

What's New in NetMotion Mobile IQ® v2.5

Mobile IQ v2.50 delivers support for NetMotion's Reputation service, enables dashboard data table export, enhances Mobile IQ user management, and improves dashboard organization.

About the NetMotion Reputation Service

The NetMotion Reputation™ service exposes security threats to mobile phones, tablets, and laptops caused by naive or malicious users, applications and web endpoints. New insight empowers administrators to defend their organization against mobile threats and legal risks, and enforce compliance with corporate policies.

Using advanced, cloud-based threat intelligence with a contextual analysis engine, the Reputation service provides deep insight across the online threat landscape. As the cloud service crawls millions of endpoints each day, it employs machine learning algorithms to classify them by security threat level (Are they safe?) and category (Are they prudent/appropriate?). Your NetMotion deployment gains powerful, real-time awareness with the ability to identify severe, high, moderate, and low risk threats from the remote network resources accessed by mobile devices, whether the user is running purpose-built apps, clicking on links in emails or SMS messages, or browsing the web.

For example, if the Reputation service detects that a news site used by mobile employees contains a link to a server associated with a bot-net, administrators can create a policy to automatically block access to the bot-net's URL without preventing employees from reading the news.

When added to NetMotion Mobility® v11.70 and leveraging NetMotion Mobile IQ® v2.50's operational intelligence capabilities, the Reputation service actively analyzes endpoint activities to expose threats, categorize domain content, and reveal usage patterns. Administrators can discover problem behaviors and trace potential threats back to their source, giving them full visibility and control over how to respond to detrimental or inappropriate online activities. Policy enforcement happens on the mobile endpoint, bolstering the security of your organization's mobile perimeter. Managers and administrators gain the insight to implement powerful and precise remediation policies that block or allow access by user, application, domain, network, or time of day.

Reputation Service Support in Mobile IQ

Reputation Service data published from NetMotion Mobility v11.70 is now available on six new Mobile IQ v2.50 dashboards.

Threat Status	Gain a high-level summary view into all potential mobile device security threats, including access to malicious servers and services, connections to low security connections without a VPN, and access to insecure Wi-Fi networks
High Risk Traffic Audit	Identify user, device, and application traffic going to network destinations that pose a security threat (e.g. Malware, phishing, botnets, etc.).
Legal Liability Traffic Audit	Analyze user, device, and application traffic going to network destinations that may be considered a legal liability for your organization. For example, web sites categorized as Nudity.
Approved Traffic Destinations	Audit the user, device, and application traffic going to network destinations that your organization considers acceptable.
Other Traffic Destinations	Review user, device, and application traffic going to network destinations that your organization has yet to approve or define as a legal liability or acceptable use.
Category Details	Drill-down on a category of traffic to gain in-depth insight into that category's historical usage. For example, drill-down on the "Malware Sites" category to list each specific "Malware Site" destination, last time accessed, risk level, and devices, users, and applications that accessed the site.

Export Dashboard Tables

Most data tables in Mobile IQ dashboards can be manually exported to CSV, XML, or JSON format for further analysis and data sharing.

Improved Mobile IQ User Management

Mobile IQ Console User Management	Mobile IQ administrators can add/remove users and change passwords from within the Mobile IQ Console. This provides self-service user management for all Mobile IQ Cloud customers, and simplifies remote user management for on-premises configurations.
Added Console User Roles	Two roles (Admin and User) can be granted access to add/delete of users, change passwords, and unlock user accounts
Strengthened Password Complexity Requirements	Mobile IQ Console users and admins have increased password complexity requirements (At least 12 characters: 1 uppercase, 1 lowercase, 1 special character, 1 number) to strengthen security.

Dashboard Organizational Improvements

New Landing Page	Added a landing page with a complete list of all Mobile IQ dashboards with brief descriptions
Destinations	Renamed to Traffic Destination List and moved to the Threat Defense > Traffic Destinations sub-menu.
Traffic Destination Audit	Renamed to IP Location Audit and moved into the Threat Defense > Traffic Destinations sub-menu.
Realtime Traffic Audit	Moved into the Threat Defense > Traffic Destinations sub-menu.

System Requirements

Supported Deployment Models	Physical, virtual, or NetMotion Cloud™ managed service. (For best performance, use physical servers.)
Required NetMotion Products	<ul style="list-style-type: none">• NetMotion Diagnostics® v4.5 or later• NetMotion Mobility® v11.40 or later NetMotion Reputation Service requirements: <ul style="list-style-type: none">• NetMotion Diagnostics® v4.5 or later• NetMotion Mobility® v11.70 or later• Reputation Service subscription

Mobile IQ v2.50 Server Configuration

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

¹ 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. v2.1

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.

Destinations	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.
Destination Details	Pinpoint potential security risks by investigating a specific domain accessed by Mobility clients, including the devices, users, and applications contacting it.
Applications	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.
Application Details	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.
Application Version Details	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

Aerial Map Views	Dashboards that display maps now offer the option to select between aerial (satellite) view or street map view.
Deployment Status	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.
Device Details	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".
Mobile Router Reporting	More detailed and accurate reporting of mobile router make and model.

Other Fixes and Minor Enhancements

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

System Requirements

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

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.

Performance	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.
Threat Defense	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.
Cost Control	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.
Inventory	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.
System	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.