

REMOTE ACCESS PROCEDURES

Netmotion User Department Admin Guide

Date: 10/30/2013, updated 5/28/2014

Author: Bruce R. VanTassel

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Overview:

This guide provides guidance for departments to manage Netmotion access for their client systems. A client system is indicated in the administrative console as a device.

Departmental Netmotion Admins:

Each department is responsible for assigning qualified technical staff to administer Netmotion access. The department has created an AD group, will manage membership of this group and informed the County Netmotion team of the group name. County Netmotion team has provided needed access rights to the group.

Netmotion Device Groups:

There are various device groups on the Netmotion system that control access and settings of client devices. Access is controlled by device groups as follows:

• The "New" Group: Any newly connected device will be put in the New device group. All devices in this group are quarantined. Devices in this group older than 24 hours may be removed without notice by the Netmotion team to free up licenses. To authorize access a

Enterprise Technology Services Department Miami-Dade County, Florida



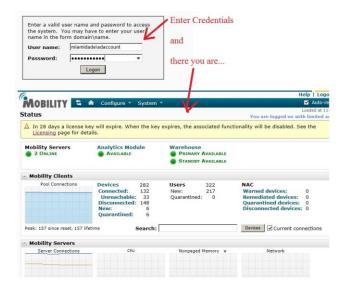


- departmental Netmotion admin will move a client system from the "New" group to an appropriate department device group.
- The "Manual Quarantine" Group: Accessible to departmental admins to indicate a manually quarantined device. Devices in this group may be removed without notice by the Netmotion team to free up licenses.
- [Departmental] Groups: ie. "WASD Devices": Systems authorized for Netmotion access by the departmental administrator. Devices therein are not quarantined.

To access the Netmotion management console:

Browse to one of the mobility servers, (make sure https):

- https://netmotionadmin1.miamidade.gov
- https://netmotionadmin2.miamidade.gov
- https://netmotionadmin3.miamidade.gov







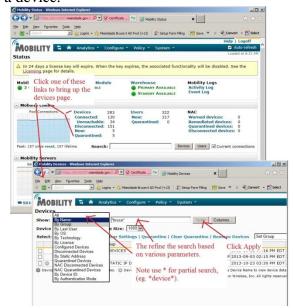
How to release a quarantined device:

From the management console, locate the quarantined device and assign it to an appropriate group.



How to locate a device:

See the below management console screen dumps for guidance on how to locate a device.

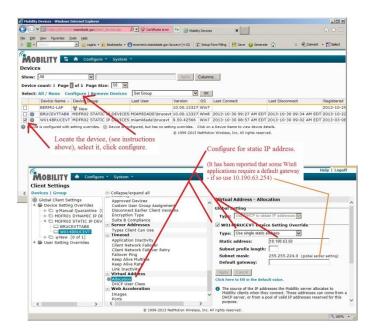




How to assign a static IP to a device:

NOTE: User department admin access to set static IP addresses has not yet been implemented pending a fix by the vendor. In the interim, contact the enterprise Netmotion team for static IP assignments.

Some departments require a static IP address be assigned to devices so as to track their location. To assign an IP address, from the management console, locate the device and assign it to an appropriate group.



How to remove devices:

