

Quick Guide | Getting Started with the baramundi Management Suite



IT management - simply clever

System Requirements

- Windows Server 2008 SP2 (64 bit), Windows Server 2008 R2 SP1, Windows Server 2012 or Windows Server 2012 R2
- .NET Framework 4.5.2
- Minimum 2 GB RAM
- Minimum 1 GB free Memory
- SQL Server 2008 SP3/2008 R2 SP3/2012 SP1 (SQL Server 2012 Express is included on our DVD and can be installed if necessary)

Installation in a virtual environment (VMWare, CitrixServer, HyperV) is possible.

Content

Installation of a Demo Project 5
Requirements Installation
baramundi Management Suite Installation 5
First Start
Getting Started 8
Creating a Client
Performing Software and Hardware Inventories 9
Deploy an Application 10
Mobile Devices 10
Push Services
MDM Server
Apple iOS
Google Android
Windows Phone
Device Enrollment
iOS Device Enrollment
Android Device Enrollment
Windows Phone Registration
Deactivate/Remove Devices
Jobs
Creating Jobs
More Information
Communication Schemes

Welcome to the Clever IT-Management

We are pleased that you have decided to purchase our Management Suite and would like to thank you for the confidence you have placed in the baramundi software AG. Your queries, comments and suggestions are welcome—during the first steps, as well as later in dealing with more complex projects.

The following pages present step-by-step information about a first test installation of the baramundi Management Suite. Should you have any further questions regarding the handling of our Suite, please contact the baramundi support team.

You never worked with a client management system before or do not know the baramundi Management Suite at all? In this case we recommend our introductory workshop at your premises, held by our consultants. Afterwards, we offer a four-days essentials course in order to use the baramundi Management Suite in the best way.

You already do have experiences in working with baramundi Management Suite? Then keep your knowledge up to date. Our training staff is able to offer you a broad range of technical training. Read more about the topics and dates of the baramundi trainings on *www.baramundi.com/training*.

You are going to automate a complex software project and looking for support? We'll gladly give you advice!

The fastest way to reach us is to call by phone or to send an e-mail:

Training:	service@baramundi.com	+49 (821) 5 67 08 - 16
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Sales:	sales@baramundi.com	+49 (821) 5 67 08 - 300

Welcome! We wish you every success with our baramundi Management Suite in your company.

With kind regards, your baramundi software AG

Installation of a Demo Project

For a first introduction to the world of baramundi, please follow the steps described here. For a productive installation of baramundi Management Suite, you should follow the steps in the manual.

- 1. A Windows Server 2008 R2 SP1/2012 R2 system is prepared (Virtual system or physical hardware)
- 2. NET is prepared (Server Manager/Features/Enable .NET Framework)
- 3. If a SQL Server is available, skip the next step.

Requirements Installation

- 4. Call the *StartCD.hta* from installation disk.
- Start the installation of MS SQL server in the language you wish. All necessary settings are already pre-defined, therefore do not make any modifications.

baramundi Management Suite Installation

Go back in the HTA. Please, read the bMS installation instructions.

- 6. Get the installation started via HTA.
- Select the standard installation within the Components dialog. (baramundi Management Suite is now installed on your system) Once installation is complete, the Start database manager dialog appears. Click Finish.

(The baramundi Database Manager starts)

- 8. Select Create new database.
- 9. Enter the access data for SQL server:
 - Database Server: . \SQLExpress
 - Login ID: sa
 - Password: baramundi-2008
 - Database: mybaramundi
- 10. The local SQL paths are specified in the next dialog. Create a folder *C:/bMSDatabase* and enter this path in the dialog:
 - Database Medium: C:\bMSDatabase
 - Log Medium: C:\bMSDatabase

- Enter under License Information your company's name and click Next. If your bMS server has direct internet access, confirm the Internet Connectivity dialog with Next. Otherwise enter a proxy server, here. You can change these settings later on.
- 12. In the *Domain Configuration* dialog, enter the users that will be used by the baramundi server and the baramundi agents.

Important: Enter a Windows account that has administrative rights. Tip: If you are using a standalone server for the test, enter the server name under Name, enter Workgroup as the Type, and specify a local administrator account.

- Define a global unlock password. (Global Unlock Password: baramundi)
- 14. Confirm the BMA configuration, Application Usage Tracking and Setup download jobs dialogs with Next.
- 15. The *Setup DIP* dialog automatically creates an empty folder structure on your system and enables it for network access. Activate *Create DIP Structure* and confirm the dialog with *Next*.
- 16. The subsequent dialogs are all confirmed with Next and Finish. (A DIP file structure and a database are created)

The setup is then complete and may require the system to be restarted.

😵 Setup - baramundi Management Suite	_ 🗆 🗵	🐻 baramundi management Suite Database Manager 🛛 💌
License Agreement Please read the following important information before continuing.	6	BMA configuration Configure the baramund management agent
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.		fectivate automatic installation and update Show management agent tray symbol
Lizenzvereinbarung	-	Enable management agent tray menu item "baramundi kiosk" Frahle management agent tray menu item "Show logilia"
Mit der Installation der baramundi Management Suite (nachfolgend "Produkt")		Activate client announce
erkennen Sie (nachfolgend "Kunde") die Lizenzbedingungen, die durch die		
baramundi software AG (nachfolgend "baramundi") festgelegt wurden, an.		
Nachfolsende Lizenzvereinbarung git ausschließlich für den Einsalz der		
Testversion des Produkts zu Evaluierungszwecken und nicht im Falle der	-	The automatic initial deployment of the baramundi management agent requires file and printer sharing to be active on the target system and and a corresponding firewall configuration.
I accept the agreement		If the management agent is already installed, it can be undated without this actions
C I go not accept the agreement		i ure manogement agent is aready instance, it can be updated worked ure securitys.
< Back Next >	Cancel	< Beck Next > Cancel

Fig. 1: License Informationen

Fig. 2: BMA Configuration

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First Start

Time, to get into a new world of client management: The link to *baramundi Management Center* is located on the desktop. Launch this and in the dialog that appears, click *Connect*. The baramundi Management Center opens.

A click on the suite's logo (top-left) opens the start menu. There you will have access to all bMS modules. Via *Server State* you will see the system conditions.

baramundi Server Start. Select the *State* in the start menu. On the right hand you will see the main server. If there is a yellow warn triangle to see, that means not all server services are running. In this case extend the status view via a click on the right arrow in front of the server name. As a result, you will see the bms and bms.net services. Via the scroll menu behind the service names you are able to start these services. After a successful server start the icon in frond of the server will change to a green check. Your server is running, now.

beramundi Mana	igement Center 2015 (Build 5712)	۶، ج ×
A Overview	General	
Jobs	User TBerndt@bmsdemo.local	
Environment	Server red-w2012r2-01.bmsdemo. Database baramundi	local
Software	Server version 15.1.0.5712	
Poperating Systems	bMC version 15.1.0.5712	
E Inventory	Info	
Compliance		
🕏 Patches	Server status	
†‡ Extensions	✓ red-w2012r2-01.bmsdemo.	local Master server
A Configuration	▼ ✔ bms ×	
	✓ Communicator ~	0 socket session(s)
	✓ ClientMgmt	0 session(s)
	✓ Scheduler →	JobTargets aktiv: 0, wartend: 0, nächste Fälligkeitsprüfung in 23 Sekunden, nächste Prüfung auf automatische Clientzuweisung in 259 Sekunden
	✓ PXESupport ∨	TFTP Server: Active, PXE Server: Active
	✓ DIPSync	DIPs insgesamt: 2 (1 Master), aktuell: 1, laufende Jobs: 0, letzte Prüfung am 13.05.2015 10.29
	✓ AgentDeploy ~	<i>kille</i>
	✓ DBMaintenance	ldie
	✓ WebServer	baramundi Kiask aktiv
	✓ Downloader	Überprüfe auf Patches, die heruntergeladen werden müssen
Search	✓ FileConnector	<i>Adve</i>
🗄 Status	🖌 ADSync 👻	Idle, nächste Präfung am 13.05.2015 10.38
Personal Settings	➤ ✓ bms.net ∨	
Exit		

Fig. 3: Module States

In case you have an internet connection, extend the state of your bMS service, also. The service components Downloader and FileConnector will update several inventory data. This fist time update could take some time. Please wait until the FileConnector displays the *Idle* state.

You'll find a detailed description within the baramundi Managment Suite user manual.

Getting Started

These pages briefly describe how quick and easy client management can be with baramundi. Of course it is also possible to reproduce very complex requirements, too. You can find more information about mobile devices in our user manual, the online documentation (called up with the F1 key), the baramundi user forum (only available to customers) and of course in our training courses.

Creating a Client

There are many options for adding computers, from ADSync to Excel tables. This is just one: Open the start menu in the *Environment* module. Select the *Logical Groups* node. Click on *New—Windows Device* within the action bar.

New job	×	Create/Edit job step	×
	The jub viscal will guide you through the creation of a job to database software or make an investory. Name Software Deploy Abbi Jakh type Active (Grave contacts clerits) Validay	Create/fdit job step The waterd guides you while adding an action to a job. Please eleft the action to add. all initial achieve all break apolitation [C] Perform monitory (C] Device Monosity active (P) Device Imposition	×
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Fig. 4: New Job

Fig. 5: Job Steps

Performing Software and Hardware Inventories

Open the start screen in the *Jobs* module. Click on *New—Jobs* within the action bar.

The next dialog shows the different job steps. Select *Perform inventory*, then *Software Inventory Template* and confirm with *Next* and *Finish* (Fig. 5).

Select the just created job and click on *Assign* in the action bar. To keep it simple, in the assignment assistant just select *Logical Groups* and click on *Next*. Afterwards please check whether your server is shown as the single possible selection. Then finalise your settings by clicking on *Finish*.

To watch the job execution just double click on the job itself. The jobs own view will open and you will see a list of all assignments for this job. Again, select your server from this list. Within the detail field right-hand you are able to watch the job execution. The *Conditions* informs you about the currently activity. The *Job Steps* shows the progress of the complete job.

Via the detail field you can directly change to your target system: Click on the name behind the device. There you can watch the job execution, too. To do so, change in the *Assignments/Jobs* view.

beramundi Manageme	nt Center 2014 K			ρ?.	. a x
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Environment > Logical group -v > +	lonzern Europa AG 🗸 🗸				
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> 🛅 Berlin 🛅 London	Vendor	Name	Version		Σ
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Testumgebung	() Intel	Intel(R) 82801DB Ultra ATA Storage Controller - 24CB (ich4ide inf)	4.00.1001	2	1
Dynamic groups	i Intel Microsoft	Intel/R) 82801DB/DBM USB Universal Host Controller - 24C2 (ich4usb.inf) Windows XP Professional	5.0.2.1001 SP3	2 X	1
 Static groups 	C. Martine and and the D			2	
 Active Directory users & gr 	Browser	Firefox		Z	66
Network view	Wicrosoft Wicrosoft	Office 2003 Office 2007	-	X	55 55
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Fig. 6: Software View

Please, stay for another moment in the server tab: Change in the *Inventory/-Software* view, now. Here, you will find under *Not categorized* the software installed on this computer. Now you can familiarize yourself with the convenient baramundi user interface by clicking through the individual tabs, using the link to the job and back to the client. Try a hardware inventory job and a first software deploy job.

Deploy an Application

baramundi is providing ready-made software packages. You can find these packages under Software/Managed Software.

Select here Managed Software/Products/Windows Update/Root Certificates and there the most current version. Edit this element and set in the Manged Software tab the Release state to released. The package will be downloaded automatically and ready to deploy. Create another job now and select Install Software. Here, you can select from your released Managed Software and install it on your clients. That's the easy way of deploying software.

Mobile Devices

Smartphones and Tablets have long since become part of our everyday working life. Currently, Android-, iOS- and Windows Phone-devices can be managed by our suite. Such mobile devices do not have the same characteristics as PC-Systems. Therefore, you will need to make a few preparations. To do so, open the *Configuration* module in the baramundi Management Center and in there the *Mobile Devices* view.

Push Services

Apple-Push-Services will be used in order to manage iOS-devices. To communicate with these services (server) ports 2195/TCP and 2196/TCP as well as (device) port 5223/TCP should be available. For Android *Google Push Service* is needed. Here, ports 5528, 5529 and 5530/TCP can be used. Please configure your firewall settings to allow those ports.

baramundi Manageme	nt Center 2014 R2 (Build 150)		₽?_ æ ×
😢 Organize 🖌 🕞 Edit			
Server	Mohile Devices		
Mobile Devices	Mobile Devices		
Interfaces	Sender address	beramundi.training@gmail.com	
Certification authorities	User name	baramunditraining@gmail.com	
 Security Management 	Password	•••••	×
Domains		Verify Configuration	
IP Networks	Gateway		
 DIP Management 	Gateway mode	No gateway 🗸	Reset Gateway Configuration
AD Synchronization	Gateway host name		
Lock Manager		Enable gateway enrollment	
Event Viewer	Gateway SSL certificate		× Đ
Variables	Gateway client certificate		Ð
Boot Environments		Create configuration package for gateway Create configuration file for gateway	
DB Maintenance Jobs	IPA download token	LLD95ZWZXDV/Q8W2EEBML99YZRLBXQW4	
Download Jobs	Port for communication		
Audit Log	Certificate download port		
Tools	Port for IPA download		
	Save Cancel M	Perify Values Set Encryption Password Restore Encryption Password	



MDM Server

Mobile devices issues an individual certificate to each managed device, during registration. Via such a certificate, devices can be clearly identified later on. In order to do so, a so called Certificate Authority (CA) is needed.

Certificate Authority. When using Mobile Devices, there have to be a Certificate Authority. It can be created by clicking *Create SSL Certificate Authority*. For backup purposes, a certificate can be exported by using the arrow-button. There is no support for external Certificate Authorities.

Server FQDN (optional). In here, the SSL certificate for a secure communication between devices and the Management Server has to be created or imported. This certificate will be issued to the servers FQDN. If you do not want to use FQDN, an alternative name or IP address has to be given into this field.

The steps described below are procedures for systems with IIS 7.0.

1

- 1. Click Activate Verification of the Server Identity on the First Connection option.
- 2. Under Server FQDN click Create SSL certificate and save the certificate.
- 3. Open the IIS management console (inetmgr.exe).*
- 4. Select your server and double the click Server Certificates.
- 5. Under Actions (right) Import.
- 6. Insert the path to the certificate, you saved before. (leave password blank).
- 7. Change to Sites/Default Website node and open action Bindings.
- 8. Edit here https-settings. If not available, yet: https Add.
 - Type: https
 - IP Address: All Unassigned
 - Port: Give here the chosen port (default: 443).
 - Host Name: Select *bMD SSL Server* [SERVER] and confirm.

If you are using an internal CA: Ignore any errors about not verifiable certificate
chains which occur.

Parallel operation with other applications: Standard ports for http (80) and https (443) used by bMD can be adapted if needed by other applications on the same server. Call our service in such case.

SSL Communication: During establishing a standard SSL connection, an exchange of a list of so-called «Trusted Root Certification Authorities» takes place, usually. Because of a bug in Windows Server, that list will be transmitted uncomplete. In order to negotiate that problem, the following registry value has to be set (if necessary created before):

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control
\SecurityProviders\SCHANNEL"SendTrustedIssuerList"=dword:0000000

Apple iOS

Apple Push Certificate. To get a certificate, follow the next steps (An Apple Push Certificate is valid for 12 month, per default. After the expiry of that period, the certificate has to be renewed):

- 1. Create a new certificate with a click on Create APN CSR.
- 2. Save the created *bCert*-file.
- 3. Send this file to: bmd@baramundi.com

* The IIS Management Console is not part of a standard installation. Please add the IIS role with IIS Management Console component. No further components are needed for the following steps. 1

1



Fig. 8: Apple ID

Your file will be signed by baramundi (as MDM vendor) and sent back to you. The signed file is to be used for further processing on Apple's website. In order to get into that procedure you'll need to have an Apple ID (go to 6 if you have an ID):

- 4. Browse to https://appleid.apple.com
- 5. Please fill out the fields and confirm your account details and if you have an Apple ID (Fig. 8),
- 6. Browse to https://identity.apple.com/pushcert and
- 7. Log on at the website.
- 8. Click on Create a Certificate.
- 9. Accept the «Terms of Use» and
- 10. Upload your baramundi-signed file to the Apple server.
- 11. Then, download the certificate.
- 12. Adopt information via Import APN certificate at Apple Push Certificate.
- 13. Save your settings and restart the MDM server.

Google Android.

To create Android functionalities you'll need a Google code account. With this account it should be possible to get all the information for reaching the API-console.

Start using the Google APIs console	Create a server key and configure allowed IPs
	This key should be kept secret on your server. Every API request is generated by software running on a machine that you control. Per-user limits will
	be enforced using the address found in each request's userIp parameter, (if specified). If the userIp parameter is missing, your machine's IP address will be used instead. Learn more
	Accept requests from these server IP addresses One IP address or subnet per line. Example: 192.168.0.1, 172.16.0.0/16, 2001:db8::1 or 2001:db8::/64
Creating an APIs project will let you:	
Use Google APIs beyond anonymous limits. Monitor API usage and control API access. Share API management with a team.	
Create project	Create Cancel





Google Projekt ID & Google API-Key. The following settings are about Google's push services. Therefore, you'll need a Google code account to use it.

- 1. Browse to https://code.google.com/apis/console
- 2. If you do not have a Goolge Code Account already, register with any e-mail address at this website.
- 3. Log on.
- 4. Click Create Project if you did not create a project, already.
- 5. Open the Overview side. Copy the Project Number.
- 6. Paste that number into the bMC *Configuration* tab under *Mobile Devices* in the *Google Project ID* field and click *Save*.
- 7. Select APIs & auth in your browser. More sub listings will be shown; you are now under API.
- 8. Activate Google Cloud Messaging for Android and confirm the terms of use.
- 9. Now click Credentials within the APIs & auth area.
- 10. Click Create New Key under Public Access Key. Then, select a Server Key and click in the following dialog on Create.
- 11. Copy the *API Key* and paste it into the bMC *Configuration* tab under *Mobile Devices* in the *Google API Key* filed.
- 12. Save your settings and restart the bMS-Server-Service.

Windows Phone

To manage Windows Phone devices, an Active Directory Synchronization has to be done in the *Configuration* module under *Active Directory Synchronization*.

Device Enrollment

Platforms differs substantially from one to another. That's why acquisition and registering have to be done differently, too.

iOS Device Enrollment

In getting iOS devices* managed by the baramundi Management Suite, proceed as follows:

- 1. Open the Environment module and select the Logical Group there.
- 2. Click in the action bar on New—Mobile Device.
- 3. Give your new device a Name.
- 4. Choose the appropriate *Platform* (here Apple iOS)
- 5. Save your settings and leave the dialog open.

Once you have saved your settings, the device will be visible within the Management Center. But it can not be managed, yet (to see by the statement

* and modern iPod-devices, too

Add a r	ew device	
Platform	Apple IOS	
Owner	Company	
Holder	Norris Nabbersmith	
Device name	Device of 'Norris Nabbensmith'	
E-Mail	Send enrolment e-mail	
Recipient	norry@nabby.com	

Fig. 11: Enrollment

Unmanaged within the row). The following settings need to be done on your mobile device, directly.

- 1. Start up the mobile device.
- 2. Get connected with the Internet.
- 3. Browse* to the address, given under the Info field.
- 4. Install the profile.

After a successful installation the *Unmanaged* state within the Management Center changes to *Managed*. Your mobile device can be managed by baramundis Management Suite, now.

Android Device Enrollment

To get Android devices bMS-managed, proceed as follows:

- 1. Open the Environment module and select the Logical Group there.
- 2. Click in the action bar on *New—Mobile Device*.
- 3. Give your new device a Name.
- 4. Choose the appropriate *Platform* (here Android)
- 5. Save your settings.

Once you have saved your settings, the device will be visible within the bMC. But it can not be managed, yet (clearly to see by the *Unmanaged* statement within the row). The following settings needs to be done on your mobile device, directly.

- 1. Install the baramundi Mobile Agent from Play Store.
- 2. Start the agent and begin registering.
- 3. Edit the server- and code settings and confirm with Enroll.
- 4. The Browser opens and the management profile will be shown.
- 5. Install the profile.
- 6. Now, close the Add-dialog within the Management Center.
- 7. Open the App.

In this case, it is important to ensure that an installation from unknown source is enabled in your device settings.

- 8. Activate the device administrator and
- 9. Register the baramundi Agent to the Management Server.

* As far as your mobile device has an e-mail address, just send this link via e-mail.

•

To get registered give the server name and the registration code (you found both information in the *Add Device* dialog). After that procedure your Android device will be ready to be managed. You will see it under *Environment/Logical Groups*.

Windows Phone Registration

To enroll Windows Phone based devices, an Active Directory synchronisation has to be done. An AD user needs to be assigned as the device owner. The user password will be used for authentication during the enrollment process. In getting Windows Phone devices managed, please register the company app first.

- 1. Within the device settings, select Company Apps.
- 2. Here, select Add Account.
- 3. Give the *E-mail Address* of an AD user. (or: DOMAIN\USER@DOMAIN.LOCAL)
- 4. Give the User Password and select sign in.

Additional input field will be displayed. The name of the bMS-server* (.../IP/URL) has to be given under *Server*. Now, if you sign in again, the process may complete. Then install the baramundi Management Agent from the Windows Live Store and go on with these steps:

- 5. Start the baramundi Management Agent..
- 6. Indicate the necessary information⁺ for Server and Token.
- 7. Finally Activate your device.

A successful registration will be displayed by a message within the app and a change of state within the Management Center.

Deactivate/Remove Devices

No longer needed enrolled mobile devices can be deactivated or deleted. In either case: such devices have to be enrolled again before re-using. However, while deleted devices will be completely removed; deactivated devices will keep their data base information, but cannot execute jobs any longer.

To clear all bMS-entries on mobile devices itself, the profile has to be removed. Deleting profiles of iOS devices means, all deployed apps, settings,

- * This information you'll find within the Add-dialog of your mobile device.
- † Either manually or via the integrated QR scanner.

WiFi-connections and so on will be deleted.

If you wish to delete the baramundi Agent, you must deactivate the device administrator, first. As long as the administrator stays active, it will prevent all attempts to remove the Agent. Under Windows Phone it is neccessary to delete the account within the settings (*Company App*).

Jobs

The idea of enrolling mobile devices is, deploying jobs via bMS to smart phones and tablets to install/deinstall apps or profiles, read out hard- and software information or lock/unlock/wipe mobile devices. This is — similar to bMS — by using jobs.

Creating Jobs

A mobile device inventory job shall be given as an example:

- 1. Go to Jobs/Mobile Devices (see Fig. 12) node.
- 2. Select New—Job for Mobile Device action.
- 3. Give the job an unique name and select *Perform Software Inventory* job step and finish the job.
- 4. Select Assign Device action.
- 5. Add the device to the right side list.

Stay in the job. In the Assignments/Devices node you can watch the job execution.

Once, the inventory has been finished the result will be displayed under *Environment* within the *Installed apps** view.

More Information

More information about baramundi Mobile Devices, e.g.

- App Deployment
- Profile Configuration
- Compliance Management
- * There are no iOS devices system apps shown



Fig. 12: Jobs for Mobile Devices

you will find in our user manual, within the *Start Menu* under *baramundi Management Suite/Documentation*.

Communication Schemes

The following schemes illustrates used ports of the baramundi components. Figure 13: Basic Communication Figure 14: Gateway Communication Figure 15: TMG Communication







Fig. 14: Communication Scheme (Gateway)

baramundi Management Suite 2015R1 – Mobile Devices mit baramundi Gateway / with baramundi Gateway Service

⁷ Portgaments in forgutation ("Portgame) configurates and an end of the state of the state



Fig. 15: Communication Scheme (TMG)

baramundi Management Suite 2015R1 – Mobile Devices mit Microsoft Threat GatewayGateway / with TMG * Port(spanne) konfigurierbar / Port(range) configurable

Legal Information

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baramundi Support

We are always happy to answer any questions you may have about baramundi Management Suite:

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Our support team is available Monday to Friday, from 8.30 to 17.00 Central European Time (UTC+1). During a test installation, baramundi support is available free of charge.



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