

VMware AirWatch Video Guide for Administrators

Configuring and deploying the AirWatch Video application
AirWatch v8.4 and higher

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Revision Table

The following table displays revisions to this guide since the release of AirWatch v8.4 and higher.

Date	Reason
March 2018	Initial upload.

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Chapter 1:

Overview

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Overview

Review the basic requirements and make sure you have the correct background information for a successful deployment.

Introduction to AirWatch Video

AirWatch Video integrates with content delivery network (CDN) operators to simplify video distribution, security and management and enables organizations to scale and secure company-wide video initiatives. Organizations can provide live streaming, manage all company videos from the same location, and share them using access permissions based on employees' roles. Using AirWatch's enterprise mobile management capabilities, administrators can enforce compliance policies, restrictions and collect statistics.

Employees also benefit. They see a rich user interface that allows them to view and download videos online or offline, review recently watched videos, and add videos to a Favorites list.

The AirWatch Video app includes the following features:

- **Real-time distribution** – Organizations have the ability to distribute streaming videos.
- **Secure restrictions** – Allow employees to watch videos based on authentication privileges. Restrict video viewing to Wi-Fi connectivity.
- **Comprehensive analytics**– Administrators can see what videos are watched and how many people have watched each video.

These features and more give organizations the resources to engage with employees through video distribution and a way for employees to keep up with the latest corporate messaging directly from their mobile device.

In This Guide

- [Before You Begin](#) – Details useful background information to keep in mind before working with AirWatch Video.
- [Get Started with AirWatch Video](#) – Provides instructions for configuring the AirWatch Video by integrating it with Wistia or Limelight.
- [Application Configurations](#) – Apply appropriate configurations to make sure that the application works effectively.
- [App Management](#)– Explains how to create and manage video channels in the AirWatch Admin Console. An overview of how videos can be added and managed within channels. A clear explanation of the Video Metrics is also provided.

Requirements

Console Requirements

- AirWatch Console v8.0+

Supported Devices and Software

- AirWatch Agent or AirWatch Container
- iOS v7+
- Android v4.1+

Other

- Download App from store
- Wistia CDN Account API

Chapter 2:

Getting Started with AirWatch Video

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Overview

AirWatch Video works in conjunction with Wistia or Limelight, a professional video hosting service. Videos that are uploaded to the AirWatch Console are sent securely to Wistia's or Limelight's content delivery network (CDN) to manage video storage and delivery. Wistia and Limelight localizes videos using CDN servers around the world, so content is easily downloaded anywhere. Quickly integrate Wistia or Limelight with the AirWatch Console using API access.

Managing and Assigning Videos Using Wistia

Creating a Wistia Account and Token

In this configuration, video and deployment storage will be managed by Wistia. Create an account with Wistia and generate a token to allow AirWatch to retrieve videos for you.

1. Navigate to **Wistia.com**.
2. Select **Sign Up**. You are directed to a Wistia sign-up page.
3. Enter your email and select **Start**. Your account is created, now it needs to be activated.
4. Activate the account.
 - Navigate to the email address used to create the account; open the activation email and follow the prompts to complete the activation process.
5. Navigate to **Account > Account Dashboard > API Access** on the Wistia website.
6. Go to **Password** and select **Copy**. This password serves as a token that is required to pair Wistia with AirWatch Console. See [Integrating Wistia with AirWatch](#).
7. Log out of Wistia if desired.

Integrating Wistia with AirWatch

Now that you have generated a Wistia token, go to the AirWatch Console and enter the token. This allows AirWatch to store and request content from Wistia through an API. Once complete, AirWatch automatically creates a storage folder in your Wistia account.

Note: You should set up the CDN at the customer level or below.

Note: These instructions are based on the use of Wistia version as of January 2015. Any other versions of the software may function differently.

Disclaimer: Integration with any third-party software product is not guaranteed and dependent upon the proper functioning of those third-party solutions.

To begin integrating with the CDN:

1. In the AirWatch Console, navigate to **Groups and Settings > All Settings > System > Enterprise Integration > Video CDN** in the appropriate organization group.
 - Ensure the **Video CDN** choice is Wistia.
2. Paste your Wistia Account token into the **Token** field box.
3. Select **Test Your Connection** to make sure you can connect using your Wistia token.
4. Select **Save** to complete the process. The AirWatch folder is automatically created on the Wistia website.

System / Enterprise Integration / Video CDN

Current Setting ☐ Inherit ☒ Override

Video CDN Wistia ▼

Token* Change

Child Permission* ☐ Inherit only ☐ Override only ☒ Inherit or Override

Save Test Connection

Managing and Assigning Videos Using Limelight

Creating a Limelight Account

In this configuration, video and deployment storage is managed by Limelight. Create an account with Limelight and generate appropriate keys to allow AirWatch to retrieve videos for you.

1. Navigate to **videoplatform.limelight.com**.
2. Enter your registered email ID and password. Click Sign In.
3. Go to **Settings**.
4. Select the **Developer Tools** tab.
5. Your Organization ID, Access Key, and Secret key can be viewed and managed from here.

Integrating Limelight with AirWatch

Now that you have generated your Limelight keys, go to the AirWatch Console and enter the keys. This allows AirWatch to store and request content from Limelight through an API. Once complete, AirWatch automatically creates a storage folder in your Limelight account.

Note: AirWatch recommends to set up the CDN at the customer level or below.

To begin integrating with the CDN:

1. Navigate to **Groups and Settings > All Settings > System > Enterprise Integration > Video CDN** in the appropriate organization group in the AirWatch Console.
 - Ensure the **Video CDN** choice is Limelight.
2. Paste the **Access Key**, **Secret Key**, and **Organization ID** in their respective fields.
3. Select **Test Connection** to check the connection.
4. Select **Save** to complete the process. The AirWatch folder is automatically created on the Limelight website.

System / Enterprise Integration / Video CDN

Current Setting
☐ Inherit
☒ Override

Video CDN
LIMELIGHT

Access Key*

Change

Secret*

Change

Organization ID*

Change

Child Permission*
☐ Inherit only
☐ Override only
☒ Inherit or Override

Save

Test Connection

Chapter 3:

Application Configuration

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Configuring Video Settings

Customize how AirWatch Video is used. Choose to wrap the application with SDK settings for branding and the single sign on feature. Also, choose to require this app to check for MDM enrollment or allow it to work as a stand-alone application.

Configuring the Application Profile

1. Navigate to **Groups and Settings > All Settings > Apps > Video**.
2. Select whether to **Inherit** or **Override** the displayed settings:
 - **Inherit** – Use the settings of the current organization group's parent OG.
 - **Override** – Edit and modify the current OG's settings directly.
3. Select an **Application Profile** type.

Setting	Description
Default	Choose this type of profile to configure the app with the default settings already created.
Custom	Choose this type of profile to configure the app with custom SDK settings. Use the iOS drop-down menu to configure the app with custom SDK settings.

4. Require **MDM enrollment** for applications using the single sign on feature. If not selected, AirWatch Video is configured as a stand-alone application.
5. Ensure that all other settings match the device and application name.

Note: For more information on application management, see the AirWatch's **Mobile Application Management (MAM)** guide. For specific information about SDK settings, see the section on **Advanced Management** in the **MAM** guide.

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Application Deployment

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Overview of AirWatch Application Deployment

Control how AirWatch applications deploy to your end users and other security configurations from the AirWatch Console. Once deployed, end users can download and use these apps.

The **Mobile Application Management (MAM) Guide**, available in the in the , covers the process for deploying public applications in full detail. While the VMware Content Locker application is available in the public app store, your organization needs to purchase licenses per device to take advantage of the AirWatch MCM solution. Please see <http://www.air-watch.com/pricing> or contact your AirWatch representative for more information.

Deploy AirWatch Applications

Configure AirWatch Applications to deploy as public apps.

Utilize this simplified deployment workflow to seamlessly push AirWatch applications to end users.

1. Navigate to **Apps & Books > Applications > Native > Public**.
2. Select **Add Application**.
3. Configure the fields on the screen that appears:

Setting	Description
Managed By	View the organization group the application uploads in.
Platform	Choose the appropriate platform.
Name	Enter a descriptive name in the field to help search for the application in an app store.
Search App Store	Select to search for the application in the app store. In order to search the Google Play Store in an on-premises deployment, you must integrate a Google Account with the AirWatch MDM environment.

4. Review the information that automatically populates in the **Info** tab.
5. Add smart groups from the **Assignment** tab.
6. Use the **Deployment** tab to determine how your end users receive the app. End users find and download recommended apps in the app store. To make finding and deploying it easier, you can recommend it through AirWatch or automatically push it to your devices.
7. Assign **Terms of Use**, if desired.
8. **Save and Publish**.

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Application Management

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Overview

Create channels for end users and upload videos to these channels for distribution from the AirWatch Console. Organize channels for different departments or user groups, so video content is tailored to those needs. Allow end users to access channels indefinitely. Or, optionally, choose when to start and stop access to channels for special engagements such as conventions, company events or training sessions.

Conveniently organize all of your video footage in the AirWatch Console by uploading videos directly to the Console or by importing videos from other Wistia projects. Wistia creates multiple file sizes and types for each new video. When an end user downloads a video, Wistia detects the device and sends the appropriate format to the end user.

Channel Management

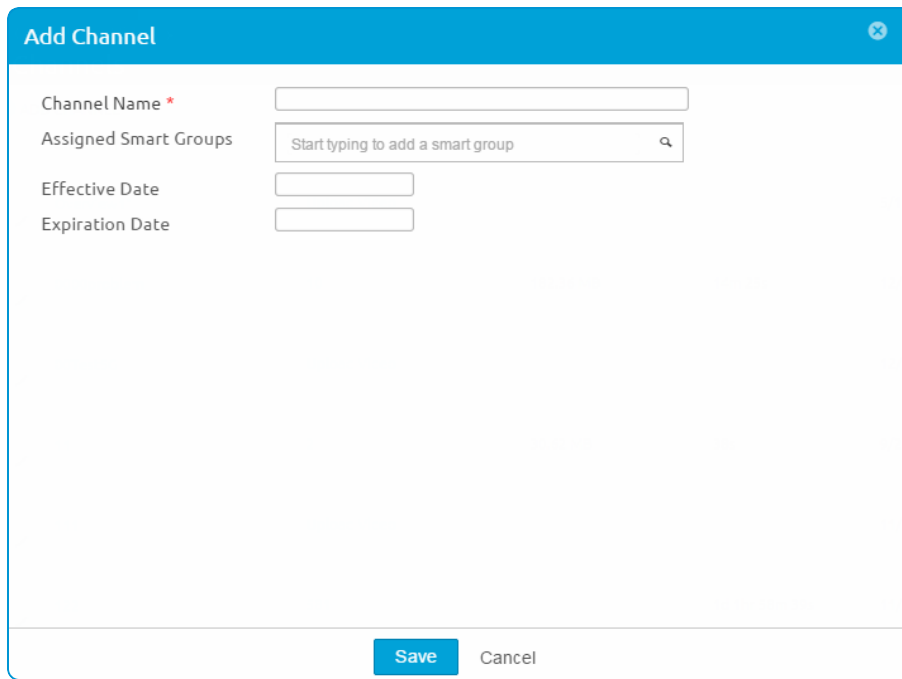
Adding New Channels

Configure the channel settings:

1. Navigate to **Content > Video > Channels > Add Channel**. An **Add Channel** window appears.
 - **Channel Name** – Name of the channel to be displayed in the Console.
 - **Assigned Smart Group** – Name of the smart group(s) that are allowed access to the channel. Click in the field box to add multiple groups from the drop-down menu. Or, create a new smart group if desired.

Note: For more information on creating smart groups, see [AirWatch's Mobile Device Management guide](#).

- **Effective Date** – Specific date that channel is released to end users. The channel is available at 12:00 a.m. of the chosen day.
 - **Expiration Date** – Specific date that channel ceases to be available to end users if needed. The channel is discontinued at 11:59 p.m. of the chosen day.
2. Select **Save**. You are automatically returned to the **Channels** view.



The image shows a modal dialog box titled "Add Channel" with a close button in the top right corner. The dialog contains four input fields: "Channel Name" with a red asterisk indicating it is required, "Assigned Smart Groups" with a search icon, "Effective Date", and "Expiration Date". At the bottom of the dialog are "Save" and "Cancel" buttons.

Channel Name *

Assigned Smart Groups

Effective Date

Expiration Date

Save Cancel

3. Navigate to the newly created channel to use the **Upload Videos** link if you are ready to begin uploading videos.

Working With Channels

Use the Channels list to review information about all configured channels. See information about each channel including the **total number of videos**, **total size** and **total duration** of all the videos on that channel. Also, view a channel's **expiration date** if available or see if the channel has expired. Search for channel names using the **Search List** or filter the column rows to view information in ascending or descending order.

Content > Videos > Channels

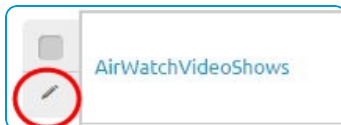
+ ADD CHANNEL Layout Refresh Share Search List

<input type="checkbox"/>	Channel Name	Number of Videos	Size of Channel	Total Duration	Expiration Date
<input type="checkbox"/>	Channel 1	4	123.4 MB	3m 40s	10/9/2014
<input type="checkbox"/>	Channel 2	4	34.88 MB	3m 29s	Expired
<input type="checkbox"/>	Channel 3	4	0.96 GB	12m 28s	10/27/2024
<input type="checkbox"/>	Channel 4	5	900.88 MB	9m 23s	

Note: Channels are inherited in organization groups. Administrators can only see and edit channels based on their access rights.

Editing Channels

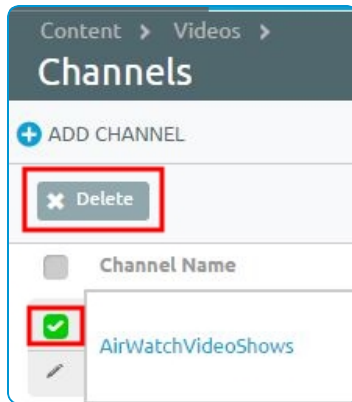
1. Choose to edit channels either by directly selecting the channel or using the **pencil button** next to the channel to be edited on the **Channels** screen. An **Edit Channel** window appears.



2. Choose to edit the **Channel Name**, **Assigned Smart Groups**, or **Effective** or **Expiration** dates.
3. Select **Save** to update the channel.

Deleting Channels

1. Click in the square check box next to one or more channels to select the channel(s) to be deleted.
2. Select the **Delete** button at the top of the screen. A **Delete Channel(s)** window appears confirming how many channels are selected to be removed.

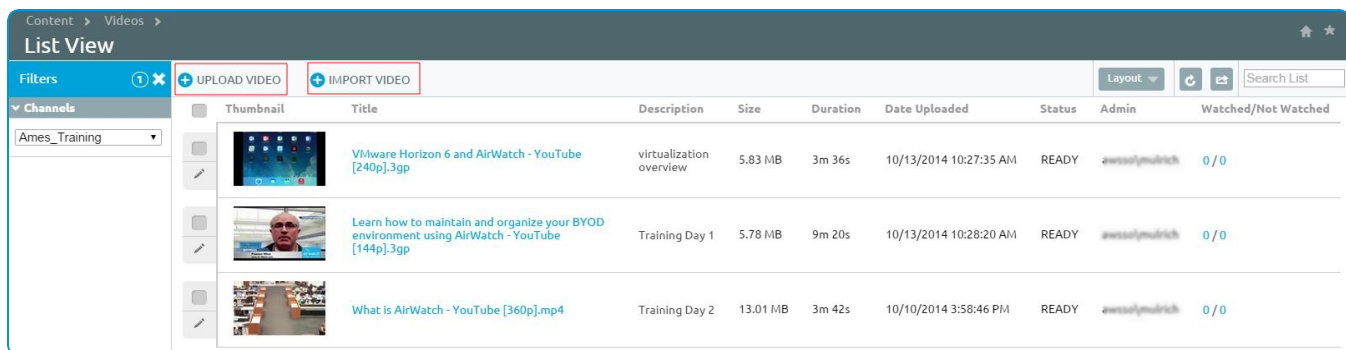


3. Select **Delete**. The channels are no longer available on the **Channels** view and is deleted from devices where it was assigned.

Video Management

Adding Videos

Add videos by uploading them to the AirWatch Console. If needed, import videos from other project folders in Wistia. Uploading and importing videos is an easy way to compile all of your content in one place.



Uploading Videos

Upload one or more videos at a time, but note that each video processes individually.

1. Navigate to **Content > List View**.
2. Choose where to upload the video.
 - By default, videos are uploaded to the **All** channels list.
 - To add a video to a specific channel, use the **Filters** or **Search List** search box to find a specific channel. The video is uploaded to the chosen channel, and it is also available in the **All** channels list.
3. Follow the prompts to upload the video from your files. After the video uploads, the **Status** column on the **List View** changes to show the status of the request between AirWatch and Wistia.

- **Queued** – AirWatch received the video and sent it to Wistia.
- **Processing** – Wistia is converting the video to multiple formats.
- **Ready** – The conversion is complete and AirWatch is ready to request the video from Wistia.
- **Failed** – The video did not upload correctly. Try again.

As soon as the video conversion is completed and assigned to a channel, it is immediately available for viewing on the AirWatch Video app.

Importing Videos

With AirWatch, you can import other Wistia videos to the Console, even if these folders were created through Wistia before using AirWatch.

1. Navigate to **Content > List View**.

Note: The ability to import videos is determined by role-based access. Only AirWatch administrators or system administrators can import videos.

2. Choose where to upload the video.
 - By default, videos are imported to **All** channels. Use the **Filters** or **Search List** search box to find a specific channel.
3. Select the **Import Video** button. An **Import Video** window appears.
4. Use the **Project** drop-down menu to select the folder where the videos to import are stored.
5. Click in the square check box(es) next to a video to select one or more videos to be imported.
6. Select **Import**. The video is added to the channel you selected and to **All** channels list.

Adding Videos to Other Channels




Once videos are uploaded, video data and information can be managed in the Console. Add videos to other configured channels, customize video titles and descriptions, or delete videos no longer needed.

1. Click in the square check box(es) next to a video to select the videos to be added.
2. Select the **Add To Channel** button above the video list. An **Add To Channel** window appears.
3. Select the channel to add the video(s) from the **Channels** drop-down menu.
4. Select **Continue**. The videos are added to the selected channel.

Working with Videos

The List View page displays information about videos in each channel of your environment. Scroll through the **Thumbnail** or **Title** columns to search for videos titles or use the **Search List** text box.

Videos are displayed on the end user's device in the order they are listed in the channel. Drag and drop videos to organize the playlist for each channel.

+ UPLOAD VIDEO + IMPORT VIDEO		Layout   Search List						
Thumbnail	Title	Description	Size	Duration	Date Uploaded	Status	Admin	Watched/Not Watched
	VMware Horizon 6 and AirWatch - YouTube [240p].3gp	virtualization overview	5.83 MB	3m 36s	10/13/2014 10:27:35 AM	READY	aws:myulrich	0 / 0

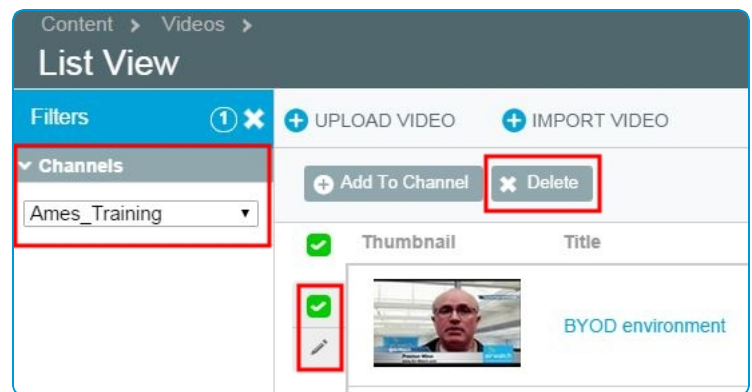
Video information includes:

- **Description** – Custom details about the content of the video.
- **Size** – Size of the original file.
- **Duration** – Total length of the video in minutes and seconds.
- **Date Uploaded** – Date when the file was uploaded to the Console.
- **Status** – Status of the video: queued, processing, ready or failed.
- **Admin** – The administrators credentials who uploaded the video.
- **Watched/Not watched** – The number of end users in the assigned smart group who watched the video compared to those who have not watched the video.

Note: The **Watched** list counts the number of views of the video by users. If a user views the video, but the user account is later deleted from the smart group, the **Watched** list count remains the same.

Editing Video Information

1. Select the **pencil button** next to the video to be edited in the **List View** screen. An **Edit Video** window appears.
2. Edit the **Title** or **Description**. These changes are also reflected in any other channels where the video is located.
3. Select **Save** to update the channel.



Deleting Videos

1. Click in the square check box(es) next to one or more videos to select the videos to be deleted.
 - If videos are selected from a specific channel, the videos are only deleted from that channel.
 - If videos are selected from **All Channels** in the **List View**, then videos are deleted from the AirWatch Console. However, videos remain on the Wistia server if needed for back up.
2. Select the **Delete** button above the video list. A **Delete Video(s)** window appears confirming how many videos are selected to be removed.
3. Select **Delete**. The videos are no longer available in the Channels list.

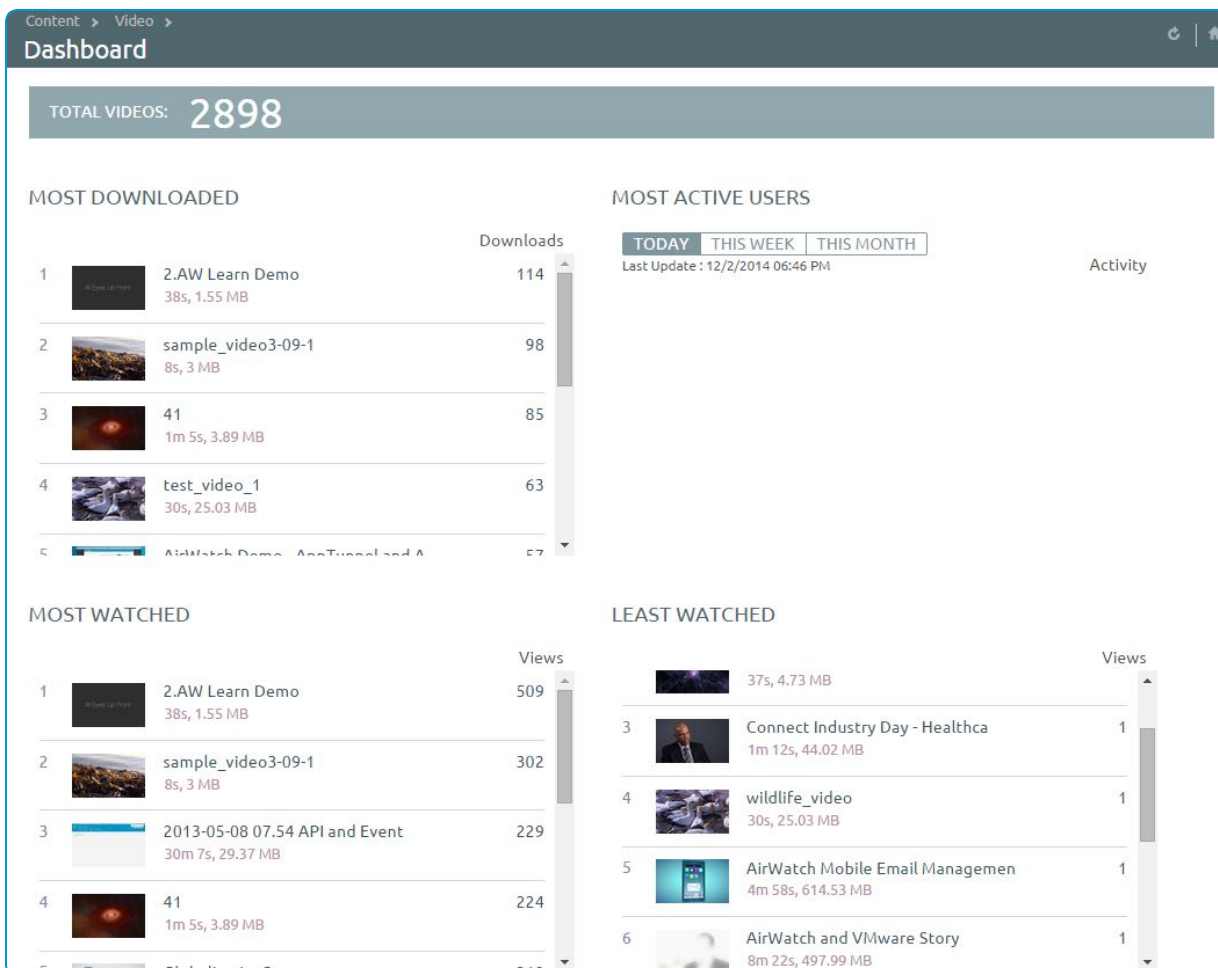
Video Metrics

Keep track of video analytics in the AirWatch Console using the Dashboard. This is an easy way to view the video metrics and access the videos. See the total number of videos, the most popular videos that were downloaded or watched, the most active users and even the least watched videos.

Viewing Metrics

Navigate to **Content > Video > Dashboard** to view the metrics including:

- **Total Videos** – Total number of videos existing in the AirWatch Console.
- **Most Downloaded** – Top 10 videos that were downloaded by end users.
- **Most Watched** – Top 10 videos that were played by end users.
- **Most Active Users** – Top 10 users and the total activity time they spent downloading and playing videos.
- **Least Watched** – Top 10 least streamed videos by end users.



Chapter 6:

SDK Profiles, Policies and Settings Compatibility

AirWatch offers the ability to apply AirWatch SDK functionality to AirWatch applications using a default settings profile. View compatibility information for available AirWatch SDK features for in the tables below.

Note: The data in these tables describes the behaviors and support of the specific application and not for applications accessed using another application. For example, the data for the AirWatch Container application references only the AirWatch Container's behavior. It does not reference the behaviors for apps accessed using the AirWatch Container.

Settings and Policies Supported Options for AirWatch Applications

UI Label	Video	
	iOS	Android
Passcode: Authentication Timeout	✓	✓
Passcode: Maximum Number Of Failed Attempts	✓	✓
Passcode: Passcode Mode Numeric	✓	✓
Passcode: Passcode Mode Alphanumeric	✓	✓
Passcode: Allow Simple Value	✓	✓
Passcode: Minimum Passcode Length	✓	✓
Passcode: Minimum Number Complex Characters	✓	✓
Passcode: Maximum Passcode Age	✓	✓
Passcode: Passcode History	✓	✓
Biometric Mode: Fingerprint	✓	✗
Username and Password: Authentication Timeout	✓	✓
Username and Password: Maximum Number of Failed Attempts	✓	✓
Single Sign On: Enable	✓	✓
Integrated Authentication: Enable Kerberos	✗	✗

UI Label	Video	
	iOS	Android
Integrated Authentication: Use Enrollment Credentials	X	X
Integrated Authentication: Use Certificate	X	X
Offline Access: Enable	✓	✓
Compromised Protection: Enable	X	X
App Tunnel: Mode	X	X
App Tunnel: URLs (Domains)	X	X
Content Filtering: Enable	X	X
Geofencing: Area	X	X
DLP: Bluetooth	X	X
DLP: Camera	X	X
DLP: Composing Email	X	X
DLP: Copy and Paste Out	X	X
DLP: Copy and Paste Into	X	X
DLP: Data Backup	X	X
DLP: Location Services	X	X
DLP: Printing	X	X
DLP: Screenshot	X	X
DLP: Third Party Keyboards	X	X
DLP: Watermark	X	X
DLP: Limit Documents to Open Only in Approved Apps	X	X
DLP: Allowed Applications List	X	X
NAC: Cellular Connection	X	X
NAC: Wi-Fi Connection	X	X
NAC: Allowed SSIDs	X	X
Branding: Toolbar Color	X	X
Branding: Toolbar Text Color	X	X

UI Label	Video	
	iOS	Android
Branding: Primary Color	✓	✓
Branding: Primary Text Color	X	X
Branding: Secondary Color	X	X
Branding: Secondary Text Color	X	X
Branding: Organization Name	X	X
Branding: Background Image iPhone and iPhone Retina	X	X
Branding: Background Image iPhone 5 (Retina)	X	X
Branding: Background Image iPad and iPad (Retina)	X	X
Branding: Background Small, Medium, Large, and XLarge	X	X
Branding: Company Logo Phone, Phone High Res, Tablet, Tablet High Res	X	X
Logging: Logging Level	X	X
Logging: Send Logs Over Wi-Fi	X	X
Analytics: Enable	X	X
Custom Settings: XML entries	X	X

*✓ This option is supported but is not configured using Settings and Policies.

**✓ This option requires Android Ice Cream Sandwich and KitKat.

Accessing Other Documents

While reading this documentation you may encounter references to documents that are not included here.

The quickest and easiest way to find a particular document is to navigate to https://my.air-watch.com/help/9.2/en/Content/Release_Notes/Doc_List_PDFs.htm and search for the document you need. Each release-specific document has a link to its PDF copy on AirWatch Resources.

Alternatively, you can navigate to AirWatch Resources on myAirWatch (resources.air-watch.com) and search. When searching for documentation on Resources, be sure to select your AirWatch version. You can use the filters to sort by PDF file type and AirWatch v8.4 and higher.