

VMware AirWatch Workspace ONE Send Admin Guide

Configuring and deploying Workspace ONE Send

Workspace ONE UEM v9.6

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Chapter 1:

Introduction to Workspace ONE Send

Overview

Workspace ONE Send is an application that lets you connect your Microsoft Azure managed Office 365 apps with VMware Boxer. Workspace ONE Send enhances the user experience by managing the Office 365 apps authentication required to open different files types that are received as attachments in VMware Boxer.

You can secure the corporate content on end-user devices by applying Azure policies from the Microsoft Azure portal. For more information on the supported Azure policies, refer to the [List of Supported Microsoft Azure Policies on page 10](#).

Requirements

Meet the following requirements to ensure an optimum application deployment.

Supported Platforms and Version
<ul style="list-style-type: none">• iOS 9.3+• Android 5.0+
Supported Console Version
<ul style="list-style-type: none">• Workspace ONE UEM console 9.4• AirWatch Console 9.1+• Microsoft Intune Company Portal
Supported File Types
All file types supported by Microsoft Office 365 applications. For example, .doc,.dot,.docm,.dotx,.dotm,.odt
Supported VMware Apps
VMware Boxer 4.10+

Other Requirements

- Microsoft Azure licensing for Intune MAM Policy enforcement. Though Workspace ONE Send app is a VMware application, the app is not integrated with AirWatch SDK and no SDK DLPs can be configured to it. Hence, only the Microsoft Intune MAM policies are honored by the app.

Note: iOS and Android device users must have the Send app registered for the Intune policies to be honored.

- Microsoft credentials to login to the O365 applications and to register Workspace ONE Send app.

Chapter 2:

Workspace ONE Send Configuration

Add Workspace ONE Send as a Public Application

Add and configure Send as a public application to the Workspace ONE UEM console. Adding Send app as a public application and pushing through the Catalog enables easier management from the UEM console.

1. Navigate to **Apps & Books > Applications > List View > Public**.
2. Select **Add Application**.
3. Configure the text boxes that display and select **Next**.

Setting	Description
Managed By	View the organization group where the application is uploaded.
Platform	Choose the appropriate platform. Only iOS and Android devices are supported currently.
Source	Select to search for the application in the App store and Play store.
Name	Enter Workspace ONE Send .

4. Locate and select the Workspace ONE Send app in the **Search** results page.
5. Review the information that automatically populates in the **Details** tab.
6. Under the **Assignment** tab, choose the app delivery mode as On-Demand or Automatic.
 - **On Demand** – Deploys app to the App Catalog and lets the device user decide if and when to install it. This option is the best choice for app that is not critical to the organization. Allowing users to download the content when they want helps conserve bandwidth and limits unnecessary traffic.
 - **Automatic** – Deploys app to a device upon enrollment. If the device is enrolled, this option immediately prompts users to install the content on their devices. This option is the best choice for app that is critical to your organization and its mobile users.
7. (Optional) Make necessary updates in the **Email Settings** tab.

8. Assign **Terms of Use**, which displays when users first access the application from the App Catalog.
9. Select **Save**.

Integrate Workspace ONE Send with VMware Boxer

Integrate VMware Boxer with Send to allow Boxer to send and receive the Intune protected attachments to and from the Microsoft Office apps.

To integrate Boxer with Send, perform the following configurations on VMware Boxer settings on the UEM console. For more information on the VMware Boxer settings, refer **VMware Boxer Admin Guide**.

For iOS

Provide the Configuration Key and Configuration Value pairs. Navigate to **VMware Boxer - Add Assignment > Optional > Application Configuration** page and provide the following details.

Configuration Key	Value Type	Configuration Value	Description
PolicyAllowAIPFilesToOpenInOffice	Boolean	True - enabled False - disabled	Set to False , disables the Boxer and Send app integration.

Important: If VMware Boxer sets the policy PolicyAllowAIPFilesToOpenInOffice to 'True' and the device user does not have Send installed or have not registered through Send, the documents from Boxer can be opened in to Third-Party applications and the Intune policies will not be honored.

For Android

1. Navigate to **Workspace ONE Send - Add Assignment > More Email Settings > Data Loss Prevention > Sharing**.
2. Select **Whitelist** as the **Sharing** settings and then select **Whitelisted applications** text box and enter **com.air-watch.vmsend** to whitelist the application.

Configure Microsoft Intune Send App Policy Settings

Allow send and receive of Intune protected attachments to and from Microsoft Office apps through Send by configuring app policy settings in Microsoft Azure portal.

1. Log in to the Microsoft Azure portal using your Microsoft credentials.
2. Navigate to **Intune > Mobile Apps > App Protection Polices** and create a protection policy. Create separate policies for iOS and Android.
3. Select the newly create policy and select **Policy Settings** from the left **Manage** panel.
4. Set **Policy Managed apps** as the policy settings for **Allow app to transfer data to other apps** and **Allow app to receive data from other apps**.
5. Select **Targeted apps** from the left **Manage** panel to make Send as one of the targeted apps.

6. Select **More apps** and add Send app bundle ID.
 - Bundle ID for iOS - com.air-watch.vmsend
 - Bundle ID for Andriod - com.airwatch.vmsend
7. Save the policy settings.

Chapter 3:

Workspace ONE Send Deployment

Overview

Control how Send app is deployed to your end users with other configurations. Once deployed, users can download and use the app.

For more information on the process of deploying public applications, refer to the **VMware Workspace ONE UEM Mobile Application Management (MAM) Guide**.

Deploy Workspace ONE Send

Utilize this simplified deployment workflow to seamlessly push the Send app to the end users.

You can deploy the app either by assigning to the device users during the app configuration or you can perform the following deployment process after adding the app to the UEM console:

1. Navigate to **Apps & Books > Applications > Native > Public > List View**.
2. Select **Workspace ONE Send** from the **List View** page, and then select **Edit** button. The **Workspace ONE Send – Add Assignment** page appears.
3. Select **Save and Assign**.
4. Select **Add Assignment** from the **Update Assignment** page and enter the assignment groups name in the **Select Assignment Groups** text box.
5. Select **Add**.
6. Select **Save and Publish**.

Appendix:

Frequently Asked Questions

What if the Send app not being listed out within the Boxer?

(Android Only) Verify and confirm if '**com.airwatch.vmsend**' is being whitelisted in the Boxer profile settings on the UEM console for the Send app to appear within Boxer.

What if the Boxer shows error message while opening an attachment into Send?

Verify the Azure Policy '**Allow app to receive data from other apps**'. If the policy is set to false and user tries to open file in O365 app from Boxer through Send, Boxer shows error message.

Unable to save the document from Boxer that is received from Send onto device storage.

Verify the Azure Policy '**Prevent Save As**'. If the policy to save in O365 app is restricted, then the user receives an error '**Your administrator does not allow saving to Personal Locations**'.

Unable to share files to Boxer through Send.

Verify the Azure Policy '**Allow App to send data to other apps**'. If the policy is set to false and when user tries to send the file from O365 app to Boxer through Send, user cannot share files.

Receiving an error message 'No apps found' while opening an attachment from Boxer through Send.

Send only forwards compatible file to office apps.

All the apps are being listed when sharing the document from O365 app into Boxer through Send and able to save the attachment to Personal Location.

When the Send app is not registered and not honoring the Microsoft Azure policies, this issue occurs. Try re-registering the app.

Appendix:

List of Supported Microsoft Azure Policies

You can access Microsoft Azure portal and apply any of the following supported Azure policies based on the platform and organization needs to the Send app.

Policy Settings	iOS	Android
Data Relocation		
Allow app to transfer data to other apps	✓	✓
Allow app to receive data from other apps	✓	✓
Prevent "Save As" Select which Storage services corporate data can be saved to: <ul style="list-style-type: none"> Local Storage SharePoint OneDrive for Business 	✓	✓
Access		
Require PIN for access	✓	✓
Recheck the access requirements after (minutes) <ul style="list-style-type: none"> Timeout Offline grace period 	✓	✓
Offline interval (days) before app data is wiped	✓	x
Require minimum iOS operating system	✓	x
Require minimum iOS operating system (Warning only)	✓	x
Require minimum app version	✓	✓
Require minimum app version (Warning only)	✓	✓
Require minimum Android version	x	✓
Require minimum Android version (Warning only)	x	✓
Require minimum Intune app protection policy SDK version	✓	x