

ActiveSync Distributed Agency Testing

This document is intended to provide a step-by-step process for state agencies to follow if they want a new mobile device added to the WaTech ActiveSync Approved Device list.

Note: Commonly used PowerShell commands for managing ActiveSync users are included.

1. **Customer Agency Support Staff:** Receives request from an individual or agency request to add new mobile device to the WaTech ActiveSync Approved Device list.
2. **Customer Agency Support Staff:** Request for new device is forwarded to agency Help Desk.
3. **Customer Agency Support Staff:** Determine if requested device already exists on WaTech approved device list or new device. If it is already on the list, then no further action is required- simply activate the device using the user's Active Directory credentials [OWA logon info], network/Active Directory password, and the name of the Exchange server: mobile.wa.gov.
4. **Customer Agency Support Staff:** Prepare agency ActiveSync test email box for new device testing by first enabling the mailbox for ActiveSync – PowerShell command:

```
Set-CASMailbox "full email address" -ActiveSyncEnabled $true
```

5. **Customer Agency Support Staff:** Assign appropriate ActiveSync policy to the agency test mail box based on type of device. Please see ActiveSync Approved Device list.

```
Set-CASMailbox "full email address"-ActiveSyncMailboxPolicy Policy1
```

6. **Customer Agency Support Staff:** Ensure no ActiveSync device models/IDs are associated with the agency test email box – clear &/or delete using PowerShell or from test account logged into OWA.

- a. Obtain the Identity to delete– PowerShell command

```
Get-ActiveSyncDeviceStatistics -Mailbox john.doe@cts.wa.gov | fl Identity
```
- b. Clear/wipe remotely– PowerShell command:

```
Clear-ActiveSyncDevice -identity "dis.wa.lcl/CTS/Users/UserAccounts/Doe, John (CTS)/ExchangeActiveSyncDevices/SAMSUNGSGHT999$SEC1325376100442"
```
- c. Delete ActiveSync Device IDs- PowerShell command:

```
Set-CASMailbox "alias" -ActiveSyncAllowedDeviceIDs: $nul
```

7. **Customer Agency Support Staff:** Activate device using agency ActiveSync test mail box.
8. **Customer Agency Support Staff:** Ensure the policy has been applied to the mailbox – AppliedInFull. If the policy is not 'AppliedInFull', then try another ActiveSync policy – see policy set command above– PowerShell command:

```
Get-ActiveSyncDeviceStatistics -mailbox "full email address" | fl
```

NOTE: If none of the policies can be 'AppliedInFull', then the device fails at the activation stage because policies that meet Office of Chief Information Officer (OCIO) requirements cannot successfully be pushed

to that device, no further testing is required. However, agencies are required to complete as much of the test matrix as possible and document the reason[s] for the device's failure. The completed matrix should be forwarded by the agency's CIO to WaTech Mobile Messaging mobilemessaging@cts.wa.gov so the failed results can be posted on the ActiveSync Approved Device list along with approved devices.

9. **Customer Agency Support Staff:** Agency ActiveSync test mail box receives an ActiveSync Quarantine message as well as the WaTech Mobile Messaging group.
10. **Customer Agency Support Staff:** If AppliedInFull in the appropriate policy, then contact WaTech Support Center and open a ticket and have it assigned to the WaTech Mobile Messaging group to release agency ActiveSync test mailbox from ActiveSync quarantine. Please provide the WaTech Support Center with a copy of the quarantine message so that they can attach that to the ticket, along with the results of this PowerShell command. One of the two is required - either Quarantine message or results of the PowerShell command:

```
Get-ActiveSyncDeviceStatistics -mailbox john.doe@cts.wa.gov | fl
```

NOTE: If an agency discovers during testing that the policy that the agency ActiveSync test mailbox is assigned to allows functionality on that device that is too permissive and does not meet or exceed OCIO requirements, then that device must be failed in that policy. If the device fails in all policies [too permissive], then the device must fail, and those results are recorded and reported to WaTech and posted on the MDM website for all agencies to review.

11. **WaTech Support Center:** Receives customer request, creates ticket and assigns to the WaTech Mobile Messaging group. Please attach or include the PowerShell command results provided by the customer agency, a completed test matrix and CIO approval when appropriate.
12. **WaTech Mobile Messaging:** Receives ticket from WaTech Support Center to release account/mailbox from ActiveSync quarantine. Verify IT policy is AppliedInFull, then release device/user from quarantine – Allow only the 'individual' in Exchange, then contact customer agency support staff and let them know they can proceed with testing.
13. **Customer Agency Support Staff:** Test device using the WaTech ActiveSync device test matrix. Please see test matrix below. Test categories:
 - a. Device lock password.
 - b. Verify email flow and calendar sync on device.
 - c. Device locks after 60 minutes or less of non-use.
 - d. Device wipes after 10 bad passwords have been entered.
 - e. Remote wipe of device from Outlook Web Access (OWA).
 - f. Encryption of the device.
14. **Customer Agency Support Staff:** If device fails to meet OCIO requirements in all ActiveSync policies, then the agency CIO emails the completed test matrix to the WaTech Mobile Messaging group.
15. **Customer Agency Support Staff:** If device passes OCIO requirements in all ActiveSync policies, then email the completed test matrix to the agency CIO for their final approval.
16. **Agency CIO:** Approved device testing meets or exceeds OCIO requirements and emails the completed test matrix to the WaTech Mobile Messaging group along with approval.

17. **WaTech Mobile Messaging:** Add new customer agency tested device to the WaTech ActiveSync Approved Device list and create a new Allow rule for that device in Exchange so that specific 'device model' will now bypass quarantine on all future activations for any agency using the specific 'device model'.
18. **WaTech Mobile Messaging:** Coordinate posting results on WaTech ActiveSync website of newly approved devices with internal web design group, communicate status to requesting customer agency, and close the WaTech ticket.