
OPTiM

Optimal Biz Windows Kitting Manual

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OPTiM Corporation

Getting Started

Purpose of this manual

This manual explains operation of Windows device.

How to read this manual


The following two methods are available for managing Windows devices. Refer to individual pages for operation procedure.


- Device management by installed Windows agent


-  "Install Agent" Page 10

-  "Finish agent" in <Windows Client Reference Manual>

- Device management by Optimal Biz

-  "Basic Operation for MS-MDM" in <Management Site Reference Manual>

-  Limited to specific OS.





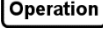


-  "System Requirement for MS-MDM" in <Management Site Reference Manual>

In addition, this manual is written when installing on Windows 10 Mobile device. When operating on a tablet device, read "click" as "tap", "double click" as "double tap", "right click" as "press & hold" or "press & tap".

The meanings of symbols and marks used in the explanation of this manual, the types of screens used in manuals, and notes are as follows.

◆ About the symbol ·mark

The marks and symbols used in the manual are as follows.

| Symbols / Mark | Description |
|---|--|
| [] | Represents menu name, button name, and link name. |
| “ ” | Represents the name you want to emphasize, such as tab name, function name, item name, reference destination in the manual. |
| < > | Represents the manual name or the document name. |
| ⇒ | Represents the result of the operation. |
|  | Represents the manual or document to be referenced. |
|  | Represents the reference in the manual and the link to the website. |
|  | Explains what to watch out for. |
|  | Explains points of handling and operation and what is convenient to know. |
|  | In the explanation of the screen, describes the menu operation for displaying the corresponding screen. Ex.)  [Settings]→[iOS]→[Applications]→[Application Distribution]→  |

◆ About the screen

- The version notation on the screen may differ from the actual one.

About website URL

URLs of websites other than our company described in the manual are subject to change without notice.

About trademark

- Company names and product names mentioned are trademarks and registered trademarks of each company.

Table of contents

| | |
|--|-----------|
| 1 About Windows client..... | 5 |
| 1.1 Overview | 6 |
| 1.2 OS support policy | 6 |
| 1.3 Agent System Requirement..... | 7 |
| 1.4 Agent System Requirement (Windows Server) | 8 |
| 1.5 System Requirement for MS-MDM..... | 8 |
| 2 Install Agent | 9 |
| 2.1 Install Agent..... | 10 |
| 3 Automate agent installation and authentication..... | 17 |
| 3.1 Automate agent installation and authentication | 18 |
| 4 MS-MDM authentication | 19 |
| 4.1 Setting up web filtering (MS-MDM) | 20 |
| 4.2 Activating MS-MDM | 23 |

1 About Windows client

Describes the following items.


| Item | Page |
|---|-------------------|
| Overview | 6 |
| OS support policy | 6 |
| Agent System Requirement | 6 |
| Agent System Requirement (Windows Server) | 8 |
| System Requirement for MS-MDM | 8 |

1.1 Overview

Optimal Biz (hereinafter referred to as this product) is a support service that manages and operates devices without requiring expert knowledge. By installing the application "Optimal Biz Agent (hereinafter referred to as agent)" on the Windows device, or by using Optimal Biz via MS-MDM (MDM function incorporated in Windows) (*1) You can manage the device from Optimal Biz management site (hereinafter referred to as the management site).

*1: Refer to the following for target OS.


 "System Requirement for MS-MDM" Page 8

 This manual is the operation manual of Windows devices. For operation of the management site, refer to the following.

 <Management Site Reference Manual>




1.2 OS support policy




In this product, OS support policy was established with the aim of ensuring product operation and security functions. We will end support of lower OS version on a regular basis, so customers who use OS and devices that are not subject to support will be requested to update OS or change model.

| Support policy | Example of support |
|---|--|
| <ul style="list-style-type: none"> ● Compliant with Microsoft's OS support policy. ● With the addition of the latest supported OS, as for the OS version that became out of support, we respond to inquiries as much as possible only for one year from the date the support period expires as transition period. Operation guarantee and trouble correspondence are not performed. | <ul style="list-style-type: none"> ● Windows 8.1 : Support until 2023/01/09 ● Windows 10 : Support until the deadline stipulated in each edition, version ● Windows 11 : Support until the deadline stipulated in each edition, version  Windows 8 and Windows 7 are no longer supported. |

1.3 Agent System Requirement

Windows client system requirement is as follows.

| | |
|--------------------|---|
| OS | Windows 8.1 Windows 8.1 Pro Windows 8.1 Enterprise Windows 10 Home (2004 or later) Windows 10 Pro (2004 or later) Windows 10 Enterprise (1909 or later) Windows 10 Enterprise 2015 LTSC Windows 10 Enterprise 2016 LTSC Windows 10 Enterprise 2019 LTSC Windows 10 Education (1909 or later) Windows 11 Home (21H2 or later) Windows 11 Pro (21H2 or later) Windows 11 Education (21H2 or later) Windows 11 Enterprise (21H2 or later)  Windows RT and RT 8.1 are not supported.  Supports 32 bit and 64 bit.  For Windows 10 Home/Pro, 64-bit ARM is supported. |
| CPU | Greater than 1GHz |
| Memory | 1GB (32bit) / 2GB (64bit) or greater in RAM |
| HDD | 1GB or greater free space |
| Network Connection | Enable to connect to the internet via 3G, Wi-Fi or wired network connection. Available to communicate HTTPS (port 443) to the management site with / without proxy. |

-  Support for agent: Optimal Biz supports the agent for 180 days after release. Also supported are two newest generations of released agents.
-  If group policy is set by the system, group policy takes precedence and functions may not be available. Contact your administrator about group policy.
-  The ARM 64-bit version cannot collect device information within the same network.

1.4 Agent System Requirement (Windows Server)

The system requirement for using Windows Server as Windows client is as follows.

| | |
|--------------------|---|
| OS | Windows Server 2012 Windows Server 2012 R2 <input checked="" type="checkbox"/> Supports 32-bit and 64-bit versions. <input checked="" type="checkbox"/> Also supports Windows Small Business Server 2011. <input checked="" type="checkbox"/> Only supports Windows Servers with X86 architecture. Itanium-based Systems OS are not supported. |
| CPU | Greater than 1GHz |
| Memory | System environment for Windows Server is compliant with Window Server's own system requirements. |
| HDD | 1GB or greater free space |
| Network Connection | Able to connect to the Internet via Wi-Fi or a wired network connection. Able to communicate HTTPS (port 443) to management site with and without proxy. |

☒ Support for agent: Optimal Biz supports the agent for 180 days after release. Also supported are two newest generations of released agents.

1.5 System Requirement for MS-MDM


The system requirement when using the MS-MDM function is as follows.

| | |
|--------------------|---|
| OS | Windows 8.1 Windows 8.1 Pro Windows 8.1 Enterprise Windows RT 8.1 |
| Network Connection | Able to connect to the internet via 3G, Wi-Fi or a wired network connection. Able to communicate HTTPS (port 443) to the management site with and without proxy. |

2 Install Agent

Describes the following items.

| Item | Page |
|-------------------------------|--------------------|
| Install Agent | 10 |

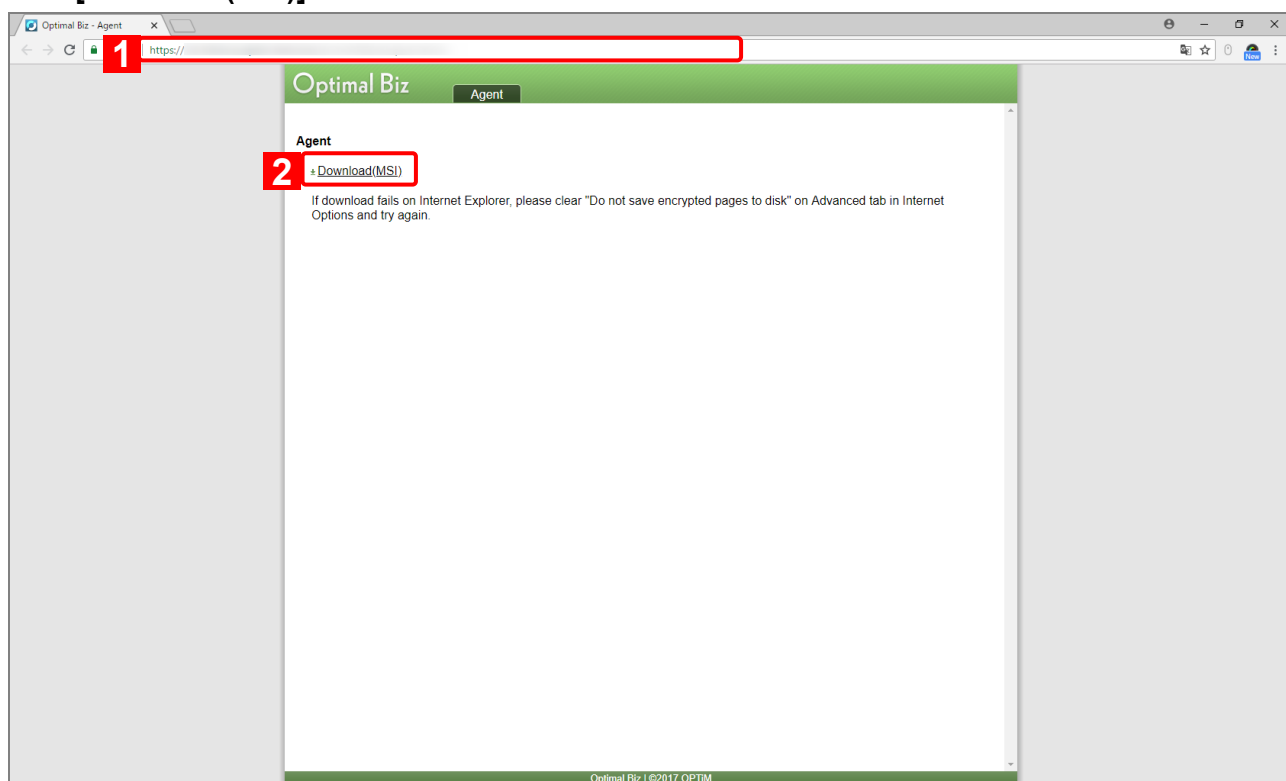
 To manage device using Optimal Biz via the MS-MDM function, refer to the following.

 「MS-MDM authentication」 Page 19

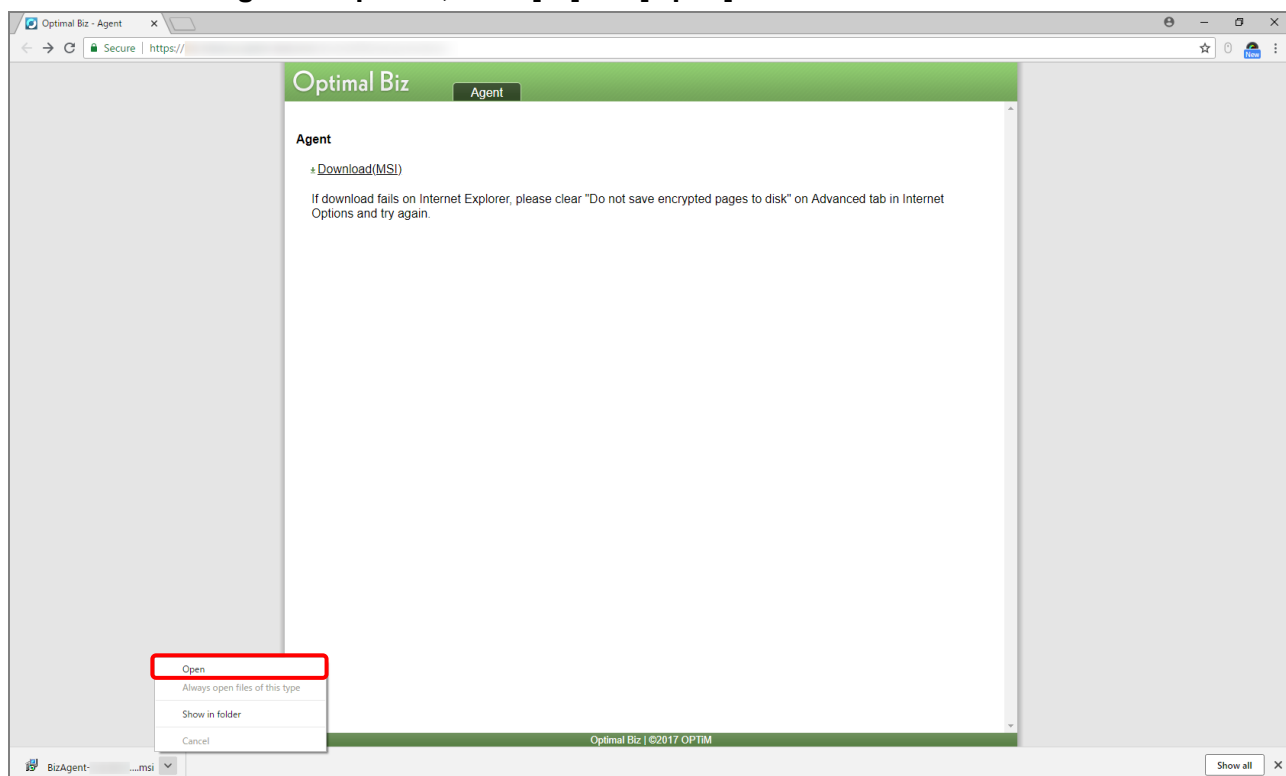
2.1 Install Agent

To manage Windows devices using this product, you need to install the agent in the Windows device you want to manage.

- [1] Open a browser and enter the website address (URL) of the agent download site in the URL input field and press [Enter].**
 Contact your administrator for the website address (URL) of the agent.
- [2] Click [Download(MSI)]**

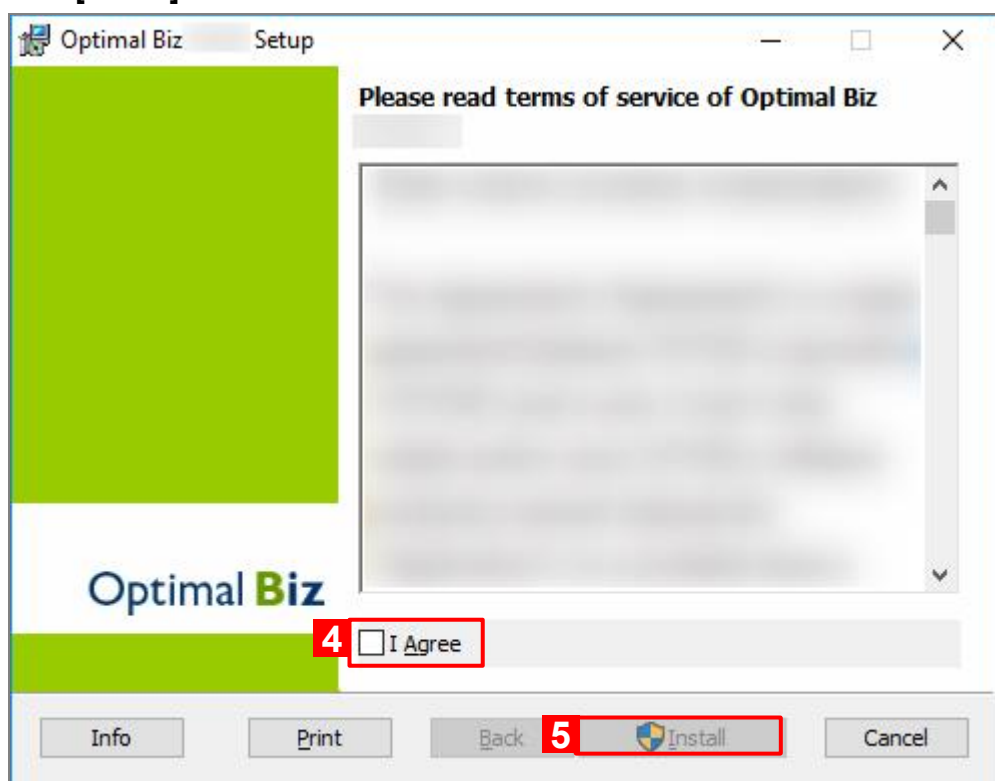


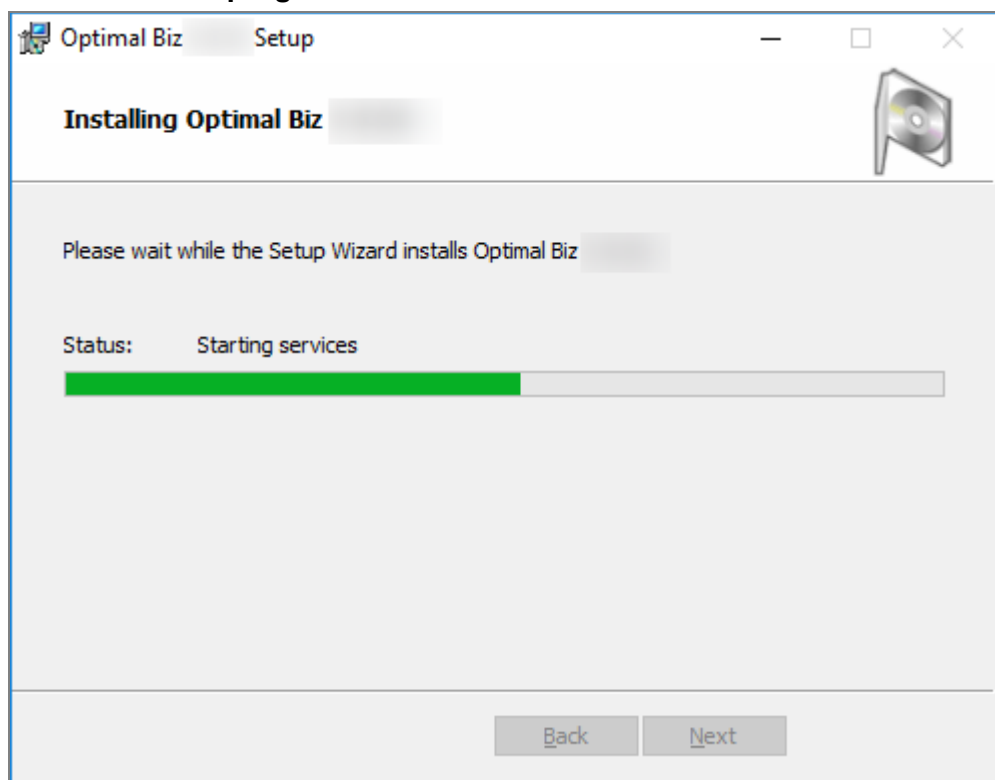
[3] After downloading is completed, click [V] → [Open].



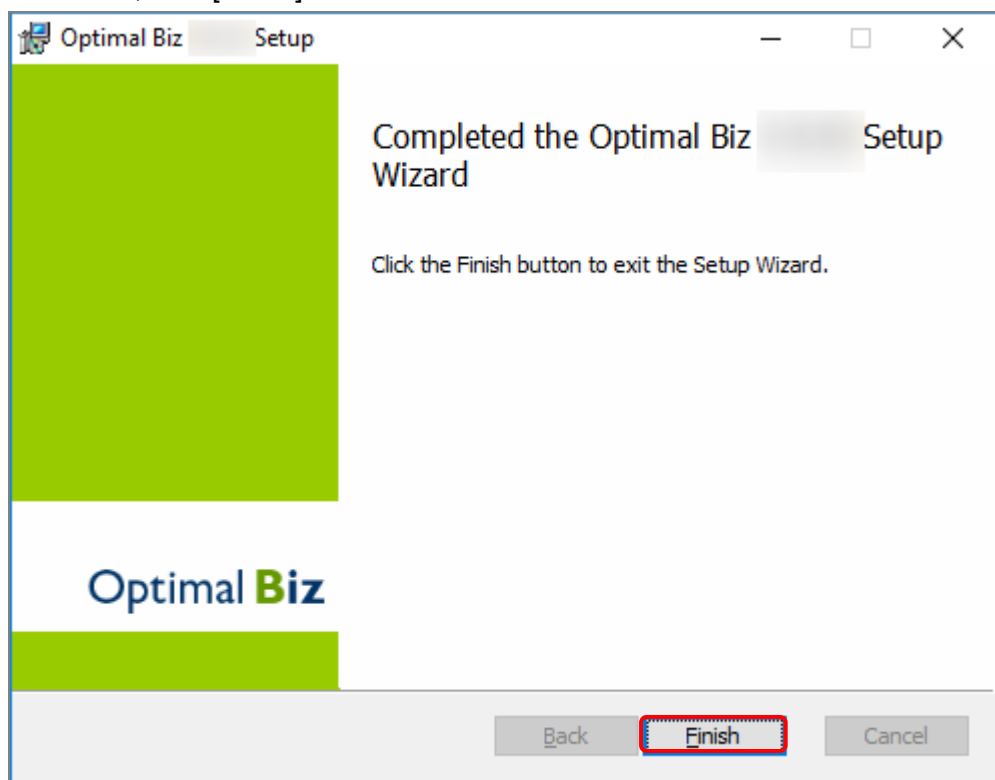
[4] Installing an agent will start. Read the terms of service and check "I Agree".

[5] Click [Install].



[6] Installation is in progress. Wait.**[7] The agent has been installed. Click [Finish].**

✎ Even if "License authentication screen" of Procedure 0 is displayed overlapping on "Setup complete screen", click [Finish].



[8] Activation is required to start using the agent.

- Two different screens are displayed depending on the authentication method. For details, refer to the following.

<<Activating by Company Code / Authentication Code>>

- Enter "Company Code" and "Authentication Code" (A). Click [Activate] (B).
- Contact your administrator for the company code and activation code.

Activation - Optimal Biz

Please enter Company Code and Authentication Code and click Activate.

☐ Activate with User ID and Password

Server URL

https://

(A) Company Code

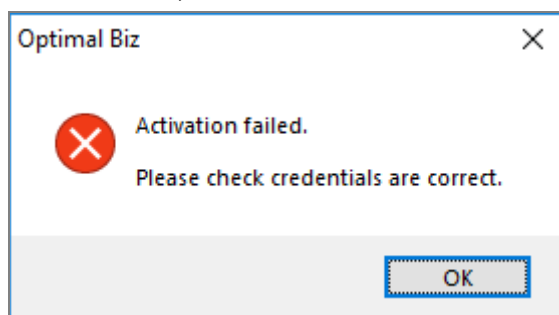
Authentication Code

(B) Activate Cancel

<<Logging in with User ID or E-mail Address>>

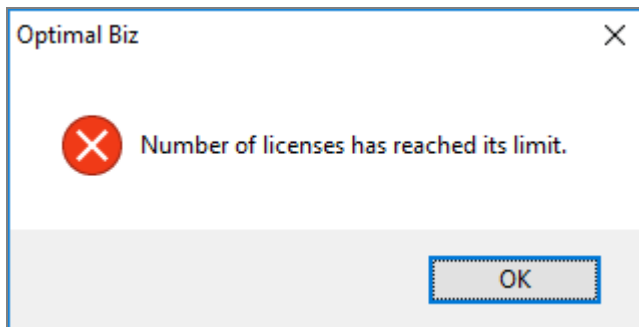
- ✎ Select "Activate with User ID and Password" (A) check box.
- ✎ Enter "Company Code", "User ID or E-mail Address" and "Password" (B).
- ✎ Click [Activate] (C).
- ✎ To log in using other credentials, clear the "Activate with User ID and Password" check box.
- ✎ Contact the administrator for the company code, user ID or password.

- ✎ The following error may be displayed at the time of authentication.
This error may occur when you are connecting the device via a mobile line (SIM). For sync after authentication, it is OK to connect on the mobile line.

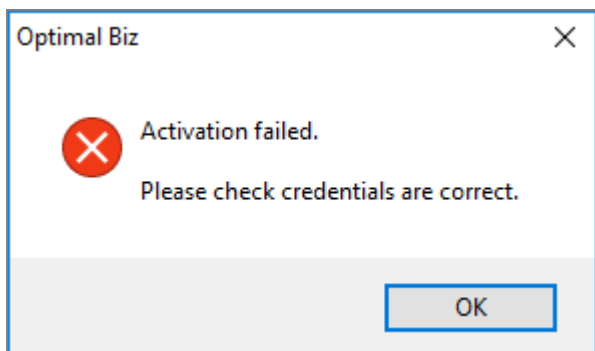


✎ Depending on your situation, you may receive the following error during authentication.

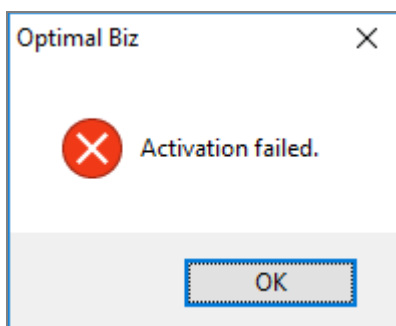
- If the maximum number of licenses is exceeded



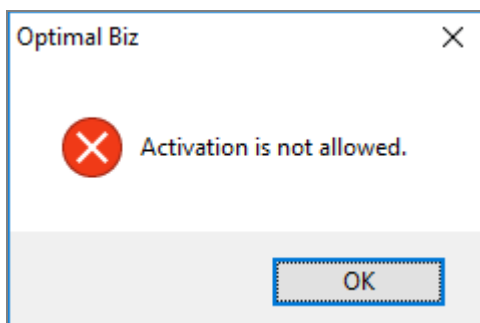
- If the credentials are incomplete



- If the device you are attempting to authenticate is the asset linked to the organization and awaiting activation

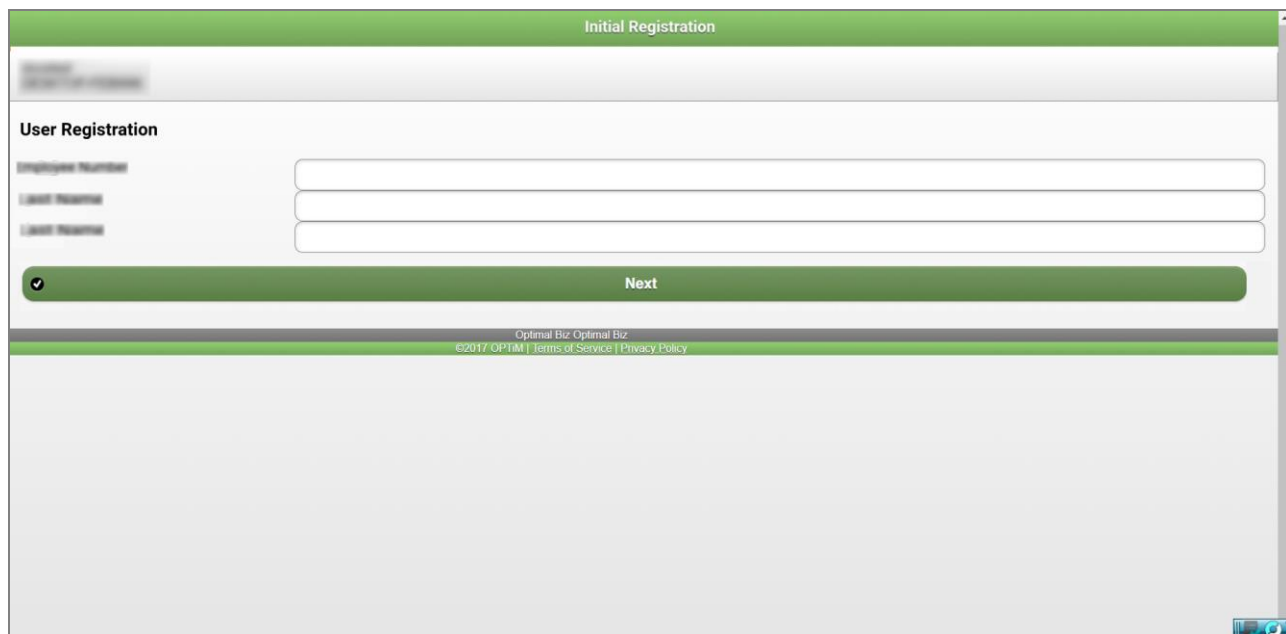


- If you have only set up assets waiting for activation, but no assets are waiting for activation



[9] If the portal is set to display in the Management Site, initial registration screen appears. Perform registration as needed.

- ✎ When the initial registration has been made, the user will be linked to the device.
- ✎ If you do not need to register, close the browser.
- ✎ If the user is already linked to the device, a message will appear and say that the user has been linked. Close the screen.



Initial Registration

User Registration

Employee Number

Last Name

First Name

Next

Optimal Biz Optimal Biz
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3 Automate agent installation and authentication

Describes the following items.

| Item | Page |
|--|--------------------|
| Automate agent installation and authentication | 18 |



Attention

- If agent installation and authentication are automated, the terms of use will not be displayed for confirmation. Once automated, the terms of use will be deemed to have been agreed. Read the terms of use at the following URL in advance.


 <https://www.optim.com/optimalbiz-eula>


3.1 Automate agent installation and authentication

Describes the procedure for automate Windows agent installation and authentication.

[1] Open a text editor such as Notepad.

[2] Enter the following character string into the text editor, create a batch file (file with the extension .bat) and save it.

 Enter the value as appropriate for the value with (●) attached.

 Enter it without entering a line feed code. It does not work properly when a line feed code is entered.

```
msiexec /i "%~dp0%●Biz Installer name" /qn COMPANY_CODE=●Company code
CERTIFICATION_CODE=●Authentication code ●Language specification
```

 ●For the language specification, enter the following values.

Japanese : TRANSFORMS=:1041 LANG=ja-JP

English : TRANSFORMS="" LANG=en-US

Chinese (簡体字) : TRANSFORMS=:2052 LANG=zh-CN

Chinese (繁体字) : TRANSFORMS=:1028 LANG=zh-TW

Ex)

In the case of the following values, it becomes as follows.

Biz installer name : BizAgent.msi

Company code : company1

Authentication code : auth1

Language speification : Japanese


```
msiexec /i "%~dp0%BizAgent.msi" /qn COMPANY_CODE=company1
CERTIFICATION_CODE=auth1 TRANSFORMS=:1041 LANG=ja-JP
```


[3] Place the Optimal Biz installer in the same folder as the created batch file.

[4] Right-click the batch file and click [Run as administrator].

[5] Agent installation and agent authentication are performed automatically.

 It is not necessary to enter company code or authentication code.

 When installing, it does not show screen display such as progressing status.


 If you wish to install manually and omit the entering of company code and authentication code, delete "/ qn" from the character string of the batch file.


4 MS-MDM authentication

Authenticates to Optimal Biz management site via the MS - MDM function.

Describes the following items.


| Item | Page |
|---|--------------------|
| Setting up web filtering (MS-MDM) | 20 |
| Activating MS-MDM | 23 |


 Refer to the following manual for MS - MDM function and collected information.


 "Roles for Agent and MS-MDM" and "Agent and MS-MDM collecting information" - "Getting Started" in <Windows Client Reference Manual>

4.1 Setting up web filtering (MS-MDM)

This section describes how to set up the web filters for Windows devices using MS-MDM. Follow the instructions below to enable web filters for your Windows device.

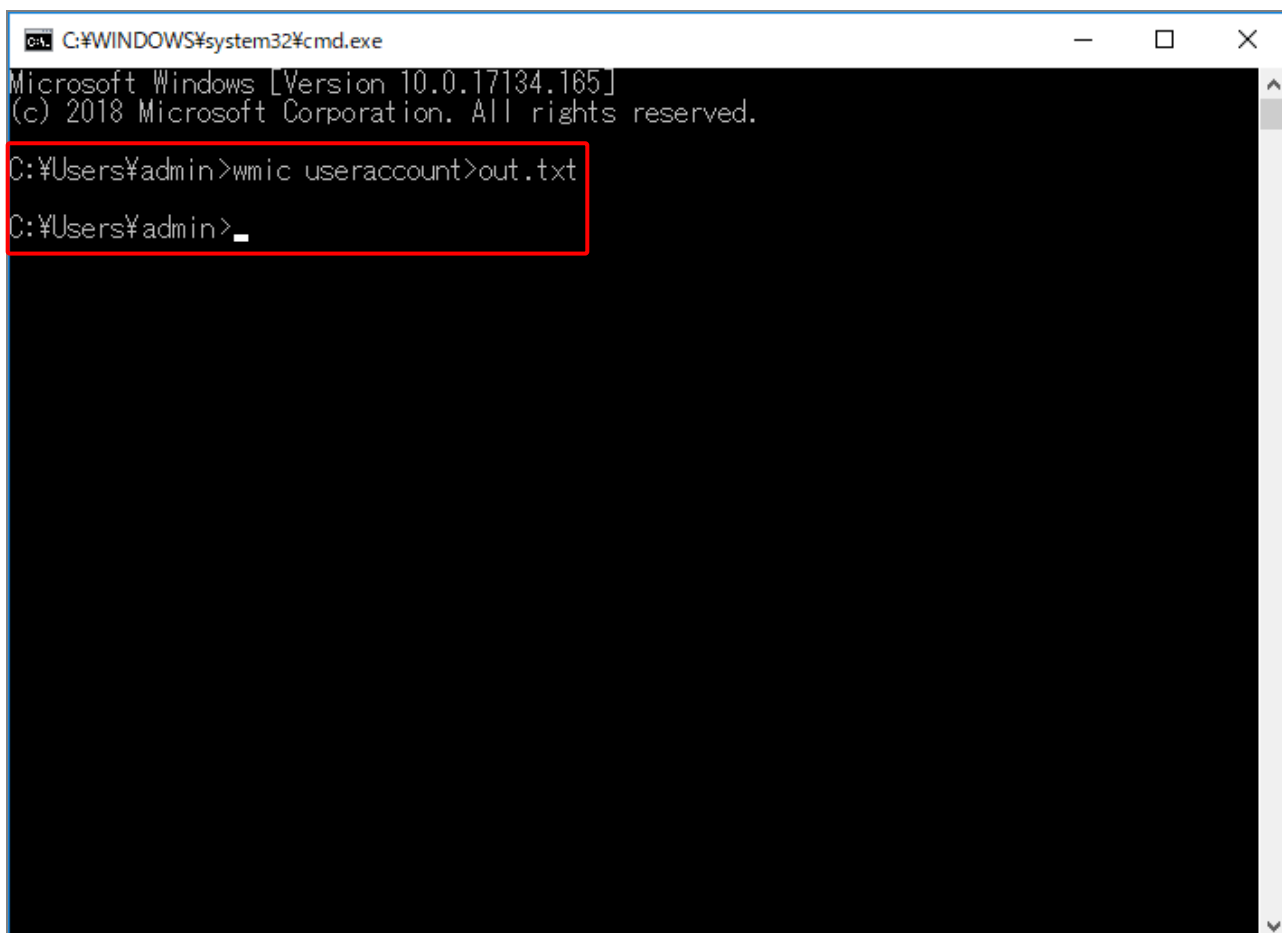
 **CAUTION:** Before activating MS-MDM for the device, changes must be made on your Windows registry according to the instructions below.

 If the web filters are not going to be applied for your device, this setting is not necessary.


 To successfully enable web filtering (MS-MDM), the new registries need to be added to the Windows Registry using the Registry Editor.

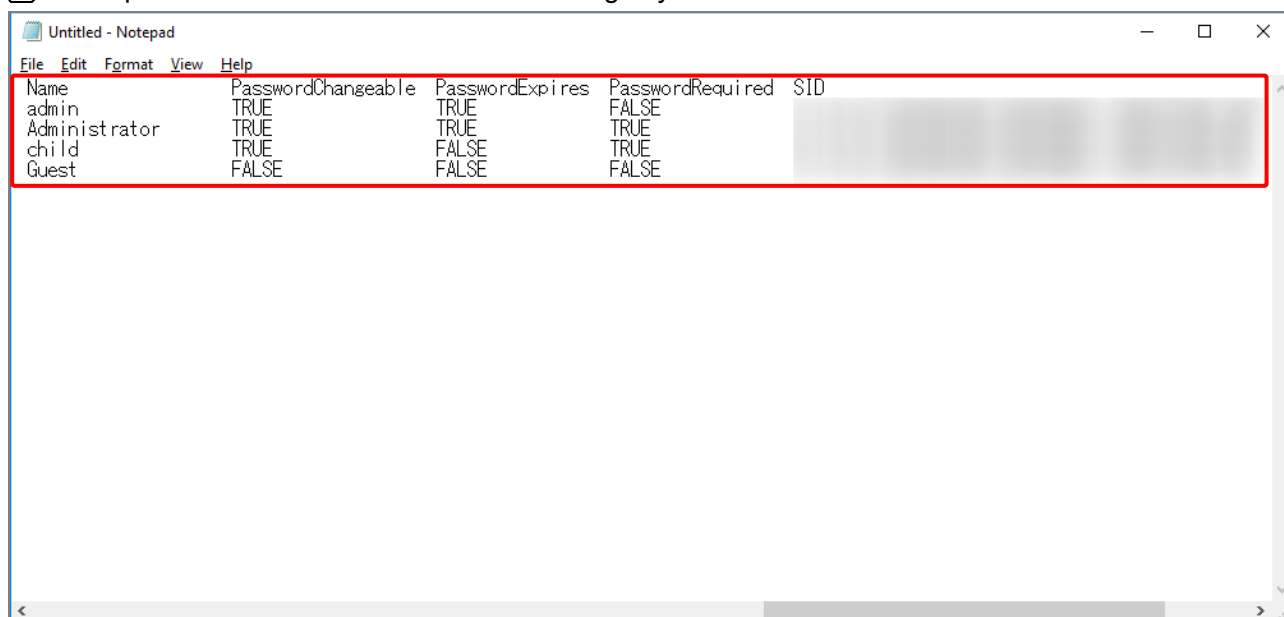
WARNING: Using the Registry Editor incorrectly can cause serious problems that may require you to reinstall your Windows OS. We will not be responsible for any loss or damage resulting from the inappropriate use of the Registry Editor. Use the Registry Editor at your own risk.

- [1] Start Windows Command Prompt and type the following command.**
wmic useraccount>out.txt

A screenshot of a Windows Command Prompt window. The title bar shows 'C:\WINDOWS\system32\cmd.exe'. The window content displays the following text: 'Microsoft Windows [Version 10.0.17134.165]', '(c) 2018 Microsoft Corporation. All rights reserved.', 'C:\Users\admin>wmic useraccount>out.txt', and 'C:\Users\admin>_'. A red rectangular box highlights the command 'wmic useraccount>out.txt' and the subsequent prompt line.

- [2] Open the "out.txt" generated in the Command Prompt's current directory with a text editor. Copy the "SID" for the user to set up web filters for.**

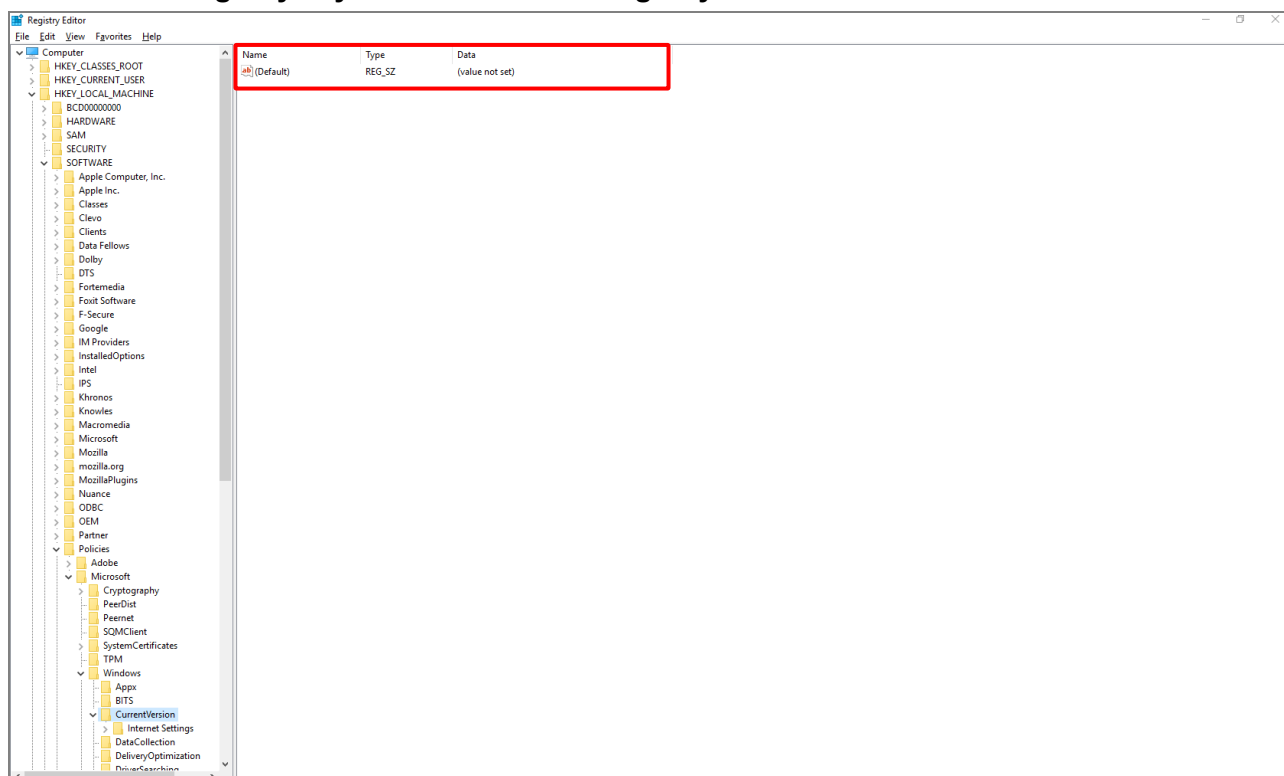
 SID copied here will be used as a value for registry "MachineMDMEnrollmentUserSID".



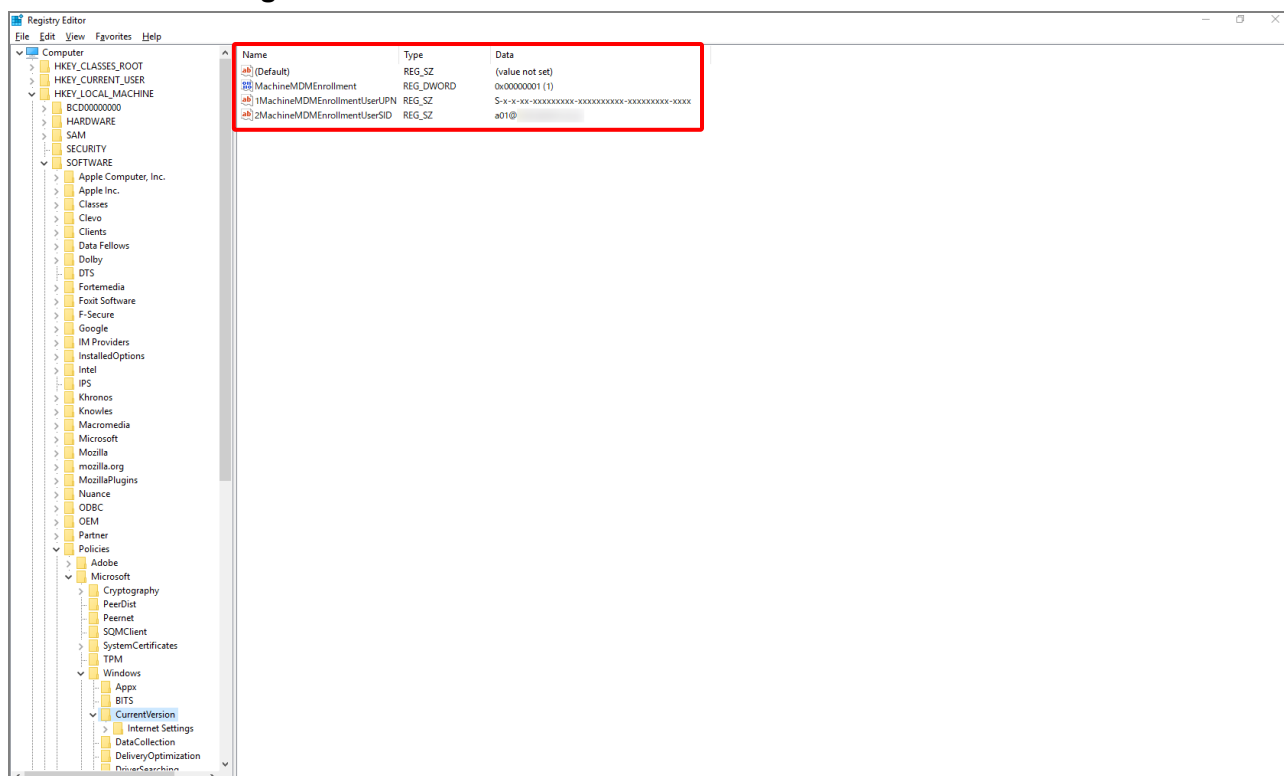
- [3] Open the Windows Registry Editor. Expand the tree structure displayed on the left pane of the Registry Editor and go to the following location.**

HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\CurrentVersion

Create a new registry key "MDM" under the registry location above.



【4】 Create the following data under MDM.



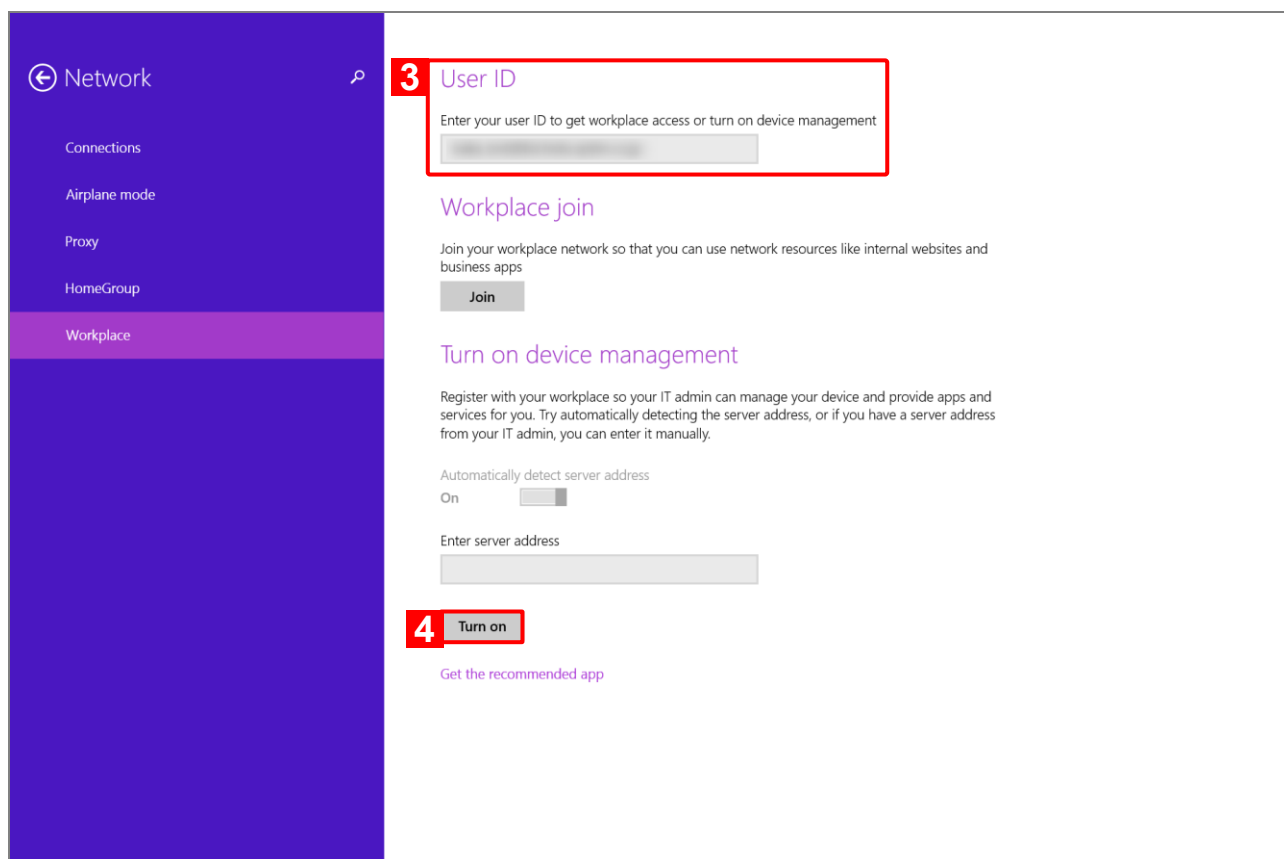
◆ Data to create

| 名前 | 種類 | データ |
|-----------------------------|-----------|--|
| MachineMDMEnrollment | REG_DWORD | Specify value "1" as "Hexadecimal". |
| MachineMDMEnrollmentUserUPN | REG_SZ | Example) When your management site's web address is "https://biz3.optim.co.jp/a01", you will specify: a01@biz3.optim.co.jp |
| MachineMDMEnrollmentUserSID | REG_SZ | Specify target user's SID obtained in step 【2】 above. |

4.2 Activating MS-MDM

This product manages Windows devices using MS-MDM. Follow the following procedures to activate MS-MDM.

- [1] Open the Control Panel. Select [Network] or [Network and Sharing Center].**
- [2] Select [Workspace] on [Network] screen.**
- [3] Enter the following in the User ID entry field. [Company Code]@biz3.optim.co.jp
Example) When the Company Code is "example", enter the following:**
- [4] Click "Turn on".**



- [5] Read the terms of service and check "I agree to terms of service".**
- [6] Enter Authentication Code.**
- [7] Click [Send].**

The screenshot shows a mobile application interface for 'Optimal Biz :Authentication'. At the top, there is a dark blue header with a back arrow and the word 'Network', and a grey header with 'User ID'. Below this is a light grey bar with a back arrow and the text 'Connecting to a service'. The main content area is white and contains several green buttons: 'Optimal Biz :Authentication', 'Optimal Biz :Terms of Service', and 'Change authentication method'. Below these buttons is a 'Company Code' field with a blurred value. Step 6 points to an 'Authentication Code' input field. Step 5 points to a checkbox labeled 'I agree to terms of service.'. Step 7 points to a 'Send' button. At the bottom, there is a green bar with 'Optimal Biz' and '©2011 OPTiM | Terms of Service | Privacy Policy'.

Optimal Biz :Authentication

Optimal Biz :Terms of Service

Change authentication method

Company Code

6 Authentication Code

5 ☐ I agree to terms of service.

7 Send

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