

# InView Mobile Application Handbook

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## CHANGE HISTORY:

Version	Date	Change	Author
A	04/09/12	Initial Draft	Janet Ansell
1	12/09/12	After Review	Janet Ansell
1B	04/03/13	Updated installation settings, uninstall & added screenshots	Martin Anih
2	07/03/13	After review	Martin Anih
2A	18/09/13	Added extra screens after review	Aidan Diffey
2B	09/05/14	New instructions for new release that include clean install and upgrade options	Aidan Diffey
3	13/07/16	Update and review	Ryan Lee

**Table 1 - Issue History**

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# 1 Introduction

## 1.1 Overview

The InView mobile application is an Android application that allows access to Incidents and Inspections via a mobile device. This document will detail the installation procedure for the InView Mobile Application.

## 1.2 Document Specific Abbreviations and Definitions

See the TS Engineering Glossary, [see section 1.5 References]

Abbreviation	Explanation
MOL	Mobility and Logistics
TS	(Mobility and Logistics), Traffic Solutions
BMS	Business Management System (Siemens Electronic Document Storage Tool for Process Documents)

**Table 2 - Abbreviations and Definitions**

## 1.3 References

No.	Reference	Title	Version	Located
1.	QAPROC-01-000	TS Engineering Glossary	Latest	BMS
2.	QAPROC-01-100	Systems Engineering Process Overview Diagram	Latest	BMS
3.	QAPROC-01-101	Product Engineering Process Overview Diagram	Latest	BMS

**Table 3 – References**

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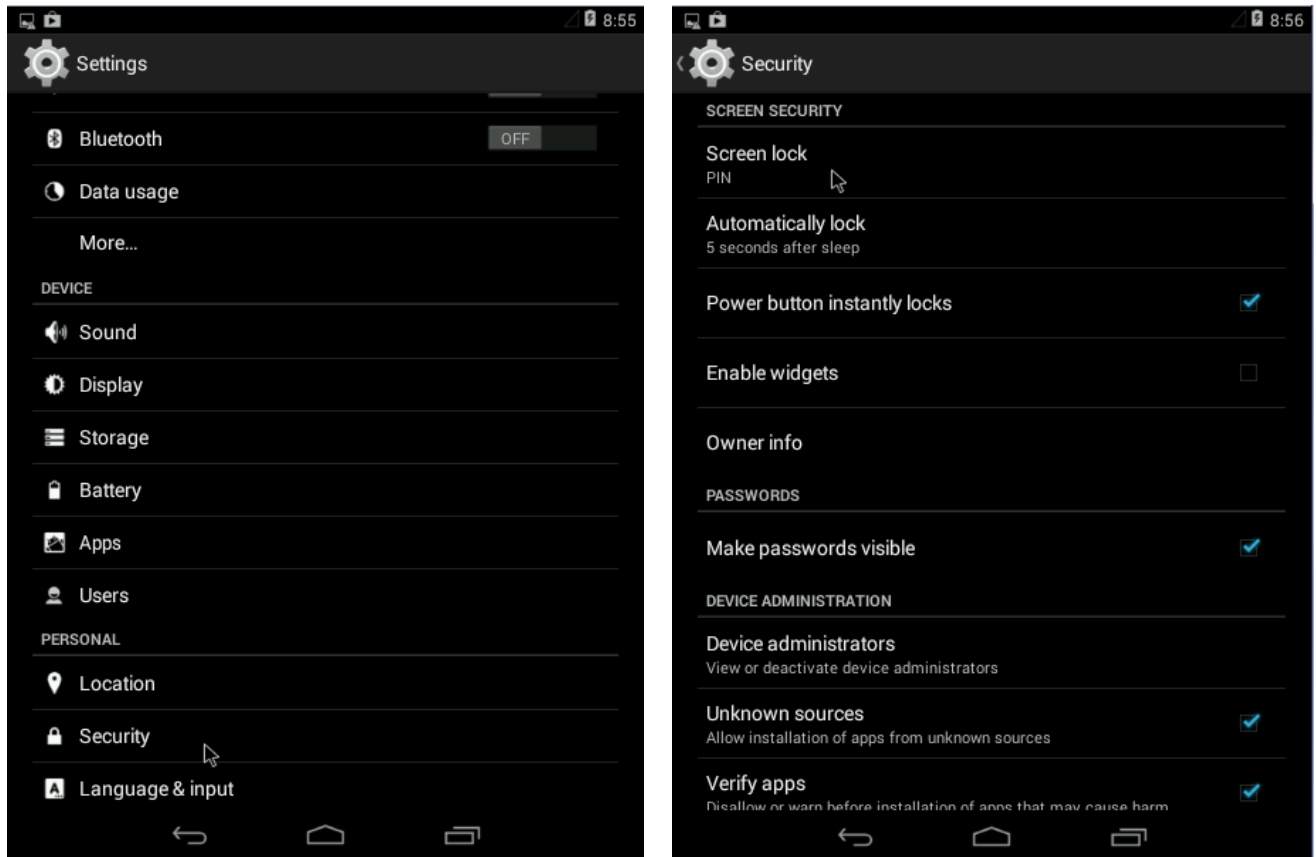
## 2 Initial Device Setup

In order for the InView mobile app to run on the device, a number of device settings need to be updated.

### 2.1 Mobile data and account sync

Turn on Mobile Data for internet access and turn on automatic account sync via Accounts and Sync.

### 2.2 Android Settings



**Figure 1 - Setting a PIN or Password**

#### 2.2.1 Allow non-market place apps

This can be found in Settings -> Security, check the Unknown sources option.

#### 2.2.2 Set Device PIN or Password

This can be found in Settings -> Security -> Screen lock

#### 2.2.3 Encrypt Storage

This can be found in Settings -> Security (or Storage prior to Marshmallow) under Encryption.

Click Encrypt Phone and follow the on-screen instructions.

Note: Encryption needs the battery to be fully charged and can take up to 1 hour to complete.

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## 2.2.4 Encrypt SD Card Storage

This can be found in Settings -> Security (or Storage prior to Marshmallow) under Encryption.

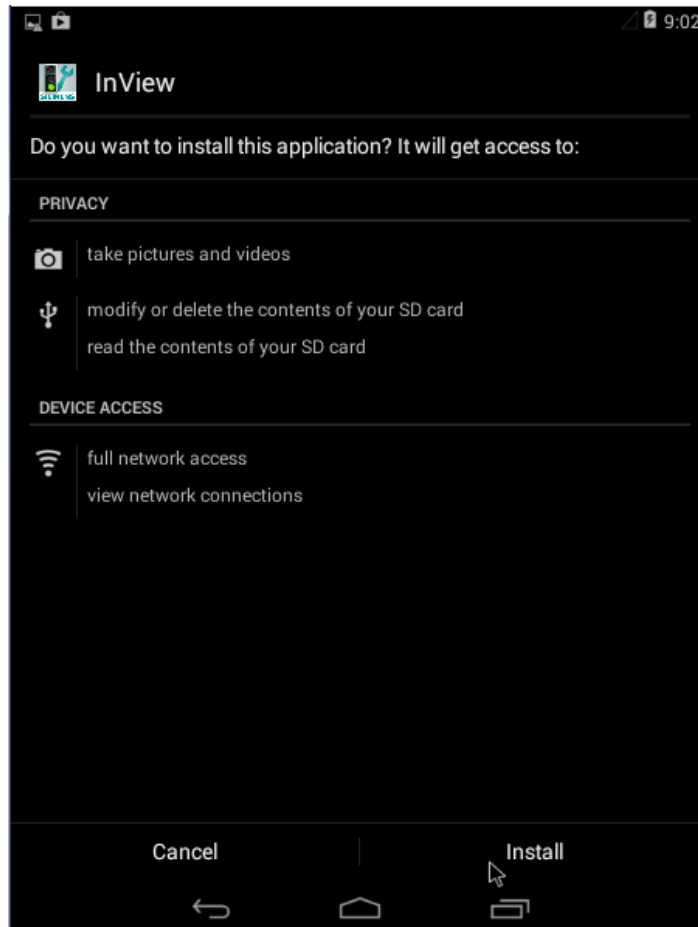
For Devices with external SD cards these also need to be encrypted. Click Encrypt SD card storage and follow the on-screen instructions.

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### 3 Fresh Install

If an upgrade is not possible then uninstall the app first using the instructions in section 5 and install the app as below.

1. Put the APK file on the device, either by emailing or via cable to the Downloads folder.
2. Click the APK file on the device, and you will see the following screen (Figure 2), click on Install:



**Figure 2 - Installation Check**

3. Once installed, there will be the option to open the app.
4. Upon opening, the app will required Device Administration and will request that the InView Administration Monitor administrator is activated (Figure 3):

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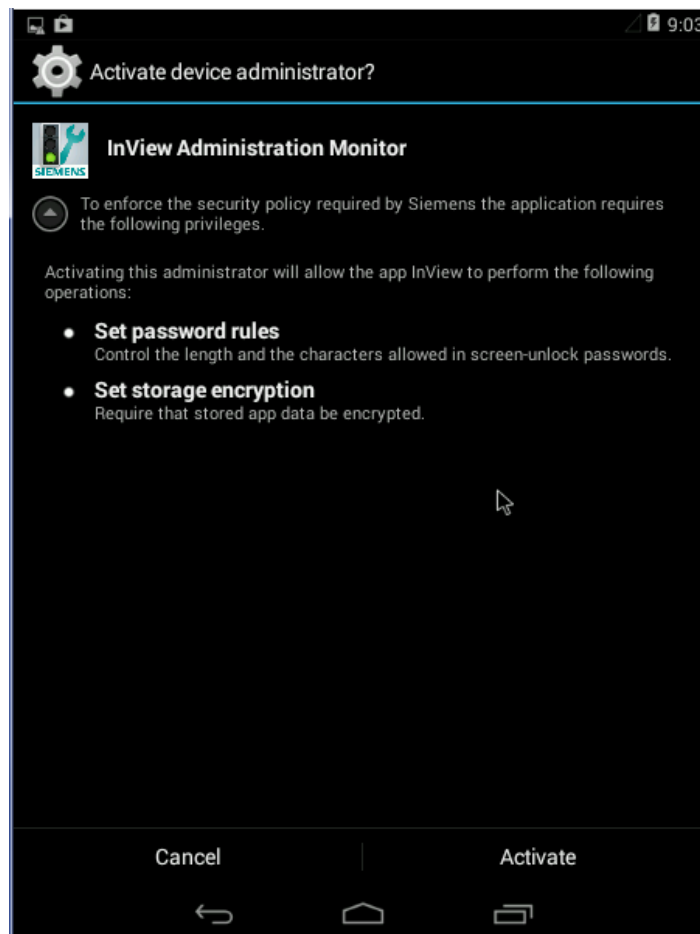


Figure 3 - Activate Device Administrator

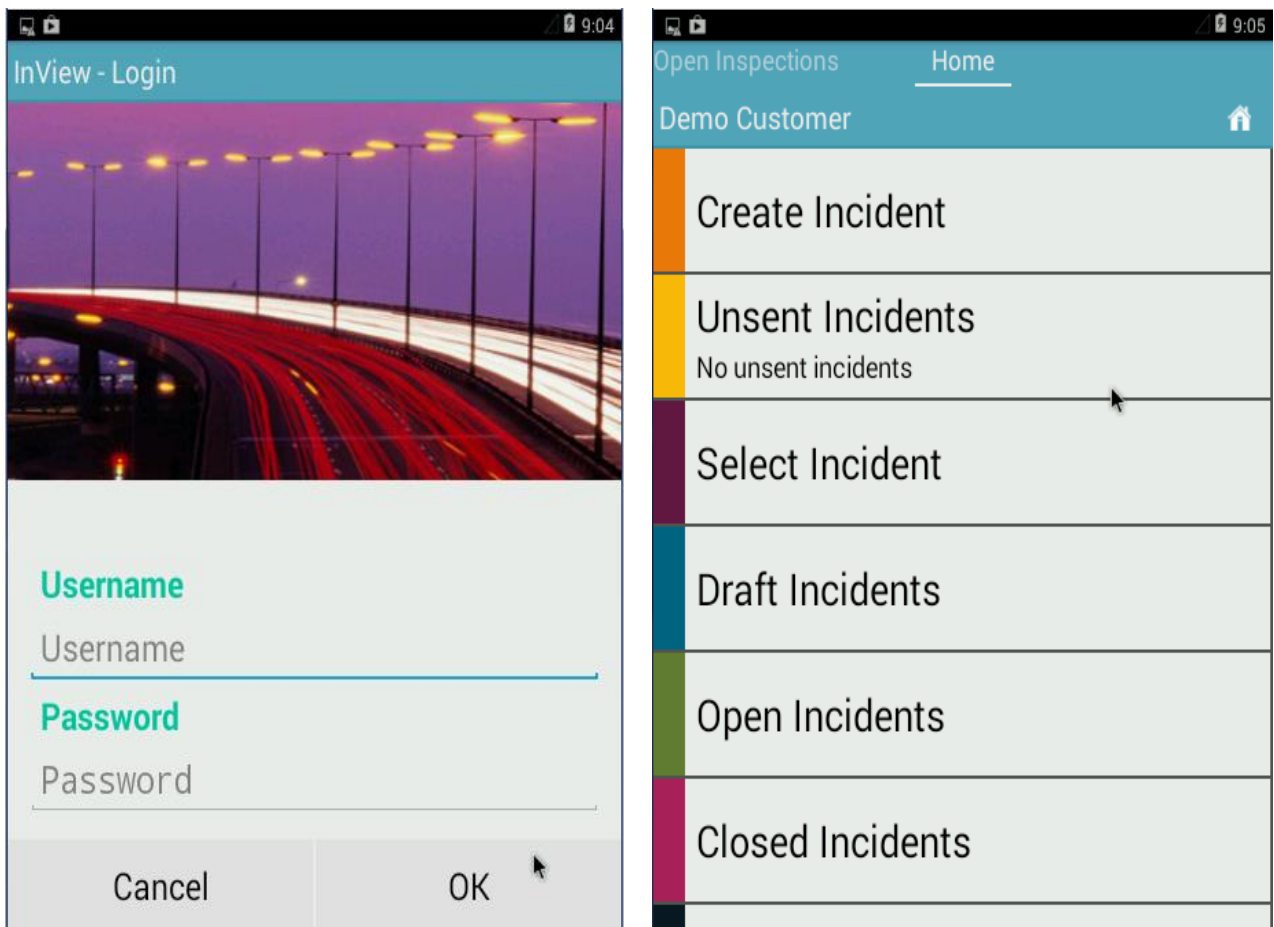
5. Device Administration will allow the app to ensure certain system settings have been set up.

**NOTE:** If there is no device PIN or password enabled or the storage is not encrypted an error will be output from the application and you will not be able to proceed until these security measures are in place.

If the security instructions have been followed then you will be prompted to enter your username and password thus allowing you access to the InView app as shown below (Figure 4):

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**Figure 4 - InView Mobile Application**

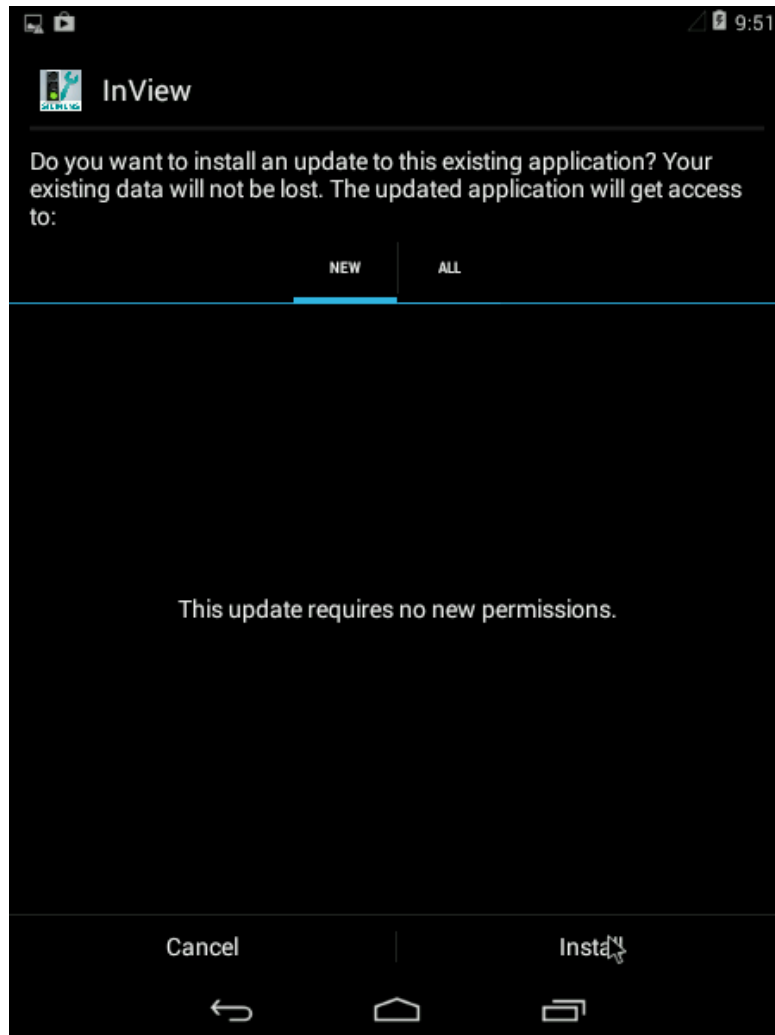
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## 4 Upgrade Install

If you currently have a version of the InView Mobile application installed, it may be possible to upgrade to the latest version of the application without having to uninstall the existing version first.

Follow the steps below:

1. Put the APK file on the device, either by emailing or via cable to the Downloads folder.
2. Click the APK file on the device, and you will see the following screen (Figure 5), click on Install:



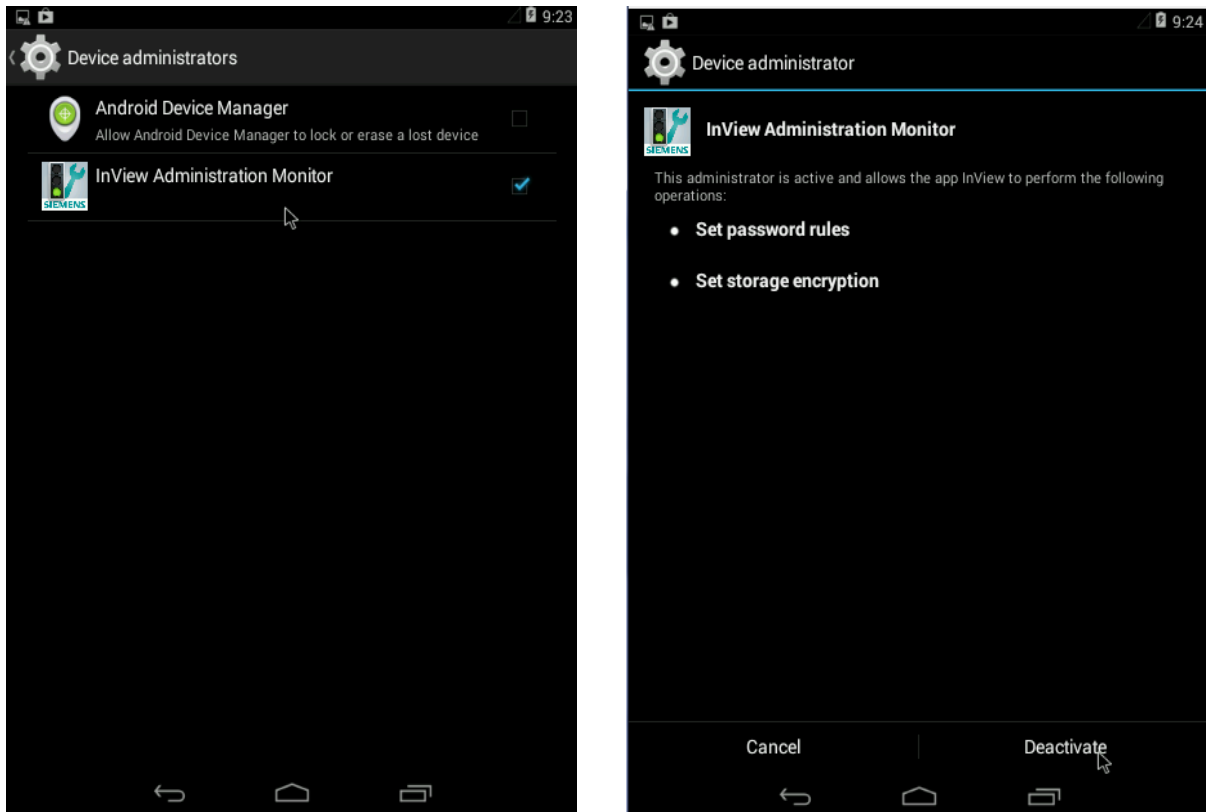
**Figure 5 – App Upgrade**

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## 5 Uninstall

To uninstall the app, the InView Administration Monitor device administrator needs to be disabled. For successful install follow these steps:

1. Click on Device administrators under Settings -> Security. The administrators currently on the device will be displayed. See Figure 6 below.
2. Uncheck InView Administration Monitor in the list to deactivate.



**Figure 6 - Disable Device Administrator**

3. You can now uninstall the application via Settings -> Apps. Click on the InView app to display the details for it and then click the Uninstall button.

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## Appendix 1: Configuration Options

If this device is going to interface to a system other than the live system e.g. for testing purposes, then follow the instructions below.

Configuration details are held in the config.properties file that is written to storage when the InView app is run; it contains default details which point to live.

The file can be found under <root drive>/Android/data/com.siemens.inview.mobile. It can either be edited on the device here if the app has already been run or the com.siemens.inview.mobile folder and the config.properties file can be created before the app has been run. This would require apps to explore the file system and edit text files.

This can all be done from the computer. Plug the phone in to the computer via USB and when connected ensure it is connected as a Media Device. On your computer navigate to the com.siemens.inview.mobile folder as above.

The config.properties has the following configuration items:

```
secureWebServerHost=https://<test IP>
unsecureWebServerHost=https://<test IP>
pathToService=/SiemensFMS/PortableInViewDataService.svc
numberOfErrorsToLog=10
allowCertificateAndServerHostnameMismatch=true
environment=test
customerDataRefreshMinutes=10
```

Check that the details are correct for the environment you are using. The items of importance are secureWebServerHost, unsecureWebServerHost - check for http or https - and pathToService - check correct www root folder.

Once configuration changes have been saved, the app can be restarted and it will now run against the configured environment.

**NOTE:** 1. The app may pick up an out of date config file if the device remains connected via USB as a media device. 2. In the same way, this may prevent errors being written to the error log files (see Appendix 2: Error log files) when using the app on the device.

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## Appendix 2: Error log files

Error log files are also stored on the device in the 'logs' folder found under the Android data com.siemens.inview.mobile folder beside the config.properties file. These files are useful to aid debugging problems found while using the app.

To forward these onto Siemens, they can be emailed from the device or taken off the device via connection to a computer.

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