

The new NetMotion platform

A security platform for those that can't afford to compromise on experience

Software defined perimeters and zero trust security solutions reduce an organization's attack surface to a bare minimum. We have added rich software defined perimeter (SDP) capabilities to the NetMotion platform's unique ability to improve application resilience and roam seamlessly between networks, further extending security, management, and visibility to all traffic on your mobile perimeter previously only available to VPN-tunneled traffic. The platform is streamlined and consolidated into fewer products, a single client app, fewer servers, and more unified administration and management.

The new NetMotion platform unites Mobility's powerful, intelligent security controls, Diagnostic's root cause analysis of remote connectivity faults along with the network and location awareness, and Mobile IQ's advanced visualizations.

Easy to implement, zero-trust security controls provide administrators with the visibility and control they need to enforce a strong security posture without reducing user productivity.

A powerful, unified platform for all NetMotion reporting, dashboards and operational intelligence offers over 20 new dashboards, and numerous enhancements to dashboard functionality, console access user management, and disaster recovery.

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Intelligent secure access for an increasingly remote workforce

Distributed policy enforcement on the mobile edge without chokepoints

The new platform's unique local proxy architecture brings the control and visibility associated with datacenter grade forward-proxy and reverse-proxy services to the mobile edge. With enforcement on the mobile edge, administrators can intelligently block both outbound and inbound traffic without routing it to a datacenter or cloud-based chokepoint, all while still retaining precision data intelligence. NetMotion's new platform offers unique benefits:

- Reduces load on your corporate Internet back-haul and switching infrastructure by blocking unauthorized traffic at the mobile device.
- Highly scalable local proxy architecture leverages each mobile device's computing resources to filter its own traffic minimizing load on computing resources in the data center.
- Routes authorized cloud and data center traffic directly to its destination, improving SaaS and data center application performance.

Secure traffic across your hybrid cloud

Define access policies suitable for the different systems, applications, and access methods. Automatically block access to risky, unsafe, or inappropriate web content. Restrict access to social media during the workday while allowing access after-hours. Set policies by organizational unit, time of day, device, or access network.

Tightly control access to data-center resources to offload network backhaul, while optimizing for an excellent experience to mobile workers focused on business priorities.

Manage all mobile traffic regardless of its destination

Administrators can monitor all mobile data traffic and use that insight to better control access and support their users. By proxying all traffic entering and leaving the mobile device, the NetMotion platform gathers flow and meta-data about the apps, resources and networks used by mobile workers.

Automatically block client access to risky and imprudent sites by reputation and category

Reputation services are now an integral part of the platform, and they've been enhanced to support policies that automatically block client access to risky or imprudent sites. The reputation engine recognizes over 85 web site categories, from 'abused drugs' to 'social media' to 'web-based email'. AI-powered reputation policies automatically enforce policy decisions on the client. Tune your risk tolerance by user, group, and device to determine what websites are permitted, when, and from what networks; without wasting the time and data required to send the traffic to a datacenter or cloud-based web proxy.

Automatically block phishing and smishing attacks

Reputation services automatically blocks phishing and smishing attacks by preventing access to servers or internet sites that pose a security risk. Even if a user accidentally clicks a malicious link, Mobility prevents the connection on the mobile perimeter.

Easily apply policies to a large group of hosts, domains, or IP addresses

Cloud service providers like Microsoft, Amazon AWS, and others have large lists of domains and servers. Easily import lists of hosts and domains to a named group and apply policy controls to manage access and ensure direct-to-destination routing.

Unified client app on all platforms

The new NetMotion client app now includes the data collection capabilities found previously in the NetMotion Diagnostics client, turning every mobile device in to an active, policy-driven sensor. The data gathering capabilities, including bandwidth testing and connectivity diagnostics are included on every client platform.

Policy-driven bandwidth testing and connection diagnostics

Launch bandwidth tests and connectivity diagnostics using NetMotion's powerful policy engine. Automatically diagnose when our application and network persistence features are needed when a device is unable to reach or reconnect to the server, detect GPS failures, detect lost access to corporate resources, and test available bandwidth to quickly diagnose problems in the field and keep mobile workers productive.

Quicker, more accurate bandwidth tests for high-speed 5G and 802.11ax networks

Improved bandwidth tests complete more quickly and provide more accurate throughput measurements, including on highspeed 5G and 802.11ax networks. Monitor mobile network technologies and drive more informed purchase decisions for devices, networks, coverage and service levels.

Full data collection and Diagnostics extended to macOS

The full suite of diagnostic and data collection capabilities is now also available in the client for macOS. Minimize downtime by quickly identifying problems and solving them with pinpoint accuracy. Reduce support costs by eliminating unnecessary work and accelerating problem resolution. Troubleshoot, diagnose and report across all networks including cellular, Wi-Fi and Ethernet.

Full IPv6 support, including single-stack IPv6 apps and networks

The new NetMotion platform features full support for 'single-stack' IPv6 apps, application servers, and infrastructure.

Simplified packaging and licensing

The NetMotion platform is available as a simple, annual subscription license per device, ensuring you have access to everything. [Contact your account representative](#) for assistance converting your existing licenses to the new platform subscription.

Powerful, unified intelligence and visualizations

NetMotion Mobile IQ is now an integral component of the NetMotion platform. It provides a unified, console for the intelligence and visualizations previously available in Diagnostics and the Analytics module. Powerful dashboards illuminate your entire mobile perimeter from layer one connectivity through application and flow analysis.

Enhancements to existing dashboards:

- **User group & device group filters**

Organizations that leverage device groups and user groups can filter most dashboards to display specific groups of users and/or devices to organize and partition data visualizations.

- **Enhanced device activity maps pinpoint problems and facilitate troubleshooting**

As a device moves, the mapped trace line changes color based on cellular signal strength, indicating areas of poor coverage. Clicking on a point in the device trace line details the networking activity, including carrier, radio type, technology type, connection status, location GPS coordinates, location accuracy, signal quality, and band.

- **New battery status chart identify dwindling batteries and batteries with excessive drain**

The new Battery Status chart on the Device Details dashboard displays the battery's charge level over time. Gain insight into battery charging and discharging behavior, and identify devices with failing or aging batteries, and batteries that are being drained more quickly than usual.

- **Connection status chart**

A new Connection Status swim lane chart on the Device Details dashboard displays the NetMotion server's connection state (e.g. Connected, Unreachable, Disconnected). Correlate the connection status with other charts on the dashboard to diagnose and troubleshoot connection problems caused by adapter issues and networks.

New performance dashboards

- **Cellular coverage map**

Understand the overall network coverage experienced by mobile devices, including signal quality and available network technology. Identify coverage gaps, understand where network performance is degraded, and find out which network carrier has more consistent coverage in a given area.

- **Cellular and Wi-Fi connection map**

See where your devices connect to cellular and Wi-Fi networks, and find locations where devices should be using Wi-Fi but are not. Reduce cellular data plan overages and optimize coverage by identifying employees using costly cellular data plans that could be using low-cost Wi-Fi.

- **Device location health**

Monitor the status of location reporting for devices in your NetMotion deployment. Identify devices that frequently drop location data, including the number of location drops as well as the percentage of time location data was successfully collected for each device. This information can be used to determine if devices are reporting

location data when expected. Devices that frequently drop location data may need to be reconfigured, repaired or replaced.

- **Diagnostic reports list**

Troubleshoot mobile connectivity issues more quickly to pinpoint when, where, and why a failure occurred. The Diagnostic Reports List displays a list of diagnostic tests results. When users experience a networking problem—for example, an application is not working as expected or there is no network access—they can generate a diagnostic report to help identify the problem and provide possible troubleshooting solutions.

- **New Wi-Fi connection map**

Locate areas with poor Wi-Fi coverage, that are over saturated with too many users, are experiencing failing Wi-Fi access points, or that may need access point upgrades.

New cost control dashboards

- **SIM cards – last used plans**

Save costs by quickly finding unused cellular data plans that may be candidates for plan termination or redeployment.

- **SIM Cards - low plan usage**

Control costs by identifying underused cellular data plans. Identify cellular data services that could be redeployed to other mobile workers and identify low-use devices that could better utilize shared data plans.

- **VPN tunnel usage**

Monitor the volume of data sent through your network over a secure tunnel to identify the applications, destinations, devices, and users that are generating traffic. Sending non-sensitive data outside a secure tunnel can improve application performance, and in some cases can reduce data costs. However, traffic sent outside a secure tunnel can be a data-security risk. Understand which applications are and are not using a secure tunnel.

New Inventory Dashboards

- **Batteries**

Gain insight into mobile device battery charging and discharging behavior. Compare all the devices in your organization to identify devices that are unable to fully charge or drain at a high rate. Take a proactive approach to replace failing batteries, as well as identify applications or device settings that impact battery life.

- **Cellular adapters**

Summarizes cellular network adapter models in your NetMotion-enabled deployment, providing details on each adapter. Utilize this new dashboard to manage device inventory and make decisions about replacing aging cellular devices.

- **Cellular adapter firmware audit**

Improve device reliability and reduce support costs by identifying device adapters that do not have the proper firmware version installed.

New system dashboards

- **Licensing**

Monitor the 30-day history of your NetMotion license usage to determine trends that may require a change in licensed capacity. Monitor subscription license expiration terms.

- **Server status**

View your NetMotion server's health, including inventory and usage statistics. Use this dashboard to ensure that your Mobile IQ server is running the correct software versions, using expected disk space, and to identify unexpected server resource usage.

- **Connection status**

View devices connection state over time. Correlate the connection status with multiple devices to diagnose connection problems for that user or group of users. Identify devices that are experiencing unexpected connection activity, such as devices that are unable to connect to your NetMotion server, devices that are unreachable, and devices that remain connected during non-work hours.

- **Disconnects**

Reduce security risks by identifying devices that frequently disconnect. Diagnose possible network-related issues, as well as locate users that manually disconnect often.

- **Alerts**

Monitor alerts triggered by your servers and clients.

- **Quarantined connections**

Monitor quarantined devices and users. Determine quarantined connection trends and overall daily volume.

- **Reputation category groups**

Analyze Reputation category assignments to develop acceptable use policies. Viewing current category group assignments allows administrators to make grounded policy enforcement decisions.

Administrative features

- **Improved console access layout and control**

Redesigned console access and user management makes it easier for administrators to review the entire list of console users and take less steps to apply user profile changes. A new feature also allows administrators to force a user to log off the console when applying server updates or altering a user's role.

- **Single sign-on to consoles**

Administrators can now authenticate with and seamlessly transition between the management consoles using Mobility console credentials. Leveraging a SAML identity provider on the Mobility server, the Mobility and Mobile IQ consoles can now share administrator credentials for seamless transitions between them. NetMotion Mobility customers using Active Directory group/user console authentication can establish single sign-on between Mobile IQ and Mobility consoles. Console access roles defined in Mobility carry-over to Mobile IQ Console users. User management functions, such as adding/removing a user or resetting passwords, can now be performed within Active Directory. Mobile IQ also supports user authentication to other SAML Identity Providers, such as Azure AD.

- **User time zone preference**

By default, Mobile IQ displays all date/time data based on the Mobile IQ server's time zone. Individual users can now configure their specific time zone to see dashboard dates and times in their chosen locale.

- **Automated back-up**

The data and system configuration settings can be scheduled to automatically back-up on a recurring schedule. Schedule daily or weekly backups. Automated back-ups minimize the impact of data loss in the event of a disaster recovery situation. As in previous Mobile IQ releases, on-demand back-ups are available.

Lifecycle announcements

Mobility Analytics module end-of-sale

With the release of the new NetMotion platform, the Mobility Analytics module has reached end-of-sale. The Analytics module is replaced by the advanced data visualization capabilities in Mobile IQ. The Mobility 10.x and 11.x Analytics module will receive limited support until their respective versions of Mobility reach end of life. Current customers should plan to migrate to the new NetMotion platform.

NetMotion Diagnostics end-of-sale

With the release of the new NetMotion platform, NetMotion Diagnostics is end-of-sale. On August 1, 2021 all current versions of NetMotion Diagnostics will be end-of-life. The Diagnostics function has been folded into the new NetMotion platform. Customers should plan to migrate to the new platform.

Mobility v10 end-of-life

All versions of Mobility 10.x are end-of-life on August 1, 2021. Mobility 10.x users should plan on migrating to the new NetMotion platform as soon as is practical. [Contact support](#) for assistance in planning your migration.

Operating systems

- **Microsoft Server 2012 R2**

The mobility server is the last to support Windows server 2012 R2. Customers are encouraged to migrate to Microsoft Server 2019 as soon as practical.

- **Microsoft Windows 7**

Microsoft Windows 7 was end-of-life on January 14, 2020. Accordingly, it is not supported by the new NetMotion platform. Customers requiring support for Windows 7 can continue to run the Mobility 11.x clients with the new NetMotion platform servers.

Known and resolved issues