

# What's New in NetMotion Mobile IQ® v2.1

Mobile IQ v2.1 delivers localized support for the Japanese market, introduces five new dashboards, and provides enhancements to several existing dashboards.

## Japanese Language Localization

Mobile IQ now supports Japanese when installed on a Windows Server configured with a Japanese locale. The Mobile IQ Installation & Set-up, Console, Management Tool, Dashboards, and Help will display in the Japanese language and formatting conventions.

## New Dashboards

5 new dashboards provide insight into the applications and Internet destinations mobile users are accessing.

<b>Destinations</b>	View the domains accessed by all Mobility client devices in your deployment. Establish acceptable use policies to control bandwidth consumption and reduce security and liability risks.
<b>Destination Details</b>	Pinpoint potential security risks by investigating a specific domain accessed by Mobility clients, including the devices, users, and applications contacting it.
<b>Applications</b>	Gain visibility into all applications that have accessed a network from Mobility client devices in your deployment. Control corporate data plan costs by identifying applications that are consuming excessive data.
<b>Application Details</b>	Investigate a specific application used by your Mobility clients, including the devices and users running it, the destinations associated with it, and the versions in use. Analyze the over time adoption rate of a key mobile application.
<b>Application Version Details</b>	Identify the users and devices running a specific application version. Quickly determine all users or devices that may be running an outdated version of a critical application.

## Existing Dashboard Enhancements

<b>Aerial Map Views</b>	Dashboards that display maps now offer the option to select between aerial (satellite) view or street map view.
<b>Deployment Status</b>	The total number of Mobility device and client licenses now displays when you have multiple Mobility Server pools configured to send data the Mobile IQ Server.
<b>Device Details</b>	Mobile IQ 2.1 now displays the device's common name instead of the literal model number of the device. For example, "iPhone 7" instead of "iPhone9, 3".
<b>Mobile Router Reporting</b>	More detailed and accurate reporting of mobile router make and model.

## Other Fixes and Minor Enhancements

<b>Improved Dashboard Performance</b>	The underlying queries and search platform have been updated to decrease the overall load time for many dashboards.
<b>Licensing Notifications</b>	Simplified license management with notifications in the console and Management Tool to alert you when your license is about to expire.
<b>Disaster Recovery Enhancements</b>	Data back-up and restore has been further optimized and instrumentation added to provide progress status feedback during the recovery process.

## System Requirements

<b>Supported Deployment Models</b>	Physical, virtual, or NetMotion Cloud™ managed service. (For best performance, use physical servers.)
<b>Required NetMotion Products</b>	<ul style="list-style-type: none"> <li>• NetMotion Diagnostics® v4.5 or later</li> <li>• NetMotion Mobility® v11.40 or later</li> </ul>

## Mobile IQ v2.1 Server Configuration

Mobile Devices	Operating System	Max. Concurrent Users or Browser Tabs	Min. 64-bit cores @ 2.8 GHz	Min. RAM	Min. System Drive	Min. Storage Drive	Min. Storage IOPS
<b>Up to 99</b>	Microsoft Windows Server 2016 64-bit	2	6 cores	16 GB	80 GB	100 GB	500
<b>100 - 999</b>	Microsoft Windows Server 2016 64-bit	5	12 cores	32 GB	90 GB	200 GB	1200
<b>1,000 - 4,999</b>	Microsoft Windows Server 2016 64-bit	5	12 cores	48 GB	170 GB	1 TB	2000
<b>5,000 - 9,999</b>	Microsoft Windows Server 2016 64-bit	5	24 cores	64 GB	270 GB	2 TB	2500
<b>10,000 - 15,000</b>	Microsoft Windows Server 2016 64-bit	5	24 cores	64 GB	370 GB	3 TB	3000

† To determine the number of client devices, take the greater of the total number of devices licensed for Mobility and the total number licensed for Diagnostics. (For example, if you have 200 devices licensed for Mobility and 50 devices licensed for Diagnostics, you need support for 200 devices; choose the 100–999 configuration.)

- System requirements are developed to support reasonable performance based on modeled, average behavior at full device capacity. Your performance will vary based on the behavior of users, devices, applications, and networks. Increasing processor cores is the best way to improve performance.
- Configure the server to support the total aggregate number of mobile devices you plan to deploy.
- Mobile IQ must be deployed in NetMotion Cloud for customers who subscribe to Diagnostics in NetMotion Cloud.

<sup>1</sup> Maximum concurrent users with only one browser tab viewing Mobile IQ. If a single user has multiple browser tabs open, each additional tab reduces the maximum user count supported by one. (e.g., Five users, each with one browser tab is the same as one user with 5 browser tabs open in Mobile IQ.)

# Mobile IQ Release History

Rel. v2.0

Mobile IQ v2.0 introduces powerful advances in mobile analytics for IT operations teams. Data from Mobility and Diagnostics clients is harnessed and organized into dashboards that offer statistical analysis, behavioral insight and real-time troubleshooting of your mobile workers, devices, networks, locations, and applications.

The new dashboards are designed to deliver deep, actionable analytics for IT operations directors, managers and technicians using BIG data from NetMotion Mobility® and NetMotion Diagnostics®.

## All New Dashboards and Menus

Over 25 dashboards grouped in to convenient categorized menus provide a powerful platform for exploration and analysis.

<b>Performance</b>	Understand the health and performance of cellular and Wi-Fi networks, including actual network bandwidth, and connection failures with forensic details for connection-path diagnostic reports.
<b>Threat Defense</b>	Graphically audit application-level data traffic across the Internet-connected globe to detect data leakage and risky behavior. Uncover malicious applications, domains, and IP addresses accessed by your workers' mobile devices. Audit Wi-Fi security and VPN usage to find open access points and risky worker behavior that puts your corporate data and intellectual assets at risk.
<b>Cost Control</b>	Use statistical evidence to quantify the productivity gains and problems avoided by deploying NetMotion products. Track usage of every public and private network—cellular, Wi-Fi, and Ethernet—on every mobile device workers use to access corporate information. Track data usage to identify costs and consumption patterns based on user, device, application, domain, and destination.
<b>Inventory</b>	Find lost or stolen devices, or pinpoint device location in real-time. Track devices, users, and adapters across the enterprise for a quick summary with the ability to drill down on any individual, device or adapter. Mobile IQ has a data-rich drill-down on each mobile device that shows configuration, users, location and movement, a log of mobile activities, and a timeline of networks, technologies and signal information.
<b>System</b>	System-wide status of all NetMotion servers (Mobility pools and individual servers, and Diagnostics servers) that are publishing data to the Mobile IQ system; includes the ability to launch to each server's management console.

## More Data from all NetMotion Products

The first release of Mobile IQ only used data from Diagnostics. Now Mobile IQ processes comprehensive data from both Diagnostics and Mobility, to give you a sweeping view of your mobile environment. New dashboards integrate data from Diagnostics and Mobility, combining located performance data with information about per-application network traffic.

Mobile IQ v2.0 requires data from Mobility servers v11.40 and later and Diagnostics servers v4.50 and later to provide comprehensive analytics. You must upgrade your Diagnostics and/or Mobility deployments—clients and servers—to a supported version before sending data to Mobile IQ v2.0. Data from older software versions will not be accurate.

### NetMotion Mobility 11.40

Added support for data from NetMotion Mobility 11.40 and later including powerful behavioral information at an application and networking level.

### NetMotion Diagnostics 4.50

Enhanced support for data from NetMotion Diagnostics: Bandwidth-related dashboards have been added, allowing you to use Mobile IQ to analyze results of network bandwidth tests introduced in v4.50 Diagnostics server and clients.

## Easy but Powerful Filtering

At the top of each dashboard is an intuitive set of options for filtering what data you see. Change time frames, choose from drop-downs, and use wildcards to narrow your focus to groups or individuals.

For many dashboard items, you can apply a filter by clicking a specific data element in the dashboard.

## **Contextual Exploration and Drill-down**

Single-user and single-device dashboards provide rich detail and serve as a one-click launchpad to contextually explore many of the other dashboards in the system automatically filtered to that device or user.

## **Geolocated Domains and IP Addresses**

Visually assess in maps and charts where your mobile devices, applications and web traffic are going.

## **Wizard-based Installation and Management**

Mobile IQ v2.0 provides wizard-based installation so that an administrator can deploy the solution in minutes, without professional assistance or consulting.

With the Mobile IQ Management Tool, administer locally-hosted Mobile IQ deployments to configure user accounts and passwords, security certificates, licenses, and more. SaaS deployment of Mobile IQ in NetMotion Cloud are managed by the NetMotion Cloud Services team.

## **Increased Server Requirements**

Mobile IQ can be deployed on site or hosted by NetMotion Cloud Services. NetMotion Mobile IQ must be installed on Windows Server 2012 R2 or 2016, with a 64-bit operating system and x64-based processor. Complete hardware and software requirements for an on-site deployment are described in the section entitled, System Requirements.

For performance reasons, when installing Mobile IQ v2.0 server, customers must deploy the Mobile IQ program files on a separate disk drive, not with the operating system.

## **Mobile IQ Data Retention**

Data retention in Mobile IQ v2 is designed and tested with a maximum of 90 days. Data retention beyond 90 days is not supported in Mobile IQ cloud or on-premises deployments.

## **Performance Considerations**

Allowing multiple simultaneous users, opening multiple browser tabs, or expanding the default “Last 24 hours” time criteria will slow dashboard load times.

## **Upgrading to Mobile IQ v2.0 from an Earlier Version is not Supported**

Upgrading from Mobile IQ v1 to v2 is not supported because the Mobile IQ v2 underlying data models, and server configuration have changed so significantly. Customers should deploy a fresh instance of Mobile IQ v2 instead of attempting to upgrade an existing Mobile IQ v1.0 system.

Mobile IQ v2.0 only supports data from Diagnostics v4.5 and Mobility 11.40 or later versions. Before deploying Mobile IQ v2.0, customers should upgrade their Diagnostics and Mobility deployments—clients and servers—or the data will not be accurate. Until both Diagnostics and Mobility servers have been upgraded, Mobile IQ will display blank dashboards, inaccurate data, and the warning “This dashboard requires data from Diagnostics”.

To retain access to the Mobile IQ v1.0 data, customers can continue to operate their existing Mobile IQ v1.0 server for up to 90 days after deploying their Mobile IQ v2.0 server.