NSi™ Mobile™ Administrator Guide

Version 7.0

Revision History

Version	Date
1.0	October 2, 2012
2.0	September 16, 2013
2.0.1	March 6, 2014
2.0.2	April 11, 2014
3.0	March 11, 2015

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PREFACE

PURPOSE OF THIS DOCUMENT

This document provides instructions for basic configuration and administration of the NSi Mobile solution. The document is designed for use by the System Administrator for NSi Mobile Server and AutoStore.

The NSi Mobile solution consists of the following software:

- Mobile Server, including Admin Tools for configuration
- Support Service
- NSi Mobile Client application for iOS/Android devices
- WebCapture (part of AutoStore)

VERSION COMPATIBILITY

The information in this document applies to:

- NSi Mobile version 7.0
- AutoStore version 7.0
- Output Manager 3.2

PREREQUISITES

- NSi Mobile Server is already installed
- WebCapture is running in an AutoStore workflow
- To use IIS instead of the NSi Mobile embedded web server, IIS must be installed.
- To use SQL Server instead of the NSi Mobile embedded database, an instance of SQL Server (Express/Standard/Enterprise) must be installed.

Refer to the *NSi Mobile Installation Guide* for more information.

RELATED DOCUMENTATION

NSi Mobile includes the following documentation:

- *NSi Mobile Installation Guide*

For more information about AutoStore and other NSi software, refer to the documentation provided with those products.

GLOSSARY OF TERMS

Term/Abbreviation	Description
Administrator	Technical resource supporting, configuring, and maintaining NSi Mobile
Authentication	Active Directory authentication
Admin Tools	Mobile Server interface that allows administrators to cofigure and maintain general configuration settings, client update settings, locations, MFDs and printers, and users.
AutoStore Process Designer (APD)	AutoStore Process Designer is the program used to set up the various workflows, capture sources, process components, and route destinations .
Built-in database	See *embedded database*.
Configuration File (CFG)	AutoStore configuration file
Configuration Manager	Post installation configuration tool that allows administrators to configure Mobile Server for use with a Web server. See the *NSi Mobile Installation Guide* for details.
Embedded database	The Microsoft SQL Server Compact edition database installed with the product. You may optionally configure NSi Mobile to create its database on a separate instance of Microsoft SQL Server running either on the local host or on a remote machine.
Embedded web server	The Microsoft IIS Express web server installed with the product. This supports the web interfaces for NSi Mobile. You may optionally configure NSi Mobile to use IIS running either on the local host or on a remote machine.
Multifunction Device (MFD)	Hardware printing device that has been enabled/configured in Mobile Server for secure pull printing
User	The user who uses the NSi Mobile Client application from a mobile device.
User ID	The user's Windows Account ID (ex: SamAccountName)
WebCapture	NSi WebCapture. Installed with AutoStore, extends to your desktop the same document workflows used to capture your paper documents on an MFP or scanner all from within your Web browser.

MOBILE SERVER ADMINISTRATION

You configure Mobile Server over the web on the Admin Tools web page. The Admin Tools allow you to configure and maintain general configuration settings, client update settings, locations, and users.

ACCESSING ADMIN TOOLS

To access Admin Tools:

1. In your browser, enter the Web address of Admin Tools. For example, enter:

   http://*<Mobile Server Address>*/AdminTool/Home

   where *<Mobile Server Address>* is the address assigned to Mobile Server during installation.

2. In the **Login** window, enter your user name and password, and then click **Login**.

   Note: The built-in administrator account (admin) can be used to access Admin Tools if Mobile Server has not been set up with AutoStore. The password for the built-in admin account is "admin"

3. This displays the **Configuration** page of the Admin Tools web interface, as shown in 0.

To log out of Admin Tools:

1. When you are finished setting up or maintaining Mobile Server settings, click **Save** to save your settings.
2. Then, click **Logout**.

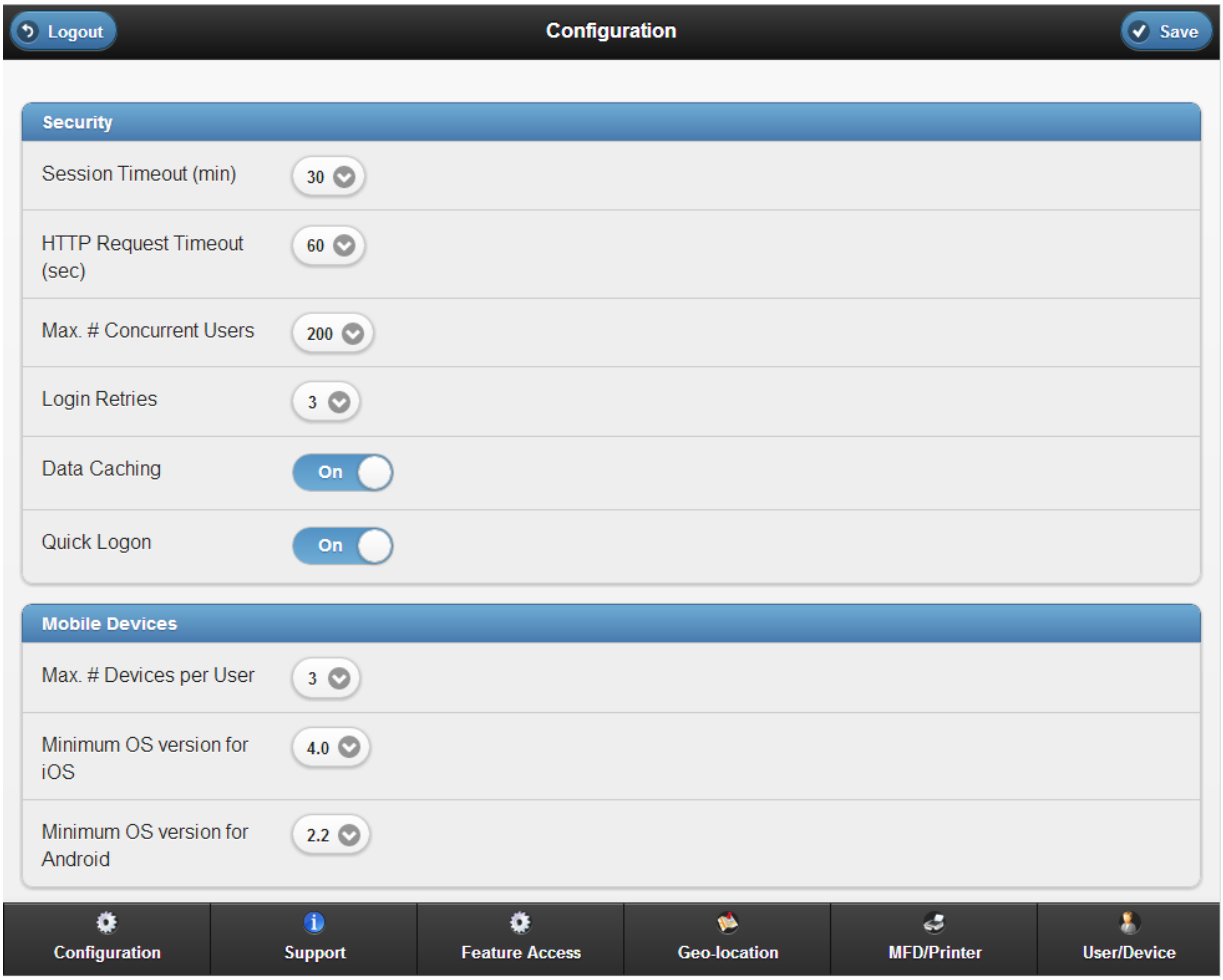


Figure 1. Admin Tools – Configuration page

SERVER ADMINISTRATION

Mobile Server is the interface between mobile devices running NSi Mobile application and the rest of the servers in your environment that interact with AutoStore (Active Directory, SharePoint, Output Manager, and so forth). Configuring Mobile Server is critical to ensuring that the mobile devices can interact with the various features and functions of NSi Mobile. Table 1 lists Configuration parameters.

Table 1. Configuration Parameters

Parameter	Description
Security	
Session Timeout	Time (in minutes) that a user is allowed to keep an idle session before being required to re-authenticate.
HTTP Request Timeout	Time in seconds that the client waits for a response to an HTTP request from the server before timing-out the connection. You may need to increase the value specified by this setting if users are prompted that the Mobile Client "Cannot Connect to Server" when connecting to available network resources, such as a SharePoint site or document library.
Max # Concurrent Users	Maximum number of users that can access Mobile Server concurrently.
Login Retries	Number of times a user is allowed to enter an incorrect password before the user's account is locked.
Data Caching	Globally enable/disable users' ability to use data caching (used for offline mode).
Quick Logon	Globally enable/disable users' ability to use Quick Logon.
Mobile Devices	
Max # Device per User	Globally specifies the maximum number of devices allowed per user.
Minimum OS version for iOS	Minimum operating system version for iOS devices allowed to access Mobile Server. The absolute minimum required version for iOS devices is 4.0.
Minimum OS version for Android	Minimum operating system version for Android devices allowed to access Mobile Server. The absolute minimum required version for Android devices is 2.2.

SETTING CONFIGURATION PARAMETERS

To configure NSi Mobile parameters:

1. From Admin Tools, click **Configuration**.
2. Configure **Security** settings.

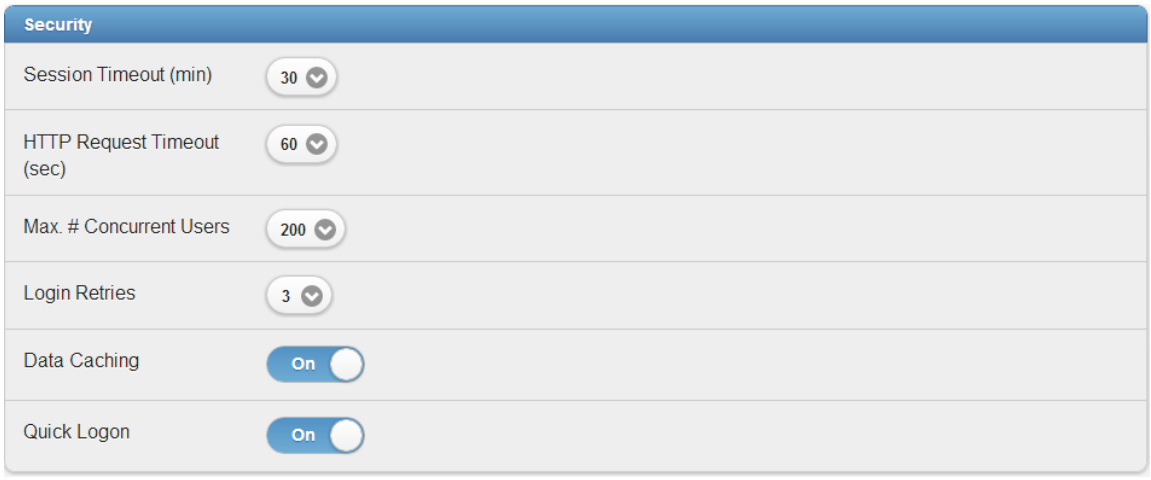


Figure 2. Security Parameters

3. Configure **Mobile Devices** settings.

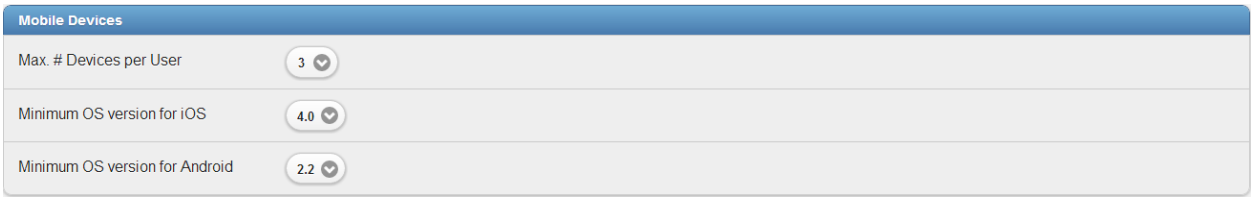


Figure 3. Mobile Devices Parameters

CLIENT SUPPORT

Mobile Server provides settings that allow administrators to specify how NSi Mobile app updates occur for users, manage email settings, and monitor problem reports from client users.

Table 2. Client Support Options

Parameter	Description
Client Update	
Enable Client Update	When set to **On**, allows users to check for software updates with their mobile devices. **Note:** If you plan to set **Force Update** to **On**, **Enable Client Update** must be **On**.
Force Update	When set to **On**, forces users to update Mobile Client before entering the application on their mobile devices if a newer version is available. The check for a newer version of Mobile Client occurs when users attempt to log in with their mobile devices. Users who do not update are not allowed to log in.
Current Build	Read-only field that reflects the current build number for Mobile Client, as well as the file name and date it was uploaded.
Upload Build	Allows an administrator to browse for and upload a Mobile Client build.
Email Settings	
E-mail Address	Email address to receive problem reports submitted by users via Mobile Client.
SMTP Server	Email server name.
Port	Port used for the email server.
Require SSL	Specifies whether SSL is required for the mail server.
Require Authentication	If the server requires authentication to send emails, specify the **User name** and **Password** for the server.
User name	User name for server authentication to send emails.
Password	Password for server authentication to send emails.
List of Application Problems	
Problem	Describes general application problems submitted by users via Mobile Client.
List of Device Problems	
Problem	Describes device problems submitted by uses via Mobile Client.

SETTING CLIENT SUPPORT PARAMETERS

To configure client support parameters:

1. From Admin Tools, click **Support**.
2. Configure **Client Update** settings.

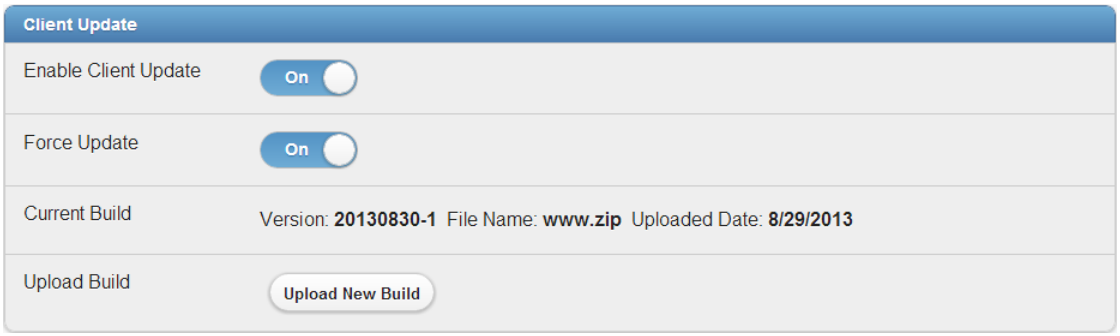


Figure 4. Client Update Settings

3. Select/enter **Email Settings**.

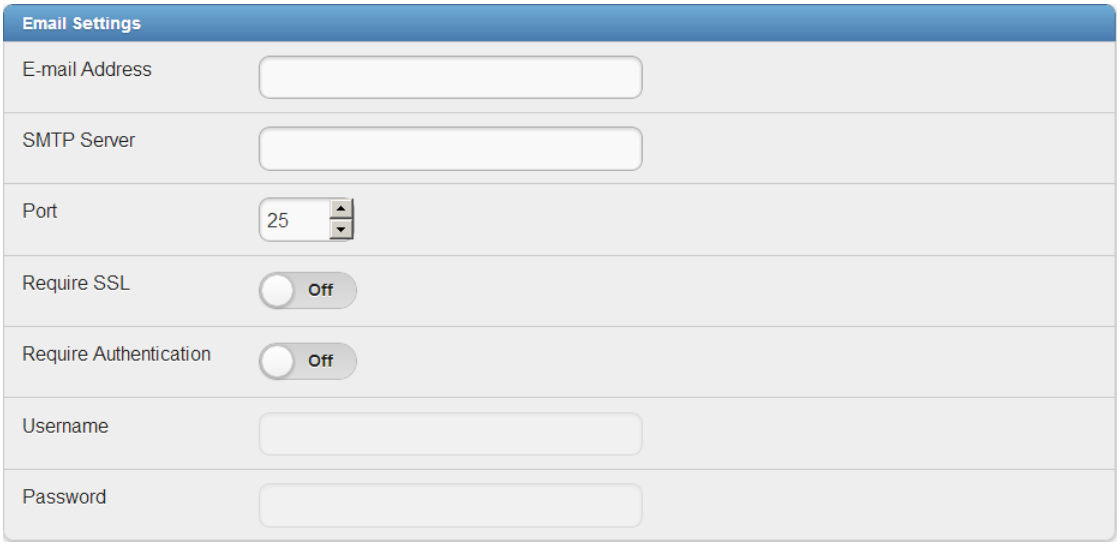


Figure 5. Email Settings

4. Add/monitor application problems submitted by users via Mobile Client.
   - To add a problem field, click the plus button and enter a problem description.
   - To delete a problem field, click the delete button .

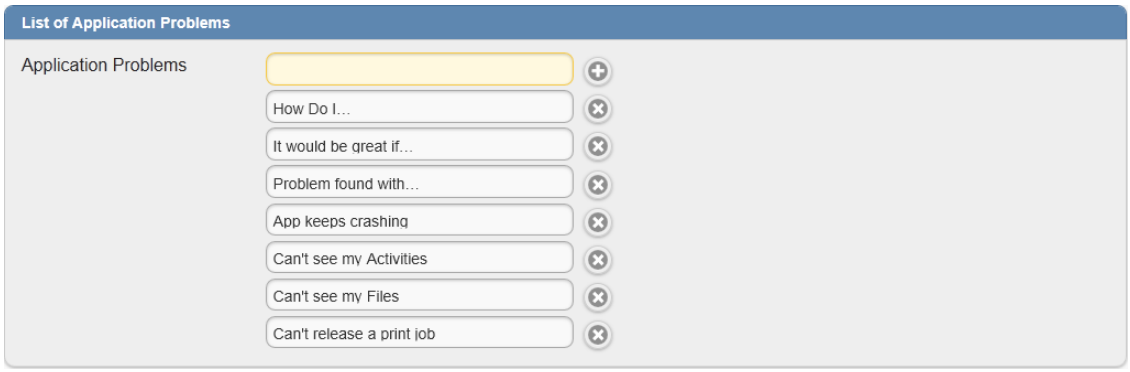


Figure 6. List of Application Problems

5. Add/monitor device problems submitted by users via Mobile Client.
   - To add a problem field, click the plus button and enter a problem description.
   - To delete a problem field, click the delete button .

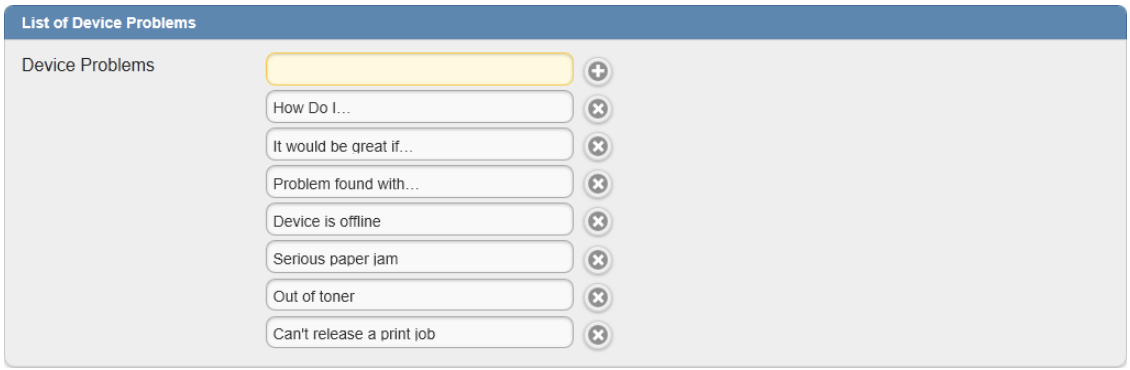


Figure 7. List of Device Problems

6. Click **Save**. Proceed to the next sections to continue configuring Mobile Server.

FEATURE ACCESS CONFIGURATION

Use the **Feature Access** settings in the Admin Tools to configure feature access levels for duifferent users and groups.

Table 3. Feature Access Options

Parameter	Description
My File Settings	
Feature Visibility	Specifies which users/groups can view My Files. • **Public** allows any authorized user to access the My Files through their devices. • **Restricted** expands the **Access Control List** options, in which you can provide access to specified groups or users. You can then click the filter button ( ) to search or select from a filtered list of users in the **Select Users or Groups** dialog box. Click the add button ( ) to add a specified user or group to the list. Click the delete button ( ) to delete a user or group from the list. • **Disabled** prevents any users from viewing My Files.
File page size	Specifies the maximum number of files to display per page.
Use Service Account	Turn on this option to expand **Service Account** to run My File service under specified user credentials. The Service Account credentials are used to fetch user files and folders. If you turn off this feature the service will log on as Local System, and users' files and folders will be fetched using their own credentials.
Enable File Download	Specifies whether users can download a file from My Files for viewing
Enable home directory access	Specifies whether NSi Mobile client users can view their home directory. • **Off** prevents users from viewing their home directory. • **On** allows users to view their home directory. Turning on this feature expands the **Manual Set** options. Turn off **Manual Set** to use the the default home directory, which is specified by their **home directory** option in the Web Capture preferences. Turn on **Manual Set** to specify the home directory path manually
Enable Network Share	Specifies whether users can view network share folders. • **Off** prevents users from viewing network shared folders. • **On** allows users to view network shared folders. Turning on this feature expands the **Network Share** options. To add a shared folder, click the **Add Share Folder** button to open the **Folder Share Settings** dialog box. In this dialog box, enter the address **Address**, and an **Alias** that identifies the folder to users. You can set **Public Access** to **Off** to specify users or groups who can access the folder.

Parameter	Description
Enable SharePoint Browsing	Specifies whether users can view SharePoint site folders. • **Off** prevents users from viewing SharePoint sites. • **On** allows users to view SharePoint folders. Turning on this feature expands the **SharePoint Sites** options. To add a SharePoint site, click the **Add SharePoint Site** button to open the **SharePoint Site Settings** dialog box. In this dialog box, enter the address **Address**, and an **Alias** that identifies the site to users. You can set **Public Access** to **Off** to specify users or groups who can access the folder. You may need to increase the value specified by the **HTTP Request Timeout** option in the **Configuration** settings from the default value of 60 seconds. Users attempting to retrieve a SharePoint site or document Library are prompted that the Mobile Client "Cannot Connect to Server" when a request times out.
Print Settings	
Feature Visibility	Specifies whether users can see the **Print Queue** and **Express Print** buttons. • **Public** displays the **Print Queue** and **Express Print** buttons for all users. • **Restricted** expands the **Access Control List** options, in which you can display the **Print Queue** and **Express Print** buttons to specified groups or users. You can then click the filter button ( ) to search or select from a filtered list of users in the **Select Users or Groups** dialog box. Click the add button ( ) to add a specified user or group to the list. Click the delete button ( ) to delete a user or group from the list. • **Disabled** hides the **Print Queue** and **Express Print** buttons from all users.
Admin Settings	
Feature Visibility	Specifies whether users can see the **Admin Tools** button. • **Public** displays the **Admin Tools** button for all users. • **Restricted** expands the **Access Control List** options, in which you can display the **Admin Tools** button to specified groups or users. You can then click the filter button ( ) to search or select from a filtered list of users in the **Select Users or Groups** dialog box. Click the add button ( ) to add a specified user or group to the list. Click the delete button ( ) to delete a user or group from the list.

GEO-LOCATION MANAGEMENT

On the **Geo-location** tab, you can designate the geographic location of the buildings where your MFDs and printers are located, as well as floor plans of the buildings. In this way, you pin-point the exact

location of an MFD or printer for your users. From their mobile devices, users can use an option to locate an MFD or printer by location.

To create a new location, click **Add new Location** on the **Geo-location** tab. The following attributes define a location:

Table 4. Geo-location Options

Attribute	Description
Name	Descriptive name of the building where the MFD is located.
Address	Street address of the building.
Set Location Manually	When set to **Off**, the map marks the location of the address for which you searched. Set to **On** to override that behavior and manually mark the location on the map. You may want to manually mark the location in situations where the address is different from the actual building location or when there are multiple buildings with the same address and you want to pin-point the exact building.
Floorplans	Floor plans of the building location. You can provide more than one floor plan for a building. For example, you may have MFDs on multiple floors of the same building.

To access the Geo-Locations page:

1. From Admin Tools, click **Geo-location**.
2. This diplays the **Locations** list, which lists configured locations.

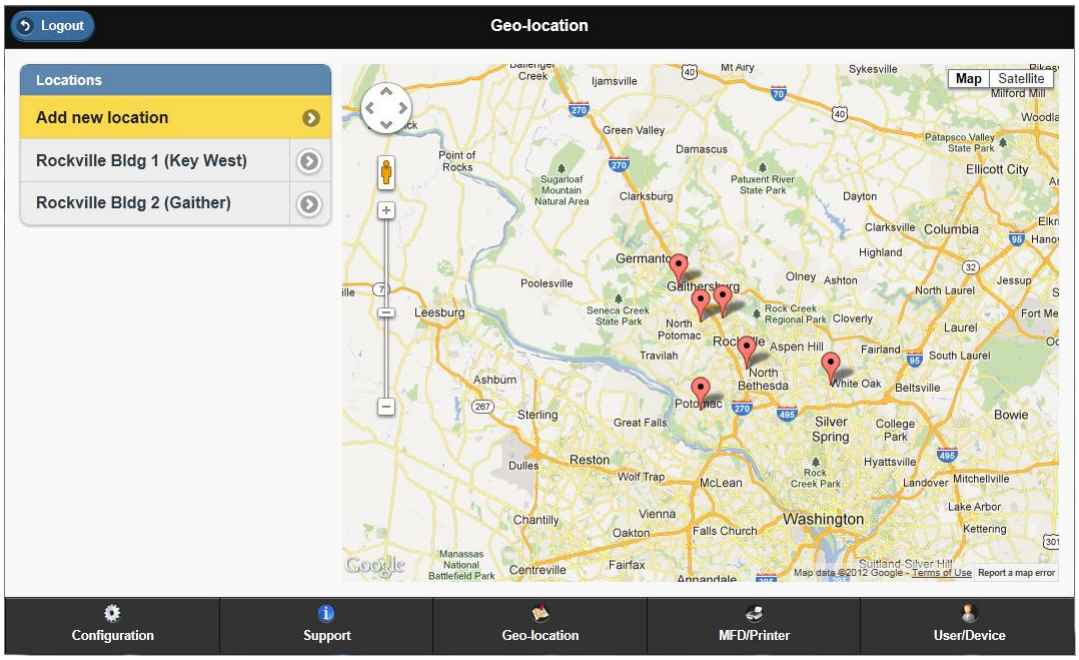


Figure 8. Locations Page

ADDING A NEW LOCATION

When adding a new location, you first add building information. Then, you can optionally provide floor plans of the building.

To add a building information:

1. In the **Locations** list, click **Add new location**. This displays the **Location Information** page.

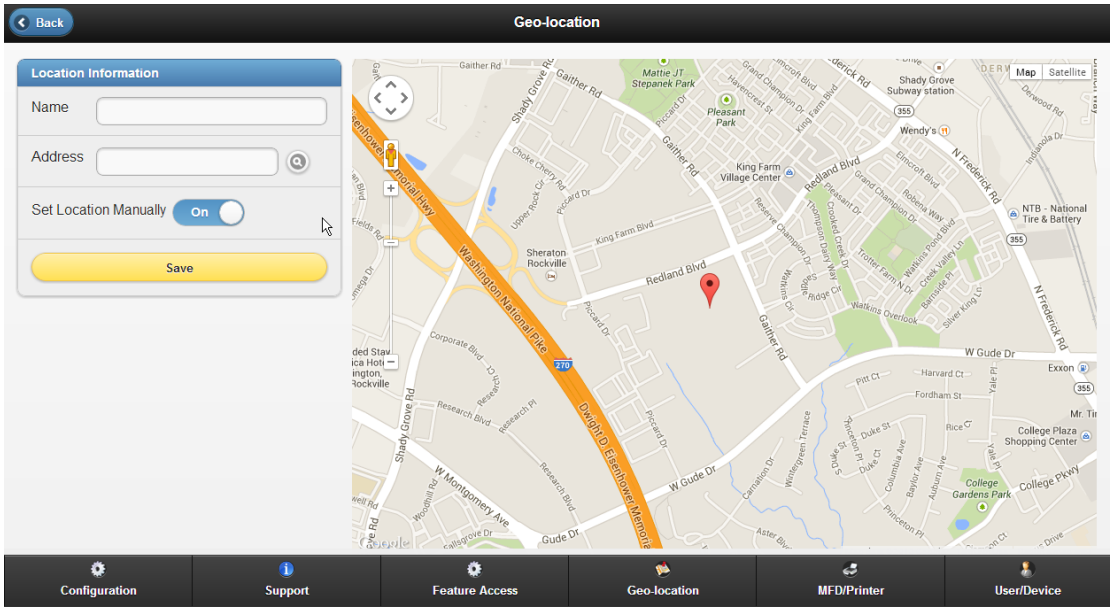


Figure 9. Location Information Page

2. Specify a descriptive or meaningful **Name** for the building location.
3. In the **Address** box, type the address for the building and click the search button .

   A pin marks the location on the map, based on the **Address** location.

   Tip: Make sure that you provide sufficient information to accurately identify the location. This is typically the address used by mail or other delivery services.

4. To refine the location of the building on the map:
   a. Set **Set Location Manually** to **On**.
   b. Zoom and pan the map to find the exact location of the building.
   c. Click the location. The pin moves where you clicked on the map.
   d. Ensure the location is correct and adjust if needed. If you need to move the pin, just click at a new location on the map. The pin moves where you click.

   Tip: You can switch to **Satellite** view if a building location cannot be distinguished in **Map** view.

3. Click **Save**.

ADDING A FLOOR PLAN

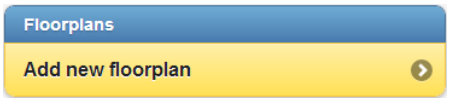
You can optionally provide floor plans for your building locations. Floor plans offer users a more granular view of where the MFDs or printers are located. Floor plans are linked to specific building locations, and if needed, multiple floor plans can be linked. For example a building may have multiple floors and you can provide a floor plan for each floor.

As an administrator, you can upload floor plan images for your buildings. Then, you can pin-point the exact location of your MFDs and printers on the floor plan on the Admin Tools **MFD/Printer** page.

> **Note:** You add floor plan images for locations when you configure Geo-locations. You pin-point the exact location on the floor plan for the MFD or printer when you configure MFDs and printers.

To add a floor plan for a location:

1. On the **Locations** page, find the building for which you want to provide floor plan information and click the button. This displays the **Location Information** page.
   On the **Location Information** page, click **Add new floorplan**.



   This opens the **Floorplan Information** page.

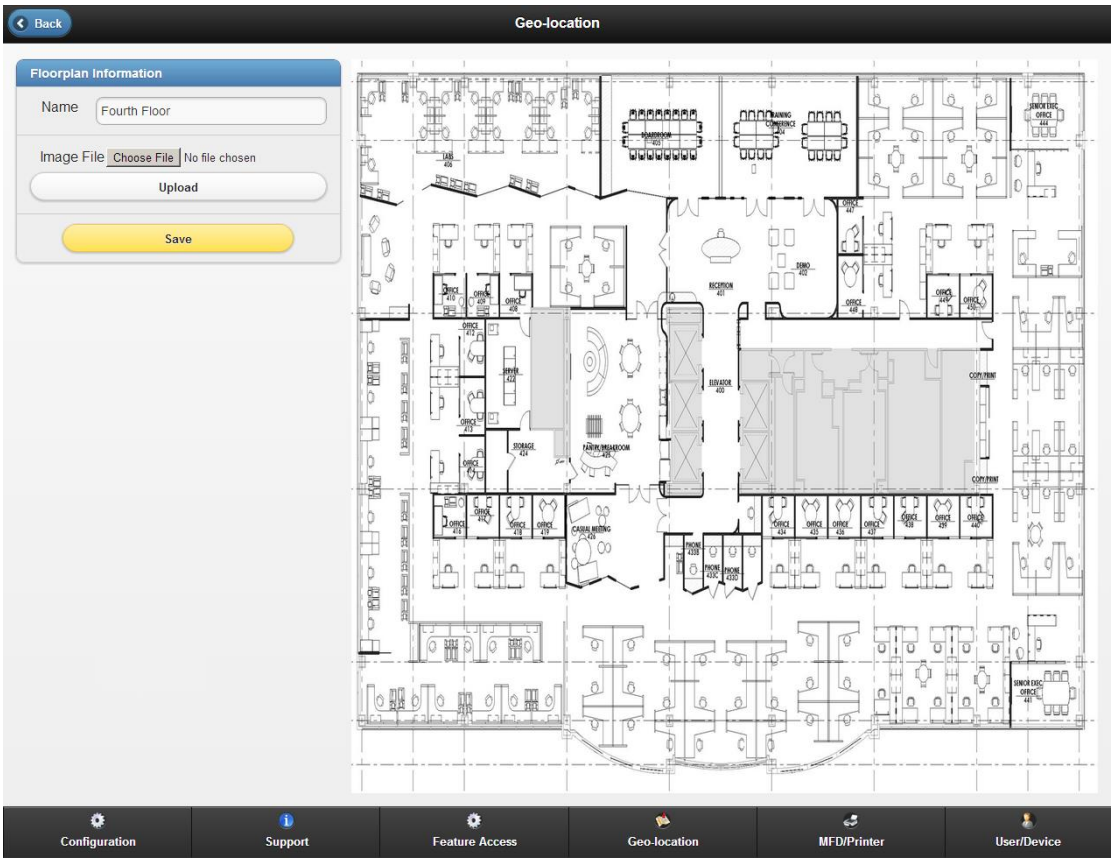


Figure 10. Floor Plan Information Page

2. Enter a descriptive **Name** for the floor plan.
3. Click **Choose File**. In the **Open** dialog box, locate the floor plan image you want to use and click **Open**.

   Note: The following image file formats are supported for floor plan files: JPEG (.jpg), GIF (.gif), IMG (.img), BMP (.bmp), and PNG (.png).

4. Click **Upload**.
   This displays the floor plan image. Ensure it is the correct floor plan image.
5. Click **Save**, then click the **Back** button to return to the **Floorplans** list.

EDITING LOCATION INFORMATION

To edit or delete building locations:

1. On the **Locations** page, find the building that you want to edit and click the button. This opens the **Location Information** page.

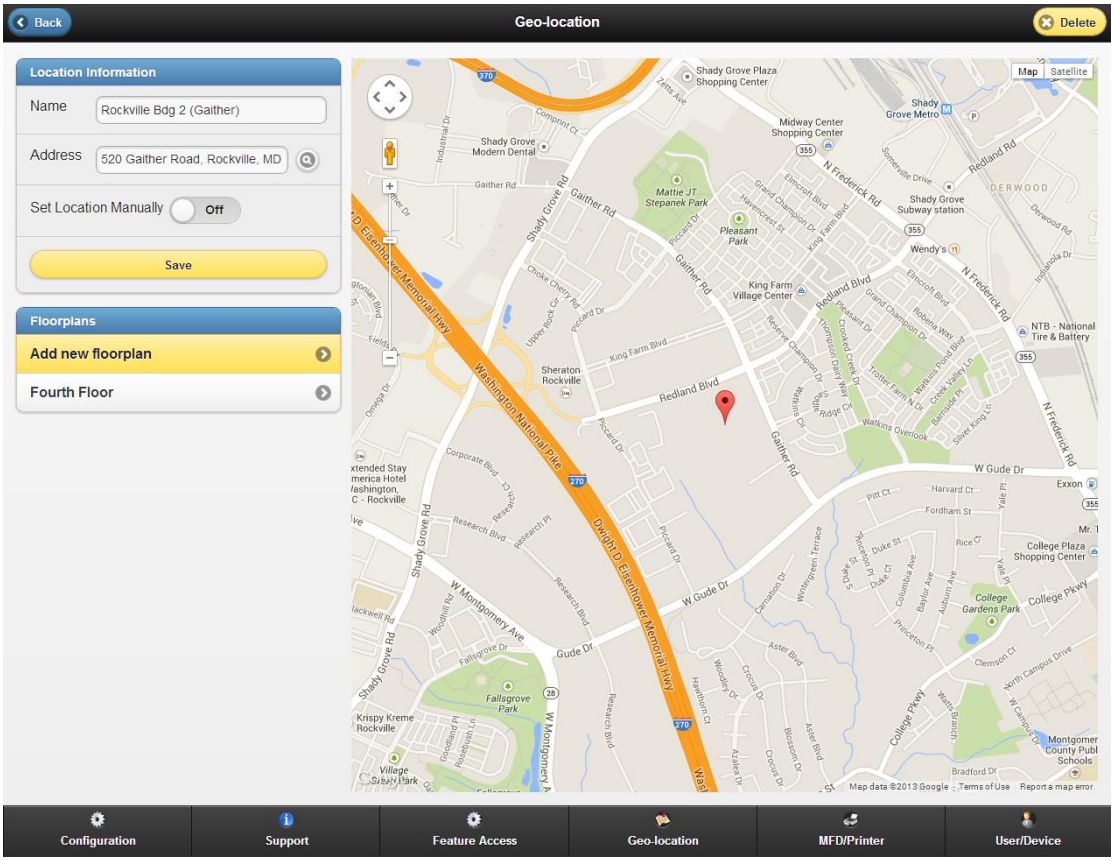
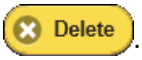


Figure 11. Location Information Page

2. To edit building attributes:
    a. Under **Location Information**, edit the attributes as needed.
    b. If you update the **Address**, you may want to manually update the location of the building on the map.
3. To add a new floor plan for the building, see Adding a Floor Plan.
4. To edit a floor plan:
    a. Under **Floor Plans**, locate and click the floor plan to edit. This displays the floor plan image.
    b. If you want to replace a existing floor plan image, click **Choose File**, and in the **Open** dialog box locate the floor plan image file that you want, click **Open**, and then click **Upload**. This replaces the floor plan image.
    c. To remove a floor plan, click the **Delete** button. This returns you to the **Location Information** page.
5. Click **Save** to update the location, and then click **Back** to return to the **Locations** list.

DELETING LOCATION INFORMATION

If needed, you can delete location information.

1. On the **Locations** page, find the location and click the button to display the **Location Information** page for the location that you want to delete.
2. Click the **Delete** button 

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   Note: Clicking **Delete** immediately removes a location from the database, as long as no floor plans are assigned to the location. If there are floor plans assigned to a location, you must first click the button for each floor plan and click the **Delete** button to delete the floor plan. If you attempt to delete a location that has floor plans, NSi Mobile displays an error message indicating that the location is in use.

MFD AND PRINTER MANAGEMENT

NSi Mobile allows you to store additional information about each MFD and printer.

The following attributes are available for MFDs/printers:

Table 5. MFD / Printer Options

Attribute	Description
Type	Specifies the device as an **MFD** or **Printer**.
Name	**[Read-only]** Descriptive name for the MFD or printer.
Identifier	QR code of the MFD or printer. This is typically specified from the Admin Tools feature of Mobile Client.
IP Address	**[Read-only]** IP address of the MFD or printer.
Location	Building where the MFD or printer is located. Locations are specified on the **Location Information** page.
Floor Plan	Floor plan for the floor on which the MFD or printer is located. Floor plans are added on the **Floorplan Management** page.

To access the MFD/Printer page:

1. From Admin Tools, click **MFD/Printer**.
2. This displays the **MFD/Printer** options.

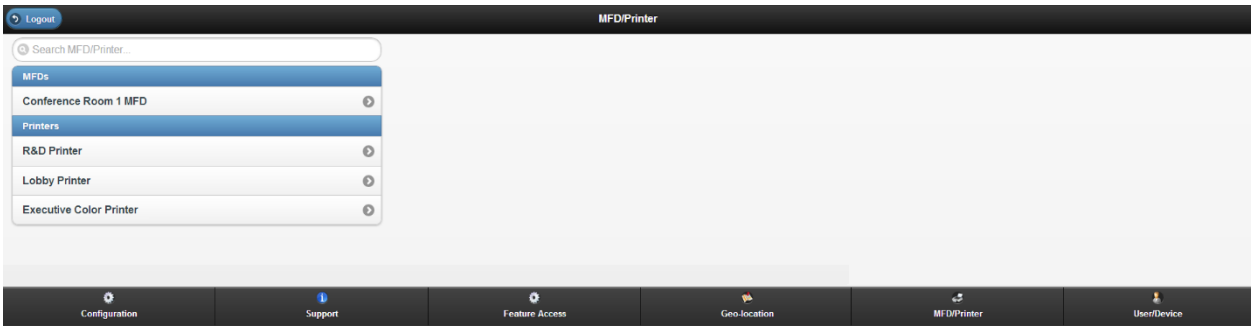


Figure 12. MFD/Printer Page

EDITING MFDS AND PRINTERS

You can edit MFD and printer information as needed.

To edit MFD or printer information:

1. From the **MFD / Printer** page, locate the MFD or printer you want to edit.

   Tip: To search for an MFD or printer, enter the name in the search box.

2. Select the MFD or printer. The **MFD/Printer Information** page appears.

Figure 13. MFD/Printer Information

3. Edit the settings as needed.

4. To change floor plan information:
    a. Under **Change the floor plan**, select the building where the MFD or printer is located. A list of available floor plans for the building appears, with the current floor plan highlighted.
    b. To change floor plans, select the floor plan on which the MFD or printer is located.
    c. Zoom and pan the floor plan image to find the location of the MFD or printer.
    d. Click the location on the floor plan image. A marker appears on the floor plan image where you clicked.
    e. Ensure the location is correct and adjust if needed. If you need to move the marker, just click at a new location on the floor plan image. The marker moves where you click.
5. Click **Save**.

USER AND DEVICE MANAGEMENT

Because Mobile Server acts as a gateway that allows mobile devices to access AutoStore, managing and controlling access at the mobile device level is critical. Mobile Server keeps track of which users are accessing the system and with which mobile devices. As administrator, you can block users from accessing Mobile Server (independent of Active Directory actions) and remove a user's old devices to make room for newer devices.

To access the Users - Devices management page:

1. In the NSi Mobile Administration Tool, click **User/Device**.
2. This displays the **Users/Devices** management page.

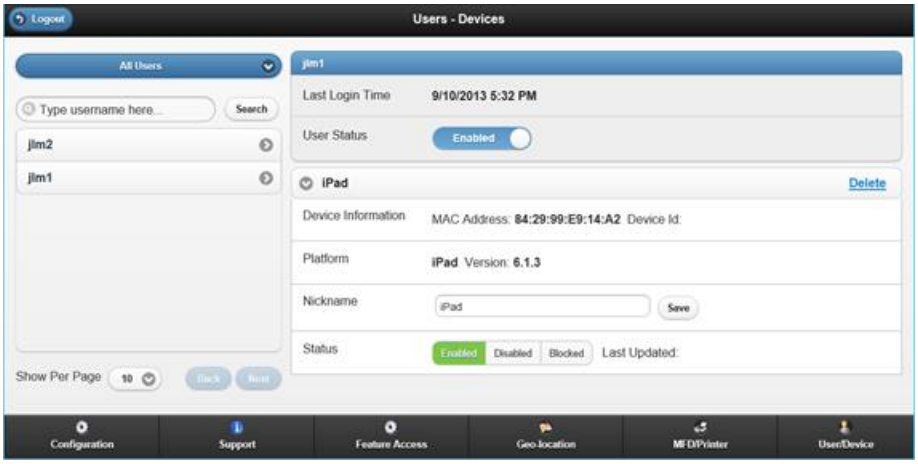


Figure 14. Users - Devices Management Page

ADDING USERS

Users are automatically added to the list of **Users** when they log in or attempt to log in with their mobile devices. You can review this list to monitor who is accessing the system and which devices they are using.

> **Note:** The number of users who can access Mobile Server is controlled by the number of available WebCapture licenses. If no WebCapture licenses are available, users who attempt to connect to Mobile Server are logged in the database, but their devices are not added.

EDITING USER AND DEVICE ATTRIBUTES

Users can be assigned the following attributes:

Table 6. User Attributes

Attribute	Description
Last Login Time	This read-only field indicates the last date and time the user logged in.
User Status	When set to **Enabled,** the user is allowed to access Mobile Server with their mobile devices. When set to **Blocked**, the user is blocked from accessing Mobile Server. An administrator can manually set this field to block or unblock a user. Or, if a user reaches the maximum number of login attempts, this field is automatically set to **Blocked**.
Devices	List of devices paired to the user. Devices are automatically added when users log in, up to the maximum number of devices allowed for users. **Note:** The maximum number of devices allowed for users is specified in **Mobile Devices** in the **Configuration** settings. See Mobile Server Administration.

To edit user and device attributes:

1. From the **Users/Devices** page, locate the user for which you want to edit attributes. Users are listed alphabetically.

   Tip: To search for a user, enter the user name in the search box.

2. To unblock a user:
   a. Select the user you want to unblock.
   b. Set **User Status** to **Enabled**.

Figure 15. User Attributes

3. To remove a device from the user:
    a. From **Devices**, locate the device to remove from the user.
    b. Click the **Delete** link.
    This will remove the device-to-user pairing and decrement the total device count for the user.
4. To adjust the status of a user's device, choose from:
    a. **Enabled**: The user can use this device to log into NSi Mobile and access the various features
    b. **Disabled**: The user can use this device to log into NSi Mobile to manage the list of his/her enabled devices such that the total number of enabled devices does not exceed the limit set by the administrator
    c. **Blocked**: The user cannot use this device to log into NSi Mobile. Unblocking the device requires an action from the administrator
5. To change the device nickname:
    a. Enter or modify the current nickname
    b. Click **Save**

MOBILE SERVER LOGS

Mobile Server and error logs allow you to monitor system activity, configuration changes, errors, and more. By default, log files are stored in th NSi Mobile Server installation folder:

C:\Program Files (x86)\NSi\Mobile Server\Log

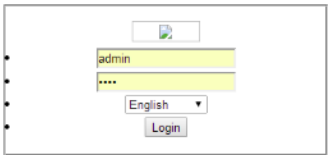
LOCALIZATION AND MULTI-LANGUAGE SUPPORT IN NSI MOBILE

NSi Mobile supports the following languages. Language settings are determined by regional settings for the mobile device.

- Danish
- Dutch
- English
- French
- German
- Italian
- Norwegian
- Portuguese
- Spanish
- Swedish

TROUBLESHOOTING MOBILE SERVER

Table 6. Troubleshooting

Problem	Cause	Solution
Mobile Client users are prompted "Cannot Connect to Server" when connecting to network resources, such as a SharePoint site or document library.	The HTTP request is timing out before the connection is made.	Increase the value specified by the **HTTP Request Timeout** option in the **Configuration** settings. 1. On the Admin Tools web page for Mobile Server, click the **Configuration** tab. 2. Increase the **HTTP Request Timeout** setting from the default value of 60 seconds. 3. Attempt to obtain the network resource from the Mobile Client.
Links are broken when you log into the AdminTool web page. 	The **Static Content** option is disabled for IIS.	Enable the IIS **Static Content** option. 1. Open Windows Server Manager. 2. In the navigation pane, click **Roles > Web Server (IIS)**. 3. In **Role Services**, click **Add Role Services**. 4. In the **Web Server > Common HTTP Features** section, select the **Static Content** check box. 5. After you apply the change, restart the web browser and log into the Mobile Admin Web Tool to view the change.