

Cybozu Remote Service Administrator guide

Version 3.0.0

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Administrator guide contents

This guide describes how to set and operate Remote Service.

Basic procedures

- ▶ [Accessing Remote Service Manager](#)
- ▶ [Support Online](#)
- ▶ [Verifying product system requirement](#)
- ▶ [Note on procedure](#)

Accessing from computers or mobile phones



Computers



Mobile phones

Accessing from smartphones



Windows phone



BlackBerry(R)



iPhone



Android

Managing licenses

- ▶ [Managing licenses](#)
- ▶ [Starting trial service](#)

Configuring the entire system

- ▶ [Restricting use of KUNAI](#)
- ▶ [Setting the administration password](#)
- ▶ [Entering web proxy settings](#)
- ▶ [Changing display language](#)
- ▶ [Information obtained from Log](#)
- ▶ [Restarting or stopping Remote Service Manager](#)

Basic procedures

Accessing Remote Service Manager

This page describes how to access Remote Service Manager.

- Remote Service Manager can manage the systems of Remote Service and KUNAI.



- When you restart Remote Service Manager while logging into "System administration" screen, you need to login again.



- After Remote Service Manager is installed, when you access "System administration" screen for the first time, "Initial settings" screen is displayed. Start the initial setting of System administration according to the screen.

[▶ Configuring initial settings](#)

- ▣ [Logging in](#)
- ▣ [Logging out](#)

Logging in

Use a web browser to login Remote Service Manager.

1 Start your web browser to access Remote Service Manager.

You can access Remote Service Manager via the following URL:

http://(server IP address or FQDN):(Remote Service Manager port number)/remote/login.vm

[▶ FQDN](#)

e.g.) When the server IP address is "192.168.1.1" and the port number is "8080", the URL is as follows:

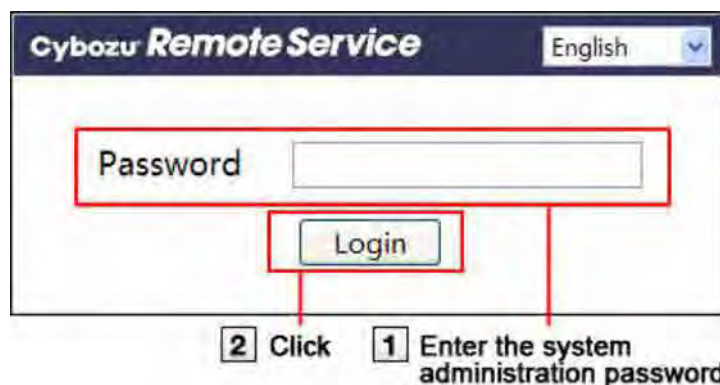
http://192.168.1.1:8080/remote/login.vm

e.g.) When the FQDN is "bozuman.co.jp" and the port number is "8080", the URL is as follows:

http://bozuman.co.jp:8080/remote/login.vm

2 Enter the password, then click **Login**.

Enter the password (case sensitive).



3 Configure each item on Remote Service Manager.



- You can select the display language on the login screen to change displayed language on "System administration" screen.

[▶ Changing display language](#)

Logging out

After all operations are finished, you can logout Remote Service Manager.

1 Click **Logout** on Remote Service Manager.



- If you close your web browser without logging out, "Login" screen will be displayed when you access Remote Service Manager next time.

Basic procedures

Support Online

You can ask for support online if you have any question about how to use Remote Service Manager.

- 1** Click [Access to Support Online](#) on Remote Service Manager.
- 2** Operate according to the instruction on the screen.

Verifying product system requirement

You can verify the system information of Remote Service on the "System administration" screen.

- The following items can be verified in the system information.
 - Remote Service Manager version
 - Remote Service Manager installation directory
 - Server OS
 - Web proxy server information
 - Proxy server name
 - Proxy server port number
 - Remote Service ID
 - License end date
 - Client certificate expiration date
 - Product access URL
 - Number of registered users

1 Click **System information** on Remote Service Manager.

2 Verify the information on the screen.

Basic procedures

Note on procedure

- ▣ [Important cautionary information concerning product access URLs](#)
- ▣ [Information concerning URL paths required for accessing the product](#)
- ▣ [The display of "Configure users" screen](#)
- ▣ [Access information of Remote Service](#)
- ▣ [The display of "Mobile devices" screen for using KUNAI Lite for BlackBerry\(R\)](#)
- ▣ [The display of "Mobile devices" screen](#)

Important cautionary information concerning product access URLs

Please note the following points when adding products access URLs.

- **Products that can be registered**

For the products that can be used on Remote Service, please refer to [Supported Products](#) on "system requirements" screen.

- **Cybozu product access URL**

Enter the password (case sensitive).

- **For Cybozu Office on-premise version**

Windows servers: `http://(server's IP address or host name)/scripts/cbag/ag.exe`

Linux servers: `http://(server's IP address or host name)/cgi-bin/cbag/ag.cgi`

- **For Garoon 2 or Garoon 3**

Windows servers: `http://(server's IP address or host name)/scripts/cbgrn/grn.exe`

Linux servers: `http://(server's IP address or host name)/cgi-bin/cbgrn/grn.cgi`

- **Third party product access URL**

You can add third party products only if Remote Service optional license is enabled.

Access URLs are case sensitive.

Example: Third party product

URL of login screen or top page

Information concerning URL paths required for accessing the product

To add third party products to Remote Service Manager, enter the URL paths to the following files:

- Image files: `/***/***/image/`
- CSS files: `/***/***/css/`
- HTML files: `/***/html/`
- JavaScript files: `/***/js/`

1 On the "Add a product to Remote Service" screen, enter the product access URL, and click **Add** .

2 Click **←Get URL paths** , and follow the instructions on the screen.

3 On the "Get URL paths automatically" screen, click **Get** .

4 Click **Add** .



Additional procedures may be required in the following cases:

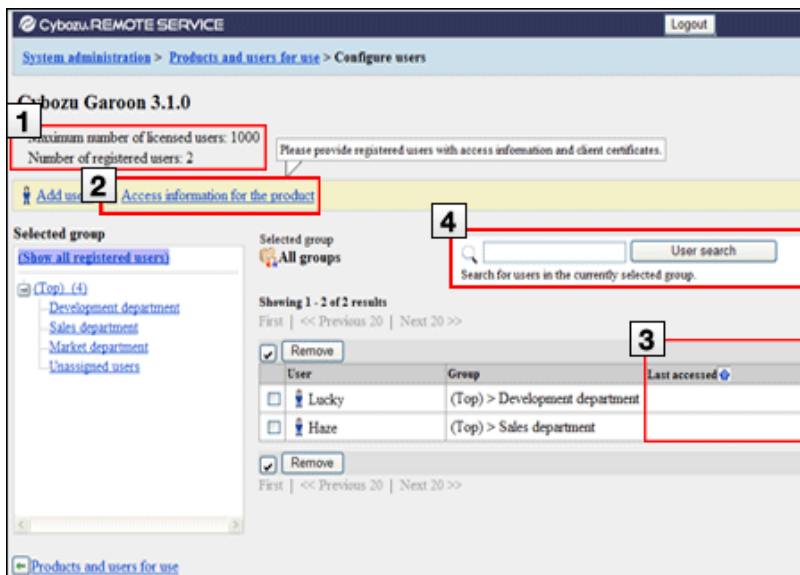
- The first time you add a third party product:
The URL paths are automatically retrieved after step 1. To enter URL paths manually, select "Enter URL paths" in "URL paths required for accessing the product", and follow step 2 and onward.
- If the page of the third party product cannot be displayed correctly:
Copy the source of the unavailable page, paste to the text area on the "Get URL paths automatically" screen as in step 2, and click "Get".
- The product pages accessed via Remote Service may appear incorrectly or may not appear at all if a wrong URL path is entered.

The display of "Configure users" screen

This section describes the displayed items and buttons on "Configure users" screen.

This screen is available if any Cybozu product has been added to Remote Service Manager.

"Configure users" screen



1 Confirm the number of users.

Here displays the maximum number of licensed users and the number of registered users.

- ▶ [Adding users \(on computer\)](#)
- ▶ [Adding users \(on mobile\)](#)
- ▶ [Adding users \(on KUNAI for Windows phone\)](#)
- ▶ [Adding users \(on KUNAI for BlackBerry\)](#)
- ▶ [Adding users \(on KUNAI for iPhone\)](#)
- ▶ [Adding users \(on KUNAI for Android\)](#)

2 Verify the access information of products.

You can verify access information of products here. This button is displayed only on "Configure users" screen of Remote Service Manager.

- ▶ [Providing access information to users \(on computers\)](#)
- ▶ [Providing access information to users \(on mobile phones\)](#)
- ▶ [Providing access information to users \(on KUNAI for BlackBerry\)](#)
- ▶ [Providing access information to users \(on KUNAI for iPhone\)](#)
- ▶ [Providing access information to users \(on KUNAI for Android\)](#)

3 Verify last accessed time.

"Last accessed" column displays the time when users access the product last time. This button is

3 displayed only on "Configure users" screen of Remote Service Manager.

4 Search users.

Click to search users in the currently selected group.

Access information of Remote Service

The following information is displayed on "Product details" screen.

Access information of Remote Service

Item	Explanation
Product	Displays the product name.
Product access URL	Displays the authenticated URL of the product. Product authenticated URL is a URL that consists of a character string for Remote Service following the product access URL.
Maximum number of licensed users	Displays the maximum number of licensed users.
Number of registered users	Displays the number of registered users.
Client certificates for use ^{*1}	Displays the client certificates that allow the product to be accessed via Remote Service.
To use client certificate authentication	Displays the procedures to provide users with access information for Remote Service.
URL paths required for accessing the product ^{*2}	Displays the URL paths required for accessing the product via Remote Service.
Procedures	Describes the procedures to configure settings on the "Product details" screen.

^{*1}: Available if any Cybozu product has been added to Remote Service Manager.

^{*2}: Available if any third party product has been added to Remote Service Manager.

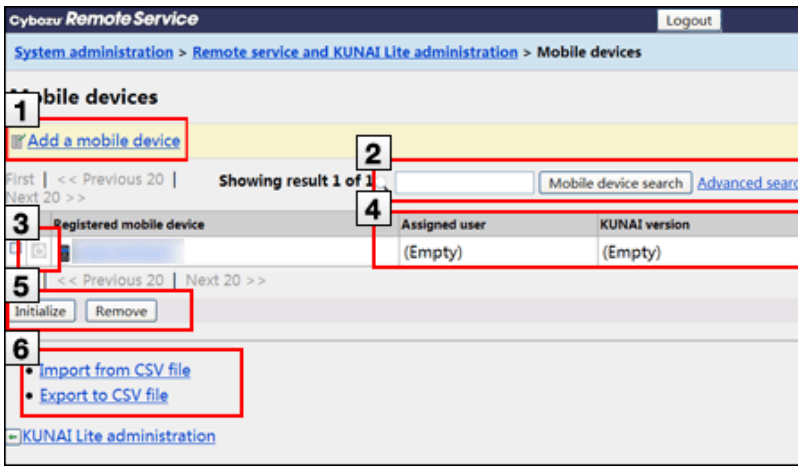
The display of "Mobile devices" screen for using KUNAI Lite for BlackBerry(R)

This section describes the displayed items and buttons on "Mobile devices" screen for KUNAI Lite for BlackBerry(R).



- The "Mobile devices" screen for KUNAI Lite for BlackBerry(R) is available only if KUNAI Lite is installed on Remote Service Manager 2.3.0 or earlier.
- The following procedures assume that KUNAI Lite is installed on Remote Service Manager 2.3.0 or earlier.

The "Mobile devices" screen for using KUNAI Lite for BlackBerry(R)



1 Operate mobile devices.

You can add mobile device here.

[Adding mobile devices \(on KUNAI Lite for BlackBerry\)](#)



2 Search mobile devices.

- You can search mobile devices in the following items:
 - Serial number
 - E-mail address
 - Notes
 - Assigned user name
- Click **Advanced search** to search mobile devices with the following conditions:
 - Search in
 - Search device status
 - KUNAI version

3 Confirm a device status.

The followings are the status icons.

Status icons

Item	Explanation
—	Indicates no sync application is installed.
	The devices are in the latest status, no content needs to be synced.
	Indicates the device has not been initialized. Initialization is waiting to be synced.

4 Verify the information of a mobile device.

Assigned users and KUNAI version are displayed.
Click a registered mobile device to view "Mobile device details" screen.

5 Make optional operations.

You can select multiple mobile devices to perform the following operations in bulk:

- Initializing mobile devices

- 5
 - [Initializing mobile devices \(on KUNAI Lite for BlackBerry\)](#)
 - Removing mobile devices from Remote Service
 - [Removing mobile devices \(on KUNAI Lite for BlackBerry\)](#)
- 6 **Manage mobile devices with CSV files.**
You can use CSV files to manage mobile devices.
 - [Managing mobile devices with CSV files \(on KUNAI Lite for BlackBerry\)](#)

The display of "Mobile devices" screen

This section describes the displayed items and buttons on "Mobile devices" screen.

+Tip • You can use the "Mobile devices" screen to manage mobile devices on Remote Service Manager.

■ "Mobile devices" screen



1 Operate mobile devices.

- The following operations are available:
 - Adding a mobile device to Remote Service
 - Downloading a KUNAI installer
 - Upgrading KUNAI
 - Configuring a security policy
 - [Adding security policy \(KUNAI for Windows phone\)](#)

2 Search mobile devices.





- You can search mobile devices in the following items:
 - Serial number
 - E-mail address
 - Notes
 - Assigned user name
- Click **Advanced search** to search mobile devices with the following conditions:
 - Search in

- 2
 - Search device status
 - Security policy
 - KUNAI version

3 Confirm a device status.

- The followings are the status icons:

Status icons

Item	Explanation
—	KUNAI is not installed.
	The devices are in the latest status, no content needs to be synced.
	Indicates the device has not been initialized. Initialization is waiting to be synced.
	The security policy of the mobile device has not been changed, which is waiting to be synced.
	<p>The mobile devices KUNAI has not been upgraded, which is waiting to be synced.</p> <ul style="list-style-type: none"> • You can verify the reason why the mobile device has not been upgraded on "Mobile device details" screen. The reason will be the one of the followings: <ul style="list-style-type: none"> ▪ KUNAI is not distributed. ▪ The user has not upgraded KUNAI on the mobile device.

4 Verify the information of a mobile device.

- You can verify the following information:
 - Assigned user
 - KUNAI version
 - Security policy
 - Use of unregistered SIM cards

You can verify last synced time and the time when the security policy is changed on "Mobile device details" screen.

5 Make optional operations.

You can select multiple mobile devices to perform the following operations in bulk:

- Initializing mobile devices
- Removing mobile devices from Remote Service
- Configuring a security policy
- Upgrading KUNAI
 - ▶ [Accessing on KUNAI for Windows phone](#) ▶ [Accessing on KUNAI for BlackBerry\(R\)](#)
 - ▶ [Accessing on KUNAI for iPhone](#) ▶ [Accessing on KUNAI for Android](#)

6 Manage mobile devices with CSV files.

You can use CSV files to manage mobile devices.

6 [▶ Managing mobile devices with CSV files \(on KUNAI for Windows phone\)](#)

Accessing from computers

Accessing from computers

This page describes how to use Remote Service on computers.



- Start Remote Service for trial when you have not selected it as a trial service in the initial settings.

▶ [Starting trial service](#)

Setup guide

▶ [Accessing from computers](#)

Operational administration

- ▶ [Managing products](#)
 - ▶ [Cybozu products](#)
 - ▶ [Third party products](#)
- ▶ [Managing users](#)
 - ▶ [Adding users](#)
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- ▶ [Managing client certificates](#)
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- ▶ [Providing access information to users](#)
- ▶ [Configuring Remote Portal](#)
 - ▶ [Remote Portal](#)
 - ▶ [Using Remote Portal](#)
 - ▶ [Setting portal view](#)
 - ▶ [Providing Remote Portal URL to users](#)

Accessing from computers

Managing products

Remote Service Manager manages the products connected from mobile phone via Remote Service.



- To use Cybozu Office 8 along with Cybozu Office 8 plus Dezie, you must register both products to Remote Service Manager.
- Third party products can be added to Remote Service Manager, if Remote Service optional license is enabled.
 - ▢ [Remote Service optional license](#)

- ▢ [For Cybozu products](#)
- ▢ [For third party products](#)

For Cybozu products

Add Cybozu products to Remote Service Manager.

- ▢ [Adding a Cybozu product](#)
- ▢ [Updating Cybozu product information](#)
- ▢ [Removing a Cybozu product](#)

Adding a Cybozu product

This section describes how to add products.

- Add products before registering users.

1 Click **Remote Service administration** >  **Products and users for use on Remote Service Manager**.

2 Click  **Add a product**.

3 Enter the product access URL, and click **Add**.

- ▢ [Important cautionary information concerning product access URLs](#)

4 **Confirm the added content.**

Next, proceed to the following settings:

- Adding users to use this product: Click **Configure users**, to add users to use this product.

- ▢ [Adding users](#)

- Configuring client certificates used for this product: Click **Configure client certificates for use**. This button may not appear depending on your license.

- ▢ [Configuring client certificates](#)

4

Updating Cybozu product information

This section describes how to update added products information.

- Please update product information in the following cases:
 - The product is upgraded.
 - The Keitai function of the product is started.
 - The product access URL is changed after the server of the product is changed.
- You do not need to change the users' settings even if the product information has been updated.

1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.

2 Select the product you want to update.

3 Click  **Update product information**.

4 Enter the product access URL, and then click **Update**.

[Important cautionary information concerning product access URLs](#)



Removing a Cybozu product

This section describes how to remove a product.



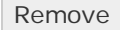
- Note**
- After removing the product, all of the users registered for the products will also be removed.
 - If you remove a product when using KUNAI Lite for BlackBerry(R), the following data in the device of BlackBerry(R) on which KUNAI Lite for BlackBerry(R) is installed will also be removed.
 - All the data in Scheduler
 - All the data in Address book
 - All the data in E-mail

1 Click **Remote Service administration** >  **Products and users for use** on

- 1 Remote Service Manager.
- 2 Select the product you want to remove.
- 3 Click  **Remove**.
- 4 Click  to remove the product.



You can also remove a product on the following screen:

- On the "Products and users for use" screen, select the product you want to remove, and then click .

For third party products

You can add third party products to Remote Service Manager, if both the premium license and the license for your third party product are enabled.



Restrictions on accessing third party products

The following restrictions apply to the third party products that you can access via Remote Service.

- Maximum number of simultaneous connections: 20
- Accessing a product from two different devices such as a computer and a smartphone is considered two connections, even if the devices are being used by a single user.
- Maximum number of simultaneous connections means the total number of simultaneous connections to all third party products.





What is the maximum number of simultaneous connections?

Maximum number of simultaneous connections represents the number of users who access third party products at once. When the number of connections exceeds the number allowed, the user with the earliest "last accessed time" is automatically disconnected so that the latest user can access the product.

- ▾ [Adding a third party product](#)
- ▾ [Updating third party product information](#)
- ▾ [Removing a third party product](#)

Adding a third party product

This section describes how to add a product.

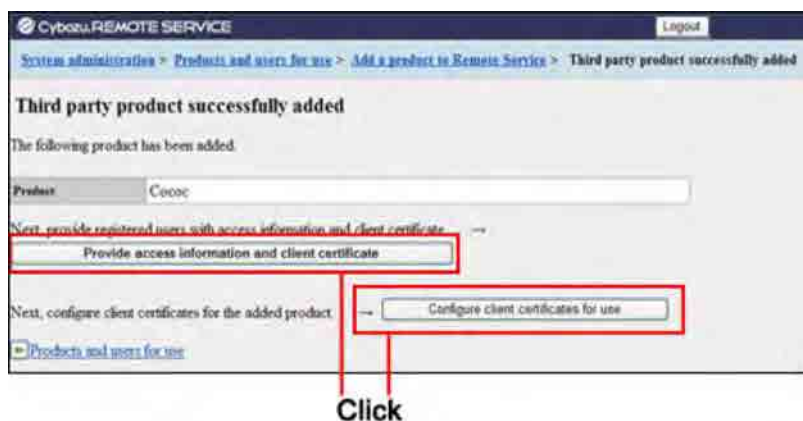
- 1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.
- 2 Click  **Add a product**.
- 3 Enter the product access URL, and click  .
[Important cautionary information concerning product access URLs](#)
- 4 Set the desired options, and click .

- 4 The following options are available:
 - Product name
 - URL paths required for accessing the product
 - [Information concerning URL paths required for accessing the product](#)

- 5 **Confirm the added content.**



Next, proceed to the following settings:

- Providing access information to users: Click Provide access information and client certificate , confirm access information, and provide users with the access information for the product.
 - [Providing access information to users](#)
- Configuring client certificates used for this product: Click Configure client certificates for use . This button may not appear depending on your license.
 - [Configuring client certificates](#)



Updating third party product information

This section describes how to update registered product information.



- 1 Click [Remote Service administration](#) >  [Products and users](#) on Remote Service Manager.
- 2 Select the product that you want to update.
- 3 Click  [Edit product information](#) .
- 4 Enter the product access URL, and then click Save .

The following options are available:

- Product access URL
 - [Important cautionary information concerning product access URLs](#)
- Product name
- URL paths required for accessing the product
 - [Information concerning URL paths required for accessing the product](#)

Removing a third party product

This section describes how to remove a product.

- 1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2 Select the product that you want to remove.
- 3 Click  [Remove](#).
- 4 Click to remove the product.



• You can also remove a product on the following screen:

- On the "Products and users for use" screen, select the check box for the product that you want to remove, and then click .

Accessing from computers

Managing users

Remote Service Manager manages users registered on the Cybozu products which can be connected via Remote Service on computers.



- You must add users if you added a Cybozu product to Remote Service Manager.
- Verify that the following operation has been completed before adding users.
 - Adding products to Remote Service



- When you are configuring users, the screen of entering the system administrator login name and the system administrator password may be displayed. You must login the product as a system administrator even if you have set Cybozu Common Authentication.

- ▣ [Adding users](#)
- ▣ [Removing users](#)

Adding users

This section describes how to add users.

- To add users without closing Remote Service Manager after adding the product, operate from the step 3.

1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.

2 Click [Configure users](#) for the product you want to add users to.

3 Login the product as an administrator.

If there is no need to login the product, this step can be omitted. Proceed to step 4.
Login method varies according to different product settings.

4 Click  [Add users](#).

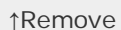
If users have been added, you can verify the number of added users and users' name.

▣ [The display of the "Configure users" screen](#)

5 Select the users you want to add, and then click **Add**.

Select a group and select users to add, then click , then click .

When there is a search field on the upper right of members list, enter keywords to search users.

If you want to remove the users you have added to the candidate box, select the users and then click .

6 Confirm the added content.

Click  to provide access information to users.

▣ [Providing access information to users](#)

Click  to continue adding users, operate from step 5 again.

Removing users

This section describes how to remove users.



- If you remove the users when using KUNAI Lite for BlackBerry(R), the following data in the device of BlackBerry(R) with KUNAI Lite for BlackBerry(R) installed will also be removed.
 - All the data in the scheduler
 - All the data in the address book
 - All the data in E-mail



- Even if you remove the users on the product, the deletion will not be reflected in Remote Service Manager. You need to remove the users on Remote Service Manager as well after removing them on the product.

1 Display the "Configure users" screen.

▶ Step 1 to 3 of [Adding users](#).

2 Select the users you want to remove, and then click **Remove** .

Enter keywords on the search field on the upper right to search users.

3 Click **Remove** on the "Remove users from Remote Service" screen to confirm the operation.

Accessing from computers

Managing client certificates

This page describes how to manage client certificates.

The following types of certificates can be managed on Remote Service Manager, if Remote Service optional license is enabled.

- **Master client certificate:**
A certificate that is issued by Cybozu. This certificate contains license information and remote ID. The master client certificate can be used to access any of the registered products.
- **User-added client certificates:**
The certificates that are added by the system administrator. These certificates do not contain license information. A user-added client certificate can prevent users from accessing specified products or allow users to access a product during a specified time period. We recommend that you provide users with different certificates for different use cases.

Example:

- **To temporary employees:**
Distribute a client certificate that allows users to access Product A and Product D for a period of one year.
- **To managers and above:**
Distribute a client certificate that allows users to access all products for a period of two years.





Note

- Client certificate management is available only if Remote Service optional license is enabled.
The status of certificates can be changed even if Remote Service optional license is not enabled.

- ▣ [Adding client certificates](#)
- ▣ [Editing client certificates](#)
- ▣ [Changing certificate status](#)
- ▣ [Configuring client certificates](#)
- ▣ [Deleting client certificates](#)

Adding client certificates

This section describes how to add user-added client certificates.

- 1** Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2** Under "User added client certificates", click  **New**.
- 3** Set the desired options, and click **Add**.

The following options are available:

- Certificate name
- Friendly name
 - ▣ [What is a friendly name?](#)
- Expiration date

- 3 Products allowed to be accessed
- Notes



What is a friendly name?

The character strings that are used to identify user-added client certificates. The friendly name of the user's certificate appears on the Web browser when they access Remote Service. Friendly names may not appear depending on the Web browser.



Restrictions on friendly names

You cannot change friendly names once set. Valid characters are as follows:

- Single-byte space, a-z, A-Z, 0-9, apostrophe ('), plus sign (+), hyphen (-), colon (:), comma (,), period (.), question mark (?), and opening and closing parentheses.

Editing client certificates




This section describes how to edit user-added client certificates.

- 1 Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click  **Edit**.
- 4 Set the desired options, and click **Save** .
The following options are available:
 - Certificate name
 - Expiration date
 - Products allowed to be accessed
 - Notes

Changing certificate status

This section describes how to change the status of a master client certificate or user-added client certificates.



If you disable a client certificate used by any users, the users can no longer access products via Remote Service.

- 1 Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click  **Enable**.
To disable the certificate, click  **Disable**.
- 4 To enable the certificate, click **Enable** .
To disable the certificate, click **Disable** .

Configuring client certificates

This section describes how to configure the client certificates used for each product.

- To configure client certificates after adding a product, proceed to step 3.

- 1** Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.
- 2** Select the product for which you want to configure client certificates.
- 3** Click  **Configure client certificates for use**.
- 4** In the client certificate list, select a client certificate that you want to use for the product, and click > .
To clear the selection, select a client certificate, and click .



Deleting client certificates

This section describes how to delete user-added client certificates.



Tip

- You cannot delete the master client certificate.
- Deleting user-added client certificates is permanent.

- 1** Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2** Select the certificate that you want to delete.
- 3** Click  **Delete**.
- 4** Confirm the certificate to be deleted, and click .



hints

- You can also delete user-added client certificates on the following screen:
 - On the "Client certificates" screen, select the check boxes for the client certificates that you want to delete, and then click .

Accessing from computers

Providing access information to users

This page describes how to provide products access information to users.

- The following information is provided:
 - Access URL from computer
 - Downloaded client certificates
 - Client certificate password
- After the users have been added and the "Product details" screen is displayed, operate from step 4.



- If Remote Service optional license is not enabled, you will distribute the same client certificate that you register on the "Product license" screen on Remote Service Manager.
- Even if you add multiple products, there is no need to download the client certificate and distribute client certificate to users each time you add a product.
- If you add multiple products, you need to download the client certificate and distribute client certificate to users only when adding the first product.
- Verify that the following settings have been completed before distributing client certificates.
 - Adding products to Remote Service Manager
 - Adding users to Remote Service Manager
 - Configuring client certificates for use: This setting is required if Remote Service optional license is enabled.

1 Click **Remote Service administration** > **Products and users for use** on Remote Service Manager.

2 Select the corresponding product name.

3 Click **[To use client certificate authentication]** next to the client certificate that you want to allow users to use.

Several client certificates may appear depending on your license.

4 **Confirm access information.**

Confirm the following information:

- Client certificate password
- Product access URL from computer: Click the "Access information" tab to check access URLs.

5 Click **Download** to download the client certificate.

Download the client certificate to your computer.

6 **Contact users.**

Provide necessary information to users via E-mail, etc.

You can simply provide the users with the content under the "To use Remote Service" tab on the "Client certificate details" screen.



- **When using Remote Portal**

If you use Remote Portal, you do not need to provide the access URL for each product. As long as you provide Remote Portal URL to users, the users can access each product via Remote Service.

- ▶ [Configuring Remote Portal](#)

- Be sure to inform users of restrictions on accessing third party product.

- ▶ [Restrictions on accessing third party products](#)

Accessing from computers

Configuring Remote Portal

This page describes necessary settings to use Remote Portal.

- ▣ [Remote Portal](#)
- ▣ [Using Remote Portal](#)
- ▣ [Setting portal view](#)
- ▣ [Providing Remote Portal URL to users](#)

Remote Portal

Remote Portal is the portal that only users who access the products via Remote Service from computers can view.

- Users can connect to each product by accessing Remote Portal (<https://remote2.cybozu.co.jp/>), and can view notices from system administrators.
- You can access multiple products on the "Remote Portal" screen.

▣ The "Remote Portal" screen

Select the product you want to access.

Confirm notices from Cybozu.

Confirm notices from system administrator.



- It is necessary to register a client certificate to access "Remote Portal". You must provide the client certificate and the password to Remote Portal users.


▣ [Providing access information to users](#)

- You cannot access the products displayed on the "Remote Portal" screen, unless you are registered as the product user or your access is allowed by the client certificates for the product.
- You cannot use mobile phones to access the "Remote Portal" screen.

Using Remote Portal



Select whether to use Remote Portal.

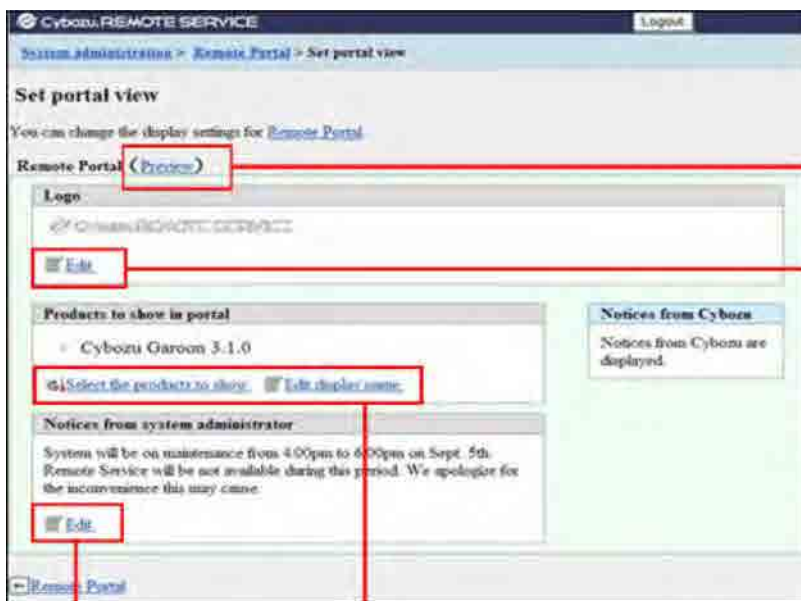
- 1 Click [Remote Service administration](#) >  [Remote Portal](#) on Remote

- 1 Service Manager.
- 2 Click  [Use Remote Portal](#).
- 3 Select "Use Remote Portal", and then click .

Setting portal view

Set which content to show in Remote Portal.

- 1 Click [Remote Service administration](#) >  [Remote Portal](#) on Remote Service Manager.
- 2 Click  [Set portal view](#).
- 3 Set which content to show in Remote Portal.



Click to preview "Remote Portal".

Click to edit the logo to show on "Remote Portal". You can specify the logo saved in a web server or in your computer.

Click to add information to show.

You can select the products to show and edit their display names.

Providing Remote Portal URL to users

After Remote Portal is set, provide Remote Portal URL to users.

- 1 On the "Product details" screen, click to download the client certificate.

Meanwhile, confirm the certificate password on the "Product details" screen.

[Providing access information to users](#)

- 2 **Contact users.**

Provide the Remote Portal URL, the client certificate downloaded in the step 1, and its password to users via E-mail or other means.

Remote Portal URL : <https://remote2.cybozu.co.jp/>

Accessing from mobile phones

Accessing from mobile phones

This page describes how to use Remote Service on Keitai.



- During the initial settings, you should first start Remote Service trial service if you have not selected it as a trial service.

▶ [Starting trial service](#)

Setup guide

▶ [Accessing from mobile phones](#)

Operational administration

- ▶ [Managing products](#)
 - [For Cybozu products](#)
 - [For third party products](#)
- ▶ [Managing users](#)
 - [Adding users](#)
 - [Removing users](#)
- ▶ [Managing client certificates](#)
 - [Adding client certificates](#)
 - [Editing client certificates](#)
 - [Changing certificate status](#)
 - [Configuring client certificates](#)
 - [Deleting client certificates](#)
- ▶ [Providing access information to users](#)

Accessing from mobile phones

Managing products

Remote Service Manager manages the products connected from mobile phone via Remote Service.



• **When you use Remote Service of which version is older than 2.1.2:**

To use keitai of Cybozu Office 7, or Cybozu Office 8, you can use the product before adding it to the Remote Service Manager. When you have added a product to Remote Service Manager before beginning to use, you must remove it from Remote Service Manager and add it after beginning to use.

- Third party products can be added to Remote Service Manager, if Remote Service optional license is enabled.

[Remote Service optional license](#)

[For Cybozu products](#)

[For third party products](#)

For Cybozu products

Add Cybozu products to Remote Service Manager.

[Adding a Cybozu product](#)

[Updating Cybozu product information](#)

[Removing a Cybozu product](#)

Adding a Cybozu product

This section describes how to add products.

- Products should be added before users are added.

1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.

2 Click [Add a product](#) .

3 Enter the product access URL, and click [Add](#) .

[Important cautionary information concerning product access URLs](#)

4 Confirm the added content.

Click [Configure users](#) to add users to use this product. Next, proceed to the following settings:

- Adding users to use this product: Click [Configure users](#) to add users who use this product.

[Adding users](#)

- Configuring client certificates used for this product: Click [Configure client certificates for use](#) . This button may not appear depending on your license.

[Configuring client certificates](#)

4



Click

Updating Cybozu product information

This section describes how to update added products information.

- Please update product information in the following cases:
 - The product is upgraded.
 - The Keitai function of the product is started.
 - The product access URL is changed after the server of the product is changed
- You do not need to change the users' settings even if the product information has been updated.

1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.

2 Select the product you want to update.

3 Click  **Update product information**.

4 Enter the product access URL, and then click **Update** .



[▶ Important cautionary information concerning product access URLs](#)

Removing a Cybozu product

This section describes how to remove a product.



- After the product is removed, all of the users registered for the products will also be removed.
- If you remove a product when using KUNAI Lite for BlackBerry(R), the following data in the device of BlackBerry(R) on which KUNAI Lite for BlackBerry(R) is installed will also be removed.
 - All the data in Scheduler
 - All the data in Address book
 - All the data in E-mail

- 1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2 Select the product you want to remove.
- 3 Click  [Remove](#).
- 4 Click to remove the product.



- You can also remove a product on the following screen:
 - On the "Products and users for use" screen, select the product you want to remove, and then click .

For third party products

You can add third party products to Remote Service Manager, if both the premium license and the license for your third party product are enabled.



- To confirm that your third party products support access from Keitai, see the product manual or contact the customer support for each product.
- **Restrictions on accessing third party products**
The following restrictions apply to the third party products that you can access via Remote Service.
 - Maximum number of simultaneous connections: 20
 - Accessing a product from two different devices such as a computer and a smartphone is considered two connections, even if the devices are being used by a single user.
 - Maximum number of simultaneous connections means the total number of simultaneous connections to all third party products.
- **What is the maximum number of simultaneous connections?**
Maximum number of simultaneous connections represents the number of users who access third party products at once. When the number of connections exceeds the number allowed, the user with the earliest "last accessed time" is automatically disconnected so that the latest user can access the product.

- ▣ [Adding a third party product](#)
- ▣ [Updating third party product information](#)
- ▣ [Removing a third party product](#)

Adding a third party product

This section describes how to add a product.

1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.

2 Click  **Add a product**.

3 Enter the product access URL, and click **Add**.

[▶ Important cautionary information concerning product access URLs](#)

4 Set the desired options, and click **Add**.

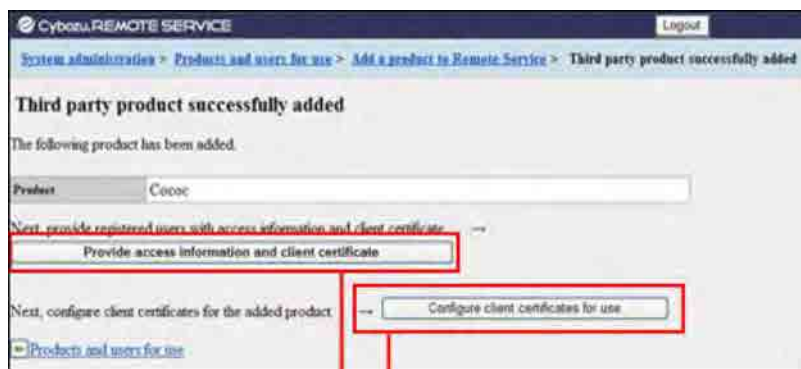
The following options are available:

- Product name
- URL paths required for accessing the product
 - ▶ [Information concerning URL paths required for accessing the product](#)

5 Confirm the added content.

Next, proceed to the following settings:

- Providing access information to users: Click **Provide access information and client certificate**, confirm access information, and provide users with the access information for the product.
 - ▶ [Providing access information to users](#)
- Configuring client certificates used for this product: Click **Configure client certificates for use**. This button may not appear depending on your license.
 - ▶ [Configuring client certificates](#)



Click

Updating third party product information

This section describes how to update registered product information.

1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.

2 Select the product that you want to update.

3 Click  **Edit product information**.

4 Enter the product access URL, and then click **Save**.



The following options are available:

- Product access URL

- 4
 - [Important cautionary information concerning product access URLs](#)
 - Product name
 - URL paths required for accessing the product
 - [Information concerning URL paths required for accessing the product](#)

Removing a third party product

This section describes how to remove a product.

- 1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.
- 2 Select the product that you want to remove.
- 3 Click  **Remove**.
- 4 Click to remove the product.



- You can also remove a product on the following screen:
 - On the "Products and users for use" screen, select the check box for the product that you want to remove, and then click .

Accessing from mobile phones

Managing users

Remote Service Manager manages the products connected from mobile phone via Remote Service.

- Note**
- You must add users if you added a Cybozu product to Remote Service Manager.
 - Verify that the following operation has been completed before adding users.
 - Adding products to Remote Service

- Tip**
- When you are configuring users, the screen of entering the system administrator user name and the system administrator password may appear. You must login the product as a system administrator even if you have set Cybozu Common Authentication.

- ▣ [Adding users](#)
- ▣ [Removing users](#)

Adding users

This section describes how to add users.

- If you want to continue to add users after the products have been added successfully, operate from step 3.

1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.

2 Click [Configure users](#) for the product you want to add users to.

3 Login the product as an administrator.

If there is no need to login the product, this step can be omitted. Proceed to step 4. Login method varies according to different product settings.

4 Click  [Add users](#).

If users have been added, you can verify the number of added users and users' name.

▣ [The display of the "Configure users" screen](#)



Click

5 Select the users you want to add, and then click [Add](#).

- 5** Select a group and select users to add, then click , then click . When there is a search field on the upper right of members list, enter keywords to search users.
If you want to remove the users you have added to the candidate box, select the users to delete and then click .
- 6 Confirm the added content.**
Click to provide access information to users.
[▶ Providing access information to users](#)
Click to continue adding users, operate from step 5 again.

Removing users

This section describes how to remove users.



- If you remove the users when using KUNAI Lite for BlackBerry(R), the following data in the device of BlackBerry(R) with KUNAI Lite for BlackBerry(R) installed will also be removed.
 - All the data in the scheduler
 - All the data in the address book
 - All the data in E-mail



- Even if you remove the users on the product, the deletion will not be reflected in Remote Service Manager. You need to delete the users on Remote Service Manager as well after deleting them on the product.

- 1 Display the "Configure users" screen.**
[▶ Step 1 to 3 of Adding users.](#)
- 2 Select the users you want to remove, and then click .**
Enter keywords on the search field on the upper right to search users.
- 3 Click on the "Remove users from Remote Service" screen to confirm the operation.**

Accessing from mobile phones

Managing client certificates

This page describes how to manage client certificates.

The following types of certificates can be managed on Remote Service Manager, if Remote Service optional license is enabled.

- **Master client certificate:**
A certificate that is issued by Cybozu. This certificate contains license information and remote ID. The master client certificate can be used to access any of the registered products.
- **User-added client certificates:**
The certificates that are added by the system administrator. These certificates do not contain license information. A user-added client certificate can prevent users from accessing specified products or allow users to access a product during a specified time period. We recommend that you provide users with different certificates for different use cases.
Example:

- **To temporary employees:**
Distribute a client certificate that allows users to access Product A and Product D for a period of one year.
- **To managers and above:**
Distribute a client certificate that allows users to access all products for a period of two years.





Note

- Client certificate management is available only if Remote Service optional license is enabled.
The status of certificates can be changed even if Remote Service optional license is not enabled.

- ▣ [Adding client certificates](#)
- ▣ [Editing client certificates](#)
- ▣ [Changing certificate status](#)
- ▣ [Configuring client certificates](#)
- ▣ [Deleting client certificates](#)

Adding client certificates

This section describes how to add user-added client certificates.

- 1** Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2** Under "User added client certificates", click  **New**.
- 3** Set the desired options, and click **Add**.

The following options are available:

- Certificate name
- Friendly name
 - ▣ [What is a friendly name?](#)
- Expiration date

- 3 Products allowed to be accessed
- Notes



What is a friendly name?

The character strings that are used to identify user-added client certificates. The friendly name of the user's certificate appears on the Web browser when users access Remote Service. Friendly names may not appear depending on the Web browser.

Restrictions on friendly names

You cannot change friendly names once set. Valid characters are as follows:

- Single-byte space, a-z, A-Z, 0-9, apostrophe ('), plus sign (+), hyphen (-), colon (:), comma (,), period (.), question mark (?), and opening and closing parentheses.

Editing client certificates

This section describes how to edit user-added client certificates.

- 1 Click **Remote Service administration** > **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click **Edit**.
- 4 Set the desired options, and click **Save**.
The following options are available:
 - Certificate name
 - Expiration date
 - Products allowed to be accessed
 - Notes

Changing certificate status

This section describes how to change the status of a master client certificate or user-added client certificates.



If you disable a client certificate used by any users, the users can no longer access products via Remote Service.

- 1 Click **Remote Service administration** > **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click **Enable**.
To disable the certificate, click **Disable**.
- 4 To enable the certificate, click **Enable**.
To disable the certificate, click **Disable**.

Configuring client certificates

This section describes how to configure the client certificates used for each product.

- To configure client certificates after adding a product, proceed to step 3.

- 1** Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.
- 2** Select the product for which you want to configure client certificates.
- 3** Click  **Configure client certificates for use**.
- 4** In the client certificate list, select a client certificate that you want to use for the product, and click > .

To clear the selection, select a client certificate, and click .



Deleting client certificates

This section describes how to delete user-added client certificates.



Tip

- You cannot delete the master client certificate.
- Deleting user-added client certificates is permanent.

- 1** Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2** Select the certificate that you want to delete.
- 3** Click  **Delete**.
- 4** Confirm the certificate to be deleted, and click .



hints

- You can also delete user-added client certificates on the following screen:
 - On the "Client certificates" screen, select the check boxes for the client certificates that you want to delete, and then click .

Accessing from mobile phones


Providing access information to users

This page describes how to provide products access information to users.

- The following information is provided:
 - Access URL from Keitai
- After the users have been added, the "Product details" screen is displayed, operate from step 4.



- Verify that the following settings have been completed before providing access information.
 - Adding products to Remote Service Manager
 - Adding users to Remote Service Manager
 - Configuring client certificates for use: This setting is required if Remote Service optional license is enabled.

- 1** Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2** Select the corresponding product name.
- 3** Click [\[To use client certificate authentication:\]](#) next to the client certificate that you want to distribute to users.

Several client certificates may appear depending on your license.
- 4** **Confirm access information.**

Check the access URL from Keitai under the "Access information" tab.
- 5** **Contact users.**

Provide necessary information to users via E-mail, etc.
You can simply provide the users with the content under the "To use Remote Service" tab on the "Client certificate details" screen.



- If the used Remote Service Manager is upgraded from Ver.2.0.0, sometimes the access URL from Keitai will not be displayed on the "Product details" screen. In this case, access the URL described in Attention.txt.
 - ▶ [Attention.txt](#)
- When you access a URL from Keitai with SSL protocol, the URL will automatically switch to the following format:
`https://remote2s.cybozu.co.jp/`

Accessing on KUNAI for Windows phone

Accessing on KUNAI for Windows phone

This page describes how to set and operate Remote Service Manager when using KUNAI for Windows phone.



Tip

- During the initial settings, you should first start Remote Service trial service if you have not selected it as a trial service.

▶ [Starting trial service](#)

Setup guide

📖 [Setup guide](#) for KUNAI for Windows phone

Operational administration

- ▶ [Managing products](#)
 - ▣ [Adding a product](#)
 - ▣ [Updating product information](#)
 - ▣ [Removing a product](#)
- ▶ [Managing users](#)
 - ▣ [Adding users](#)
 - ▣ [Removing users](#)
- ▶ [Managing KUNAI for Windows phone](#)
 - ▣ [Installing KUNAI for Windows phone](#)
 - ▣ [Stopping the use of Windows phone](#)
 - ▣ [Upgrading KUNAI for Windows phone](#)
- ▶ [Managing mobile devices](#)
 - ▣ [Adding a mobile device](#)
 - ▣ [Editing a mobile device](#)
 - ▣ [Removing mobile devices](#)
 - ▣ [Initializing mobile device](#)
 - ▣ [Switching a user](#)
 - ▣ [Allowing the use of unregistered SIM cards](#)
 - ▣ [Managing mobile devices with CSV files](#)
- ▶ [Setting mobile device restrictions](#)
 - ▣ [Security policy](#)
 - ▣ [Adding a security policy](#)
 - ▣ [Changing a security policy](#)
 - ▣ [Deleting a security policy](#)
 - ▣ [Changing a product security policy](#)
 - ▣ [Setting software restrictions](#)

Accessing on KUNAI for Windows phone

Managing products


Remote Service Manager manages the Cybozu products that can be used from mobile devices.


- ▣ [Adding a product](#)
- ▣ [Updating product information](#)
- ▣ [Removing a product](#)

Adding a product

This section describes how to add a product.

- Products should be added before users and mobile devices are added.



-  **Tip**
- You cannot add third party products to be used from KUNAI.
 - You cannot add multiple Cybozu products.

- 1** Click [MDM Pack KUNAI administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2** Enter the product access URL, and click **Add** .
[Important cautionary information concerning product access URLs](#)
- 3** **Confirm the added content.**
Click **Configure users** to add users to use this product.
[Begin the step 3 of Adding users.](#)

Updating product information

This section describes how to update added products information.

- Please update product information in the following cases:
 - The product has been upgraded.
- You do not need to change the users' settings even if the product information has been updated.

- 1** Click [MDM Pack KUNAI administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2** Click  [Update product information](#) .
- 3** Enter the product access URL, and then click **Update** .
[Important cautionary information concerning product access URLs](#)

Removing a product

This section describes how to remove a product.




- If you remove a product, users and mobile devices of the product will be also removed, and you will be unable to use the mobile devices on Remote Service Manager. Please initialize the mobile device before removing the product.

[▶ Initialize the mobile device.](#)

- **When you use Remote Service of which version is older than 2.2.2,**
If you remove a product, users and mobile devices of the product will be also removed, and the mobile device will be restored to factory settings.

[▶ How to prevent mobile devices being restored to factory settings](#)

1 Click **MDM Pack KUNAI administration** >  **Products and users for use** on Remote Service Manager.

2 Click  **Remove**.

3 Click **Remove** to remove the product.

Accessing on KUNAI for Windows phone

Managing users

Remote Service Manager manages the users who access the product from KUNAI for Windows phone.



• Verify that the following operation has been completed before adding users.

- Adding products to Remote Service



• When you are configuring users, the screen of entering the system administrator user name and the system administrator password may appear. You must login the product as a system administrator even if you have set Cybozu Common Authentication.

- ▾ [Adding users](#)
- ▾ [Removing users](#)

Adding users

This section describes how to add users.

- If you want to continue to add users after the products have been added successfully, operate from step 2.

1 Click [MDM Pack KUNAI administration](#) > [Products and users for use](#) on Remote Service Manager.

2 Login the product as an administrator.

If there's no need to login the product, this step can be omitted. Proceed to step 3.
Login method varies according to different product settings.

3 Click [Add users](#).

If users have been added, you can verify the number of added users and users' name.

▾ [The display of the "Configure users" screen](#)

4 Select the users you want to add, and then click **Add**.

Select a group and select users to add, then click **↓Add**, then click **Add**.

When there is a search field on the upper right of members list, enter keywords to search users.

If you want to remove the users you have added to the candidate box, select the users to delete and then click **↑Remove**.

5 Confirm added content.

Continue to click **Procedures to enable use of KUNAI** to install KUNAI for Windows phone on the mobile device.

▾ [Installing KUNAI for Windows phone](#)

If KUNAI for Windows phone has been installed on the mobile device, click **Mobile devices** to add mobile devices to Remote Service.

▾ [Adding a mobile device](#)

Click **Add more users** to continue adding users, operate from step 4 again.



- The "Configure users" screen is also available on the following screen:
 - On the "MDM Pack KUNAI products and users" screen, click [Configure users](#) .

Removing users

This section describes how to delete users.



- If you remove a user, the settings of this user's mobile device will be also removed, and you will be unable to use the mobile device on Remote Service Manager. Please initialize the mobile device before removing the user.

▶ [Initialize the mobile device.](#)

- **When you use Remote Service of which version is older than 2.2.2,** If you remove a user, the settings of this user's mobile device in the product will be also removed, and the mobile device will be restored to factory settings.

▶ [How to prevent mobile devices being restored to factory settings](#)



- Even if you delete the users on the product, the deletion will not be reflected in Remote Service Manager. You need to delete the users on Remote Service Manager as well after deleting them on the product.

1 Display the "Configure users" screen.

▶ Step 1 through 3 of [Adding users](#).

2 Select the users you want to remove, and then click **Remove** .

Enter keywords on the search field on the upper right to search users.

3 Click **Remove** to remove users.

Accessing on KUNAI for Windows phone

Managing KUNAI for Windows phone

This page describes how to manage KUNAI for Windows phone to be installed on mobile devices.

- ▣ [Installing KUNAI for Windows phone](#)
- ▣ [Stopping the use of KUNAI for Windows phone](#)
- ▣ [Upgrading KUNAI for Windows phone](#)

Installing KUNAI for Windows phone

This section describes how to install KUNAI for Windows phone on mobile devices.

- Distribute KUNAI for Windows phone installers to mobile devices via E-mail, and then make the installation.
- After you add users, operate from step 3 to continue installing KUNAI for Windows phone.



Note


- Verify that the following settings are completed before installing KUNAI for Windows phone on mobile devices:
 - Adding products to Remote Service
 - Adding users to Remote Service
- You cannot download the KUNAI for Windows phone which does not support your Remote Service Manager.
Please upgrade your Remote Service Manager before downloading the latest KUNAI for Windows phone.

- 1** Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.
- 2** Click  [Procedures to enable use of KUNAI](#) .
- 3** Select the version of KUNAI for Windows phone to download, and then click [Download KUNAI installer](#) .
- 4** **Save the file.**
Save the file according to the displayed dialog box.
- 5** **Distribute installers to mobile devices.**
Provide the installer downloaded in step 4 to a mobile device via E-mail.
- 6** **Install KUNAI for Windows phone on a mobile phone.**
 [Installing KUNAI for Windows phone](#) of KUNAI for Windows phone



hints

- You can also download KUNAI for Windows phone on the following screen:

- On the "MDM Pack KUNAI products and users" screen, click  [Procedures to enable use of KUNAI](#) .

Stopping the use of KUNAI for Windows phone

This section describes how to stop the use of KUNAI for Windows phone installed on a mobile device.



- You cannot sync the data on your mobile device after you have stopped using KUNAI for Windows phone.



Note

- If you stop the use of KUNAI for Windows phone, you will be unable to use Remote Service Manager to manage devices. Initialize devices before deleting users.

[▶ Initializing mobile devices](#)

- 1** Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.
- 2** Select the mobile device you want to stop using.
You can select Windows phone device from Windows phone or users list on serial numbers.
- 3** Click  [Deactivate mobile device](#) .
- 4** Click to stop the use of the mobile device.



Tip

- **How to restart the use of KUNAI for Windows phone**

Stopped mobile devices will be displayed in unassigned mobile devices list. When reactivating the use of KUNAI for Windows phone, you need to reset data in the personal settings of the mobile device, and add users to stopped mobile devices on Remote Service Manager again.

Upgrading KUNAI for Windows phone



This section describes how to upgrade KUNAI for Windows phone on mobile devices.

- Distribute KUNAI for Windows phone to each mobile device via Remote Service Manager.



Note

- You cannot distribute KUNAI for Windows phone to the mobile devices where no users are registered.

- 1** Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.
- 2** Select the Windows phone on users list or serial numbers , and click  [Upgrade KUNAI](#) .
- 3** Set necessary items, and then click .
The specified KUNAI for Windows phone will be distributed to the specific mobile device.

- [Setting items for upgrading KUNAI for Windows phone](#)

3 "*" is required.

Item	Explanation
KUNAI version	Select the version of KUNAI for Windows phone you want to upgrade. The versions older than the current KUNAI for Windows phone also can be selected.
Mobile device	Select the mobile device you want to upgrade.

4 Contact users.

Notify users that they need to upgrade KUNAI for Windows phone.

The upgrade installer of KUNAI for Windows phone will be distributed when mobile devices are synced next time.


5 Confirm upgrade condition of KUNAI for Windows phone.

If KUNAI for Windows phone has been upgraded,  in the status field will be changed to  on the "Mobile devices" screen.

[▶ The display of the "Mobile devices" screen](#)




• You can also upgrade a mobile device on the following screen:


- On the "Mobile devices" screen, select the mobile device you want to upgrade, and then click .
- On the "Edit mobile device details" screen, edit the version of KUNAI.

Accessing on KUNAI for Windows phone

Managing mobile devices

Remote Service Manager manages the mobile devices that can use KUNAI for Windows phone.

-  **Note**
- Verify that the following operation has been completed before adding users.
 - Adding products to Remote Service
 - Choosing users
 - Installing KUNAI for Windows phone on a mobile phone
 - SIM card can be changed so that KUNAI for Windows phone can be used by multiple users, while one user can use KUNAI for Windows phone via multiple mobile devices.


-  **Tip**
- When using KUNAI for Windows phone, you can set security policy in each mobile device. You can set softwares restriction and set whether to allow uninstalling KUNAI for Windows phone.
 - ▣ [Setting mobile device restrictions](#)


- ▣ [Adding a mobile device](#)
- ▣ [Editing a mobile device](#)
- ▣ [Removing mobile devices](#)
- ▣ [Initializing mobile device](#)
- ▣ [Switching a user](#)
- ▣ [Allowing the use of unregistered SIM cards](#)
- ▣ [Managing mobile devices with CSV files](#)


Adding a mobile device

This section describes how to add a mobile device.

- After users are added, operate from step 2 to continue adding mobile devices.

-  **Note**
- Setting serial number is the base of managing mobile devices. Do not enter a wrong serial number that will make you fail to use KUNAI for Windows phone.

-  **Tip**
- Mobile devices can be added with CSV files.
 - ▣ [Managing mobile devices with CSV files](#)

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Click  **Add a mobile device** .

You can confirm added mobile devices number and sync statuses if there are added mobile devices.

- ▣ [The display of the "Mobile devices" screen](#)

3 Enter necessary content, and then click **Add** .

Setting items of the mobile device

"*" is required.

Item	Explanation
Serial number	Enter the phone number of the mobile device. Once set, it can no longer be edited.
E-mail address	Enter the E-mail address of the mobile device.
Notes	Enter the comment of the mobile device.
Assigned user	Assigned users will be automatically added when logging in for the first time. Users displayed here can use KUNAI for Windows phone on this mobile device.

Click  **Configure security policy** to edit initial values of the security policy.

[Setting mobile device restrictions](#)

4 **Distribute mobile devices to users.**

Verify that the following settings have been completed, and then distribute Windows phone device to users.

- Configuring products
- Configuring users
- Installing KUNAI for Windows phone on a mobile phone


If you want to add a mobile device, click **Add a mobile device** , and then operate from step 3 again.
When no users are added, click **Configure users** , and then add users.

[Adding users](#)

Editing a mobile device

This section describes how to edit the information of an added mobile device.

- Items that can be edited are as follows:
 - E-mail address
 - Notes
 - KUNAI version

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 **Select the mobile device you want to edit.**

You can select Windows phone device from Windows phone on serial numbers or from users list.

3 Click  **Edit** .

4 **Edit necessary content, and then click** **Save** .

[Setting items of the mobile device](#)

You can select the version of KUNAI in "KUNAI version" field to edit the version of KUNAI installed in the mobile device.

4 [Upgrading KUNAI for Windows phone](#)



- The model in the mobile device information will be updated to the latest information when syncing.



Removing mobile devices

This section describes how to remove added mobile devices.



- You cannot remove the mobile devices to which users are assigned. If you want to remove mobile devices with assigned users, please stop using mobile devices, and set statuses of devices to unassigned firstly.

 [Stopping the use of KUNAI for Windows phone](#)

- 1 Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.
- 2 Select the mobile device you want to delete from "Unassigned mobile devices" list.
- 3 Click  [Remove](#).
- 4 Click to remove the product.





- You can also remove mobile devices on the following screen:
 - On the "Mobile devices" screen, select the mobile devices you want to remove, and then click .

Initializing the mobile device

This section describes how to initialize the information of added mobile devices.



- If mobile devices are initialized, the devices will be restored to the factory settings, meanwhile, the use of KUNAI will also be stopped.

- 1 Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.
- 2 Select the mobile device you want to initialize.
You can select Windows phone device from Windows phone on serial numbers or from users list.
- 3 Click  [Initialize mobile device](#).
- 4 Click to initialize the device.
- 5 Confirm initialization information on the "Mobile devices" screen.
Initialized mobile devices will be displayed in the unassigned mobile devices list on the "Mobile

5 devices" screen.



- You can also initialize mobile devices on the following screen:
 - On the "Mobile devices" screen, select the mobile devices you want to initialize, and then click **Initialize** .

Switching a user

This section describes how to switch the user of a mobile device.

1 Stop the use of KUNAI for Windows phone.

[▶ Stopping the use of KUNAI for Windows phone](#)

If you want to initialize mobile devices, operate from step 3 of "Initializing mobile devices".

[▶ Initialize the mobile device.](#)

2 Reset data in personal settings of KUNAI for Windows phone.

[▶ Resetting data](#) on KUNAI for Windows phone

3 Add users.

[▶ Adding users](#)

4 Add users in the initial settings of KUNAI for Windows phone.

[▶ Installing KUNAI for Windows phone](#) of KUNAI for Windows phone

Allowing the use of unregistered SIM cards

Set whether to allow added mobile devices to use unregistered SIM cards.

- If an unregistered SIM card device is allowed, even the mobile devices that have not been registered on Remote Service Manager also can start using KUNAI for Windows phone. If you get a SIM card abroad, you can use KUNAI for Windows phone directly without contacting administrators.

1 Click **MDM Pack KUNAI administration** > **Mobile devices** on Remote Service Manager.

2 Select the mobile device you want to configure.

You can select Windows phone device from Windows phone on serial numbers or from users list.

3 Click **Use of unregistered SIM cards** .

4 Select "Allow the use of unregistered SIM cards" and click **Save** to allow the use of unregistered SIM cards.

Set the period from the menu to specify the use period of unregistered SIM cards.

Managing mobile devices with CSV files

Import mobile device information from CSV file or export mobile device information to CSV file.



- [Importing mobile device information from CSV file](#)
- [Exporting mobile device information to CSV file](#)

Importing mobile device information from CSV file

This section describes how to import mobile device information to Remote Service Manager from CSV files.

Note • Note on importing mobile device information

- The serial number is required.
- If an imported serial number matches a currently registered serial number, the device information is updated with the imported information. Otherwise, the imported record will be used to register a new mobile device. Before importing the CSV file, you must verify that the leading character "0" is present in the serial number.
- If you want to remove an unassigned mobile device, set the "Remove flag" to 1.
- The mobile devices whose security policies have not been set will be automatically switched to Security (Standard).

- 1 Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.
- 2 Click  [Import mobile device information from CSV file](#).
- 3 Click to choose the file to import, and then click .

Setting items for importing mobile device data

"*" is required.


Item	Explanation
File	Choose the file to import.
Character encoding	Select the character encoding from the drop-down to switch the character encoding.
Skip header row	Select "Skip" to skip header row.

- 4 **Confirm the content, and then click .**

If a security policy is edited, the security setting will be synced to the mobile device.

Exporting mobile device information to CSV file

This section describes how to export mobile device information on Remote Service Manager to CSV files.

- 1 Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.

2 Click  **Export mobile device information to CSV file** .

3 Set necessary items, and then click **Export** .

Setting items for exporting mobile device data

"*" is required.

Item	Explanation
Character encoding	Select the character encoding from the drop-down to switch the character encoding.
Include header row	Select "Include" to include header row when exporting.

4 **Save the file.**

Save the file according to the displayed dialog box.

Accessing on KUNAI for Windows phone

Setting mobile device restrictions

Configure security policy to set a windows phone device restrictions.

- ▣ [Security policy](#)
- ▣ [Adding a security policy](#)
- ▣ [Changing a security policy](#)
- ▣ [Deleting a security policy](#)
- ▣ [Changing a product security policy](#)
- ▣ [Setting software restrictions](#)




Security policy

Security policy is a function to set a basic policy concerning information security of each terminal.

- Remote Service Manager can set restrictions for software that can be used in mobile devices, and it also can set whether to permit the uninstallation of KUNAI for Windows phone.
- The following security policies are preset, you cannot edit and remove them.
 - Security (Strict)
 - Security (Standard)
 - Security (Limited)
 - International roaming policy

Adding a security policy

This section describes how to add a security policy.

- 1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.
- 2 Select a Windows phone on "Serial number", and then click  **Configure security policy**.
- 3 Click  **Add security policy**.
- 4 Set necessary content, and then click **Add**.

▣ Setting items of security policy

"*" is required.

Item	Explanation
Security policy name	Set the security policy name. You cannot set a used policy name.
Password protect	You can set whether to display a dedicated "Login" screen when starting a mobile device.

4

	<ul style="list-style-type: none"> ▣ Dedicated login screen
Mobile device restrictions	<p>Select which devices and software you want to disable. In addition to added software, you can also add other software you want to set restrictions for.</p> <ul style="list-style-type: none"> ▣ Devices and software that can be set restrictions ▣ Setting software restrictions
Auto sync	<p>You can set whether to enable auto sync. You can set an interval of auto sync and a specific time of auto sync.</p>
Emergency device initialization	<p>Set whether to permit forced initialization in emergency. You can force initialization after specified failed attempts or when called by specific phone numbers.</p>
KUNAI uninstallation	<p>You can set whether to allow users to uninstall KUNAI for Windows phone from the mobile device. Select "Allow users to uninstall KUNAI" to prevent mobile devices being restored to the factory settings when initializing mobile devices.</p> <ul style="list-style-type: none"> ▣ How to prevent mobile devices being restored to factory settings



- You also can add security policies on the following screen:
 - Click **Reuse** on the "Security policy details" screen.



- **Devices and software that can be set restrictions**
The following devices and software can be set restrictions:

- ▣ **Device restrictions**

Memory card	Camera	USB	Bluetooth
Wireless LAN	Touch panel	Sound	Phone calls
ActiveSync (via USB)	ActiveSync (all devices)	Outgoing and incoming call logs	

- ▣ **Software restrictions**

Work	Scheduler	Address book	Comment
Calculator	Word Mobile	Excel Mobile	PowerPoint Mobile
NAVITIME	AdobeReaderLE	OneNote Mobile	Recorder
Message	Quick GPS	Quick voice dial	E-mail
Softbank Mail	Messenger	WindowsLive	Internet Explorer

Opera	NetFront	RSS Hub	Images and videos
WindowsMedia	FM Radio	Photos	Streaming media
MP3 Trimmer	Youtube	Audio booster	File Explorer
Security scanning	Tasks	Java	Remote desktop
CommManager	SIM manager	TouchFLO 3D	MEMORY CLEAR
Symantec AntiVirus	WalkingHotSpot	Search	Help
Marketplace	NetFrontWidgetsPlayer	PhotoBase	VideoEditor
Common NAVI	Dictionary	Kinoma	Copying contact
i Mode.net	moperaU settings	My Phone	Others

- **Dedicated login screen**

Select "Password is required when starting or waking from sleep." for "Password protect" to display the screen of entering the password when starting the mobile device. Meanwhile, you can set after how many times of failed attempts to force initialization in "Emergency device initialization". If you enter wrong passwords more than limited times, the device will be initialized automatically.

[Login screen of mobile devices](#) of KUNAI for Windows phone

Changing a security policy

This section describes how to edit a security policy.

- 1 Display the "Configure security policy" screen.**

▶ Step 1~2 of [Adding a security policy](#)



- 2 Select the security policy you want to edit.**

- 3 Click  Edit.**

- 4 Edit necessary content, and then click .**

▶ [Setting items of security policy](#)



- If you edit the security policy of the mobile device, the edited content will be synced to the mobile device. You can verify whether the security policy of the mobile device is edited on the "Configure security policy" screen. If it is edited, the status icon will change from  to .

Deleting a security policy

This section describes how to delete a security policy.



- After you delete a security policy, when you sync updated content to the mobile device, the "Security (Standard)" will be the default value.

1 Display the "Configure security policy" screen.



▣ Step 1~2 of [Adding a security policy](#)

2 Select the security policy you want to delete.

3 Click  Remove.


4 Click  to remove the security policy.



- If you remove the security policy of the mobile device, the edited content will be synced to the mobile device. You can verify whether the security policy of the mobile device is edited on "Configure security policy" screen. If it is edited, the status icon will change from  to .

Changing a product security policy

This section describes how to change the security policy of a mobile device.

1 Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.



2 Select the mobile device whose security policy you want to remove.

You can select Windows phone device from Windows phone on serial numbers or from users list.

3 Click  [Configure security policy](#).

4 Select the security policy you want to edit, and then click .



- If you edit the security policy of the mobile device, the edited content will be synced to the mobile device. You can verify whether the security policy of the mobile device is edited on the "Configure security policy" screen. If it is edited, the status icon will change from  to .

Setting software restrictions

This section describes how to configure software restrictions in addition to preset restrictions.

- You can enable the restrictions of the added software through mobile device restrictions.

1 Display the "Configure security policy" screen.




▣ Step 1~2 of [Adding a security policy](#).

2 Click [Software restrictions](#).

3 Set necessary content.

▣ **Operational items of other software**

3

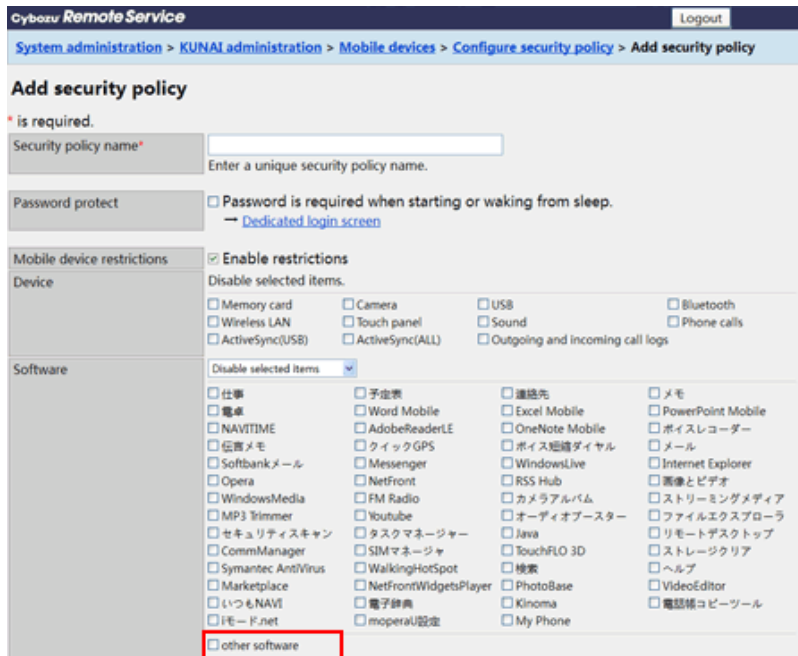
Item	Link	Explanation
Add	 Add	Click it to add a software restriction.
Edit	 Edit	Click it to edit a software restriction.
Remove	 Remove	Click it to remove a software restriction.



- You can also remove software on the following screen:
 - On the "Software restrictions" screen, select the software you want to delete, and then click **Remove**.



- The added software will be displayed on the "Add security policy" screen and the "Edit security policy" screen.



Cybozu Remote Service Logout

System administration > KUNAL administration > Mobile devices > Configure security policy > Add security policy

Add security policy

* is required.

Security policy name*
Enter a unique security policy name.

Password protect Password is required when starting or waking from sleep.
→ [Dedicated login screen](#)

Mobile device restrictions Enable restrictions



Device Disable selected items.

Memory card Camera USB Bluetooth
 Wireless LAN Touch panel Sound Phone calls
 ActiveSync(USB) ActiveSync(ALL) Outgoing and incoming call logs

Software Disable selected items

仕事 予定表 連絡先 メモ
 電卓 Word Mobile Excel Mobile PowerPoint Mobile
 NAVITIME AdobeReaderLE OneNote Mobile ボイスレコーダー
 伝言メモ クイックGPS ボイス短縮ダイヤル メール
 Softbankメール Messenger WindowsLive Internet Explorer
 Opera NetFront RSS Hub 画像とビデオ
 WindowsMedia FM Radio カメラアルバム ストリーミングメディア
 MP3 Trimmer Youtube オーディオブースター ファイルエクスプローラ
 セキュリティスキャン タスクマネージャ Java リモートデスクトップ
 CommManager SIMマネージャ TouchFLO 3D ストレージクリア
 Symantec AntiVirus WalkingHotSpot 検索 ヘルプ
 Marketplace NetFrontWidgetsPlayer PhotoBase VideoEditor
 いつもNAVI 電子辞典 Kinoma 電話帳コピーツール
 iモード.net moperai設定 My Phone

other software

- If you edit or delete other software, when the security policy is edited, the updated content will be synced to the mobile device.
You can verify whether the security policy of the mobile device is edited on the "Configure security policy" screen. If it is edited, the status icon will change from  to .

Accessing on KUNAI for BlackBerry(R)

Accessing on KUNAI for BlackBerry(R)

This page describes how to set and operate Remote Service Manager when using KUNAI for BlackBerry(R).



Tip

- During the initial settings, you should first start Remote Service trial service if you have not selected it as a trial service.

▶ [Starting trial service](#)

Setup guide

▶ [Setup Guide](#) of KUNAI for BlackBerry(R)

With an MDM Pack (Mobile Device Manager Pack) license

These pages describe how to set up KUNAI on the mobile devices that are managed by Remote Service Manager.

KUNAI can access products without installing a client certificate to the device.

▶ [Managing products](#)

- ▣ [Adding a product](#)
- ▣ [Updating product information](#)
- ▣ [Removing a product](#)

▶ [Managing users](#)

- ▣ [Adding users](#)
- ▣ [Removing users](#)

▶ [Managing KUNAI for BlackBerry\(R\)](#)

- ▣ [Installing KUNAI for BlackBerry\(R\)](#)
- ▣ [Stopping the use of KUNAI for BlackBerry\(R\)](#)

▶ [Managing mobile devices](#)

- ▣ [Adding a mobile device](#)
- ▣ [Editing a mobile device](#)
- ▣ [Removing mobile devices](#)
- ▣ [Initializing mobile devices](#)
- ▣ [Switching a user](#)
- ▣ [Allowing the use of unregistered SIM cards](#)
- ▣ [Managing mobile devices with CSV files](#)

Without an MDM Pack (Mobile Device Manager Pack) license

These pages describe how to set up KUNAI that is used to access products using client certificates.

▶ [Managing products](#)

- ▣ [Adding a product](#)
- ▣ [Updating product information](#)
- ▣ [Removing a product](#)

▶ [Managing users](#)

- ▣ [Adding users](#)
- ▣ [Removing users](#)

- ▶ [Managing client certificates](#)
 - ▣ [Adding client certificates](#)
 - ▣ [Editing client certificates](#)
 - ▣ [Changing certificate status](#)
 - ▣ [Configuring client certificates](#)
 - ▣ [Deleting client certificates](#)
- ▶ [Providing access information to users](#)

With MDM Pack (Mobile Device Manager Pack)

Managing products

Remote Service Manager manages the Cybozu products that can be used from mobile devices.


- ▣ [Adding a product](#)
- ▣ [Updating product information](#)
- ▣ [Removing a product](#)

Adding a product

This section describes how to add a product.

- You cannot add third party products to be used from KUNAI.
- You can add only a single Cybozu product for KUNAI.

 **Tip** • You cannot add multiple products to one product.

- 1** Click [MDM Pack KUNAI administration](#) >  [Products and users for use on Remote Service Manager](#).
- 2** Enter the product access URL, and click **Add** .
 - ▣ [Important cautionary information concerning product access URLs](#)
- 3** **Confirm the added content.**



Click **Configure users** to add users to use this product.

 - ▣ Begin the step 3 of [Adding users](#).

Updating product information

This section describes how to update added products information.

- Please update product information in the following cases:
 - The product is upgraded.
- You need not change the users' settings even if the product information has been updated.

- 1** Click [MDM Pack KUNAI administration](#) >  [Products and users for use on Remote Service Manager](#).
- 2** Click  [Update product information](#).
- 3** Enter the product access URL, and then click **Update** .
 - ▣ [Important cautionary information concerning product access URLs](#)


Removing a product

This section describes how to remove a product.

**Note**

- If you remove a product, users and mobile devices of the product will be also removed, and you will be unable to use the mobile devices on Remote Service Manager. Please initialize the mobile device before removing the product.

[Initialize the mobile device.](#)

1 Click **MDM Pack KUNAI administration** >  **Products and users for use on Remote Service Manager.**

2 Click  **Remove.**

3 Click  to remove the product.

With MDM Pack (Mobile Device Manager Pack)

Managing users

Remote Service Manager manages the users connected from KUNAI for BlackBerry(R) via Remote Service.



- Verify that the following operation has been completed before adding users.
 - Adding products to Remote Service



- When you are configuring users, the screen of entering the system administrator login name and the system administrator password may appear. You must login the product as a system administrator even if you have set Cybozu Common Authentication.

- ▣ [Adding users](#)
- ▣ [Removing users](#)

Adding users

This section describes how to add users.

- When you want to continue adding users after the products have been added successfully, operate from step 2.

1 Click **MDM Pack KUNAI administration** > **Products and users for use** > **Configure KUNAI users on Remote Service Manager**.

2 **Login the product as an administrator.**

If there is no need to login the product, this step can be omitted. Proceed to step 3.
Login method varies according to different product settings.

3 Click **Add users**.

If users have been added, you can verify the number of added users and users' name.

▣ [The display of the "Configure users" screen](#)

4 **Select the users you want to add, and then click **Add**.**

Select a group and select users to add, then click , and then click .

When there is a search field on the upper right of members list, enter keywords to search users.

If you want to remove the users you have added to the candidate box, select the users to delete and then click .

5 **Confirm added content.**

Continue to click to install KUNAI for BlackBerry(R) on the mobile device.

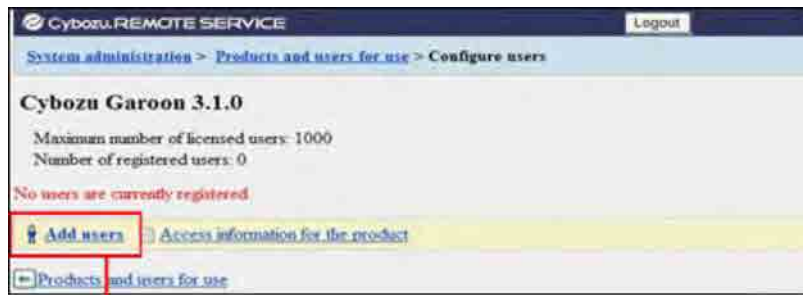
▣ [Installing KUNAI for BlackBerry\(R\)](#)

If KUNAI for BlackBerry(R) has been installed on the mobile device, click to add mobile devices.

▣ [Adding a mobile device](#)

Click to continue adding users, operate from step 4 again.

5



Click



hints

- The "Configure users" screen is also available on the following screen:
 - On the "MDM Pack KUNAI products and users" screen, click [Configure users](#) .

Removing users

This section describes how to delete users.



Note

- If you remove users, their mobile device settings will also be removed and thus these devices can no longer be managed on Remote Service Manager. Be sure to initialize registered mobile devices before removing users.
 - ▶ [Initialize the mobile device.](#)



Tip

- Even if you delete the users on the product, the deletion will not be reflected in Remote Service Manager. You need to delete the users on Remote Service Manager as well after deleting them on the product.

1 Display the "Configure users" screen.

- ▶ Step 1 ~3 of [Adding users](#).

2 Select the users you want to remove, and then click **Remove** .

Enter keywords on the search field on the upper right to search users.

3 Click **Remove** to remove users.

With MDM Pack (Mobile Device Manager Pack)

Managing KUNAI for BlackBerry(R)

This page describes how to manage KUNAI for BlackBerry(R) to be installed on mobile devices.

- ▣ [Installing KUNAI for BlackBerry\(R\)](#)
- ▣ [Stopping the use of KUNAI for BlackBerry\(R\)](#)

Installing KUNAI for BlackBerry(R)

This section describes how to install KUNAI for BlackBerry(R) on mobile devices.

- After you add users, operate from step 3 to continue installing KUNAI for BlackBerry(R).



Note

- Verify that the following settings are completed before installing KUNAI for BlackBerry(R) on mobile devices:
 - Adding products to Remote Service
 - Adding users to Remote Service
- You cannot download the KUNAI for BlackBerry(R) which does not support your Remote Service Manager.
Please upgrade your Remote Service Manager before downloading the latest KUNAI for BlackBerry(R).

- 1 Click **MDM Pack KUNAI administration** > **Mobile devices** on Remote Service Manager.
- 2 Click **Procedures to enable use of KUNAI** .
- 3 Click the "BlackBerry(R)" tab, and then click **Product website** .
- 4 Download KUNAI for BlackBerry(R) to the mobile device of BlackBerry(R).
 Get the latest version on [Product website](#).
- 5 Install KUNAI for BlackBerry(R) on BlackBerry(R) device, and then verify the serial number.
 [Installing KUNAI for BlackBerry\(R\)](#) of KUNAI for BlackBerry(R)



hints

- You can also learn how to download KUNAI for BlackBerry(R) on the following screen:
 - On the "MDM Pack KUNAI products and users" screen, click **Procedures to enable use of KUNAI** .

Stopping the use of KUNAI for BlackBerry(R)


This section describes how to stop the use of KUNAI for BlackBerry(R) installed on the mobile device.

- You cannot sync the data on your mobile device after you have stopped using KUNAI for BlackBerry(R).



- If you stop the use of KUNAI for BlackBerry(R), you will be unable to use Remote Service Manager to manage devices. Be sure to initialize registered mobile devices before deactivating KUNAI on the devices.

[▶ Initialize the mobile device.](#)

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Select the mobile device you want to stop.

BlackBerry(R) devices can be selected from serial numbers list or users list.

3 Click  **Deactivate mobile device**.

4 Click **Deactivate mobile device** to stop the use of the mobile device.




- **How to restart the use KUNAI for BlackBerry(R)?**

Stopped mobile devices will be displayed in unassigned mobile devices list. When reactivating the use of KUNAI for BlackBerry(R), you need to reset data in the personal settings of the mobile device, and add users to stopped mobile devices on Remote Service Manager again.

With MDM Pack (Mobile Device Manager Pack)

Managing mobile devices

Remote Service Manager manages the mobile devices that can use KUNAI for BlackBerry(R).


-  **Note**
- Verify that the following operation has been completed before adding users.
 - Adding products to Remote Service
 - Choosing users
 - Installing KUNAI for BlackBerry(R) on mobile devices
 - Removing restrictions on use of KUNAI
 - ▢ [Restricting use of KUNAI](#)
 - SIM card can be changed so that multiple users can use one KUNAI for BlackBerry(R), while one user can use KUNAI for BlackBerry(R) via multiple mobile devices.


- ▢ [Adding a mobile device](#)
- ▢ [Changing a mobile device](#)
- ▢ [Removing mobile devices](#)
- ▢ [Initializing mobile devices](#)
- ▢ [Switching a user](#)
- ▢ [Allowing the use of unregistered SIM cards](#)
- ▢ [Managing mobile devices with CSV files](#)



Adding a mobile device

This section describes how to add a mobile device.

- After users are added, operate from step 2 to continue adding mobile devices.

-  **Note**
- Setting serial number is the base of managing mobile devices. Do not enter a wrong serial number that will make you fail to use KUNAI for BlackBerry(R).

-  **Tip**
- Mobile devices can be added with CSV files.
 - ▢ [Managing mobile devices with CSV files](#)

- 1** Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.
- 2** Click  **Add a mobile device** .
 - ▢ [The display of the "Mobile devices" screen](#)
- 3** Enter necessary content, and then click **Add** .
 - ▢ **Setting items of the mobile device**

3

Item	Explanation
Serial number	Enter the serial number of the mobile device displayed on the installation completed screen of KUNAI for BlackBerry(R). Once set, it can no longer be edited.
E-mail address	Enter the E-mail address of the mobile device.
Notes	Enter the notes of the mobile device.
Assigned user	Assigned users will be automatically added when logging in for the first time. Users displayed here can use KUNAI for BlackBerry(R) on this mobile device.

4 Distribute mobile devices to users.

Verify that the following settings has been completed, and then distribute BlackBerry(R) device to users.

- Configuring products
- Configuring users
- Installing KUNAI for BlackBerry(R) on mobile devices


If you want to add a mobile device, click **Add a mobile device** , and then operate from step 3 again. When no users are added, click **Configure users** , and then add users.

[▶ Adding users](#)

Changing a mobile device

This section describes how to edit the information of an added mobile device.

- Items that can be edited are as follows:
 - E-mail address
 - Notes
 - KUNAI version

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Select the mobile device you want to edit.

BlackBerry(R) devices can be selected from serial numbers list or users list.

3 Click  **Edit**.

4 Edit necessary content, and then click **Save** .

[▶ Setting items of the mobile device](#)



- The model in the mobile device information will be updated to the latest information when syncing.

Removing mobile devices

This section describes how to remove added mobile devices.



- You cannot remove the mobile devices to which users are assigned. If you want to remove mobile devices with assigned users, please stop using mobile devices, and set statuses of devices to unassigned firstly.

[▶ Stopping the use of KUNAI for BlackBerry\(R\)](#)

- 1 Click **MDM Pack KUNAI administration** > **Mobile devices** on Remote Service Manager.
- 2 Select the mobile devices you want to remove from unassigned mobile devices list.
- 3 Click **Deactivate mobile device**.
- 4 Click **Remove** to remove the product.



- You can also remove mobile devices on the following screen:
 - On the "Mobile devices" screen, select the mobile devices you want to remove, and then click **Remove**.

Initializing mobile devices

This section describes how to initialize the information of added mobile devices.



- The following operations delete data from KUNAI and Address book entries in BlackBerry(R).

- Initializing the mobile device in use:
Deletes data from KUNAI and address book entries in BlackBerry(R).
- Removing "Address book" from the synced folder:
Deletes Address book entries in BlackBerry(R).

Be sure to back up the Address book entries before performing the operations described below.

[▶ Backing up smartphone data](#)

However, on version 1.0.3 or older of KUNAI for BlackBerry(R), when "Address book" is set to not sync on first time sync, Address book entries are not deleted even if the mobile device is initialized.

- 1 Click **MDM Pack KUNAI administration** > **Mobile devices** on Remote Service Manager.
- 2 Select the mobile device you want to initialize.
BlackBerry(R) devices can be selected from serial numbers list or users list.
- 3 Click **Initialize mobile device**.

4 Click **Initialize** to initialize the device.

5 Confirm initialization information on the "Mobile devices" screen.

Initialized mobile devices will be displayed in the unassigned mobile devices list on the "Mobile devices" screen.



• You can also initialize mobile devices on the following screen:

- On the "Mobile devices" screen, select the mobile devices you want to initialize, and then click **Initialize**.

Switching a user

This section describes how to change users of mobile devices.

1 Stop the use of KUNAI for BlackBerry(R).

[Stopping the use of KUNAI for BlackBerry\(R\)](#)

If you want to initialize mobile devices, operate from step 3 of "Initializing mobile devices".

[Initialize the mobile device.](#)

2 Reset data in the personal settings on KUNAI for BlackBerry(R).

[Resetting data](#) on KUNAI for BlackBerry(R)

3 Add users.

[Adding users](#)


4 Add users in the initial settings on KUNAI for BlackBerry(R).

[Installing KUNAI for BlackBerry\(R\)](#) of KUNAI for BlackBerry(R)

Allowing the use of unregistered SIM cards

Set whether to allow added mobile devices to use unregistered SIM cards.

- After the use of mobile devices of unregistered SIM cards is allowed, even the mobile devices that have not been registered on Remote Service Manager also can start using KUNAI for BlackBerry(R). If you get a SIM card abroad, you can use KUNAI for BlackBerry(R) directly without contacting administrators.

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Select the mobile device you want to configure.

BlackBerry(R) devices can be selected from serial numbers list or users list.

3 Click  **Use of unregistered SIM cards**.

4 Select "Allow the use of unregistered SIM cards" and click **Save** to allow the use of unregistered SIM cards.

Set the period from the menu to specify the use period of unregistered SIM cards.


Managing mobile devices with CSV files



Import mobile device information from CSV file or export mobile device information to CSV file.

- [Importing mobile device information from CSV file](#)
- [Exporting mobile device information to CSV file](#)

Importing mobile device information from CSV file

This section describes how to import mobile device information to Remote Service Manager from CSV files.

-  **Note** • **Note on importing mobile device information**
- The serial number is required.
 - If an imported serial number matches a currently registered serial number, the device information is updated with the imported information. Otherwise, the imported record will be used to register a new mobile device. Before importing the CSV file, you must verify that the leading character "0" is present in the serial number.
 - If you want to remove an unassigned mobile device, set the "Remove flag" to 1.

- 1 Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.
- 2 Click  [Import mobile device information from CSV file](#).
- 3 Click to choose the file to import, and then click .



Setting items for importing mobile device data

Item	Explanation
File	Choose the file to import.
Character encoding	Select the character encoding from the drop-down to switch the character encoding.
Skip header row	Select "Skip" to skip header row.

- 4 Confirm the content, and then click .

Exporting mobile device information to CSV file

This section describes how to export mobile device information on Remote Service Manager to CSV files.

- 1 Click [MDM Pack KUNAI administration](#) >  [Mobile devices](#) on Remote Service Manager.
- 2 Click  [Export mobile device information to CSV file](#).
- 3 Set necessary items, and then click .

3 ■ Setting items for exporting mobile device data

Item	Explanation
Character encoding	Select the character encoding from the drop-down to switch the character encoding.
Include header row	Select "Include" to include header row when exporting.

4 Save the file.

Save the file according to the displayed dialog box.

Without MDM Pack (Mobile Device Manager Pack)

Managing products

Remote Service Manager manages the Cybozu products that can be used from KUNAI.
You can configure settings in Remote Service administration.

- ▾ [Adding a product](#)
- ▾ [Updating product information](#)
- ▾ [Removing a product](#)

Adding a product

You must first add products to Remote Service Manager before adding users or mobile devices.

1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.

2 Click  [Add a product](#).

▸ [Important cautionary information concerning product access URLs](#)

3 **Confirm the added content.**

Next, proceed to the following settings:

- Adding users to use this product: Click to add users who use this product.

▸ [Adding users](#)

- Configuring client certificates used for this product: Click . This button may not appear depending on your license.

▸ [Configuring client certificates](#)





Click

Updating product information

This section describes how to update registered product information.

- You must update product information when the product is upgraded.
- You do not need to update the settings of registered users even if the product information has been updated.

- 1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.
- 2 Select the product that you want to update.
- 3 Click  **Update product information**.
- 4 Enter the product access URL, and click **Update** .
[Important cautionary information concerning product access URLs](#)



Removing a product

This section describes how to remove a product.



Note

- If you remove products, the users registered to the products will also be removed.

- 1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.
- 2 Select the product that you want to remove.
- 3 Click  **Remove** .
- 4 Click **Remove** to remove the product.



hints

- You can also remove products on the following screen:
 - On the "Products and users for use" screen, select the check boxes for the products that you want to remove, and then click **Remove** .

Without MDM Pack (Mobile Device Manager Pack)

Managing users

Remote Service Manager manages the users who access the product from mobile devices. You can configure settings in Remote Service administration.



- Verify that the following settings have been completed before registering users:
 - Adding products to Remote Service Manager



- When you are configuring users, you may be prompted to enter the system administrator login name and the system administrator password. You must log in to the product as a system administrator even if Cybozu Common Authentication is enabled.

- ▣ [Adding users](#)
- ▣ [Removing users](#)

Adding users

This section describes how to add users.

- To add users after adding a product, proceed to step 3.

1 Click [Remote Service administration](#) > [Products and users for use](#) on Remote Service Manager.

2 Click [Configure users](#) for the product to which you want to add users.

3 **Log in to the product as a system administrator.**

If there is no need to log in to the product, this step will be skipped. Proceed to step 4. Login method varies depending on the settings in the product.

4 Click [Add users](#).

If any registered users exist, you can confirm the number of users and their user names.

▣ [The display of the "Configure users" screen](#)

5 **Select the users that you want to add, and then click .**

Select a group from the list on the left, select the users that you want to add, click , and then click .

You can search users by entering keywords, if a search field is displayed above the member list.

To clear the selection, select the users that you want to remove, and then click .

6 **Confirm the added content.**

Click , and provide the access information to the users.

▣ [Providing access information to users](#)

To add more users, click , and repeat step 5 and onward

Removing users

This section describes how to remove users.



Note

- Removing users from products will not automatically remove the users from Remote Service Manager. You must remove users on Remote Service Manager after removing them from products.

1 Display the "Configure users" screen.

▶ Step 1 to 3 of [Adding users](#).

2 Select the users that you want to remove, and then click **Remove** .

To search users, enter keywords in the search field displayed in the upper right of the screen.

3 Click **Remove** to remove the users.

Without MDM Pack (Mobile Device Manager Pack)

Managing client certificates

When you set up KUNAI for BlackBerry(R), you will need to enter access information for KUNAI which contains client certificate information.

The access information for KUNAI varies depending on the client certificate.

You can configure settings in Remote Service administration.

The following types of certificates can be managed on Remote Service Manager, if Remote Service optional license is enabled.

- Master client certificate
- User-added client certificates

 Accessing from computer: [Managing client certificates](#)





- Third party products are not supported by KUNAI. To use client certificates on KUNAI, specify the Cybozu product to be used from KUNAI in "Products allowed to be accessed".
- Client certificate management is available only if Remote Service optional license is enabled.

- [Adding client certificates](#)
- [Editing client certificates](#)
- [Changing certificate status](#)
- [Configuring client certificates](#)
- [Deleting client certificates](#)

Adding client certificates

This section describes how to add user-added client certificates.

- 1** Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2** Under "User added client certificates", click  **New**.
- 3** Set the desired options, and click **Add** .

The following options are available:

- Certificate name
- Friendly name
 - [What is a friendly name?](#)
- Expiration date
- Products allowed to be accessed
- Notes





- **What is a friendly name?**

The character strings that are used to identify user-added client certificates. The friendly

- name of the user's certificate appears on the Web browser when they access Remote Service. Friendly names may not appear depending on the Web browser.
- Restrictions on friendly names
You cannot change friendly names once set. Valid characters are as follows:
 - Single-byte space, a-z, A-Z, 0-9, apostrophe ('), plus sign (+), hyphen (-), colon (:), comma (,), period (.), question mark (?), and opening and closing parentheses.

Editing client certificates

This section describes how to edit user-added client certificates.

- 1 Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click  **Edit**.
- 4 Set the desired options, and click **Save**.




The following options are available:

- Certificate name
- Expiration date
- Products allowed to be accessed
- Notes

Changing certificate status

This section describes how to change the status of a master client certificate or user-added client certificates.



If you disable a client certificate used by any users, the users can no longer access products via Remote Service.

- 1 Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click  **Enable**.
To disable the certificate, click  **Disable**.
- 4 To enable the certificate, click **Enable**.
To disable the certificate, click **Disable**.

Configuring client certificates

This section describes how to configure the client certificates used for each product.

- To configure client certificates after adding a product, proceed to step 3.

- 1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2 Select the product for which you want to configure client certificates.
- 3 Click  [Configure client certificates for use](#).
- 4 In the "Client certificates" list, select a client certificate that you want to use for the product, and click > .
To clear the selection, select a client certificate, and click .



Deleting client certificates

This section describes how to delete user-added client certificates.



Tip

- You cannot delete the master client certificate.
- Deleting user-added client certificates is permanent.

- 1 Click [Remote Service administration](#) >  [Client certificates](#) on Remote Service Manager.
- 2 Select the certificate that you want to delete.
- 3 Click  [Delete](#).
- 4 Confirm the certificate to be deleted, and click .



hints

- You can also delete user-added client certificates on the following screen:
 - On the "Client certificates" screen, select the check boxes for the client certificates that you want to delete, and then click .

Without MDM Pack (Mobile Device Manager Pack)

Providing access information to users

This page describes how to provide users with access information for each product.


- The following information must be provided:
 - Access information for KUNAI

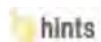



- Verify that the following settings have been completed before distributing client certificates:
 - Adding products to Remote Service Manager
 - Adding users to Remote Service Manager
 - Configuring client certificates for use: This setting is required if Remote Service optional license is enabled.
 - Removing restrictions on use of KUNAI
 - ▶ [Restricting use of KUNAI](#)



- **What is access information for KUNAI?**
The URL path that contains client certificate information and is used to access the product from KUNAI. KUNAI retrieves client certificate information from this access information, instead of importing a client certificate.

- 1** Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2** Select the product for which you want to distribute access information.
- 3** Click [\[To use client certificate authentication:\]](#) next to the client certificate that you want to distribute to users.
Several client certificates may appear depending on your license.
- 4** **Confirm access information for KUNAI.**
Click the "Access information" tab to check the information.
- 5** **Contact users.**
Provide necessary information to users via e-mail or other means.



- You can simply provide the users with the content on the "Procedures to enable use of KUNAI" screen. To display the "Procedures to enable use of KUNAI" screen, click  [Procedures to enable use of KUNAI](#) on the "Products and users for use" screen.

Accessing on KUNAI for iPhone

Accessing on KUNAI for iPhone

This page describes how to set and operate Remote Service Manager when using KUNAI for iPhone.



Tip

- If you did not select the Remote Service trial during initial settings, you must first start the trial service of Remote Service.

▶ [Starting trial service](#)

Setup guide

▶ [Setup guide](#) of KUNAI for iPhone

With an MDM Pack (Mobile Device Manager Pack) license

These pages describe how to set up KUNAI on the mobile devices that are managed by Remote Service Manager.

KUNAI can access products without installing a client certificate to the device.

▶ [Managing products](#)

- ▶ [Adding a product](#)
- ▶ [Updating product information](#)
- ▶ [Removing a product](#)

▶ [Managing users](#)

- ▶ [Adding users](#)
- ▶ [Removing users](#)

▶ [Managing KUNAI for iPhone](#)

- ▶ [Installing KUNAI for iPhone](#)
- ▶ [Stopping the use of KUNAI for iPhone](#)

▶ [Managing mobile devices](#)

- ▶ [Adding a mobile device](#)
- ▶ [Editing a mobile device](#)
- ▶ [Removing mobile devices](#)
- ▶ [Initializing mobile devices](#)
- ▶ [Switching a user](#)
- ▶ [Allowing the use of unregistered SIM cards](#)
- ▶ [Managing mobile devices with CSV files](#)

Without an MDM Pack (Mobile Device Manager Pack) license

These pages describe how to set up KUNAI that is used to access products using client certificates.

▶ [Managing products](#)

- ▶ [Adding a product](#)
- ▶ [Updating product information](#)
- ▶ [Removing a product](#)

▶ [Managing users](#)

- ▶ [Adding users](#)
- ▶ [Removing users](#)

- ▶ [Managing client certificates](#)
 - ▣ [Adding client certificates](#)
 - ▣ [Editing client certificates](#)
 - ▣ [Changing certificate status](#)
 - ▣ [Configuring client certificates](#)
 - ▣ [Deleting client certificates](#)
- ▶ [Providing access information to users](#)

With MDM Pack (Mobile Device Manager Pack)

Managing products

Remote Service Manager manages the Cybozu products that can be used from mobile devices.

- ▣ [Adding a product](#)
- ▣ [Updating product information](#)
- ▣ [Removing a product](#)

Adding a product


This section describes how to add a product.

- You must first add products to Remote Service Manager before adding users or mobile devices.



Tip



- You cannot add third party products to be used from KUNAI.
- You can register only a single product for KUNAI.

- 1** Click [MDM Pack KUNAI administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2** Enter the product access URL, and click .
 - ▣ [Important cautionary information concerning product access URLs](#)
- 3** Confirm the added content.
To go on to add users, click .
 - ▣ Proceed to step 3 of [Adding users](#).

Updating product information

This section describes how to update registered product information.

- You must update product information when the product is upgraded.
- You do not need to update the settings of registered users even if the product information has been updated.

- 1** Click [MDM Pack KUNAI administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2** Click  [Update product information](#) .
- 3** Enter the product access URL, and click .
 - ▣ [Important cautionary information concerning product access URLs](#)



Removing a product

This section describes how to remove a product.



- If you remove a product, user settings and mobile device settings for the product will also be removed and thus these devices can no longer be managed on Remote Service Manager. Be sure to initialize registered mobile devices before removing products.

[▶ Initializing mobile devices](#)

- 1** Click **MDM Pack KUNAI administration** >  **Products and users for use** on Remote Service Manager.
- 2** Click  **Remove**.
- 3** Click to remove the product.

With MDM Pack (Mobile Device Manager Pack)

Managing users

Remote Service Manager manages the users who access the product from KUNAI for iPhone.



- Verify that the product has been added to the Remote Service Manager before registering users.



- When you are configuring users, you may be prompted to enter the system administrator login name and the system administrator password. You must log in to the product as a system administrator even if Cybozu Common Authentication is enabled.

- ▾ [Adding users](#)
- ▾ [Removing users](#)

Adding users

This section describes how to add users.

- To add users after adding a product, proceed to step 2.

1 Click **MDM Pack KUNAI administration** > **Products and users for use** > **Configure KUNAI users on Remote Service Manager**.

2 **Log in to the product as a system administrator.**

If there is no need to log in to the product, this step will be skipped. Proceed to step 3.
Login method varies depending on the settings in the product.

3 Click **Add users**.

If any registered users exist, you can confirm the number of users and their user names.

▾ [The display of the "Configure users" screen](#)

4 **Select the users that you want to add, and then click **Add**.**

Select a group from the list on the left, select the users that you want to add, click , and then click .

You can search users by entering keywords, if a search field is displayed above the member list.

To clear the selection, select the users that you want to remove, and then click .

5 **Confirm the added content.**

Next, click to install KUNAI for iPhone on the mobile device.

▾ [Installing KUNAI for iPhone](#)


If KUNAI for iPhone is already installed on the mobile device, click to add the mobile device to Remote Service Manager.

▾ [Adding a mobile device](#)

To add more users, click , and repeat step 4 and onward.



- The "Configure users" screen is accessible from the following screen:

- On the "MDM Pack KUNAI products and users" screen, click  **Configure KUNAI users**.

Removing users

This section describes how to remove users.



- If you remove users, their mobile device settings will also be removed and thus these devices can no longer be managed on Remote Service Manager. Be sure to initialize registered mobile devices before removing users.

▶ [Initializing mobile devices](#)



- Removing users from products will not automatically remove the users from Remote Service Manager. You must remove users on Remote Service Manager after removing them from products.

1 Display the "Configure users" screen.

▶ Step 1 to 3 of [Adding users](#).

2 Select the users that you want to remove, and then click **Remove**.

To search users, enter keywords in the search field displayed in the upper right of the screen.

3 Click **Remove** to remove the users.

With MDM Pack (Mobile Device Manager Pack)


Managing KUNAI for iPhone

This page describes how to install or deactivate KUNAI for iPhone.

- ▣ [Installing KUNAI for iPhone](#)
- ▣ [Stopping the use of KUNAI for iPhone](#)



Installing KUNAI for iPhone

This section describes how to install KUNAI for iPhone on mobile devices.

-  **Note**
- Verify that the following settings have been completed before installing KUNAI for iPhone on mobile devices:
 - Adding products to Remote Service Manager
 - Adding users to Remote Service Manager
 - You cannot download KUNAI for iPhone that is not supported by your Remote Service Manager.
Upgrade your Remote Service Manager before downloading the latest KUNAI for iPhone.

- 1 Access App Store on your iPhone device, and download KUNAI for iPhone.**
- 2 Install KUNAI for iPhone on the iPhone device, and confirm the serial number.**


▣ [Installing KUNAI for iPhone](#) of KUNAI for iPhone

-  **hints**
- You can also find how to download KUNAI for iPhone on the following screen:
 - On the "MDM Pack KUNAI products and users" screen, click  **Procedures to enable use of KUNAI** .

Stopping the use of KUNAI for iPhone


This section describes how to stop the use of KUNAI for iPhone installed on a mobile device.

- You cannot sync the data on the mobile device where KUNAI is deactivated.

-  **Note**
- If you deactivate KUNAI for iPhone installed on a mobile device, the device can no longer be managed on Remote Service Manager. Be sure to initialize registered mobile devices before deactivating KUNAI on the devices.
 - ▣ [Initializing mobile devices](#)

 **Tip**

- Removing users from products will not automatically remove the users from Remote Service Manager. You must remove users on Remote Service Manager after removing them from products.

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Select the mobile device on which you want to stop KUNAI.

iPhone devices can be selected from the iPhone list under "Serial numbers" or from the user list under "Users".

3 Click  **Deactivate mobile device**.

4 Click to deactivate the mobile device.



• You can also stop the use of KUNAI for iPhone on the following screen:

- On the "Mobile devices" screen, select the check boxes for the mobile devices on which you want to stop KUNAI, and click .



• **How to restart the use of KUNAI for iPhone**

Configure the access information on KUNAI for iPhone, and log in to the product.

With MDM Pack (Mobile Device Manager Pack)

Managing mobile devices

Remote Service Manager manages the mobile devices that can use KUNAI for iPhone.



- Verify that the following settings have been completed before registering users:
 - Adding products to Remote Service Manager
 - Selecting a product to be used from KUNAI
 - Installing KUNAI for iPhone on mobile devices
 - Removing restrictions on use of KUNAI
 - ▢ [Restricting use of KUNAI](#)
- You can swap SIM cards so that multiple users can share KUNAI for iPhone on a single device or a single user can use KUNAI for iPhone on multiple devices.

- ▢ [Adding a mobile device](#)
- ▢ [Editing a mobile device](#)
- ▢ [Removing mobile devices](#)
- ▢ [Initializing mobile devices](#)
- ▢ [Switching a user](#)
- ▢ [Allowing the use of unregistered SIM cards](#)
- ▢ [Managing mobile devices with CSV files](#)

Adding a mobile device

This section describes how to add a mobile device.


- To add mobile devices after adding users, proceed to step 2.



- Mobile devices are identified according to the serial number that you enter for the new device. Be sure to enter the serial number accurately. You cannot use KUNAI for iPhone on a mobile device with a wrong serial number.



- Mobile devices can be added using CSV files.
 - ▢ [Managing mobile devices with CSV files](#)

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Click  **Add a mobile device** .
▢ [The display of the "Mobile devices" screen](#)

3 Set the desired options, and click **Add** .

- ▢ Setting items for adding a mobile device

3

Item	Explanation
Serial number	Enter the serial number as displayed on the screen when KUNAI for iPhone installation finishes. You cannot change serial numbers once set.
E-mail address	Enter the E-mail address of the mobile device.
Notes	Enter the notes of the mobile device.
Assigned user	The assigned user will be automatically set when the user logs in for the first time. Only the user set in this field can use KUNAI for iPhone on this mobile device.

4 Distribute the mobile device to the user.

Verify that the following settings have been completed, and then distribute the iPhone device to the user:

- Configuring products
- Configuring users
- Installing KUNAI for iPhone on mobile devices


To add more mobile devices, click **Add mobile device**, and repeat step 3 and onward.
If the user is not yet registered, click **Configure users** to add the user.

[▶ Adding users](#)

Editing a mobile device

This section describes how to update the information of registered mobile devices.

- The following options are available:
 - E-mail address
 - Notes
 - KUNAI version

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Select the mobile device that you want to edit.

iPhone devices can be selected from the iPhone list under "Serial numbers" or from the user list under "Users".

3 Click  **Edit**.

4 Edit the desired options, and then click **Save**.

[▶ Setting items for adding a mobile device](#)



- The model set in the mobile device information will be automatically updated during sync.

Removing mobile devices



This section describes how to remove registered mobile devices.



Note

- You cannot remove the mobile devices to which users are assigned. To remove mobile devices with users assigned, stop the use of the mobile device, set its status to unassigned, and then remove the user.

[▶ Stopping the use of KUNAI for iPhone](#)

- 1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.
- 2 Under "Unassigned mobile devices", select the mobile device that you want to remove.
- 3 Click  **Remove**.
- 4 Click to remove the product.



hints

- You can also remove products on the following screen:
 - On the "Mobile devices" screen, select the check boxes for the mobile devices that you want to remove, and then click .



Initializing mobile devices

This section describes how to initialize the information of registered mobile devices.



Note

- If you initialize a mobile device, the device will be restored to the factory settings and KUNAI on the device will be deactivated.

- 1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.
- 2 **Select the mobile device that you want to initialize.**
iPhone devices can be selected from the iPhone list under "Serial numbers" or from the user list under "Users".
- 3 Click  **Initialize mobile device**.
- 4 Click to initialize the mobile device.
- 5 **On the "Mobile devices" screen, confirm that the device is initialized.**
Initialized mobile devices are listed under "Unassigned mobile devices" on the "Mobile devices" screen.



hints

- You can also initialize mobile devices on the following screen:

- On the "Mobile devices" screen, select the check boxes for the mobile devices that you want to initialize, and click **Initialize** .

Switching a user

This section describes how to change users assigned to mobile devices.

1 Stop the use of KUNAI for iPhone.

- ▣ [Stopping the use of KUNAI for iPhone](#)

If you want to initialize the mobile device, initialize the device first, and then proceed to step 3.

- ▣ [Initializing mobile devices](#)

2 Add a new user.

- ▣ [Adding users](#)

3 Configure the new user in initial settings on KUNAI for iPhone.

- ▣ [Installing KUNAI for iPhone](#) of KUNAI for iPhone



- The model set in the mobile device information will be automatically updated during sync.

Allowing the use of unregistered SIM cards

This section describes how to allow registered mobile devices to use unregistered SIM cards.

- Once the use of unregistered SIM cards is allowed, any users can use KUNAI for iPhone on the mobile device without registering a new device to Remote Service Manager. If a user on a business trip has a SIM card purchased abroad, they can simply use it on KUNAI for iPhone without contacting administrators.

1 Click **MDM Pack KUNAI administration** > **Mobile devices** on Remote Service Manager.

2 Select the mobile device that you want to edit.

iPhone devices can be selected from the iPhone list under "Serial numbers" or from the user list under "Users".

3 Click **Configure use of unregistered SIM cards**.

4 Select "Allow the use of unregistered SIM cards" and click **Save** .

To specify the period during which unregistered SIM cards are allowed, select date and time from the menu.

Managing mobile devices with CSV files

Mobile device information can be imported from or exported to CSV files.

- ▣ [Importing mobile device information from CSV files](#)
- ▣ [Exporting mobile device information to CSV files](#)

Importing mobile device information from CSV files

This section describes how to import mobile device information to Remote Service Manager from CSV files.



Note on importing mobile device information

- The serial number is required.
- If an imported serial number matches a currently registered serial number, the mobile device information is overwritten with the imported data. Otherwise, the imported data will be added as a new mobile device. Before importing the CSV file, be sure to include "0" at the beginning of the serial number.
- To skip unassigned mobile devices, set "Remove flag" to 1.

1 Click **MDM Pack KUNAI administration** > **Mobile devices** on Remote Service Manager.

2 Click **Import mobile device information from CSV file**.

3 Click **Browse** to select a file to import, and click **Next**.

Setting items for importing mobile device data

Item	Explanation
File	Select a file to import.
Character encoding	Select a character encoding from the drop-down list.
Skip header row	Select "Skip" to skip the header row of the CSV file.

4 Confirm the contents, and click **Import**.

Exporting mobile device information to CSV files

This section describes how to export mobile device information from Remote Service Manager to CSV files.

1 Click **MDM Pack KUNAI administration** > **Mobile devices** on Remote Service Manager.

2 Click **Export mobile device information to CSV file**.

3 Set the desired options, and click **Export**.

Setting items for exporting mobile device data

Item	Explanation
Character encoding	Select a character encoding from the drop-down list.
Include header row	Select "Include" to include item names in the header row of the CSV file.

4 Save the file.

Save the file according to the instructions on the dialog box.

Without MDM Pack (Mobile Device Manager Pack)

Managing products

Remote Service Manager manages the Cybozu products that can be used from KUNAI.
You can configure settings in Remote Service administration.

- ▾ [Adding a product](#)
- ▾ [Updating product information](#)
- ▾ [Removing a product](#)

Adding a product

You must first add products to Remote Service Manager before adding users or mobile devices.

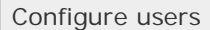
1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.

2 Click  [Add a product](#).

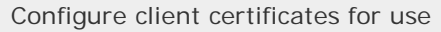
▸ [Important cautionary information concerning product access URLs](#)

3 **Confirm the added content.**

Next, proceed to the following settings:

- Adding users to use this product: Click  to add users who use this product.

▸ [Adding users](#)

- Configuring client certificates used for this product: Click  .
This button may not appear depending on your license.

▸ [Configuring client certificates](#)





Click

Updating product information


This section describes how to update registered product information.



- You must update product information when the product is upgraded.
- You do not need to update the settings of registered users even if the product information has been updated.


- 1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.
- 2 Select the product that you want to update.
- 3 Click  **Update product information**.
- 4 Enter the product access URL, and click **Update** .
[Important cautionary information concerning product access URLs](#)

Removing a product

This section describes how to remove a product.

-  **Note** • If you remove products, the users registered to the products will also be removed.

- 1 Click **Remote Service administration** >  **Products and users for use** on Remote Service Manager.
- 2 Select the product that you want to remove.
- 3 Click  **Remove** .
- 4 Click **Remove** to remove the product.

-  **hints** • You can also remove a product on the following screen:
- On the "Products and users for use" screen, select the check box for the product that you want to remove, and then click **Remove** .

Without MDM Pack (Mobile Device Manager Pack)

Managing users

Remote Service Manager manages the users who access the product from mobile devices. You can configure settings in Remote Service administration.



- Verify that the following settings have been completed before registering users:
 - Adding products to Remote Service Manager



- When you are configuring users, you may be prompted to enter the system administrator login name and the system administrator password. You must log in to the product as a system administrator even if Cybozu Common Authentication is enabled.

- ▣ [Adding users](#)
- ▣ [Removing users](#)

Adding users

This section describes how to add users.

- To add users after adding a product, proceed to step 3.

1 Click [Remote Service administration](#) > [Products and users for use](#) on Remote Service Manager.

2 Click [Configure users](#) for the product to which you want to add users.

3 Log in to the product as a system administrator.

If there is no need to log in to the product, this step will be skipped. Proceed to step 4. Login method varies depending on the settings in the product.

4 Click [Add users](#).

If any registered users exist, you can confirm the number of users and their user names.

▣ [The display of the "Configure users" screen](#)

5 5. Select the users that you want to add, and then click .

Select a group from the list on the left, select the users that you want to add, click , and then click .

You can search users by entering keywords, if a search field is displayed above the member list.

To clear the selection, select the users that you want to remove, and then click .

6 Confirm the added content

Click , and provide the access information to the users.

▣ [Providing access information to users](#)

To add more users, click , and repeat step 5 and onward.

Removing users

This section describes how to remove users.



Note

- Removing users from products will not automatically remove the users from Remote Service Manager. You must remove users on Remote Service Manager after removing them from products.

1 Display the "Configure users" screen.

▶ Step 1 to 3 of [Adding users](#).

2 Select the users that you want to remove, and then click **Remove** .

To search users, enter keywords in the search field displayed in the upper right of the screen.

3 Click **Remove** to remove the users.

Without MDM Pack (Mobile Device Manager Pack)

Managing client certificates

When you set up KUNAI for iPhone, you will need to enter access information for KUNAI which contains client certificate information.

The access information for KUNAI varies depending on the client certificate.

You can configure settings in Remote Service administration.

The following types of certificates can be managed on Remote Service Manager, if Remote Service optional license is enabled.

- Master client certificate
- User-added client certificates

 Accessing from computer: [Managing client certificates](#)





- Third party products are not supported by KUNAI. To use client certificates on KUNAI, specify the Cybozu product to be used from KUNAI in "Products allowed to be accessed".
- Client certificate management is available only if Remote Service optional license is enabled.

- ▾ [Adding client certificates](#)
- ▾ [Editing client certificates](#)
- ▾ [Changing certificate status](#)
- ▾ [Configuring client certificates](#)
- ▾ [Deleting client certificates](#)

Adding client certificates

This section describes how to add user-added client certificates.

- 1** Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2** Under "User added client certificates", click  **New**.
- 3** Set the desired options, and click **Add** .

The following options are available:

- Certificate name
- Friendly name
 - ▾ [What is a friendly name?](#)
- Expiration date
- Products allowed to be accessed
- Notes





• What is a friendly name?

The character strings that are used to identify user-added client certificates. The friendly

- name of the user's certificate appears on the Web browser when they access Remote Service. Friendly names may not appear depending on the Web browser.
- Restrictions on friendly names
You cannot change friendly names once set. Valid characters are as follows:
 - Single-byte space, a-z, A-Z, 0-9, apostrophe ('), plus sign (+), hyphen (-), colon (:), comma (,), period (.), question mark (?), and opening and closing parentheses.

Editing client certificates

This section describes how to edit user-added client certificates.

- 1 Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click  **Edit**.
- 4 Set the desired options, and click **Save**.




The following options are available:

- Certificate name
- Expiration date
- Products allowed to be accessed
- Notes

Changing certificate status

This section describes how to change the status of a master client certificate or user-added client certificates.



If you disable a client certificate used by any users, the users can no longer access products via Remote Service.

- 1 Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click  **Enable**.
To disable the certificate, click  **Disable**.
- 4 To enable the certificate, click **Enable**.
To disable the certificate, click **Disable**.

Configuring client certificates

This section describes how to configure the client certificates used for each product.

- To configure client certificates after adding a product, proceed to step 3.

- 1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2 Select the product for which you want to configure client certificates.
- 3 Click  [Configure client certificates for use](#).
- 4 In the "Client certificates" list, select a client certificate that you want to use for the product, and click > .
To clear the selection, select a client certificate, and click .



Deleting client certificates

This section describes how to delete user-added client certificates.



Tip

- You cannot delete the master client certificate.
- Deleting user-added client certificates is permanent.

- 1 Click [Remote Service administration](#) >  [Client certificates](#) on Remote Service Manager.
- 2 Select the certificate that you want to delete.
- 3 Click  [Delete](#).
- 4 Confirm the certificate to be deleted, and click .



hints

- You can also delete user-added client certificates on the following screen:
 - On the "Client certificates" screen, select the check boxes for the client certificates that you want to delete, and then click .

Without MDM Pack (Mobile Device Manager Pack)

Providing access information to users

This page describes how to provide users with access information for each product.

- The following information must be provided:
 - Access information for KUNAI



- Verify that the following settings have been completed before distributing client certificates:

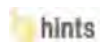
- Adding products to Remote Service Manager
- Adding users to Remote Service Manager
- Configuring client certificates for use: This setting is required if Remote Service optional license is enabled.
- Removing restrictions on use of KUNAI
 - ▣ [Restricting use of KUNAI](#)



- **What is access information for KUNAI?**

The URL path that contains client certificate information and is used to access the product from KUNAI. KUNAI retrieves client certificate information from this access information, instead of importing a client certificate.

- 1** Click [Remote Service administration](#) > [Products and users for use](#) on Remote Service Manager.
- 2** Select the product for which you want to distribute access information.
- 3** Click [\[To use client certificate authentication:\]](#) next to the client certificate that you want to distribute to users.
Several client certificates may appear depending on your license.
- 4** **Confirm access information for KUNAI.**
Click the "Access information" tab to check the information.
- 5** **Contact users.**
Provide necessary information to users via e-mail or other means.



- You can simply provide the users with the content on the "Procedures to enable use of KUNAI" screen. To display the "Procedures to enable use of KUNAI" screen, click [Procedures to enable use of KUNAI](#) on the "Products and users for use" screen.

Accessing on KUNAI for Android

Accessing on KUNAI for Android

This page describes how to set and operate Remote Service Manager when using KUNAI for Android.



Tip

- If you did not select the Remote Service trial during initial settings, you must first start the trial service of Remote Service.

▶ [Starting trial service](#)

Setup guide

▶ [Setup guide](#) of KUNAI for Android

With an MDM Pack (Mobile Device Manager Pack) license

These pages describe how to set up KUNAI on the mobile devices that are managed by Remote Service Manager.

KUNAI can access products without installing a client certificate to the device.

- ▶ [Managing products](#)
 - ▶ [Adding a product](#)
 - ▶ [Updating product information](#)
 - ▶ [Removing a product](#)
- ▶ [Managing users](#)
 - ▶ [Adding users](#)
 - ▶ [Removing users](#)
- ▶ [Managing KUNAI for Android](#)
 - ▶ [Installing KUNAI for Android](#)
 - ▶ [Stopping the use of KUNAI for Android](#)
- ▶ [Managing mobile devices](#)
 - ▶ [Adding a mobile device](#)
 - ▶ [Editing a mobile device](#)
 - ▶ [Removing mobile devices](#)
 - ▶ [Initializing mobile devices](#)
 - ▶ [Switching a user](#)
 - ▶ [Allowing the use of unregistered SIM cards](#)
 - ▶ [Managing mobile devices with CSV files](#)

Without an MDM Pack (Mobile Device Manager Pack) license

These pages describe how to set up KUNAI that is used to access products using client certificates.

- ▶ [Managing products](#)
 - ▶ [Adding a product](#)
 - ▶ [Updating product information](#)
 - ▶ [Removing a product](#)
- ▶ [Managing users](#)
 - ▶ [Adding users](#)
 - ▶ [Removing users](#)

- ▶ [Managing client certificates](#)
 - ▣ [Adding client certificates](#)
 - ▣ [Editing client certificates](#)
 - ▣ [Changing certificate status](#)
 - ▣ [Configuring client certificates](#)
 - ▣ [Deleting client certificates](#)
- ▶ [Providing access information to users](#)

With MDM Pack (Mobile Device Manager Pack)

Managing products


Remote Service Manager manages the Cybozu products that can be used from mobile devices.


- ▣ [Adding a product](#)
- ▣ [Updating product information](#)
- ▣ [Removing a product](#)

Adding a product

This section describes how to add a product.

- You must first add products to Remote Service Manager before adding users or mobile devices.



-  **Tip**
- You cannot add third party products to be used from KUNAI.
 - You can register only a single product for KUNAI.

- 1** Click [MDM Pack KUNAI administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2** Enter the product access URL, and click .
[Important cautionary information concerning product access URLs](#)
- 3** Confirm the added content.
To go on to add users, click .
[Important cautionary information concerning product access URLs](#)

Updating product information

This section describes how to update registered product information.

- You must update product information when the product is upgraded.
- You do not need to update the settings of registered users even if the product information has been updated.

- 1** Click [MDM Pack KUNAI administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2** Click  [Update product information](#) .
- 3** Enter the product access URL, and click .
[Important cautionary information concerning product access URLs](#)



Removing a product

This section describes how to remove a product.

**Note**

- If you remove a product, user settings and mobile device settings for the product will also be removed and thus these devices can no longer be managed on Remote Service Manager. Be sure to initialize registered mobile devices before removing products.

[▶ Initializing mobile devices](#)

- 1** Click **MDM Pack KUNAI administration** >  **Products and users for use** on Remote Service Manager.
- 2** Click  **Remove**.
- 3** Click to remove the product.

With MDM Pack (Mobile Device Manager Pack)

Managing users

Remote Service Manager manages the users who access the product from KUNAI for Android.



- Verify that the product has been added to the Remote Service Manager before registering users.



- When you are configuring users, you may be prompted to enter the system administrator login name and the system administrator password. You must log in to the product as a system administrator even if Cybozu Common Authentication is enabled.

- ▾ [Adding users](#)
- ▾ [Removing users](#)

Adding users

This section describes how to add users.

- To add users after adding a product, proceed to step 2.

1 Click **MDM Pack KUNAI administration** > **Products and users for use** > **Configure KUNAI users on Remote Service Manager**.

2 **Log in to the product as a system administrator.**

If there is no need to log in to the product, this step will be skipped. Proceed to step 3.
Login method varies depending on the settings in the product.

3 Click **Add users**.

If any registered users exist, you can confirm the number of users and their user names.

▾ [The display of the "Configure users" screen](#)

4 **Select the users that you want to add, and then click **Add**.**

Select a group from the list on the left, select the users that you want to add, click , and then click .

You can search users by entering keywords, if a search field is displayed above the member list.
To clear the selection, select the users that you want to remove, and then click .

5 **Confirm the added content.**

Next, click to install KUNAI for Android on the mobile device.

▾ [Installing KUNAI for Android](#)


If KUNAI for Android is already installed on the mobile device, click to add the mobile device to Remote Service Manager.

▾ [Adding a mobile device](#)

To add more users, click , and repeat step 4 and onward.



- The "Configure users" screen is accessible from the following screen:

- On the "MDM Pack KUNAI products and users" screen, click  **Configure KUNAI users**.

Removing users

This section describes how to remove users.



- If you remove users, their mobile device settings will also be removed and thus these devices can no longer be managed on Remote Service Manager. Be sure to initialize registered mobile devices before removing users.

▶ [Initializing mobile devices](#)



- Removing users from products will not automatically remove the users from Remote Service Manager. You must remove users on Remote Service Manager after removing them from products.

1 Display the "Configure users" screen.

▶ Step 1 to 3 of [Adding users](#).

2 Select the users that you want to remove, and then click **Remove**.

To search users, enter keywords in the search field displayed in the upper right of the screen.

3 Click **Remove** to remove the users.

With MDM Pack (Mobile Device Manager Pack)


Managing KUNAI for Android

This page describes how to install or deactivate KUNAI for Android.

- ▣ [Installing KUNAI for Android](#)
- ▣ [Stopping the use of KUNAI for Android](#)



Installing KUNAI for Android

This section describes how to install KUNAI for Android on mobile devices.

-  **Note**
- Verify that the following settings have been completed before installing KUNAI for Android on mobile devices:
 - Adding products to Remote Service Manager
 - Adding users to Remote Service Manager
 - You cannot download KUNAI for Android that is not supported by your Remote Service Manager.
Upgrade your Remote Service Manager before downloading the latest KUNAI for Android.

- 1 Access Google Play on your Android device, and download KUNAI for Android.**
- 2 Install KUNAI for Android on the Android device, and confirm the serial number.**


▣ [Installing KUNAI for Android](#) of KUNAI for Android


-  **hints**
- You can also find how to download KUNAI for Android on the following screen:
 - On the "MDM Pack KUNAI products and users" screen, click  **Procedures to enable use of KUNAI** .

Stopping the use of KUNAI for Android


This section describes how to stop the use of KUNAI for Android installed on a mobile device.

- You cannot sync the data on the mobile device where KUNAI is deactivated.

-  **Note**
- If you deactivate KUNAI for Android installed on a mobile device, the device can no longer be managed on Remote Service Manager. Be sure to initialize registered mobile devices before deactivating KUNAI on the devices.
[▣ Initializing mobile devices](#)

-  **Tip**
- Removing users from products will not automatically remove the users from Remote Service Manager. You must remove users on Remote Service Manager after removing

- them from products.

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

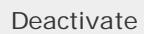
2 Select the mobile device on which you want to stop KUNAI.

Android devices can be selected from the Android list under "Serial numbers" or from the user list under "Users".

3 Click  **Deactivate** mobile device.

4 Click  to deactivate the mobile device.



- You can also stop the use of KUNAI for Android on the following screen:
 - On the "Mobile devices" screen, select the check boxes for the mobile devices on which you want to stop KUNAI, and click  mobile device.



• **How to restart the use of KUNAI for Android**

Configure the access information on KUNAI for Android, and log in to the product.

With MDM Pack (Mobile Device Manager Pack)

Managing mobile devices

Remote Service Manager manages the mobile devices that can use KUNAI for Android.



- Verify that the following settings have been completed before registering users:
 - Adding products to Remote Service Manager
 - Selecting a product to be used from KUNAI
 - Installing KUNAI for Android on mobile devices
 - Removing restrictions on use of KUNAI
 - ▢ [Restricting use of KUNAI](#)
- You can swap SIM cards so that multiple users can share KUNAI for Android on a single device or a single user can use KUNAI for Android on multiple devices.

- ▢ [Adding a mobile device](#)
- ▢ [Editing a mobile device](#)
- ▢ [Removing mobile devices](#)
- ▢ [Initializing mobile devices](#)
- ▢ [Switching a user](#)
- ▢ [Allowing the use of unregistered SIM cards](#)
- ▢ [Managing mobile devices with CSV files](#)

Adding a mobile device

This section describes how to add a mobile device.


- To add mobile devices after adding users, proceed to step 2.



- Mobile devices are identified according to the serial number that you enter for the new device. Be sure to enter the serial number accurately. You cannot use KUNAI for Android on a mobile device with a wrong serial number.



- Mobile devices can be added using CSV files.
 - ▢ [Managing mobile devices with CSV files](#)

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Click  **Add a mobile device**.

- ▢ [The display of the "Mobile devices" screen](#)

3 Set the desired options, and click **Add**.

- ▢ [Setting items for adding a mobile device](#)

3

Item	Explanation
Serial number	Enter the serial number as displayed on the screen when KUNAI for Android installation finishes. You cannot change serial numbers once set.
E-mail address	Enter the E-mail address of the mobile device.
Notes	Enter the notes of the mobile device.
Assigned user	The assigned user will be automatically set when the user logs in for the first time. Only the user set in this field can use KUNAI for Android on this mobile device.

4 Distribute the mobile device to the user.

Verify that the following settings have been completed, and then distribute the Android device to the user:

- Configuring products
- Configuring users
- Installing KUNAI for Android on mobile devices


To add more mobile devices, click **Add mobile device**, and repeat step 3 and onward.
If the user is not yet registered, click **Configure users** to add the user.

[Adding users](#)

Editing a mobile device

This section describes how to update the information of registered mobile devices.

- The following options are available:
 - E-mail address
 - Notes
 - KUNAI version

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Select the mobile device that you want to edit.

Android devices can be selected from the Android list under "Serial numbers" or from the user list under "Users".

3 Click  **Edit**.

4 Edit the desired options, and then click **Save**.

[Setting items for adding a mobile device](#)



• The model set in the mobile device information will be automatically updated during sync.



Removing mobile devices

This section describes how to remove registered mobile devices.



- You cannot remove the mobile devices to which users are assigned. To remove mobile devices with users assigned, stop the use of the mobile device, set its status to unassigned, and then remove the user.

[▶ Stopping the use of KUNAI for Android](#)

- 1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.
- 2 Under "Unassigned mobile devices", select the mobile device that you want to remove.
- 3 Click  **Remove**.
- 4 Click to remove the mobile device.




- You can also remove mobile devices on the following screen:
 - On the "Mobile devices" screen, select the check boxes for the mobile devices that you want to remove, and then click .


Initializing mobile devices

This section describes how to initialize the information of registered mobile devices.



- If you initialize a mobile device, the device will be restored to the factory settings and KUNAI on the device will be deactivated.

- 1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.
- 2 **Select the mobile device that you want to initialize.**

Android devices can be selected from the Android list under "Serial numbers" or from the user list under "Users".
- 3 Click  **Initialize mobile device**.
- 4 Click to initialize the mobile device.
- 5 **On the "Mobile devices" screen, confirm that the device is initialized.**

Initialized mobile devices are listed under "Unassigned mobile devices" on the "Mobile devices" screen.



- You can also initialize mobile devices on the following screen:

- On the "Mobile devices" screen, select the check boxes for the mobile devices that you want to initialize, and click **Initialize** .

Switching a user

This section describes how to change users assigned to mobile devices.

1 Stop the use of KUNAI for Android.

- ▶ [Stopping the use of KUNAI for Android](#)

If you want to initialize the mobile device, initialize the device first, and then proceed to step 3.

- ▶ [Initializing mobile devices](#)

2 Add a new user.

- ▶ [Adding users](#)

3 Configure the new user in initial settings on KUNAI for Android.

- ▶ [Installing KUNAI for Android](#) of KUNAI for Android



- The model set in the mobile device information will be automatically updated during sync.

Allowing the use of unregistered SIM cards

This section describes how to allow registered mobile devices to use unregistered SIM cards.

- Once the use of unregistered SIM cards is allowed, any users can use KUNAI for Android on the mobile device without registering a new device to Remote Service Manager. If a user on a business trip has a SIM card purchased abroad, they can simply use it on KUNAI for Android without contacting administrators.

1 Click **MDM Pack KUNAI administration** > **Mobile devices** on Remote Service Manager.

2 Select the mobile device that you want to edit.

Android devices can be selected from the Android list under "Serial numbers" or from the user list under "Users".

3 Click **Configure use of unregistered SIM cards**.

4 Select "Allow the use of unregistered SIM cards" and click **Save** .

To specify the period during which unregistered SIM cards are allowed, select date and time from the menu.

Managing mobile devices with CSV files

Mobile device information can be imported from or exported to CSV files.


- ▶ [Importing mobile device information from CSV files](#)
- ▶ [Exporting mobile device information to CSV files](#)

Importing mobile device information from CSV files

This section describes how to import mobile device information to Remote Service Manager from CSV files.

 **Note** • **Note on importing mobile device information**

- The serial number is required.
- If an imported serial number matches a currently registered serial number, the mobile device information is overwritten with the imported data. Otherwise, the imported data will be added as a new mobile device. Before importing the CSV file, be sure to include "0" at the beginning of the serial number.
- To skip unassigned mobile devices, set "Remove flag" to 1.

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Click  **Import mobile device information from CSV file**.

3 Click **Browse** to select a file to import, and click **Next**.


▣ **Setting items for importing mobile device data**

Item	Explanation
File	Select a file to import.
Character encoding	Select a character encoding from the drop-down list.
Skip header row	Select "Skip" to skip the header row of the CSV file.

4 Confirm the contents, and click **Import**.

Exporting mobile device information to CSV files

This section describes how to export mobile device information from Remote Service Manager to CSV files.

1 Click **MDM Pack KUNAI administration** >  **Mobile devices** on Remote Service Manager.

2 Click  **Export mobile device information to CSV file**.

3 Set the desired options, and click **Export**.

▣ **Setting items for exporting mobile device data**

Item	Explanation
Character encoding	Select a character encoding from the drop-down list.
Include header row	Select "Include" to include item names in the header row of the CSV file.

4 Save the file.

Save the file according to the instructions on the dialog box.

Without MDM Pack (Mobile Device Manager Pack)

Managing products

Remote Service Manager manages the Cybozu products that can be used from KUNAI.
You can configure settings in Remote Service administration.

- ▣ [Adding a product](#)
- ▣ [Updating product information](#)
- ▣ [Removing a product](#)

Adding a product

You must first add products to Remote Service Manager before adding users or mobile devices.

1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.

2 Click  [Add a product](#).

▣ [Important cautionary information concerning product access URLs](#)

3 **Confirm the added content.**

Next, proceed to the following settings:

- Adding users to use this product: Click add users who use this product.

▣ Proceed to step 3 of [Adding users](#).

- Configuring client certificates used for this product: Click . This button may not appear depending on your license.

▣ [Configuring client certificates](#)





Click

Updating product information

This section describes how to update registered product information.

- You must update product information when the product is upgraded.
- You do not need to update the settings of registered users even if the product information has been updated.



- 1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2 Select the product that you want to update.
- 3 Click  [Update product information](#).
- 4 Enter the product access URL, and click .
[Important cautionary information concerning product access URLs](#)

Removing a product

This section describes how to remove a product.



- If you remove products, the users registered to the products will also be removed.

- 1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2 Select the product that you want to remove.
- 3 Click  [Remove](#).
- 4 Click to remove the product.



- You can also remove products on the following screen:
 - On the "Products and users for use" screen, select the check boxes for the products that you want to remove, and then click .

Without MDM Pack (Mobile Device Manager Pack)

Managing users

Remote Service Manager manages the users who access the product from mobile devices. You can configure settings in Remote Service administration.



- Verify that the following settings have been completed before registering users:
 - Adding products to Remote Service Manager



- When you are configuring users, you may be prompted to enter the system administrator login name and the system administrator password. You must log in to the product as a system administrator even if Cybozu Common Authentication is enabled.

- ▣ [Adding users](#)
- ▣ [Removing users](#)

Adding users

This section describes how to add users.

- To add users after adding a product, proceed to step 3.

1 Click [Remote Service administration](#) > [Products and users for use](#) on Remote Service Manager.

2 Click [Configure users](#) for the product to which you want to add users.

3 **Log in to the product as a system administrator.**

If there is no need to log in to the product, this step will be skipped. Proceed to step 4. Login method varies depending on the settings in the product.

4 Click [Add users](#).

If any registered users exist, you can confirm the number of users and their user names.

▣ [The display of the "Configure users" screen](#)

5 **Select the users that you want to add, and then click .**

Select a group from the list on the left, select the users that you want to add, click , and then click .

You can search users by entering keywords, if a search field is displayed above the member list.

To clear the selection, select the users that you want to remove, and then click .

6 **Confirm the added content.**

Click , and provide the access information to the users.

▣ [Providing access information to users](#)

To add more users, click , and repeat step 5 and onward.

Removing users

This section describes how to remove users.



Note

- Removing users from products will not automatically remove the users from Remote Service Manager. You must remove users on Remote Service Manager after removing them from products.

1 Display the "Configure users" screen.

▶ Step 1 to 3 of [Adding users](#).

2 Select the users that you want to remove, and then click **Remove** .

To search users, enter keywords in the search field displayed in the upper right of the screen.

3 Click **Remove** to remove the users.

Without MDM Pack (Mobile Device Manager Pack)

Managing client certificates

When you set up KUNAI for Android, you will need to enter access information for KUNAI which contains client certificate information.

The access information for KUNAI varies depending on the client certificate.

You can configure settings in Remote Service administration.

The following types of certificates can be managed on Remote Service Manager, if Remote Service optional license is enabled.

- Master client certificate
- User-added client certificates

 Accessing from computer: [Managing client certificates](#)





- Third party products are not supported by KUNAI. To use client certificates on KUNAI, specify the Cybozu product to be used from KUNAI in "Products allowed to be accessed".
- Client certificate management is available only if Remote Service optional license is enabled.

- ▣ [Adding client certificates](#)
- ▣ [Editing client certificates](#)
- ▣ [Changing certificate status](#)
- ▣ [Configuring client certificates](#)
- ▣ [Deleting client certificates](#)

Adding client certificates

This section describes how to add user-added client certificates.

- 1** Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2** Under "User added client certificates", click  **New**.
- 3** Set the desired options, and click **Add** .

The following options are available:

- Certificate name
- Friendly name
 - ▣ [What is a friendly name?](#)
- Expiration date
- Products allowed to be accessed
- Notes





• What is a friendly name?

The character strings that are used to identify user-added client certificates. The friendly

- name of the user's certificate appears on the Web browser when they access Remote Service. Friendly names may not appear depending on the Web browser.
- Restrictions on friendly names
You cannot change friendly names once set. Valid characters are as follows:
 - Single-byte space, a-z, A-Z, 0-9, apostrophe ('), plus sign (+), hyphen (-), colon (:), comma (,), period (.), question mark (?), and opening and closing parentheses.

Editing client certificates

This section describes how to edit user-added client certificates.

- 1 Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click  **Edit**.
- 4 Set the desired options, and click **Save**.




The following options are available:

- Certificate name
- Expiration date
- Products allowed to be accessed
- Notes

Changing certificate status

This section describes how to change the status of a master client certificate or user-added client certificates.



If you disable a client certificate used by any users, the users can no longer access products via Remote Service.

- 1 Click **Remote Service administration** >  **Client certificates** on Remote Service Manager.
- 2 Select the certificate that you want to edit.
- 3 Click  **Enable**.
To disable the certificate, click  **Disable**.
- 4 To enable the certificate, click **Enable**.
To disable the certificate, click **Disable**.

Configuring client certificates


This section describes how to configure the client certificates used for each product.



- To configure client certificates after adding a product, proceed to step 3.


- 1 Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2 Select the product for which you want to configure client certificates.
- 3 Click  [Configure client certificates for use](#).
- 4 In the "Client certificates" list, select a client certificate that you want to use for the product, and click > .
To clear the selection, select a client certificate, and click .

Deleting client certificates

This section describes how to delete user-added client certificates.

-  **Tip**
- You cannot delete the master client certificate.
 - Deleting user-added client certificates is permanent.

- 1 Click [Remote Service administration](#) >  [Client certificates](#) on Remote Service Manager.
- 2 Select the certificate that you want to delete.
- 3 Click  [Delete](#).
- 4 Confirm the certificate to be deleted, and click .

-  **hints**
- You can also delete user-added client certificates on the following screen:
 - On the "Client certificates" screen, select the check boxes for the client certificates that you want to delete, and then click.

Without MDM Pack (Mobile Device Manager Pack)

Providing access information to users

This page describes how to provide users with access information for each product.

- The following information must be provided:
 - Access information for KUNAI




- Verify that the following settings have been completed before distributing client certificates:

- Adding products to Remote Service Manager
- Adding users to Remote Service Manager
- Configuring client certificates for use: This setting is required if Remote Service optional license is enabled.
- Removing restrictions on use of KUNAI
 - ▣ [Restricting use of KUNAI](#)



- **What is access information for KUNAI?**

The URL path that contains client certificate information and is used to access the product from KUNAI. KUNAI retrieves client certificate information from this access information, instead of importing a client certificate.


- 1** Click [Remote Service administration](#) >  [Products and users for use](#) on Remote Service Manager.
- 2** Select the product for which you want to distribute access information.
- 3** Click [\[To use client certificate authentication:\]](#) next to the client certificate that you want to distribute to users.

Several client certificates may appear depending on your license.
- 4** **Confirm access information for KUNAI.**

Click the "Access information" tab to check the information.
- 5** **Contact users.**

Provide necessary information to users via e-mail or other means.



- You can simply provide the users with the content on the "Procedures to enable use of KUNAI" screen. To display the "Procedures to enable use of KUNAI" screen, click  [Procedures to enable use of KUNAI](#) on the "Products and users for use" screen.

Managing licenses

Managing licenses

This page describes how to manage the licenses required to use Remote service or MDM Pack.

- Register the product license after the trial ends.
- Also you can start the services that you have not selected as a trial service in initial settings.
 - ▢ [Starting trial service](#)
- After the client certificate is registered, either license of Remote service or MDM Pack will be registered.



Note

- You cannot execute the following operations after the license ends:
 - Accessing products via Remote Service
 - Syncing data with mobile devices
 - Changing security policies and managing the initialization of mobile devices, etc
 - Managing client certificates: Applicable only if Remote Service optional license is enabled.
 - Note on managing users by client certificates:
User-added client certificates are disabled if the remote ID is changed by replacing the master client certificate.
To enable the user added client certificates, restore the remote ID by reregistering the master client certificate.



Tip

- **Client certificate**
Client certificate is a certificate to recognize the user (SSL certificate) when using Remote Service.
Because the client certificate is installed in a web browser, users can be recognized more easily than entering the user name and the password at each access.
When the option license is invalid, Remote Service client certificate is the same as the certificate that the user uses when Remote Service is being used.
- When the end date of the license approaches, a notice message is displayed in the upper part on the screen of Remote Service Manager.
 - The message will be displayed 60 days before the license end date if you have bought the license.
 - The trial end date is accessible in the trial period.
 - For products purchasing and license, please refer to [Price · Budget · Application](#).

▢ [Updating license](#)

▢ [The procedures of changing client certificates](#)

Updating license

You can register the client certificate again or update the registered license.

- You should register Remote Service license after the trial period ends or update the license to a latest version before it expires.

1 Click  **System settings** >  **Product license** on Remote Service Manager.

2 Click  **Set client certificate** .

The current registered license information is displayed on the "Product license" screen.

3 Click **Browse** to choose a client certificate (zip file), and then click **Install** .

Only zip files are acceptable.

If there is no available client certificate in zip format, you can download from [Applying Remote ID](#) .

The registration of the client certificate completes when the "Client certificate installation complete" screen appears.



• Remote Service Manager should be restarted in the following cases:

- No license information is displayed on the "Product license" screen.
- The message "Failed to get license information. Check your network environment and restart Remote Service." is displayed on the "Client certificate installation complete" screen.

[▶ Restarting Remote Service Manager](#)

The procedures of changing client certificates

Change client certificates according to the following procedures:



• If the client certificate ((Remote ID).pfx) is replaced, the URL for Keitai will be changed as well.

Confirm the new URL for Keitai, then provide access information to users.

[☞ Providing access information to users \(on mobile phones\)](#)

Step 1

Register a client certificate.

Register a new client certificate to Remote Service Manager.

[☞ Updating license](#)

Step 2

Distribute new client certificates and passwords to users.

Distribute new client certificates and passwords to those users who will use Remote Service.

Provide access URLs from Keitai to users circumstantially.

[☞ Providing access information to users \(on computers\)](#)

[☞ Providing access information to users \(on mobile phones\)](#)

[☞ Providing access information to users \(on KUNAI for BlackBerry\(R\)\)](#)

[☞ Providing access information to users \(on KUNAI for iPhone\)](#)

[☞ Providing access information to users \(on KUNAI for Android\)](#)

Step 3

Ask users to change client certificates.

Ask the users who use Remote Service to change the client certificate.

[☞ Changing client certificates](#)



- Change the set access URL according to the set access URL from Keitai. Refer to their respective guides for the setting methods.

 [Configuring products](#)

Managing licenses

Starting trial service

When only one of the services of Remote Service or MDM Pack is started for initial settings, start any service that have not been started.



- Start Remote Service or Secure Access Option trial service when Remote Service is used for the communication between KUNAI and each product during MDM Pack trial period.
- For Secure Access Option, see the following website:
[Product website](#)
- To add third party products during the trial period:
You can add third party products during the trial period using either of the following procedures:
 - On Remote Service Manager that has been upgraded from version 2.3.0 or earlier to the latest version:
Click "Try new service" on the "Product license" screen to start the trial service.
This setting is not required if you have the premium license.
 - On Remote Service Manager 3.0.0 or later that has been newly installed:
Visit our [website](#) to apply for the service.

1 Click **System settings** > **Product license** on Remote Service Manager.

2 Click **Try new service**.

3 Select the service that you want to try.

4 Confirm the Remote Service Trial agreement, and then select "I agree to the above license terms", click **Agree**.

The screen of "Trial license issuance process is complete" is displayed, which means the trial license has been issued successfully.



- Remote Service Manager should be restarted in the following cases:
 - The message "Failed to get license information. Check your network environment and restart Remote Service." is displayed on "Trial license issuance process is complete" screen.
- [Restarting Remote Service Manager](#)

Configuring the entire system

Restricting use of KUNAI



You can restrict users from using KUNAI, if MDM Pack license is enabled.

- Within the trial period or if MDM Pack license is enabled:
Users are allowed to use KUNAI only on the mobile devices that are managed by Remote Service Manager. The restriction on KUNAI will be removed when the license expires.
- If MDM Pack license is not enabled:
No restriction can be placed.

No restriction is placed by default.

The access information appears only for MDM Pack KUNAI when the use of KUNAI is restricted.

You cannot place this restriction on KUNAI that is directly connected to products via any VPN other than Remote Service.

- 1** Click [MDM Pack KUNAI administration](#) >  [Products and users for use on Remote Service Manager](#).
- 2** On the "Products and users for use" screen, click  [Restrict use of KUNAI](#).
- 3** On the "Restrict use of KUNAI" screen, click .



To remove the restriction, click  [Remove restriction on KUNAI](#) on the "Products and users for use" screen.


Configuring the entire system

Setting the administration password

This page describes how to set the password of Remote Service Manager.

- We recommend that you change your password periodically.

1 Click  **System settings** >  **System administration password** on Remote Service Manager.

2 Enter your password, and then click  .
Enter the password twice for confirmation.

Configuring the entire system

Entering web proxy settings

If you want to use a proxy server, you must enter the web proxy settings.



- You must restart Remote Service Manager after changing the web proxy settings for normal use.



• Proxy server

The proxy server is a computer to connect to the Internet as an intermediary for client computers that cannot connect to the Internet directly.


It is always used to consolidate the Internet connections, to permit only specific internal access, and to intercept unauthorized access from the outside.

- 1 Click **System settings** > **Web proxy** on Remote Service Manager.
- 2 Select the "Use a web proxy sever" check box, enter the server name and the port number, and then click **Save** .
- 3 Restart Remote Service Manager.
 - ▣ [Restarting Remote Service Manager](#)

Configuring the entire system

Changing display language

This page describes how to change the display language of Remote Service Manager.

- 1 Click  **System settings** >  **Display language** on Remote Service Manager.
- 2 Select the language to display, and then click **Save** .



- You can select the language to display on the login screen of system administration for temporary use.

Configuring the entire system

Information obtained from Log

This page describes log files of Remote Service Manager.

- Log files are saved in the "logs" folder under the installation folder of Remote Service Manager.
 - ▶ [File composition](#)
- When the size of the file exceeds 10MB, a new log file is made.
- Up to seven log files can be made, and previous log files will be overwritten when you add more than seven files.
- If you want to save all log files, you need to copy log files to other folders regularly.
- You can view the following information in log files:
 - RelayClient.log: Remote Service Manager trace log
 - access.log: Remote Service Manager access logs and access logs to each product via Remote Service
 - velocity.log: An auxiliary log used in supporting remote service
 - (Remote Service name)_InstallLog.log (for Windows) or Remote Service_InstallLog.log (For Linux): Remote Service Manager installation log
 - ※ The installation log will be made in the installation folder of Remote Service.
 - call_history.log: The log of calling on mobile devices
 - ※ Only Windows phone generates this log.
 - device.log: Device control (initialization and security policy) log and KUNAI error log
 - Error.log: Remote Service Manager error log



Tip

- The character encoding of the log file is UTF-8.
- For the style of the displayed log in "device.log", please refer to [Logs List](#).

Configuring the entire system

Restarting or stopping Remote Service Manager

This page describes how to restart or stop Remote Service Manager.

- You can restart or stop Remote Service Manager on the server with Remote Service Manager installed.



Note

- When you have bought the continuance license and have updated the license, you should restart Remote Service Manager to update license information.
- Stop Remote Service Manager when upgrading Remote Service Manager.
- Both users with Administrator authority on Windows or users with root authority on Linux should restart or stop Remote Service Manager.



Tip

- You need to restart Remote Service Manager in the following cases:
 - Even if the client certificate is registered, the content of the license is not displayed.
 - Remote service cannot be started for the settings of network and proxy when the client certificate is being registered.

- ▾ [Restarting Remote Service Manager](#)
- ▾ [Stopping Remote Service Manager](#)

Restarting Remote Service Manager

- ▾ [On Windows](#)
- ▾ [On Linux](#)

On Windows

The menu items vary depending on your operating system.

- 1** Click "Settings" > "Control panel" on the Start menu on Windows.
- 2** Click "Administrative Tools" > "Services".
- 3** Select "CybozuRemoteService2 (Installation identifier)", and then click "Restart the service" for it.

On Linux

- 1** Enter the following command:

```
# /etc/init.d/cbrs_ (Installation identifier) stop  
# /etc/init.d/cbrs_ (Installation identifier) start
```

Stopping Remote Service Manager

▣ [On Windows](#)

▣ [On Linux](#)

On Windows

The menu items vary depending on your operating system.

- 1 Click "Settings" > "Control panel" on the Start menu on Windows.
- 2 Click "Administrative Tools" > "Services".
- 3 Select "CybozuRemoteService2 (Installation identifier)", and then click "Stop the service" for it.

On Linux

- 1 Enter the following command:

```
# /etc/init.d/cbrs_ (Installation identifier) stop
```