



## Feature Summary

Manage Microsoft Windows, Active Directory, Exchange, ActiveSync IIS, SQL Server, DHCP, DNS, Cluster Server, System Center Operations Manager and System Center Mobile Device Manager, RSA, Lotus Domino, Novell, Oracle, BlackBerry Enterprise Server, BlackBerry Enterprise Server 5, SolarWinds Orion, Citrix, HP iLO, Symantec Backup Exec and NetBackup, VMware Virtual Infrastructure servers, Amazon Elastic Compute Cloud, Nagios, BMC Remedy Service Desk, BMC Performance Manager Portal, CA Service Desk, Microsoft Hyper-V and create SSH/Telnet and RDP/VNC connections from your smartphone, tablet, or any computer.

Critical information delivered directly to mobile devices. Aggregates a customizable set of notifications, incidents, change requests and alerts from 3rd party systems in addition to Mobile Admin's Monitors. Alerts users and presents events directly on device screen, enabling users to drill into host/service reporting a problem, obtain information and begin diagnosis. Events aggregated from the following:

- SolarWinds Network Performance Monitor
- SolarWinds Server & Application Monitor
- Mobile Admin Windows Performance Monitor
- Mobile Admin Ping Response Monitor
- Nagios
- Microsoft System Center Operations Manager
- BMC Performance Manager Portal
- BMC Remedy Service Desk
- CA Service Desk (Service Requests and Change Orders)
- Symantec Backup Exec
- HP iLO

- Amazon Elastic Compute Cloud
- Microsoft Active Directory

## Security Features

Data encryption options include TDES or AES on the BlackBerry network, and VPN or HTTPS encryption by default.

Authentication options include Windows username and password, Mobile Admin-specific username and password, device-level password and RSA SecurID / RADIUS authentication.

## Windows Administration Features

### General

- Use the command prompt, Windows PowerShell, dial-up connections, and NSLookup
- View and clear event logs
- Run programs
- Restart or shutdown servers and computers
- Ping IP addresses
- Trace routes
- View and kill processes
- View system and performance data such as available memory, disk space, CPU usage, and hardware information
- Use Net Send to send a pop-up message

### File Explorer

- Manage drives, folders and files
- View drive, file or folder properties
- View disk space usage
- Browse or delete files and folders
- Create new folders
- View or change permissions

## System Requirements

### Mobile Admin Server

The server can be installed on a system/VM with the following specifications:

- Microsoft Windows Server 2003 or 2008
- Intel Pentium 4 CPU or equivalent
- 1 GB RAM
- 20 GB available disk space recommended

### Mobile Admin Client

#### Android Devices

- OS version 2.2 or higher

#### Apple Devices

- iPhone and iPad platforms version 3 and higher

#### BlackBerry Smartphones

- BlackBerry Smartphones with v.4.2.1 OS (or higher)

VPN client (recommended, not required)

#### Web Interface

- Accessible from any computer, laptop or smartphone with an Internet connection (supported browsers include: Internet Explorer v.6 or higher, Mozilla Firefox v.2 or higher, and Safari)



- Add or remove trustees
- FTP, email, copy, and move files
- View image files, view and edit text files

#### Printers

- View printers and print jobs
- Cancel print jobs, pause and resume printers

#### Scheduled Tasks and Services

- View, create, edit and delete tasks
- View, start and stop services
- Pause, resume and restart services
- Change the startup mode for services

#### Shared Folders

- View or edit shared folders and drives
- Share or stop sharing folders or drives
- Change permissions, maximum users and trustees

#### Users and Groups

- View, create, and rename users and groups
- Reset user passwords and edit settings
- Add and remove users from groups

#### Active Directory Administration Features

- Browse the Active Directory tree
- View, create, edit, delete users and groups
- Reset user passwords
- Add or remove users from groups
- Disable, enable and unlock users
- Create or delete group email addresses
- View, add and delete computers
- Edit profiles, home folders, dial-up and VPN permissions

#### Exchange Administration Features

- Support for Exchange 2003, 2007 and 2010

- Change default delivery settings
- View and edit store properties
- View, force, freeze and unfreeze queues
- Delete queues or messages
- Enumerate messages
- View, create, delete, or move mailboxes
- Create email addresses
- Set primary addresses
- Edit delivery restrictions, storage limits or forwarding settings
- Perform system health and mailflow tests
- Test Exchange services
- Disable, disconnect and reconnect mailboxes

#### IIS Administration Features

- Restart or restore IIS
- View lists of websites, FTP sites, virtual directories and subdirectories
- Stop, start, pause and resume websites and FTP sites
- View or edit website descriptions, virtual directory properties and document settings
- Point virtual directories to network shares, local directories or URLs

#### System Center Operations Manager

- View alert details
- Manage and resolve alerts
- View computers and computer health states
- Resolve computer health states
- Put a computer into maintenance mode

#### System Center Mobile Device Manager

- View devices and device details
- Create pre-enrollment, view pending enrollments, and cancel enrollments
- Block/unblock devices

- View recent wipes and recent wipe details, and cancel wipes

#### SolarWinds Orion

- View details for nodes, interfaces and events
- Jump from node to manage host
- Show contact info for node, direct call and email
- One click SSH and RDP to host
- Create and view top 10 list
- Acknowledge events
- Unmanage nodes

#### Microsoft ActiveSync Administration Features

- Search for devices by user name or email address
- Retrieve Detailed Device Status Information
- Remove partnership
- Wipe Device Data
- View Policy

#### Amazon EC2 Administration Features

- Browse all available EC2 regions
- View instance details
- View instance and region scheduled events
- Display CloudWatch alarms and alarm details
- Start, Stop and Reboot Instances
- Quickly RDP or SSH into Node

#### Telnet/SSH Features

Manage Unix and Linux, AS/400, iSeries, Novell Netware, IBM mainframes, routers, switches, and other network devices or applications.

Use Telnet, SSH1, SSH2 and VT100 to connect to a wide range of network devices including Unix and Linux servers, Cisco



routers and switches, and Novell Netware servers.

- Telnet – access to any network device or server
- SSH1 and SSH2 – for secure access
- SSH2 public key authentication – for enhanced security
- VT100 terminal emulation – run any Unix or Linux program such as Pine, VI, Emacs or Top
- Novell support – Telnet to Netware servers to control the Console, send commands and run programs such as inetcfg and monitor
- User-definable macro keys
- Copy and paste details

AS/400 and iSeries Features  
(BlackBerry and Android only)

Use IBM 5250 terminal emulation to connect to your AS/400 and iSeries servers:

- IBM 5250 terminal access using TN5250
- Support for 5250 special keys
- Access AS/400 and iSeries applications
- User-definable macro keys

IBM Mainframe Features  
(BlackBerry and Android only)

Use IBM 3270 terminal emulation to manage to your IBM mainframes from your wireless handheld.

- IBM 3270 terminal emulation
- Support for 3270 special keys
- User-definable macro keys

## RDP / VNC Features

Use your wireless handheld to view the screen and even control the keyboard or mouse of your remote computers. Create

connections to almost any operating system, including Windows, Mac OS X, Linux, Solaris, QNX and OS/2.

Remote Desktop Protocol (RDP) is a communications protocol that allows you to connect securely to any computer that is running Microsoft Terminal Services or Remote Desktop. Mobile Admin uses RDP to act as a Terminal Services or Remote Desktop client on your wireless handheld, to process keyboard and mouse data from the remote computer.

VNC is a client-server protocol. A VNC client connects to a VNC server to receive screen updates and to process keyboard and mouse movements. For VNC connections, Mobile Admin acts as a VNC client on your wireless handheld. You must install a VNC server on the computer you want to access.

## SQL Server Administration Features

- View, start and stop instances
- Authenticate credentials
- View databases, table layouts, table data, views and properties
- View, create and edit stored procedures
- Run SQL queries
- View, add, delete and resize database data files and log files
- View or kill processes
- View, edit, or delete jobs
- Start or stop the SQL Agent and jobs
- View or clear job histories
- View or delete subscriptions
- Start or stop synchronizations
- View or clear the replication job histories
- View, create, edit and delete logins

- View, start, stop replication monitor agents, view or edit agent profiles and view agent histories
- Reset passwords

## DHCP Administration Features

- View DHCP scopes and superscopes
- Create, delete, deactivate and activate superscopes and scopes
- Add or remove scopes from superscopes
- Edit scope properties
- View and edit scope reservations
- View, create and delete scope exclusions

## DNS Administration Features

- Clear server caches
- Scavenge stale resource records
- View lists of forward and reverse lookup zones, subdomains and resource records within zones or subdomains
- Reload, pause and resume zones
- View, add and edit records

## Cluster Server Administration Features

- View lists of nodes, network interfaces, active groups, resources, dependencies
- View node, group, resource properties
- Node, group, resource descriptions
- View, add and remove group preferred owners
- Take groups and resources online and offline
- Move groups, change failback and failover settings
- Change resource groups, remove dependencies, initiate failures



## Lotus Domino Administration Features

- Send Domino Console commands
- View and delete mail from mailboxes
- View, add, edit, delete and search for people and groups
- View and edit mail settings for people
- View, add and remove group members
- Reset Internet passwords and password digests
- Force password changes, edit change intervals and force or disable password checks
- Lockout user IDs
- View, accept or reject admin requests
- View, start, stop, restart and send tell commands to server tasks
- Stop or restart ports
- View server logs
- View and edit server documents
- View, compact, fixup and delete databases and templates

## Novell Administration Features

- Log into Novell servers
- Re-authenticate Novell servers
- View organizations and properties
- Create, view, edit, rename, search for and delete users, groups and organizational units
- Change user password settings and logon scripts
- Add and remove users from groups
- Use SSL connections to manage Novell LDAP servers

## Oracle Administration Features

- Run SQL queries
- Add and delete databases
- View instance configurations and

session information

- Kill sessions
- View, create, edit and remove schema views, sequences and stored procedures
- View columns and statistics
- Remove tables
- View, create, edit and remove users, roles, system privileges and profiles
- Reset passwords
- Edit profile password policies
- View, create, edit and remove tablespaces and datafiles

## BlackBerry Enterprise Server Administration Features

- Stop, start, restart, enable and disable Mobile Data Service (MDS)
- View, add, search for, and delete users
- Clear user statistics
- Lock or kill handhelds
- Set new passwords, activation passwords, and owner information

## BlackBerry Enterprise Server 5

- Enable/disable BES dispatcher
- Add, list, view details of search for more, and delete users
- Lock/kill handhelds, cancel kills
- Set new passwords, activation passwords and owner information
- Set IT policies and software configuration
- Disable BlackBerry services for a user

## Citrix Administration Features

- Reset Sessions
- Log out and disconnect users
- View user session information
- View and terminate user processes

- View Citrix Licenses and license usage

## HP iLO Administration Features

- Turn host power on or off
- Turn UID on or off
- View system health
- Notifications of health status changes
- View detailed fan and temperature information
- View user information, global and network settings, logs and power information
- Enter or change authentication details

## Backup Exec Administration Features

- Run or delete jobs
- Unlock libraries
- Start or stop Backup Exec services
- View job properties, selections and lists
- View details for job monitors, stand-alone drives, robotic library devices, backup-to-disk folders and media
- Respond to active alerts
- Create erase, eject and inventory drive jobs
- Erase, label and inventory tapes
- Eject a tape carousel, clean a carousel drive
- Change authentication settings
- View the current status and version

## NetBackup Administration Features

- View activity monitor, view jobs
- View detailed status of individual job
- Cancel, restart, suspend, resume job
- Obtain detailed status for any run
- Lookup status codes
- Sort list based on status, type, state
- Start, stop, view details of services



executing on NetBackup server

- View status of NetBackup processes
- Run and view problem reports
- Run and view summary reports

## VMware Infrastructure

- View hosts/clusters and VI server
- Find VMs
- View VM properties / edit VM settings
- View events and event details
- View triggered alarm and triggered alarm details
- View host summaries and manage host

## RSA Administration Features

- Reset RSA SecurID tokens to New PIN mode
- Enable and disable tokens
- View user and token information

## Nagios Monitoring

- Acknowledge service problems
- View service details
- View service state information
- Schedule or delete service downtime
- Sort service details by status or service
- View service problems
- View unhandled service problems
- View, add and delete comments about the service
- Search hosts
- View host details
- View host state information
- Manage the host machine
- Schedule host downtime
- Delete scheduled host downtime
- View host problems
- Acknowledge Host problems

- View unhandled host problems
- View, add and delete comments about the host machine

## BMC Remedy Service Desk

- Add Mobile Admin Dashboard feeds for real-time alerts to critical tickets
- Search, edit, close and re-assign incidents
- View, create and edit work details
- View incident relationships
- View and update incident dates and owner

## BMC Performance Manager Portal

- View system status at the group and element levels
- View system status at the application or parameter levels

## CA Service Desk

- Create new service request, create new change orders
- Update status, escalate, transfer, log comment
- View activity logs
- Search service requests and change orders
- View My Queue

## Microsoft Hyper-V

- List VMs
- Show/configure VM settings (CPU, RAM)
- Show thumbnail of VM screen
- View/change VM state (enable, disable, reboot, reset, pause)
- Restore, create and delete snapshots
- Manage VM OS directly from Mobile Admin

## Mobile Admin Windows Performance Monitor

- Monitor any Windows machine discoverable by the Mobile Admin Server
- Quick and simple set-up
- Monitor CPU, memory and local disk utilization based on configurable thresholds
- Alerts sent directly to device

## Mobile Admin Ping Response Monitor

- Monitor anything with an IP address
- Quick and simple set-up
- Monitor response time based on configurable thresholds
- Alerts sent directly to device