



Hive5

# Command Center

Help Manual

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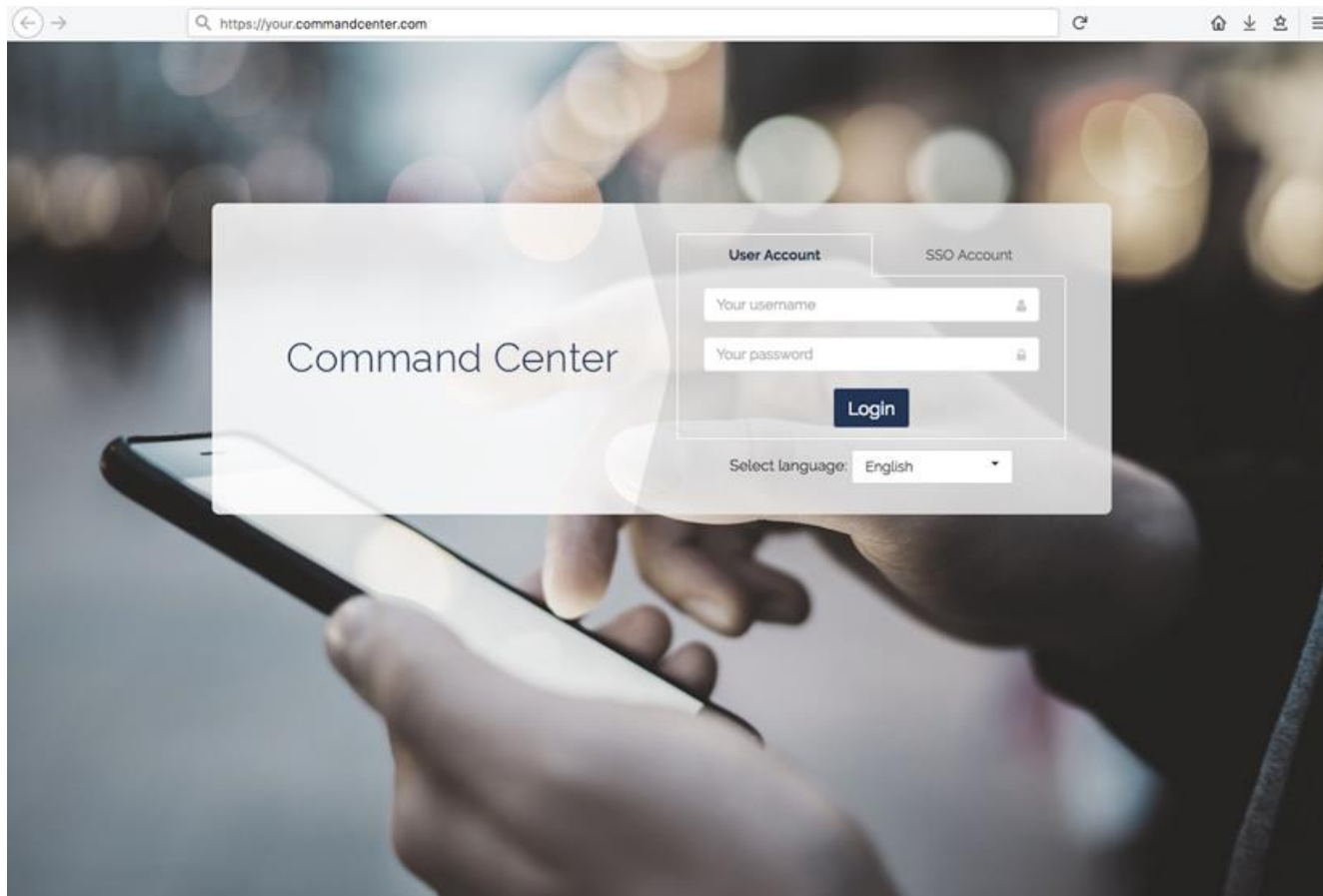
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## Requirements

- Command Center is installed in on-premise or cloud server environment with HTTPS access
- Browser access via Chrome, Safari, FireFox or Internet Explorer
- Multi Factor Authentication (MFA) setup and functioning across Email, SMS and/or Google Authenticator

## Login

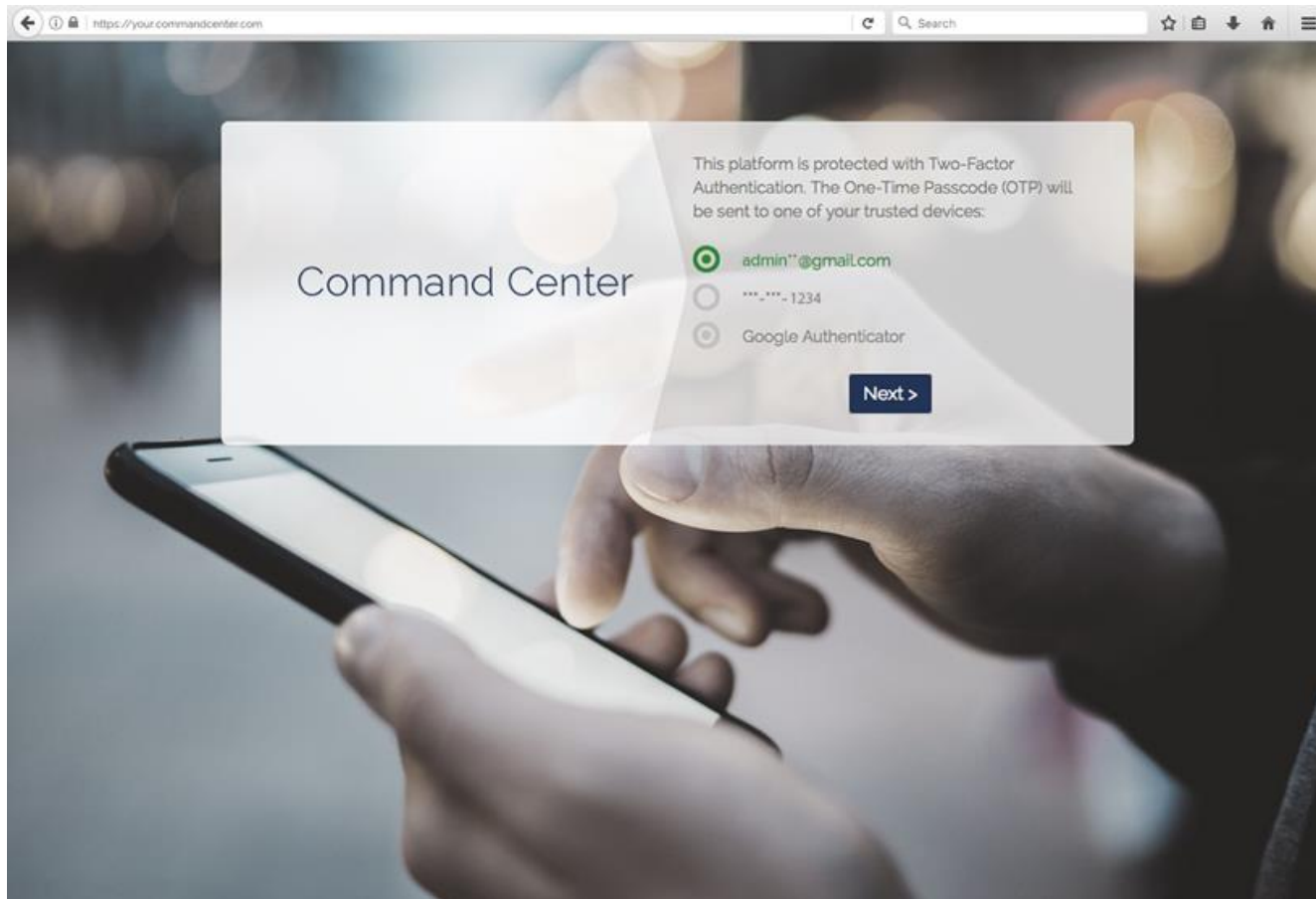
To start, open your browser and enter the URL of your Command Center:



Enter the "username" and "password" provided by your Command Center Administrator and click "Login".

You will then be asked to select a method of Multifactor Authentication (MFA):

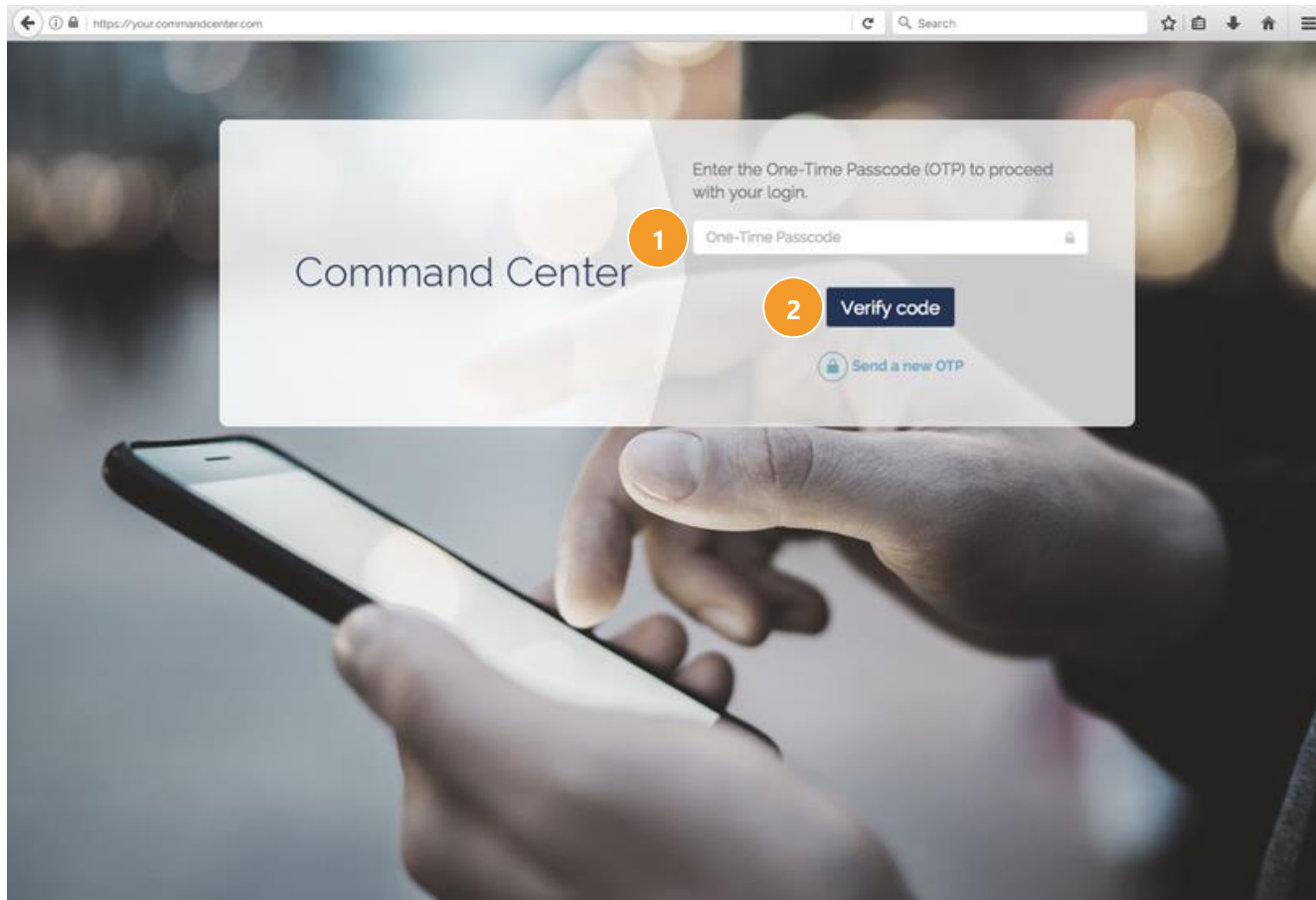
- One Time Password (OTP) code sent to your email
- One Time Password (OTP) code sent to your phone
- Use Google Authenticator



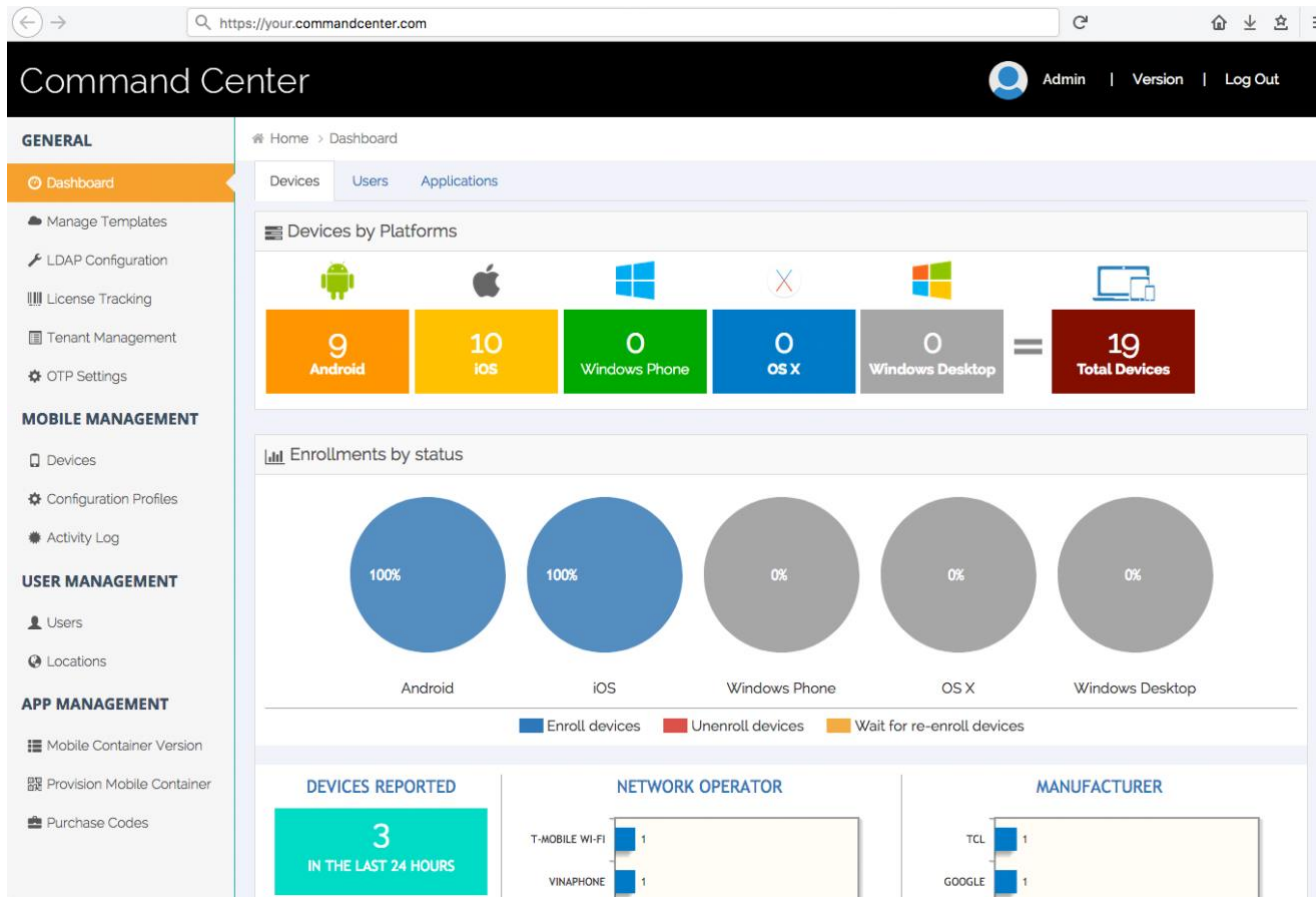
**Note:**

If you want to use Google Authenticator, you will need to download and install Google Authenticator on the device of your choice and register it for use with your Command Center.

Enter the One Time Password (OTP) sent to your email or phone, or enter your Google Authenticator code, in the field provided and click "Verify Code".

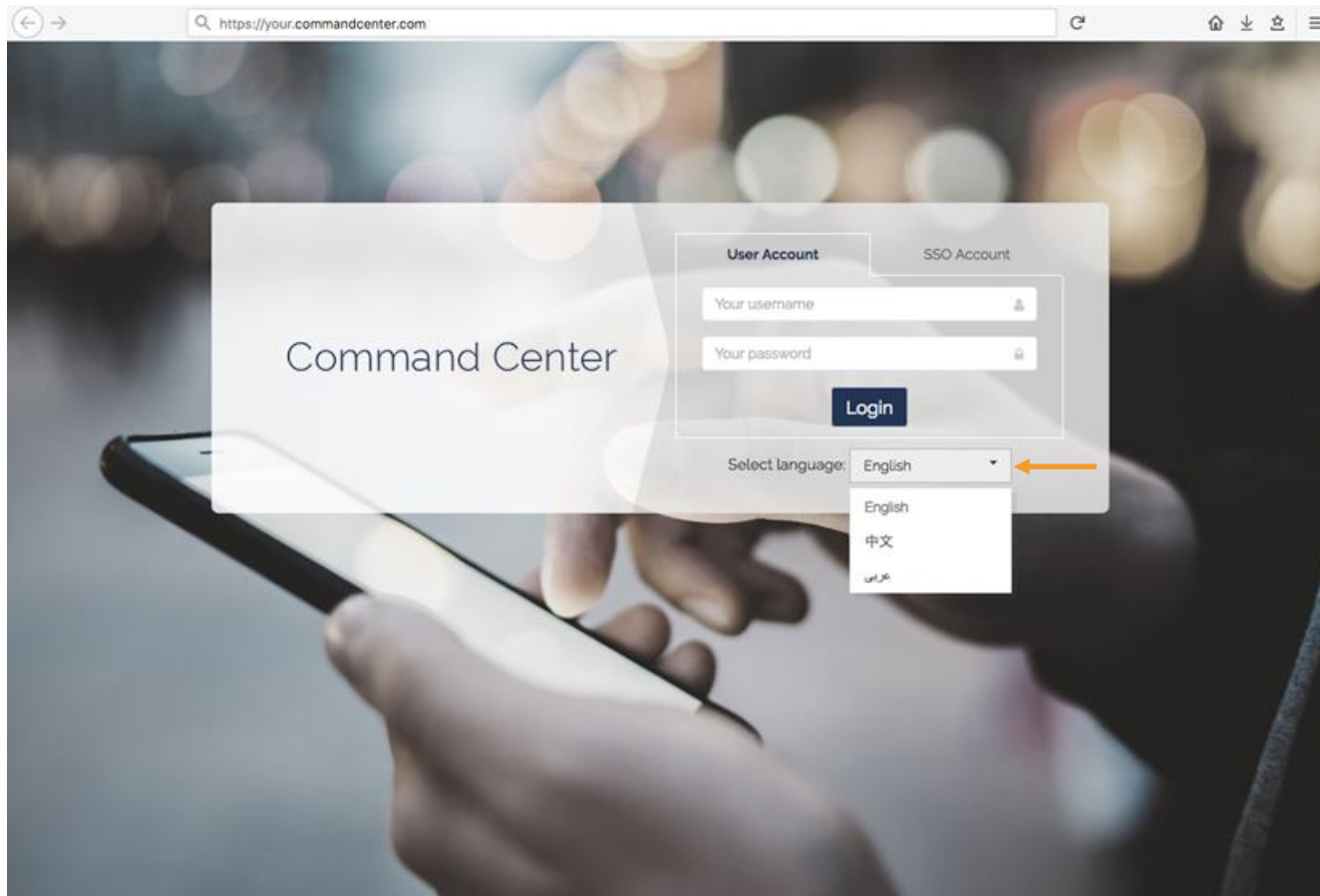


Once logged in, you will be presented with the Command Center Dashboard as your home screen:



## Change Language

To change the language used in your Command Center, click on the "Language Dropdown" option to select your preferred language prior to submitting your username and password:



## Create, Edit and Delete Tenants

You Command Center is a multi-tenant environment. In other words, you can use a single Command Center to service many different organizations, departments, groups etc.

Once logged into your Command Center, click "Tenant Management" in the main menu bar:

The screenshot shows the Command Center interface. The left sidebar contains the following menu items:

- GENERAL
  - Dashboard
  - Manage Templates
  - LDAP Configuration
  - License Tracking
  - Tenant Management** (highlighted with an orange arrow)
  - OTP Settings
- MOBILE MANAGEMENT
  - Devices
  - Configuration Profiles
  - Activity Log
- USER MANAGEMENT
  - Users
  - Locations
- APP MANAGEMENT
  - Mobile Container Version
  - Provision Mobile Container
  - Purchase Codes

The main content area is titled "Tenant Management" and includes an "Add Tenant" button. Below the title is a search bar and a "Show 10 entries" dropdown. The table below has the following data:

Name	Description	Action
Tenant 1		[Edit] [Status: Green]
Tenant 2		[Edit] [Status: Red]
Tenant 3		[Edit] [Status: Green]

At the bottom of the table, it says "Showing 1 to 3 of 3 entries" and includes "Previous 1 Next" pagination controls.



To add a new tenant to your Command Center, click "Add Tenant"

The screenshot shows the Command Center web interface. The browser address bar displays `https://your.commandcenter.com`. The page header includes the "Command Center" logo and user information: "Admin | Version | Log Out".

The left sidebar is categorized into sections:

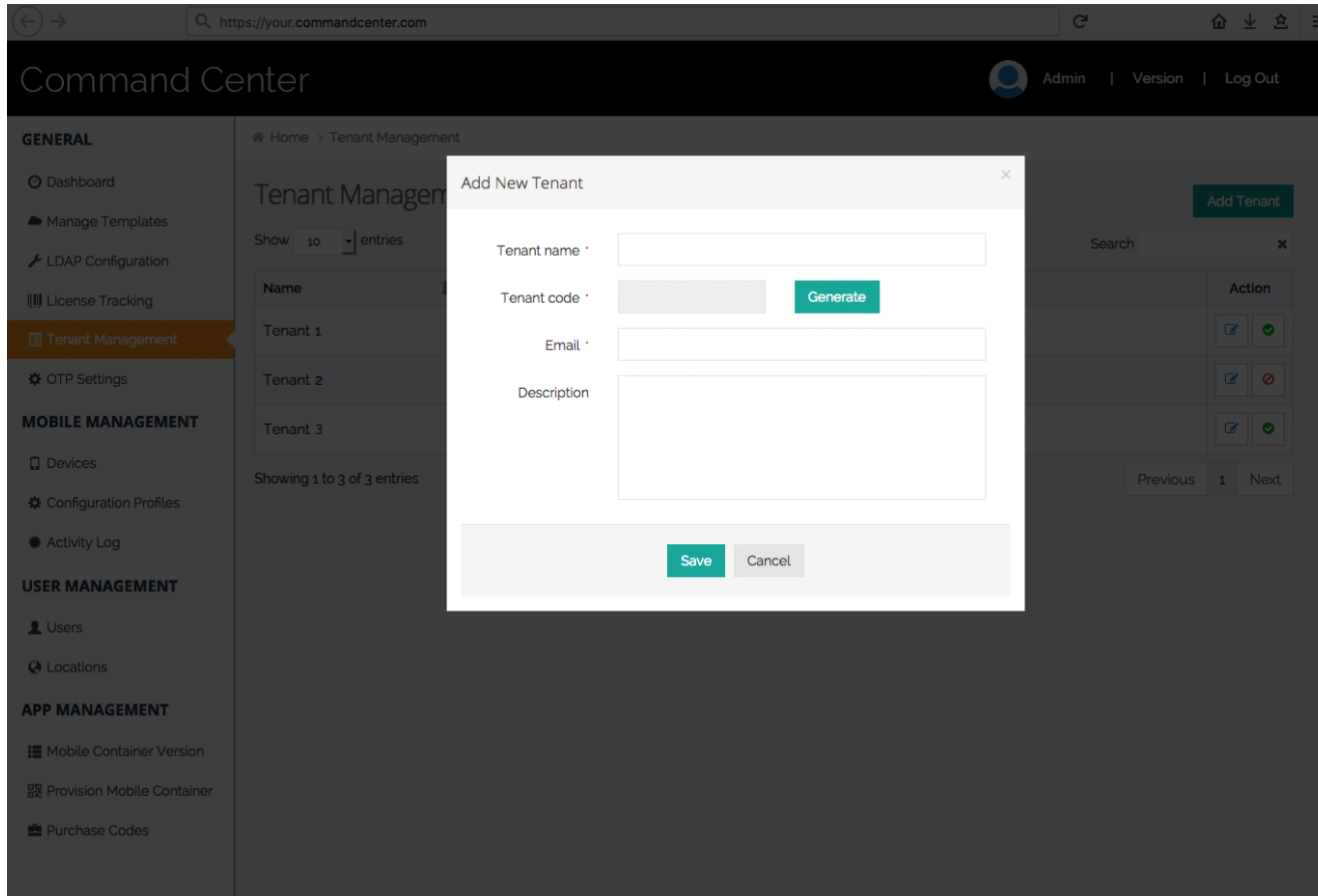
- GENERAL**
  - Dashboard
  - Manage Templates
  - LDAP Configuration
  - License Tracking
  - Tenant Management** (highlighted)
  - OTP Settings
- MOBILE MANAGEMENT**
  - Devices
  - Configuration Profiles
  - Activity Log
- USER MANAGEMENT**
  - Users
  - Locations
- APP MANAGEMENT**
  - Mobile Container Version
  - Provision Mobile Container
  - Purchase Codes

The main content area is titled "Tenant Management" and includes a breadcrumb "Home > Tenant Management". Below the title is a "Show 10 entries" dropdown and a search box. A table lists three tenants:

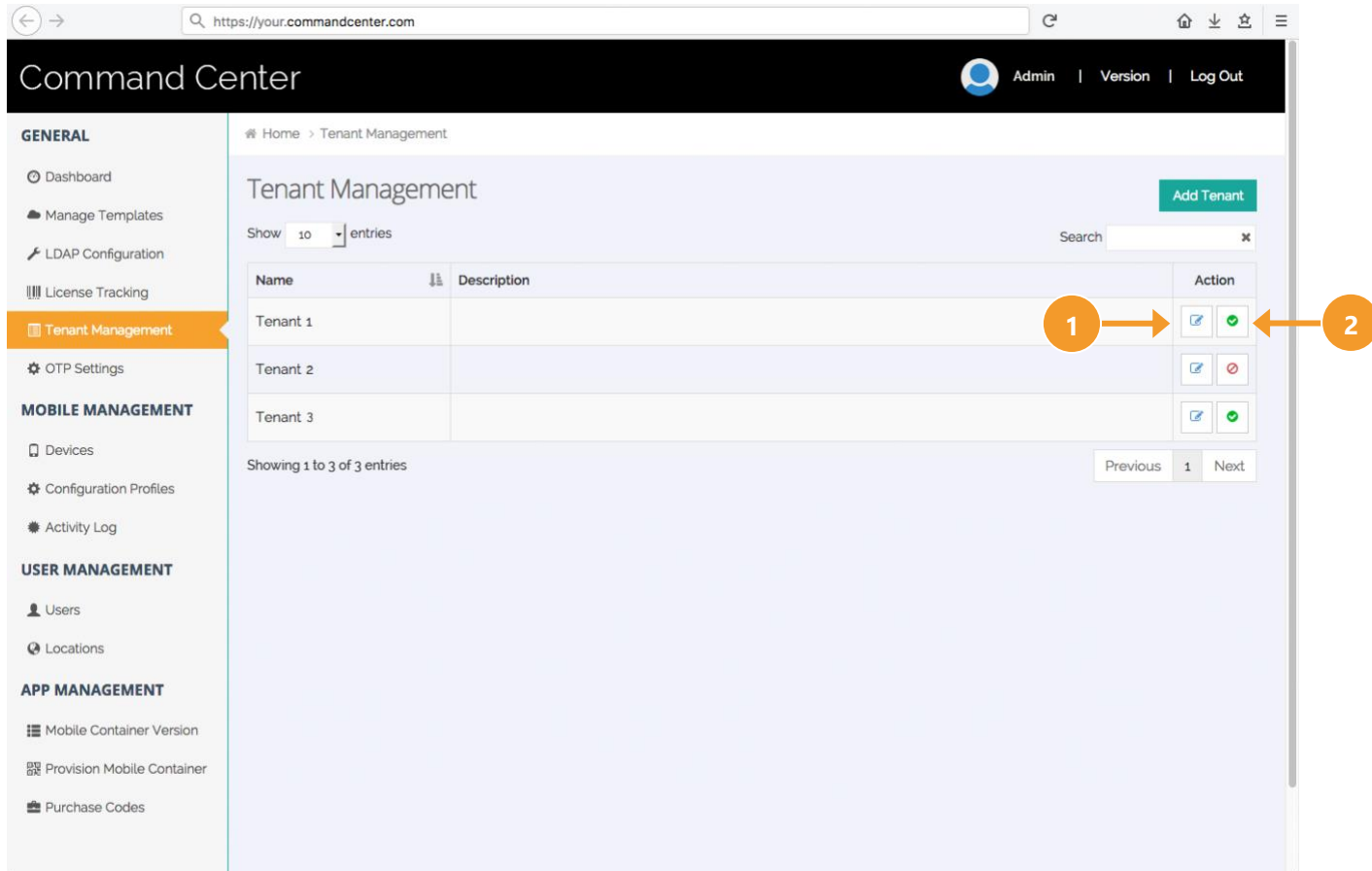
Name	Description	Action
Tenant 1		[Edit] [Checkmark]
Tenant 2		[Edit] [X]
Tenant 3		[Edit] [Checkmark]

At the bottom of the table, it says "Showing 1 to 3 of 3 entries" and includes "Previous 1 Next" navigation controls. A green "Add Tenant" button is located in the top right corner of the main content area, with an orange arrow pointing to it.

Enter information about your new tenant and click the "Save" button.



To 1) edit information relating to a tenant or 2) deactivate/activate a tenant, click on the affiliated icon and follow the instructions:



## Create, Edit and Delete Users

Once logged into your Command Center, click "Users" in the main menu bar:

The screenshot shows the Command Center interface. The left sidebar contains a menu with categories: GENERAL, MOBILE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The 'Users' item under USER MANAGEMENT is highlighted in orange, with an orange arrow pointing to it from the left. The main content area displays the 'Users' management page, which includes a table of users and various control buttons.

	Username	First name	Last name	Email	Role	User type	Tenant	Action
<input type="checkbox"/>	admin	System	Admin	admin@commandcenter.com	Sys Admin	MDM	Tenant 1	
<input type="checkbox"/>	jimshoes	Jim	Shoes	jimshoes@coolmail.com	Admin	MDM	Tenant 2	
<input type="checkbox"/>	joebloggs	Joe	Bloggs	joebloggs@bahoo.com	User	MDM	Tenant 3	

Showing 1 to 3 of 3 entries

Previous 1 Next

To add a new user, click "Select Actions" and then select "Add New User"

The screenshot shows the Command Center web interface. The left sidebar contains navigation menus for GENERAL, MOBILE MANAGEMENT, USER MANAGEMENT (with 'Users' selected), and APP MANAGEMENT. The main content area is titled 'Users' and features a table with columns: Username, First name, Last name, Email, Role, Us., and Action. The table lists three users: 'admin' (Sys Admin, MDM, Tenant 1), 'jimshoes' (Admin, MDM, Tenant 2), and 'joebloggs' (User, MDM, Tenant 3). Above the table are buttons for 'Select Tenant', 'Select columns', 'Refresh', 'Select Actions', and 'Send Password'. The 'Select Actions' dropdown menu is open, showing options: 'Add new user', 'Import users from LDAP', and 'Import users from file'. The 'Add new user' option is highlighted. The page footer shows 'Showing 1 to 3 of 3 entries' and pagination controls.

Username	First name	Last name	Email	Role	Us.	Action
admin	System	Admin	admin@commandcenter.com	Sys Admin	MDM	Tenant 1
jimshoes	Jim	Shoes	jimshoes@coolmail.com	Admin	MDM	Tenant 2
joebloggs	Joe	Bloggs	joebloggs@bahoo.com	User	MDM	Tenant 3

Enter information relating to the new user and click "Submit".

The screenshot shows the 'Add new user' form in the Command Center interface. The form is a modal window with a title bar and a close button. It contains the following fields:

- Tenant:
- User type:
- Username:
- First name:
- Email:
- Surname:
- Password:
- Telco Provider:
- Verify Password:
- Phone number:
- Role:

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'. The background shows the Command Center navigation menu with sections for GENERAL, MOBILE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The 'Users' option under USER MANAGEMENT is highlighted.

To 1) edit information relating to a user or 2) delete a user, click on the affiliated icon and follow the instructions:

The screenshot shows the Command Center interface with the 'Users' page selected. The left sidebar contains navigation options under 'GENERAL', 'MOBILE MANAGEMENT', 'USER MANAGEMENT', and 'APP MANAGEMENT'. The main content area displays a table of users with the following data:

Username	First name	Last name	Email	Role	User type	Tenant	Action
admin	System	Admin	admin@commandcenter.com	Sys Admin	MDM	Tenant 1	[Edit]
jimshoes	Jim	Shoes	jimshoes@coolmail.com	Admin	MDM	Tenant 2	[Edit] [Delete]
joebloggs	Joe	Bloggs	joebloggs@bahoo.com	User	MDM	Tenant 3	[Edit] [Delete]

Annotations: An orange circle with the number '1' is placed over the edit icon for the 'jimshoes' user. Another orange circle with the number '2' is placed over the delete icon for the 'jimshoes' user. An orange arrow points from circle '1' to the edit icon, and another orange arrow points from circle '2' to the delete icon.

## Send App Vault (Container) to Users

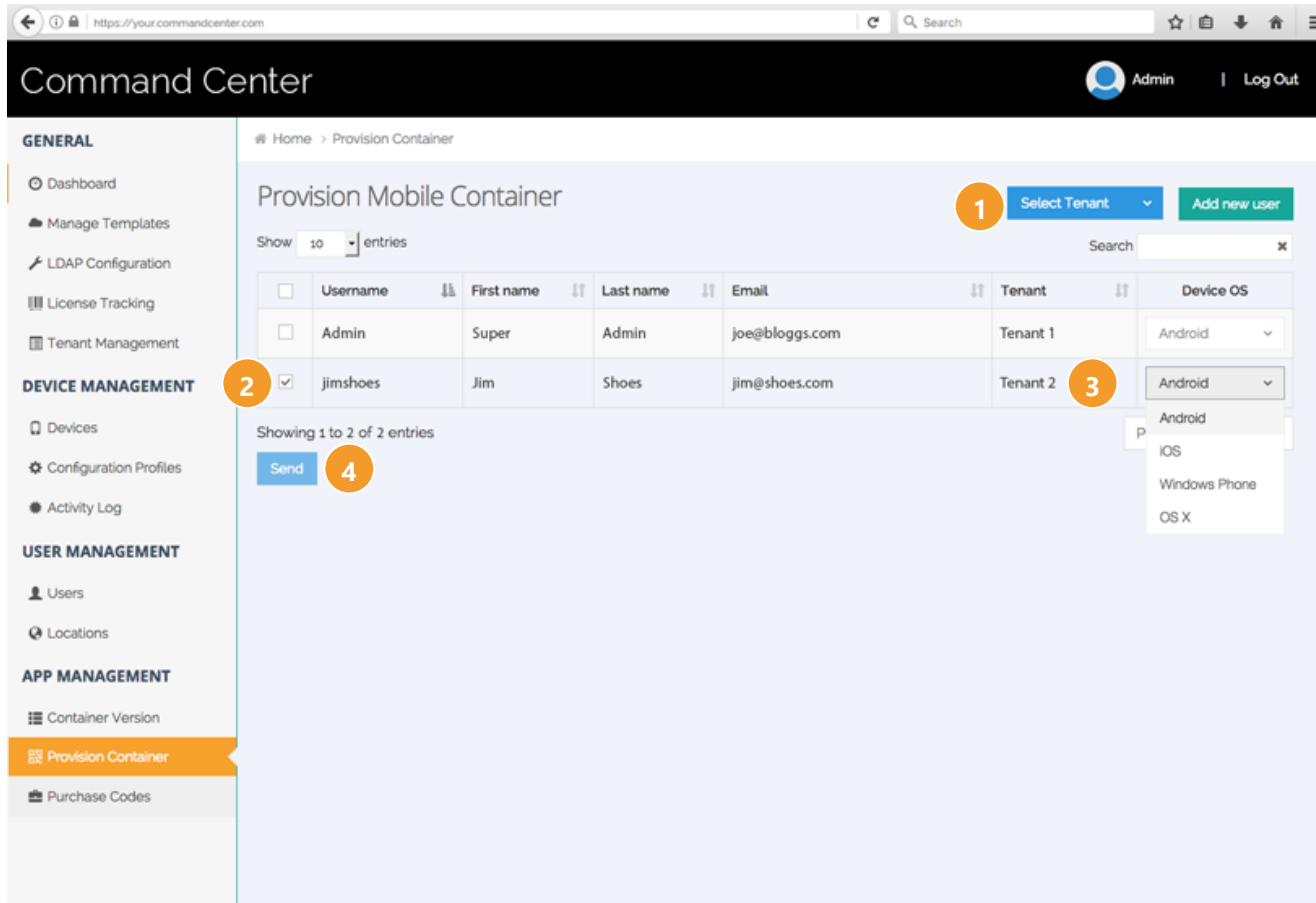
To send the App Vault (Container) software to a user, for them to install on their device, click "Provision Container" in the main menu bar:

The screenshot shows the Command Center web interface. The main content area is titled "Provision Mobile Container" and includes a "Select Tenant" dropdown and an "Add new user" button. Below this is a table with 2 entries. The table has columns for Username, First name, Last name, Email, Tenant, and Device OS. The first entry is for "Admin" (Super Admin, joe@bloggs.com, Tenant 1) with an Android device OS. The second entry is for "jimshoes" (Jim Shoes, jim@shoes.com, Tenant 2) with an Android device OS. A "Send" button is located below the table. The left sidebar shows the navigation menu with "Provision Container" highlighted.

<input type="checkbox"/>	Username	First name	Last name	Email	Tenant	Device OS
<input type="checkbox"/>	Admin	Super	Admin	joe@bloggs.com	Tenant 1	Android
<input type="checkbox"/>	jimshoes	Jim	Shoes	jim@shoes.com	Tenant 2	Android



If needed, search for the user. Once found, select the user and the Device OS you want to send them of the App Vault you want to send.



Once selected, click "Send" and you will receive notification an email was sent to the user notifying them to install the App Vault software.

## Issue Purchase Codes

Once users download and install App Vault, they can then install a variety of applications within. Many of the applications will require a purchase code to activate.

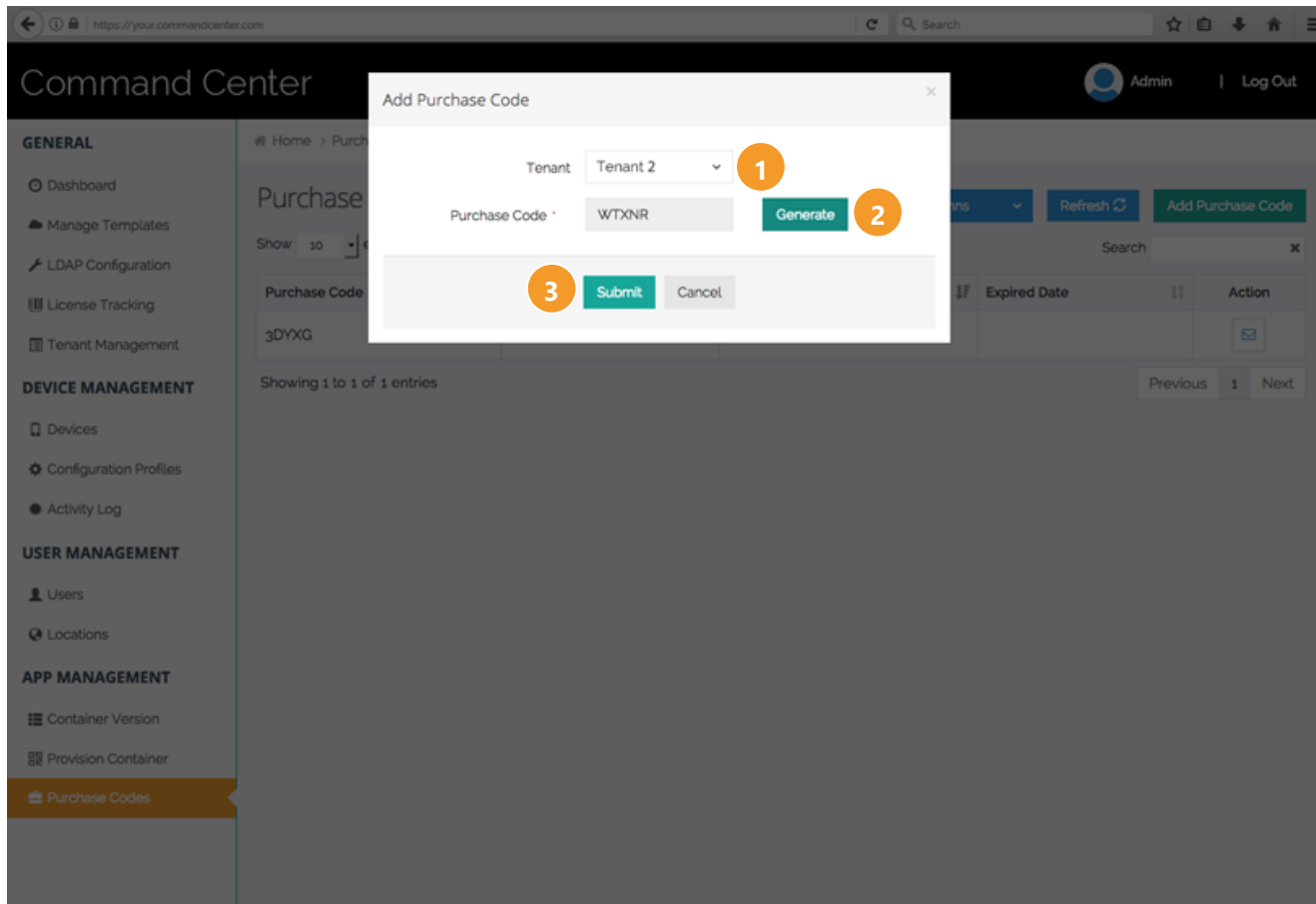
To generate a purchase code for a user, click "Purchase Codes" in the main menu bar and then click "Add Purchase Code".

The screenshot shows the Command Center web interface. The left sidebar contains a menu with categories: GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The 'Purchase Codes' item under APP MANAGEMENT is highlighted with a red circle and arrow labeled '1'. The main content area displays the 'Purchase Codes' page. At the top right of the main area, there is a 'Purchase Code' button highlighted with a red circle and arrow labeled '2'. Below this, there is a table with the following data:

Purchase Code	Tenant	Redeemed Date	Expired Date	Action
3DYXG	Tenant 1			

Below the table, it says 'Showing 1 to 1 of 1 entries'. There are also navigation buttons for 'Previous', '1', and 'Next'.

Select the tenant you wish to apply the purchase code to (remember, users belong to a tenant), click "Generate" to create a purchase code and then click "Submit".



**Note:**

Once created, you need to provide the purchase code to a user so they can activate an application (e.g. Secure Comms) in their App Vault.

## Customize Notifications

Your Command Center issues a variety of emails and SMS messages to users. You have the ability to customize information sent by editing the templates.

Click "Manage Templates" in the main menu bar, then click the action icon for the template of interest.

The screenshot displays the 'Command Center' web interface. The left sidebar menu is visible, with 'Manage Templates' selected and highlighted in orange. An orange arrow labeled '1' points to this menu item. The main content area is titled 'Email Templates' and features a table with the following data:

Template Name	Usage System	Tenant	Last Edited	Action
Request One-Time Password (OTP)	mCenter	Tenant 1	2017-10-10 04:35:58	[Edit Icon]
Request One-Time Password (OTP)	mCenter	Tenant 2	2017-10-10 04:36:52	[Edit Icon]
Request One-Time Password (OTP)	mCenter	Tenant 3	2017-10-10 04:00:10	[Edit Icon]
Request One-Time Password (OTP)	mCenter	Tenant 4	2017-10-10 03:59:26	[Edit Icon]
Request One-Time Password (OTP)	mCenter	Tenant 5	2017-10-10 04:36:32	[Edit Icon]
Request password	mCenter	Tenant 1	2017-07-21 06:32:03	[Edit Icon]
Request password	mCenter	Tenant 2	2017-07-11 02:36:23	[Edit Icon]
Request Password	mCenter	Tenant 3	2017-10-10 04:02:21	[Edit Icon]
Request Password	mCenter	Tenant 4	2017-10-10 04:01:36	[Edit Icon]
Request Password	mCenter	Tenant 5	2017-10-10 04:02:03	[Edit Icon]

An orange arrow labeled '2' points to the edit icon in the 'Action' column of the first row. The interface also includes a search bar, a 'Show 10 entries' dropdown, and a pagination control at the bottom showing 'Showing 1 to 10 of 80 entries' and a 'Previous 1 2 3 4 5 - 8 Next' navigation bar.

Make changes to the template and click "Submit".

The screenshot shows a web application interface with a sidebar on the left containing navigation menus for GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. A modal dialog titled "Edit Template" is open in the center. The dialog contains the following fields:

- Tenant: Tenant 1
- Language: English (selected), Chinese
- Template Name: Request One-Time Password (OTP)
- Usage System: mCenter
- Subject: OTP to access Command Center
- Content: 

```
<p>Dear {username}</p>
<p>Here is the OTP Code you will need to help us authenticate you.</p>
<p>Your OTP Code is: {OTP}</p>
<p>This code will expire soon so please enter it in the appropriate field online as soon as possible.
</p>
```

At the bottom of the dialog, there are three buttons: "Preview" (green), "Cancel" (grey), and "Submit" (green). An orange arrow points to the "Submit" button. Below the dialog, a table with columns for "Request Password", "Usage System", "Tenant", and "Time" is partially visible, showing two entries for "Request Password" with "mCenter" as the usage system and "Tenant 4" and "Tenant 5" as tenants.

## Manage User Devices

Once users install and login to their App Vault, information relating to their device(s) can be viewed in your Command Center.

To view, click "Devices" in the main menu bar. Once selected, you can view a user's device information by clicking on the "details icon".

The screenshot displays the Command Center interface. The left sidebar is categorized into GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The 'Devices' option under DEVICE MANAGEMENT is highlighted with an orange bar and a circled '1' with an arrow pointing to it. The main content area shows the 'Devices' page with a table of device information. The table has columns for Status, Device name, Software version, User, Last reported, Tenant, Detail, and Action. The first row shows a Motorola Moto G (5) Plus device. A circled '2' with an arrow points to the 'Details' icon in the Action column of the first row.

Status	Device name	Software version	User	Last reported	Tenant	Detail	Action
Enrolled	Motorola Moto G (5) Plus	7.0	Admin	2017-10-13 09:02:45	Tenant 1		
Enrolled	iPhone 5s 9.3.5	9.3.5	Jim Shoes	2017-10-13 08:49:55	Tenant 2		

Command Center

Admin | Log Out

Home > Devices

### Motorola Moto G (5) Plus

User: Admin | Last reported: 2017-10-12 20:06:33 | Device: Motorola Moto G (5) Plus | Software: 7.0

Get Log Information

General | Tags | Device Apps | Container Apps | Activity Log | Device Information | Device Location

**Configuration profiles**

Last Updated	Profile Name	Type

**Operator network**

Current	
Home	
Data roaming	Disable

**Security**

Encryption status	Active
Passcode set	Disable

**Storage**

Free storage	21.77 GB	Storage name	data
Total	24.59 GB	Encrypted	Enable

**Warranty**

Purchase date	-	Days left	0
Warranty ends	-	Warranty status	inactive

**GENERAL**

- Dashboard
- Manage Templates
- LDAP Configuration
- License Tracking
- Tenant Management

**DEVICE MANAGEMENT**

- Devices**
- Configuration Profiles
- Activity Log

**USER MANAGEMENT**

- Users
- Locations

**APP MANAGEMENT**

- Container Version
- Provision Container
- Purchase Codes

You can also click user's device "action" button to:

- Un-enroll the device from your Command Center
- Allow the device to be re-enrolled in your Command Center
- Remotely lock the device to prevent login in the event it's stolen or lost
- Remotely wipe data within the App Vault
- Remotely reset the device's passcode
- Remove the device from your Command Center

The screenshot shows the Command Center web interface. The main content area is titled "Devices" and contains a table with two entries. The first entry is for a "Motorola Moto G (5) Plus" with status "Enrolled", user "Admin", and last reported time "2017-10-13 09:02:45". The second entry is for an "iPhone 5s 9.3.5" with status "Enrolled", user "Jim Shoes", and last reported time "2017-10-13 08:49:55". A dropdown menu is open for the "Action" button of the first device, showing options: "Un-enroll device", "Allow re-enroll device", "Lock device", "Wipe container data", "Reset passcode", and "Remove device". An orange arrow points to the "Action" button of the first device.

Status	Device name	Software version	User	Last reported	Tenant	Detail	Action
Enrolled	Motorola Moto G (5) Plus	7.0	Admin	2017-10-13 09:02:45	Tenant 1		
Enrolled	iPhone 5s 9.3.5	9.3.5	Jim Shoes	2017-10-13 08:49:55	Tenant 2		





## Configuration Profile

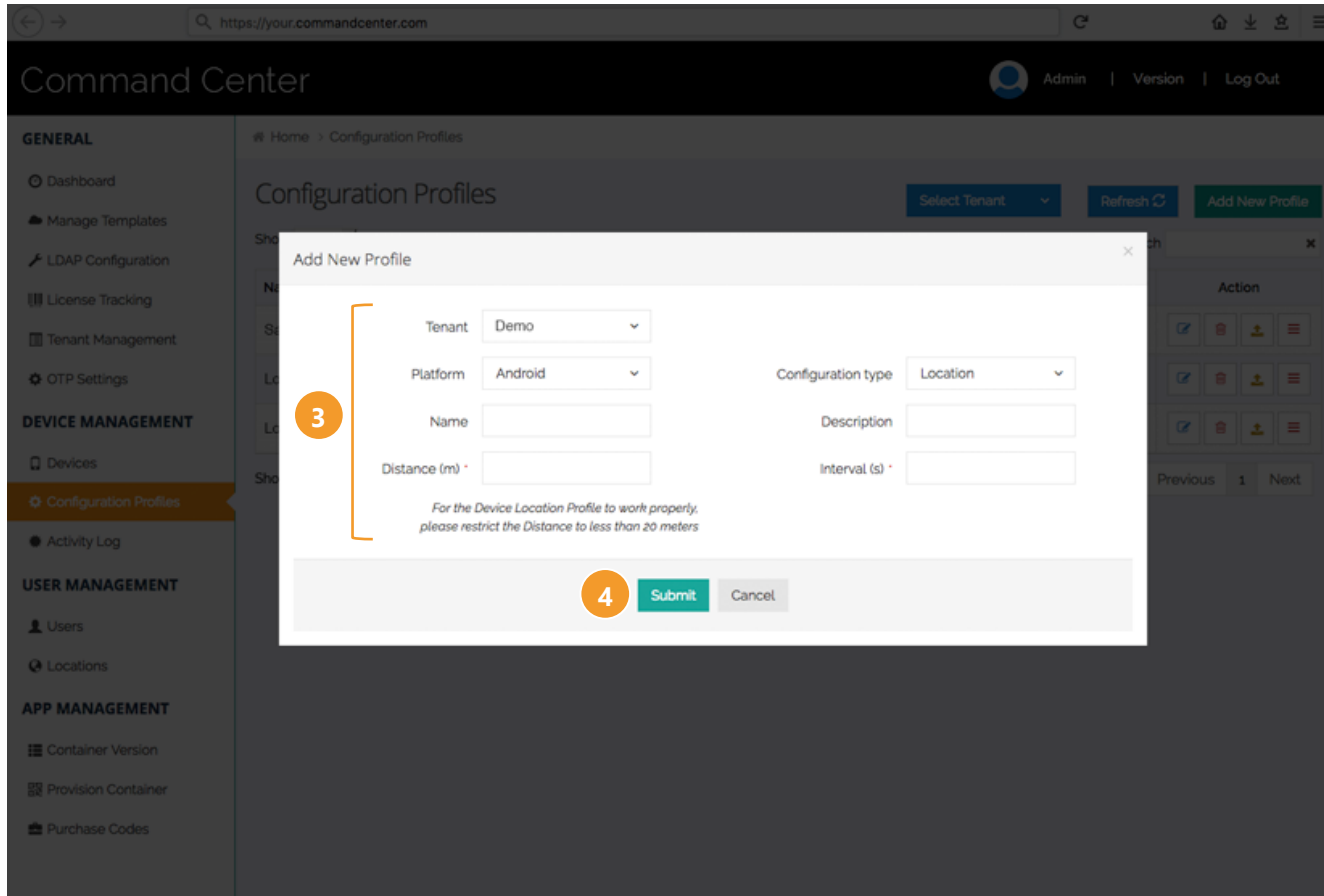
The Command Center has the ability to push additional Device Management Configurations to user devices. These additional features (e.g. device location tracking, device password management) are turned off by default.


To access, click "Configuration Profiles" in the main menu bar. Once selected, you can view a list of previously saved and currently active configuration profiles. To create a new configuration profile, click on "Add New Profile".

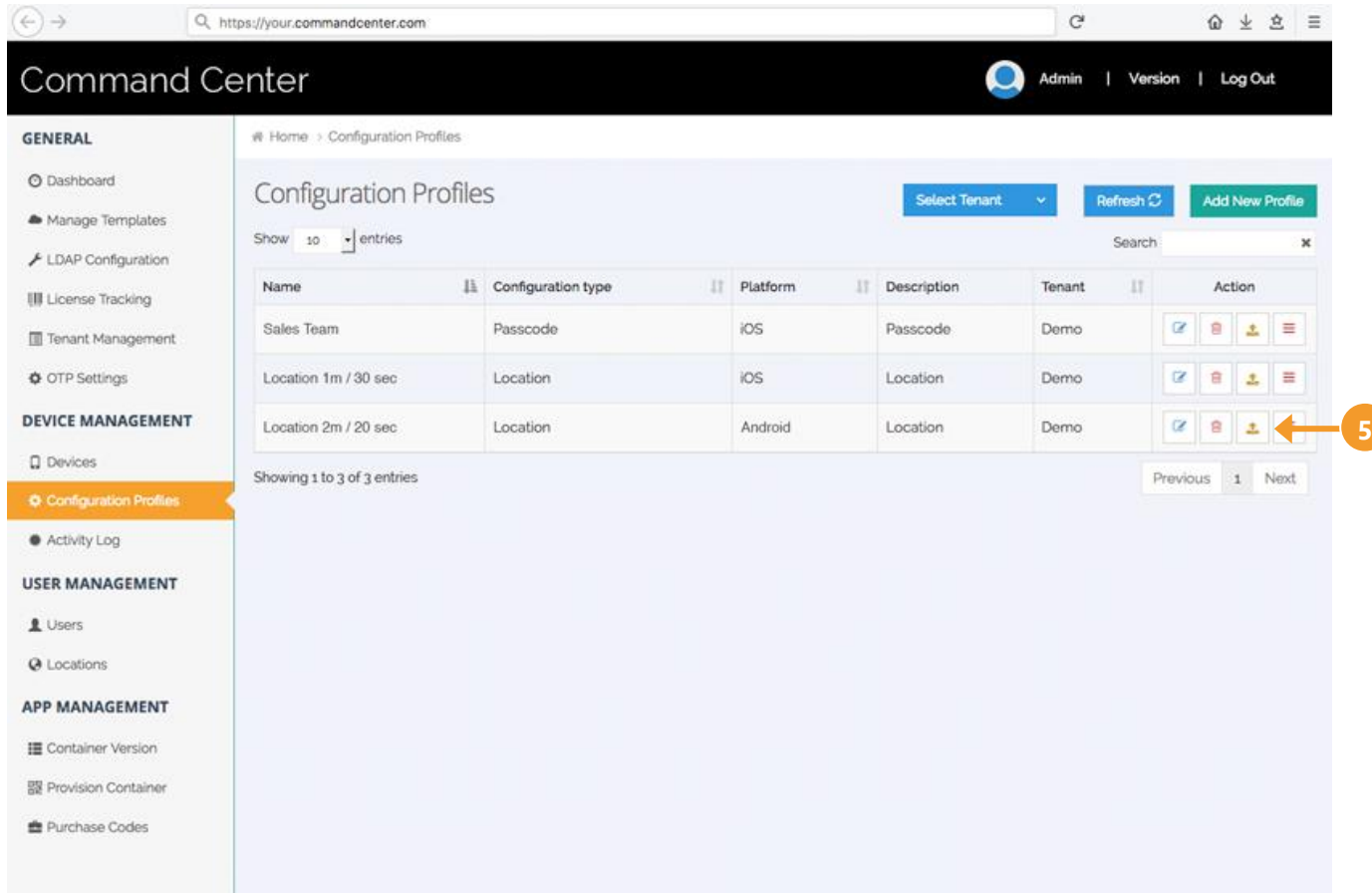
The screenshot shows the Command Center interface. The left sidebar contains a menu with categories: GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The 'Configuration Profiles' item under GENERAL is highlighted with an orange arrow and a circled '1'. The main content area is titled 'Configuration Profiles' and includes a 'Select Tenant' dropdown, a 'Refresh' button, and an 'Add New Profile' button. Below this is a search bar and a table of configuration profiles. The table has columns: Name, Configuration type, Platform, Description, Tenant, and Action. The table contains three entries: 'Sales Team' (Passcode, iOS), 'Location 1m / 30 sec' (Location, iOS), and 'Location 2m / 20 sec' (Location, Android). An orange arrow and a circled '2' point to the 'Action' column of the 'Location 1m / 30 sec' profile. The table also shows 'Showing 1 to 3 of 3 entries' and pagination controls for 'Previous', '1', and 'Next'.

Name	Configuration type	Platform	Description	Tenant	Action
Sales Team	Passcode	iOS	Passcode	Demo	[Edit] [Delete] [Add] [More]
Location 1m / 30 sec	Location	iOS	Location	Demo	[Edit] [Delete] [Add] [More]
Location 2m / 20 sec	Location	Android	Location	Demo	[Edit] [Delete] [Add] [More]









Once you have entered the required information, select the "Submit" button.



Your saved configuration profile will now be displayed in the list. Select the "Deploy" icon [  ] for your configuration profile.



The screenshot displays the Command Center interface for Configuration Profiles. The left sidebar contains navigation menus for GENERAL, DEVICE MANAGEMENT, USER MANAGEMENT, and APP MANAGEMENT. The main content area shows a table of configuration profiles with columns for Name, Configuration type, Platform, Description, Tenant, and Action. The 'Location 2m / 20 sec' profile is selected, and an orange arrow points to the 'Deploy' icon in its action column, which is labeled with the number 5.

Name	Configuration type	Platform	Description	Tenant	Action
Sales Team	Passcode	iOS	Passcode	Demo	   
Location 1m / 30 sec	Location	iOS	Location	Demo	   
Location 2m / 20 sec	Location	Android	Location	Demo	