

Books Management

VMware Workspace ONE UEM 1909



vmware®

You can find the most up-to-date technical documentation on the VMware website at:

<https://docs.vmware.com/>

If you have comments about this documentation, submit your feedback to

docfeedback@vmware.com

VMware, Inc.
3401 Hillview Ave.
Palo Alto, CA 94304
www.vmware.com

Copyright © 2019 VMware, Inc. All rights reserved. [Copyright and trademark information.](#)

Contents

- 1** Workspace ONE UEM Books Deployment 4
 - [Requirements to Manage Books with Workspace ONE UEM](#) 4
- 2** Publish Internal Books 5
- 3** Publish Public Books 7
- 4** Manage Books Acquired from Apple's VPP 9
- 5** Manage Internal Books with Workspace ONE UEM 10
 - [List View Option Descriptions for Books](#) 10
 - [Use Manage Devices for Internal Books](#) 11
- 6** Configure a Book Catalog to Send Books to Devices 13

Workspace ONE UEM Books Deployment

1

Workspace ONE UEM powered by AirWatch can distribute public, internal, and purchased (VPP) books to large numbers of iOS devices.

Device users can install books from their book catalog and display them either in the iBook application or Safari. The tool used to view the book depends on the type of book and whether it is managed. The system can display books acquired from the app store, internal organizational resources, or from Apple's Volume Purchase Program (VPP). For information on VPP, see *Integration with Apple Business Manager*.

This chapter includes the following topics:

- [Requirements to Manage Books with Workspace ONE UEM](#)

Requirements to Manage Books with Workspace ONE UEM

To publish books to devices, the environment must meet a few requirements for platform, operating system, and access.

The table gives the requirements to manage books with Workspace ONE UEM.

Table 1-1. Requirements for Books

Requirement	Description
Platforms	Workspace ONE UEM supports Apple iOS for book functionality.
Operating System	Devices can receive books from Workspace ONE UEM when they run a minimum iOS 5+.
Push Mode for All Books	Workspace ONE UEM pushes books to devices using the On Demand Push Mode . This feature allows device users to install books from the book catalog at their convenience.
Required App to Access Managed Internal Books	Devices that need access to managed internal books must have the iBooks application on them. Internal books for iOS 8+ that are managed open in the iBooks application and do not open in Safari.
Removal of Books Not Automatic	When a device unenrolls from the Workspace ONE UEM solution, Workspace ONE UEM does not remove Books from devices because books most books are not managed. Workspace ONE UEM can only remove internal books marked as Is Managed for iOS 8+.

Publish Internal Books

Publish books that are unique to your organization, like instruction manuals or policy guides, with the internal books section of the Workspace ONE UEM console and the book catalog. If you do not use the Workspace ONE Content, the book catalog offers an alternative method for deployment.

Procedure

- 1 Navigate to **Apps & Books > Books > List View**, and then select the **Internal** tab.
- 2 Select **Add Books**.
- 3 Select **Upload** and browse for the applicable file and choose **Continue**.
- 4 Back on the **Add Book** page, configure description and assignment options for the internal book. Much of the book information automatically populates.
- 5 Complete the following **Info** options.

Setting	Description
Name	Enter the name for the book.
Identifier	Enter a unique identification value for the book.
Released On	Reflects the release date of the book.
Is Managed	Identifies the internal book as managed and marks it to receive management actions. This book opens in only the iBooks application and not in other applications. If you do not select to manage the internal book, device user access the book in Safari. This option applies only to books on devices running iOS 8+.
Managed By	View the organization group that controls the file.
Categories	Provide a category type to help identify how the book can help users.
Change Log	Add comments to the text box to keep notes on changes between versions.

- 6 Complete the following **Description** options.

Setting	Description
Description	Enter a description of the book that helps you organize the book for your mobile deployment.
Support URL	Enter a URL for the support group that manages suggestions, comments, or issues concerning the book.
Support Email	Enter an email to receive suggestions, comments, or issues concerning the book.

Setting	Description
Support Number	Enter a number to receive suggestions, comments, or issues concerning the book.
Copyright	Enter the publication date of the book.

- 7 Complete the following options in the **Developer Information** area.

Setting	Description
Developer	Enter the name of the developer.
Developer Email	Enter the email of the developer so that you have a contact to send suggestions and comments.
Developer Phone Number	Enter a number so that you can contact the developer.

- 8 Complete the following options in the **Application Cost Information** area.

Setting	Description
Cost Center	Enter the business unit charged for the development of the book.
Cost	Enter cost information for the book to help report metrics concerning your internal book development systems to the organization.
Currency	Select the type of currency that paid for the development, or the currency that buys the book, or whatever is useful for your record keeping.

- 9 Complete the following **Assignment** options for **Assigned Smart Groups** by selecting a smart group.
- 10 Select **Save & Publish** to push internal books to devices immediately through the book catalog.

Publish Public Books

Publish publicly available books to large numbers of mobile devices with the public books section of the Workspace ONE UEM console and the book catalog. Add public books you did not acquire in bulk through Apple's Volume Purchase Program (VPP) on the public books tab.

Procedure

- 1 Navigate to **Apps & Books > Books > List View > Public**.
- 2 Select **Add Book** and complete the settings.

Setting	Description
Managed By	View and edit the organization group that controls the book file.
Platform	Select Apple iOS from the menu.
Source	Select one of the following options. <ul style="list-style-type: none"> ■ Search App Store – Search the iTunes Store for the book. ■ Enter URL – Enter the URL of the book without getting data for the book from the iTunes Store.
Name	Enter the name of the book to search for in the iTunes Store.
Enter URL	Enter the address that navigates to the book.

- 3 Click **Next** and **Select** the desired book from app store result page.
- 4 View and complete the options on the **Info** tab.

Setting	Description
Name	Displays the name of the book. You can edit this value.
URL	Reflects the URL for the store uses to distribute the book.
Managed By	View the organization group from which the file uploads when the information automatically populates.
Comments	Enter text to appear in the Additional Comments tab in the book catalog.
Reimbursable	Designate whether your organization reimburses end-users for a purchased book. A small icon in the book catalog indicates if the organization reimburses users.
Rating	Select a rating from 1 to 5 with 5 being the best rating.
Categories	Identify the areas the book can help device-users.
Supported Models	Select all the models that you want to run this application.

- 5 Assign the book to smart groups on the **Assignment** tab and complete the options.

Setting	Description
Assigned Smart Groups	Select an existing smart group or create one and assign the book to it.
View Device Assignment	Select this option to see devices assigned to the book.

- 6 View the deployment of the book as **On Demand** on the **Deployment** tab.
- 7 Select a **Terms of Use** for the book, if desired. Use the **Manage Terms** option to create an agreement if you have not already.
- 8 Select **Save & Publish** to make the book available to end-users.

Manage Books Acquired from Apple's VPP

4

The Apple VPP allows organizations to purchase iBooks for distribution. Whether you buy iBooks using the redemption code method or the managed distribution method, Workspace ONE UEM can distribute these assets.

iBooks distributed through the managed distribution requires licenses to be associated to a user's Apple ID that requires the user to accept a prompt and confirm their Apple ID. For devices using Managed Apple IDs in Apple School Manager, the prompt remains silent and Workspace ONE UEM handles the request automatically when the user attempts to install an assigned iBook through the managed distribution.

For information on the Device Enrollment Program (DEP) and the Volume Purchase Program (VPP), see *Integration with Apple Business Manager*.

Manage Internal Books with Workspace ONE UEM

5

Workspace ONE UEM can manage internal books for Apple iOS 8+ when you mark the book as **Is Managed**. These marked assets open in only the iBooks application and not in Safari. Manage options include install books, remove books, and notify devices about books.

Workspace ONE UEM cannot manage internal books on Apple iOS versions 7 and older. These books open in Safari.

Types of Internal Books Workspace ONE UEM Manages

Workspace ONE UEM supports management of internal books in several formats.

- iBook
- ePub
- iBooks authored as PDFs

Access Management Options

Use the several views to access management actions for books in the Workspace ONE UEM console.

- From the **Manage Devices > View Devices** page, you can view all the devices assigned to a particular book. Use this page to perform actions from the actions menu like install books and delete books.
- From the **Device Details** page, you can view managed internal books and you can install and delete books. Workspace ONE UEM can only manage iBooks for Apple iOS 8+. Device Details is explained in the Workspace ONE UEM Mobile Device Management (MDM) guide.

This chapter includes the following topics:

- [List View Option Descriptions for Books](#)
- [Use Manage Devices for Internal Books](#)

List View Option Descriptions for Books

The **List View** is a central location to sort, filter, and search for data so you can deploy books. Each **List View** in **Apps & Books** is slightly different and available functions vary, so the system does not display every option for every book type, internal, public, or purchased.

Table 5-1. Descriptions of List View Options

Setting	Description
Add Book	Upload your book to the Workspace ONE UEM console.
Add Order	Upload your Apple Volume Purchase Program (VPP) spreadsheet bought using the redemption code method to the UEM console.
Sync Assets	Use the Sync Assets option to sync your managed distribution content and licenses. You cannot access the sync licenses option unless you are in an organization group with an sToken uploaded to it.
Search List	Find books by name.
Toggle Filters	Display or hide filters.
Refresh	Refresh the items in the UI. Use refresh when you edit items and sync purchased books.
Export	Export all items on all pages to a CSV file.
Filters	<ul style="list-style-type: none"> ■ Platform— Use this option to view books by platform. Currently, Apple iOS is the only supported platform. ■ Status — Use this option to view books by status, Active and Inactive. ■ Categories — Use this option to locate public books specifically for a default or custom category. Find books tagged as Finance, Business, Social Networking, and many other options. This filter is useful for finding large groups of public books.
Actions Menu	<ul style="list-style-type: none"> ■ Deactivate — Prevents devices from receiving the book. However, devices that already have the book, keep it. ■ Delete — Removes a book record from the UEM console. ■ Manage Devices — Offers options management functions for books. ■ Notify Devices — Send a notification to devices concerning the VPP book. ■ User Ratings — Shows the book rating and feedback. ■ View Events — Shows device and console events for books and allows you to export these events as a CSV file.

Use Manage Devices for Internal Books

Use the Manage Devices option to install and remove many internal books at once and to notify large numbers of iOS devices at once about books.

The **Status** filter helps find devices that have installed or not installed assets.

Procedure

- 1 Navigate to **Apps & Books > Books > List View** and select a tab.
- 2 Select the **Manage Devices** option from the actions menu.

- 3 Select from the actions menu or hover and select desired options that act on specific devices (selected and filtered) or act on all devices (listed).

Setting	Description
Install (Only Internal)	Install an internal book on a single device or on multiple devices.
Remove (Only Internal)	Remove an internal book from a single device or off multiple devices.
Notify	Notify devices about an asset. Settings include email, SMS, push, and message template options for sending messages.

Configure a Book Catalog to Send Books to Devices

6

Use a book catalog so your end-users can access books. The system pushes all books on-demand so users need the catalog to retrieve book assets.

Send the **Book Catalog** in the form of a **Web Clip** profile to iOS devices.

Procedure

- 1 Navigate to **Devices > Profiles > List View**, and then select **Add** and **Add Profile**.
- 2 Select **iOS Apple**.
- 3 Configure the **General** payload settings.
- 4 Select **Web Clips** for iOS devices from the payload list.
- 5 Click **Configure** and enter the Web clip parameters.

Setting	Description
Label	Displays the name for the Web Clip on managed devices. For example, AirWatch Book Catalog .
URL	Enter the Book Catalog URL in the format of https://<Environment> /Catalog/BookCatalog?uid={DeviceUid} where <Environment> is the URL to your MDM Server. In a multi-server on-premises deployment, this URL is your Device Services server URL .
Removable	Sets the device user with the ability to remove the Web clip.
Icon	Upload an icon for the Web clip as a graphic file in GIF, JPG, or PNG format. Icon Size Suggestion For best results, provide a square image no larger than 400 pixels on each side and less than 1 MB when uncompressed. The graphic is automatically scaled and cropped to fit, if necessary, and converted to PNG format. Web clip icons are 104 x 104 pixels for devices with a retina display or 57 x 57 pixels for all other devices.
Precomposed Icon	Select this option to display the icon without any visual effects.
Full Screen	Sets the Web clip to open in full screen mode.
Show in App Catalog/Container	You do not need to configure this option, and you can leave this option disabled.

- 6 When complete, select **Save and Publish** to deploy the web-based book catalog to devices.