AVALANCHE SE QUICK START

Avalanche SE is a client management system designed to easily manage software and configuration updates to mobile devices. This document provides a brief overview of the core tasks needed to connect Avalanche SE to your mobile devices. For detailed information about each of these steps and additional tasks, refer to the *Avalanche SE User Guide* or the help file included in the product.

INSTALL SE AVALANCHE

1. **Review system requirements.** Before installing Avalanche SE, review all system requirements and ensure you have the applicable system access privileges for your server or PC.

Table 1: Installation Requirements

OS	Windows 2000 Server (SP 4), Windows 2000 Professional (SP 4), Windows 2003 Server (SP 2 or later), Windows XP (SP 2 or later)
Processor	Intel Pentium 4 Processor at 2.8 GHz (or equivalent)
Hard Drive	• 5 GB for console • 10 GB for server
RAM	• 1 GB for console and server
MISC	• Administrator login rights • Partition/Disk NTFS file system • JRE Runtime Environment (automatically installed by the Avalanche installer if not already on your system) • Shared file folder on the host system where the administrator has full control • Administrative rights on the system
RAPI	• Active Sync 3.7.1 or 3.8 • ActiveSync support connection

2. **Install.** Download the Avalanche SE installation from the Wavelink web site at www.wavelink.com. Follow the prompts in the Install WIzard to complete the installation. Avalanche SE automatically installs a Mobile Device Server on the local machine. The Mobile Device Server is server software that facilitates management and configuration of your mobile devices.

3. **License your devices.** Obtain licenses and license information by contacting Customer Support. Once you have the license information, access the license Activator by selecting `Start > Programs > Wavelink Avalanche SE > Activate`. In the *Activation* dialog box that appears you can enter your license information to activate licenses for your devices. Upon purchase of licenses, you automatically receive 90 days access to Customer Service. Once you reach the 90 days, purchasing Maintenance is required to continue Customer Service support. For detailed information about licensing, refer to the *Avalanche SE User Guide*.

ACCESS THE AVALANCHE SE CONSOLE

Launch the console. Once Avalanche SE is installed, select **Start > Programs > Wavelink Avalanche > Avalanche Console**. Use the default user login **amcadmin** and password **admin** to login. Once the console contacts the server, the Avalanche SE console appears. The console provides the administrative interface that allows you to configure and control your mobile devices. The following information is intended to orient you with the different sections of the console and provide a brief description of some of the elements.
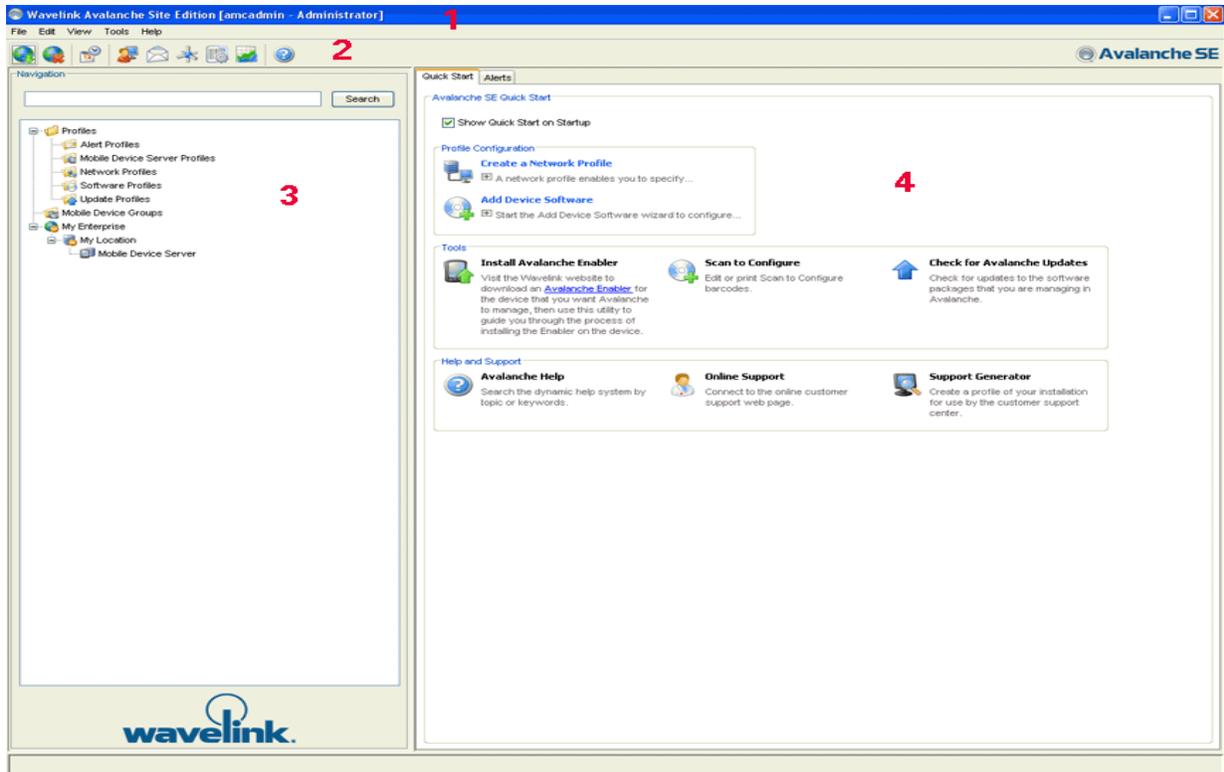
Section 1: Menu bar. The Menu bar provides access to the **File**, **Edit**, **View**, **Tools** and **Help** menus.

Section 2: Tool bar. The Tool bar provides access to SE components, such as the Task Scheduler, User Management window, Scan to Configure, Contact Manager and the Reporting Tool.

Section 3: Navigation Window. The Navigation Window is a repository for profiles that may be configured and applied to your mobile devices. Profiles determine all aspects of device configuration, such as device network connectivity and software load. The Navigation Window also provides the My Enterprise view, which is a folder containing the mobile devices.

Section 4: Main body of the console. The view in this area changes based on what object you select in the Navigation Window. It can display information including profile configuration, mobile device inventory, the **Quick Start** tab and the **Alerts** tab.

ADDITIONAL CONSOLE INFORMATION

User Permissions. Upon installation of Avalanche SE, an Administrator account is created automatically which allows you to log on to the console and then create new Administrator or Normal user accounts. These user accounts specify components that are restricted or available to the user. To access any area of the console, to make changes or to view configured profiles, you must have the correct permissions assigned to your user name. You can access the User Management utility by selecting **Tools > User Management**.

Edit Mode. If you have the correct user permissions to manage profiles or server properties, you must enter edit mode anytime you want to modify those components.. To use edit mode, you employ the **Edit**, **Save** and **Cancel** buttons located at the top of each profile tab. If you do not have permissions for a certain profile, the Edit button will not be active.

CONNECT TO YOUR MOBILE DEVICES

To connect to Avalanche SE, your mobile devices must have an Avalanche Enabler (Client) installed. The Enabler allows Avalanche SE to manage the mobile device. If you have a device that does not have a pre-installed Enabler on it, download the installation package from the Wavelink web site (www.wavelink.com) or contact Customer Service.

Assuming you have an Enabler on your device, you can connect to Avalanche SE using one of the following methods:

- **Broadcast.** If your mobile device is associated on the network, the device will attempt to connect to the Mobile Device Server on the local subnet automatically each time the Avalanche Enabler is activated (typically on reboot or Enabler start-up).

- **Update the Server Address on the Enabler.** If the mobile device is not on the same subnet as the Mobile Device Server, you can manually enter the IP address of the server on the Enabler, forcing the Enabler to contact the server and receive updates.

- **Scan to Configure.** You can use the Scan to Configure utility in Avalanche SE to create barcode profiles that are generated from a network profile. You can then print the profiles as barcodes and scan them using the Scan to Config option in the Enabler **File** menu. The network information from the scanned barcodes is stored in the Avalanche profile on the Enabler. For information about creating barcode profiles, refer to the *Avalanche SE User Guide*.

- **Cradle the mobile device.** If the mobile device is not associated with your network, place the mobile device in its cradle and connect to the Mobile Device Server using ActiveSync. If you have entered the Mobile Device Server IP address on the Enabler, you can use any PC on your network. If you have not entered the address, the cradle and ActiveSync must be connected to the machine where the Avalanche SE server is installed.

Once the mobile device connects it will appear in the **Mobile Device Inventory** tab. By configuring the profiles, you can update the mobile device with network settings, software packages and other configurations.

MANAGE MOBILE DEVICES

The **Mobile Device Inventory** tab provides a list of all devices that have been in contact with Avalanche SE. From this tab, you can:

1. **View Mobile Device Details.** Right-click any device and select **Mobile Device Details** to view the *Mobile Device Details* dialog box which provides device-specific information and options to control your mobile device.

2. **Configure Mobile Device Properties.** Mobile device properties consist of pre-defined and user-defined properties. User-defined properties can be associated with individual mobile devices or with mobile device groups. Pre-defined properties are device-specific and dependent on the version of the Avalanche Enabler running on the mobile device. Properties can be used for selection criteria in addition to the selection variables.

3. **Control the Mobile Device.** Control your devices in the following ways:

   - Ping your devices. You can ping clients that are currently in range and running the Avalanche Enabler.

   - Send text messages. You can send a text-based message to clients that are currently in range and running the Avalanche Enabler,

   - Update the device with the latest changes. You can perform individual updates to clients that are currently in range and running the Avalanche Enabler or an Avalanche-enabled application. The rules that govern which mobile devices can receive a particular update are determined by the selection criteria.

   - Connect through RAPI gateways. You can use Microsoft ActiveSync connections that exist on the system that hosts the Mobile Device Server. Avalanche SE can automatically detect these connections and create a gateway that allows you to use the connection to facilitate communication between the Mobile Device Server and a mobile device.

ADDITIONAL FUNCTIONALITY

   - Connect to mobile devices using Remote Control. Refer to "Connect to Devices Using Remote Control" on page 5

   - Launch Session Monitor. Session Monitor allows you to view the Telnet Client on a mobile device from the Avalanche SE console. To use the Session Monitor, you must have Telnet Client 5.x or later installed on the mobile device. For more information, refer to the *Wavelink Telnet Client User Guide* on the Wavelink web site.

CONFIGURE NETWORK AND WIRELESS SETTINGS

A network profile allows you to control network and wireless settings for all devices meeting its selection criteria.

1. **Create a Network Profile.** From the **Quick Start** tab, select **Create a Network Profile.** Use the options in the **Network Profile** tab to create and configure a new network profile.

2. **Configure Selection Criteria.** Define the selection criteria to control the distribution of the profile.

3. **Configure General Settings.** After creating a network profile, access the **General Settings** tab by selecting the network profile and clicking the **Edit** button. From **General Settings** tab you can enable the profile and configure IP Pools. You can also select whether you want the profile to manage the network and wireless settings and override any manual settings on the mobile device.

4. **Configure the network settings.** If you select to manage the network and/or wireless settings with the network profile, you can define when network and wireless settings take effect on the mobile devices.

    • **Network Settings tab.** Configure basic network settings, including the Mobile Device network settings (Server and Gateway addresses, DNS). You can select the method by which mobile devices receive their IP address assignments (manual, IP pools or DCHP).

    • **Wireless Settings tab.** Configure SSID, the type of encryption and additional authentication settings (based on the type of encryption you select).

5. **Save your changes and update devices.** Click the **Save** button to save your network profile settings. The profile is automatically applied to My Enterprise and will update any mobile devices the next time the devices check in.

INSTALL ADDITIONAL SOFTWARE PACKAGES

Using software profiles, you can manage one or more software packages that will be installed on mobile devices whose device properties meet the selection criteria of the profile and packages. When a mobile device, with properties that match the selection criteria, connects to the Mobile Device Server, the server will download the software package(s) to the device. If no activation time is set, the package(s) will be installed immediately. If an activation time is set, the package(s) will be installed at the specified time.

1. **Create a software profile.** You can create a new software profile or modify the default. The default software profile contains the Remote Control software package. If you want to create a new profile, select **Add Device Software** from the **Quick Start** tab.
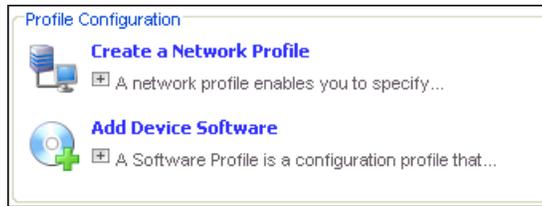
2. **Configure selection criteria**. Define the selection criteria to ensure limited distribution of the profile.

3. **Install or build a software package**. Once you create a software profile, you can then install software packages to that profile. Through the software profile you can configure the software package settings.

NOTE: Software package configuration options are based on the package and package type, as not all software packages include configuration tools.

4. **Configure package activation time and package distribution options**. This step is optional.

5. **Save your changes**. The profile is automatically applied to My Enterprise and will update any mobile devices, with device properties that match the selection criteria of the profile and the package, the next time the devices check in.

UPDATING AVALANCHE SOFTWARE PACKAGES

From the **Quick Start** tab, you can use the **Check for Avalanche Updates** utility to check for available Enabler package updates. When you check for updates, a dialog box appears listing any devices whose Enablers can be updated. The Enabler information is based on the information the device reported the last time it checked in. From the dialog box, click the **Download** link next to the device whose Enabler you want to update and you will be directed to the Wavelink web page containing the update download.

CONNECT TO DEVICES USING REMOTE CONTROL

Avalanche Remote Control is a software plug-in that allows you to remotely connect to a mobile device. Using Remote Control you can diagnose and repair both applications and device settings. Remote Control can also be used for presenting software to an audience, rapid data entry and automated software testing.

The Remote Control software package is installed in the default software profile. You can launch the Remote Control console to configure the method by which you want to connect to your mobile devices.

1. **Obtain Remote Control licenses.** Remote Control licenses are on a per-device basis. You must have one license for each mobile device to which you want to connect. If you have not yet purchased a license, Remote Control provides the option of using a 30-day trial license. Contact Customer Service for information about purchasing and obtaining the licenses needed to manage your devices.

2. **Activate Remote Control.** Access the *Wavelink Activation* dialog box and select Remote Control from the **Product** drop-down menu. Select the **Demo** button to create a one-time 30 day trial license, or if you have purchased a Remote Control license, browse to the location of your license file.

3. **Configure selection criteria.** Configure the selection criteria for the default software profile (which contains the Remote Control package) to control the package distribution.

4. **Launch the Remote Control console.** Select the Remote Control package and click **Configure.** In the dialog box that appears, enter the server address and port number of the Remote Control Server and click **OK.** You will only need to enter the address once. Once Avalanche SE and connect to the Remote Control Server, the Remote Control console launches.

NOTE: From the Remote Control console you can configure additional client and server connection settings. However, once you have entered the server address, you will be able to connect to your mobile devices.

5. **Enable the Remote Control package and the software profile that contains the package.**

6. **Update your mobile devices.** Once enabled, the client portion of Remote Control will download the software profile to any mobile devices that are currently in range, running the Avalanche Enabler and whose properties match the selection criteria on the Remote Control package and the software profile.

7. **Connect to a mobile device.** Once your mobile device has downloaded the Remote Control client, you can create a Remote Control connection session. A connection session is created when Remote Control successfully connects to the mobile device, allowing you to view and control actions on the device. In the **Mobile Device Inventory** tab, right-click the mobile device to which you want to connect. In the *Mobile Device Details* dialog box, select the **Device Control** tab. Double-click the Remote Control icon to connect to the mobile device. The connection session will begin and the mobile device will display on your machine.

8. **Use Remote Control.** Click within the Remote Control connection window to send the mouse click to the connected device. Type on your physical keyboard to send the key commands to the mobile device.

NOTE: Full descriptions of Remote Control configuration and tasks are available in the *Avalanche Remote Control User Guide* or in the online help included with the product.

ADDITIONAL RESOURCES

The following is a list of the documents and resources available for Avalanche SE. Documents can be downloaded from the Wavelink web site. All online help files are included in the products.

- Avalanche SE User Guide

- Avalanche Remote Control User Guide

- Avalanche SE online help file

- Avalanche Remote Control online help file

- Migrating from Avalanche 3.6.3 to Avalanche SE document

- Avalanche Web-Based Alerts Console document