Android EMM Quickstart Guide

Obtaining JSON File

Android EMM (Enterprise Mobility Management) is built-into FileWave as of version 13.1. This feature requires activation.

Activation may be generated from the following link:

https://amapi.filewave.com/

Add the FileWave Server Activation Code in the Customer ID box and select Generate Key. On doing so, the required JSON file will be downloaded.

> ⚠ This process cannot be repeated. If you have an issue with activation, please contact support.

Setup

Requirements

- Server and Admin running FileWave Version 13.1.0 +
- Android Nougat 7+ Device(s) as of FileWave 13.1.0 (Requirements may change, confirm with latest release notes)
- Generated JSON key (see above)
- Network Port 443 inbound and outbound between FileWave server and Google (See Default TCP and UDP Port Usage for full list and topology)
- A **standard Google** account (**non G-Suite**, currently a Google API requirement))

> ⓘ A Google account may only be registered to a single EMM instance.
>
> Unlike standard Google or **Gmail** accounts, a **G Suite** administrator manages all accounts associated with each of these editions. **G Suite** provides access to a core set of apps that include **Gmail**, Calendar, Drive, Docs, Sheets, Slides, Forms, Google+, Hangouts Meet, Hangouts Chat, Sites, and Groups.

> ✓ You are not required to setup Google Cloud Messaging (GCM/Firebase) for Android EMM to work

Configure Service Account

Open FileWave Admin 'Preferences' > 'Google' tab and click 'Configure Service Account' in the "Android Service Account" section. If the Google tab is not yet apparent, the FileWave server service will require a restart after requesting the JSON.

1. Proceed by selecting the 'Choose File' button in the 'Set Up an Android Management Enterprise' window
2. Select service account file, then press 'Upload'
3. When requested, enter a display name for your enterprise and 'Sign Up'. This is merely an internal identifier, but will be visible on devices.
4. Press 'Click here' link to finalise the setup. The link opens a browser, navigating to Google Play website. Finalise enterprise creation using the chosen Google account.
5. On registration completion, the browser should redirect to the FileWave server website informing success. 'Enterprise "[display name]" successfully created.'

The FileWave Admin should now display the successfully configured Android EMM account:
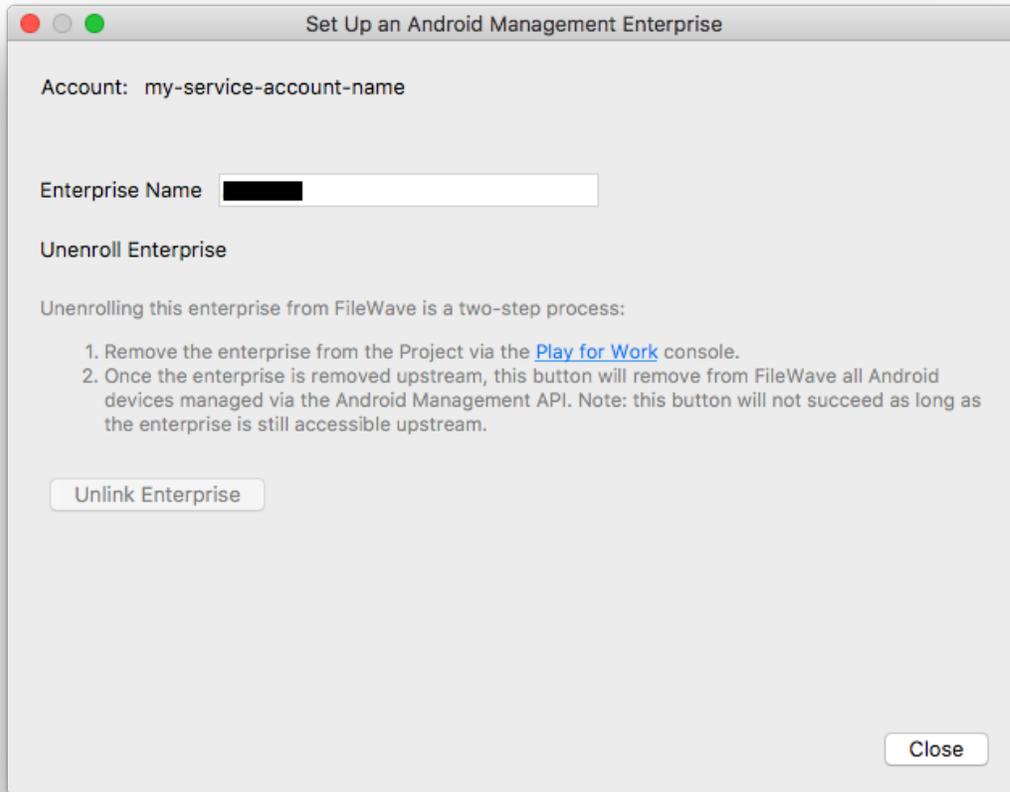
Enrolling Android devices to FileWave

ⓘ Devices in Safe Mode may not be enrolled

First create an enrolment token from the menu item: 'Assistants' > 'Enroll Android Device...'

Multiple tokens may be created, but one token may be configured for multi-use with an expiration of 30 days (recommended)
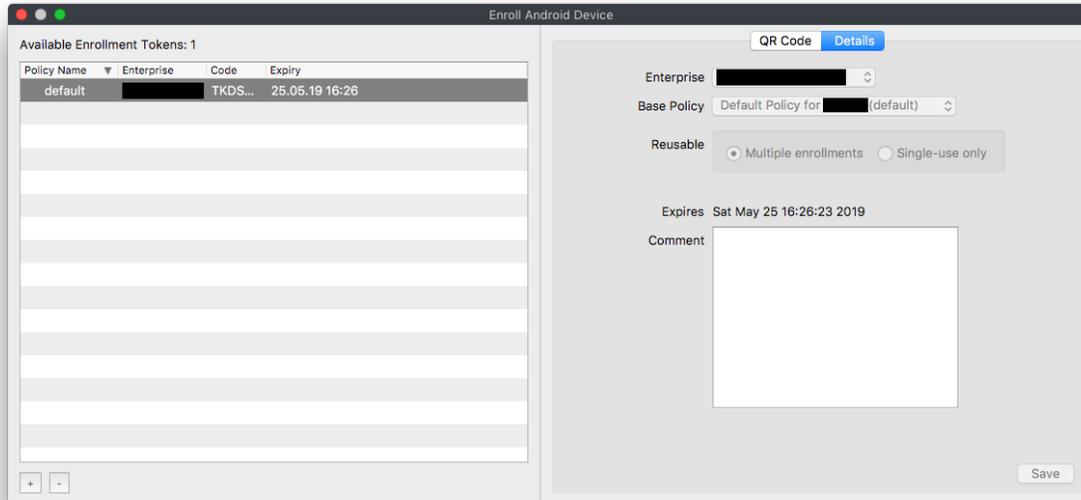
Make sure the device is fully wiped to factory settings and is not yet activated. Most modern Android versions can commence the process by either:

- Tap the screen seven times (in the same spot)
- Enter `afw#setup` in place of a Google account.

Enter the Wi-Fi code and scan the QR code. A few minutes later, accept the prompt to Install Work Apps. This will instal the FileWave Client.

On completion a summary will appear. Click Setup.

Where auto enrolment is configured in the New Client > Enrolled Mobile Devices, the device should appear within a few minutes. Otherwise use the New Client window to accept the device and then Update Model.
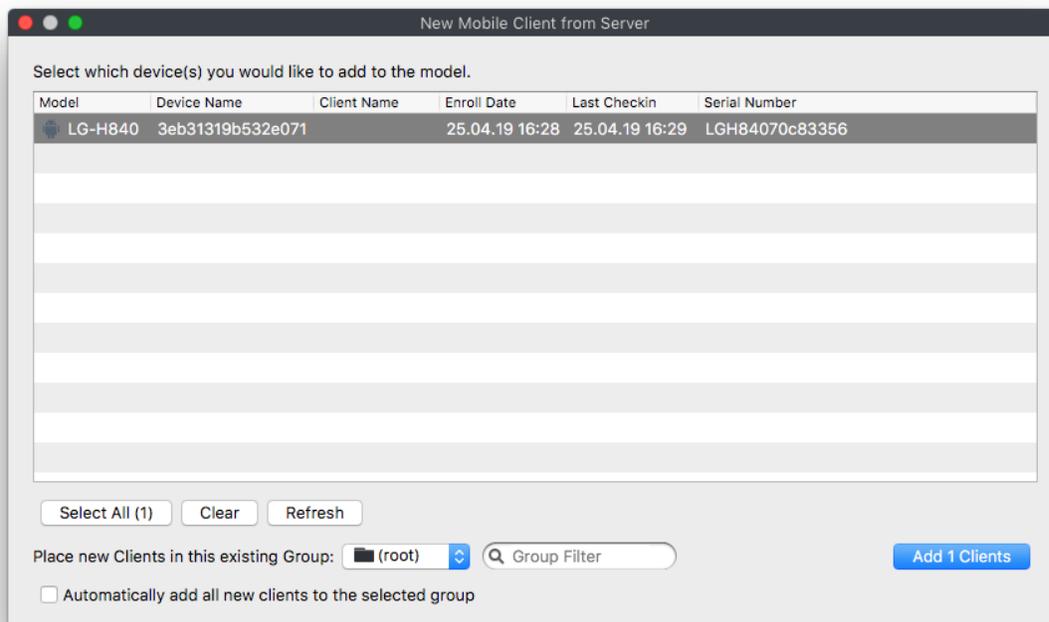
Congratulations! Enjoy EMM device management.