MATRIX42
SMARTER WORKSPACE – BETTER LIFE

Silverback Best Practices

Windows (Phone) 8.1 Migration to Matrix42 Global MPNS Push Settings

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1. Overview

Silverback by Matrix42 uses the Microsoft Push Network Service (MPNS) mechanism to remotely trigger Windows (Phone) 8.1 devices. Once triggered the MDM registered device checks into the Silverback server and receives the MDM commands that are queued for the device (e.g. lock the device or install an Exchange profile).

In the past Matrix42 customers needed to register a Windows Store dummy enterprise application with their Microsoft Application Developer Account in order to enable the Microsoft Push Network Service function. Additionally customers had to extend their Windows Store dummy enterprise application every year.

After the dummy enterprise app creation process the administrator needs to apply a couple of settings – including the Microsoft PFN (Package Family Name) - in the Silverback solution to enable the push network function. This is either done in the Silverback Configurator tool (up to Silverback version 4.6) or in the Silverback Web Settings starting with version 4.7.

Who should migrate

Matrix42 encourages all customers to migrate to the new Matrix42 Global MPNS settings, which already use Windows (Phone) 8.1 devices in production. Additionally all customers who are going to implement Windows (Phone) 8.1 can either migrate to the new settings using this guide or upgrade to Silverback 4.7 SP2 where the new settings are-prepopulated in case they are not used yet.

What are the benefits

Matrix42 Global MPNS settings reduce implementation and yearly maintenance efforts to customers. Moreover Matrix42 reduces the risk of limited management capabilities.

What are the risks if customers do not migrate

The following situation requires substitution of customer specific MPNS settings:

1 The Microsoft Application Developer Account expires or may get deleted because someone forgot to extend the account.

2 The Windows dummy enterprise app settings used in Silverback become invalid because the dummy app was not prolonged within 12 months and Microsoft deleted the reserved dummy application name.

In both cases customers are affected by an unplanned change management process. The impact is that Windows devices cannot be remotely triggered to check-in to the Silverback server for ad-hoc MDM actions initiated manually by the administrator or automatically by regular Silverback server routines. Even though Windows devices frequently check-in regularly (default is every 120 minutes) this might be too long if the customer needs to wipe corporate data from a lost device immediately.

Important: The registered devices within Silverback by Matrix42 will remain under MDM management control and do not need to be re-enrolled after executing the MPNS settings substitution process.

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How does MPNS substitution affect end-users?

The substitution for end-users with MDM-registered devices is transparent. Users will not be impacted and can continue to use their Windows devices.

1.1. Supported Silverback by Matrix42 Versions

All Silverback by Matrix42 versions 4.5 and higher do support the new MPNS settings.

1.2. Change Silverback Server Settings

The following settings needs to be entered into the Silverback server settings:

Silverback Parameter	Silverback Value
WNS App ID	SilverbackMDM.Silverback.byMatrix42.Push
WNS Package Family Name (PFN)	SilverbackMDM.Silverback.byMatrix42.Push_9eb8r6027r054
WNS App Store URI	ms-app://s-1-15-2-949712397-1193889935-2603301030-3258827139-1829444390-656665233-3688833667
WNS App Secret	4PbboVQbRomWHv8yaa1SX1F5c8I2P3fZ

Important:
Please change all required Silverback server settings before you save them!

Following these steps will configure your Silverback server:

1. If you have Silverback 4.7 and higher: Login to the Silverback admin console (e.g. https://silverbackserver.company.com/admin) with a console user account with the role of “Settings Administrator”
2. If you have Silverback 4.6 and lower: Start the Silverback Configurator tool on your Silverback server via RDP.
3. Click the **“WP Settings” section**, and populate the values into the ‘’Windows 8.1 Family device settings” section.
   1. WNS App ID
   2. WNS Package Family Name (PFN)
   3. WNS App Store URI
   4. WNS App Secret
4. If you have Silverback 4.7 and higher: Saving the web settings
5. If you have Silverback 4.6 and lower: Save the settings and export the new configs
6. RDP to the Silverback server and re-start IIS and all Silverback Windows services. Alternatively you can restart the entire Silverback server.

1.3. Prepare MDM queue for Windows devices

Finally you execute an SQL script against your Silverback SQL database. The purpose of the script is to create MDM queues for all Windows devices to get their new PFN information.

Create MDM queue commands for Windows Phone devices

Log into the Microsoft SQL Server Management Studio and run the following script against the Silverback MDM database:

```
INSERT INTO SyncMlCommandQueue(
       [DeviceId]
      ,[SyncMlCommandTypeId]
      ,[Priority]
      ,[SyncMlCommandStatusId]
      ,[QueuedTime]
      ,[Active])
  SELECT DeviceId,
  50,
  15,
  1,
  GETDATE(),
  1
  FROM Devices WHERE DeviceTypeName IN ('WP81') AND DeviceStatusId
IN (2,3)
```

When executed successfully you will get the amount of rows (devices) affected.

Create MDM queue commands for Windows desktop devices

Log into the Microsoft SQL Server Management Studio and run the following script against the Silverback MDM database:

```
INSERT INTO SyncMlCommandQueue(
       [DeviceId]
      ,[SyncMlCommandTypeId]
      ,[Priority]
      ,[SyncMlCommandStatusId]
      ,[QueuedTime]
      ,[Active])
  SELECT DeviceId,
  250,
  15,
  1,
  GETDATE(),
  1
  FROM Devices WHERE DeviceTypeName IN ('Windows81') AND
DeviceStatusId IN (2,3)
```

When executed successfully you will get the amount of rows (devices) affected.

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Monitor MDM queue commands for Windows Phone devices

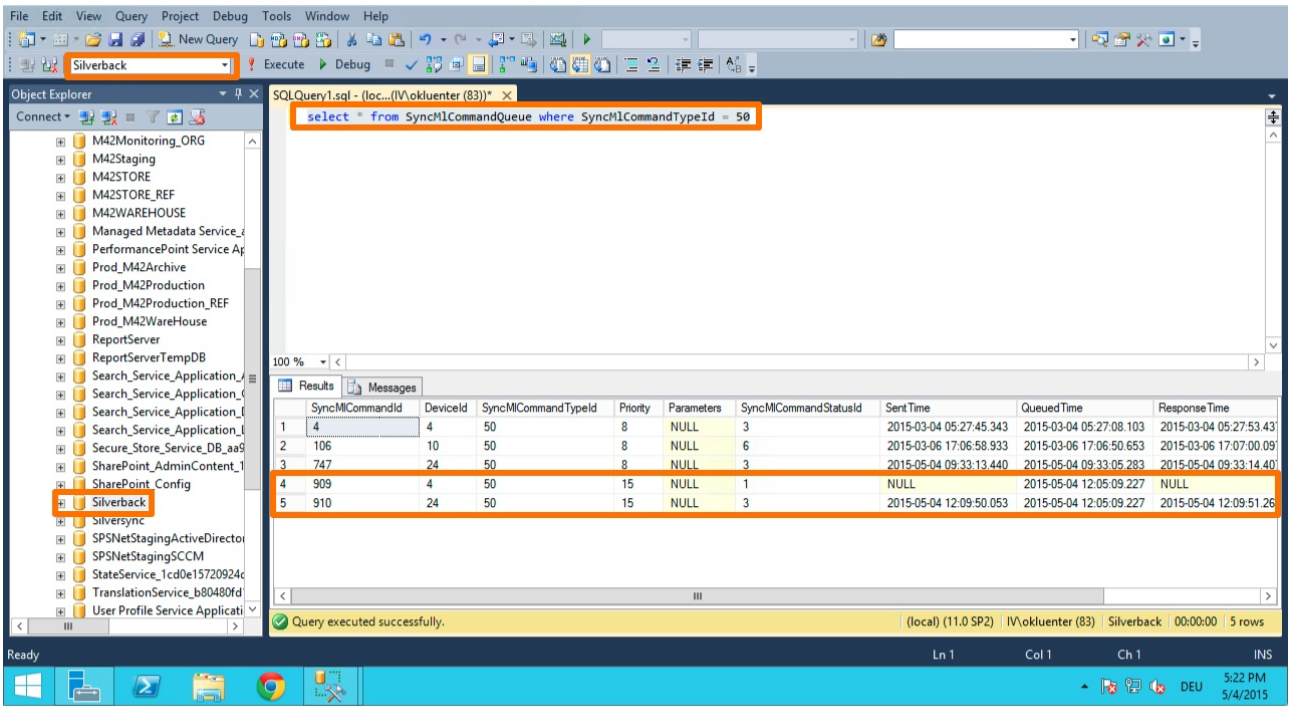
Run the following SQL command against your Silverback MDM database to monitor the outstanding and migrated Windows Phone devices:

```
select * from SyncMlCommandQueue where SyncMlCommandTypeId = 50
```

All created queues will have the actual date & time in the ‘QueueTime’ column.

Migrated devices will have a ‘SentTime’ and ‘RespondTime’ value when the PFN has been changed.

Outstanding devices will have ‘SentTime’ and ‘RespondTime’ value equals ‘NULL’.



Monitor MDM queue commands for Windows desktop devices

Run the following SQL command against your Silverback MDM database to monitor the outstanding and migrated Windows desktop devices:

```
select * from SyncMlCommandQueue where SyncMlCommandTypeId = 250
```