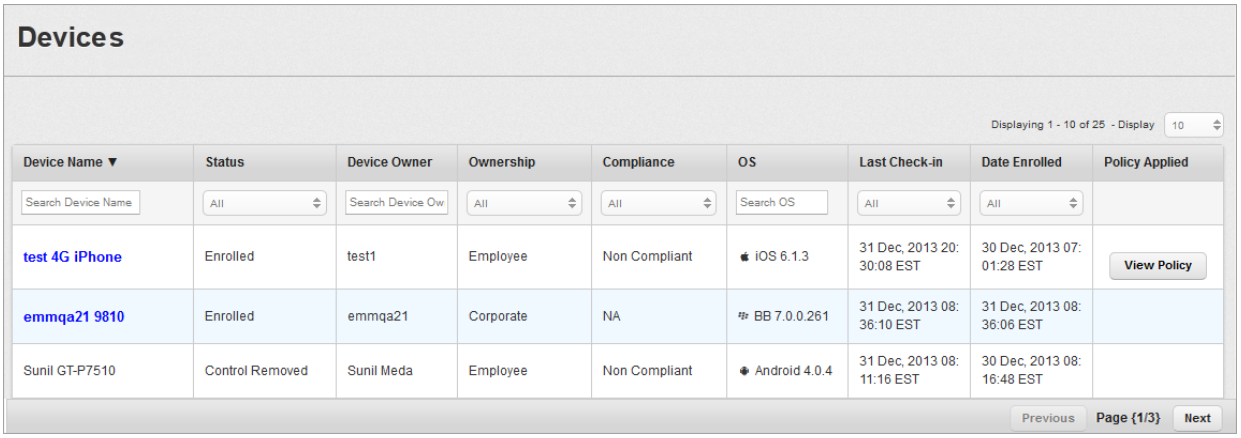
Salient Metrics

- **Total Enrolled Devices**: This shows the total enrolled devices. This has a drilldown to all the devices enrolled.

- **Total Non-Compliant Devices**: This shows the number of devices that are currently out of compliance. This has a drilldown to the Device list with non-compliance devices.
- **Total Downloaded Apps**: This shows the total number of app downloads from the system. This includes all enterprise apps and any others pushed through the system.
- **Snapshots**: Charts display the company's current usage of EMM. Clicking on these charts beings up graph reports that can be exported to various formats.
    - **User Device Enrollment Summary**: A graph is shown with the Total Users on the system and a split of how many have enrolled their devices versus not.
    - **Compliance Summary**: A graph shows the total enrolled devices and a split of how many devices are within compliance versus not
    - **App Downloads:** A graph shows the split of app downloads based on the different platforms.

9. Devices

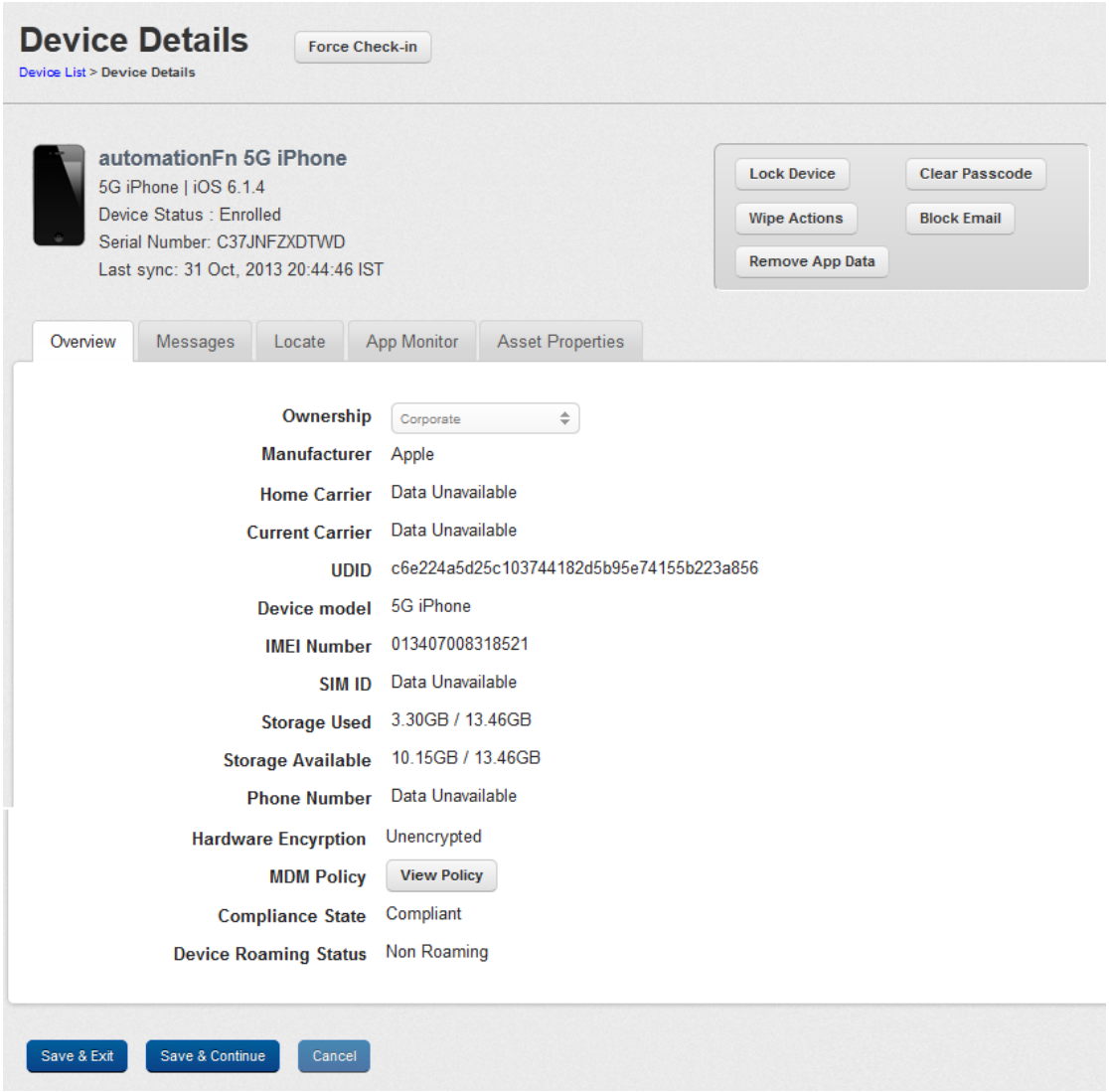
The list of all the devices is shown here. The list can be filtered to view only the devices that are of interest. The policies applied to the device can be viewed.



The details about the device can also be viewed, and several actions can be taken.

10. Device Details

From the **Device Management** section, click the **Device List** from the left panel. The Device List page is displayed. The page displays a list of devices. Click on any of the device name's to view its details.



There are several details about the device that administrators have access to:

- The device internal statistics
- The Kony EMM system messages received by it

- The apps installed on the device
    - The admin can choose to remove apps if necessary
- The current and the last 5 locations of the device.

The Admin can also take required actions such as:

- Lock Device
- Reset Passcode
- Wipe Device (both corporate data only or factory reset)
- Block Email

10.1 View Device Policy

The Admin has the ability to view the policies applied on any device. In this view, the admin can see the policies that are resolved on the server side versus those acknowledged by the device.

The Administrator can also choose to look at more details. This shows the inheritance of the policies from their respective Device Sets. All the Device Sets, the device is part of are shown along with all the policies applied to the same with their priorities. Based on the priorities, the server resolves certain policies.

In some occasions, there can be a difference between the server resolved policies and device acknowledged policies. It is recommended to wait till the next heartbeat to see, if this synchronization occurs.

If absolutely essential, doing a Force Check-in enables the device to interact with the server and all the details are passed along then. It updates the device status to the Admin. Any discrepancies should be resolved.

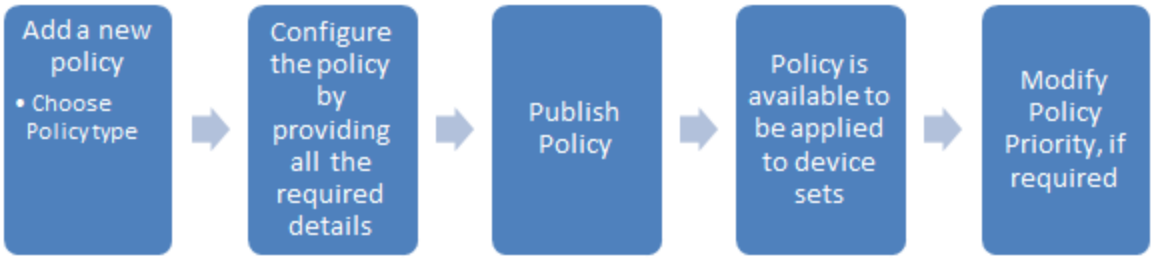
View Device Policy x

Policy Type	Server Resolved Policy	Device Acknowledged Policy
Passcode Policy	-	-
Device Restrictions	-	-
Email and Calendar	Anupam Exchsnge	Anupam Exchsnge
Network	-	-
Certificate Distribution	-	-
Web Clips	-	-
Compliance Actions	-	-
App Policy	-	-
Policy Version	15	15

More Details OK

11. Device Policy Creation

In the **Device Policy** page of the **Device Management** section, the Admin can add a New Policy.



The Administrator must choose the policy type and provide a description for the same. Once it is done, the Admin is required to provide all the details with respect to that policy. There are eight types of device policies that can be created. All the policy types are not available for all device platforms (OSes). Within each policy, every supported platform is displayed in a tab.

For **Network** and **Certificate Distribution** policies, enterprise resources (for example, Wi-Fi networks, VPN networks) must be created before they can be added to these policies. These are created in the Enterprise Resources area under Settings.

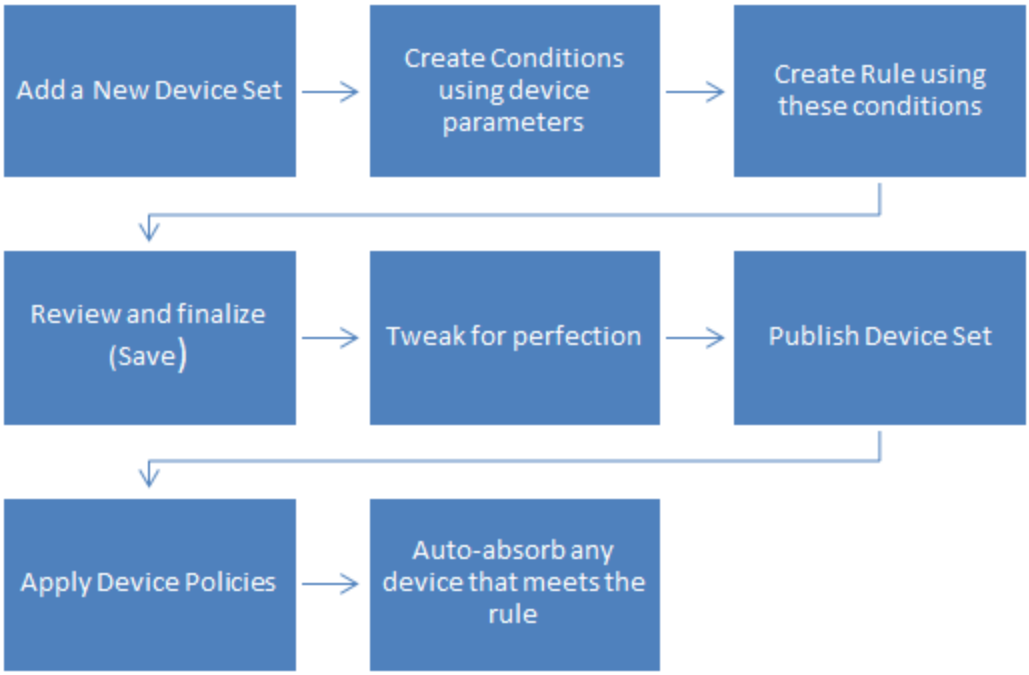
Once a policy is created, it must be activated and published. By default, the newly created policies are in an **Unpublished** state. To publish the policy, the state must be Active.

After publication, the policy is given the last priority in its type. Once published, policies are made available to be applied to the Device Sets.

12. Device Set Creation

Handling devices one at a time is a very tedious activity. To make the process easier, devices are organized into Device Sets using certain rules. These Device Sets are self-organizing and dynamic as all the devices as part of a Device Set adhere to the same set of rules.

Device Sets can be created from the Device Set page in Device Management.



12.1 Device Set Conditions

The most common sets are created by default. For custom sets that are needed, several parameters are available to customize conditions. The admin must choose these parameters and their values to build conditions. To create Device Sets, there could be one or more conditions.

Some sample conditions can include:

- Device OS = Android
- Device ownership = Corporate

12.2 Device Set Rule Definition

These conditions are then used to create rules. Operators such as AND, OR, NOT and Parentheses are available to build expressions (rules). The expressions are interpreted from right to left.In the order of precedence, it is parentheses “( )”, NOT, AND, OR. The laws of Boolean algebra for basic operations apply.

The final expression created is the one rule that all devices must adhere to be part of the Device Set.

The Admin can search for all devices that satisfy the rule and modify both the conditions and rules to arrive at the final devices required to be part of the Device Set.

12.3 Device Set Publication

After creation, the default state of the Device Set is **Unpublished**. If the Admin is satisfied with the conditions and rules used to define the Device Set, they may choose to publish the same. Just like Device Policies, the state must be Active before the status can be changed to Published.

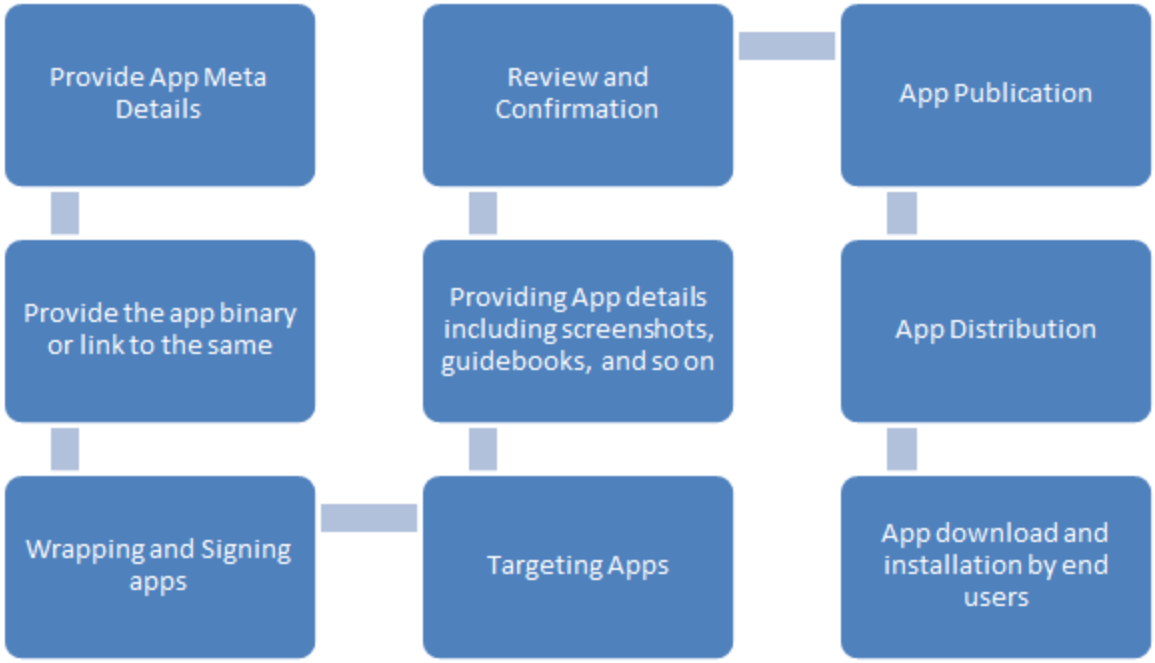
12.4 Post Publication

After it is published, devices that satisfy the rules of the Device Set automatically become a part of it. Therefore, devices can be part of multiple Device Sets.

Only after Device Set publication, policies can be assigned to the same. All devices that are part of the Device Set have the same set of policies applied to them.

If a device is part of multiple Device Sets, multiple policies may be applied to the device. To resolve this issue there are priorities for each policy. The policy with the highest priority wins and applied to the device.

13. App Creation and Upload to Enterprise Store



App Creation involves the following steps:

- Providing App meta details (such as name, version and description)
- Providing the app binary or link to the same
- Wrapping and or Signing Apps
- Targeting Apps
- Providing App details including screenshots, guidebooks, description and so on
- Review and Confirmation

Once the admin performs all these steps for an app, it is ready to undergo the publication process. Every app has a workflow state and publication status. By default, the workflow state is **Draft** and the publication status is **Unpublished**. The workflow state is shifted until it reaches **Approved**. At this point the publication status can be made **Published**.

Upon successfully publishing an app, it automatically appears in the Enterprise Store. It also appears in the store portion of the device agent for Users to whom it is targeted. An email notification is automatically sent to the user alerting them that the new app is available.

Users may choose to download and install any apps visible to them in their Store. If an app is flagged as mandatory for a user, it is automatically installed on the device the next time the user opens Enterprise App Store.

If you unpublish an app, it is removed from the store and from all the devices it is present on.

14. App Policy Creation

App Policies govern the behavior of an enterprise app. From the **Policies** page in the App Management section of the administrator console, the admin can add a new policy. The admin must provide the name and description of the app along with the policy configuration.

Once a policy is created, it must be published before it can be assigned to any app. All Policies have both State and Status. By default, when a policy is created, it is in **Draft** state and **Unpublished** status. The state must be approved before the policy can be published. With each change in the state and the status, a comment should be provided indicating the progress in the workflow.

After successful publishing, the policy is made available to apply on wrapped enterprise apps.

15. Generating Certificates

Before using the Kony Management Cloud EMM solution it is required to create and apply various Apple and Google resources. These resources allow the server access to the Apple mobile communication network, the Google mobile communication network, as well as Google Maps.

The resources you will create are:

- Apple Enterprise Wild Card Distribution Certificate
- Apple Enterprise Wild Card Provisioning Profile
- Apple Application Manager (Launchpad app) Push Certificate
- Apple Application Manager (Launchpad app) Provisioning Profile
- Assigning App Resources in the Kony Management Cloud Administrator Console
- Apple Push Notification Certificate (APNS) for MDM
- Creating CSRs
- Android Certificates and Keys
    - Android GCM Key with Sender ID
    - Google MAPSv2 Key
    - Android Key Store

15.1 Implications of renewing iOS certificates on Launchpad and Child apps

When you renew/re-create iOS certificates for any reasons, the following are the implications for the Launchpad and any Child apps in the Launchpad.

- **Wild Card Distribution Certificate**: When a certificate is generated again, wrapping will be initiated on the Launchpad and on Child apps.

If the wrapping is successful, a push message is sent to the user device to install the latest launchpad and its corresponding child apps on the device. The Launchpad and Child apps will be wrapped and signed with the latest Wild card distribution certificate.

If a child app is active, the user must save the data and logout from child app before the Launchpad upgrade.

- **Wild Card Provisioning Profile**: When a profile is generated again, wrapping will be initiated on the child app and no action is taken on Launchpad.

  If the wrapping is successful, a push message is sent to the user device to install the corresponding latest app. The child app will be wrapped and signed with the new wild card provisioning profile certificate.

  If a child app is active, the user must save the data and logout from child app before the Child app upgrade.

- **Push Certificate**: When a new push notification certificate is uploaded, wrapping is not initiated on either the Launchpad or the Child app.

- **Launchpad Provisioning Profile**: When a profile is generated again, wrapping (sign only) is initated on the Launchpad. No action will be taken on the child app.

  If the wrapping is successful, a push message is sent to the user device to install the Launchpad on the device. The Launchpad will be signed with the latest Launchpad Provisioning profile.

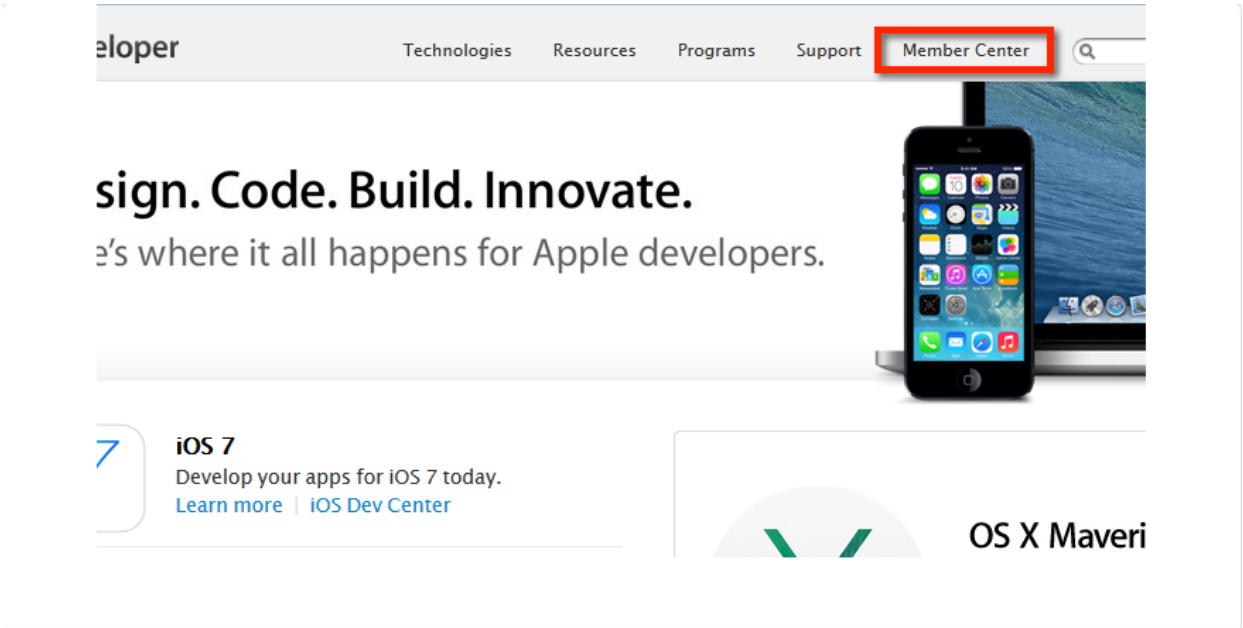
  While upgrading launchpad, active child app will be moved to the background and can be launched after installation.

- **MDM APNS Certificate**: When a MDM APNS certificate is uploaded to the EMM console through Device Settings > Communication Settings page, no action is taken on the Launchopad the its child apps.

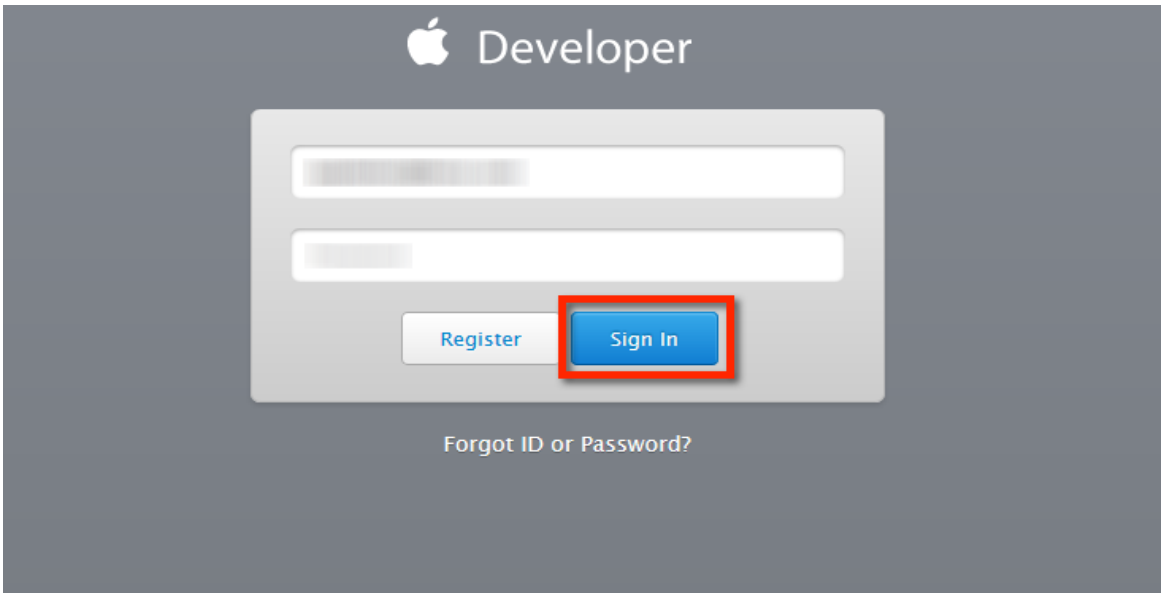
15.2 Creating the Apple Enterprise Wild Card Distribution Certificate

To create Apple Enterprise Wild Card Distribution Certificate, follow these steps:

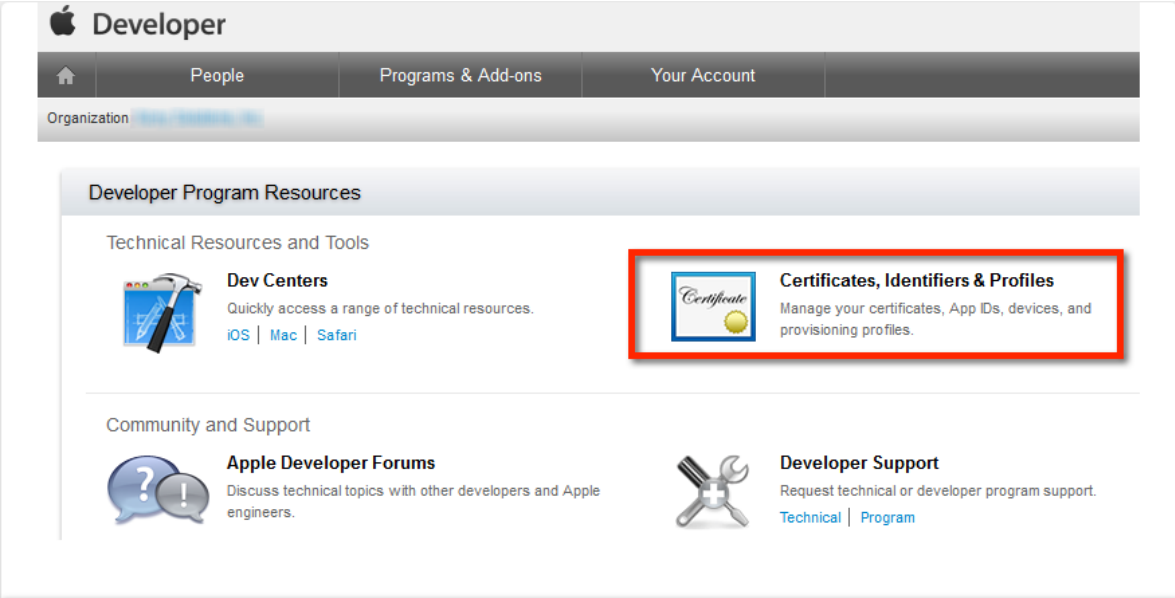
1. In a browser, go to https://developer.apple.com, and click **Member Center**.



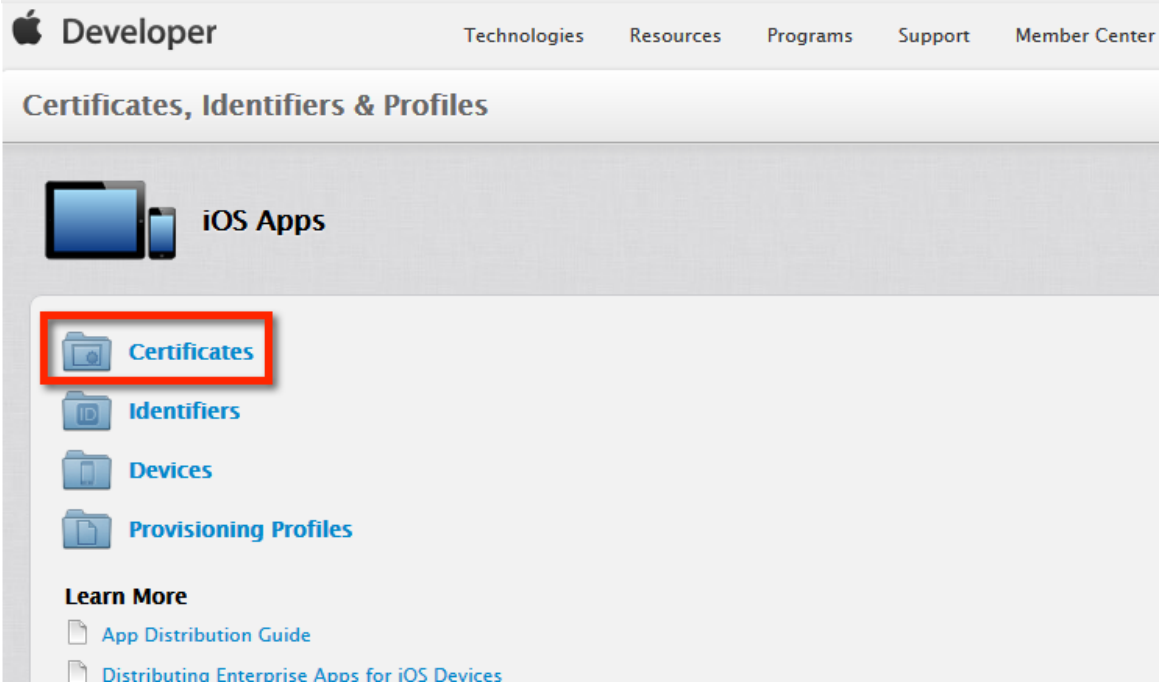
2. Enter your Apple Developer Enterprise Program credentials and click **Sign in**. If you do not have an account already, you need to create one. Developer Program Resources page appears.



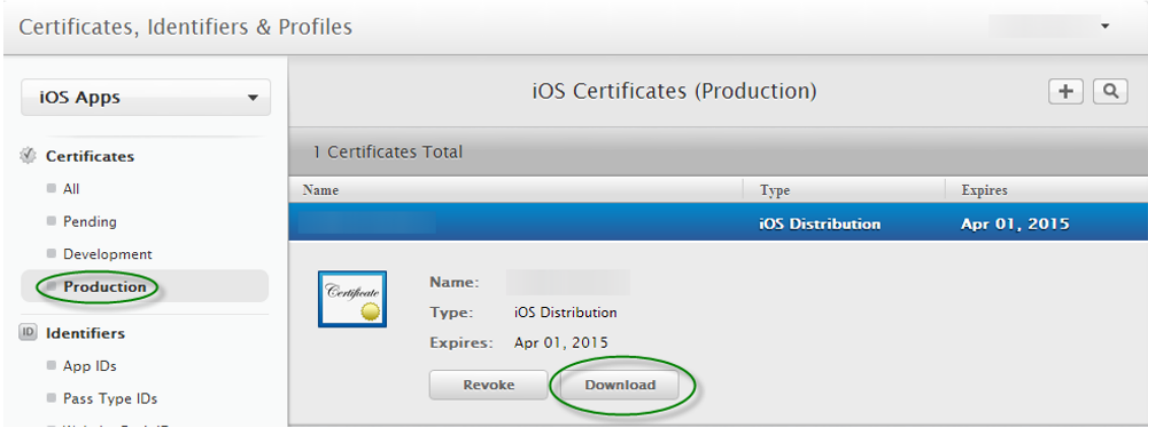
3. Click **Certificates, Identifiers & Profiles** icon. The Certificates, Identifiers & Profiles page appears.



4. Click **Certificates**.

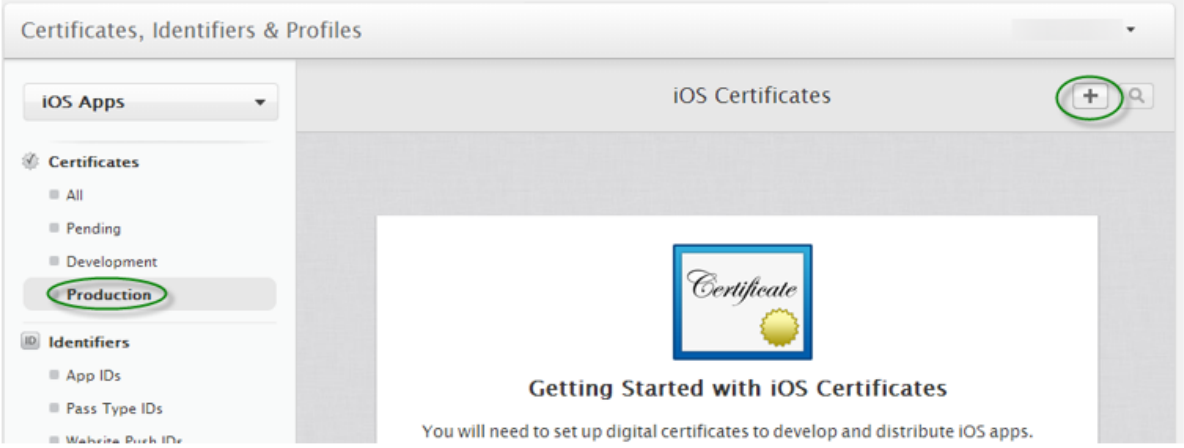


5. Verify whether there is an existing iOS Distribution Type certificate under the **Production** in the left column. If there is, highlight it choose **Download** to save the `ios_distribution.cer` into your local system.

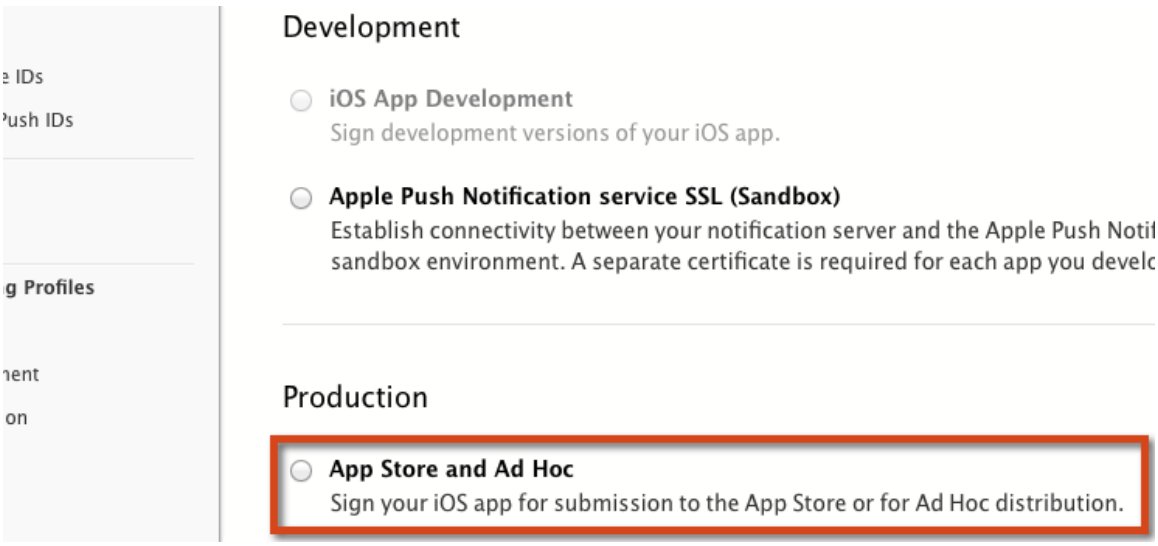


6. If you just downloaded an existing iOS Distribution certificate, skip to Step 16 below. If no iOS Distribution certificate exists, you will need to create one and then download it. To create a new certificate, continue to Step 7 below.

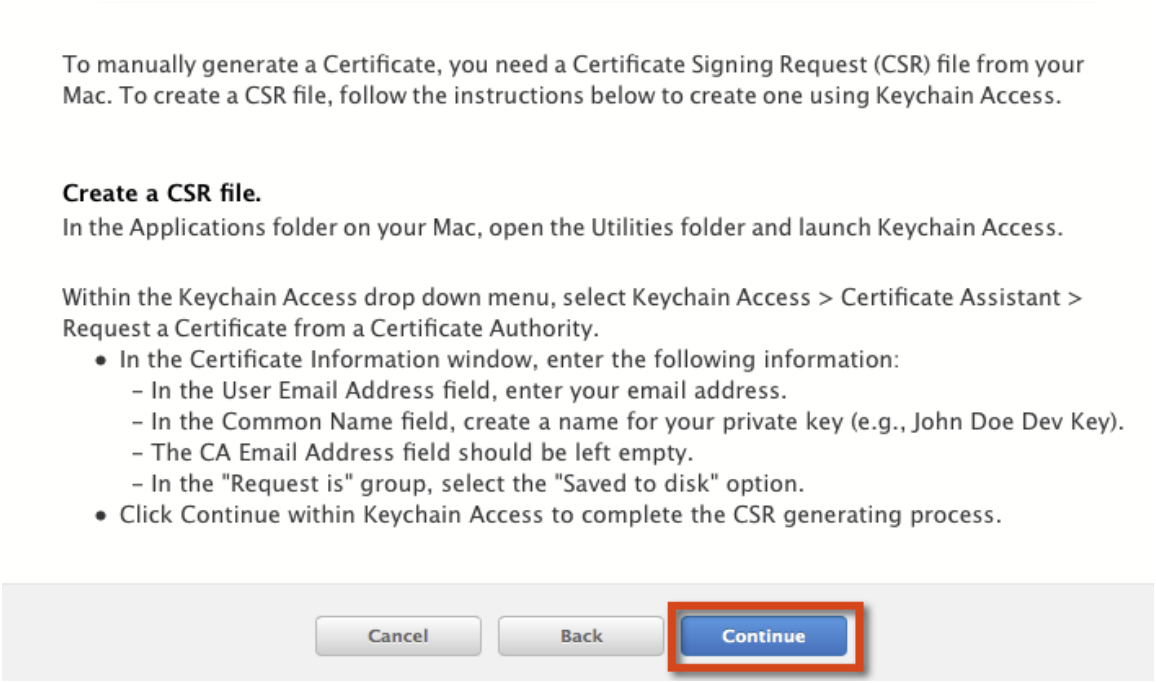
7. Click **Production** in the left column, and then the **+** icon next to iOS Certificates label to add a new certificate. Development window appears in the right column.



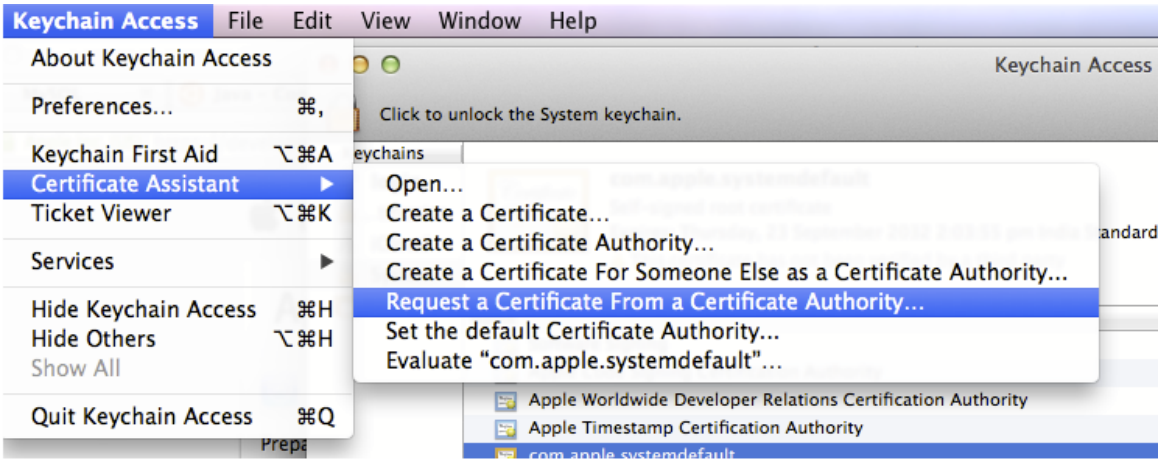
8. Choose the **App Store and Ad Hoc** option under Production. Instructions to generate a certificate appear.



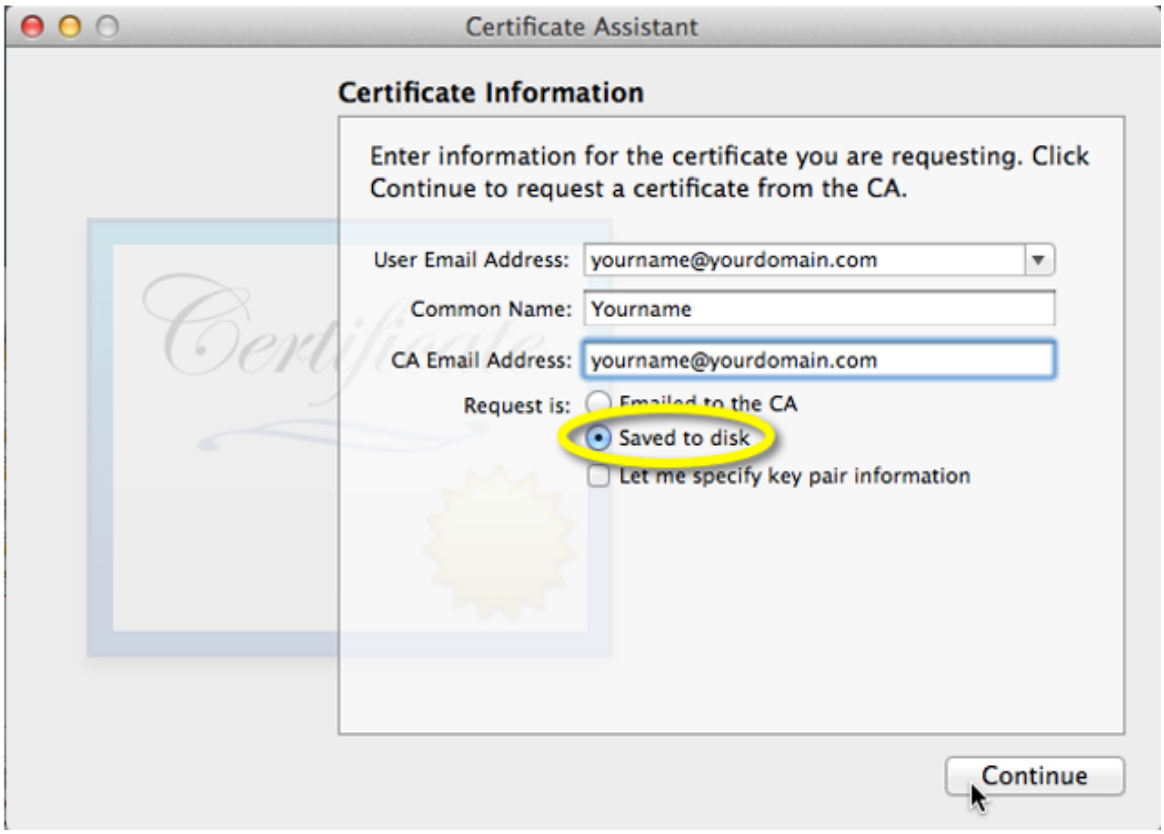
9. Follow the displayed instructions to generate a **CSR** file and click the **Continue** button.



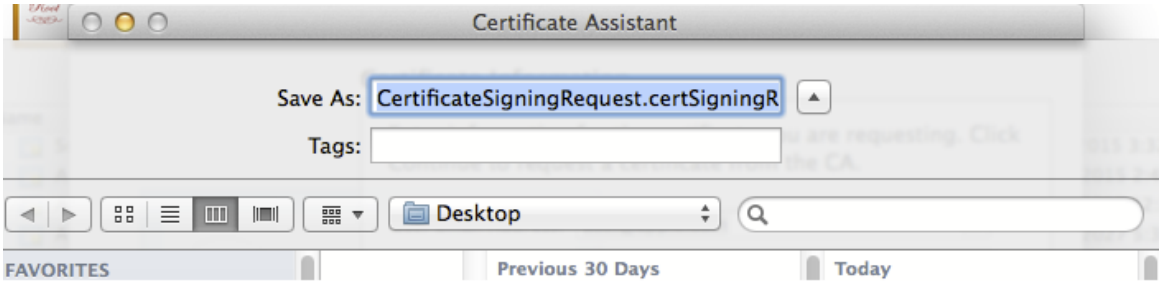
10. In the **Keychain Access** application on your Mac, under the **Certificate Assistant** menu, choose the **Request a Certificate From a Certificate Authority** option. Certificate Assistant page appears.



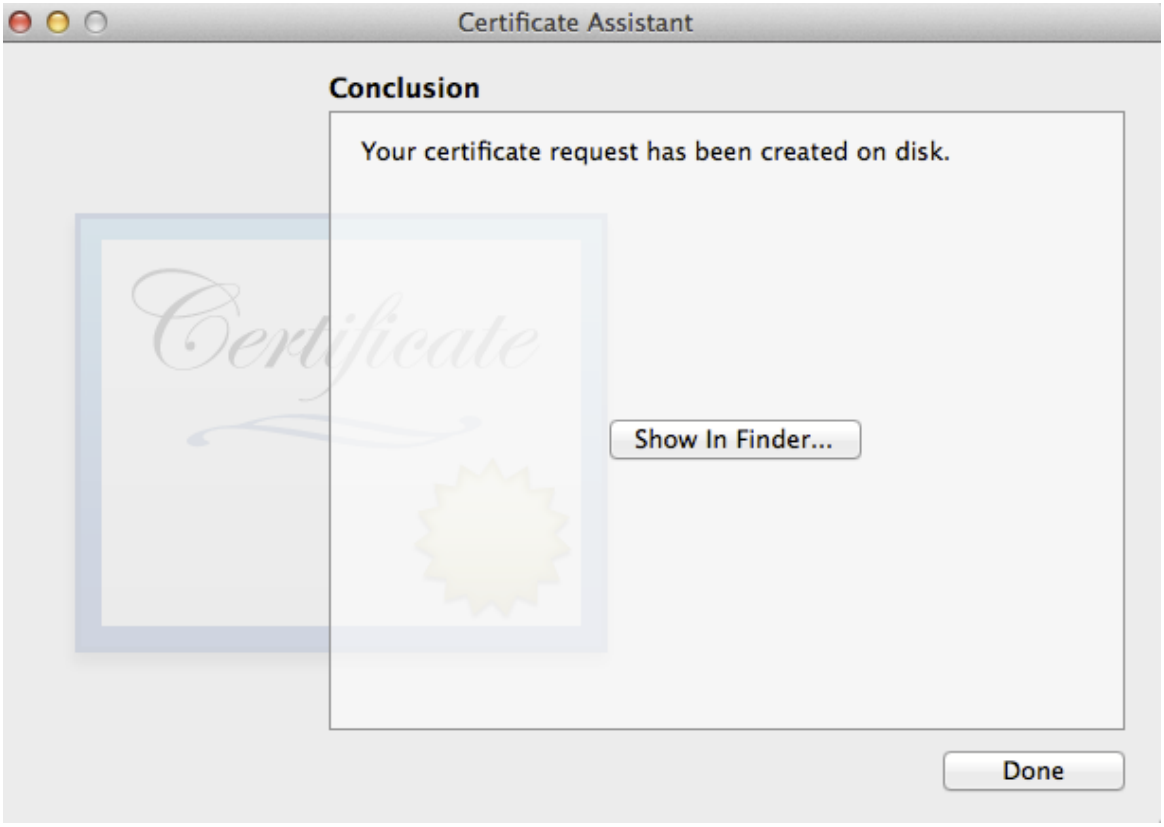
11. Fill out the displayed fields, choose **Save to disk** option, and then click **Continue**.



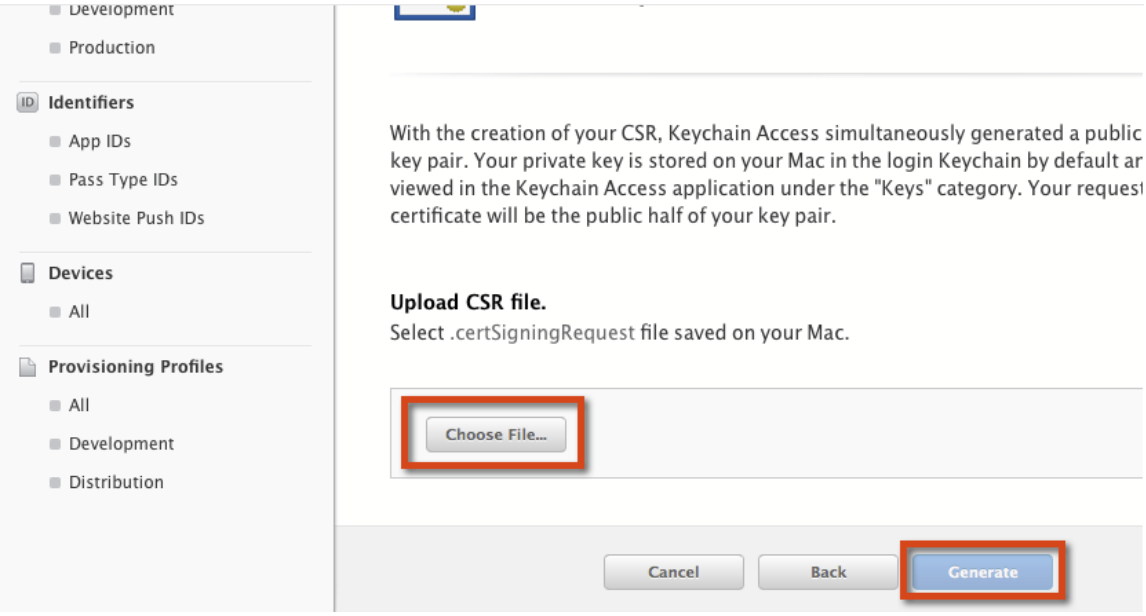
12. Save the **Certificate Signing Request (CSR)** to your local machine.



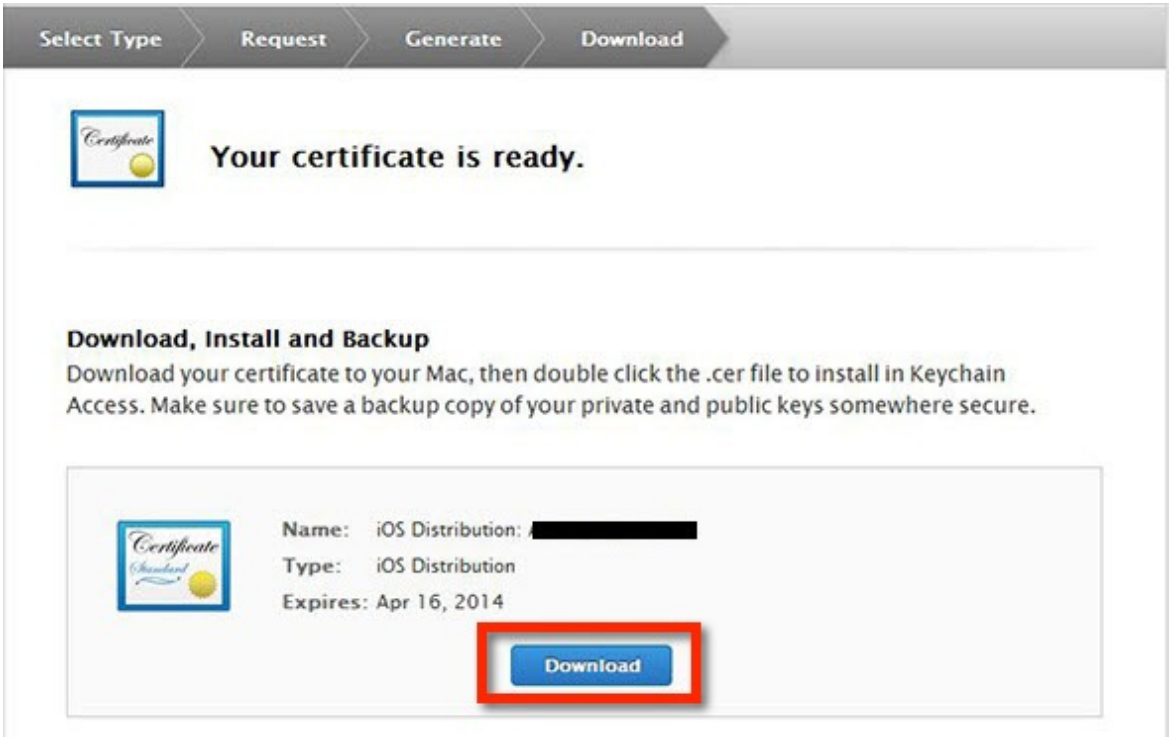
13. Click **Done**. You have now generated your CSR.



14. Back in the developer.apple.com site, click **Choose File** and upload your **CSR** file, and then click **Generate** to continue.

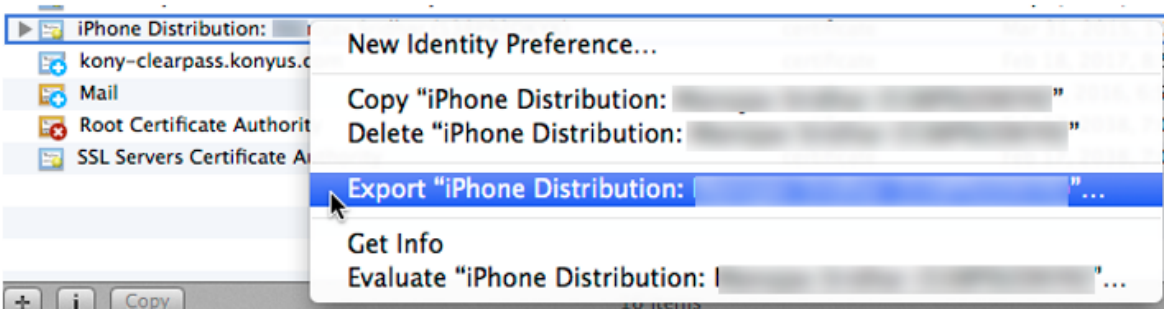


15. Click the **Download** button to download the **Distribution Certificate** you have just generated.

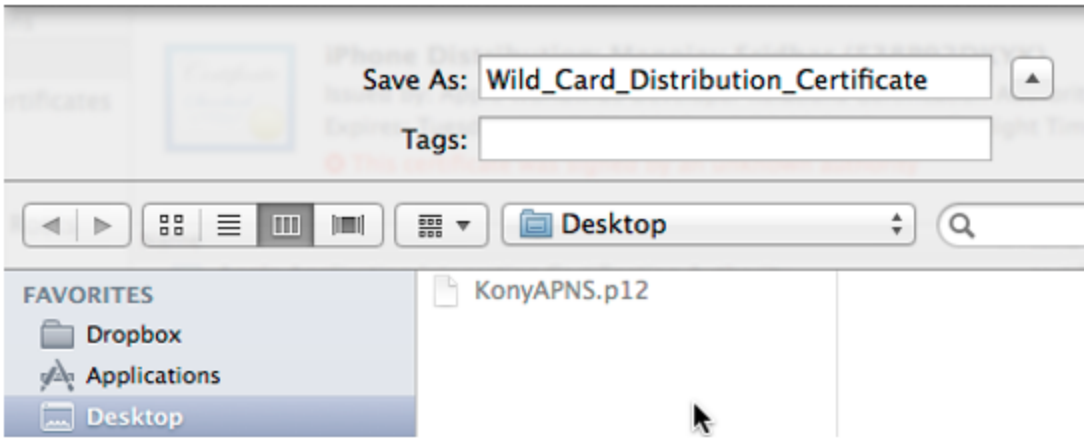


16. Double-click the downloaded `.cer` file to import it into the local Keychain.

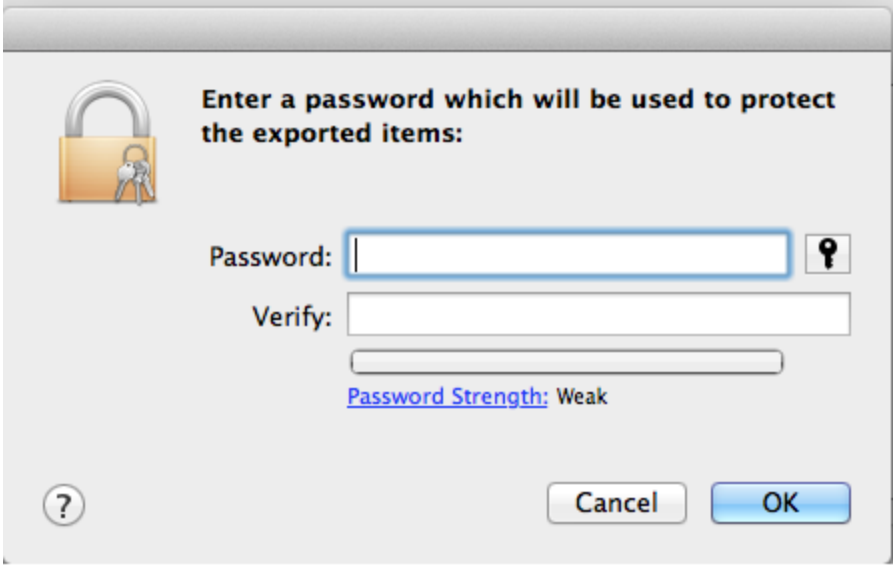
17. In the **Keychain Access** application on your Mac, select the iPhone Distribution certificate you just imported (a tip to identify it is to look at the expiration date; it will be one year exactly from today), right-click, and select **Export**.



18. Save the exported certificate in a secure location. It is recommended to name the saved certificate **Wild_Card_Distribution_Certificate**.



19. You will be required to provide a certificate password. Make a note of this password for future use with this certificate.



20. Your Apple Wild Card Distribution Certificate is now complete. Store this file in a safe place to be used during your Management Cloud initial configuration. You can now delete the CSR saved locally, the `ios_distribution.cer` saved locally, and the iPhone Distribution entry imported to your Keychain.

15.3 Recreate Apple Wild Card Distribution Certificate

You cannot renew a certificate. You can only create a new certificate with the old certificate details. To recreate a certificate,

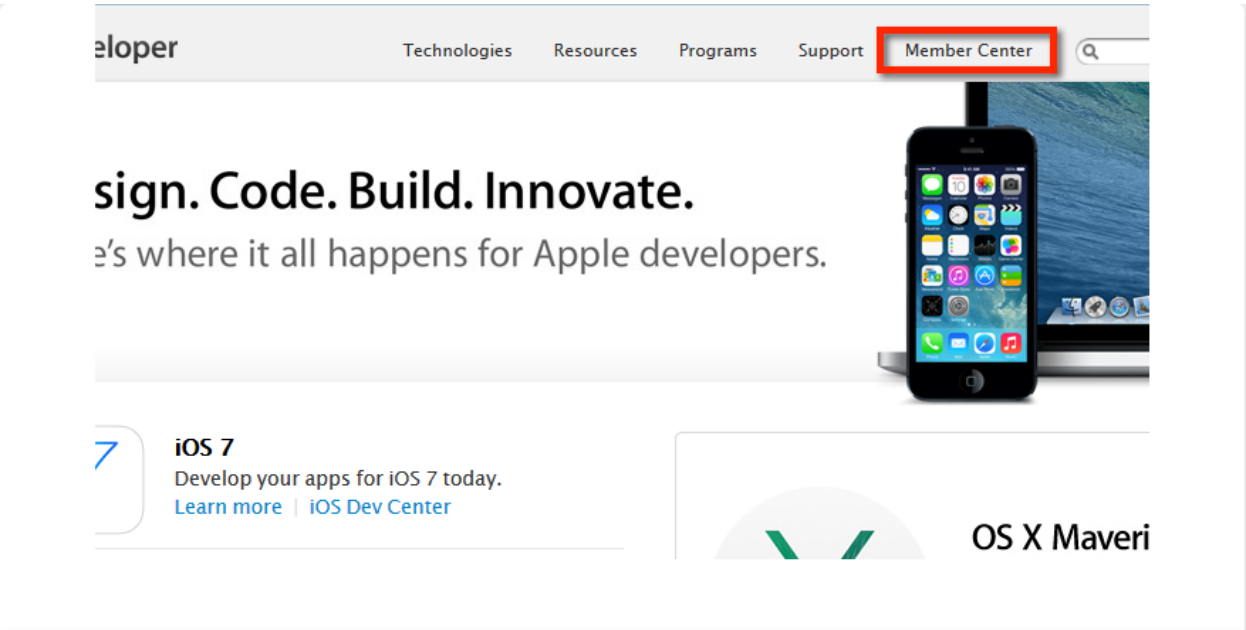
1. Go to your Apple developer member center in an internet browser.
2. In the Certificates, Identifiers & Profiles section, select **Certificates**.
3. Under the certificates section, select **Production**. All existing certificates appear.
4. Select the Certificate you want to recreate. If the certificate has expired, the **Revoke** button will be active.
5. Click **Revoke**. The certificate will be revoked.

6. Once the certificate is revoked, create a new certificate with the details of the old expired certificate as explained in the previous section.

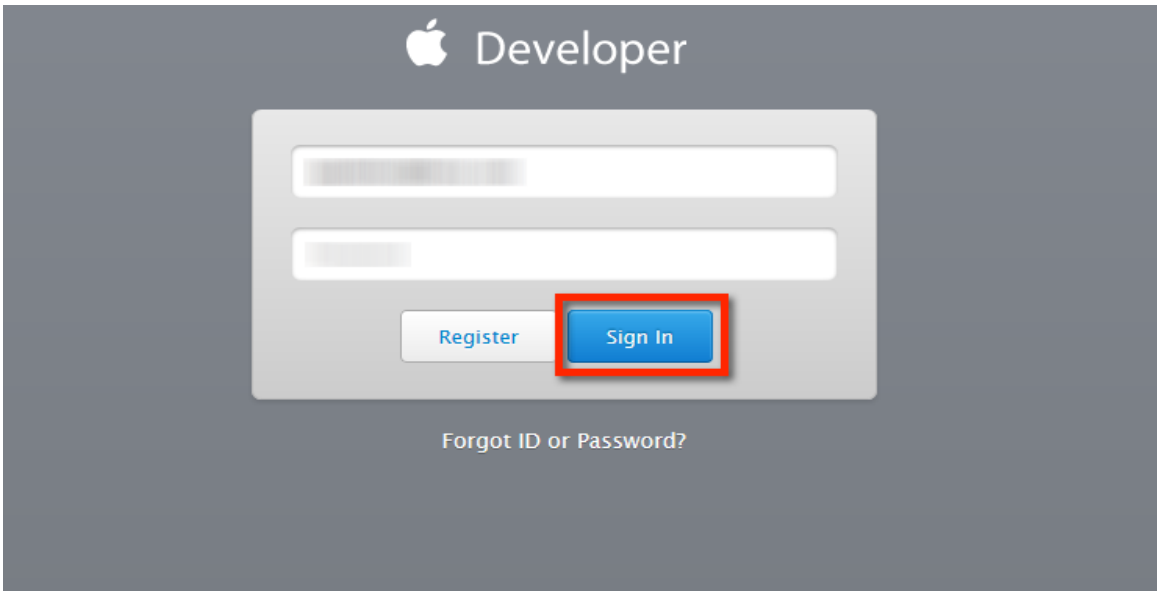
15.4 Creating the Apple Enterprise Wild Card Provisioning Profile

To create Apple Enterprise Wild Card Provisioning Profiles, follow these steps:

1. In a browser, go to https://developer.apple.com, and click **Member Center**.

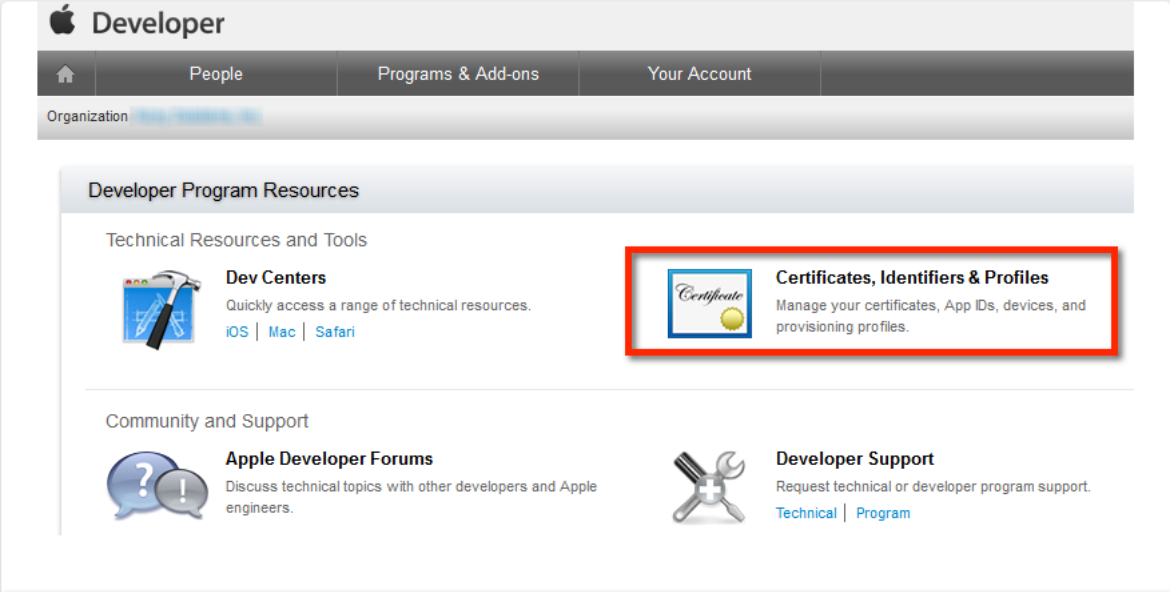


2. Enter your Apple Developer Enterprise Program credentials and click **Sign in**.

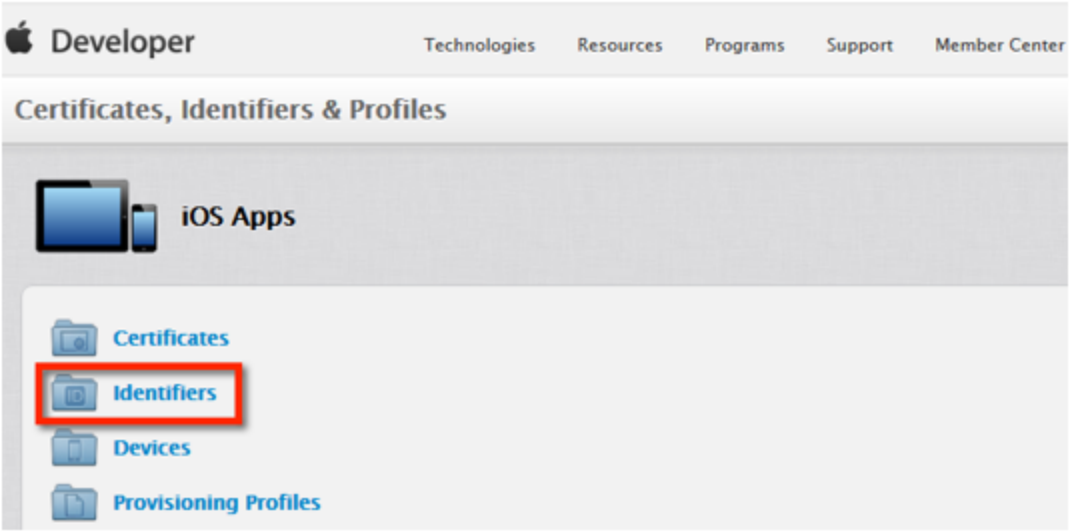


Apple Developer page appears.

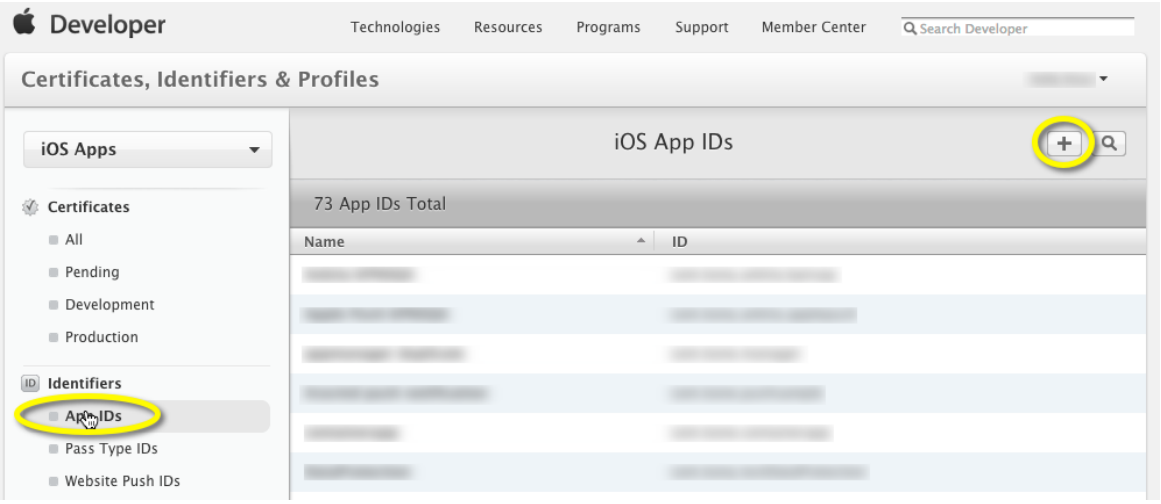
3. Click the **Certificates, Identifiers & Profiles** icon.



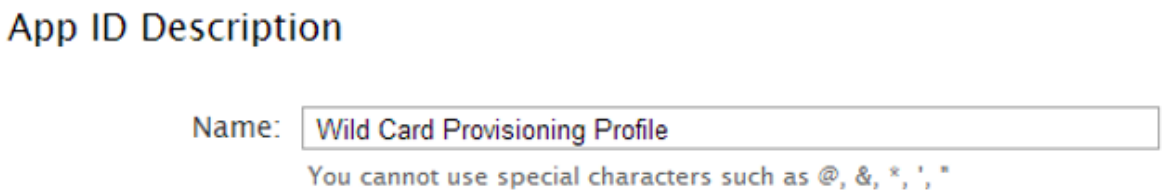
4. Click **Identifiers**.



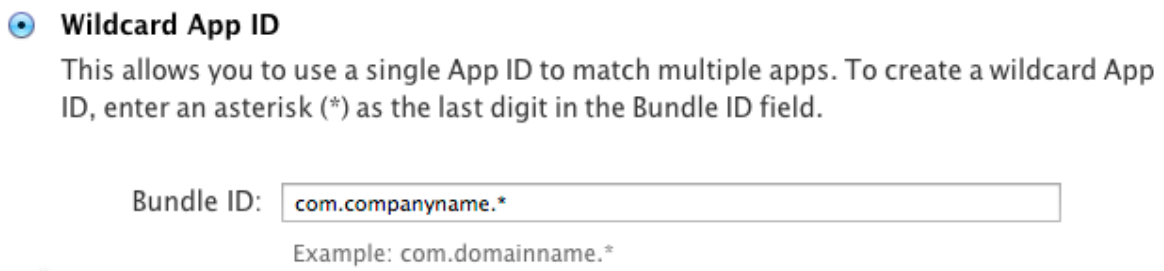
5. Click **App IDs** in the left column and then the **+** icon next to iOS App IDs label to create a new App ID.



6. Provide a description (**Wild Card Provisioning Profile** is the recommended description).

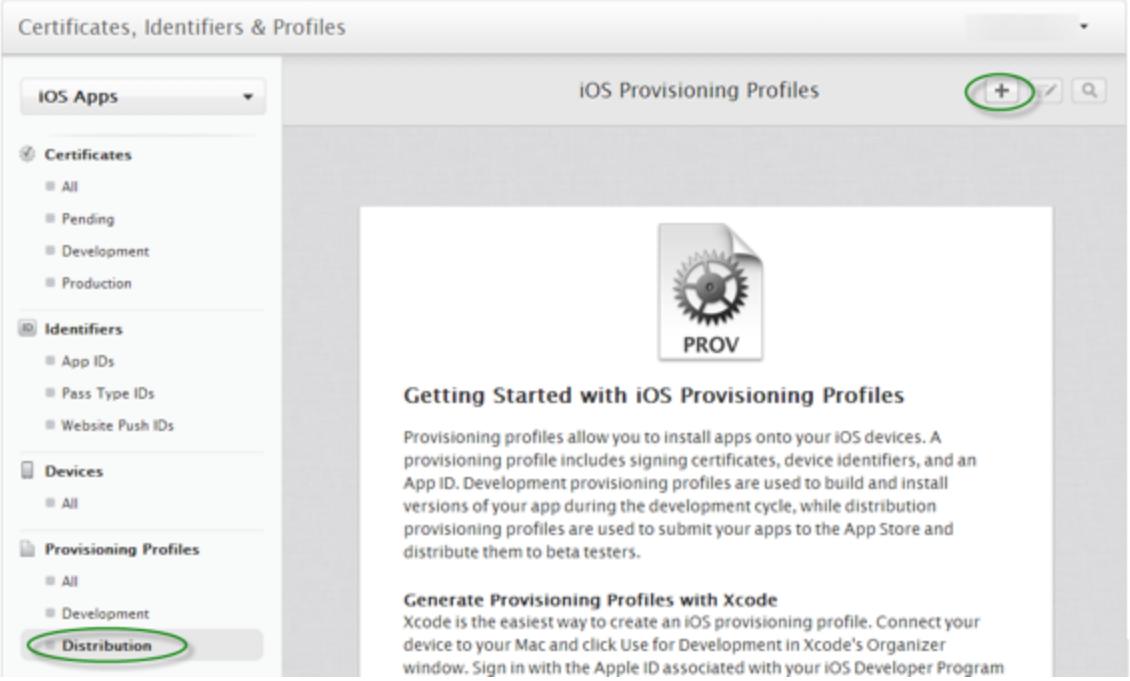


7. Choose the option **Wildcard App ID** and provide this **Bundle ID** (substitute your company name in the middle segment instead of 'companyname'): **com.companyname.***



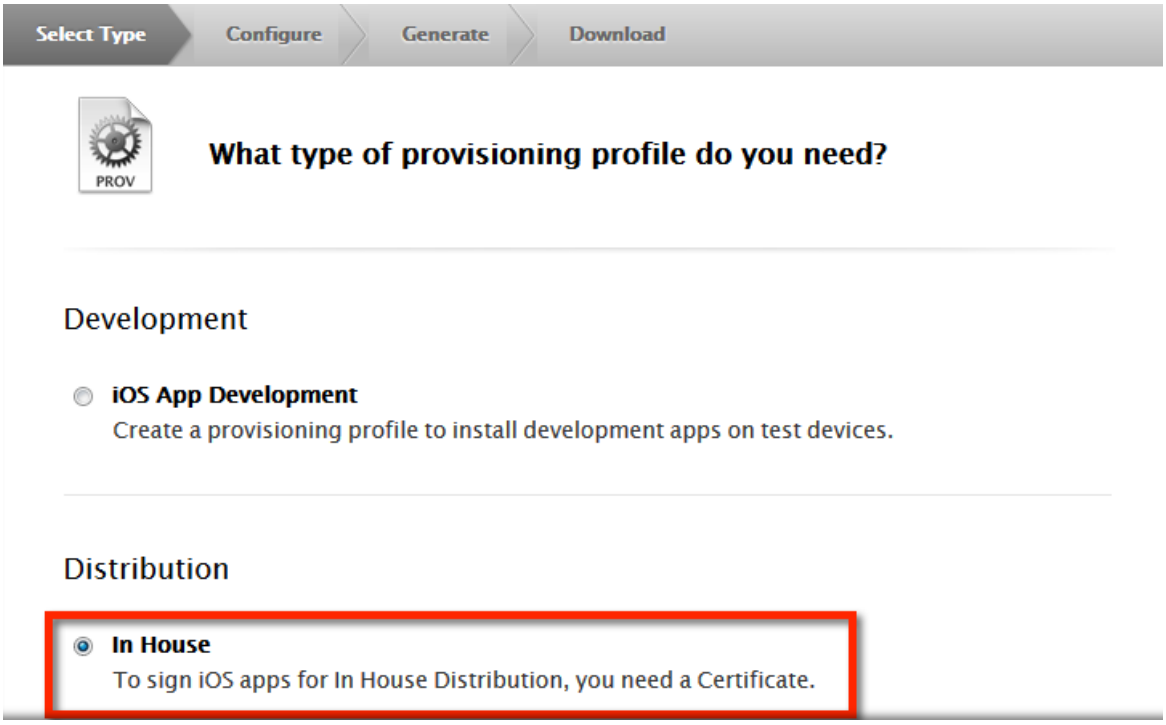
8. Review details and click the **Submit** button, and then click **Done**.

9. Click **Distribution** under the **Provisioning Profiles** menu, and then click the **+** icon next to iOS Provisioning Profiles label to create a Distribution Provisioning profile.

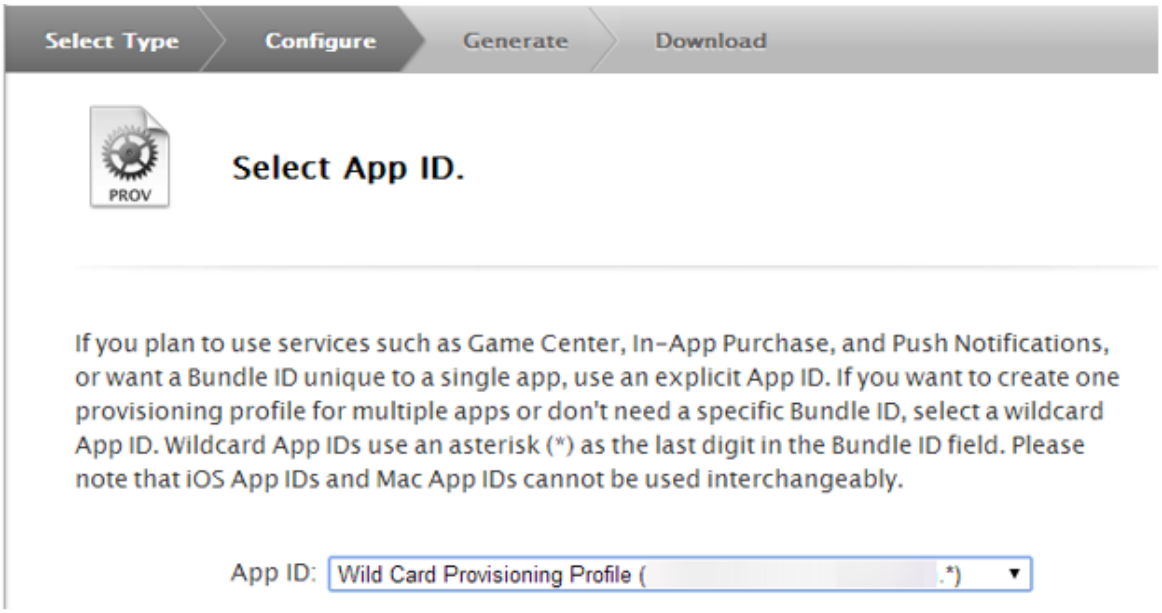


What type of provisioning profile do you need? Page appears.

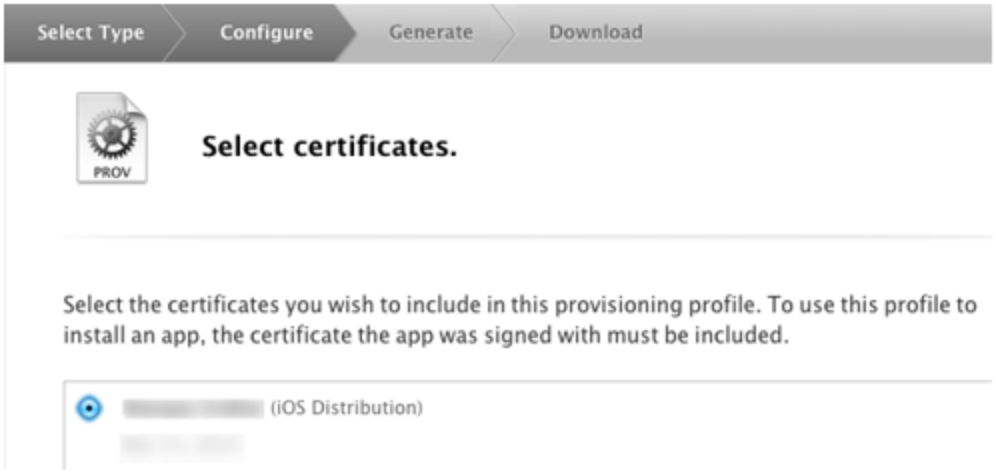
10. Select **In House** under the **Distribution** heading. Select App ID page appears.



11. Select the **App ID** created above from the drop-down menu and click **Continue**.

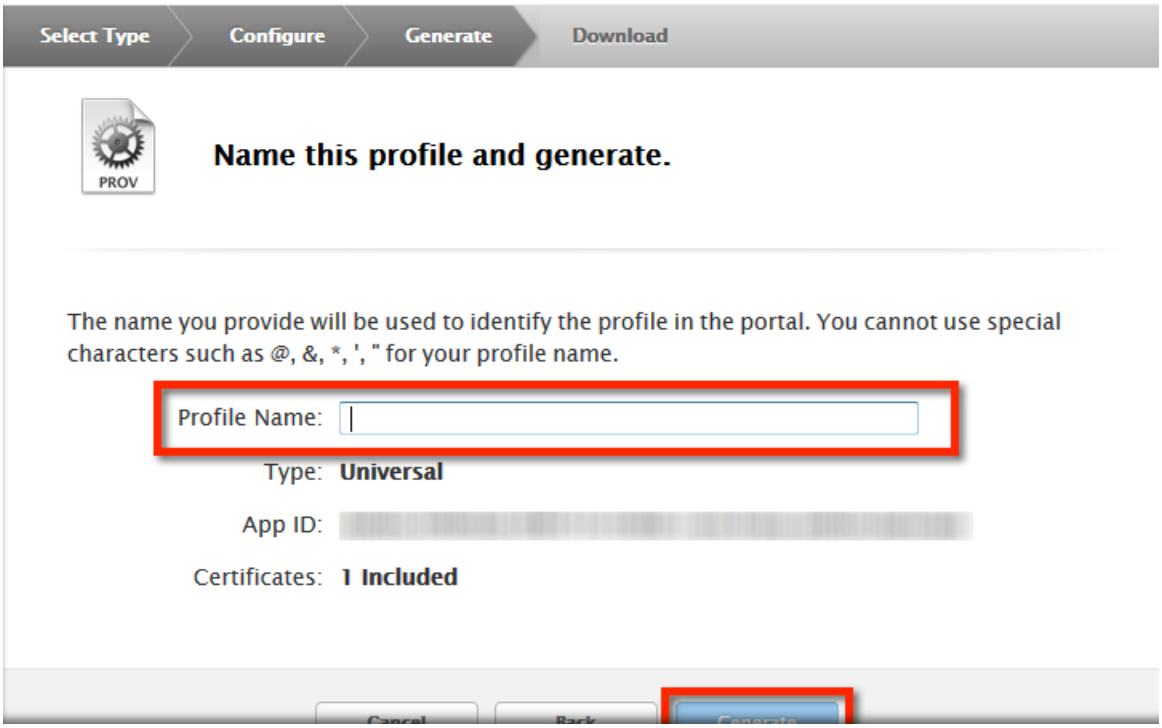


12. Choose the iOS Distribution certificate from the list to include in this provisioning profile and then choose **Continue**. If there are two certificates in this list, make note of the expiration date to ensure you choose the same certificate when you create another Provisioning Profile in a later step.

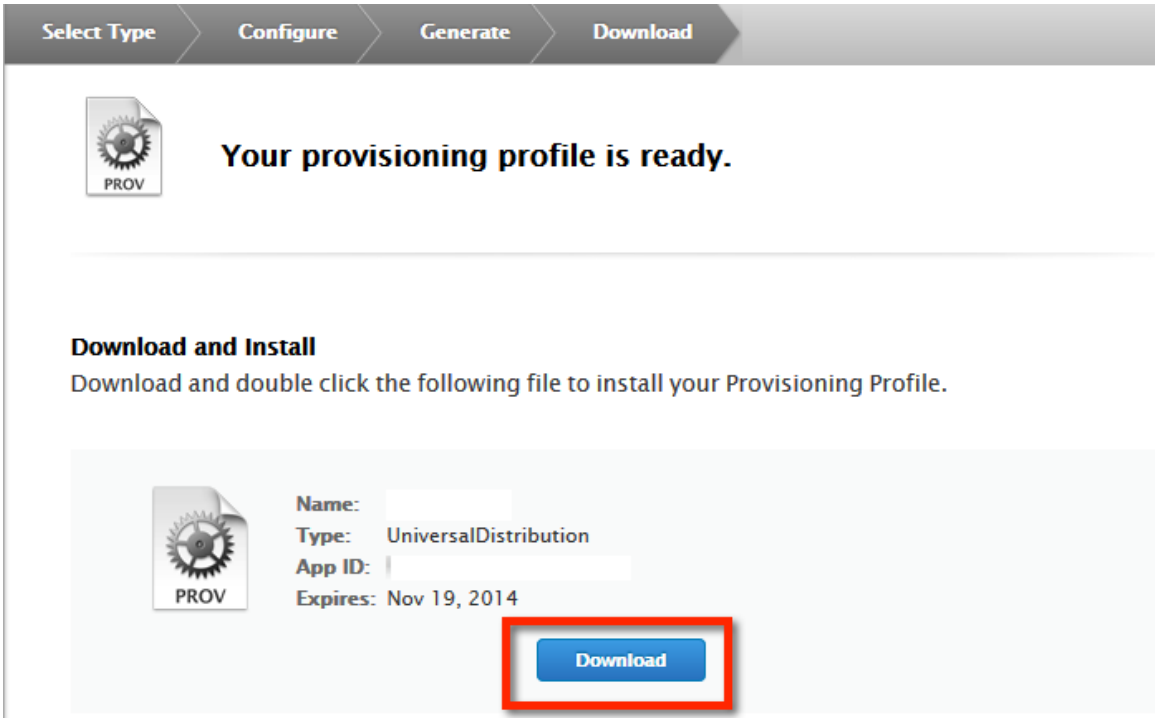


Name this profile and generate page appears.

13. Enter a Name for this **Profile** (**Wild Card Provisioning Profile** is the recommended Profile name), and then click **Generate** to continue.



14. Click the **Download** button to download the Wild Card Provisioning Profile.



15. Your Apple Wild Card Provisioning Profile is now complete. Store this file in a safe place to be used during your Management Cloud initial configuration.

15.5 Recreate Apple Wild Card Provisioning Profile

You cannot renew a provisioning profile. You can renew an expired provisioning profile by editing and re-generating it. To recreate a provisioning profile,

1. Go to your Apple developer member center in an internet browser.
2. In the Certificates, Identifiers & Profiles section, select **Provisioning Profiles**.
3. Under the Provisioning Profiles, select **All, Development** or **Distribution.** All existing provisioning profiles appear.
4. Select the provisioning profile you want to modify and click **Edit**. The Edit Provisioning Profile page appears.

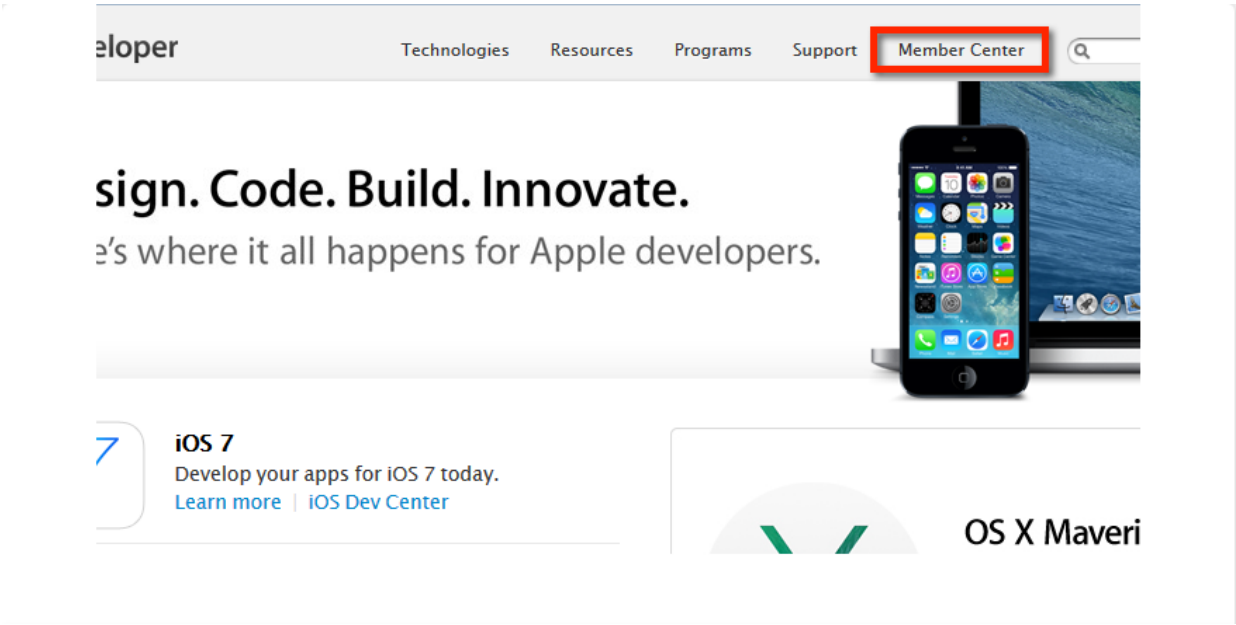
5. Select the app id (com.CompanyName.*) and the certificate the provisioning profile corresponds to, and click **Generate**. The Add iOS Provisioning Profile page appears.

6. Click **Download**. The provisioning profile will be downloaded.

15.6 Creating the Apple Application Manager (Launchpad app) Push Certificate

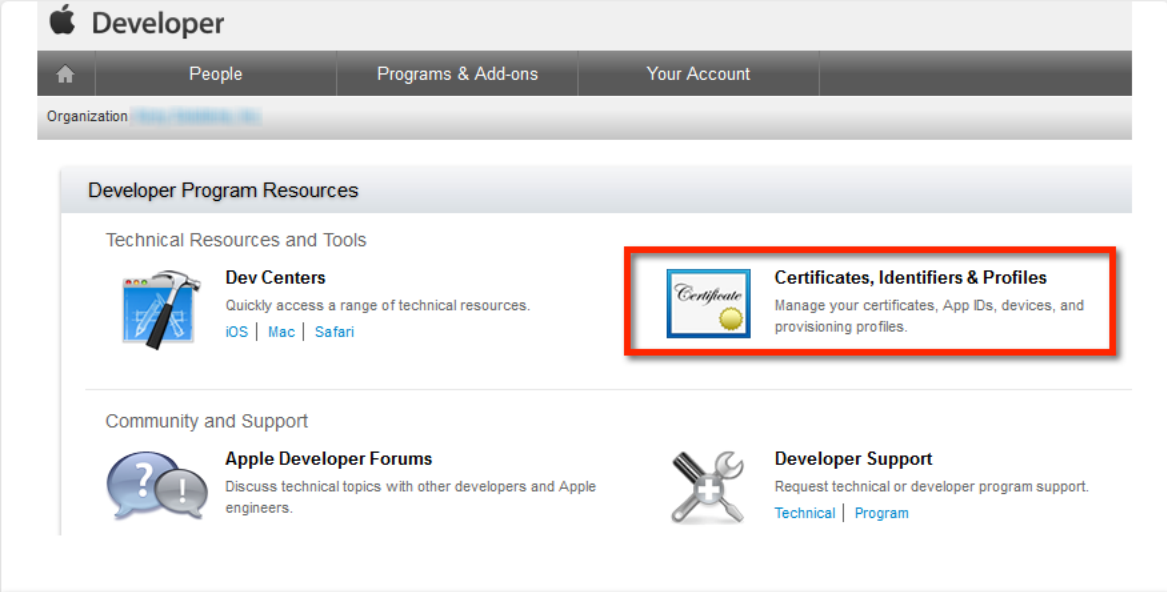
To create Apple Application Manager (Launchpad app) Push Certificate, follow these steps:

1. In a browser, go to https://developer.apple.com and click **Member Center**. Apple Developer Home page appears.

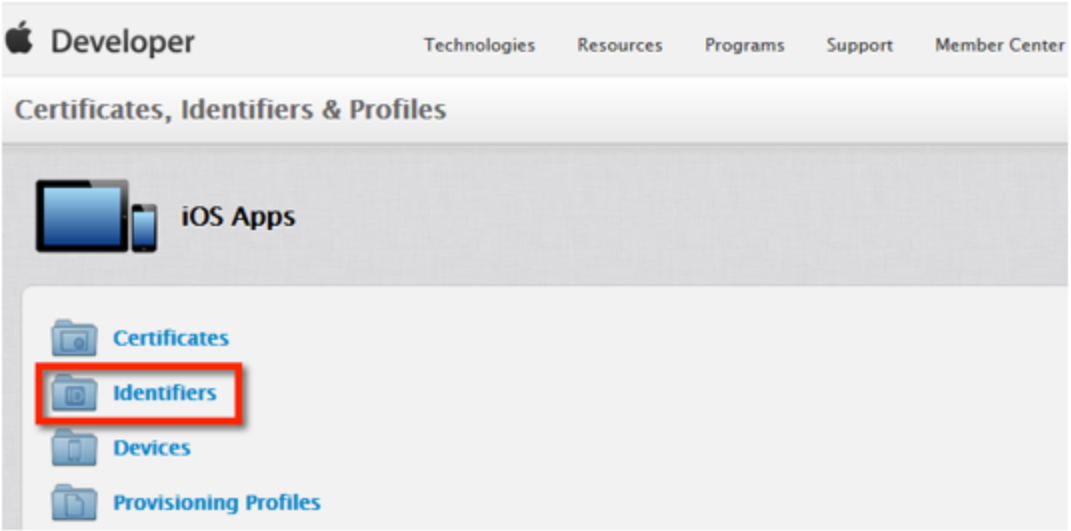


2. Enter your Apple Developer Enterprise Program credentials and click **Sign in**. Developer Program Resources page appears.

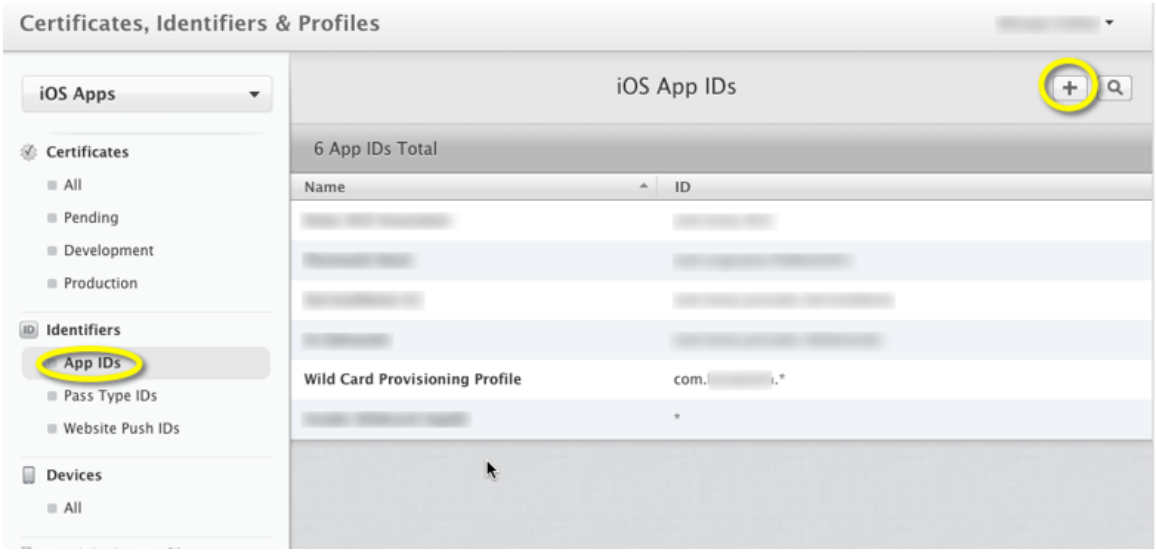
3. Click the **Certificates, Identifiers & Profiles** icon.



4. Click **Identifiers**

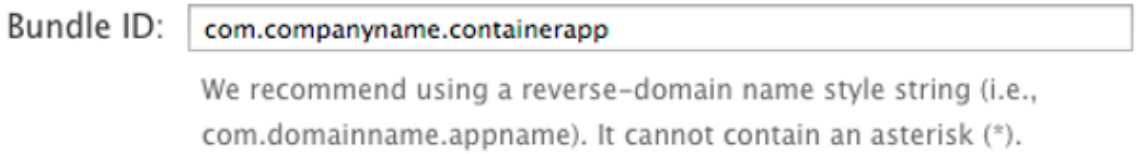


5. Click **App IDs** in the left column, then click the **+** symbol to create a new App ID.



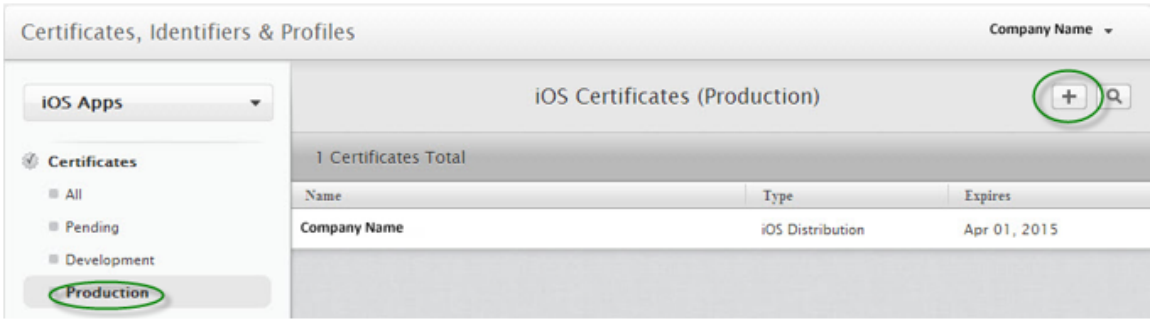
6. Choose the option **Explicit App ID** and provide an **App ID description** (**Launchpad** is recommended).

7. Provide the **Bundle ID**: `com.companyname.containerapp` (Note that the **com.** as the first segment and the **.containerapp** as the third segment are required. Companyname in the middle segment must match the middle segment choice of the Wild Card App ID chosen in a previous step. A different companyname entry between the IDs here will cause a Bundle ID Mismatch error later)

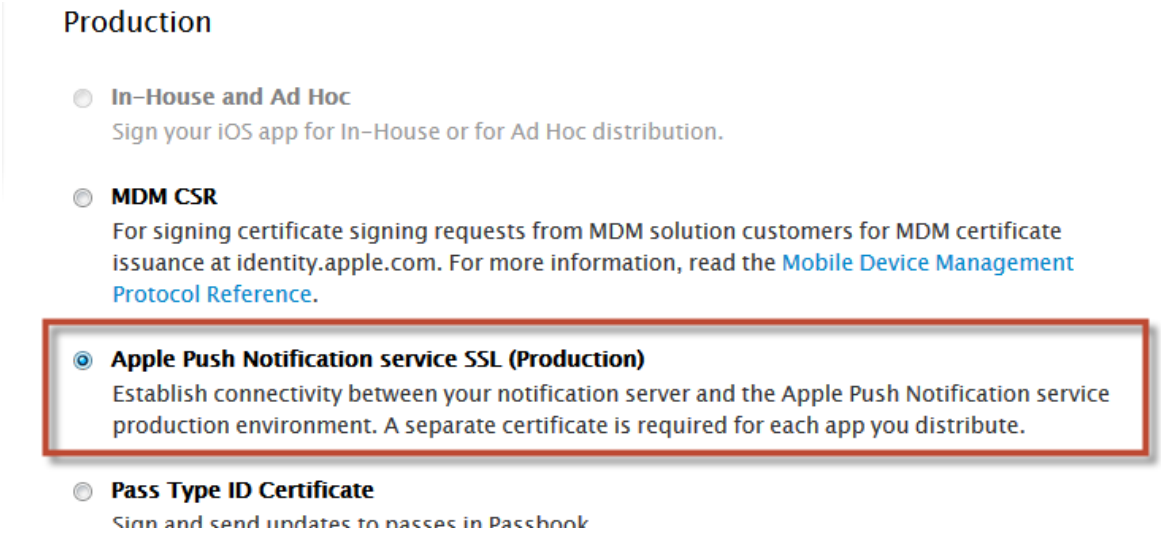


8. Review details and choose **Submit**.

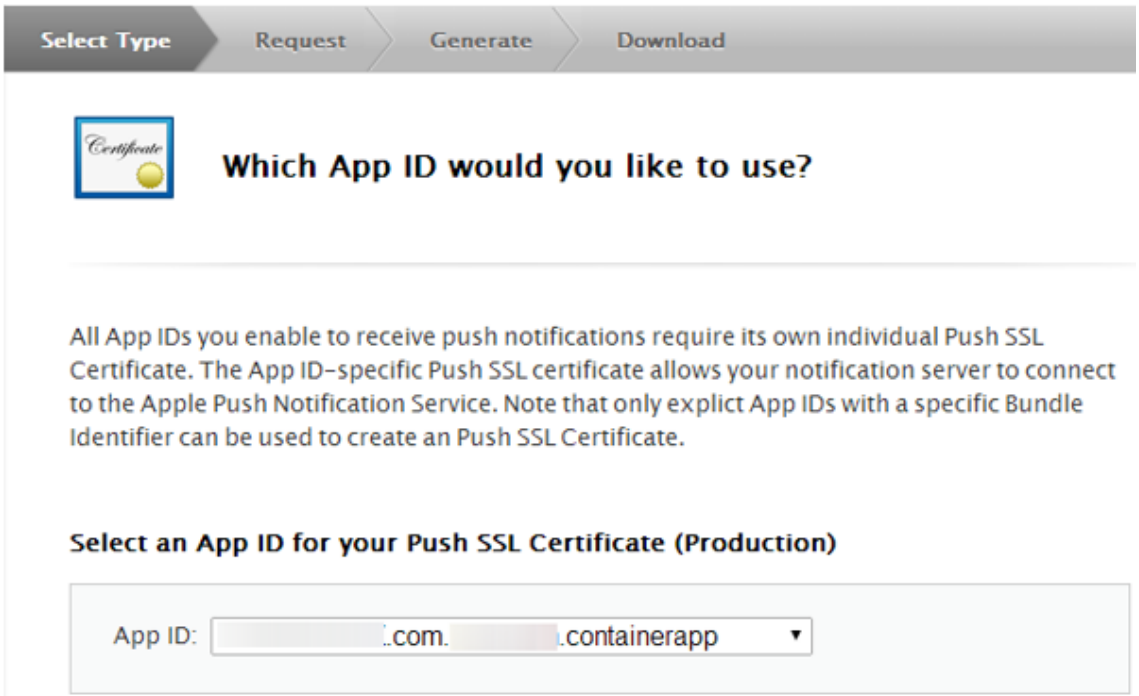
9. In the Certificates section, click on **Production**, then click the **+** symbol to add a new certificate. The Production page appears.



10. Choose the **Apple Push Notification service SSL (Production)** option.



11. Choose the **App ID** created previously (the ID ends with .containerapp) from the drop-down list and click **Continue**.



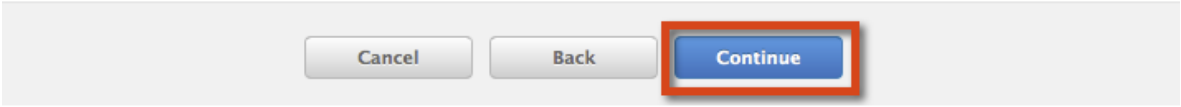
12. Follow the displayed instructions to generate a CSR file and click **Continue**.

To manually generate a Certificate, you need a Certificate Signing Request (CSR) file from your Mac. To create a CSR file, follow the instructions below to create one using Keychain Access.

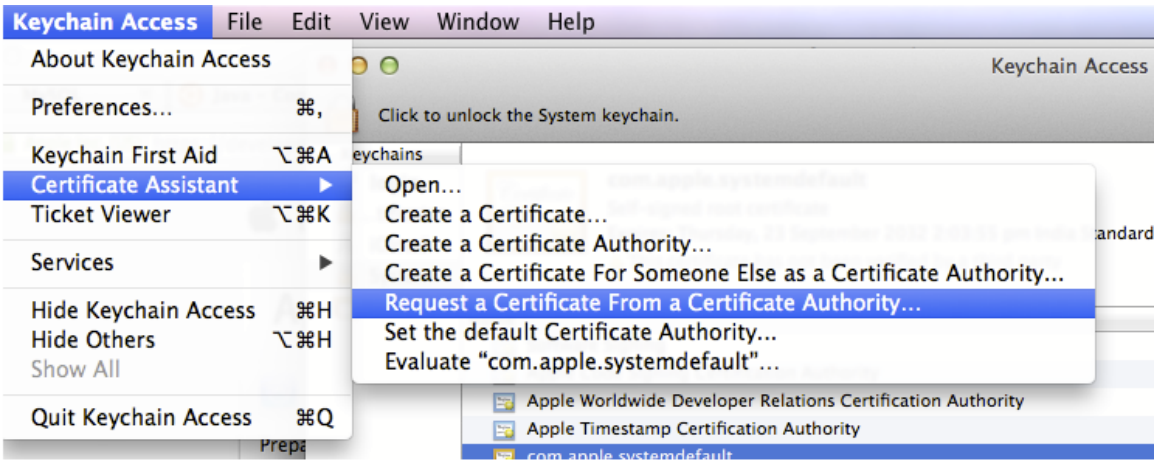
Create a CSR file.
In the Applications folder on your Mac, open the Utilities folder and launch Keychain Access.

Within the Keychain Access drop down menu, select Keychain Access > Certificate Assistant > Request a Certificate from a Certificate Authority.

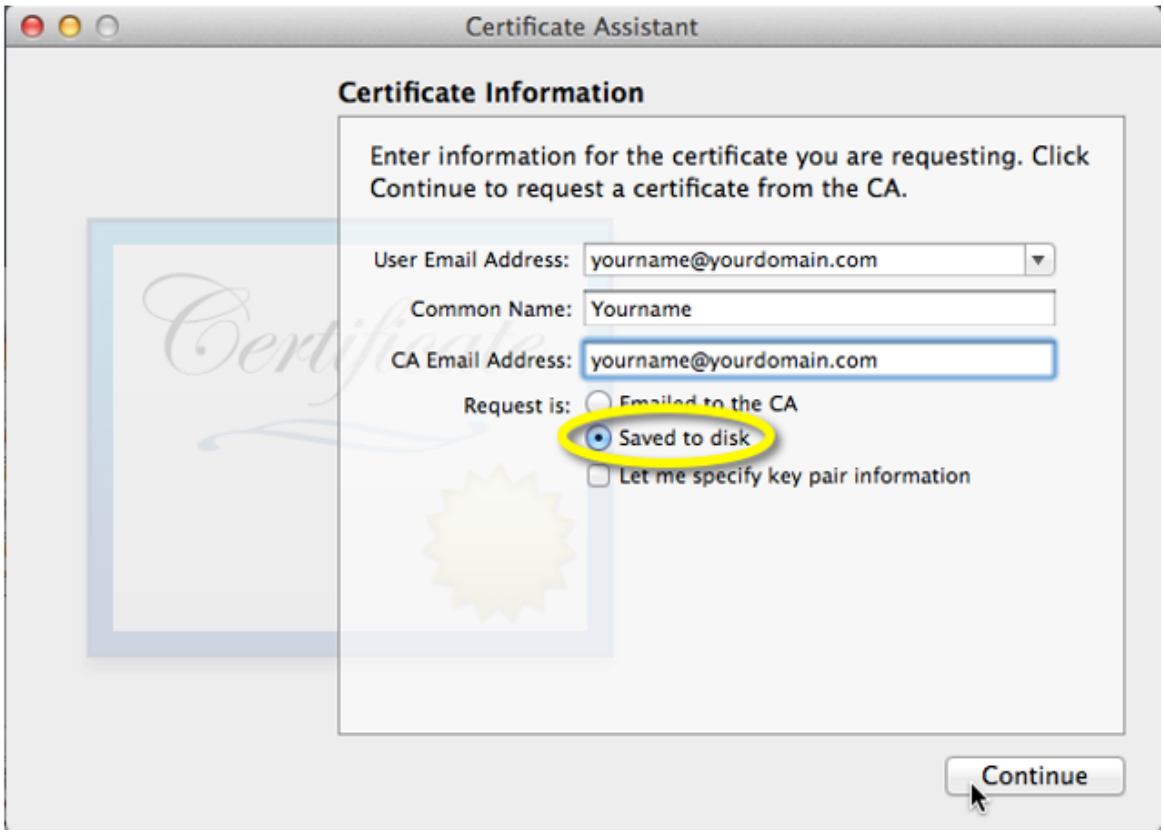
- In the Certificate Information window, enter the following information:
  - In the User Email Address field, enter your email address.
  - In the Common Name field, create a name for your private key (e.g., John Doe Dev Key).
  - The CA Email Address field should be left empty.
  - In the "Request is" group, select the "Saved to disk" option.
- Click Continue within Keychain Access to complete the CSR generating process.



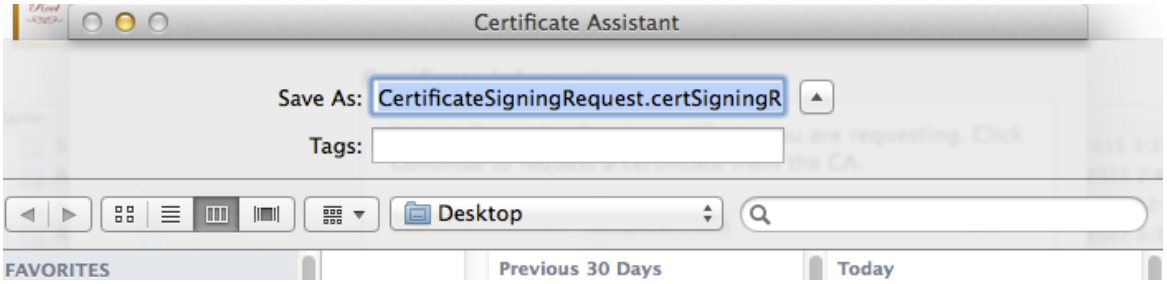
13. In the **Keychain Access** application on your Mac, under the **Certificate Assistant** menu, choose the **Request a Certificate From a Certificate Authority** option.



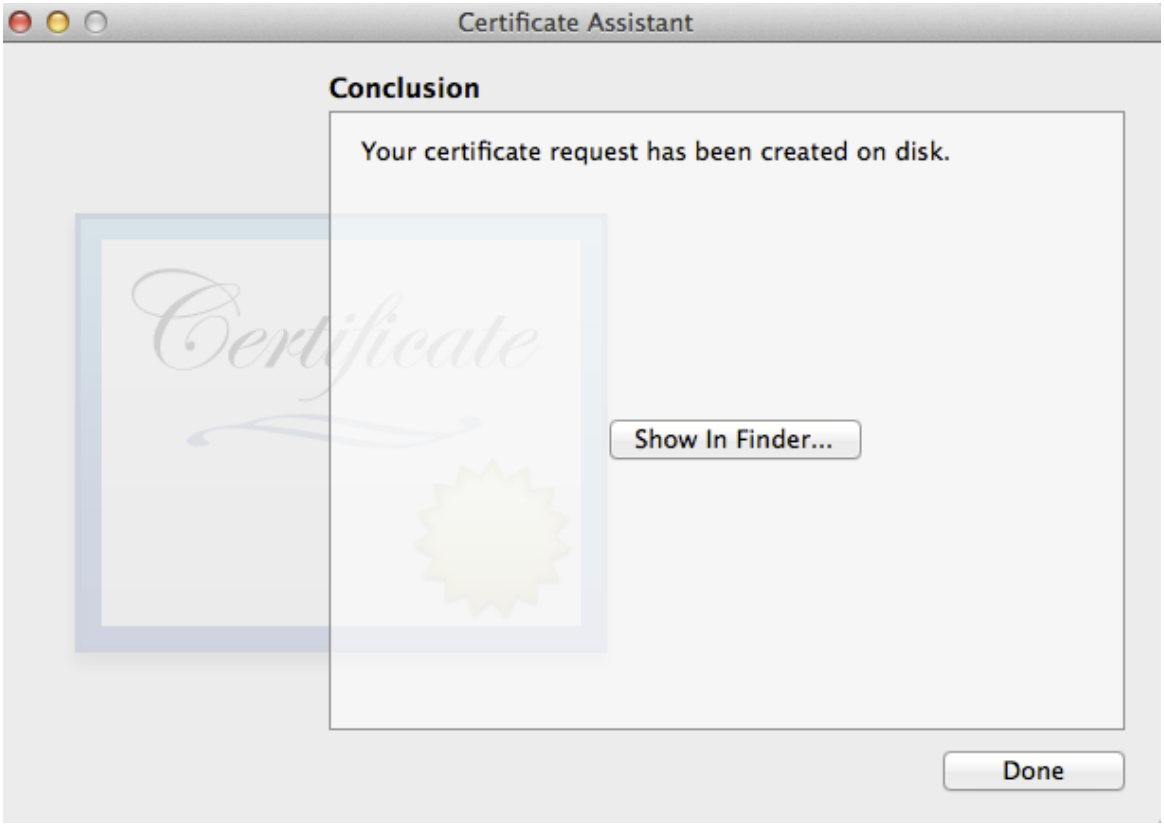
14. Enter details for the following fields, choose **Saved to disk**, and click **Continue**:



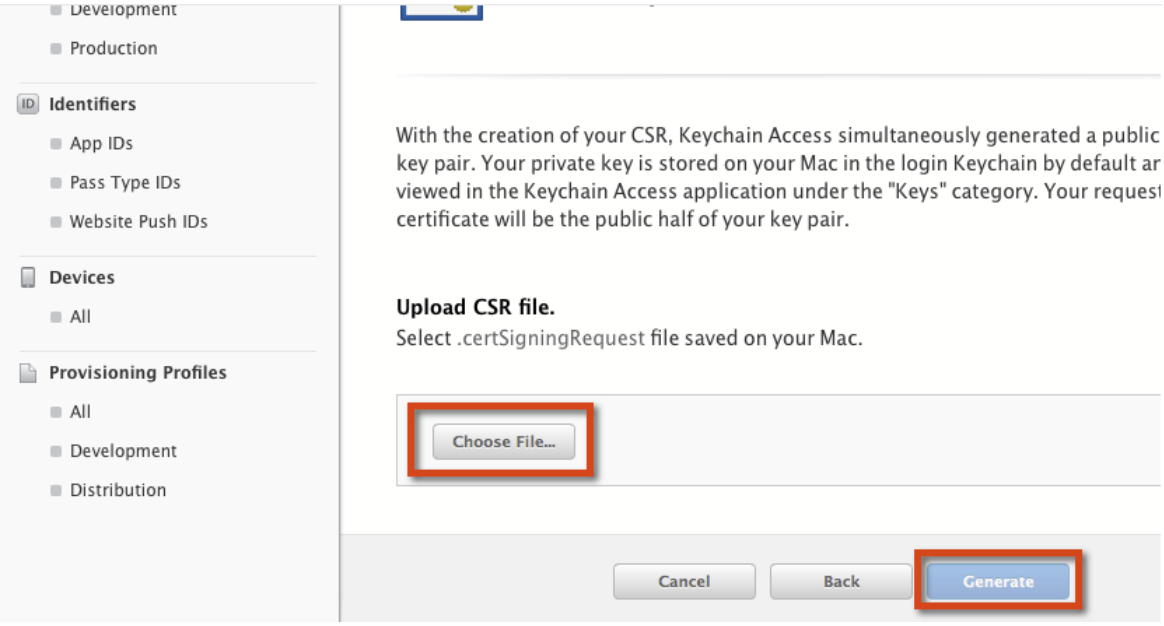
15. Save the **Certificate Signing Request (CSR)** to your local machine.



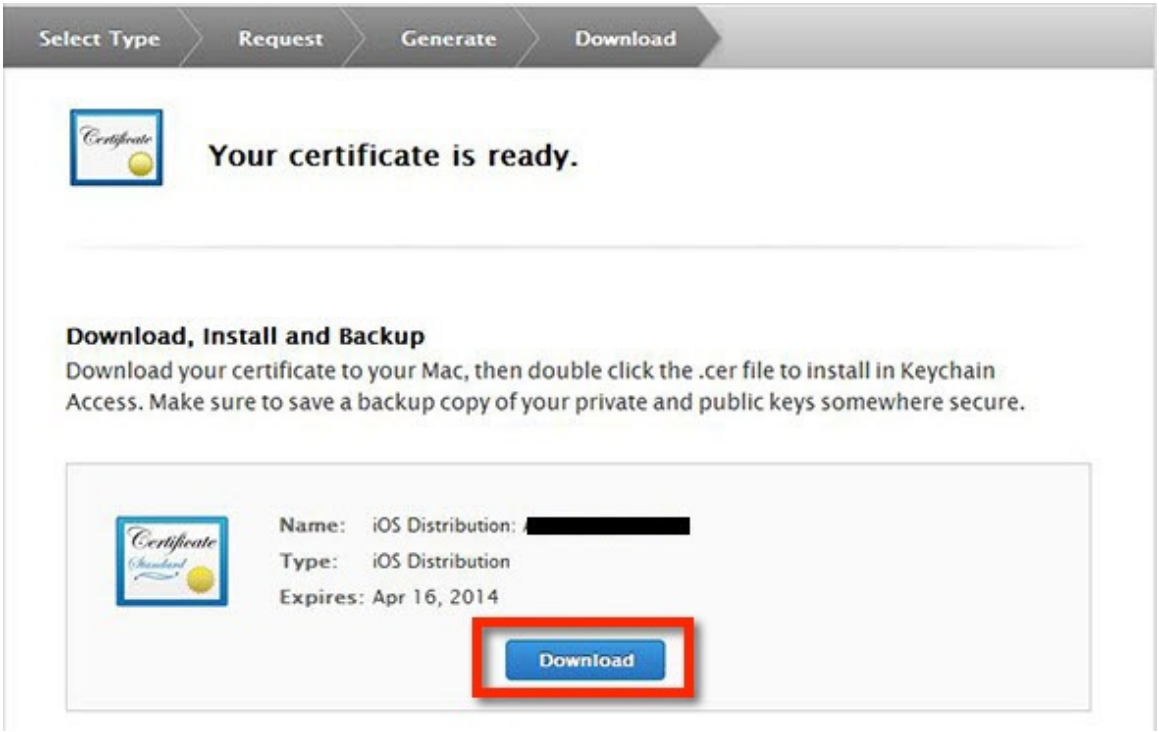
16. Click **Done**. You have now generated your CSR.



17. Back in your developer.apple.com site, click the **Choose File** button and upload your **CSR** file, and then click the **Generate** button.

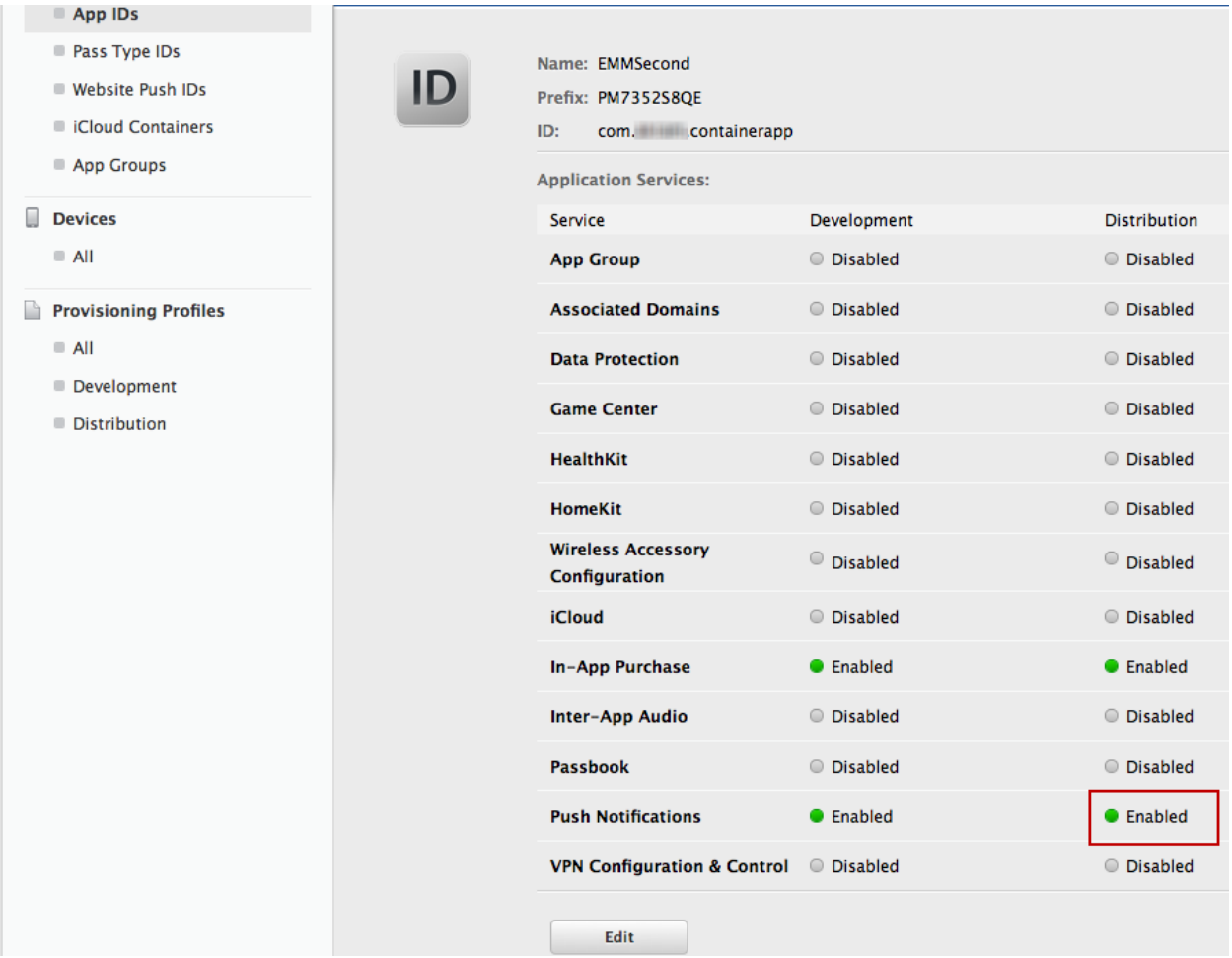


18. Click the **Download** button to download the Certificate you have just generated.



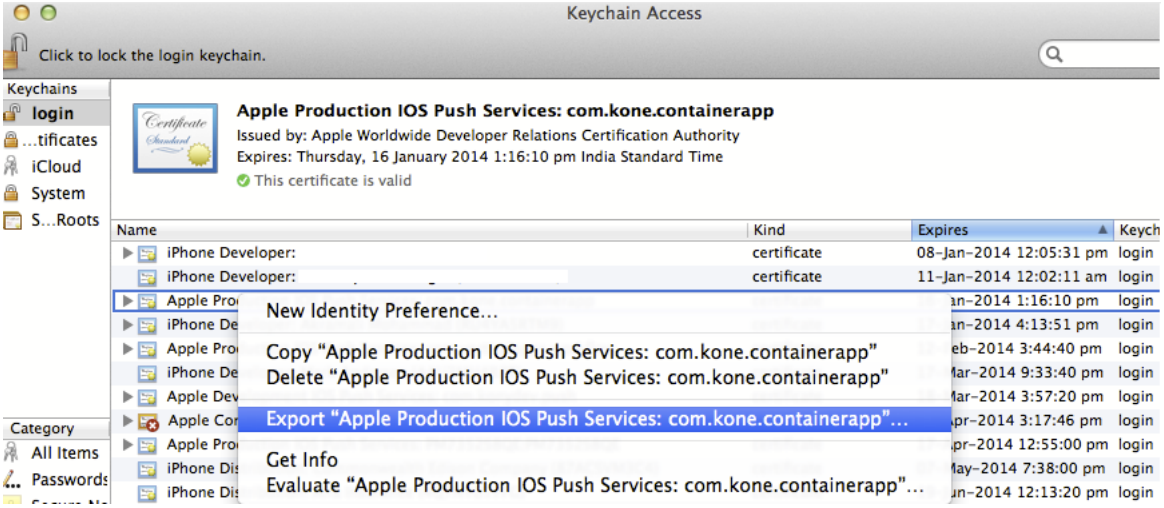
19. To verify that push is enabled, navigate to **Identifiers** > **App IDs**.

20. Select the certificate you created. Push Notifications will be enabled. You should see details as below.

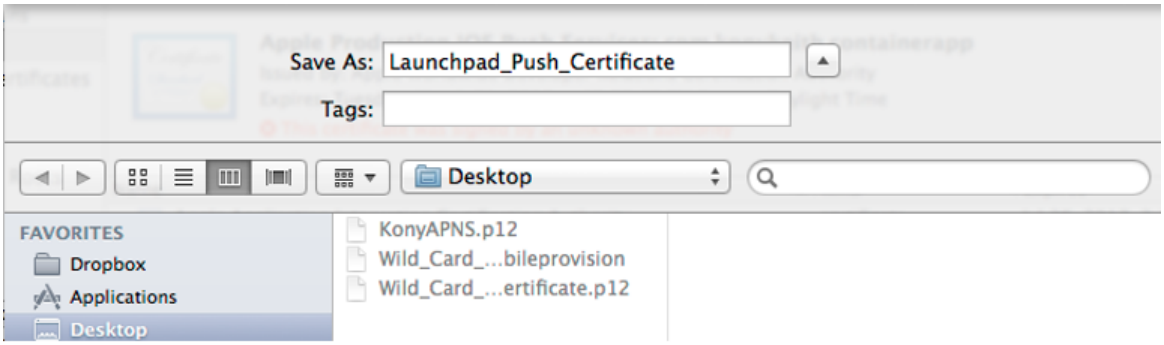


21. Import the downloaded `.cer` file to the local Keychain by double-clicking it.

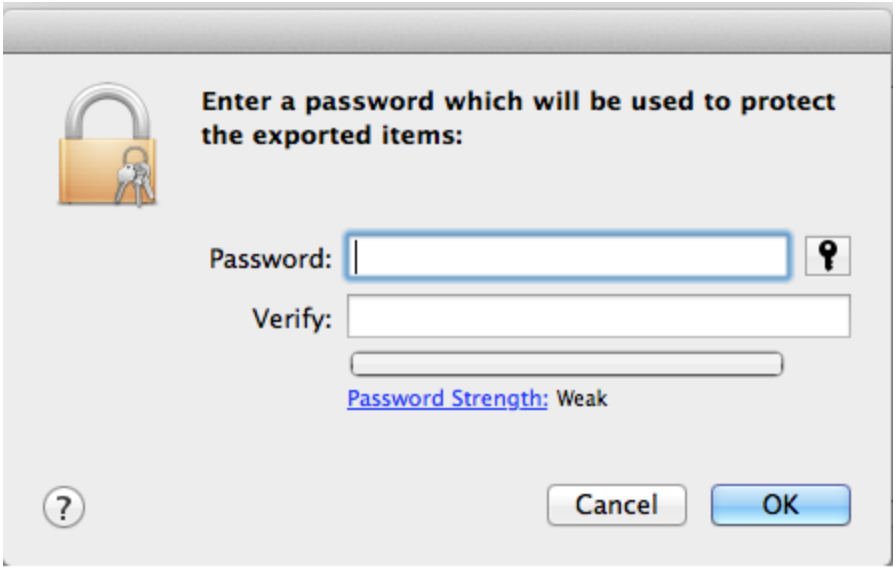
22. In the **Keychain Access** application on your Mac, select the **Push certificate** downloaded (it will be listed as Apple Production iOS Push Services: com.companyname.containerapp), right-click it, and then select **Export**.



23. Save the exported certificate in a secure location. It is recommended to name this file **Launchpad_Push_Certificate**



24. You will be required to provide a certificate password. Make a note of this password for future use with this certificate.



25. Your Apple Application Manager (Launchpad app) Push Certificate is now complete. Store this file in a safe place to be used during your Management Cloud initial configuration.

    You can now delete the CSR file saved locally, the aps_production.cer file saved locally, and the imported entry from your keychain.

15.7 Recreate Apple Application Manager (Launchpad app) Push Certificate

You cannot renew a certificate. You can only create a new certificate with the old certificate details. To recreate an Apple Application Manager Push Certificate,

1. Go to your Apple developer member center in an internet browser.
2. In the Certificates, Identifiers & Profiles section, select **Certificates**.
3. Under the certificates section, select **Production**. All existing certificates appear.
4. Select the Certificate you want to recreate. If the certificate has expired, the **Revoke** button will be active.

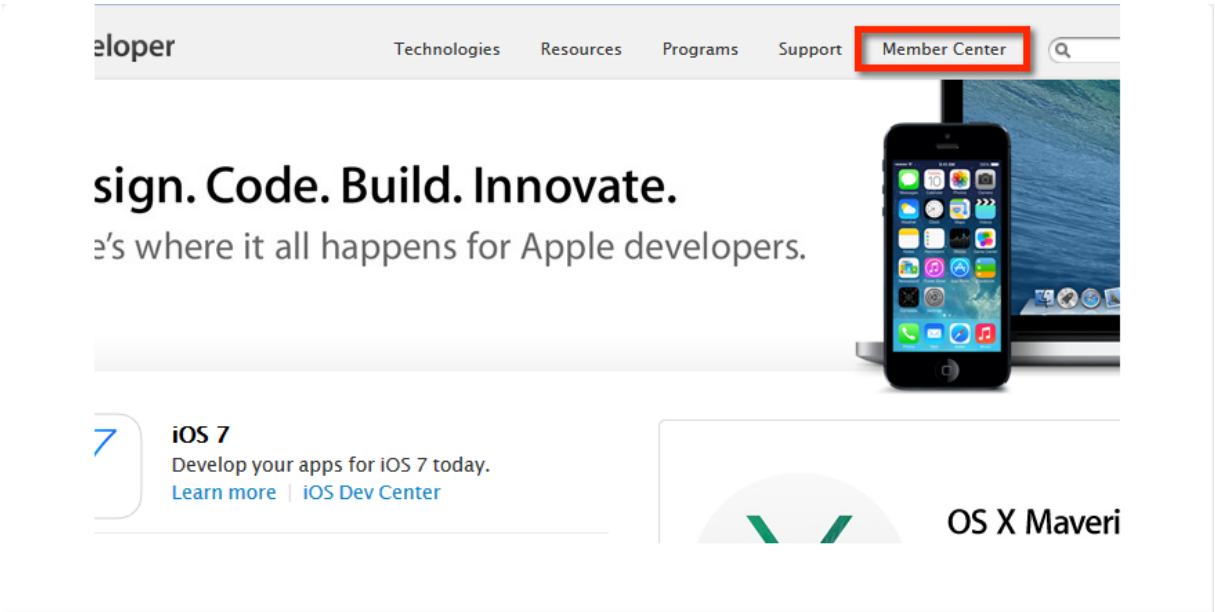
5. Click **Revoke**. The certificate will be revoked.

6. Once the certificate is revoked, create a new certificate with the details of the old expired certificate as explained in the previous section.

15.8 Creating the Apple Application Manager (Launchpad app) Provisioning Profile

To create Apple Application Manager (Launchpad app) Provisioning Profile, follow these steps:

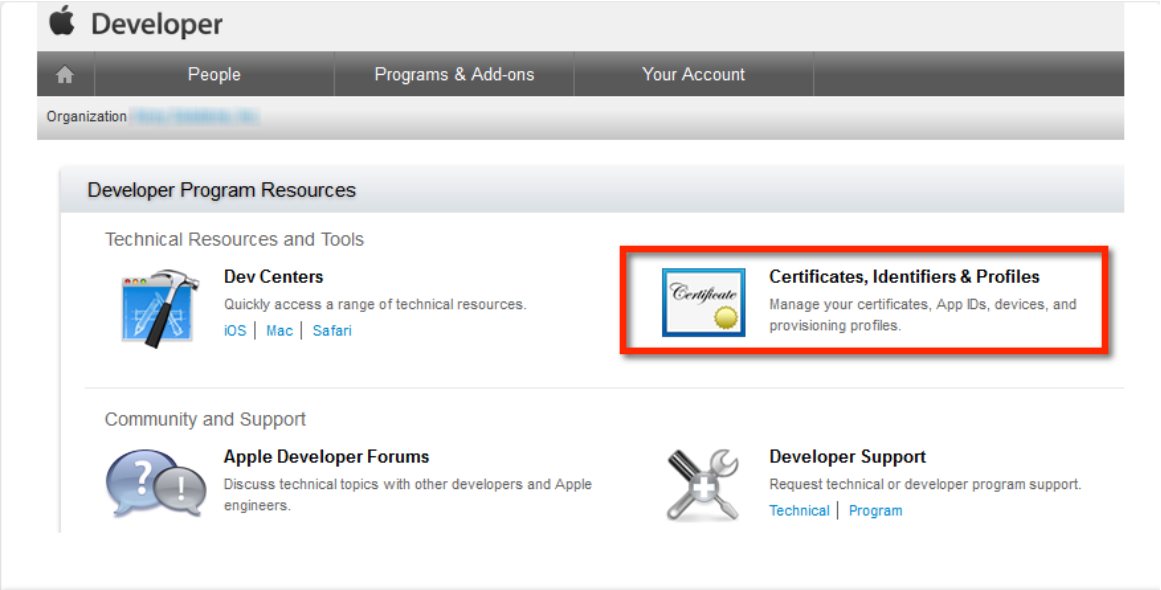
1. In a browser, go to https://developer.apple.com in a web browser and click **Member Center**.



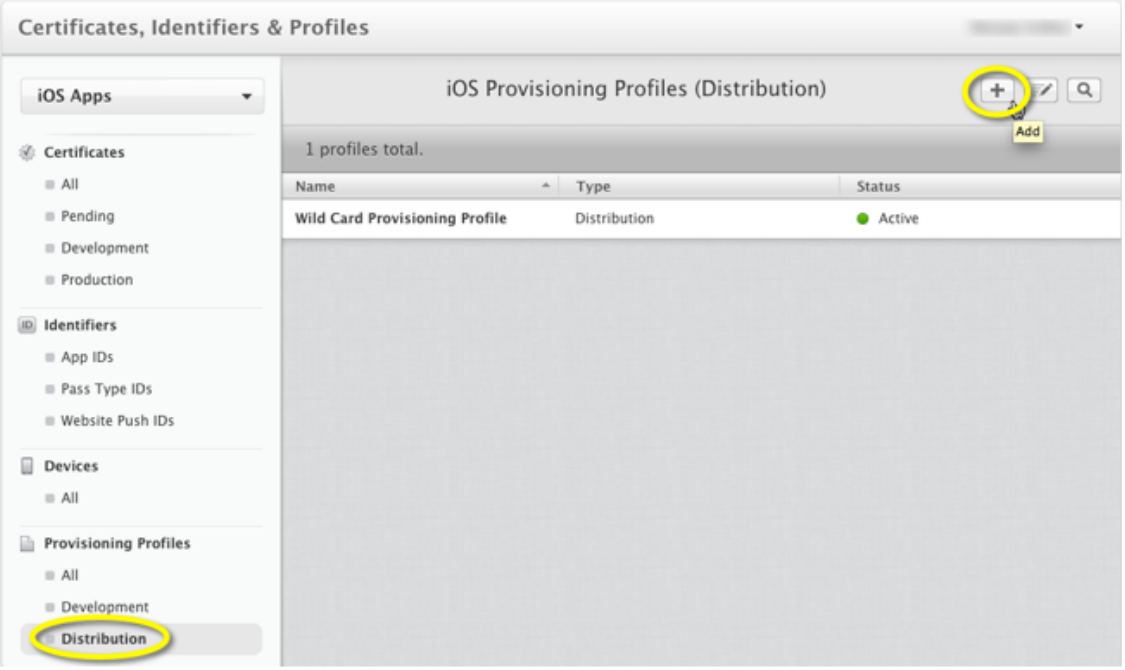
2. Enter your Apple Developer Enterprise Program credentials and click **Sign in**.

Apple Developer Home page appears.

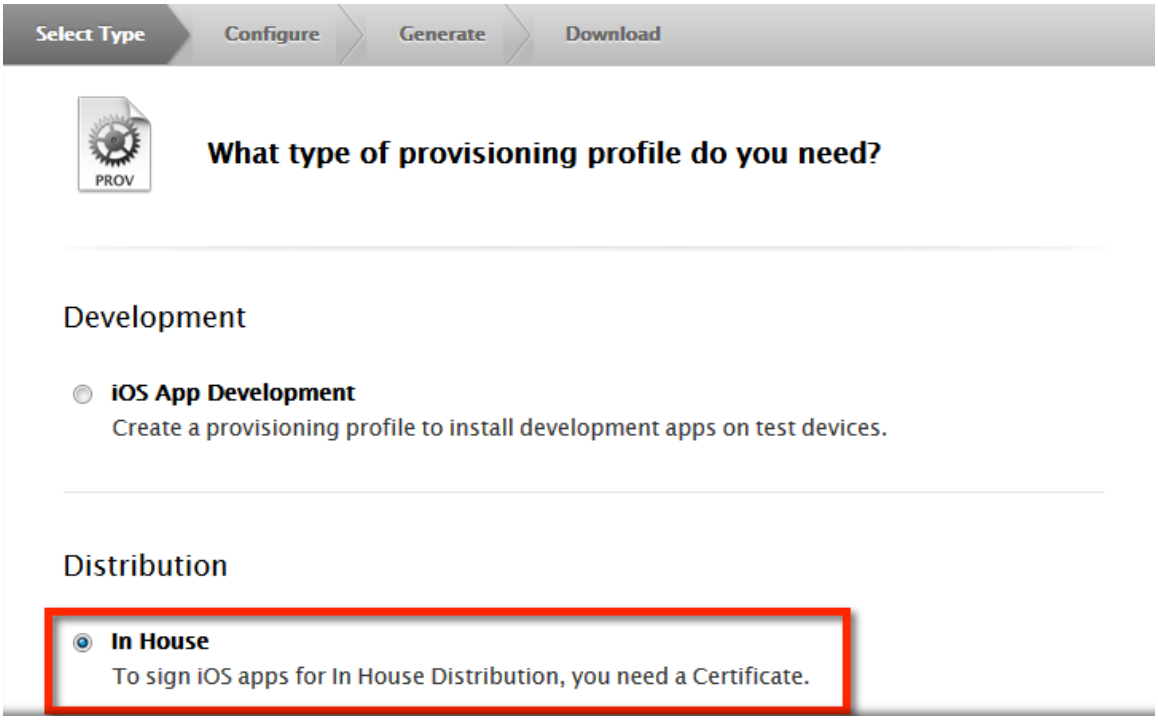
3. Click the **Certificates, Identifiers & Profiles** icon.



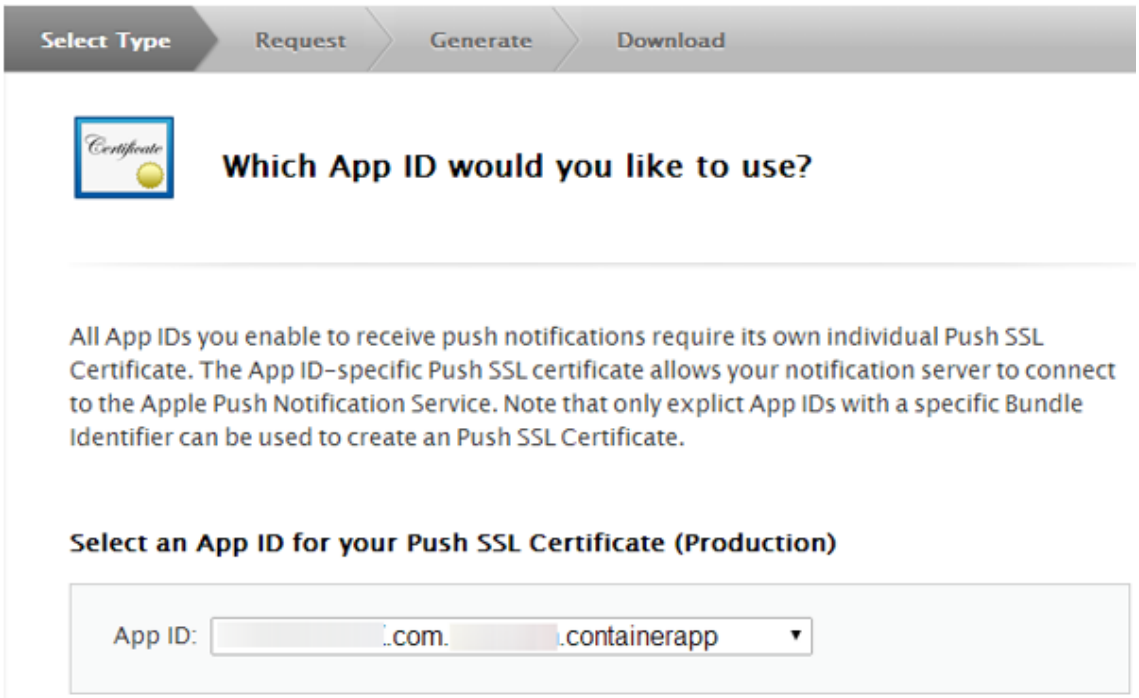
4. Click on **Distribution** under the **Provisioning Profiles** menu, then click the **+** symbol to create a Distribution Provisioning Profile.



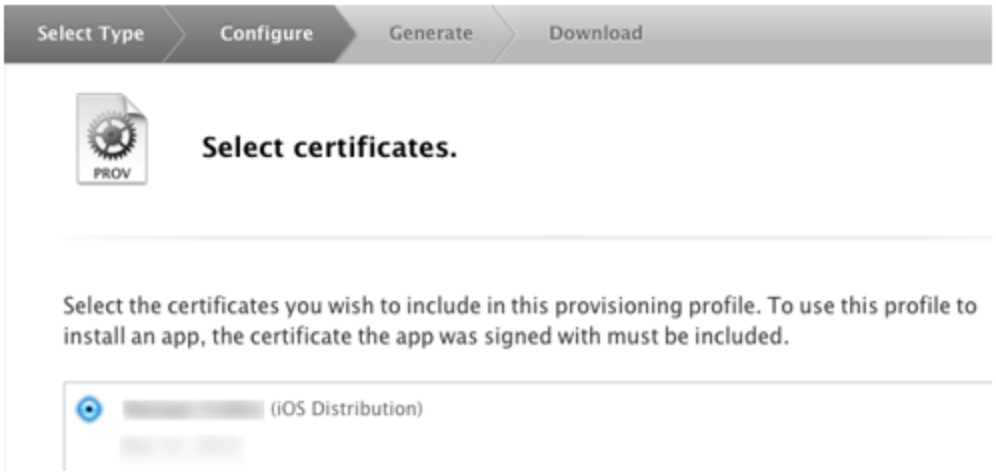
5. Choose the **In House** option under the **Distribution** heading.



6. Select the **App ID** ending with `.containerapp` from the drop-down list and click **Continue**.

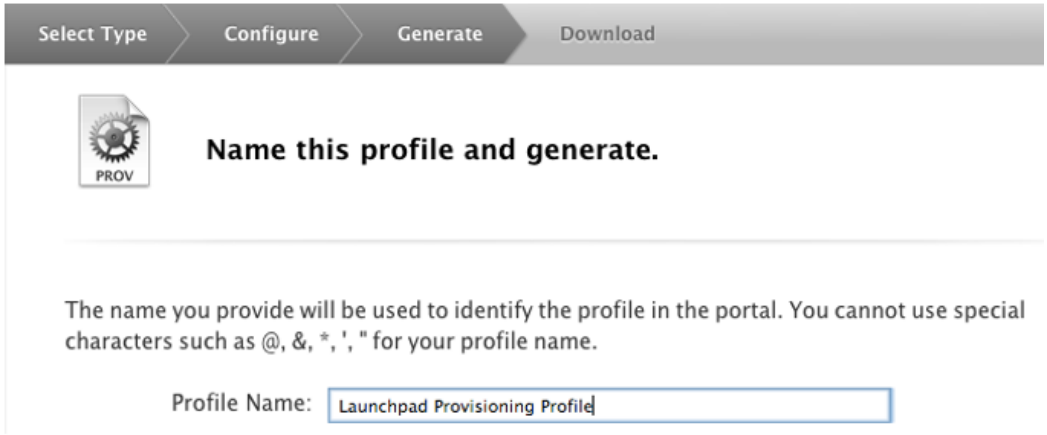


7. Choose the iOS Distribution certificate from the list to include in this provisioning profile and then choose **Continue**. If there are two in this list, make note of the expiration date to ensure you choose the same certificate when you create another Provisioning Profile in a later step.

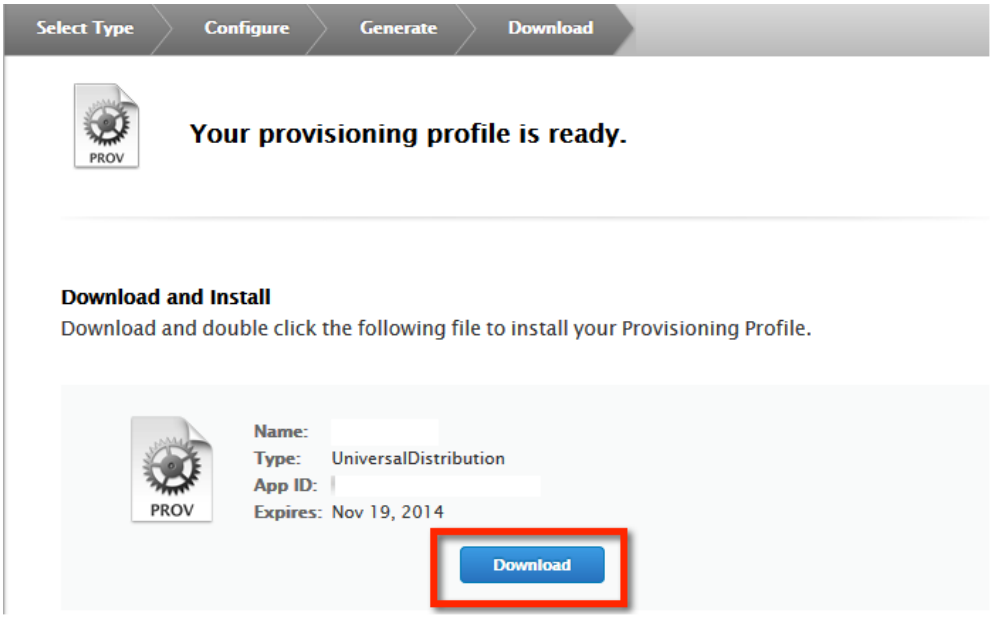


8. Enter the Profile Name (**Launchpad Provisioning Profile** is the recommended Profile Name),

then click the **Generate** button.



9. Click the **Download** button to download the **Application Manager Provisioning Profile**.



10. Your Apple Wild Card Provisioning Profile now complete. Store this file in a safe place to be used during your Management Cloud initial configuration.

15.9 Recreate Apple Application Manager Provisioning Profile

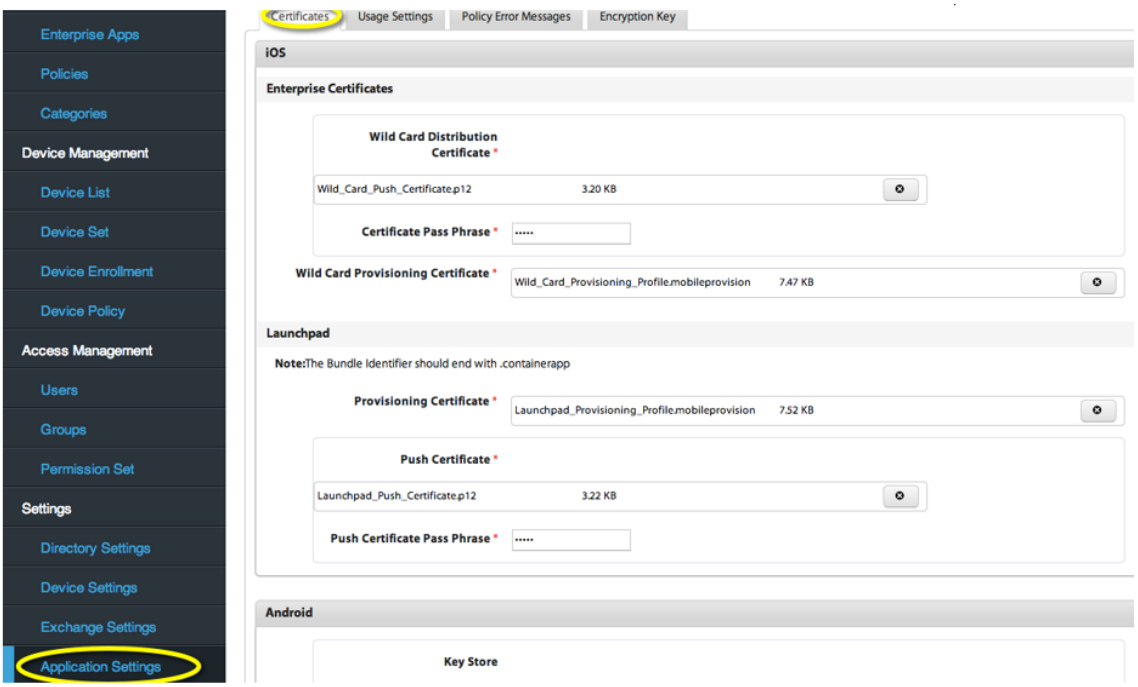
You cannot renew a provisioning profile. You can renew an expired provisioning profile by editing and re-generating it. To recreate a provisioning profile,

1. Go to your Apple developer member center in an internet browser.
2. In the Certificates, Identifiers & Profiles section, select **Provisioning Profiles**.
3. Under the Provisioning Profiles, select **All, Development** or **Distribution.** All existing provisioning profiles appear.
4. Select the provisioning profile you want to modify and click **Edit**. The Edit Provisioning Profile page appears.
5. Select the app id (com.CompanyName.*) and the certificate the provisioning profile corresponds to, and click **Generate**. The Add iOS Provisioning Profile page appears.
6. Click **Download**. The provisioning profile will be downloaded.

15.10 Assigning App Resources in the Kony Management Cloud Administrator Console

To assign app resources in the Kony Management Cloud admin console, follow these steps:

1. You are now finished with creating resources on https://developer.apple.com. When you have your Kony Management Cloud administrator console available, launch it and log in to apply these resources.
2. From the Kony Management Cloud administrator console, choose **Application Settings** from the left navigation panel, then browse to the equally named four resources you have created. You will need to supply the certificate passwords chosen during the exports in this step.



3. Once both certificates and pass phrases as well as both Provisioning Profiles are assigned, choose **Save**. After about 15 seconds a message will pop-up saying the Launchpad app is being wrapped. You will need to wait about 60 seconds for the process to finish. You can see the progress by choosing **Enterprise Apps** from the left navigation panel. When the wrap status changes to **Success** and the Published status changes to **Published**, you are finished assigning resources and updating the iOS versions of the Launchpad app.

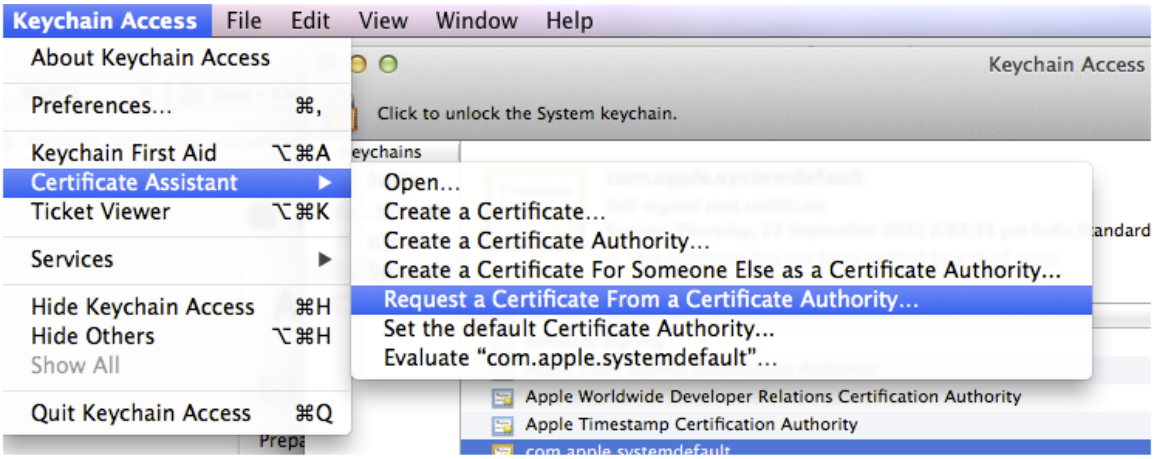
15.11 Creating the Apple Push Notification Certificate (APNS)

The APNS certificate is required before an iOS device can be enrolled. Completing this process requires access to the Kony Management Cloud administrator console. If you are preparing resources as a pre-install checklist, complete **Steps 1 through 4** only; **Steps 4 through 16** can be completed once you are able to log into the administrator console.

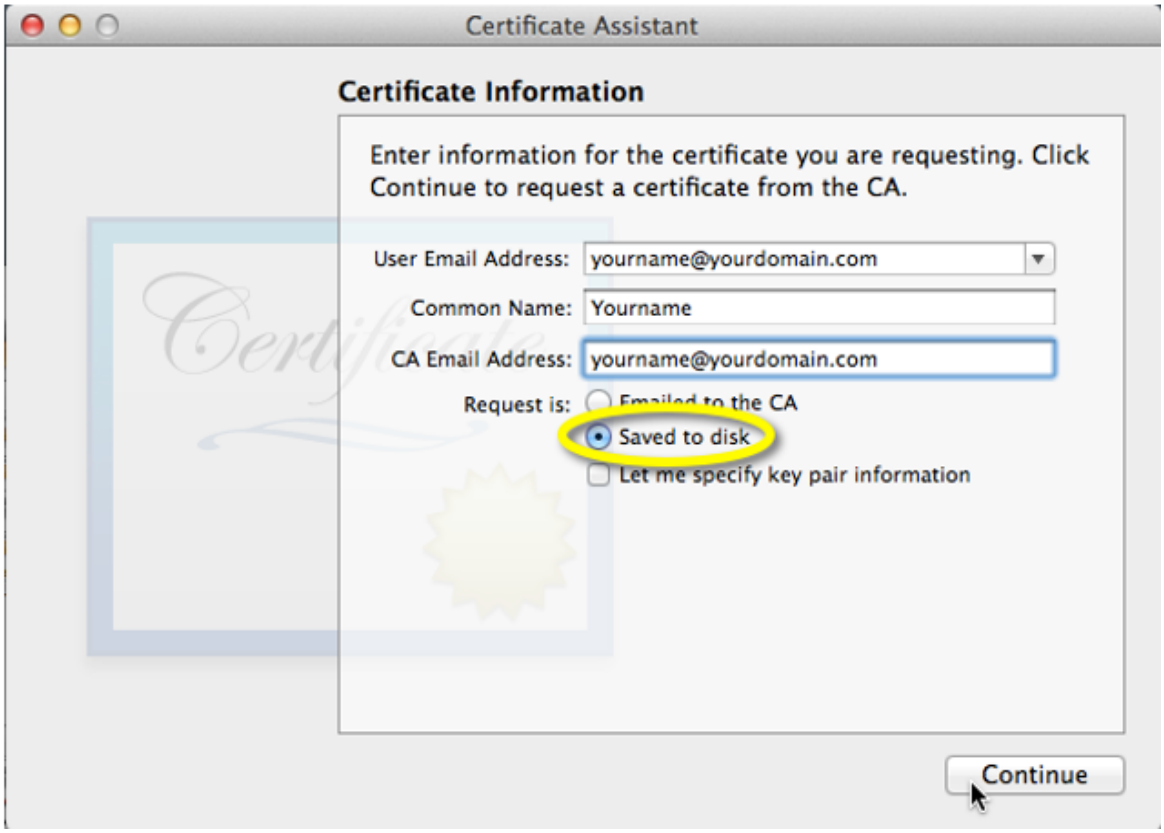
An Apple device APNs certificate can be created using the same Apple credentials as the previously used Developer Enterprise account, or any free iTunes account. You do not need a paid account for this step, but it should not be a personal account. Either the Enterprise account or a free account created as a service account should be used.

To create Apple Push Notification Certificate, follow these steps:

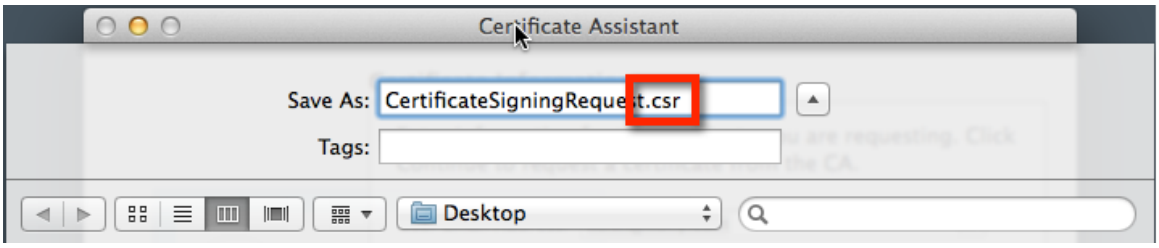
1. In the **Keychain Access** application on your Mac, under the **Certificate Assistant** menu, choose the **Request a Certificate From a Certificate Authority** option.



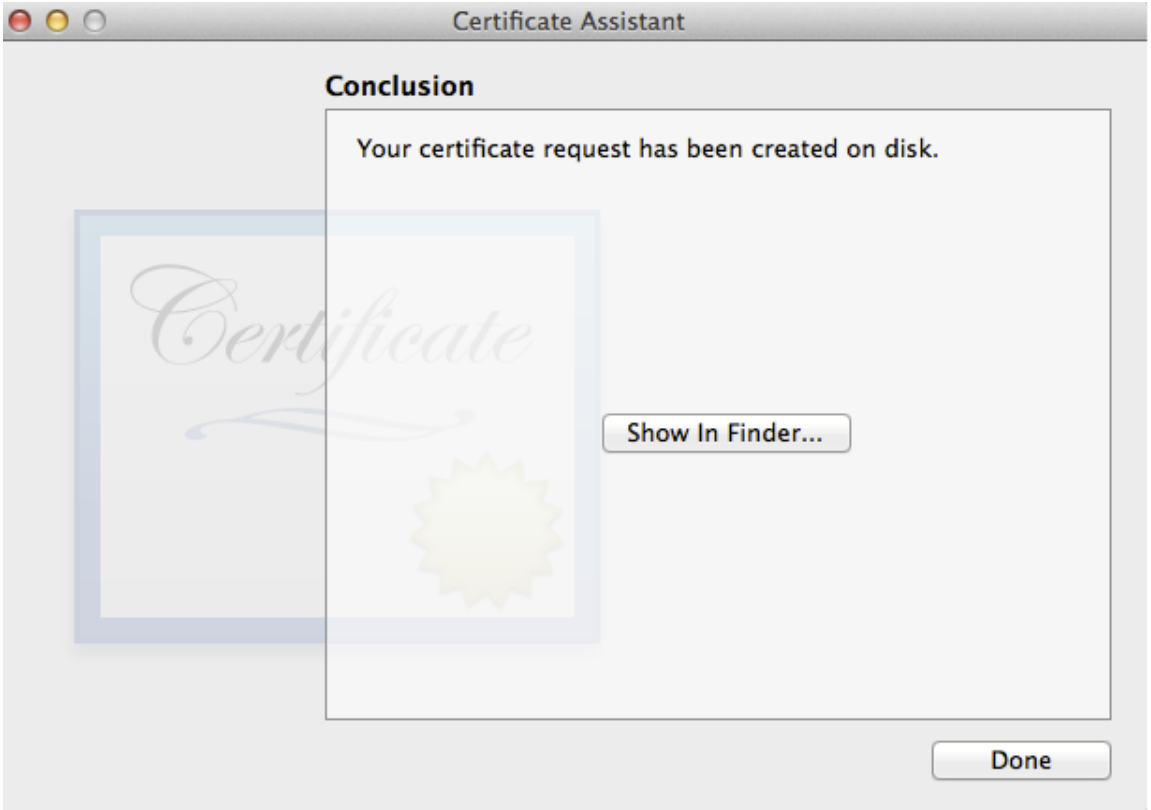
2. Enter details for the following fields, choose **Saved to disk**, and click **Continue**.



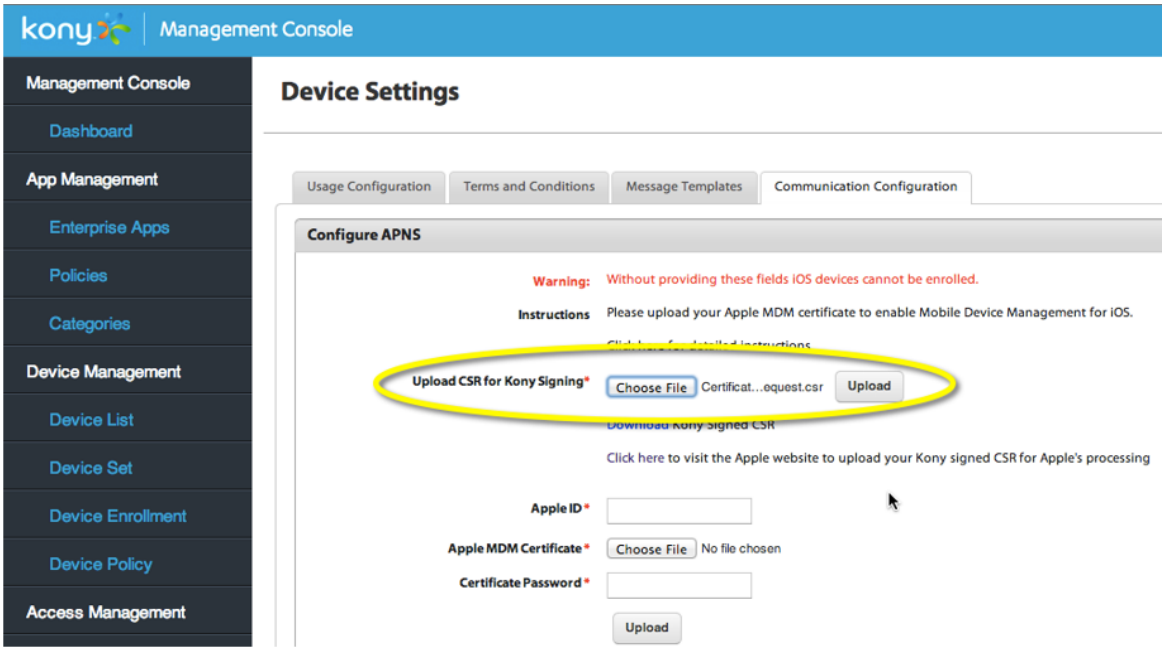
3. Save the Certificate Signing Request (CSR) to your local machine. You must change the extension from .certSigningRequest to `.csr`



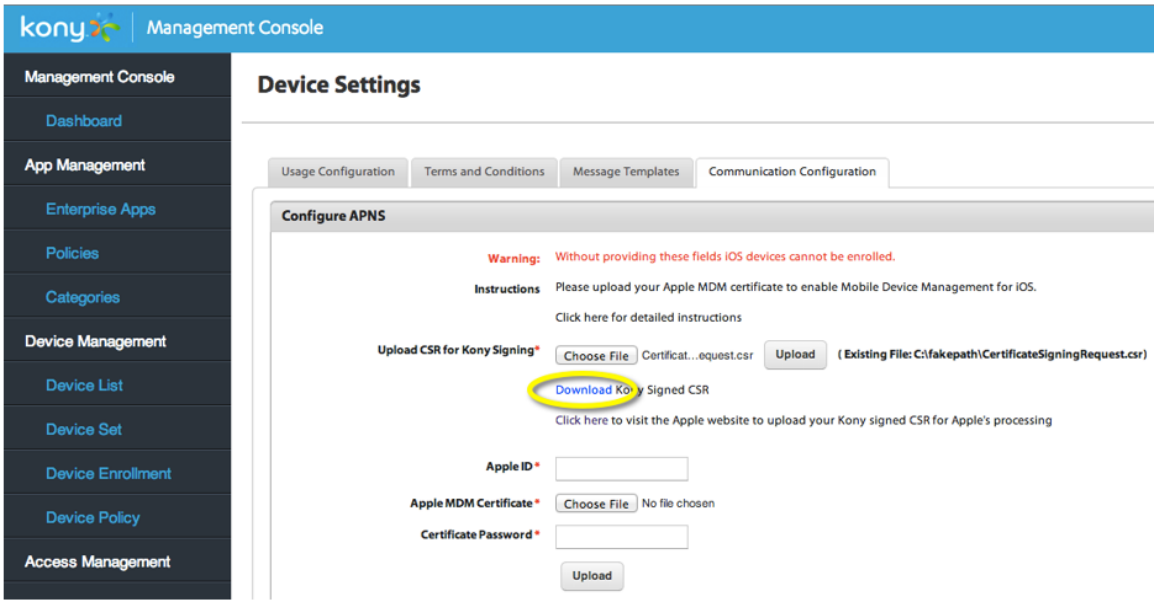
4. Click **Done**. You have now generated your CSR.



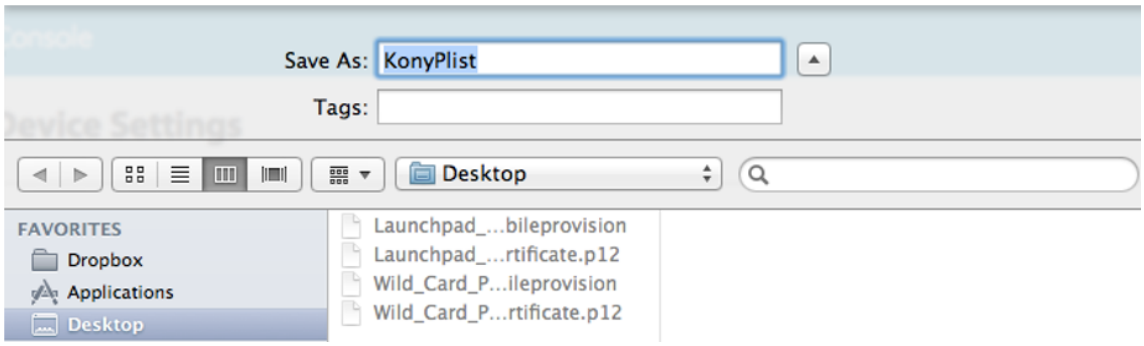
5. In the Kony Management Cloud administration console, select **Device Settings** from the **Settings** menu, then choose the **Communication Configuration** tab and browse to your saved CSR file, then choose the **Upload** option.



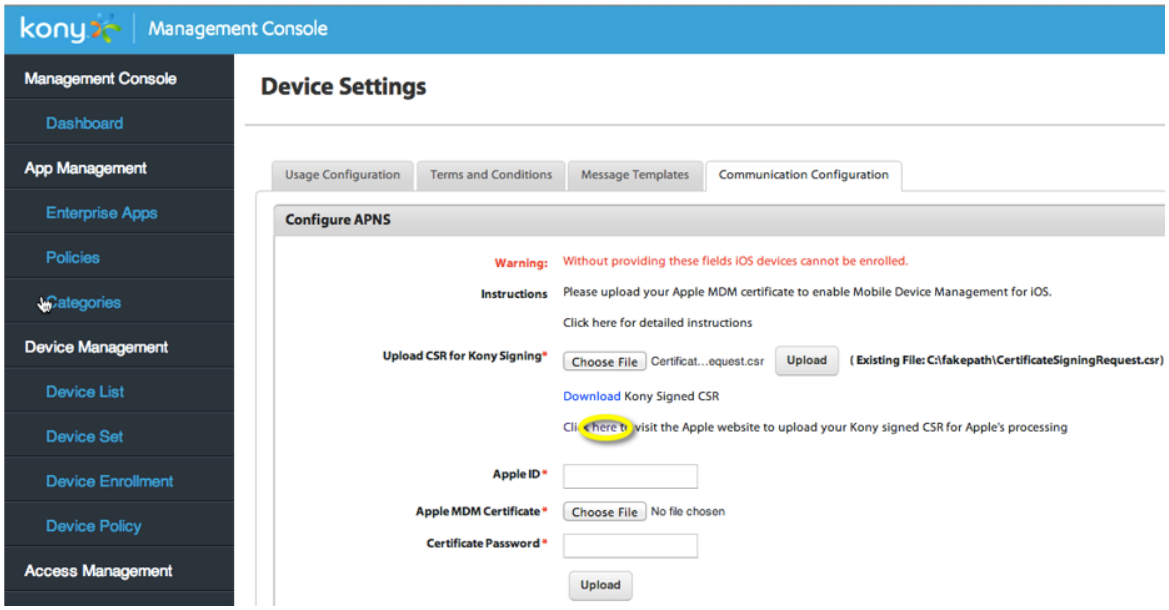
6. Once the CSR is uploaded, choose the **Download** Kony Signed CSR option to save the signed CSR to your local machine.



7. Save the .plist to your local machine.

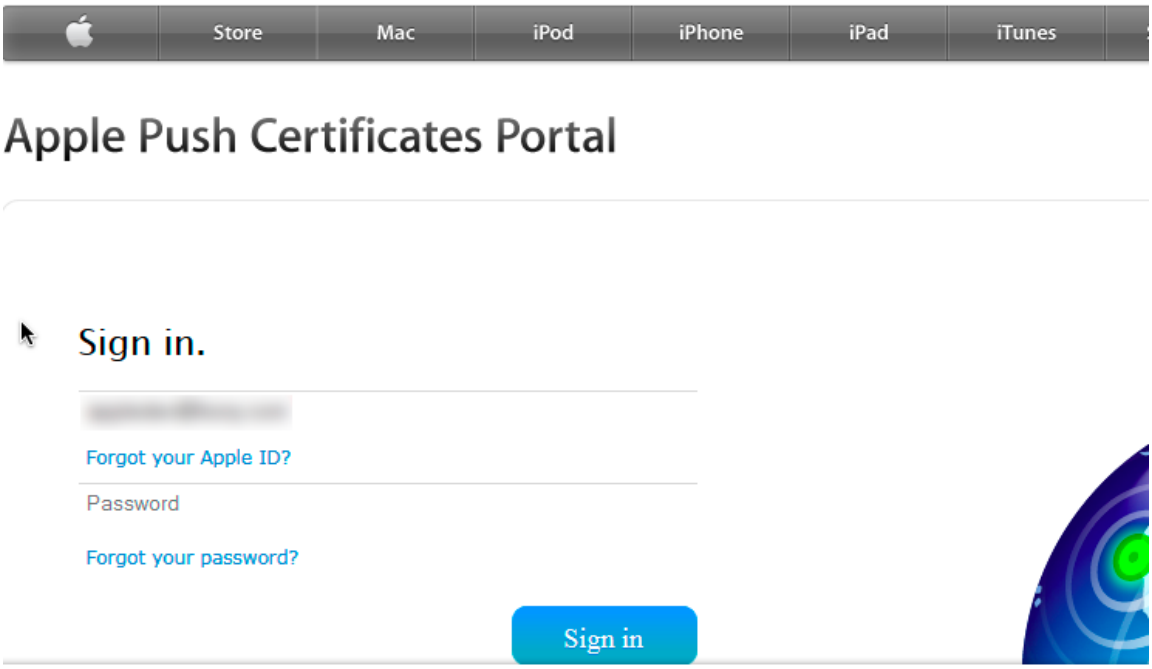


8. With the .plist (signed CSR) downloaded, choose the **Click here** option in the Kony Management Cloud administrator console to visit the Apple Certificate site, or manually go to the identity.apple.com/pushcert site in a browser and sign in. These credentials can be a free Apple account, but should not be a personal account. It is recommended to create an account to be your Apple service account, or use your Apple Developer account from above.

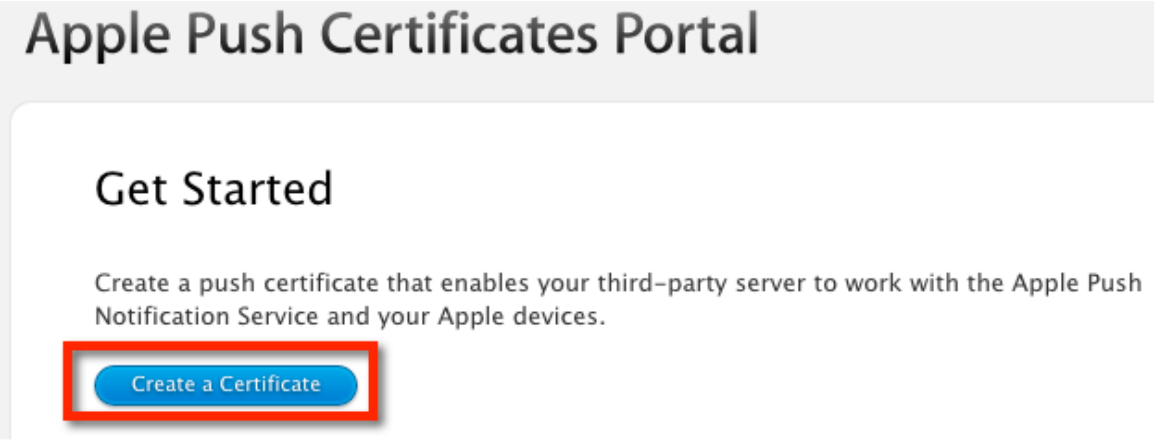


9. Provide your Apple credentials. Again, these credentials can be a free Apple account, but should not be a personal account. It is recommended to use your Apple Developer account, or

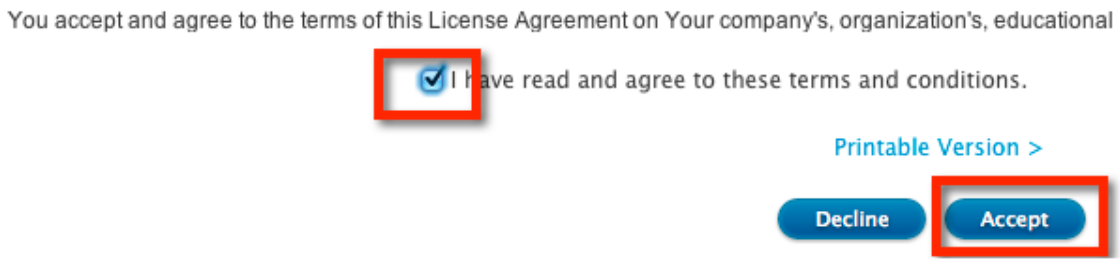
create an account to be your Apple service account.



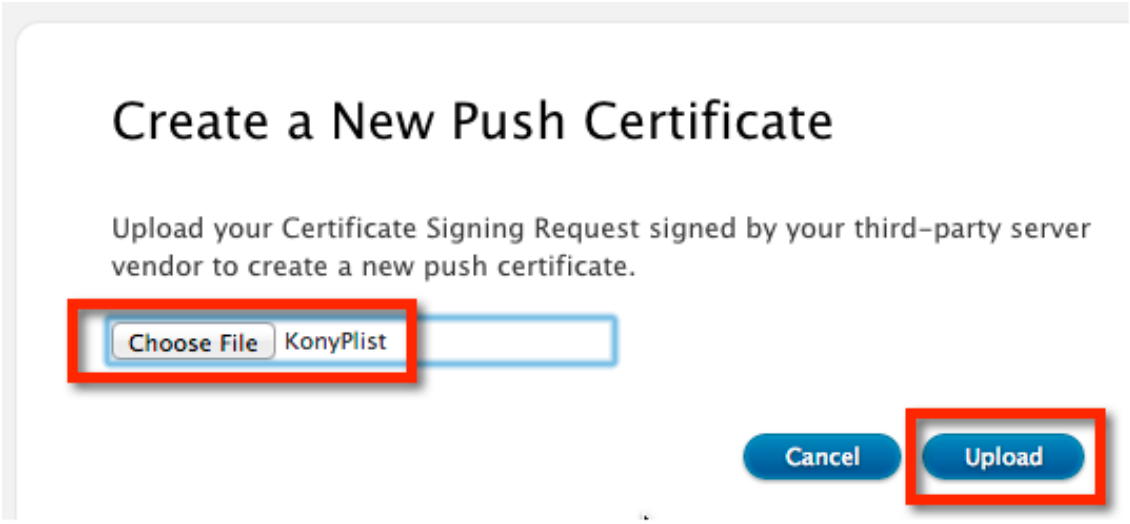
10. Click **Create a Certificate** button.



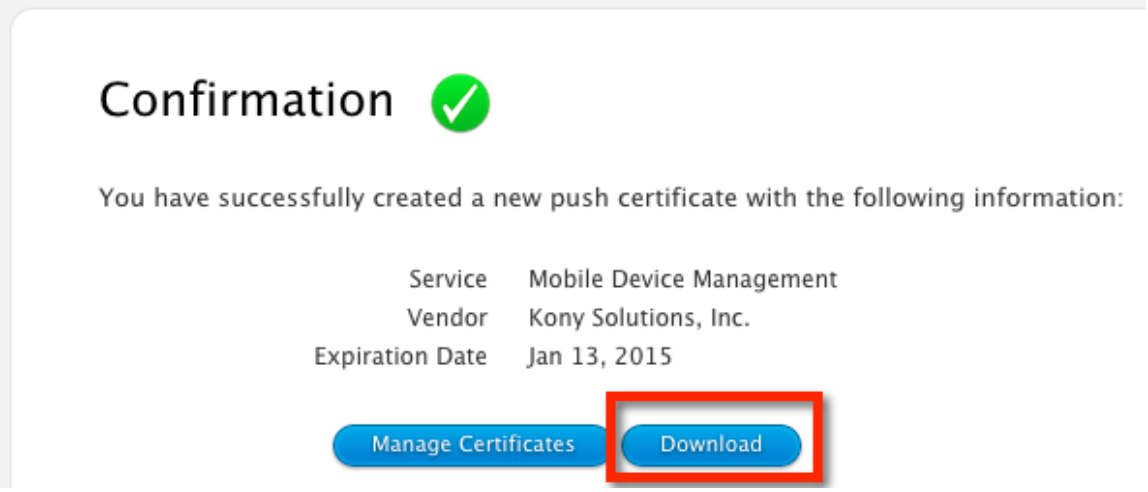
11. Select the check box to agree to the terms and conditions, and then click **Accept**.

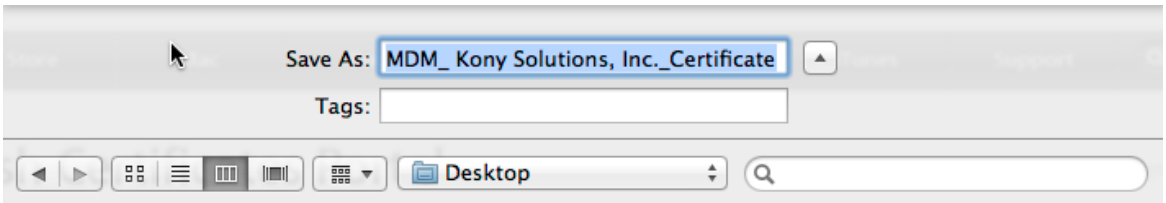


12. Browse to your downloaded .plist file (signed CSR) saved in Step 7 above and choose the **Upload** option.



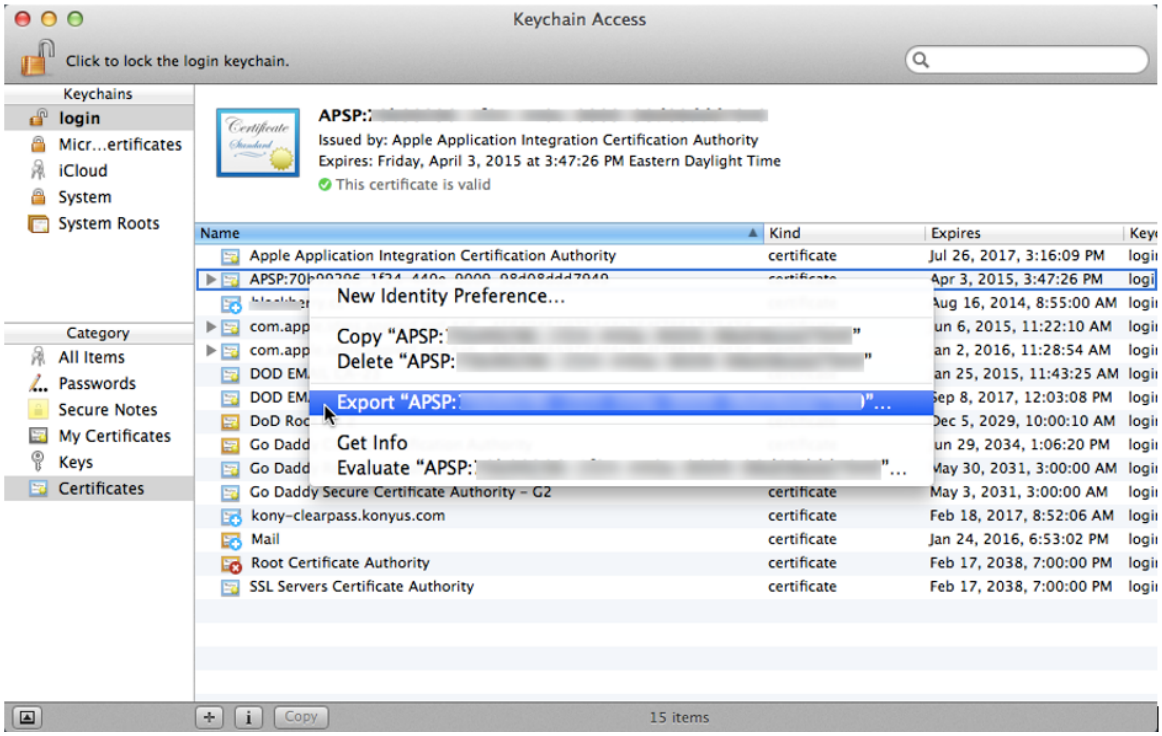
13. Next, choose the **Download** option and save the certificate to your local machine.



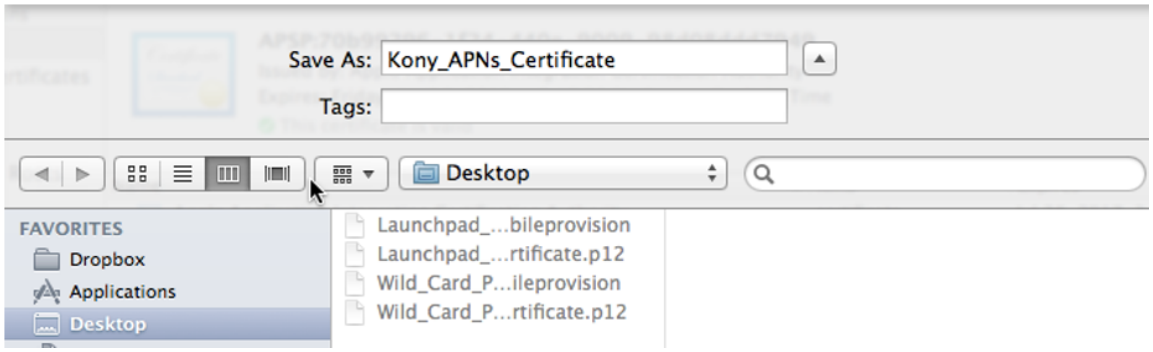


14. Double-click the downloaded certificate to add it to the Mac Keychain.

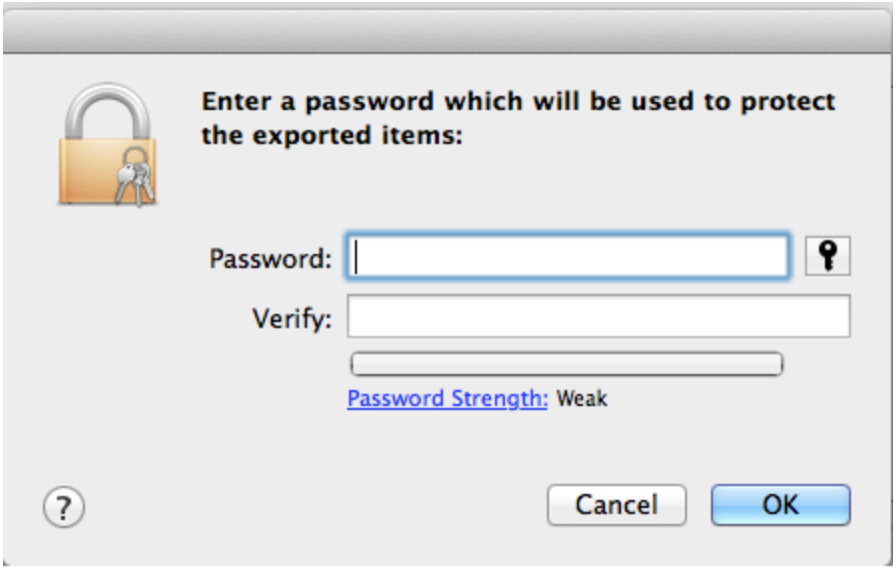
15. In the **Keychain Access** application on your Mac, select the APNS certificate downloaded (it will be listed as APSP:xxxxxxx), right click, and then select **Export**.



16. Save the exported .p12 certificate in a secure location.

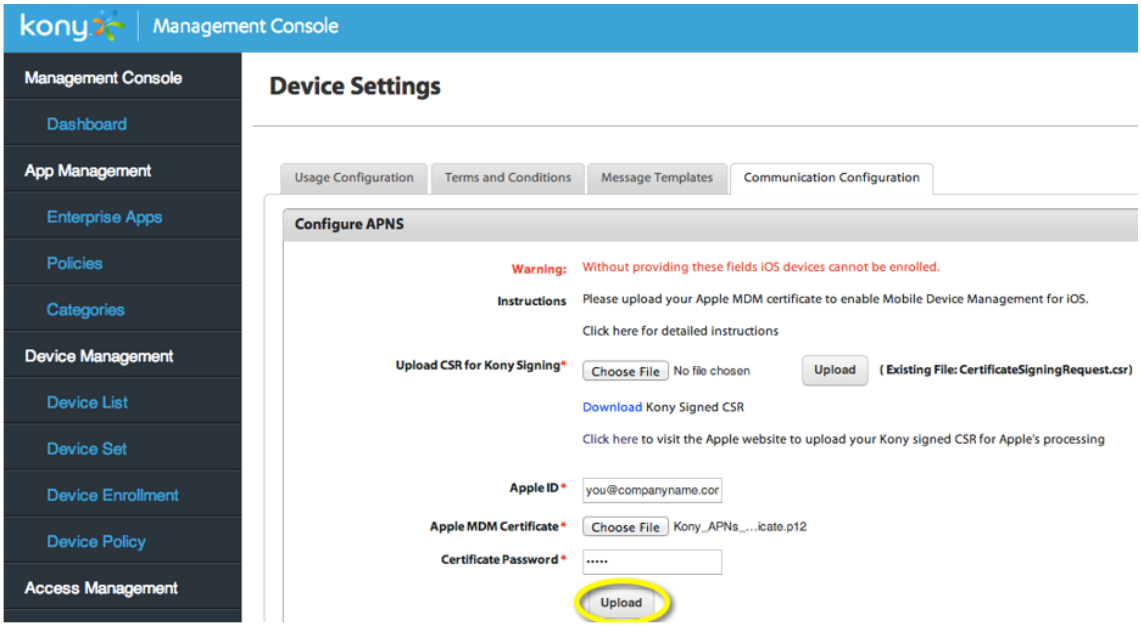


17. You will be required to provide a certificate Password. Make a note of this password for future use with this certificate.



18. Your Apple Push Notification Certificate is now created. You can now delete the CSR file saved locally, the KonyPlist file saved locally, the MDM_Kony_Solutions,_Inc._Certificate.cer file saved locally, and the imported entry from your keychain.

19. Upload Kony_APNs_Certificate.p12 now to the Kony Management Cloud console by selecting **Device Settings** from the **Settings** menu, then choose the **Communication Configuration** tab. Designate the Apple ID used to create the certificate in the designated field, browse to the .p12 certificate saved locally, and provide the password chosen in above, and then click **Upload**.



15.12 Renew Apple Push Notifications Certificate

To renew a certificate which is yet to expire, do the following:

1. In the EMM Management console, under **Settings**, click **Device Settings**.
2. Click **Communication Configuration** tab. The communication configuration tab appears.
3. In the **Configure APNS** section, click the help icon under the **APNS Certificate Expiry**. The APNS Certificate Renewal Steps page appears.
4. Follow the steps on the screen to renew the certificate.

15.13 Generating Certificate Signing Request (CSR) in Windows

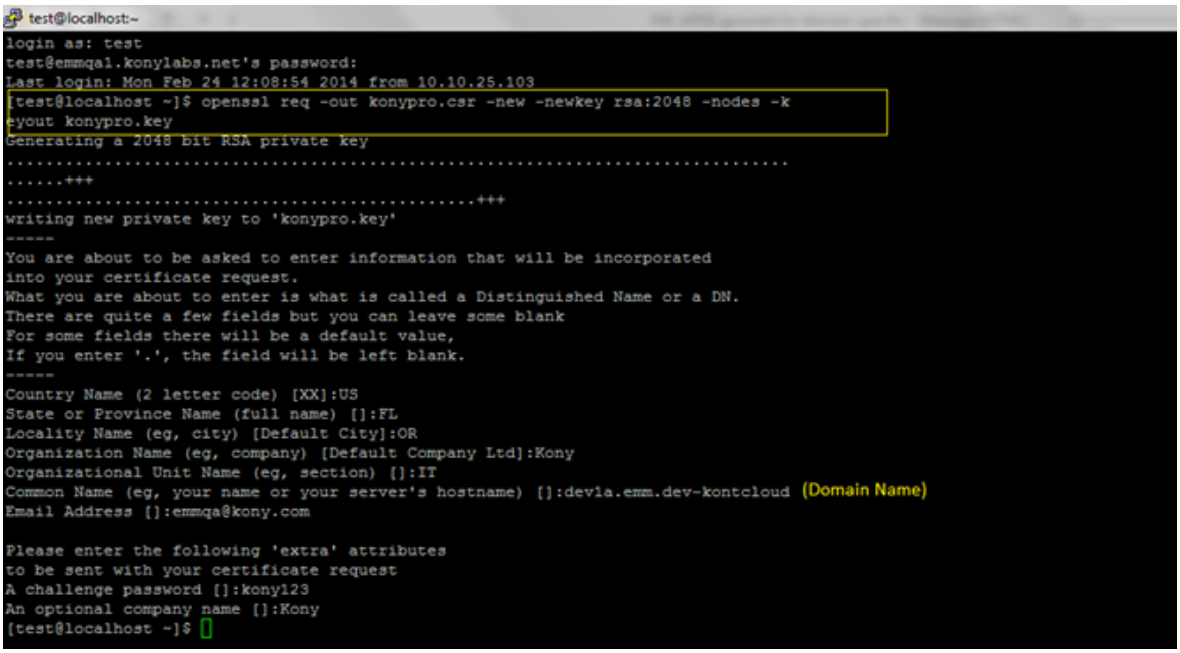
To generate a CSR in Windows, follow these steps:

Make sure that you have OpenSSL enabled in your system.

1. Open command prompt and enter the command in the below format.

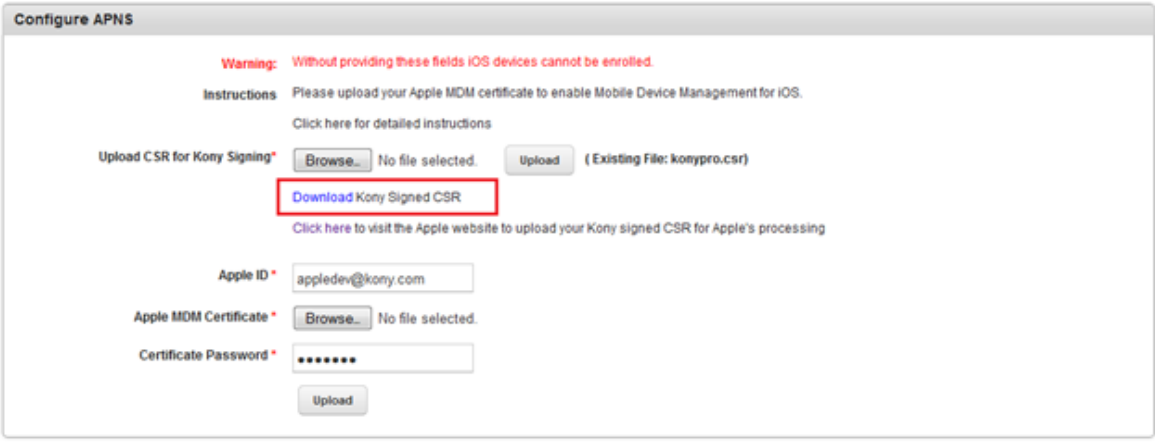
   `openssl req -out <csrname.csr> -new -newkey rsa:2048 -nodes -keyout <keyname.key>` For example, `openssl req -out konypro.csr -new -newkey rsa:2048 -nodes -keyout konypro.key`.

2. If required, enter details for extra attributes. For example, a challenge password, or Optional company name and others. A CSR is generated. Save it to you desktop.



3. Upload the CSR for Kony signing in the EMM Management console Device Settings > Communication Configuration tab.

4. After uploading the CSR, download the Kony Signed CSR to your desktop.



5. Upload the signed CSR to your Apple Push Certificates portal using your Apple developer credentials.

6. After the upload, download the pem file from Apple portal.

7. Rename the file to your company identifiable name. For example, yourcompany.pem.

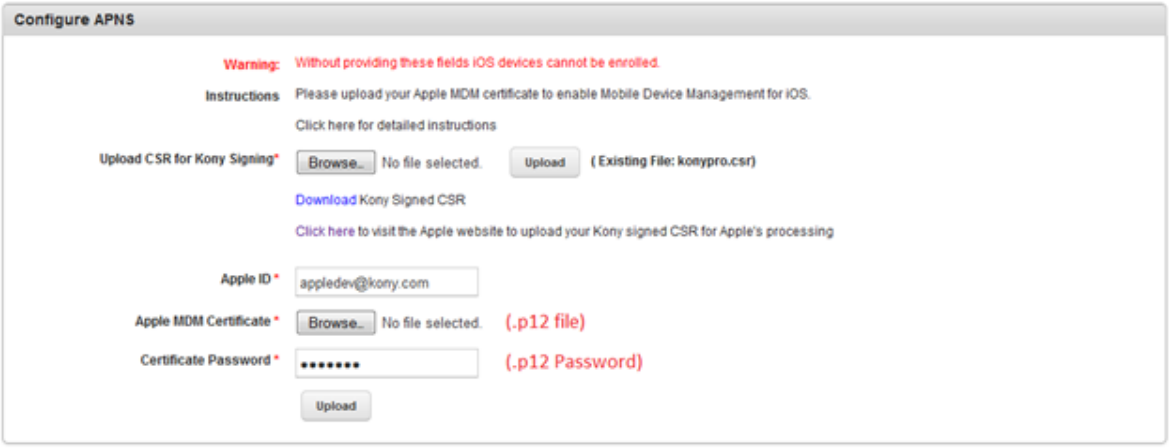
8. Convert the downloaded .pem file to a.p12 file using the following command format.

   `openssl pkcs12 -export -inkey <yourcompany.key> -in <yourcompany.pem> -out <yourcompany.p12>` For example, `openssl pkcs12 -export -inkey konypro.key -in konypro.pem -out konypro.p12`.

9. If prompted, provide a password while creating the .p12 file.

10. Upload the .p12 file to the Kony Management Suite portal under Device Settings > Communication Configuration.

11. Enter the password you created during .p12 file creation process.



15.14 Generating Certificate Signing Request (CSR) in Linux

To generate a CSR in Linux, follow these steps:

Make sure that you have OpenSSL enabled in your system.

1. Open command prompt and enter the command in the below format.

   `openssl req -out <csrname.csr> -new -newkey rsa:2048 -nodes -keyout <keyname.key>` For example, `openssl req -out konypro.csr -new -newkey rsa:2048 -nodes -keyout konypro.key`.

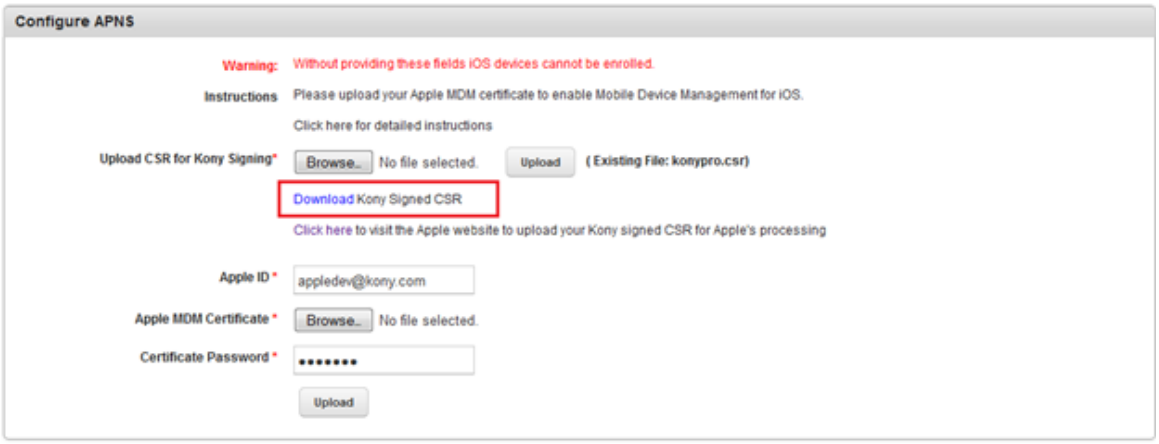
2. If required, enter details for extra attributes. For example, a challenge password, or Optional company name and others. A CSR is generated. Save it to you desktop.

```
test@localhost:~
login as: test
test@emmqa1.konylabs.net's password:
Last login: Mon Feb 24 12:08:54 2014 from 10.10.25.103
[test@localhost ~]$ openssl req -out konypro.csr -new -newkey rsa:2048 -nodes -k
eyout konypro.key
Generating a 2048 bit RSA private key
.......................................................................
......+++
...................................................+++
writing new private key to 'konypro.key'
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [XX]:US
State or Province Name (full name) []:FL
Locality Name (eg, city) [Default City]:OR
Organization Name (eg, company) [Default Company Ltd]:Kony
Organizational Unit Name (eg, section) []:IT
Common Name (eg, your name or your server's hostname) []:devla.emm.dev-kontcloud (Domain Name)
Email Address []:emmqa@kony.com

Please enter the following 'extra' attributes
to be sent with your certificate request
A challenge password []:kony123
An optional company name []:Kony
[test@localhost ~]$
```

3. Upload the CSR for Kony signing in the EMM Management console Device Settings > Communication Configuration tab.

4. After uploading the CSR, download the Kony Signed CSR to your desktop.

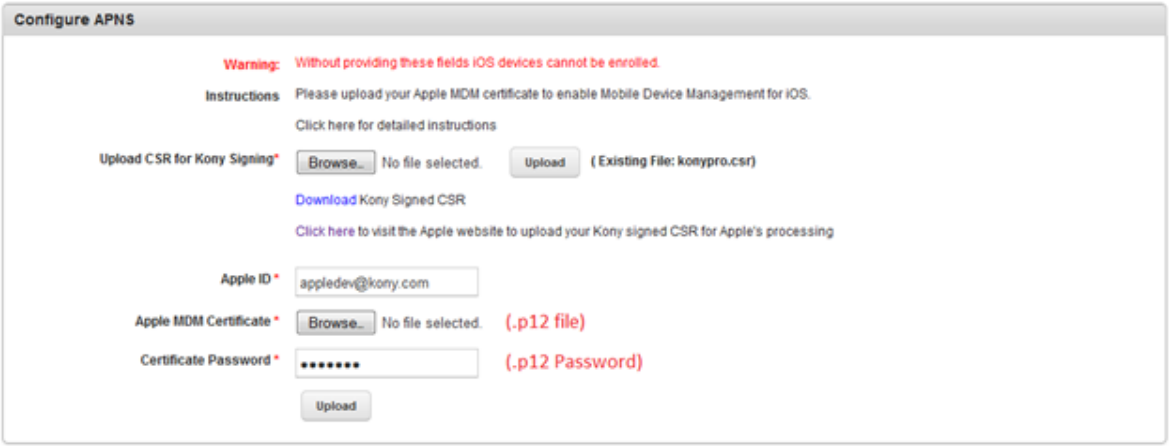


5. Upload the signed CSR to your Apple Push Certificates portal using your Apple developer credentials.

6. After the upload, download the pem file from Apple portal.

7. Rename the file to your company identifiable name. For example, yourcompany.pem.
8. Convert the downloaded .pem file to a.p12 file using the following command format.

   `openssl pkcs12 -export -inkey <yourcompany.key> -in <yourcompany.pem> -out <yourcompany.p12>` For example, `openssl pkcs12 -export -inkey konypro.key -in konypro.pem -out konypro.p12`.
9. If prompted, provide a password while creating the .p12 file.
10. Upload the .p12 file to the Kony Management Suite portal under Device Settings > Communication Configuration.
11. Enter the password you created during .p12 file creation process.

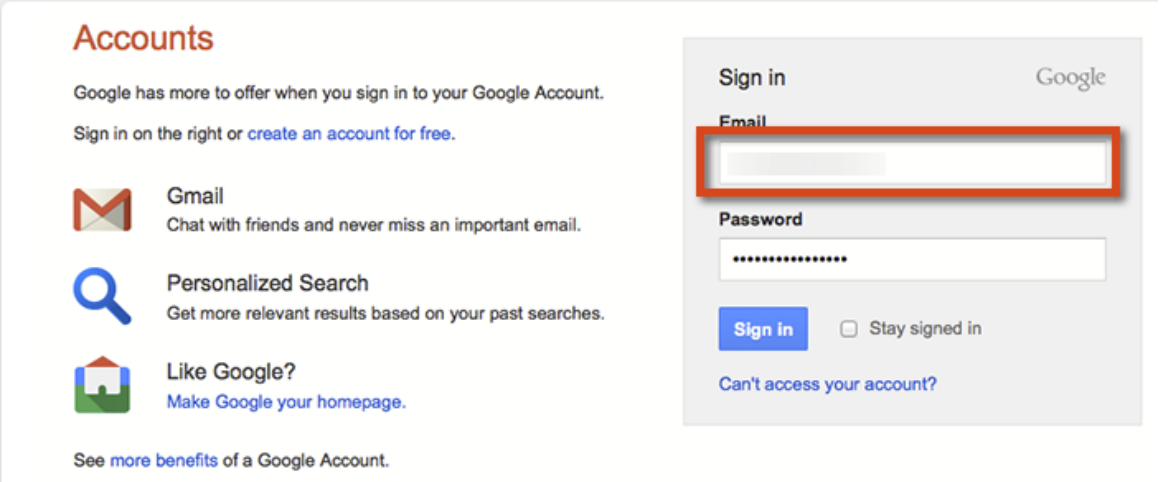


15.15 Creating Android Certificates and Keys

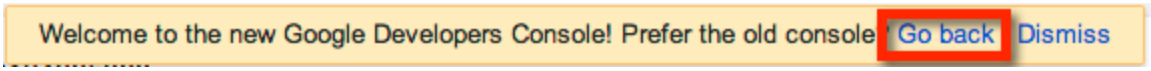
To create Android Certificates and Keys follow these steps:

15.15.1 Create an Android GCM Key

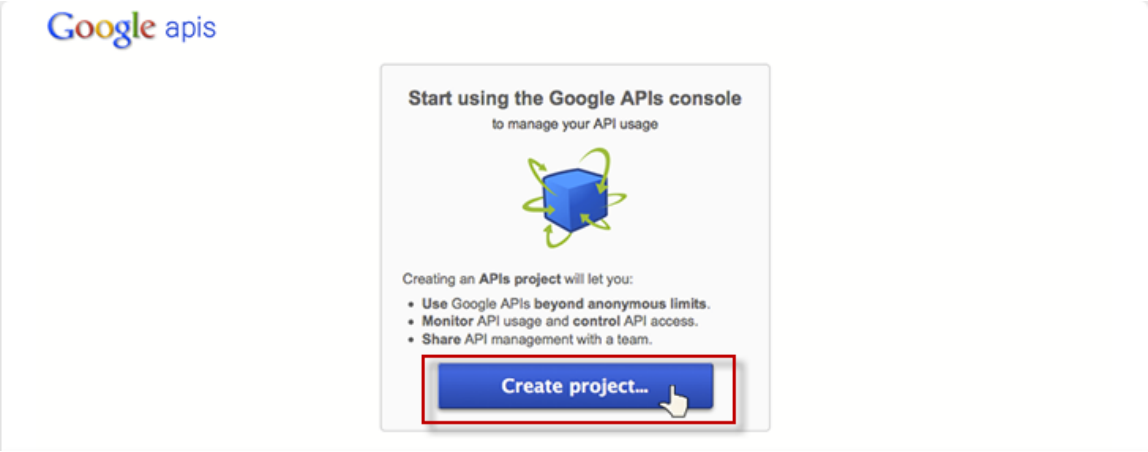
1. In a browser, go to https://code.google.com/apis/console, and log in. If you do not have an account already, you need to create one. Note that this Google ID will be input into the Management Cloud configuration setup. You should not use a personal account.



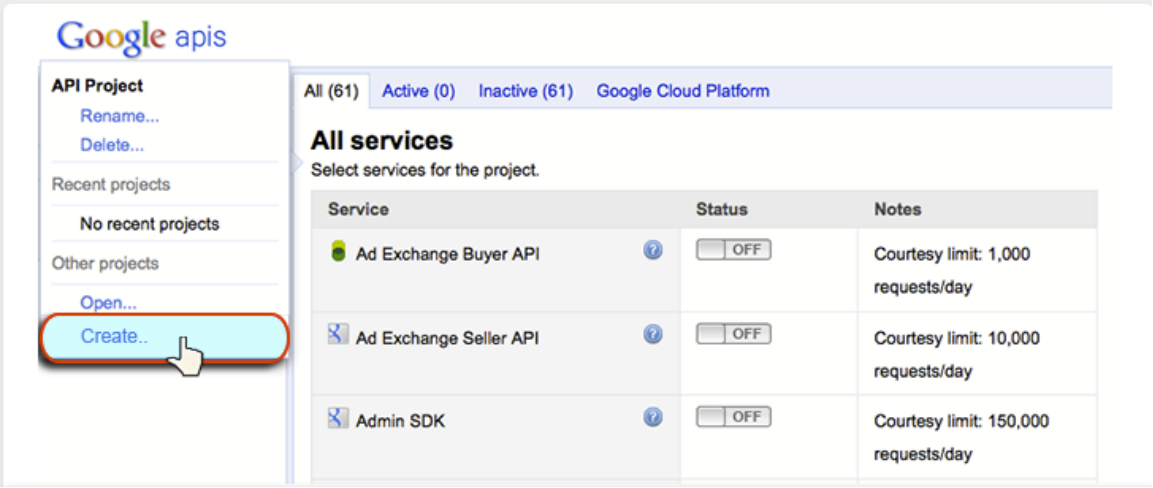
2. the **Go Back** option.



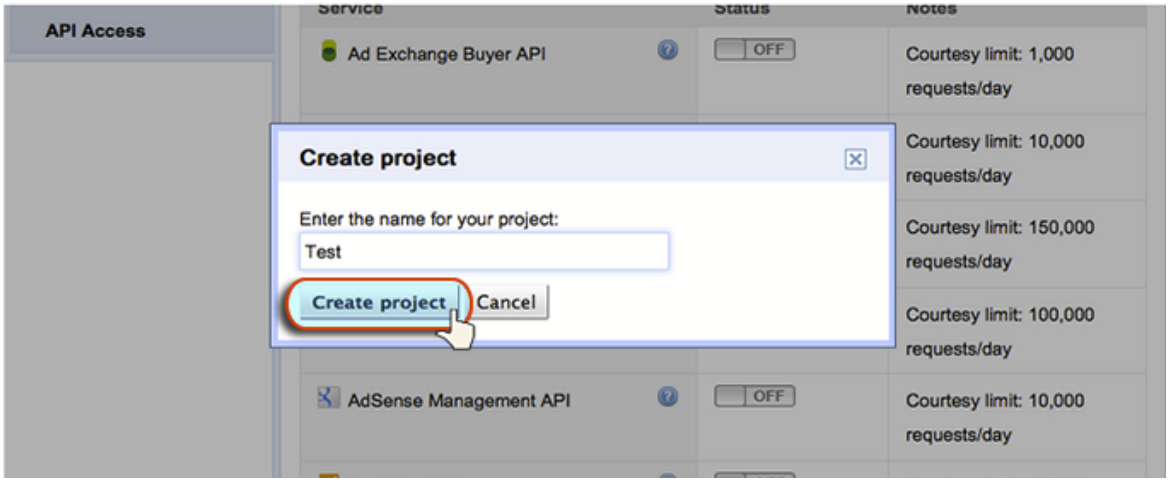
3. Click the **Create Project** button.



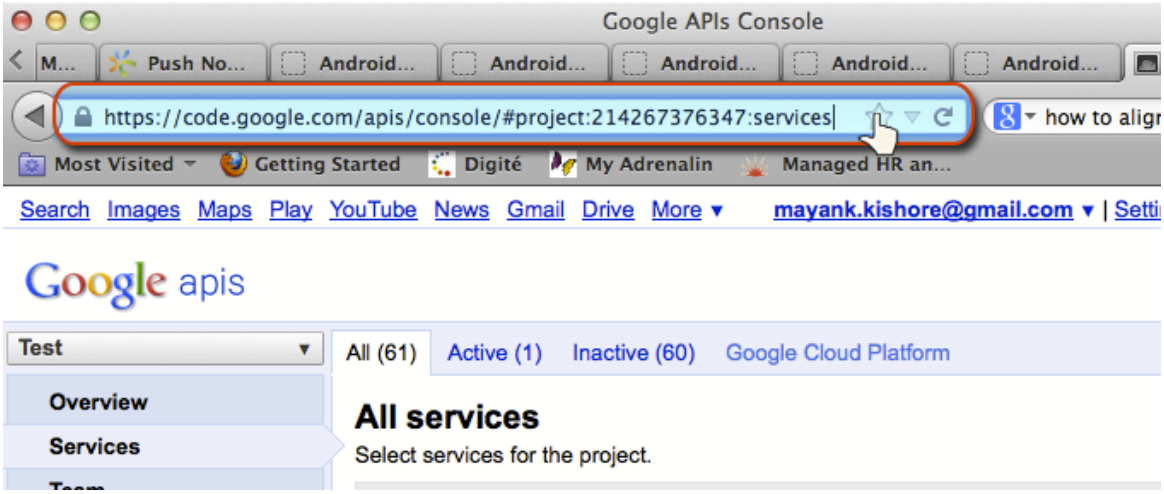
4. On the left side of the API's Dashboard page, click the drop-down menu and select **Create**.



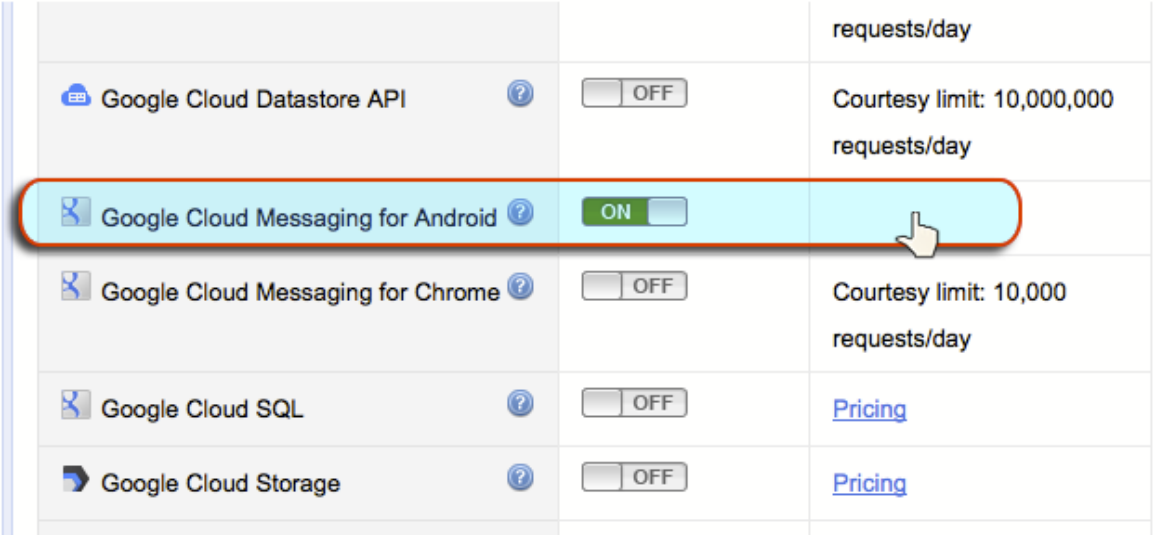
5. Enter a name and choose **Create project**. Your browser will refresh and display a new URL.



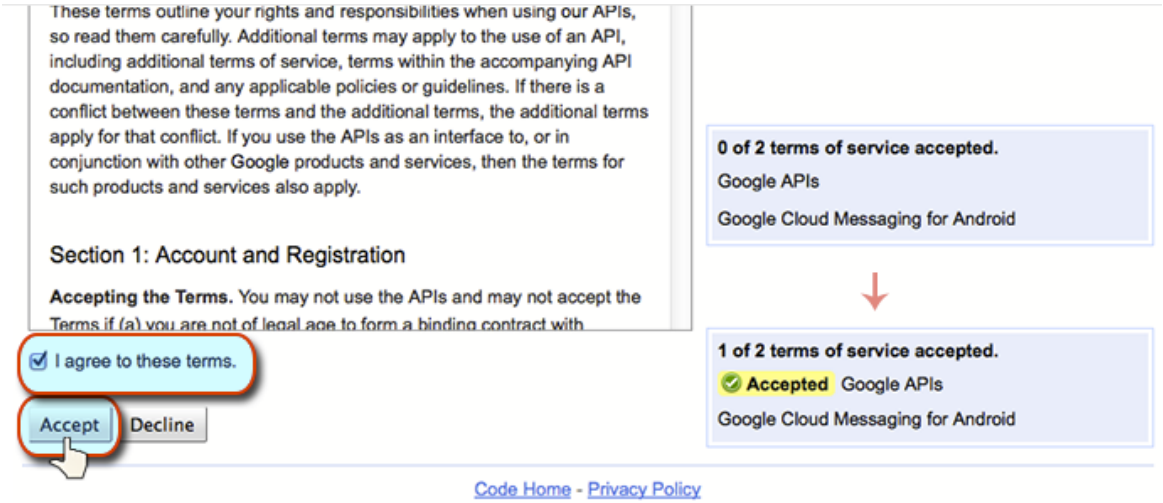
6. The number after #project (Ex: 214267376347) should be noted. This is your Sender ID, and will be needed in the Management Cloud console during initial configuration.



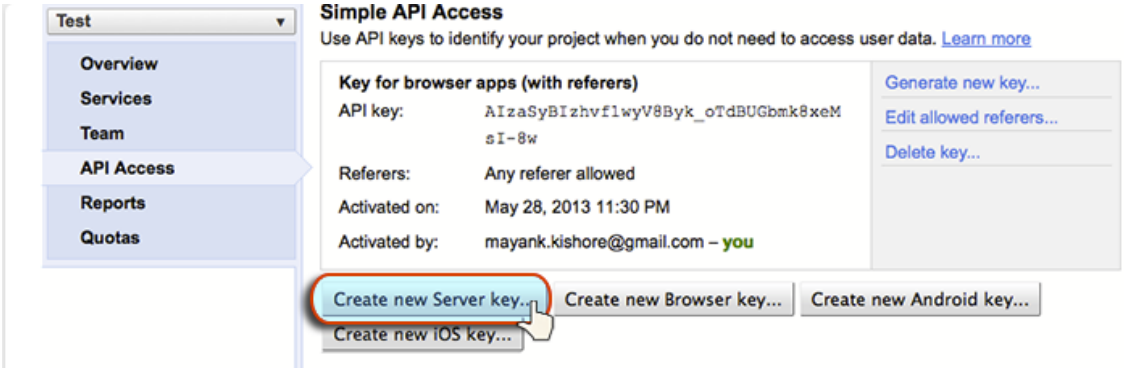
7. Scroll down the page to **Google Cloud Messaging for Android** and set the **ON/OFF** widget to **ON**.



8. Agree to the terms and conditions and click **Accept**.

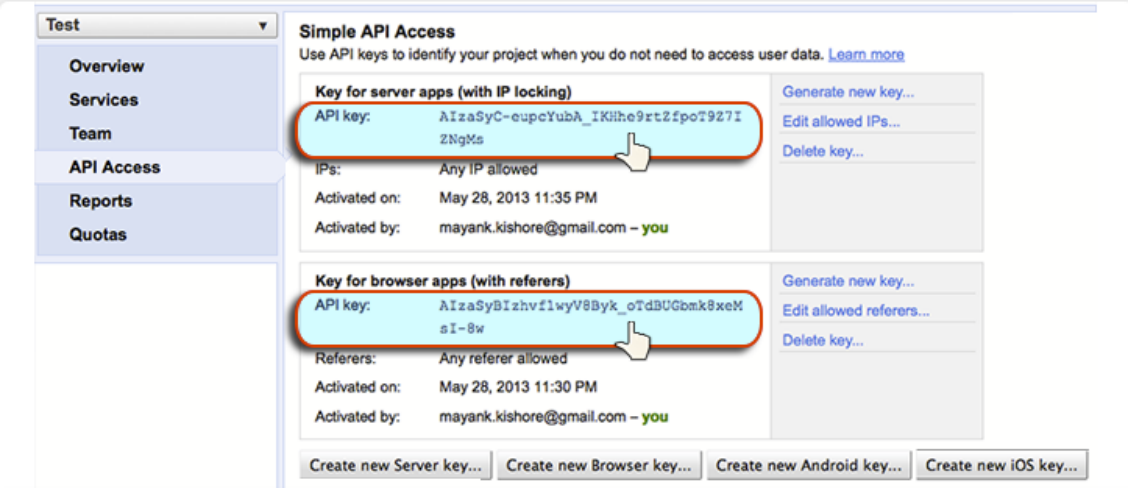


9. At the bottom of the API's home page, click the **Create new Server key** button.



10. Choose the Server Key option and click **Create**.

11. Two GCM Keys are now displayed. Record the top one labeled "***for server apps***".



12. Store this key in a safe place to be used during your Management Cloud initial configuration. You will apply it with the Keystore created in the next steps below.

15.15.2 Google Maps API Key

To create your API key, follow these steps:

1. Visit the APIs Console at https://code.google.com/apis/console and log in with your Google Account.
2. Click the **Services** link from the left-hand menu.
3. Activate the **Google Maps API v3** service.
4. Click the **API Access** link from the left-hand menu. Your API key is available from the **API Access** page, in the Simple API Access section. Maps API applications use the **Key**.

15.15.3 Creating an Android Key Store

1. Verify that your local computer you will use to generate the Key Store has Keytool installed and available. Keytool is a component of the Java Development Kit (JDK).

2. You will need to launch Keytool from the Java install bin directory (if Windows machine), or the root path (if Mac machine), as Keytool is included by default in Xcode on a Mac. You can also use Keytool from Java on a Mac if desired by using the `./keytool` command from the Java bin directory.

3. Enter this command: keytool -genkey -v -keystore my_release_key.keystore -alias alias_name -keyalg RSA -keysize 1024 -validity 10000

   Note that 'my_release_key' and 'alias_name' can be customized to preference.

```
— keytool — 91×24
[redacted] keytool -genkey -v -keystore my_release_key.keystore -alias
alias_name -keyalg RSA -keysize 1024 -validity 10000
Enter keystore password:
Re-enter new password:
What is your first and last name?
  [Unknown]:
What is the name of your organizational unit?
  [Unknown]:
What is the name of your organization?
  [Unknown]:
What is the name of your City or Locality?
  [Unknown]:
What is the name of your State or Province?
  [Unknown]:
What is the two-letter country code for this unit?
  [Unknown]:
Is CN=, OU=, O=, L=, ST=, C= correct?
  [no]:  y

Generating 1,024 bit RSA key pair and self-signed certificate (SHA1withRSA) with a validity
 of 10,000 days
        for: CN=, OU=, O=, L=, ST=, C=
Enter key password for <alias_name>
        (RETURN if same as keystore password):
[Storing my_release_key.keystore]
```

4. Provide a password for the keystore and make note of this password.

```
— keytool — 91×24
keytool -genkey -v -keystore my_release_key.keystore -alias
alias name -keyalg RSA -keysize 1024 -validity 10000
Enter keystore password:
Re-enter new password:
What is your first and last name?
  [Unknown]:
What is the name of your organizational unit?
  [Unknown]:
What is the name of your organization?
  [Unknown]:
What is the name of your City or Locality?
```

5. Provide desired details for each question.

```
Enter keystore password:
Re-enter new password:
What is your first and last name?
  [Unknown]:
What is the name of your organizational unit?
  [Unknown]:
What is the name of your organization?
  [Unknown]:
What is the name of your City or Locality?
  [Unknown]:
What is the name of your State or Province?
  [Unknown]:
What is the two-letter country code for this unit?
  [Unknown]:
Is CN=, OU=, O=, L=, ST=, C= correct?
  [no]:  y

Generating 1,024 bit RSA key pair and self-signed certificate (SHA1withRSA) with a
```

6. A certificate will be generated with the Alias chosen in the Keytool command. Provide a password for this certificate, or hit enter to reuse the password chosen for the keystore in Step 4 above. The Keystore is now stored with the name chosen in the Keytool command.

```
Generating 1,024 bit RSA key pair and self-signed certificate (SHA1withRSA) with a validity
 of 10,000 days
        for: CN=, OU=, O=, L=, ST=, C=
Enter key password for <alias_name>
        (RETURN if same as keystore password):
[Storing my_release_key.keystore]
```

7. Store this keystore and info in a safe place to be used during your Management Cloud initial configuration.

8. You can display a certificate's SHA-1 fingerprint using the keytool program with the `-v` parameter.

   Command

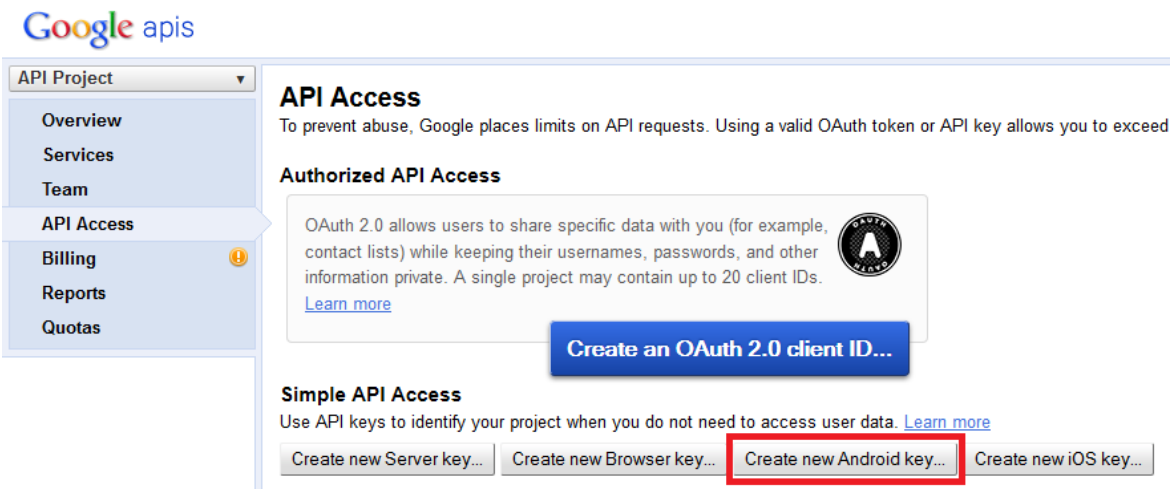
   ```
   keytool -list -v -keystore my_release_key.keystore -alias <alias name> -storepass <storepass name> -keypass <keypass name>
   ```

   Response

   ```
   Owner: CN=ll, OU=ll, O=ll, L=ll, S=ll, C=ll
       Issuer: CN=ll, OU=ll, O=ll, L=ll, S=ll, C=ll
       Serial Number: 59092b34
       Valid from: Thu Sep 25 18:01:13 PDT 1997 until: Wed Dec 24 17:01:13 PST 1997
       Certificate Fingerprints:
            MD5:  11:81:AD:92:C8:E5:0E:A2:01:2E:D4:7A:D7:5F:07:6F
            SHA1: 45:B5:E4:6F:36:AD:0A:98:94:B4:02:66:2B:12:17:F2:56:26:A0:E0
   ```

   Use the command above and copy the SHA1 from the response to your clipboard. The SHA1 is used in the steps below.

9. In your **Google account > API Access** page, you need to tag every enterprise app with a unique bundle identifier with the fingerprint generated. This needs to be done for both Android and iOS. This ensures that apps can show Google Maps and use other Google resources. To configure fingerprint, do the following:



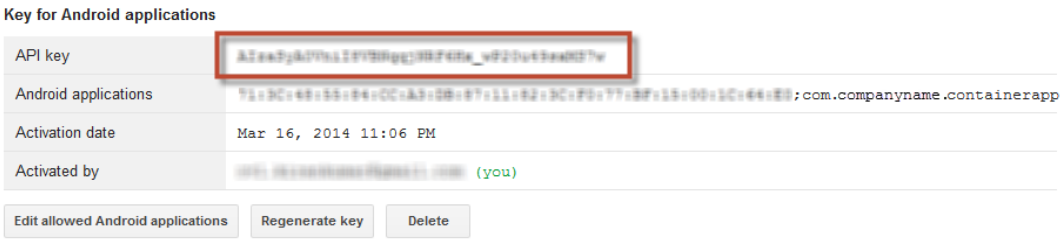
a. Click the **Create new Android key** button. The Configure Android Key for API Project dialog appears.

b. Enter the fingerprint details you copied from the previous Step 8 in the above text box and click **Create**.

One SHA1 certificate fingerprint and package name (separated by a semicolon) per line. Example:

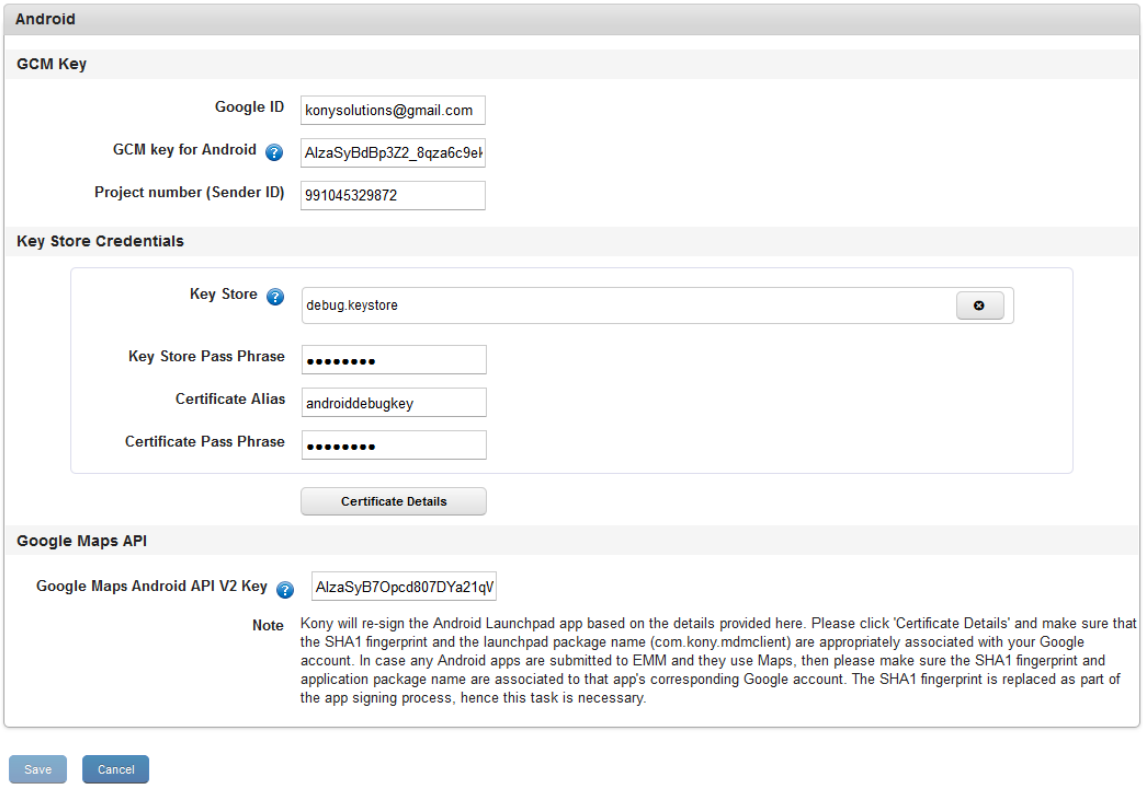
```
45:B5:E4:6F:36:AD:0A:98:94:B4:02:66:2B:12:17:F2:56:26:A
0:E0;com.companyname.containerapp
```

The API Key is generated as shown below:



The API Key must be copied and provided in the EMM Console.

10. Provide the Google Maps Android API Key generated from Step 9 along with other details in the **EMM Console** > **Application Settings** > **Certificates** > **Android** section.



a. **Google IDGoogle ID**: Enter your email account ID.

b. **GCM Key for Android**: Enter the Google Cloud Messaging (GCM) Key.

c. **Project Number (Sender ID)**: Enter the Sender ID.

d. **Key Store**: Click the **+Add** button to select the certificate from its location and click the **Open** button. The selected certificate with size in KB appears next to Key Store label.

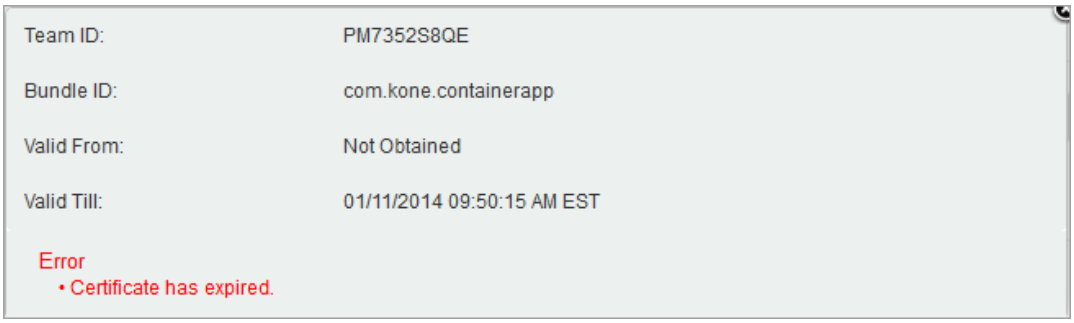
Click the **Close**

icon if you wish to close the selected certificate details.

e. **Key Store Pass Phrase**: Enter the password that you need to enter while accessing the Certificate.

f. **Certificate Alias**: Enter a suitable called name for the Certificate.
The keystore protects each certificate with its individual password. For example, when you sign an Android application using the Key Store Pass Phrase, you are asked to select a keystore first, and then asked to select a single alias from that keystore. After providing the passwords for both the keystore and the chosen alias, the app is signed and the public key (the certificate) for that alias is embedded into the APK.

g. **Certificate Pass Phrase**: Enter the password that you need to enter while accessing the Certificate.



h. Click the **Certificate Details** button to view the respective certificate details and associated error, if any.

i. Click the **Save** button to save the entered details. In the confirmation message that appears, click OK to return to the main page.

For more information about How to create Google Maps key, see https://developers.google.com/maps/documentation/android/start

15.16 Re-creating Android Certificates and Keys

You can not renew Android certificates and keys. You can renew an expired certificate or key by re-create them with previous certificate/key details. To recreate Android Certificates and Keys, you must navigate to your Android developer member center in an internet browser. and generate the key or certificate all over again.

If you renew any Androd certificates or keys, the Launchpad and Child apps (if any) will be wrapped and signed with the new certificates and keys.

> ***Important:*** Make sure that you are using the same google account you previously used to generate the certificates and keys.

> ***Important:*** If you create any of the certificate or key with a new google account, you must re-enroll your Android devices into Kony Management Suite EMM console.

16. Generating Package Family Name

To create Package Family name for Windows Phone 8.x devices and Windows 8.1. follow these steps:

1. In a browser, navigate to http://dev.windows.com/en-us/ and click on **Sign in**. The Sign in page appears.

2. Enter your windows credentials and click **Sign in**.

   The Windows Developer page appears.

3. Click Dashboard. Choose your dashboard page appears.

4. Click **Windows Phone Store**. If you are not registered as an app developer already, you will be prompted to register as an app developer. F

5. Click **Accept and continue**. The Getting Started page appears.

6. Click **Join Now**. The Account Type page appears.

7. From the **Country/region** drop-down list, select your country. Pick account type option appears. Two types of accounts are available. Individual and Corporate.

8. Select your account type and click **Enroll now**. The **Account info** page appears.

9. Provide all required information in the Account info form.

10. Click **Next**. The Approver info page appears.

11. Provide all required information in the Approver info form.

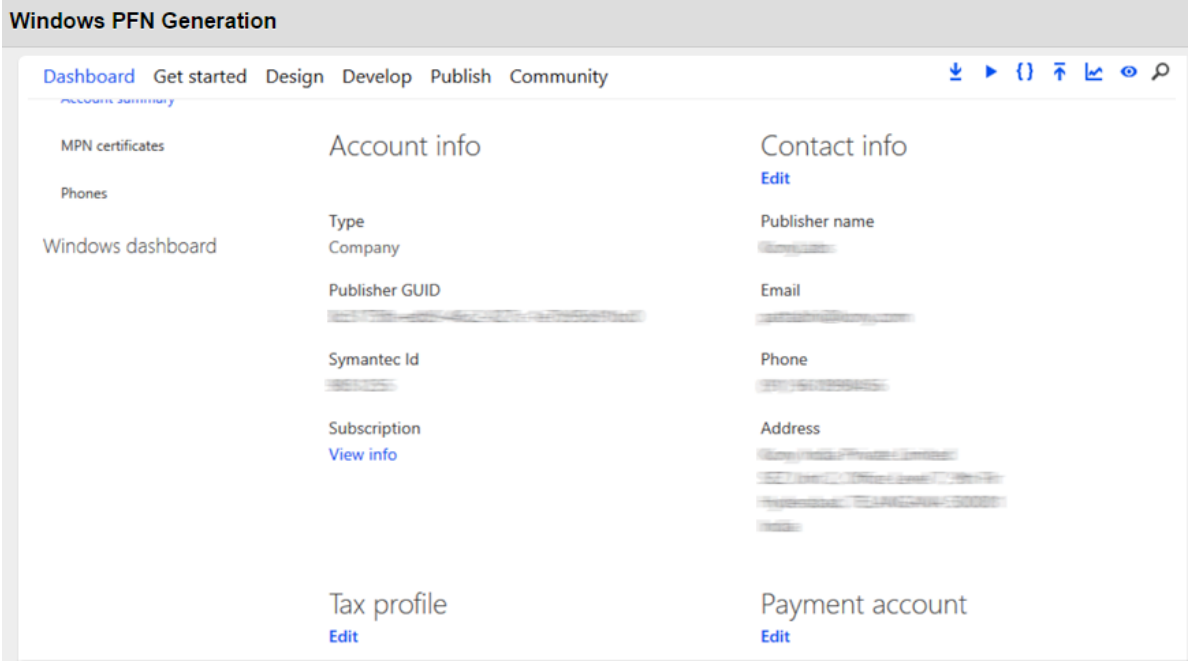
12. Click **Next**. The Agreement page appears.

13. Accept Terms and Conditions and then click **Next**. The Payment options page appears.

14. Select **Pay for the account** and then click **Next**. The Purchase page appears.

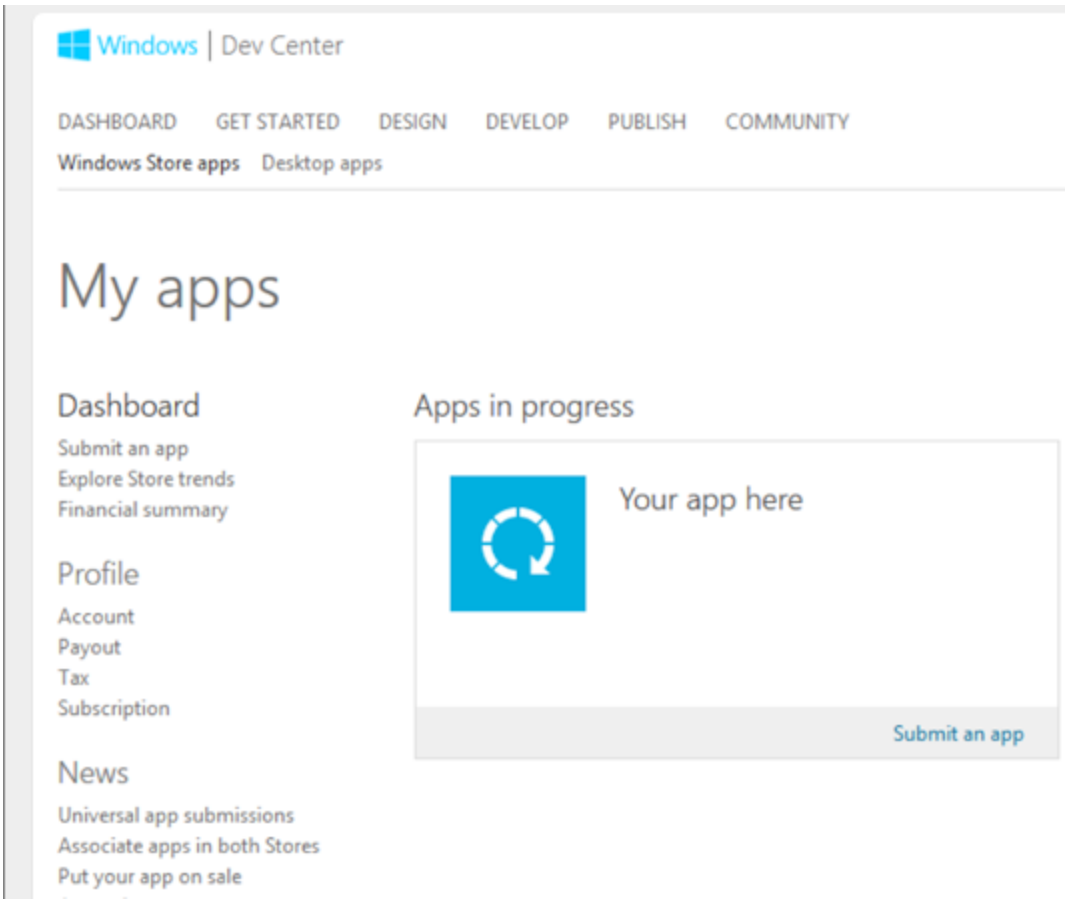
15. Review your purchase details and click **Purchase**. The You're done! page appears.

16. Click **Done**. Dashboard details appear.

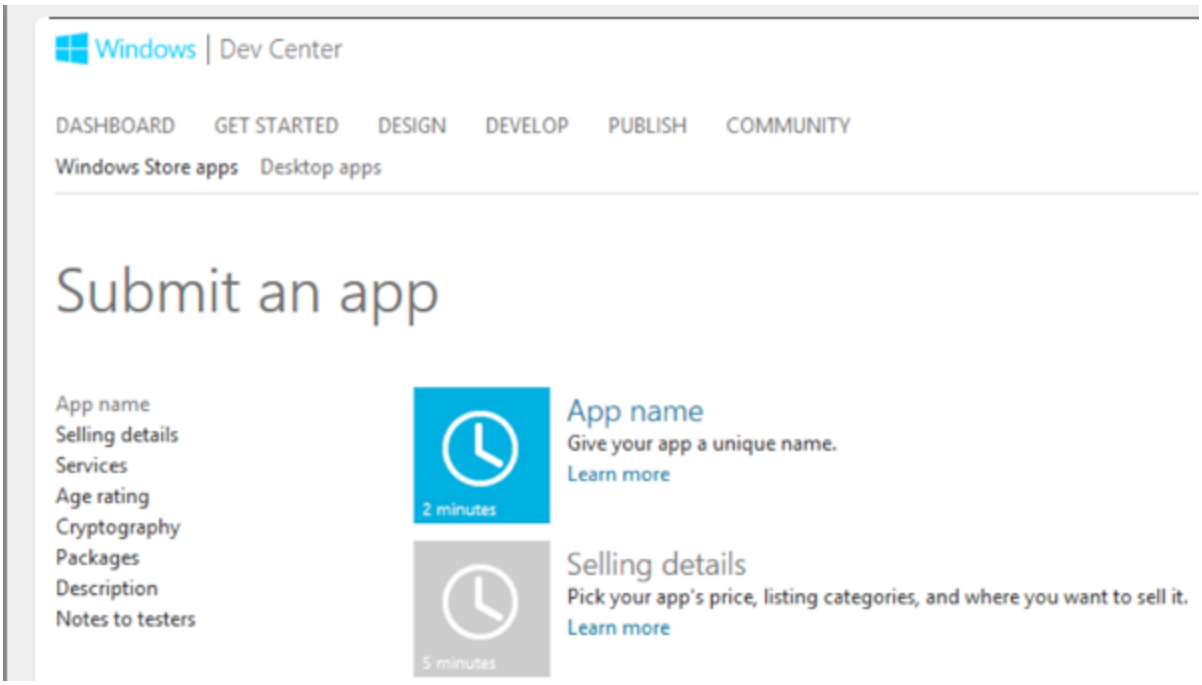


17. Make a note of **Publisher GUID** details.

18. In the Dashboard, click **Windows Store apps**. Windows store apps details appear.



19. Click **Submit an app**. The Submit an app page appears.



20. Click **App Name**. App name details appear.

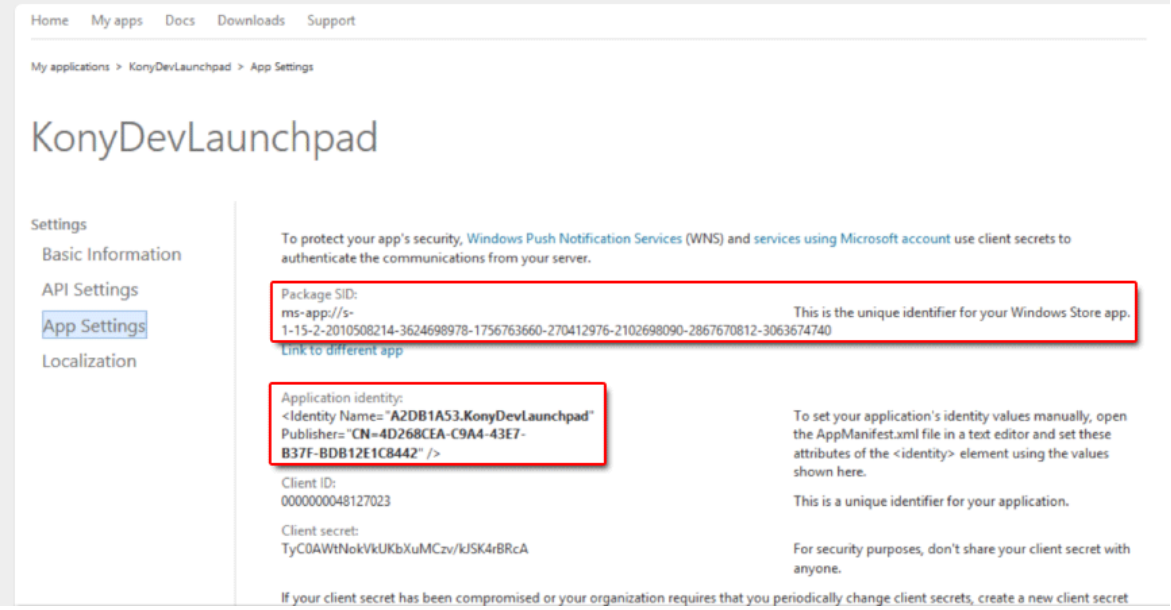
21. In the App name text box, enter a unique app name and click **Reserve app name**. App name details appear.

22. Click **Save**. Confirmation message displays and App name details appear in the dashboard.

23. Click **Services**. Services details appear.

24. Click **Live Services site**. Configure WNS details in this page.

25. Navigate to **Settings** > **App Settings**.

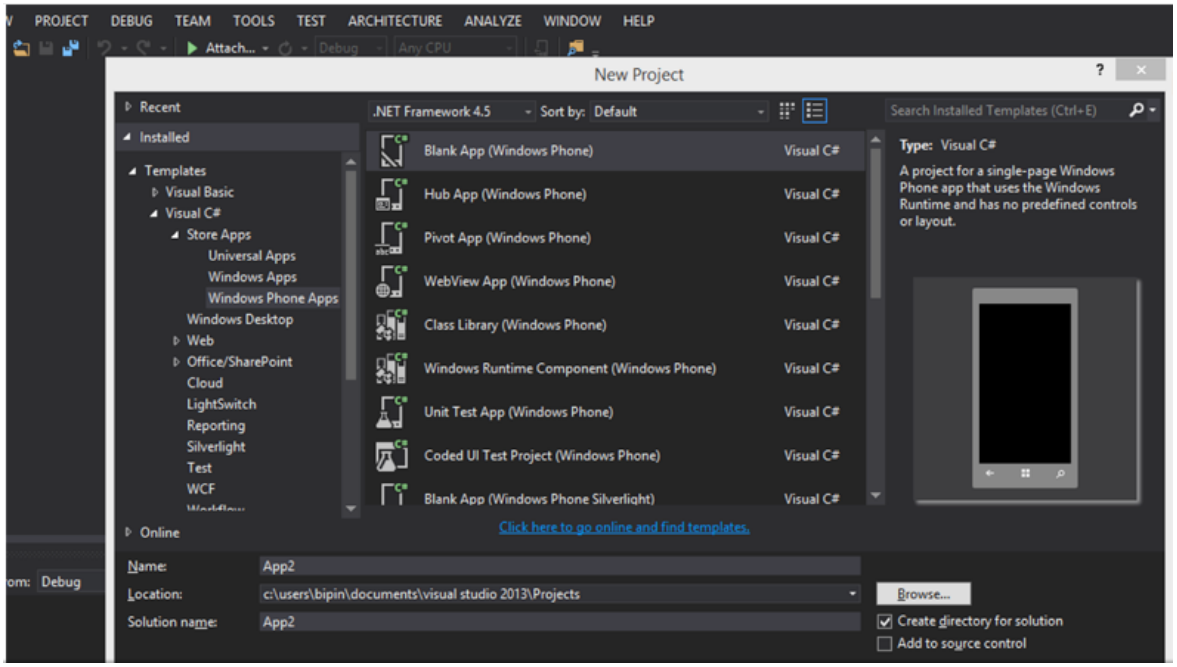


26. Make a note of **Package SID** and **Client Secret** details. You need these details to enter in the EMM portal.

27. Open Microsoft Visual Studio.

28. Open a new project. The New project page appears.

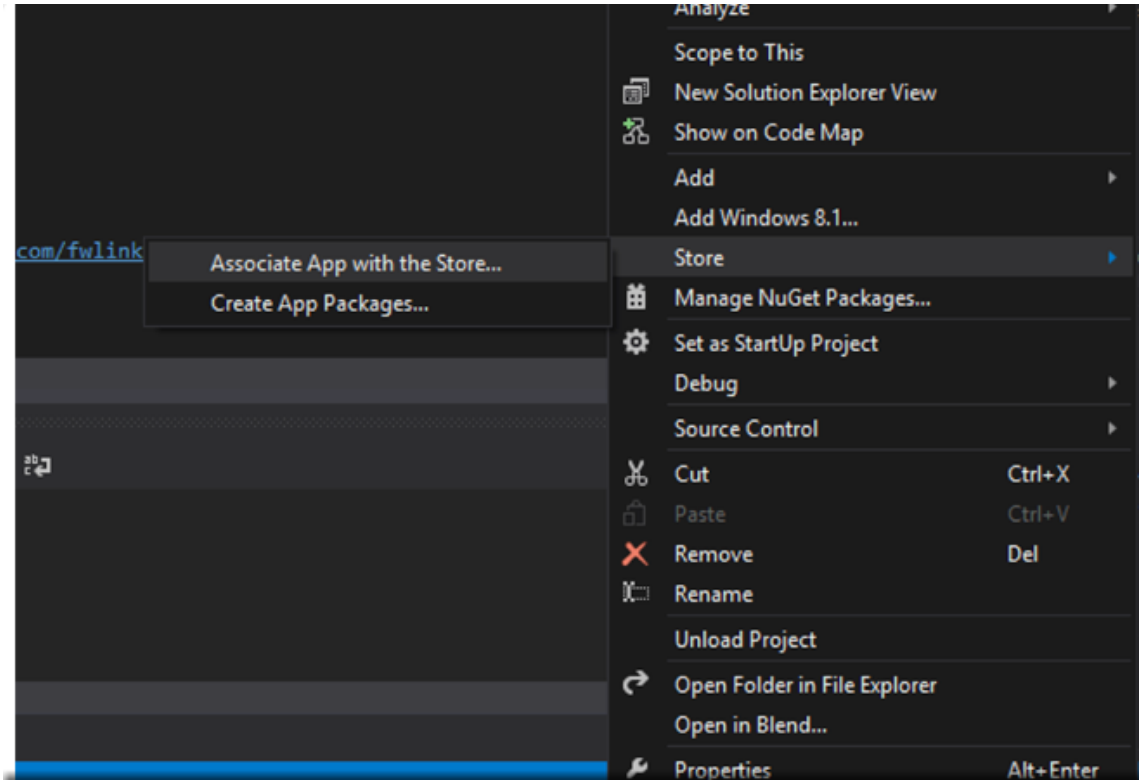
29. In the left pane, choose Visual C#, then Store Apps, and then Windows Phone Apps.



30. Choose Blank App (Windows Phone).

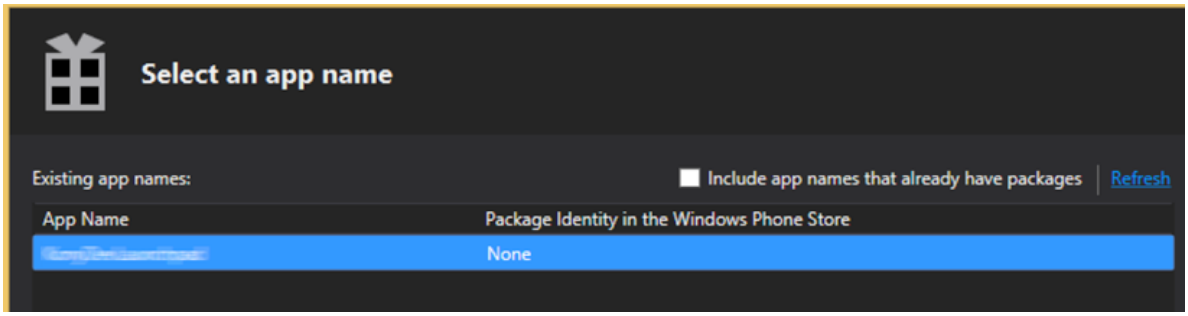
31. In the Name text box, provide the app name and then click **OK**.

32. In the right pane, right click on the app and select **Associate App with the Store**. The Associate your app page appears.



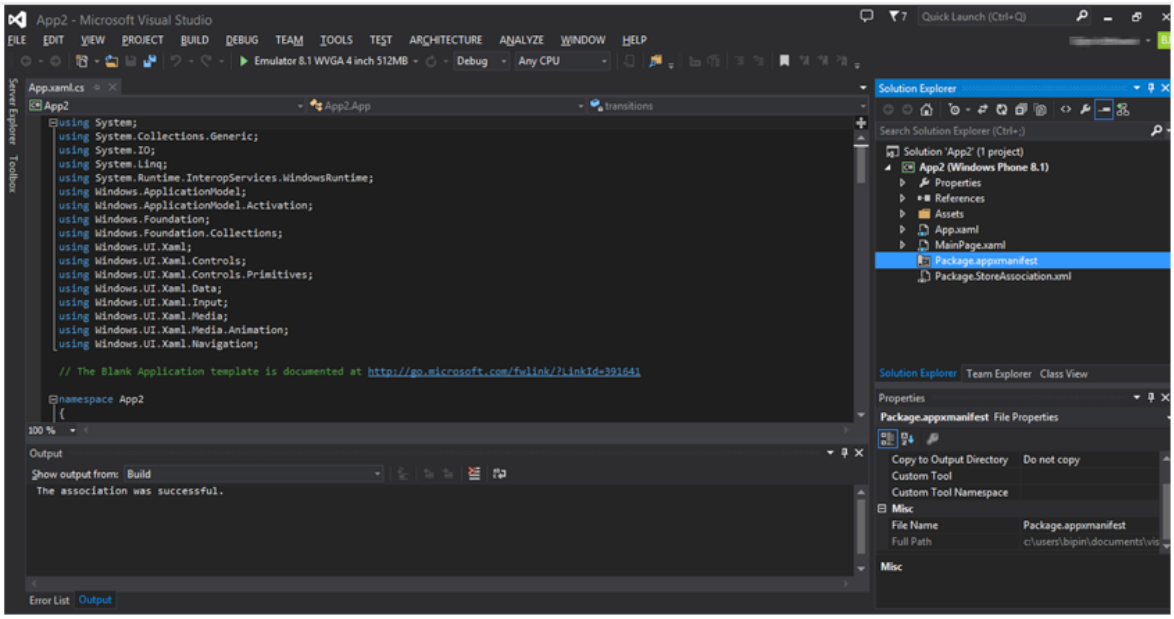
33. Click **Next**. The Sign in to the Windows Phone Store page appears.

34. Enter your Microsoft credentials and click **Sign in**. The Select an app name page appears.

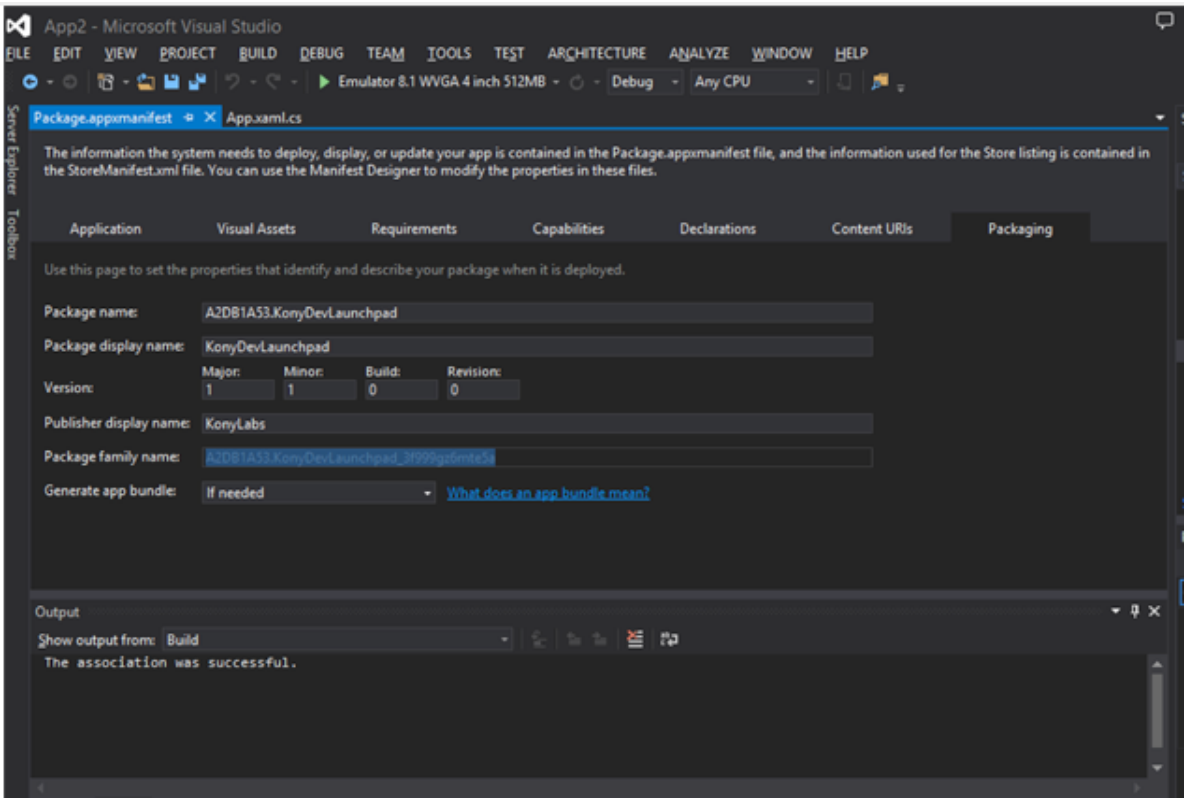


35. Select the app name which you reserved and click **Next**. The Associate you app page appears.

36. Review the details and click **Associate**. A success message appears.



37. In the app, open **Package.appxmanifest** file. Package Family Name is highlighted.



38. Copy Package Family Name details. You need them later to enter into the EMM console.