

Company Portal

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Who we are

- Greg Ramsey, Infrastructure Tools Strategist at Dell, Inc.
 - ramseyg@dell.com // @ramseyg
- Titles
 - Microsoft MVP: Configuration Manager **Enterprise Client Management**
- Communities
 - Owner of <http://ramseyg.com>
 - Moderator on Microsoft TechNet Forums
- Books
 - System Center 2012 Configuration Manager Unleashed
 - System Center 2012 R2 Configuration Manager Unleashed
 - Microsoft System Center 2012 Configuration Manager: Administration Cookbook



Who we are

- Peter Daalmans, Senior Technical Consultant at IT-Concern
 - Peter.Daalmans@it-concern.nl // @pdaalmans
- Titles
 - Microsoft MVP: ~~Configuration Manager~~ **Enterprise Client Management**
- Communities
 - Owner of <http://configmgrblog.com>
 - Co-founder / Lead of Windows Management User Group NL
- Books:
 - Mastering System Center 2012 Configuration Manager
 - Mastering System Center 2012 R2 Configuration Manager



Agenda

- Company Portal
 - Why do we need it?
 - Where to get it?
 - How does it work?
 - How to troubleshoot?

Why do we need it?

- User view:
 - To be able to access company apps
- Admin view:
 - To control who is accessing company apps
 - To control policies
 - To be able to wipe the device

Where to get it?

- Differs per platform
 - Web Company Portal
 - Windows RT: Windows Store
 - Windows Phone: During enrollment
 - Android: Google Play
 - Apple iOS: Apple Store
 - Windows 8.1: Windows Store, or ConfigMgr

Specials

- Web Portal is used for App deployment iOS
- Need to sign Company Portal for Windows Phone

Preparing Your Environment

- Review Kenny and Tim's session (Weds)
- Configure Windows Intune Subscription

DEMO – PREPARING YOUR ENVIRONMENT

WHAT HAPPENS IF YOU ADD A DEVICE TO THE COMPANY PORTAL?

What happens.....

- You give your administrator control over your device.
 - Can inventory the device
 - Can (selective) wipe the device
 - Can deploy policies to the device
 - Can install apps and updates on the device
- Complete list:
<http://technet.microsoft.com/library/jj738616.aspx>

How and when to use it?

- Corporate-approved software
- Web links
- Initiate sync (WP)
- Service desk/contact info for company

Communication

- OMA-DM
 - Windows RT
 - Windows Phone
 - Android
 - Windows 8.1
- Apple Push Notification service
 - iOS

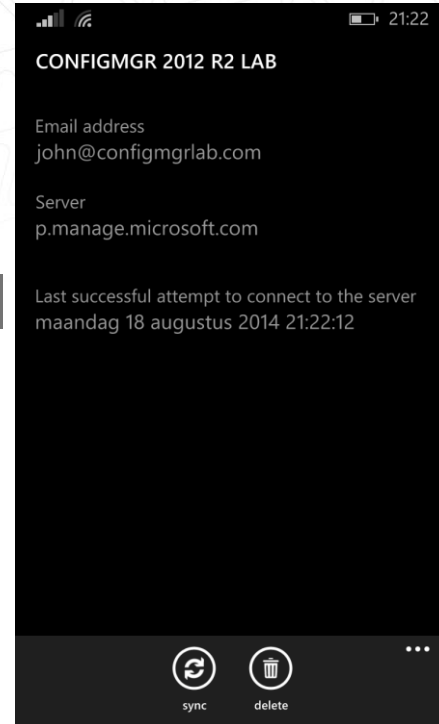
HOW TO TROUBLESHOOT?

Windows Phone

- Troubleshooting options:
 - Logging enabled by default
 - Send logfiles

Windows Phone

- Troubleshooting options:
 - Logging enabled by default
 - Send logfiles via Company Portal
- Connect with ConfigMgr / Windows Intune
 - Settings >> workplace >> sync





ThreadId: 10-0-2014 21:24

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Company Portal Logs

To: Daalmans, Peter | IT-Concern

```

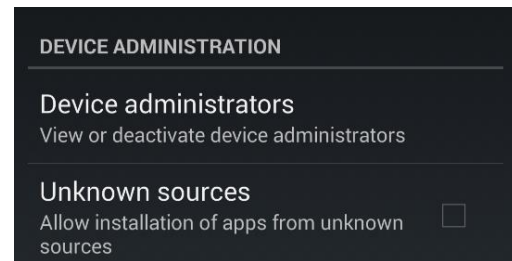
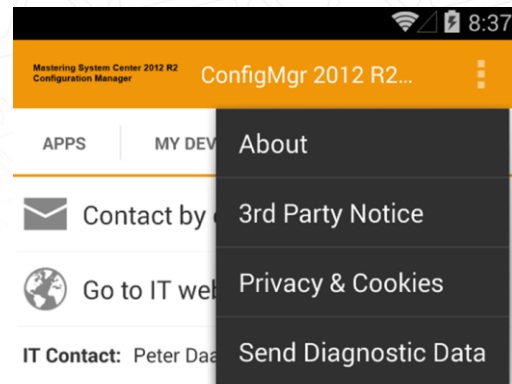
2014-08-18T19:18:23.7500299Z INFO Event None 0 Logging and navigation (/main/age.aspx) item to be removed from the
navigation history.
2014-08-18T19:18:23.7500299Z INFO Event None 0 END_METHOD
2014-08-18T19:18:23.7591022Z INFO Event None 0 BEGIN_METHOD : [<OnNavigatedTo>d__0.MoveNext]
2014-08-18T19:18:23.7591022Z INFO Event None 0 END_METHOD
2014-08-18T19:18:23.7812561Z INFO Event None 0 BEGIN_METHOD : [BasePage.BasePage_Loaded]
2014-08-18T19:18:23.7812561Z INFO Event None 0 BEGIN_METHOD : [<OnNavigatedTo>d__0.MoveNext]
2014-08-18T19:18:23.7953534Z INFO Event None 0 BEGIN_METHOD : [<LoadStateAsync>d__4.MoveNext]
2014-08-18T19:18:23.8044164Z INFO Event None 0 BEGIN_METHOD :
[<DoesValidAuthorizationTokenExist>d__c.MoveNext]
2014-08-18T19:18:23.8890306Z INFO Event None 0 Found saved credentials.
2014-08-18T19:18:23.9071536Z INFO Event None 0 END_METHOD
2014-08-18T19:18:23.9303171Z INFO Start None 4400 GET request to
https://manage.microsoft.com/RestUserAuthLocationService/RestUserAuthLocationService/ServiceAddresses. Accept: ,
ContentType: , ClientRequestId:
2014-08-18T19:18:24.4553970Z INFO End None 4400 GET request to
https://manage.microsoft.com/RestUserAuthLocationService/RestUserAuthLocationService/ServiceAddresses. Status:200
(OK). Cache-Control: max-age=
2014-08-18T19:18:24.5007786Z INFO Event None 0 BEGIN_METHOD : [<CompleteValidationAsync>d__9.MoveNext]
2014-08-18T19:18:24.5722915Z INFO Start None 4400 GET request to https://msub05.manage.microsoft.com/IWS/Devices.

```

Logfile is in the email itself

Android

- Use Send Diagnostic Data or shake device
 - CompanyPortal.log
 - OMADMLog_x.log
- Apps won't install
 - Allow install from Unknown Sources



ATTACHMENT TOOLS Android Company Portal Diagnostics Report - Message (HTML)

FILE MESSAGE ATTACHMENTS

Ignore X Delete Reply Forward All Reply Forward All To Manager Team Email MVP Mentor P... Move Mark Unread Categorize Follow Up Translate Zoom

Delete Respond Quick Steps Move Tags Editing Zoom

File name: CompanyPortal_1.log
Size: 486 KB
Last changed: maandag 18 augustus 2014

Message CompanyPortal_1.log (486 KB) OMADMLog_0.log (2 KB) OMADMLog_1.log (10 KB)
OMADMLog_2.log (20 KB) OMADMLog_3.log (3 KB) OMADMLog_4.log (8 KB)

2014-08-18T10:25:10.9295680Z	VERB	Event	None	0	Loading deployment settings
2014-08-18T10:25:11.0364980Z	VERB	Event	None	0	Deployment settings :
login url = https://go.microsoft.com/fwlink/?LinkId=311963&api-version=1.1					
login success = /ClientLogonSuccess					
2014-08-18T10:25:11.0367240Z	VERB	Event	None	0	Initializing data access
2014-08-18T10:25:11.0562200Z	INFO	Event	None	0	Initial enrollment state: Unenrolled
2014-08-18T10:25:11.0708320Z	INFO	Event	None	0	Begin Platform Info
2014-08-18T10:25:11.0812310Z	INFO	Event	None	0	Brand: generic
2014-08-18T10:25:11.0817770Z	INFO	Event	None	0	Device:
vbox86p					
2014-08-18T10:25:11.0827600Z	INFO	Event	None	0	Display:
vbox86p-userdebug 4.4.2 KOT49H eng.buildbot.20140524.041238 test-keys					
2014-08-18T10:25:11.0849200Z	INFO	Event	None	0	Hardware:
vbox86					
2014-08-18T10:25:11.0852660Z	INFO	Event	None	0	Manufacturer:
Genymotion					
2014-08-18T10:25:11.0858690Z	INFO	Event	None	0	Model: Samsung
Galaxy S5 - configMgr					
2014-08-18T10:25:11.0861090Z	INFO	Event	None	0	Type:
userdebug					
2014-08-18T10:25:11.0863620Z	INFO	Event	None	0	Version

See more about Peter Daalman.

Logfiles are attached with the email

DEMO – WINDOWS PHONE AND ANDROID PORTALS

Apple iOS

- Troubleshooting Options
 - iPhone Configuration Utility (IPCU)
 - iOS Portal Logging

iOS Enrollment/Registration Issues

- Install IPCU - <http://support.apple.com/kb/dl1466>
- Connect Device
- Select device from the menu
- Click Console tab, and select to save log.

iOS Registration – Hot tip!

If you can see the iOS device in the admin console, then the device is both enrolled and registered. If you can't see it in the console, it may be registered but not enrolled. Try unenrolling and enrolling again.

iOS Portal Logging

- Shake it!
 - While company portal is running, shake it!
(shake the device, nothing else)

Windows RT

- Company Portal (Windows store)

The screenshot shows the Windows Store interface for the 'Company Portal' app. At the top, the Windows logo and 'Windows' text are visible in the search bar area. Below this, the app title 'Company Portal' is displayed. The app icon, a blue square with a white person icon, is shown next to the text 'Free ★★★★★ 146'. Below the icon, it says 'Published by Microsoft Corporation © 2013. Microsoft. All rights reserved.' and 'Category Business Approximate size 4.2 MB Age rating 16+'. A green button labeled 'View in Windows Store' is present. A section titled 'More apps by Microsoft Corporation >' lists 'Microsoft Press... Free ★★★★★ 10'. The main preview area shows a 'Contoso, Ltd.' dashboard with various app tiles: 'All Apps >', 'New Apps', 'Browse by Category', 'OneNote', 'Events', 'Employee Portal', 'Campus Maps', 'Benefits Guides', 'Expenses', and 'My Devices' (Windows 8 PC). A blue bar at the bottom of the preview area contains 'Home Page' and navigation arrows.

Troubleshooting

- On client only
 - %LocalAppData%\Packages\Microsoft.CompanyPortal_8wekyb3d8bbwe\LocalState\SSPLog_*.log
 - Clear Windows SSP cache (caching of HTTP requests)
 - Delete all files in
%LocalAppData%\Packages\Microsoft.CompanyPortal_8wekyb3d8bbwe\TempState
 - Clear all state of Windows SSP
 - Delete cache files (path above) and folders within
%LocalAppData%\Packages\Microsoft.CompanyPortal_8wekyb3d8bbwe\LocalState

DEMO – APPLE IOS AND WINDOWS RT PORTAL

Windows 8.1

- Company Portal (Intune)
- Company Portal (ConfigMgr on-Premise)

Company Portal (Intune)

- OMA-DM
- On client only
 - %LocalAppData%\Packages\Microsoft.CompanyPortal_8wekyb3d8bbwe\LocalState\SSPLog_*.log
 - Clear Windows SSP cache (caching of HTTP requests)
 - Delete all files in
%LocalAppData%\Packages\Microsoft.CompanyPortal_8wekyb3d8bbwe\TempState
 - Clear all state of Windows SSP
 - Delete cache files (path above) and folders within
%LocalAppData%\Packages\Microsoft.CompanyPortal_8wekyb3d8bbwe\LocalState

Company Portal (On-Premise)

Dell, Inc.

All Apps >



Featured Apps



Browse by Category

Sales Connector 1.0.12.5

Dell Inc

.Net Framework 4.5.1

.Net Framework

One-X® Communicator
6.2

Avaya

Ironport Email Security
Plug-in

Cisco

1E Nomad Client
5.2.100.32

1E

Citrix Receiver (Upgrade
14.1)

Citrix Systems, Inc.

Tealeaf RealTea Viewer

IBM

Delta – Siebel 8.1.1.11

Oracle

Windows 8.1 Language
Pack - Arabic

Microsoft

On-Prem Requirements

- ConfigMgr 2012 R2
 - Application Catalog
 - User-targeted Applications
 - App requirements evaluated at install time
- Windows 8.1 client

On-Prem Configuring

- Separate Download
 - Registry Keys:
 - Key = [HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\CCM]
 - Value Name = PortalPackageFamily
 - Type = REG_SZ
 - Value = Microsoft.CorporateAppCenter_8wekyb3d8bbwe
 - Deploy Company Portal .appx*
- * May take 15 mins for portal to be operational, after install.

On-Prem Troubleshooting App Catalog

- From Client
 - %userprofile%\AppData\LocalLow\Microsoft\Silverlight
 - Application logs: %windir%\ccm\logs\ Appdiscovery.log, CIStore.log, CIAgent.log, etc.
- From App Catalog Server:
 - IIS logs
 - Application Catalog Website logs, CMApplicationCatalog\Logs
 - Application Catalog Webservice logs, CMApplicationCatalogSvc\Logs
- From Admin Console:
 - Monitoring info for deployment targeted to user

Company Portal (On-Prem)

- On Client

- First Test – Test app install from App Catalog!
- %localappdata%\Packages\Microsoft.CorporateAppCenter_8wekyb3d8bbwe\LocalState
- %localappdata%\Packages\Microsoft.CorporateAppCenter_8wekyb3d8bbwe\LocalState\SSPLog_1.log
- Clear Windows SSP cache (caching of HTTP requests)
 - Delete all files in
%localappdata%\Packages\Microsoft.CorporateAppCenter_8wekyb3d8bbwe\TempState
- Clear all state of Windows SSP
 - Delete cache files (path above) and folders within
%localappdata%\Packages\Microsoft.CorporateAppCenter_8wekyb3d8bbwe\LocalState

DEMO – ON-PREMISE PORTAL

GREAT RESOURCES

Great resources

- Great blogs:
 - [How to deploy the Company App using SCCM 2012 R2](#) (TechNet Blogs)
 - [Troubleshooting Windows RT Client Software Distribution Issues](#) (TechNet Blogs)
 - [Windows Intune & ConfigMgr 2012 : Notes from the field](#) (Kenny Buntinx)
 - [Step by step guides MDM via ConfigMgr 2012](#) (Niall Brady on windowsnoob.com)
- Go and try it out yourself
 - Windows Intune, www.windowsintune.com
 - [Support Tool for Windows Intune Trial Management of Window Phone](#)
 - Test Android devices with Genymotion Android Emulator, www.genymotion.com
 - Present IOS via Reflector on Windows, www.airsquirrels.com/reflector

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