

REMOTE ACCESS PROCEDURES

Netmotion User Department Admin Guide

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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

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>

Enter a valid user name and password to access the system. You may have to enter your user name in the form domain\name.

User name:

Password:

Enter Credentials
and
there you are...

MOBILITY Help | Logo
Configure System Auto-rt
Loaded at 11
You are logged on with limited ar

Status
In 28 days a license key will expire. When the key expires, the associated functionality will be disabled. See the Licensing page for details.

Mobility Servers 2 ONLINE
Analytics Module AVAILABLE
Warehouse PRIMARY AVAILABLE
STANDBY AVAILABLE

Mobility Clients

Pool Connections	Devices	Users	NAC
	Connected: 282	322	Warned devices: 0
	Disconnected: 132	New: 217	Remediated devices: 0
	Unreachable: 33	Quarantined: 0	Quarantined devices: 0
	New: 148		Disconnected devices: 0
	Quarantined: 6		

Peak: 157 since reset, 157 lifetime Search: Current connections

Mobility Servers

Server Connections	CPU	Nonpaged Memory	Network

How to release a quarantined device:

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

MOBILITY Configure System

Status

In 28 days a license key will expire. When the key expires, the associated functionality will be disabled. See the Licensing page for details.

Mobility Servers 2 ONLINE

Analytics Module AVAILABLE

Warehouse PRIMARY AVAILABLE
STANDBY AVAILABLE

Mobility Clients

Pool Connections: [Graph]

Devices: 282
 Connected: 134
 Unreachable: 34
 Disconnected: 146
 New: 6
 Quarantined: 6

Users: 322
 New: 217
 Quarantined: 0

Peak: 157 since reset, 157 lifetime

Search: []

Mobility Servers

MOBILITY Configure System

Devices

Show: Quarantined Devices [Apply] Columns...

Device count: 6 Page 1 of 1 Page Size: 50

Select: All / None [Set Group] [Manual Quarantine] [OK]

Device Name	Last User	Version	OS	Last Connect
CCLNGCREW4	MIAMIDADE\bruce	10.00.13327	Win7	
E306983-TAB	MIAMIDADE\bruce	9.50.42566	Win7	2013-05-08 11:33 A
HLINA-2-LAP	MIAMIDADE\bruce	9.50.42566	Win7	
W014BRUCETAB	MIAMIDADE\bruce	9.50.42566	WinXP	2013-09-03 02:15 P
WASDL001	MIAMIDADE\bruce	9.50.42566	Win7	
WCURRY-TEST	MIAMIDADE\bruce	9.50.42566	Win7	

Click on a Device Name to view device details.

Select the system you want to free up, assign it to the appropriate group, click OK.

How to locate a device:

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

MOBILITY Analytics Configure Policy System

Status

In 24 days a license key will expire. When the key expires, the associated functionality will be disabled. See the Licensing page for details.

Mobility Servers 2 ONLINE

Module AVAILABLE

Warehouse PRIMARY AVAILABLE
STANDBY AVAILABLE

Mobility Logs Activity Log
Event Log

Mobility Clients

Pool Connections: [Graph]

Devices: 283
 Connected: 130
 Unreachable: 34
 Disconnected: 151
 New: 5
 Quarantined: 5

Users: 322
 New: 217
 Quarantined: 0

NAC: Warned devices: 0
 Remediated devices: 0
 Quarantined devices: 0
 Disconnected devices: 0

Peak: 157 since reset, 157 lifetime

Search: [] [Devices] [Users] [Current connections]

MOBILITY Analytics Configure Policy System

Devices

Show: [By Name] [By Group] [By Last User] [By OS] [By Technology] [By License] [By Static Address] [By Device ID] [By Authentication Mode]

Device Name: [] [Apply] Columns...

Page Size: 1000

Select: [All] [None] [Set Group] [Manual Quarantine] [Clear Quarantine] [Remove Devices] [Set Group]

The refine the search based on various parameters.

Note use * for partial search, (eg. *device*).

Click Apply

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.

The screenshot shows the NetMotion Mobility Management Console. The top section displays a list of devices with columns for Device Name, Device Group, Last User, Version, OS, Last Connect, Last Disconnect, and Registered. A red arrow points to the 'Configure' button for the device 'W014BRUCEVT'. Below this, the 'Virtual Address - Allocation' configuration window is open, showing fields for Static address (10.190.63.50), Subnet prefix length (255.255.224.0), and Default gateway (255.255.224.0). Red annotations include: 'Locate the device, (see instructions above), select it, click configure.', 'Configure for static IP address.', and '(It has been reported that some Win8 applications require a default gateway - if so use 10.190.63.254)'. The bottom of the screenshot shows the 'Client Settings' tree with 'Virtual Address' selected.

How to remove devices:

The screenshot shows the NetMotion Mobility Management Console with the 'Devices' list. A red arrow points to the 'Remove Devices' button. Below the list, a red annotation reads: 'Locate the devices to be removed, (see instructions earlier), select it and click remove devices.' The device list includes columns for Device Name, Device Group, Last User, Version, OS, Last Connect, and Last Disconnect.