

DeviceHQ Deployment Guide

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Contents

Overview	4
Register a Conduit with DeviceHQ	5
Scheduling a Configuration Download	6
Adding Apps to the My Apps List	7
Scheduling an App Download	8

Overview

The following are the steps needed to add Conduits to an account, configure a Conduit, and download apps. The basic steps when deploying a Conduit to the field are:

- Create a configuration file.
- Register the Conduit with a DeviceHQ account.
- Schedule a download of the configuration file.
- Schedule a download of an app.

Once these steps have been completed, the Conduit is ready to be deployed. The Conduit has a Call Home feature that will attempt to automatically connect to DeviceHQ and download any pending configuration updates and app downloads. For more information on the Call Home function see <http://www.multitech.net/developer/software/aep/call-home-remote-management/>

The prerequisites for completing these steps are:

- **Manager Account:** Only manager type accounts can register and configure devices.
- **Conduit:** Only Conduits can download apps at this time. MTR's are deployed differently then Conduits.
- **Configuration File:** A basic configuration file. See <http://www.multitech.net/developer/software/aep/generating-a-configuration-file/> for more information on generating a configuration file.

Register a Conduit with DeviceHQ

The first step in deploying a Conduit is to register it with your account. If the Conduit has not been registered with an account, it will not be able to communicate with DeviceHQ.

To register a device you will need the Serial number and UUID from the Conduit. These are located on the label on the bottom of the Conduit. Once you have this information:

1. Log into DeviceHQ.
2. Click **Devices** on the top menu.
3. Click on the **Action** button and select **Register Device**.
4. Complete the form using the Serial number and UUID from the label on the bottom of the Conduit.
5. Click **Register Device**. The dialog window will close and the Conduit will be listed in the device list. There will be no checked-in time listed until the Conduit actually connects to DeviceHQ.

Scheduling a Configuration Download

When a new Conduit is plugged into a DHCP network, it will attempt to contact DeviceHQ to download its configuration. Scheduling a configuration upgrade for the Conduit will ensure that the Conduit is successfully configured for its deployment. Once the configuration file has been created and uploaded to DeviceHQ (see <http://www.multitech.net/developer/software/aep/generating-a-configuration-file/>), complete the following:

1. Log into DeviceHQ
2. Click **Devices** on the top menu.
3. Select the device or devices you want to schedule a configuration download for.
4. Click on the **Actions** menu and select **Upgrade Config**.
5. Select the configuration file that you uploaded for this deployment and click **OK**.
6. Click **OK** to confirm download. The new Conduit is now registered to the account and is scheduled to download a configuration file as soon as the Conduit calls home for the first time.

Adding Apps to the My Apps List

In addition to registering a Conduit to an account, you must also add apps to the My Apps list. The My Apps list is a subset of the App Store. It is created by browsing the App Store and selecting apps to add to the My Apps list.

- **Store Basics:** The Store on the DeviceHQ site is a place where users can find apps that they can download and install on their Conduits. The Store lists all of the public and private apps that belong to your Account.

When a user finds an app that meets their needs, they can add it to their My Apps list. Only apps in the My Apps list will be shown when scheduling downloads.

- **Details:** You can view the details of an app by clicking on its icon in the Store. A page displaying more information about the app will appear. This page has a longer description of the app, the name of the publisher, and the reviews it has received. The details page has a button to add the app to (or remove it from) the My Apps list.
- **Reviews:** In addition to reading the reviews that were created by other users, a user can create one of their own. The reviews are averaged and the resulting score is shown on this page. Only the last three reviews will be shown, more reviews can be seen by clicking on the More Reviews button.
- **Adding/Deleting from the My Apps list:** If a user decides to use an app, they click the **Add to My Apps** button. When this button is clicked, a new dialog window appears that displays the Terms of Service agreement that is associated with the specified app. The user must check the checkbox and click **Accept** to proceed. Once the Terms of Service are accepted, the app will be added to the My Apps list. The app will now display "Remove App" links and buttons, clicking these buttons will remove the app from the My Apps list.

Scheduling an App Download

Scheduling an app download is similar to scheduling a configuration download for the Conduit. You can schedule an app download before the Conduit has called home for the first time. To schedule an app download complete the following:

1. Log into DeviceHQ.
2. Click **Devices** on the menu at the top.
3. Select the device or devices you want to schedule an app download for.
4. Click on the **Actions** menu and select **Install App** from the dropdown.
5. Choose the app and version you want to download.
6. Click **Schedule Action** to confirm the download. The Devices listing will appear again. The device/devices will be scheduled for an app download.

Note: If a configuration update is still pending for the device, the listing will show that action. The app download can be confirmed by clicking the device's row. A details page for that device will display and show both pending actions.