

# IKARUS mobile.management

## Configuration of mail accounts

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This document is intended to provide a brief overview of the configuration and rollout of mail accounts for commonly used email programs. Several variants for Android and Apple iOS are described. These variants generally apply to MS Exchange as well as Office 365.

For optimal use of this document, the MDM basics, the menu navigation as well as the different rollout methods should be known. You can find more information in our MDM Quickstart Guide and in our documents about the rollout methods.

## Apple iOS

### Mail account via native iOS client

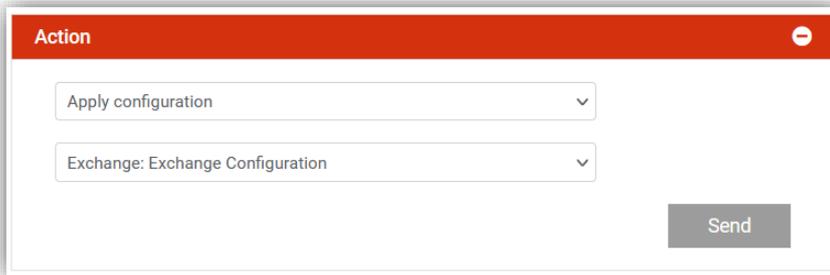
For the configuration of mail accounts via native mail client a configuration of type “Exchange” is required.

To create this configuration, please follow these steps:

1. Open the menu *Infrastructure > Configurations*.
2. Create a new configuration with the type “Exchange”.
3. Enter the desired parameters.

**Hint:**

- The server’s name corresponds to the name of your exchange server – if Office 365 is used the server’s name in most cases is outlook.office365.com
  - The domain corresponds to the exchange domain name – if Office 365 is used, this value remains empty in most cases.
  - Enter your username and email address. Of course, also wildcards are supported. To use a wildcard, click on the gear icon and select the desired value. If Office 365 is used, username and email are equal in many cases.
  - Values for wildcards must be added to the user or the device.
  - Also select the data that should be synchronized from the server and define if the user is able to change these settings on the device.
4. Save your configuration.
  5. Enroll the configuration by using a single device action or the bulk enrollment via the operations menu.



You will find an example [here](#).

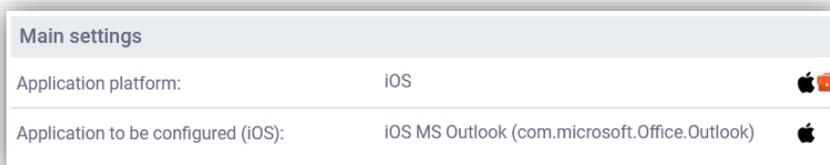
## Mail account via MS Outlook on iOS

Requirement for this option is that the MS Outlook application is already available in the MDM system. If the application has been already installed on some devices that is not problem as the app can used for this description. Alternatively, the application will be installed together with the configuration later.

For the configuration of the mail account in the MS Outlook application, a configuration with the type "Configuration for application" is required.

To create this configuration, please follow these steps:

1. Open the menu *Infrastructure > Configurations*.
2. Create a new configuration with type "Configuration for application".
3. Select iOS from the "application platform" drop-down menu and the MS Outlook application from the application to be configured" drop-down menu.



4. Enter the desired parameters.

**Hint:**

- The following parameters should be used in any case:

com.microsoft.outlook.EmailProfile.EmailAccountName	String	Name for the account
com.microsoft.outlook.EmailProfile.EmailAddress	String	email address (via wildcard)
com.microsoft.outlook.EmailProfile.EmailUPN	String	user or email (via wildcard)
com.microsoft.outlook.EmailProfile.ServerHostName	String	Name of the server
com.microsoft.outlook.EmailProfile.AccountDomain	String	Domain if available / required
com.microsoft.outlook.EmailProfile.AccountType	String	BasicAuth or ModernAuth
- The account type depends on your mail server's configuration. Please note that the standard authentication (BasicAuth) has been suspended per October, 1<sup>st</sup> 2022.

5. Save the configuration.
6. Enroll the configuration via single device action or the bulk enrollment via the operations menu.



Alternatively, you can also enroll the application together with the configuration.



**Hint:** It is also possible to define this configuration as a Default configuration for the application package. In this case only the application has to be enrolled. As the configuration is linked to the package it will be enrolled automatically. The option to apply the configuration can be found in *Infrastructure > Configurations*.

🍏 iOS	
Name:	Microsoft Outlook
URL:	https://apps.apple.com/de/app/microsoft-outlook/id951937596?uo=4
File:	
Version:	4.2226.0
Minimum OS version:	14.0
ID:	com.microsoft.Office.Outlook
Default configuration:	iOS MS Outlook
Cost:	Free

An example for a configuration and a full list of parameters can be found [here](#).

## Mail account via SecurePIM container on iOS

Requirement for this option is that the SecurePIM container application is already available in your MDM-System. If the application has been already installed on some devices that is not problem as the app can used for this description. Alternatively, the application will be installed together with the configuration later.

For the use of the SecurePIM component a valid license is necessary. It must be obtained before the following description can be used. The configuration type "SecurePIM" will be only available in your system when a license is available.

In this case it is possible to use a configuration for application too. As this configuration won't be synchronized automatically for iOS, we highly recommend to use the configuration type "SecurePIM".

To create a configuration please follow these steps:

1. Open the menu *Infrastructure > Configurations*
2. Add a new configuration with type "SecurePIM".
3. Enter the desired parameters.

**Hint:**

Mandatory fields	Description
Support email	Address that will be contacted in cases of support
Session timeout	If the client is inactive for this time, it will be closed
ActiveSync domain	Domain of the mail server if available / required
ActiveSync server	Name of the mail server
Email address	User's email address (or wildcard)
Username	User's name or email address (or wildcard)

4. Save the configuration.
5. Enroll the configuration via single device action or via operation in the operations' menu.



Alternatively, you can also enroll the application together with configuration.

Action

Install application

SecurePIM

Installing this application will cause additional costs. Further details can be found in Settings -> System -> SecurePIM

Configuration for application:

SecurePIM : SecurePIM for iOS [Austria]

Send

**Hint:** It is also possible to define this configuration as a Default configuration for the application package. In this case only the application has to be enrolled. As the configuration is linked to the package it will be enrolled automatically. The option to apply the configuration can be found in *Infrastructure > Configurations*.

iOS	
Name:	SecurePIM
URL:	https://apps.apple.com/de/app/securepim/id929060545?uo=4
File:	
Version:	8.57.1
Minimum OS version:	15.0
ID:	com.virtual-solution.securepim-enterprise
Default configuration:	securepim: SecurePIM for iOS
Cost:	Free Global licenses left: 18

An example for a configuration and a full list of available parameters can be found here [here](#).

## Android

### Mail account via third-party mail application on Android

For this method it is necessary that Android Enterprise is already enrolled in your MDM system. Further devices must be enrolled in Device Owner Mode + Corporate or via Workprofile.

Further it is required that a third-party mail application is available in the MDM system. This application has to be approved correctly.

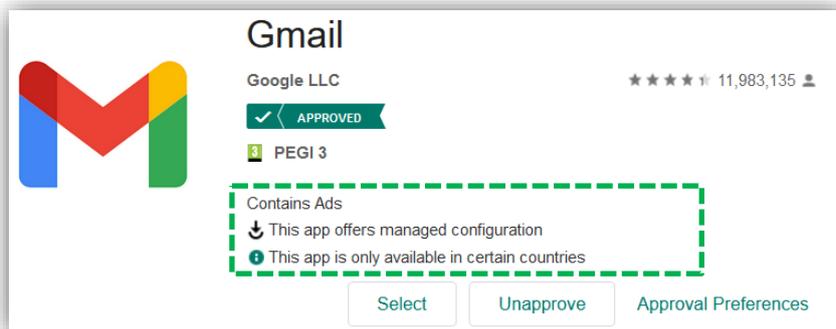
For example, one of the following applications can be used:

- MS Outlook
- Gmail
- Samsung Mail Client (if it's not pre-installed on the device)
- SecurePIM (will be described in the next chapter individually)

Please check in advance, if the desired application is available in the Google Play Store and if this application is officially supported for remote configuration. This support has to be provided by the app developer.

You can easily check this in the menu Infrastructure > Managed Google Play Store.

Example: Gmail:

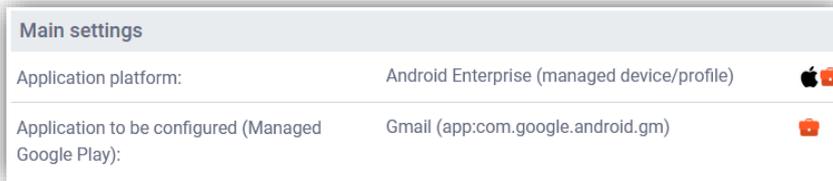


If you have already enrolled this application to devices this is not a problem as it can be used for this description. Alternatively, you can enroll the application later together with the configuration.

For the configuration of the mail account in an application the configuration type "configuration for application" is required.

To create the configuration please follow these steps:

1. Open the menu Infrastructure > Configurations
2. Create a new configuration with the type "configuration for application".
3. For application platform please select "Android Enterprise" and for application to be configured please select your desired app: Example: Gmail.



4. Depending on the selected application a configuration profile will be loaded. Complete the desired fields.

**Hint:** At least the following parameters are required.

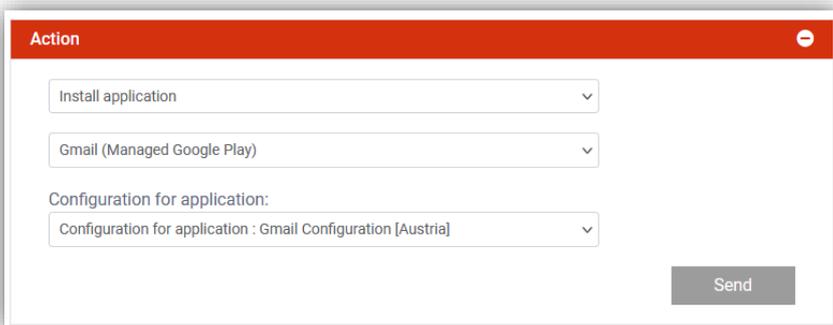
- Server name – Name of the mail server (for Office 365 normally: outlook.office365.com)
- Domäne – if available
- Username – User's name or email address (or wildcard)
- Email address – User's email address (or wildcard)

5. Save the configuration.

6. Enroll the configuration via single device action or via operation in the operations' menu.



Alternatively, you can also enroll the application together with the configuration.



**Hint:** It is also possible to define this configuration as a Default configuration for the application package. In this case only the application has to be enrolled. As the configuration is linked to the package it will be enrolled automatically. The option to apply the configuration can be found in *Infrastructure > Configurations*.

Android	
Name:	Gmail
URL:	market://details?id=com.google.android.gm
File:	
Version:	Varies with device
Minimum OS version:	
ID:	com.google.android.gm
Managed Google Play Store:	<a href="#">Undo approval</a>
Approval:	Approved
Default configuration:	Gmail Configuration

An example for the configuration can be found [here](#).

## Mail account via SecurePIM container on Android

For this method it is necessary that Android Enterprise is already enrolled in your MDM system. Further devices must be enrolled in Device Owner Mode + Corporate or via Workprofile.

Further it is required that a third-party mail application is available in the MDM system. This application has to approved correctly.

If the application has been already installed on some devices that is not problem as the app can used for this description. Alternatively, the application will be installed together with the configuration later.

For the use of the SecurePIM component a valid license is necessary. It must be obtained before the following description can be used. The configuration type "SecurePIM" will be only available in your system when a license is available.

In this case it is possible to use a configuration for application too. As this configuration won't be synchronized automatically for iOS, we highly recommend to use the configuration type "SecurePIM". How to create a "configuration for application" via Android Enterprise is described in this chapter: [Mail account via third-party mail-applikation](#)

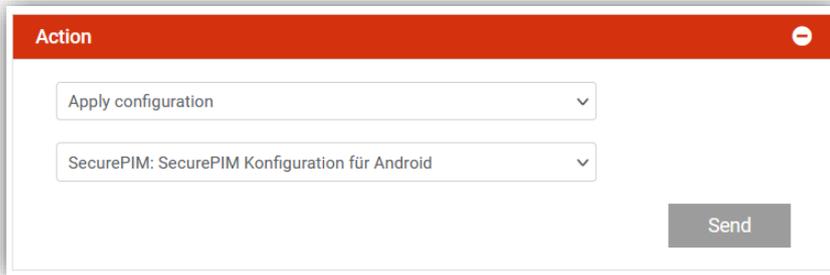
To create a new SecurePIM configuration please follow these steps:

1. Open the menu Infrastructure > Configurations
2. Create a new configuration with type "SecurePIM".
3. Add the desired parameters.

### Hint:

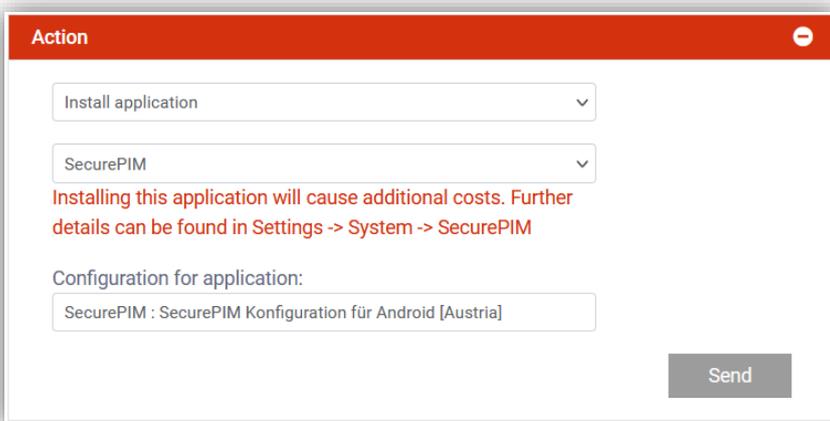
Mandatory fields	Description
Support email	Address that will be contacted in cases of support
Session timeout	If the client is inactive for this time, it will be closed
ActiveSync domain	Domain of the mail server if available / required
ActiveSync server	Name of the mail server
Email address	User's email address (or wildcard)
Username	User's name or email address (or wildcard)

4. Save the configuration
5. Enroll the configuration via single device action or via operation in the operation's menu.



The screenshot shows a dialog box titled "Action" with a red header bar. It contains two dropdown menus: the first is set to "Apply configuration" and the second is set to "SecurePIM: SecurePIM Konfiguration für Android". A "Send" button is located at the bottom right of the dialog.

Alternatively, you can also enroll the application together with the configuration.



The screenshot shows a dialog box titled "Action" with a red header bar. It contains two dropdown menus: the first is set to "Install application" and the second is set to "SecurePIM". Below the second dropdown, there is a red warning message: "Installing this application will cause additional costs. Further details can be found in Settings -> System -> SecurePIM". Below this message, there is a section titled "Configuration for application:" with a dropdown menu set to "SecurePIM : SecurePIM Konfiguration für Android [Austria]". A "Send" button is located at the bottom right of the dialog.

**Hint:** It is also possible to define this configuration as a Default configuration for the application package. In this case only the application has to be enrolled. As the configuration is linked to the package it will be enrolled automatically. The option to apply the configuration can be found in *Infrastructure > Configurations*.

Android	
Name:	SecurePIM – Mobile Office
URL:	market://details?id=de.virtual.solution.securepim
File:	
Version:	Varies with device
Minimum OS version:	8.1
ID:	de.virtual.solution.securepim
Managed Google Play Store:	<a href="#">Undo approval</a>
Approval:	Approved
Default configuration:	securepim: SecurePIM Konfiguration für Android

An example for the configuration and a list of available parameters can be found [here](#).

### Mail account via a native mail application on Android

Mail accounts via the native mail client are only possible under special conditions and on certain platforms, as can be seen in the user interface.

This option can be used if a device with Samsung Knox API or Huawei EMUI is used. The native mail client of the manufacturer (Samsung Mail or Huawei Mail) must be installed on the device.

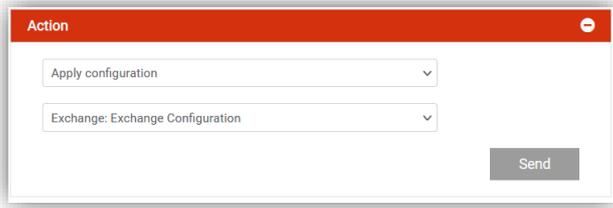
Only an "Exchange" type configuration is required to configure the mail account.

To create this configuration please follow these steps:

1. Open the menu Infrastructure > Configurations.
2. Create a new configuration with type "Exchange".
3. Enter the desired parameters

**Hint:**

- The server's name corresponds your Exchange server's name – if Office 365 is used, the server's name normally is outlook.office365.com
  - The domain corresponds your Exchange server's domain – if Office 365 is used, this field normally remains empty
  - Enter the username or email address. Also, wildcards can be used here. This can be done by using the gear icon. If Office 365 is used, username and email have the same value.
  - Values for wildcards must be defined on user or device level.
4. Save the configuration.
  5. Enroll the configuration via single device action or via operation in the operation's menu.



The image shows a screenshot of a software dialog box titled "Action". The dialog has a red header bar with the word "Action" and a close button. Below the header, there are two dropdown menus. The first dropdown menu is labeled "Apply configuration" and the second is labeled "Exchange: Exchange Configuration". To the right of these dropdowns is a grey button labeled "Send".

An example for a configuration can be found [here](#).

## Appendix

### Example: Mail account via native iOS client

Main settings		
* Server name:	outlook.office365.com	🍏
Sync while roaming:	Manual	🍏
* Username:	{{UserParamId="email"}}	🍏
Password:	no	🍏
Domain:		🍏
Number of days to sync:	No limit	🍏

Calendar		
Sync calendar:	Yes	📅
Allow modification of state:	Yes	📅
Tasks		
Sync tasks:	Yes	📅
Allow modification of state:	Yes	📅
Notes		
Sync notes:	Yes	📅
Allow modification of state:	Yes	📅
Contacts		
Sync contacts:	Yes	📅
Allow modification of state:	Yes	📅

Email		
Sync email:	Yes	📅
Allow modification of state:	No	📅
* Email:	{{UserParamId="email"}}	🍏
Prevent App Sheet:	No	🍏

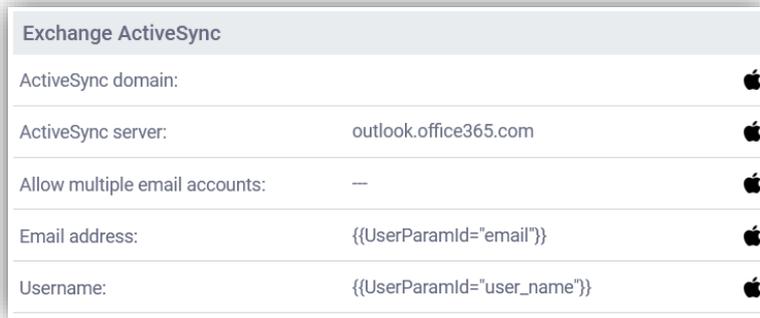
## Example: Mail account via MS Outlook on iOS

Configuration data			
com.microsoft.outlook.EmailProfile.EmailAccountName	String	▼ Demo	⚙️ ✖️
com.microsoft.outlook.EmailProfile.EmailAddress	String	▼ {{UserParamId="email"}}	⚙️ ✖️
com.microsoft.outlook.EmailProfile.EmailUPN	String	▼ {{UserParamId="email"}}	⚙️ ✖️
com.microsoft.outlook.EmailProfile.ServerHostName	String	▼ outlook.office365.com	⚙️ ✖️
com.microsoft.outlook.EmailProfile.AccountDomain	String	▼ domain	⚙️ ✖️
com.microsoft.outlook.EmailProfile.AccountType	String	▼ ModernAuth	⚙️ ✖️

### Available parameters

Parameter	Type	Example / description
com.microsoft.outlook.EmailProfile.EmailAccountName	String	Name of the account
com.microsoft.outlook.EmailProfile.EmailAddress	String	Email address (via wildcard)
com.microsoft.outlook.EmailProfile.EmailUPN	String	User / email address (via wildcard)
com.microsoft.outlook.EmailProfile.ServerHostName	String	Name of the server
com.microsoft.outlook.EmailProfile.AccountDomain	String	Domain if available / required
IntuneMAMUPN	String	User or email address (via wildcard)
com.microsoft.outlook.EmailProfile.AccountType	String	BasicAuth or ModernAuth
com.microsoft.outlook.Mail.NotificationsEnabled	Boolean	yes / no
com.microsoft.outlook.Mail.NotificationsEnabled.UserChangeAllowed	Boolean	yes / no
com.microsoft.outlook.Calendar.NotificationsEnabled	Boolean	yes / no
com.microsoft.outlook.Calendar.NotificationsEnabled.UserChangeAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.AddressAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.BirthdayAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.CompanyAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.DepartmentAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.EmailAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.InstantMessageAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.JobTitleAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.NicknameAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.NotesAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.PhoneHomeAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.PhoneHomeFaxAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.PhoneMobileAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.PhoneOtherAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.PhonePagerAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.PhoneWorkAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.PhoneWorkFaxAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.PrefixAllowed	Boolean	yes / no
com.microsoft.outlook.ContactSync.SuffixAllowed	Boolean	yes / no
com.microsoft.outlook.Mail.FocusedInbox	Boolean	yes / no
com.microsoft.outlook.Auth.Biometric	Boolean	yes / no
com.microsoft.outlook.Auth.Biometric.UserChangeAllowed	Boolean	yes / no
com.microsoft.outlook.Contacts.LocalSyncEnabled	Boolean	yes / no
com.microsoft.outlook.Contacts.LocalSyncEnabled.UserChangeAllowed	Boolean	yes / no
com.microsoft.outlook.Mail.ExternalRecipientsToolTipEnabled	Boolean	yes / no
com.microsoft.outlook.Mail.BlockExternalImagesEnabled	Boolean	yes / no
com.microsoft.outlook.Mail.BlockExternalImagesEnabled.UserChangeAllowed	Boolean	yes / no
com.microsoft.outlook.Mail.DefaultSignatureEnabled	Boolean	yes / no
IntuneMAMAllowedAccountsOnly	Boolean	yes / no

## Example: Mail account via SecurePIM container on iOS



Parameter	Example / description
<b>Mandatory fields</b>	
Support email	Address that can be contacted in support cases
Session timeout	inactivity time after that the client will be closed
ActiveSync domain	domain name if available / required
ActiveSync server	name of the mail server
Email address	email address (via wildcard)
Username	Username or email address (via wildcard)
<b>Other interesting parameters</b>	
Erlaube touch id authentication	defines, if touch id or face id can be used for logging in
Contacts: Export to Caller IDs (CallKit)	defines, if contacts can be accessed via CallKit in supported cars
Enable secure photo	defines, if the integrated SecurePIM camera module should be activated
Notification	defines, which kind of notification should be used and which data should be presented
Password options	defines, how the user can log in

## Example: Mail account via third-party mail application on Android

### Example: Gmail

Main settings	
Application platform:	Android Enterprise (managed device/profile) 
Application to be configured (Managed Google Play):	Gmail (app:com.google.android.gm) 
Configuration data	
Email Address:	{{UserParamId="email"}}
Hostname or Host:	outlook.office365.com
Username:	{{UserParamId="user_name"}}
Device Identifier:	
Authentication Types:	<input type="checkbox"/> Allow Basic Authentication <input checked="" type="checkbox"/> Allow Modern Authentication
SSL Required:	yes
Trust all Certificates (Warning: for testing purposes only):	no
Login Certificate Alias:	
Allow Unmanaged Accounts:	yes

### Example: MS Outlook

Main settings	
Application platform:	Android Enterprise (managed device/profile) 
Application to be configured (Managed Google Play):	Microsoft Outlook (app:com.microsoft.office.outlook) 
Configuration data	
email address:	{{UserParamId="email"}}
description for account:	Company mail
exchange server url:	mail.comany.com
domain of user account:	company.internal
username:	{{UserParamId="user_name"}}
server authentication method:	
Allowed Accounts:	
account type:	ModernAuth
Block external images:	no

## Example: Mail account via SecurePIM container on Android

Einstellungen		
Support E-Mail:	support@ikarus.at	
Session Timeout:	15 Minuten	
Exchange ActiveSync		
ActiveSync Domäne:		
ActiveSync Server:	outlook.office365.com	
Erlaube die Verwendung mehrerer E-Mail Accounts:	---	
E-Mail Adresse:	{{UserParamId="email"}}	
Benutzername:	{{UserParamId="user_name"}}	

### Parameter

### Example / description

#### Mandatory fields

Support email	Address that can be contacted in support cases
Session timeout	inactivity time after that the client will be closed
ActiveSync domain	domain name if available / required
ActiveSync server	name of the mail server
Email address	email address (via wildcard)
Username	Username or email address (via wildcard)

#### Other interesting parameters

Erlaube touch id authentication	defines, if touch id or face id can be used for logging in
Enable secure photo	defines, if the integrated SecurePIM camera module should be activated
Notification	defines, which kind of notification should be used and which data should be presented
Password options	defines, how the user can log in

### Example: Mail account via native mail client on Android

Main settings		
* Server name:	outlook.office365.com	  
Sync while roaming:	Manual	 
* Username:	{{UserParamId="user_name"}}	  
Password:	no	  
Domain:		  
Number of days to sync:	No limit	  
Protocol version:		  
Schedule		
Peak sync schedule:	Manual	  
Off-peak sync schedule:	Manual	 
Peak start:	07:00	 
Peak end:	18:00	 

Calendar		
Sync calendar:	Yes	 
Tasks		
Sync tasks:	Yes	 
Notes		
Sync notes:	Yes	 
Contacts		
Sync contacts:	Yes	 
Email		
Sender name:		  
* Email:	{{UserParamId="email"}}	  