



## Feature Summary

Manage Microsoft Windows, Active Directory, Exchange, ActiveSync IIS, SQL Server, DHCP, DNS, Cluster Server, System Center Operations Manager and System Center Mobile Device Manager, RSA, Lotus Domino, Novell, Oracle, BlackBerry Enterprise Server, BlackBerry Enterprise Server 5, SolarWinds Orion, Citrix, HP iLO, Symantec Backup Exec and NetBackup, VMware Virtual Infrastructure servers, Amazon Elastic Compute Cloud, Nagios, BMC Remedy Service Desk, BMC Performance Manager Portal, CA Service Desk, Microsoft Hyper-V and create SSH/Telnet and RDP/VNC connections from your smartphone, tablet, or any computer.

Critical information delivered directly to mobile devices. Aggregates a customizable set of notifications, incidents, change requests and alerts from 3rd party systems in addition to Mobile Admin's Monitors. Alerts users and presents events directly on device screen, enabling users to drill into host/service reporting a problem, obtain information and begin diagnosis. Events aggregated from the following:

- SolarWinds Network Performance Monitor
- SolarWinds Server & Application Monitor
- Mobile Admin Windows Performance Monitor
- Mobile Admin Ping Response Monitor
- Nagios
- Microsoft System Center Operations Manager
- BMC Performance Manager Portal
- BMC Remedy Service Desk
- CA Service Desk (Service Requests and Change Orders)
- Symantec Backup Exec
- HP iLO

- Amazon Elastic Compute Cloud
- Microsoft Active Directory

## Security Features

Data encryption options include TDES or AES on the BlackBerry network, and VPN or HTTPS encryption by default.

Authentication options include Windows username and password, Mobile Admin-specific username and password, device-level password and RSA SecurID / RADIUS authentication.

## Windows Administration Features

### General

- Use the command prompt, Windows PowerShell, dial-up connections, and NSLookup
- View and clear event logs
- Run programs
- Restart or shutdown servers and computers
- Ping IP addresses
- Trace routes
- View and kill processes
- View system and performance data such as available memory, disk space, CPU usage, and hardware information
- Use Net Send to send a pop-up message

### File Explorer

- Manage drives, folders and files
- View drive, file or folder properties
- View disk space usage
- Browse or delete files and folders
- Create new folders
- View or change permissions

## System Requirements

### Mobile Admin Server

The server can be installed on a system/VM with the following specifications:

- Microsoft Windows Server 2003 or 2008
- Intel Pentium 4 CPU or equivalent
- 1 GB RAM
- 20 GB available disk space recommended

### Mobile Admin Client

#### Android Devices

- OS version 2.2 or higher

#### Apple Devices

- iPhone and iPad platforms version 3 and higher

#### BlackBerry Smartphones

- BlackBerry Smartphones with v.4.2.1 OS (or higher)

VPN client (recommended, not required)

#### Web Interface

- Accessible from any computer, laptop or smartphone with an Internet connection (supported browsers include: Internet Explorer v.6 or higher, Mozilla Firefox v.2 or higher, and Safari)



Fully Functional for 30 Days



executing on NetBackup server

- View status of NetBackup processes
- Run and view problem reports
- Run and view summary reports

## VMware Infrastructure

- View hosts/clusters and VI server
- Find VMs
- View VM properties / edit VM settings
- View events and event details
- View triggered alarm and triggered alarm details
- View host summaries and manage host

## RSA Administration Features

- Reset RSA SecurID tokens to New PIN mode
- Enable and disable tokens
- View user and token information

## Nagios Monitoring

- Acknowledge service problems
- View service details
- View service state information
- Schedule or delete service downtime
- Sort service details by status or service
- View service problems
- View unhandled service problems
- View, add and delete comments about the service
- Search hosts
- View host details
- View host state information
- Manage the host machine
- Schedule host downtime
- Delete scheduled host downtime
- View host problems
- Acknowledge Host problems

- View unhandled host problems
- View, add and delete comments about the host machine

## BMC Remedy Service Desk

- Add Mobile Admin Dashboard feeds for real-time alerts to critical tickets
- Search, edit, close and re-assign incidents
- View, create and edit work details
- View incident relationships
- View and update incident dates and owner

## BMC Performance Manager Portal

- View system status at the group and element levels
- View system status at the application or parameter levels

## CA Service Desk

- Create new service request, create new change orders
- Update status, escalate, transfer, log comment
- View activity logs
- Search service requests and change orders
- View My Queue

## Microsoft Hyper-V

- List VMs
- Show/configure VM settings (CPU, RAM)
- Show thumbnail of VM screen
- View/change VM state (enable, disable, reboot, reset, pause)
- Restore, create and delete snapshots
- Manage VM OS directly from Mobile Admin

## Mobile Admin Windows Performance Monitor

- Monitor any Windows machine discoverable by the Mobile Admin Server
- Quick and simple set-up
- Monitor CPU, memory and local disk utilization based on configurable thresholds
- Alerts sent directly to device

## Mobile Admin Ping Response Monitor

- Monitor anything with an IP address
- Quick and simple set-up
- Monitor response time based on configurable thresholds
- Alerts sent directly to device

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Our SolarWinds Certified Professional Engineers have overseen some of the largest installs of SolarWinds Orion in Europe and over time have gathered a wealth of experience and best practice skills that will ensure your deployment of Orion is working at the levels required.



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