



# TECHNICAL COMMUNICATION

**WEP MDM UTILITY INSTALLATION IN PC**

**&**

**WEP MDM INSTALLATION IN ANDROID DEVICE**



## Table of Contents

<b>A. CONFIGURATION OF PC.....</b>	<b>3</b>
<b>1. INSTALLATION OF MDM SETUP FILE.....</b>	<b>15</b>
<b>2. RUNNING OF MDM UTILITY.....</b>	<b>21</b>

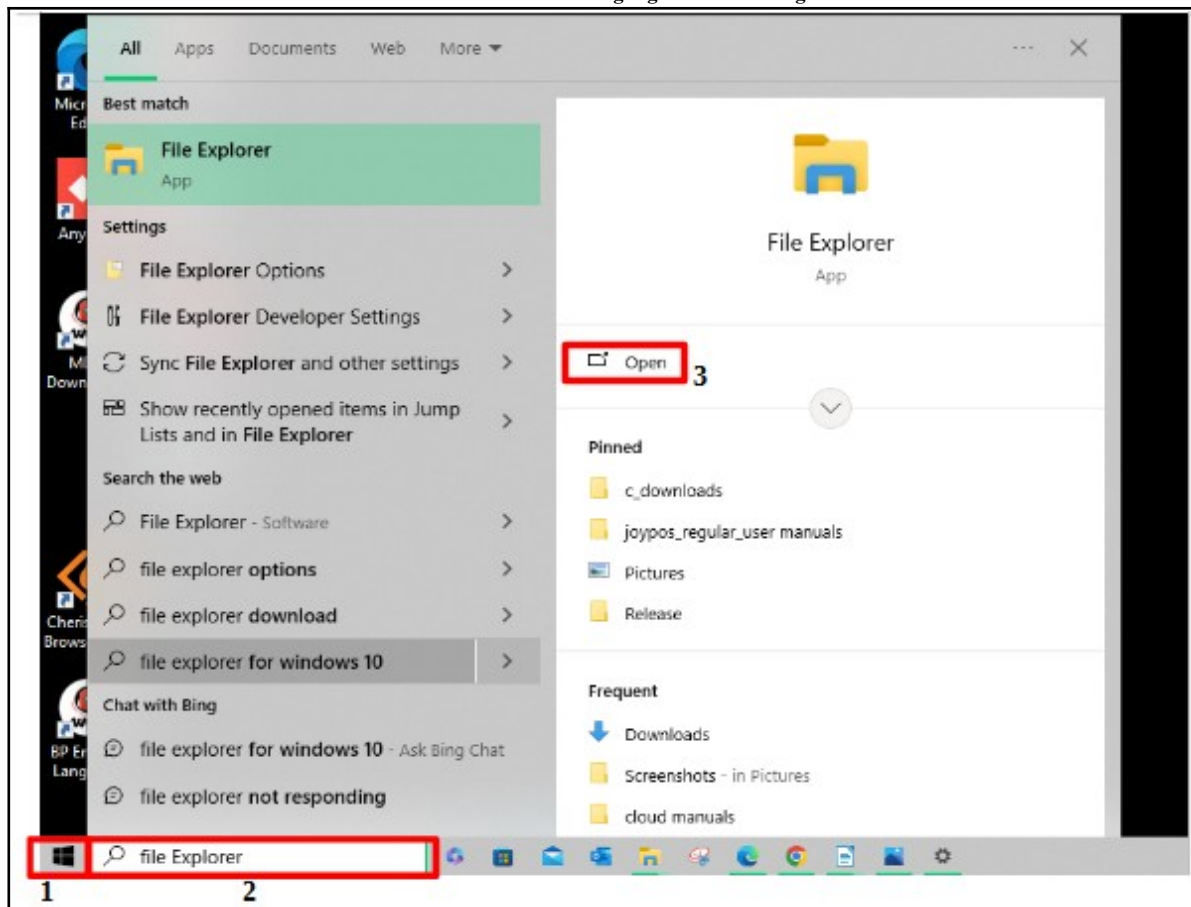


## CONFIGURATION OF PC

**Process 1.** Open the windows explorer by following below steps:-

1. Click the windows icon.
  2. Type file explorer.
  3. Click Open
- 1,2 and 3 steps are highlighted in below Fig. 1a.

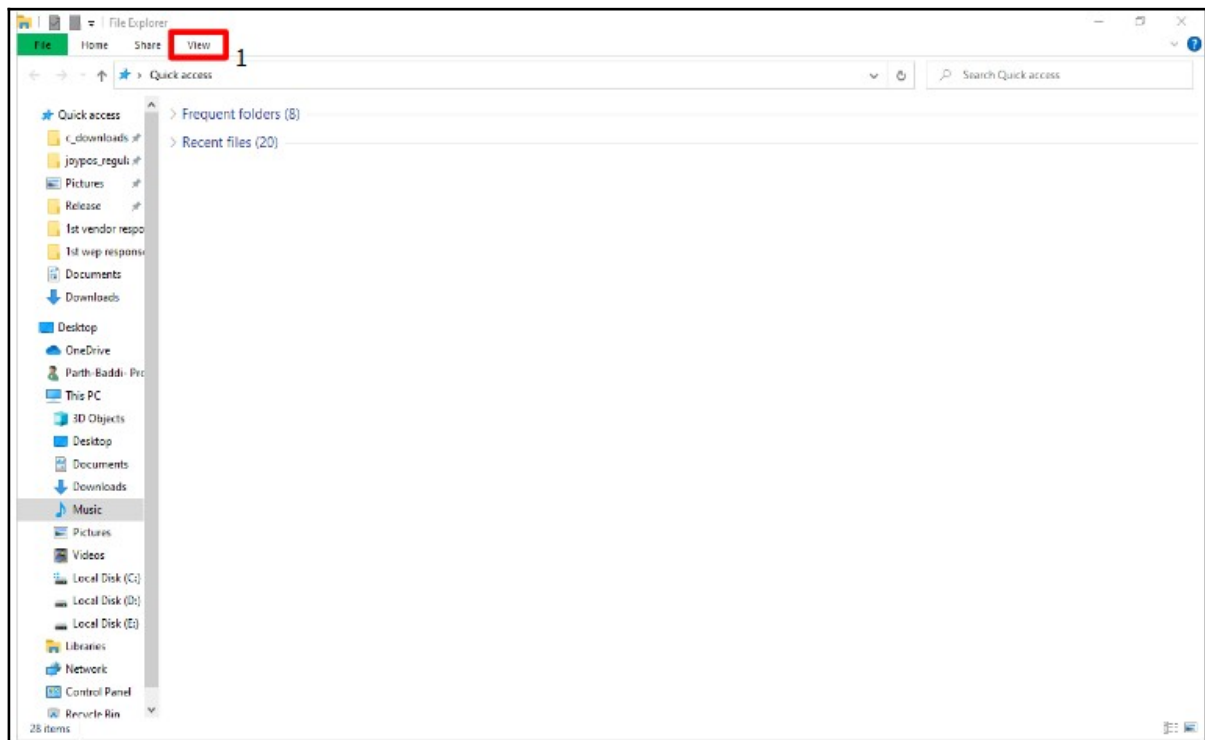
FIG 1a: Click View as highlighted in the image





**Process 2.** Click View as highlighted in the below Figure 1b:

FIG 1b: Click View as highlighted in the image



**Process 3.** Tick the checkbox of Hidden items as shown in the Fig. 2.

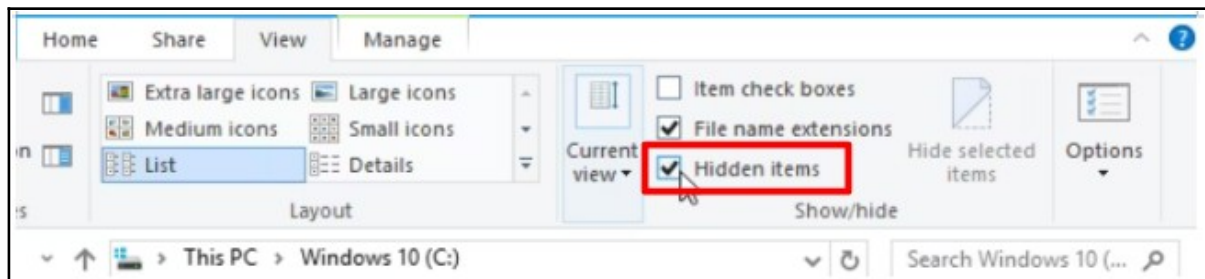


FIG 2: Tick the checkbox of Hidden items

**Process 4.** Open a web browser and download the platform tools from website link [SDK Platform Tools release notes](#) | [Android Studio](#) | [Android Developers](#)

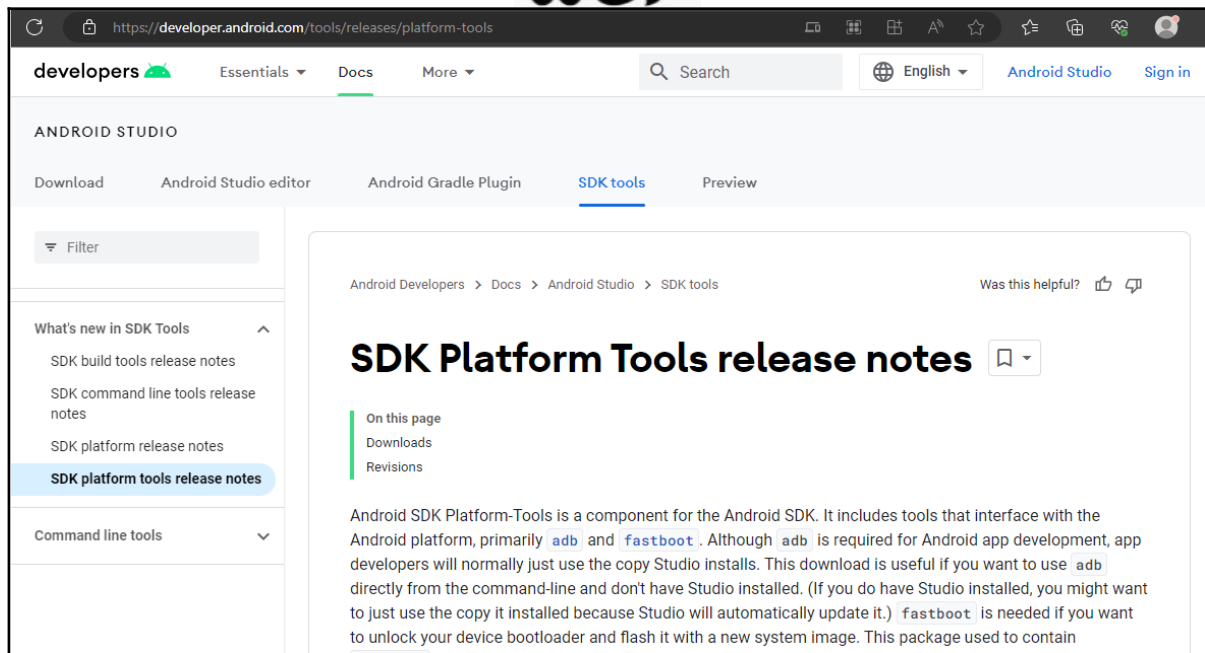


FIG 3: WEBSITE FOR DOWNLOADING THE PLATFORM TOOLS

**Process 5.** Scroll down the web-page, until Downloads section shows up and then, in Downloads section, click Download SDK Platform-Tools for Windows.

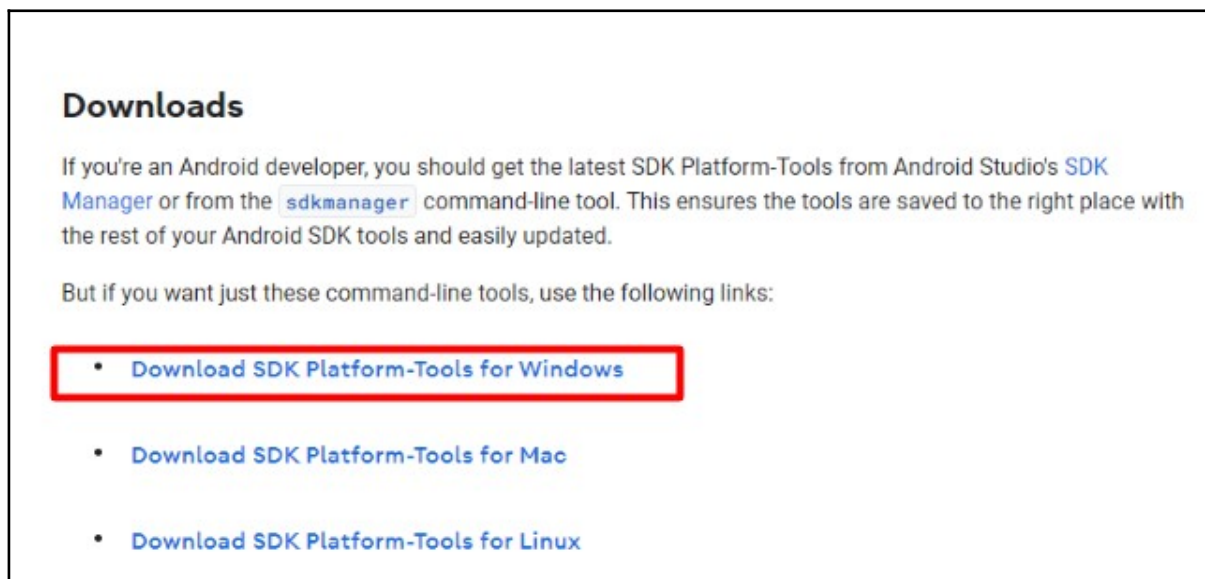


FIG 4: Click the link as highlighted above in the image

**Process 6.** Scroll down to the end of the pop-up windows and click the checkbox to agree the terms & conditions and then, click the download the button the to start the downloading of file. File that will be downloaded is platform-tools\_r34.0.4-windows.zip

**NOTE:** Name of file downloaded changes depending upon version downloaded.



14.1 The License Agreement constitutes the whole legal agreement between you and Google and governs your use of the SDK (excluding any services which Google may provide to you under a separate written agreement), and completely replaces any prior agreements between you and Google in relation to the SDK. 14.2 You agree that if Google does not exercise or enforce any legal right or remedy which is contained in the License Agreement (or which Google has the benefit of under any applicable law), this will not be taken to be a formal waiver of Google's rights and that those rights or remedies will still be available to Google. 14.3 If any court of law, having the jurisdiction to decide on this matter, rules that any provision of the License Agreement is invalid, then that provision will be removed from the License Agreement without affecting the rest of the License Agreement. The remaining provisions of the License Agreement will continue to be valid and enforceable. 14.4 You acknowledge and agree that each member of the group of companies of which Google is the parent shall be third party beneficiaries to the License Agreement and that such other companies shall be entitled to directly enforce, and rely upon, any provision of the License Agreement that confers a benefit on (or rights in favor of) them. Other than this, no other person or company shall be third party beneficiaries to the License Agreement. 14.5 EXPORT RESTRICTIONS. THE SDK IS SUBJECT TO UNITED STATES EXPORT LAWS AND REGULATIONS. YOU MUST COMPLY WITH ALL DOMESTIC AND INTERNATIONAL EXPORT LAWS AND REGULATIONS THAT APPLY TO THE SDK. THESE LAWS INCLUDE RESTRICTIONS ON DESTINATIONS, END USERS AND END USE. 14.6 The rights granted in the License Agreement may not be assigned or transferred by either you or Google without the prior written approval of the other party. Neither you nor Google shall be permitted to delegate their responsibilities or obligations under the License Agreement without the prior written approval of the other party. 14.7 The License Agreement, and your relationship with Google under the License Agreement, shall be governed by the laws of the State of California without regard to its conflict of laws provisions. You and Google agree to submit to the exclusive jurisdiction of the courts located within the county of Santa Clara, California to resolve any legal matter arising from the License Agreement. Notwithstanding this, you agree that Google shall still be allowed to apply for injunctive remedies (or an equivalent type of urgent legal relief) in any jurisdiction. July 27, 2027

☒ I have read and agree with the above terms and conditions

[Download Android SDK Platform-Tools for Windows](#)

platform-tools-latest-windows.zip

FIG 5: Click the checkbox first and then click the download button as highlighted above in the image

**Process 7.** Open and extract the files of downloaded file using an extraction software.

- Step 1: Open the file with extraction software and window will appear as shown in FIG 4 and open the platform-tools folder.

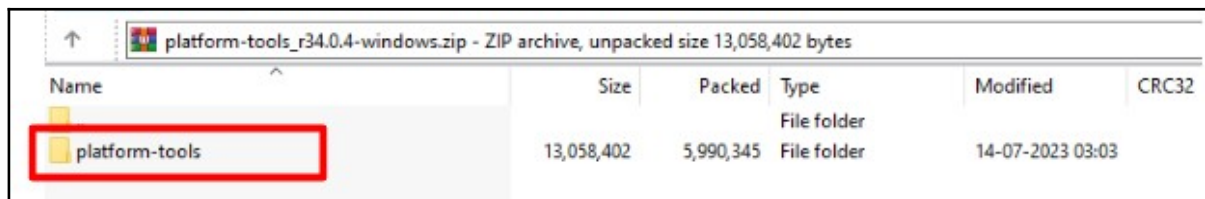


FIG 6: Select and open the platform-tools folder as highlighted above in the image

- Step 2: Select all the files using keyboard shortcut Ctrl + A and then copy them and then create a folder with name -ADB and then in this folder, paste the files of platform- tools folder.

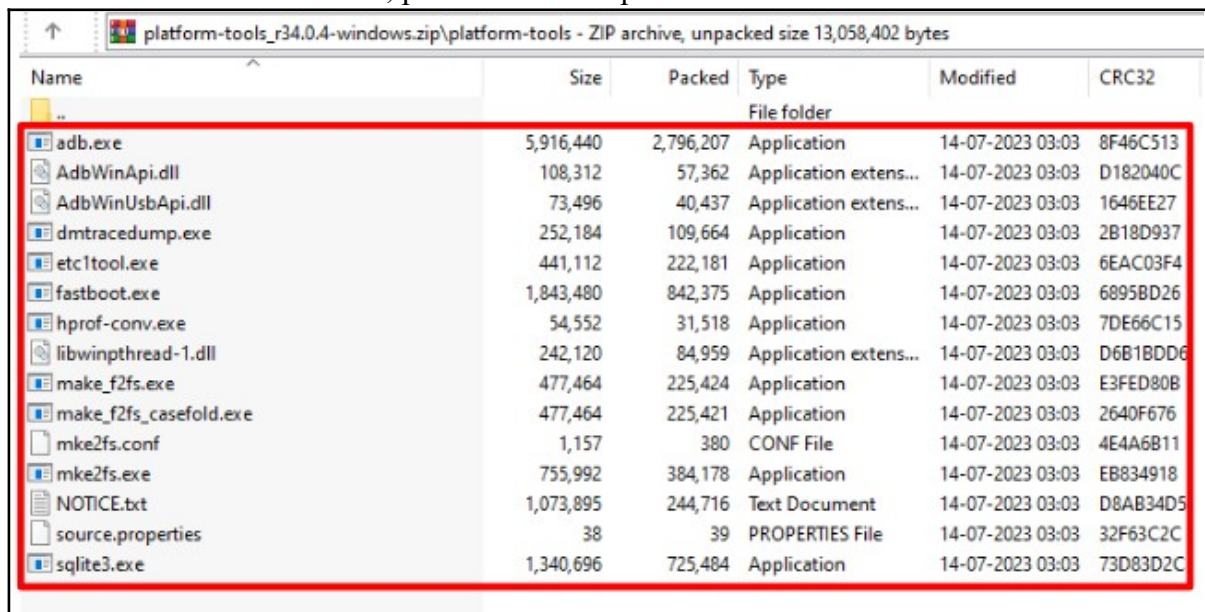


FIG 7: Select and copy the files as highlighted above in the image

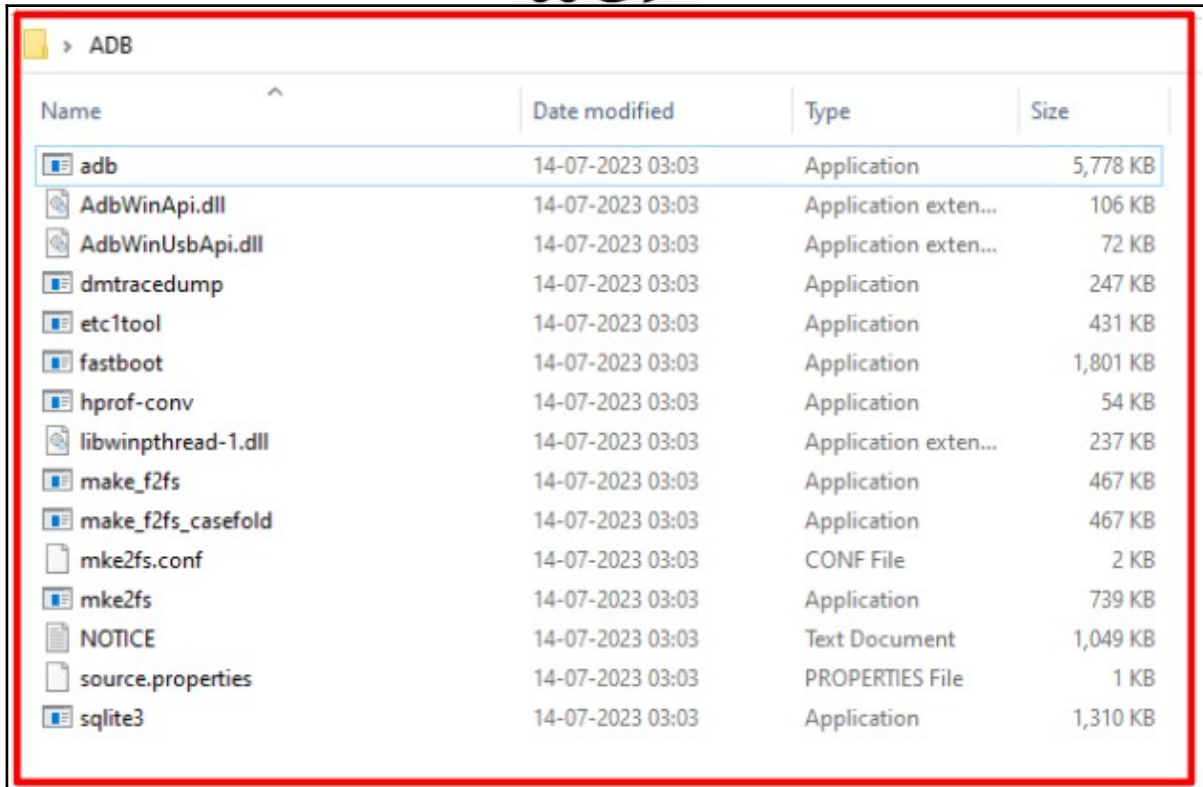


FIG 8: Create a folder with Name ADB and paste the files as highlighted above in the image

### Process 8.


NOTE: Other than mentioned steps below, **DO NOT MAKE ANY OTHER CHANGES** or else usability of PC will be effected.

Copy and paste the ADB folder in the Windows explorer directory of PC C:\Users\<user name>\*\AppData

\*- Name of username of account through which user is logged in the PC.

NOTE: There should be no other folder with name ADB in the same directory.

To copy folder in the directory, follow the below steps:-

- Open the windows explorer by clicking the icon  from taskbar or follow process 1.
- Then click This PC and then select the drive on which windows icon appears.

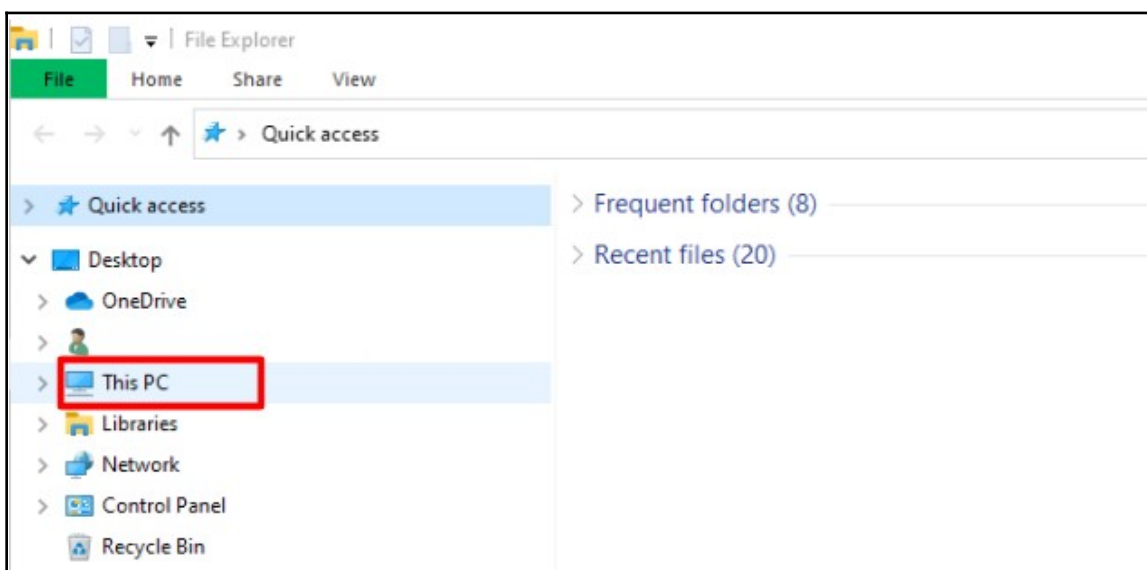


FIG 9: Click the This PC as highlighted in the image

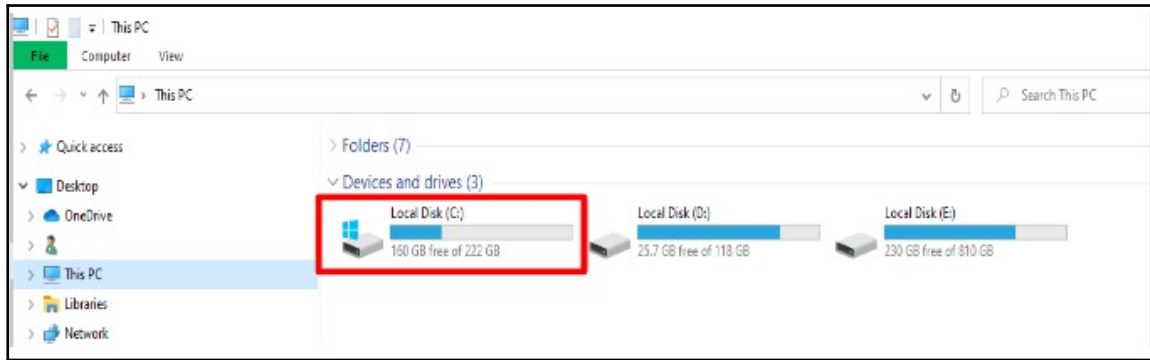


FIG 10: Select the drive on which blue windows icon appears as highlighted above in the image

- Then click Users, then with account name there will be a folder, open the folder and then, there will be the AppData folder. Then paste the ADB folder in AppData folder.
- Open the ADB folder and then copy the path of folder by clicking on the area as shown below in the images:-  
Step I:-

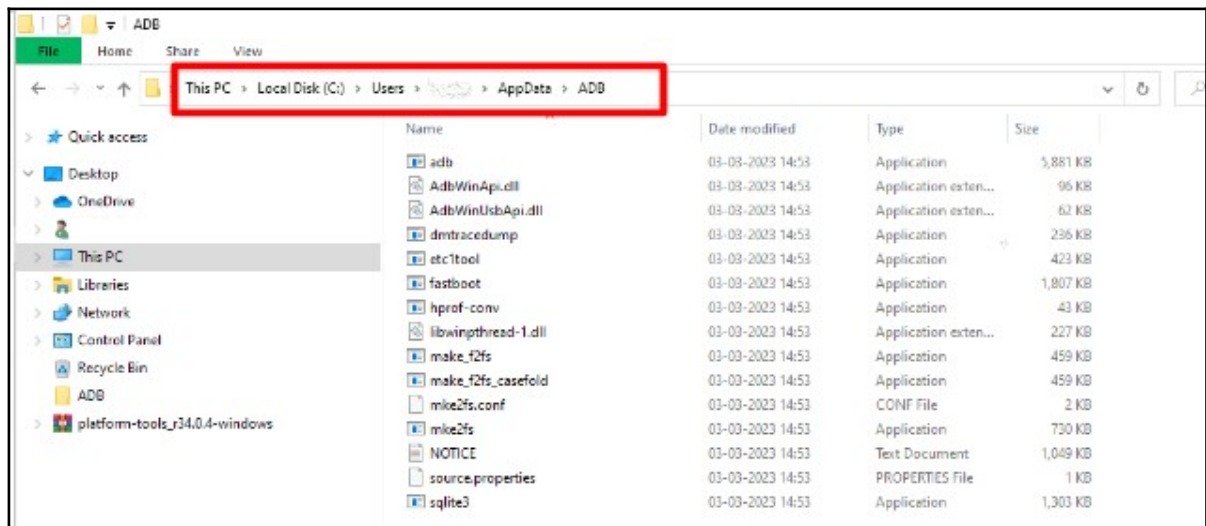


FIG 11: Click on the area as highlighted above in the image

Step II:-

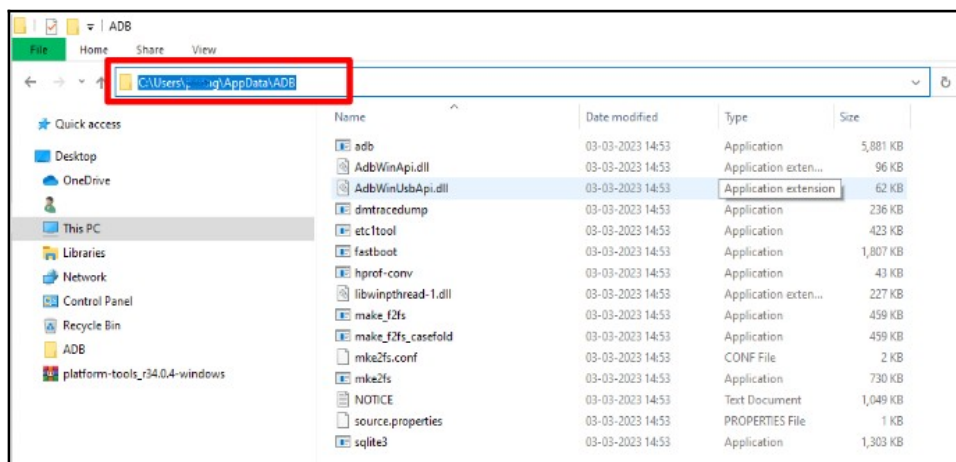


FIG 12: After clicking, copy the selected as highlighted above in the image

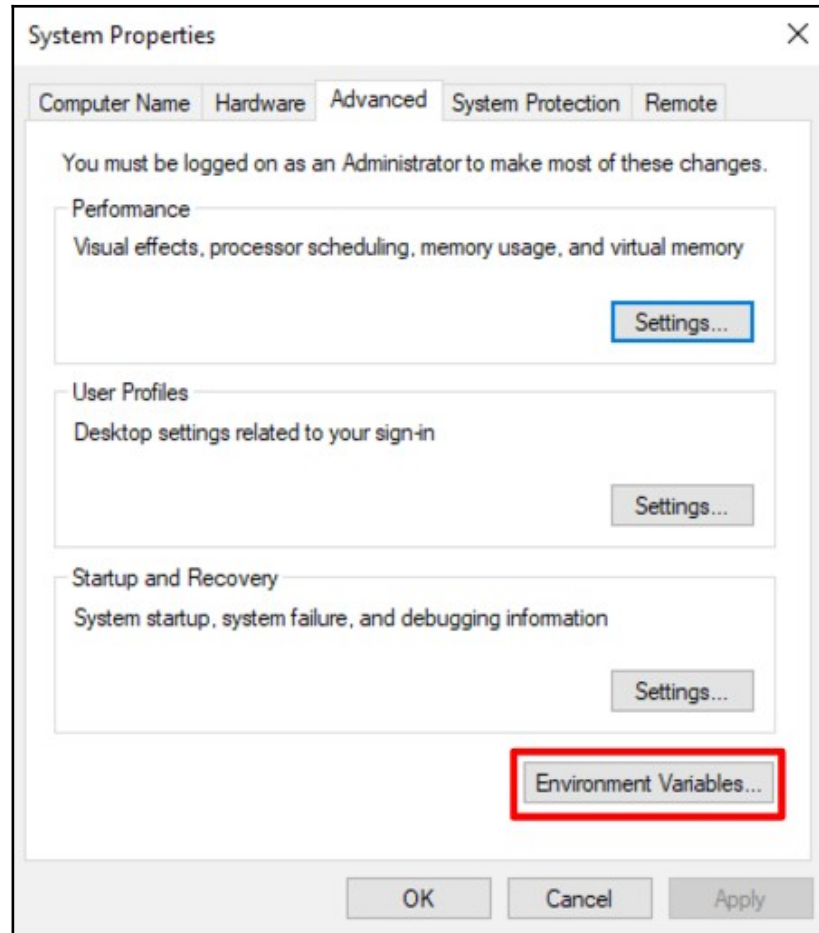


**Process 9.** We need to Set Environment Variable. To do this, Follow the below steps

**NOTE:** Other than mentioned steps below, **DO NOT MAKE ANY OTHER CHANGES** or else usability of PC will be effected.

9.1 Search and open the Environment variable in windows search option in PC (Edit System Environment Variables).Provide the authorization if system is asking to do so.

FIG 13: Edit System Environment Variables windows screen

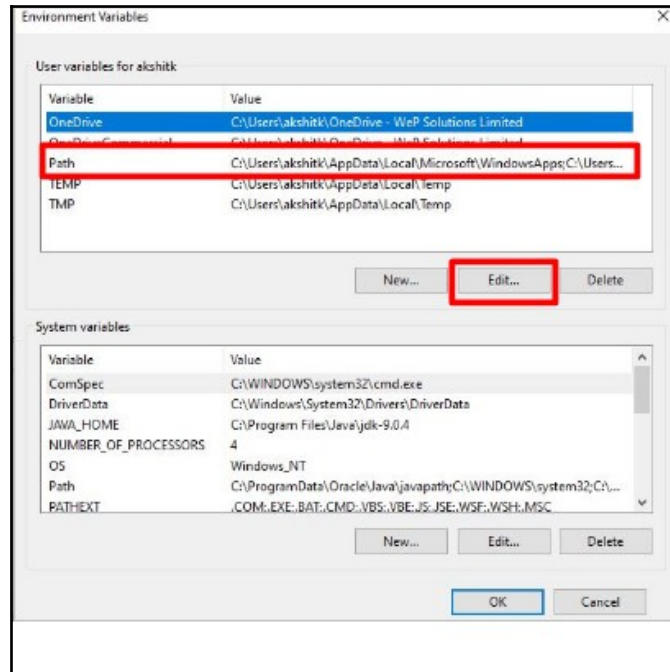


9.2 Click on “Environment Variables...” option.

9.3 Then Select “Path” option which is available in User variables section and click on “Edit button”.



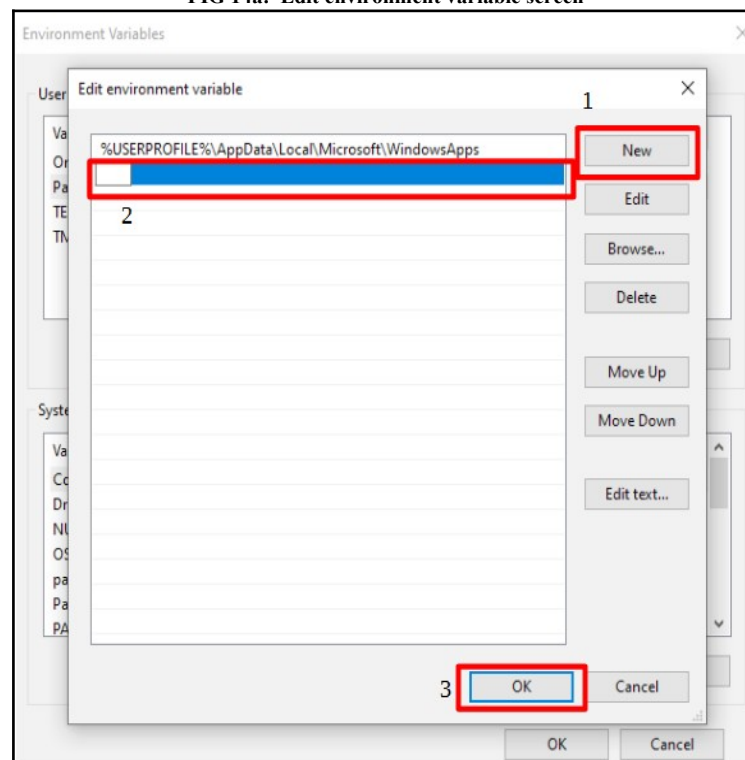
FIG 14: Select “Path” option which is available in User variables section and click on “Edit button” as highlighted in below image



9.4 Then perform below steps:-

1. Click New Button(field highlighted as 1 in the Fig. 14a)., then an empty field will be created in white area as highlighted as 2 in the Fig. 14a.
2. Paste the path of adb i.e. c:\ Users\ akshitk(User)\ AppData\ ADB in the empty field (field highlighted as 2 in the Fig. 14a).
3. Click on “OK” button (field highlighted as 3 in the Fig. 14a).

FIG 14a: Edit environment variable screen





9.5 Click on “OK” button (field highlighted as 1 in the Fig. 14b).

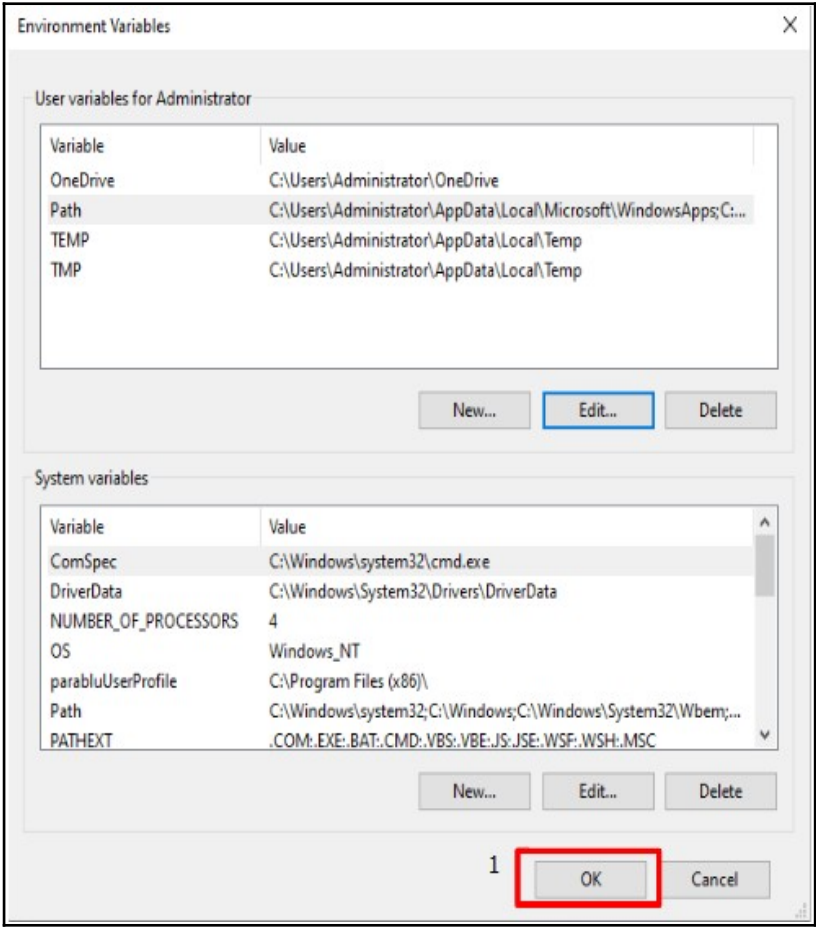
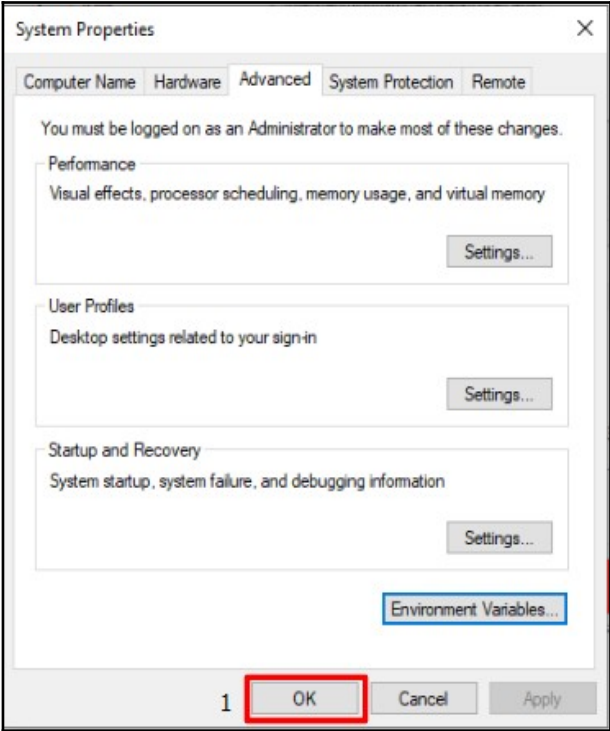


FIG 14b: Environment Variables screen

9.6 Click on “OK” button (field highlighted as 1 in the Fig. 14c).

FIG 14c: Environment Variables screen





9.7 Go to Desktop (click on rightmost part of taskbar and desktop will open) and press right click of mouse and click Refresh or Press F5.



FIG 14d: Environment Variables screen

-Press right click of mouse to get the option and select Refresh option or use shortcut by clicking F5 from keyboard.

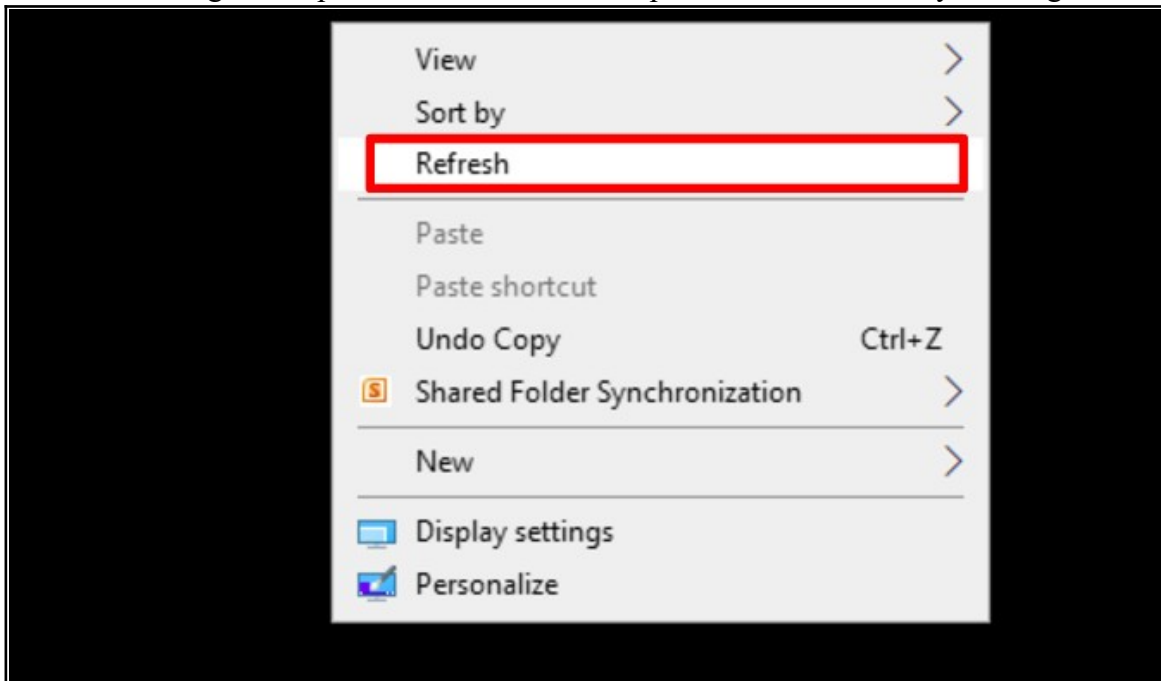
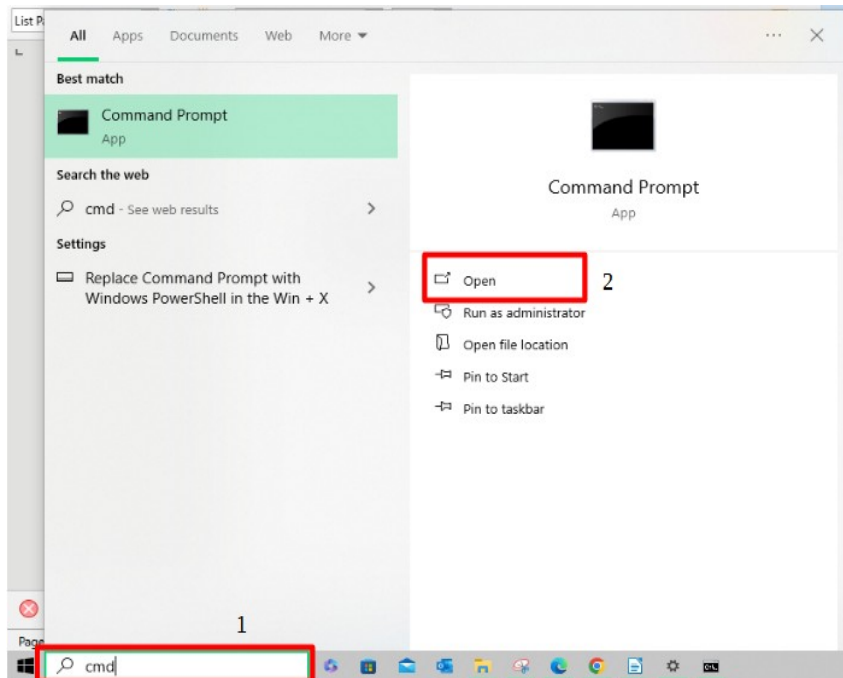


FIG 14e:  
Environment  
Variables screen



**Process 10.:-** Verification of installation of ADB using Command Prompt.

**10.1** Search cmd or command prompt in windows search option.



**FIG 15: Search and open Command Prompt application**

INDEX	FIELD NAME	FUNCTIONALITY
1	Windows Search option	Click on search field or from keyword, click windows icon key and type CMD and then open it
2	Open option	Click open to start command prompt application

10.2 After opening it, type adb, press enter key and then scroll upwards till the adb was typed and check if one of the below cases happens:

Case 1:

If adb is configured successfully, similar\* will be displayed in command prompt application like shown in below image.

**NOTE: \* Version of ADB(Android Debug version) and other version will be different based upon files downloaded**



```
Command Prompt
Microsoft Windows [Version 10.0.19045.3324]
(c) Microsoft Corporation. All rights reserved.

C:\Users\parthg>adb
Android Debug Bridge version 1.0.41
Version 34.0.0-9570255
Installed as C:\Users\parthg\AppData\ADB\adb.exe

global options:
-a                listen on all network interfaces, not just localhost
-d                use USB device (error if multiple devices connected)
-e                use TCP/IP device (error if multiple TCP/IP devices available)
-s SERIAL         use device with given serial (overrides $ANDROID_SERIAL)
-t ID             use device with given transport id
-H               name of adb server host [default=localhost]
-P               port of adb server [default=5037]
-L SOCKET         listen on given socket for adb server [default=tcp:localhost:5037]
--one-device SERIAL|USB only allowed with 'start-server' or 'server nodaemon', server will only connect to one U
mber or USB device address.
--exit-on-write-error exit if stdout is closed

general commands:
devices [-l]      list connected devices (-l for long output)
help              show this help message
version           show version num

networking:
connect HOST[:PORT] connect to a device via TCP/IP [default port=5555]
disconnect [HOST[:PORT]] disconnect from given TCP/IP device [default port=5555], or all
pair HOST[:PORT] [PAIRING CODE] pair with a device for secure TCP/IP communication
forward --list    list all forward socket connections
forward [--no-rebind] LOCAL REMOTE forward socket connection using:
tcp:(port) (local) may be "tcp:0" to pick any open port)
```

FIG 16: ADB version

If case 1 happens, ADB process is completed successfully and move to Installation of MDM utility.

Case 2:

If adb configuration fails, below image will be displayed in command prompt application:-

```
C:\Users\parthg>adb
'adb' is not recognized as an internal or external command,
operable program or batch file.
```

FIG 17: ADB configuration is failed

If case 2 happens, then either check the processes done earlier or contact support team.



## INSTALLATION OF MDM UTILITY SETUP FILE

**Process 11.** Download the MDM utility setup and double click the utility and Follow the MDM installation as shown below:-

11.1 If below picture is shown below, then click More Info button.

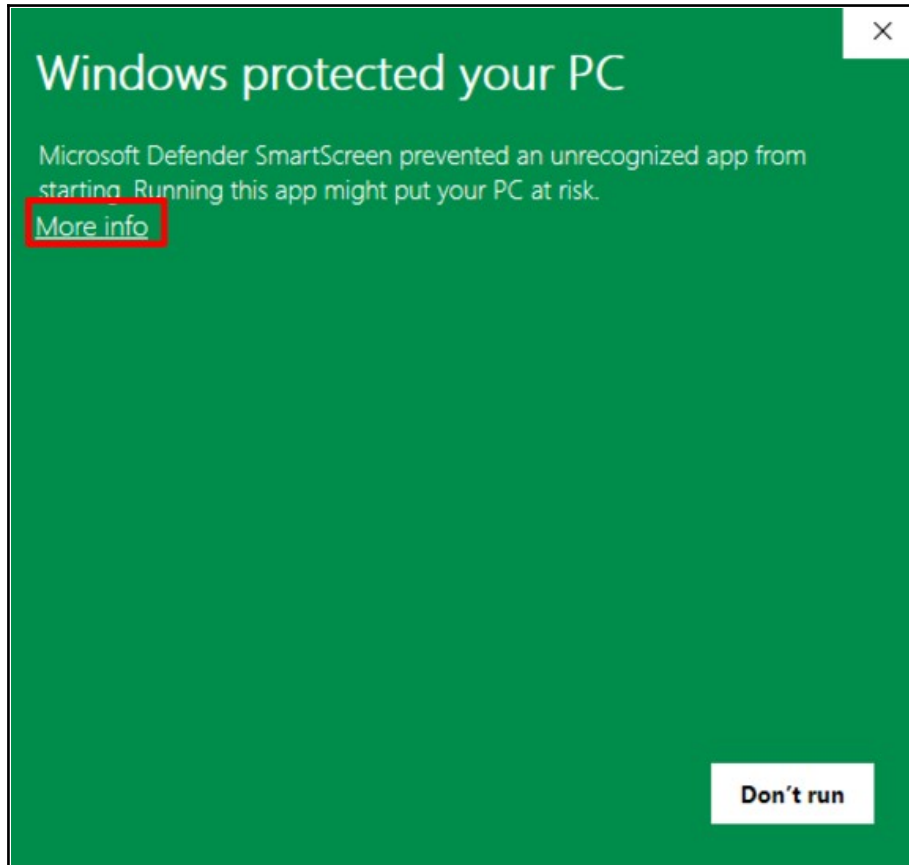
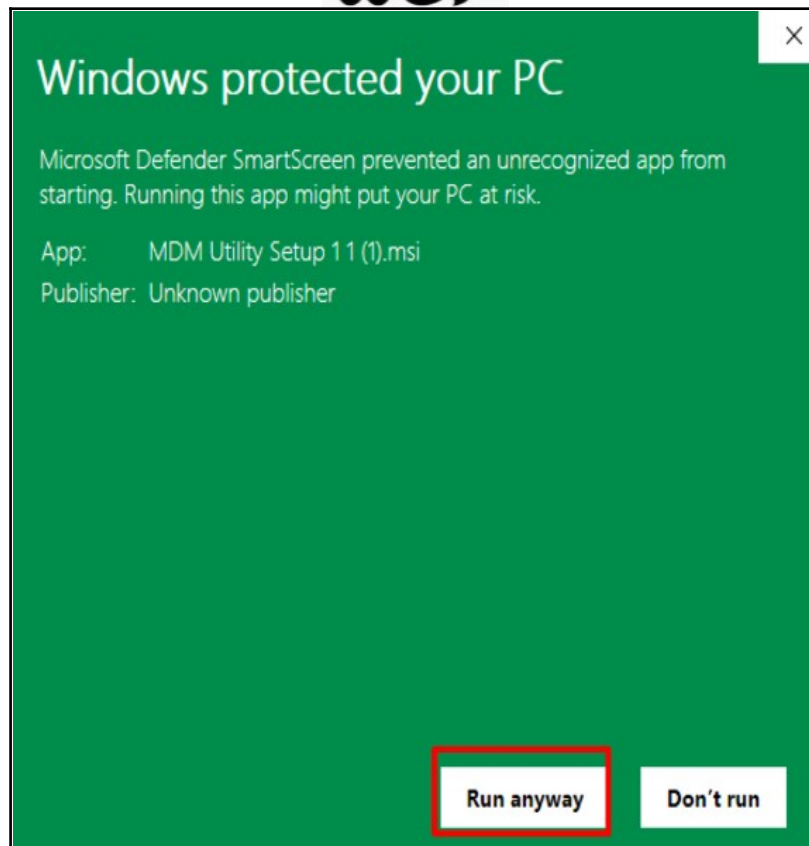


FIG 18: Click More Info button as highlighted in above image

11.2 After clicking More Info button, click Run anyway button to continue installation.

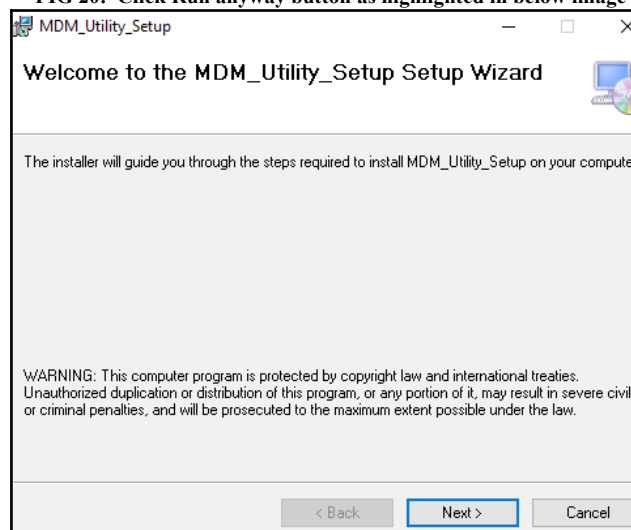
**NOTE:** Steps 10.1 & 10.2 are to be performed if these options are shown while installation, otherwise skip to 10.3

FIG 19: Click Run anyway button as highlighted in below image



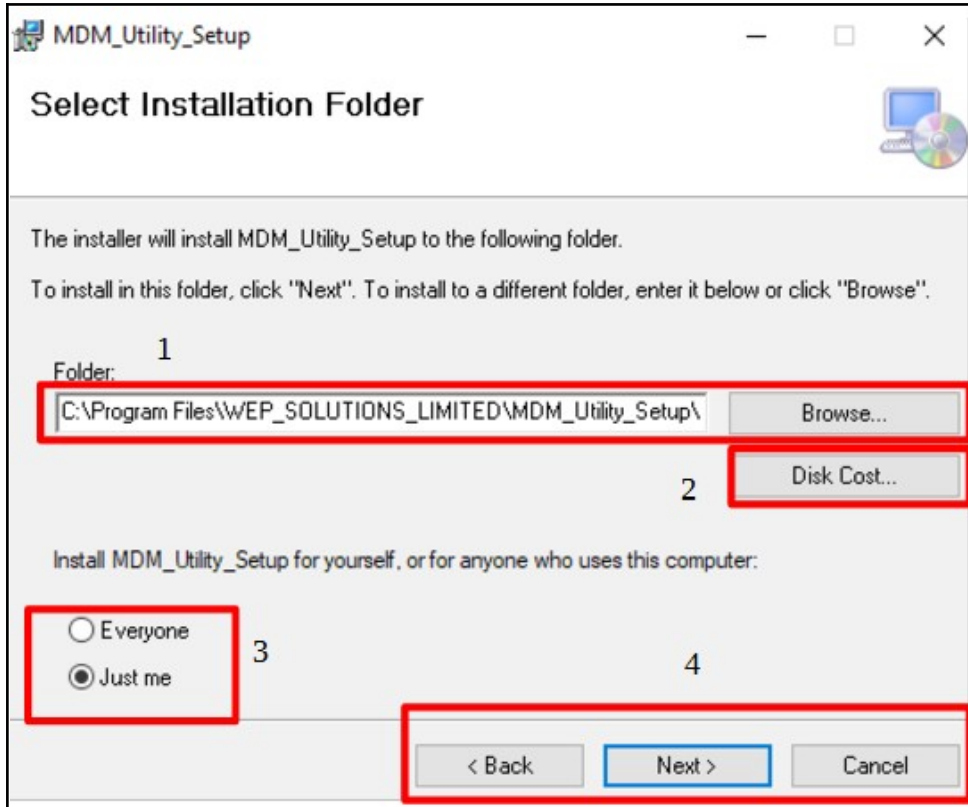
11.3 After clicking of Run anyway button, Installation wizard of MDM utility setup will open and then, click Next button to continue the process of installation, otherwise press cancel to stop the installation.

**FIG 20: Click Run anyway button as highlighted in below image**



11.4 Select Installation folder, user selection and then, click Next button to continue the process of installation, otherwise press cancel to stop the installation or press back to go back to previous screen.

**FIG 21: Select Installation folder, user selection as highlighted in below image**

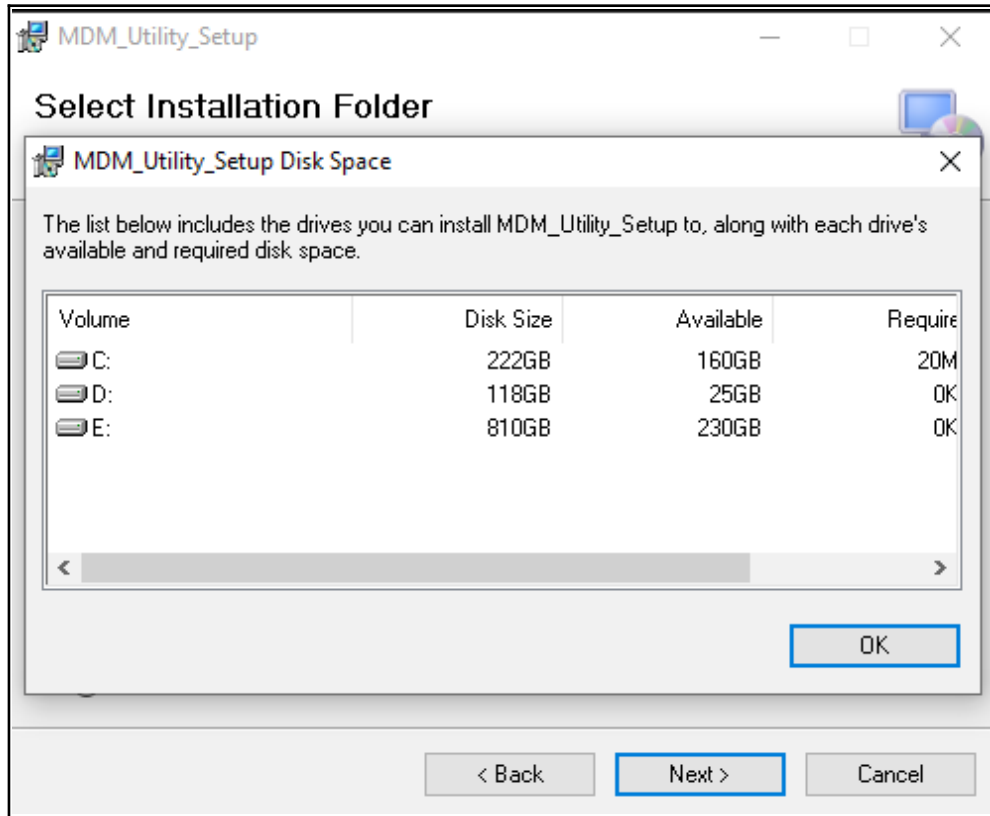


INDEX	FIELD NAME	FUNCTIONALITY
1	INSTALLATION FOLDER	Click browse button to select the installation folder in which utility will be installed.
2	DISK COST	User can check the Storage space required for installation and data of capacity, storage space left in all the partitions of disk drives.
3	SELECTION OF USER FOR ACCESSIBILITY OF MDM AFTER INSTALLATION	<ul style="list-style-type: none"><li>Everyone option will provide accessibility of MDM utility to all users accounts.</li><li>Just me option will restrict the usage of utility to current logged in user account.</li></ul>
4	BACK, NEXT, CANCEL	<ul style="list-style-type: none"><li>Back- Press back button to go back to previous screen</li><li>Next-Press next button to continue the installation</li><li>Cancel- Press cancel button to cancel the installation</li></ul>

#### 11.4.1 Disk Cost:

Using this user can view the number of partitions and their disk size, available size, required size to install the utility and difference b/w available & required.

FIG 22: Disk cost window



#### 11.4.2 Installation Folder:

Using this user can view the number of partitions and their disk size, available size, required size to install the utility and difference b/w available & required.

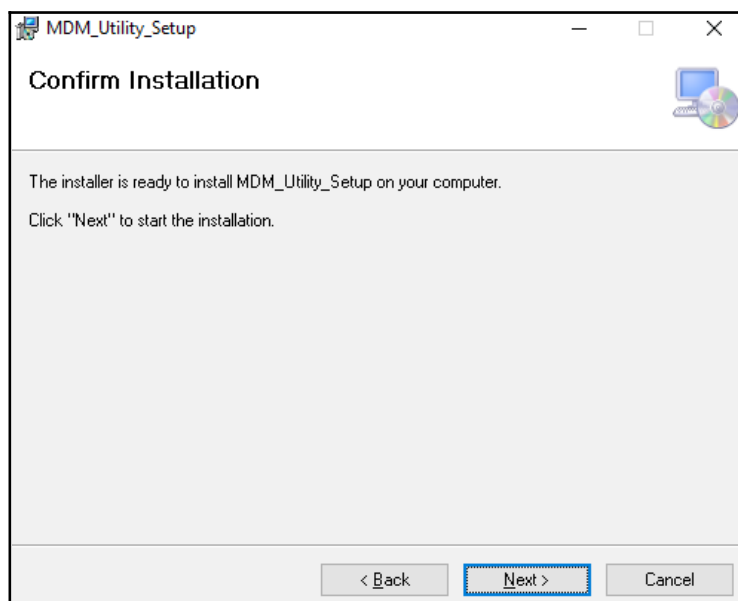
INDEX	FIELD NAME	FUNCTIONALITY
1		will be displayed.
2		will appear to
3		ation.
4		older of current
5		older in current
		current folder
		ion folder
		nges done

FIG 23: Installation folder selection window



### 11.5 Confirm Installation:

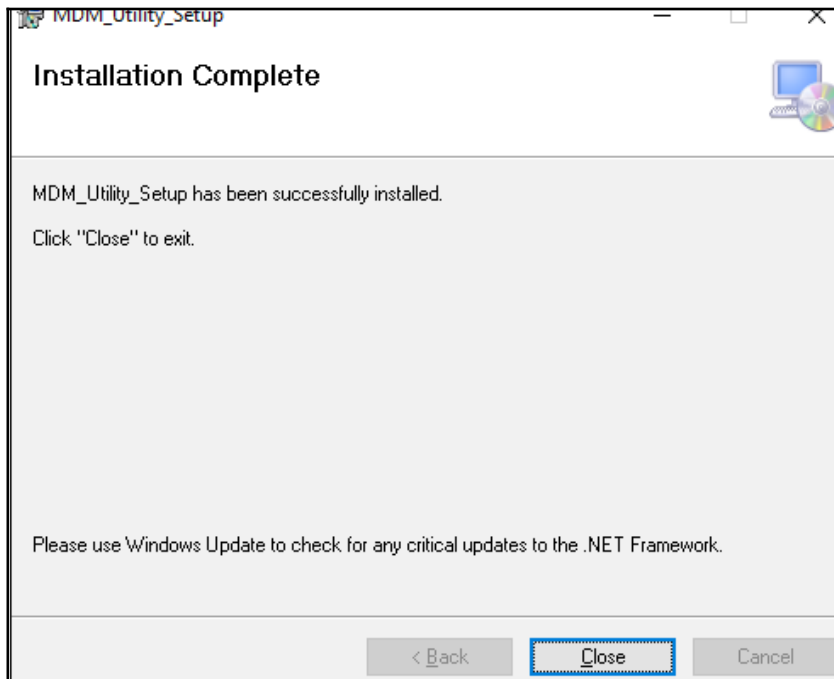
After configuration, in this step, press Next to initiate the process of installation or press back to make changes.



**FIG 24: Confirm Installation window**

### 11.6 Installation Complete:

After few seconds, installation confirmation will be there. Press close button to complete the installation.



**FIG 25: Installation completion window**

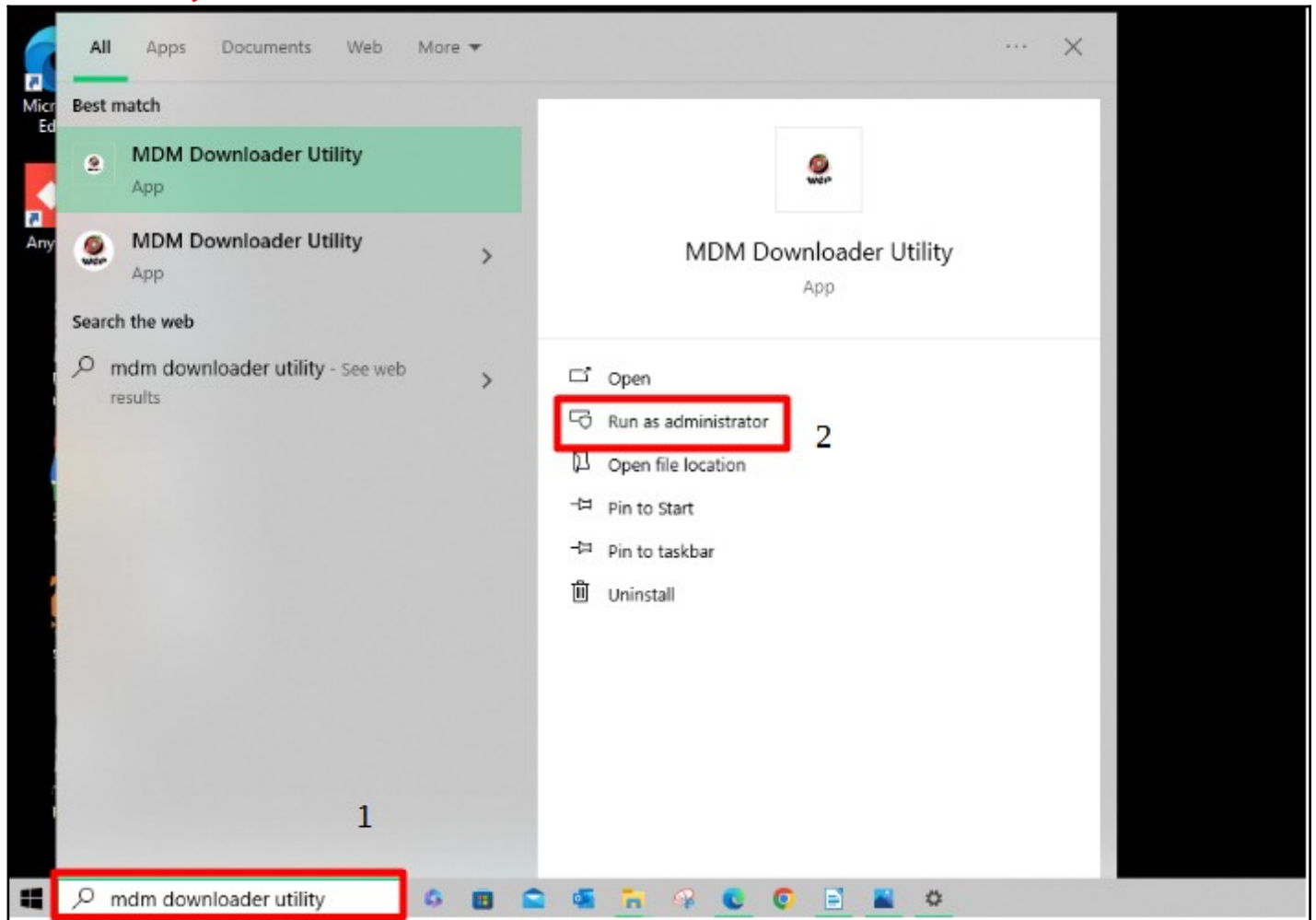
## **RUNNING OF MDM UTILITY**

**Process 12.** Search MDM Downloader Utility in windows search option and then run it as Run as administrator (Other wise, MDM will not be installed even if utility opens without administrator)

**NOTE:** Make sure there is no other emulator software running in the background before starting the MDM utility



Open the Task Manager application to check and stop the running of emulator software.  
After running utility as administrator, if there is asking of authorization, then enter them in order to proceed to run the utility.



FIG

26: Windows Search option showing result of MDM downloader utility

### 12.1 Utility usage:

After opening the Utility and then perform the below steps

To install the MDM in the target device, Follow the below steps:

1. Enable the debugging mode in the target device by going to settings app of target device:

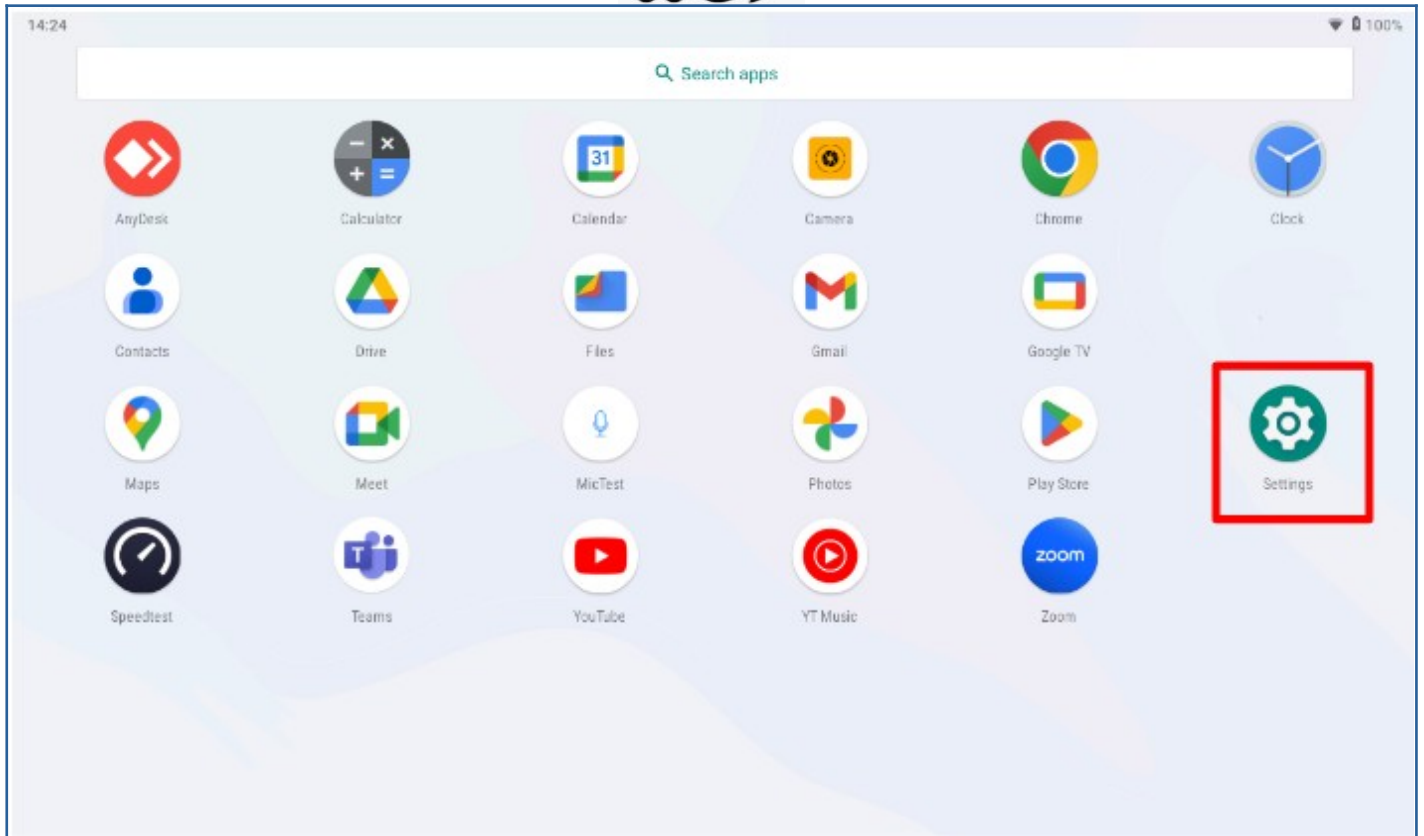


FIG 27: Settings app

2. Scroll down to select System option in the Settings app.

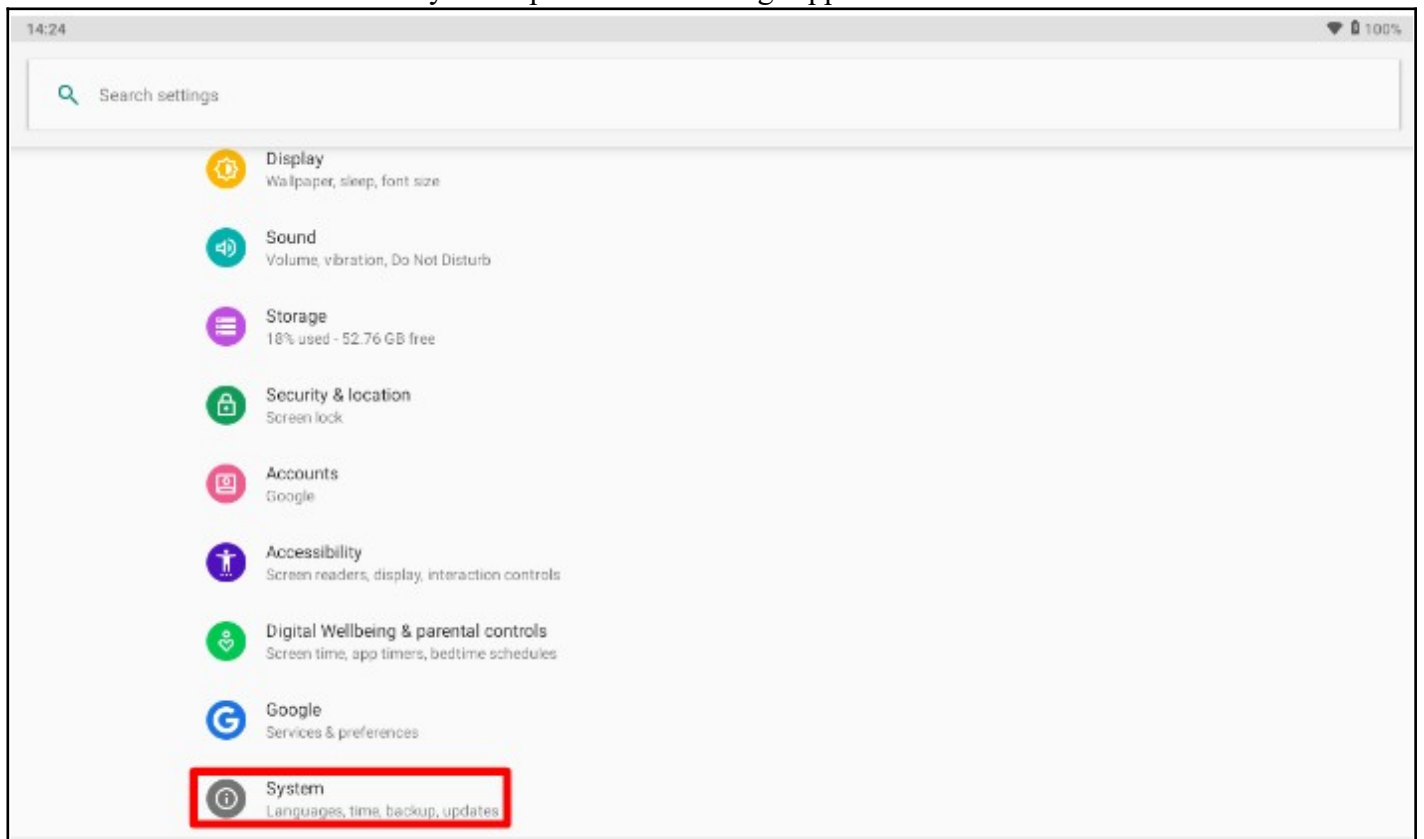


FIG 28: System in Settings app



3. Select Advance option in the System.

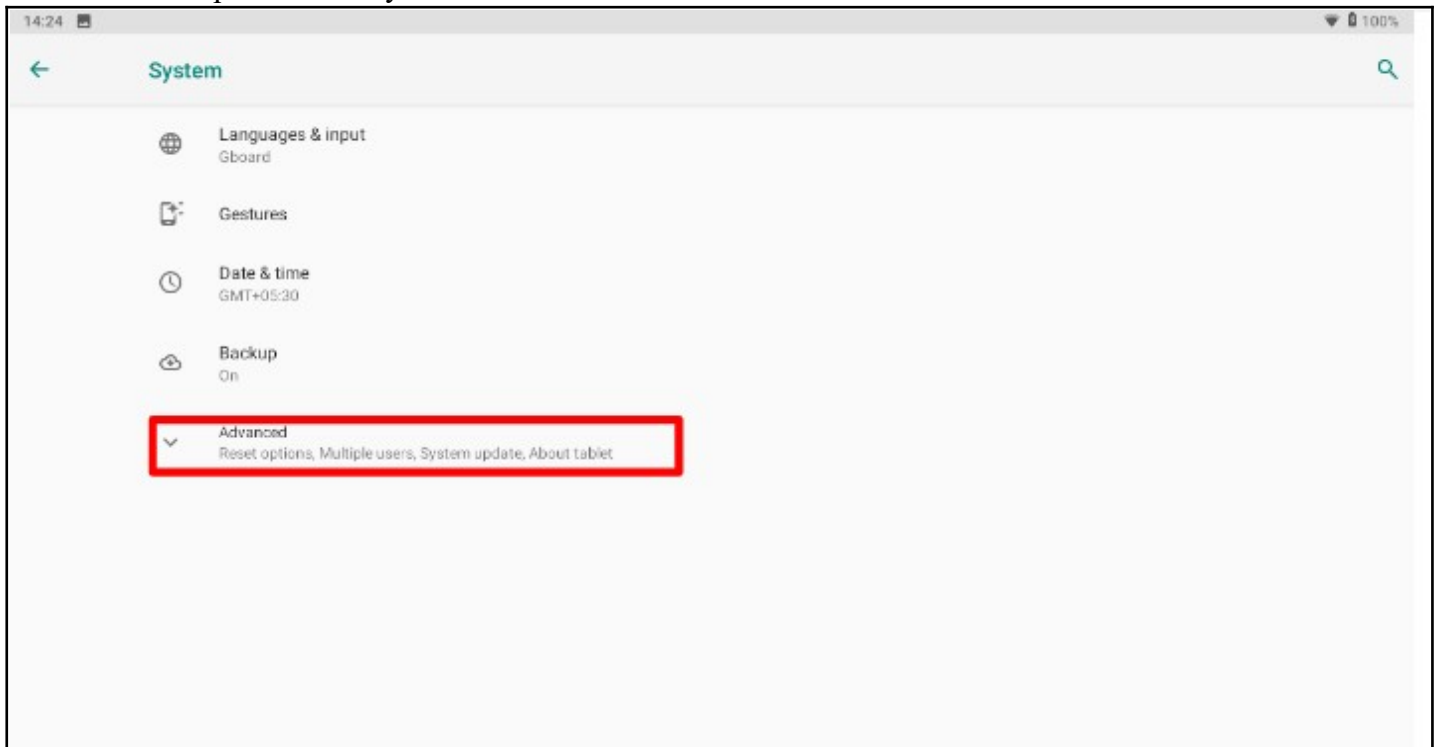


FIG 29: Advanced option in System

4. Select About tablet. If About tablet option is not available in the advance option, then look for About tablet option in the menu of settings or search it in the settings. This option name can vary in devices.

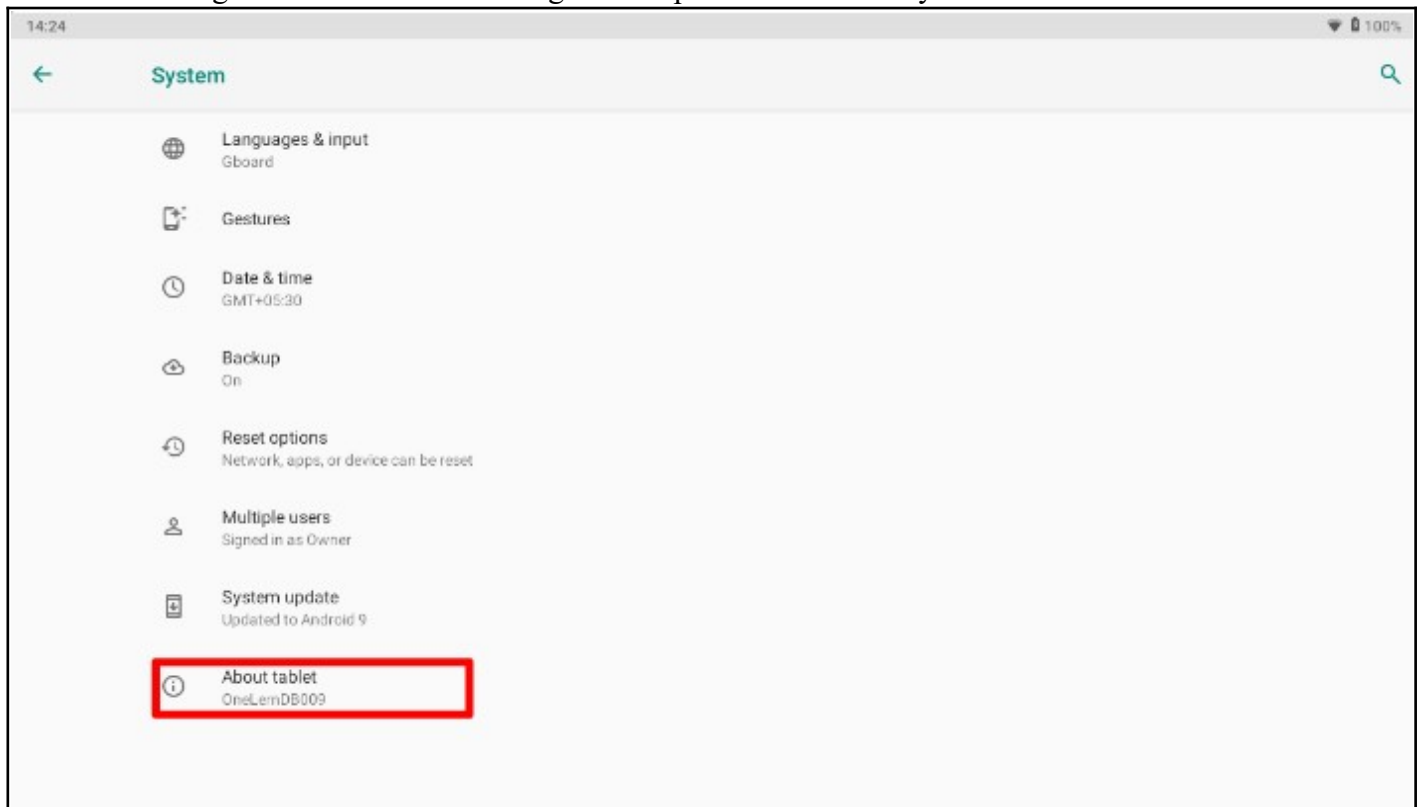


FIG 30: About tablet option in System



5. Scroll and look for an option Build number, click it multiple times until “You are now a developer!” message appears.

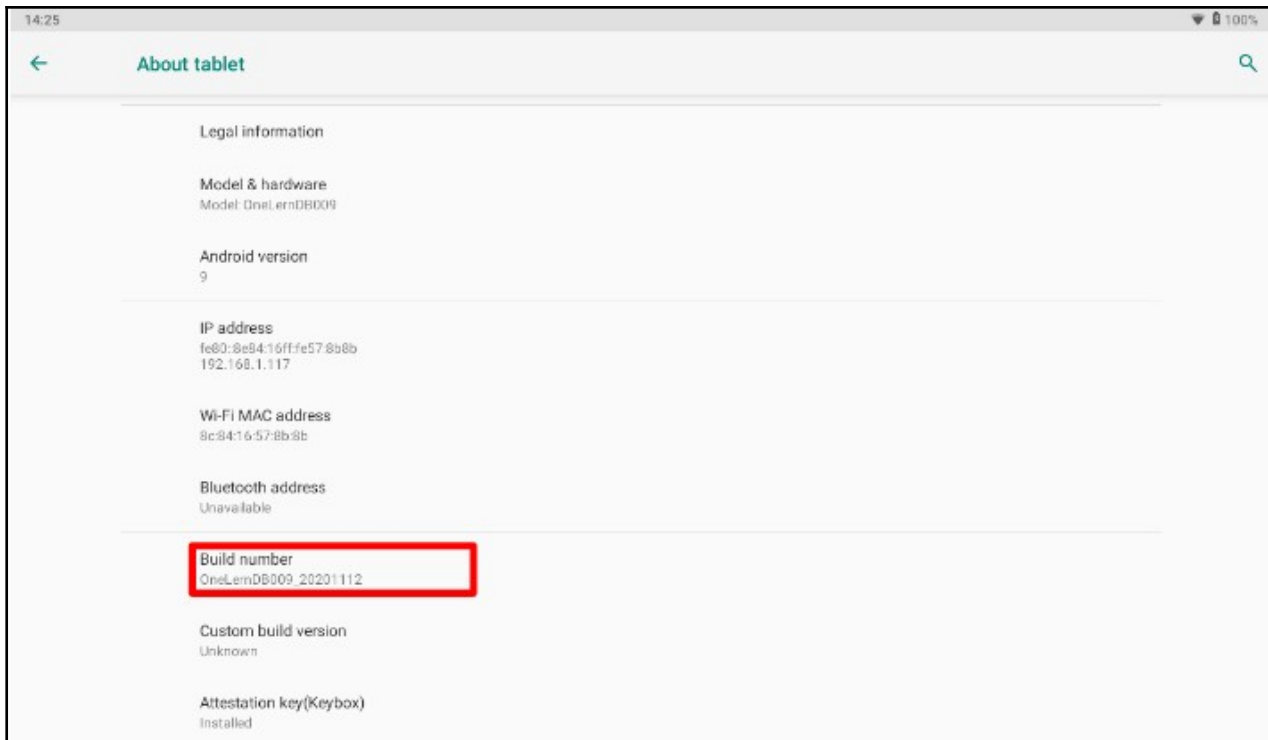


FIG 31: Build number in About tablet

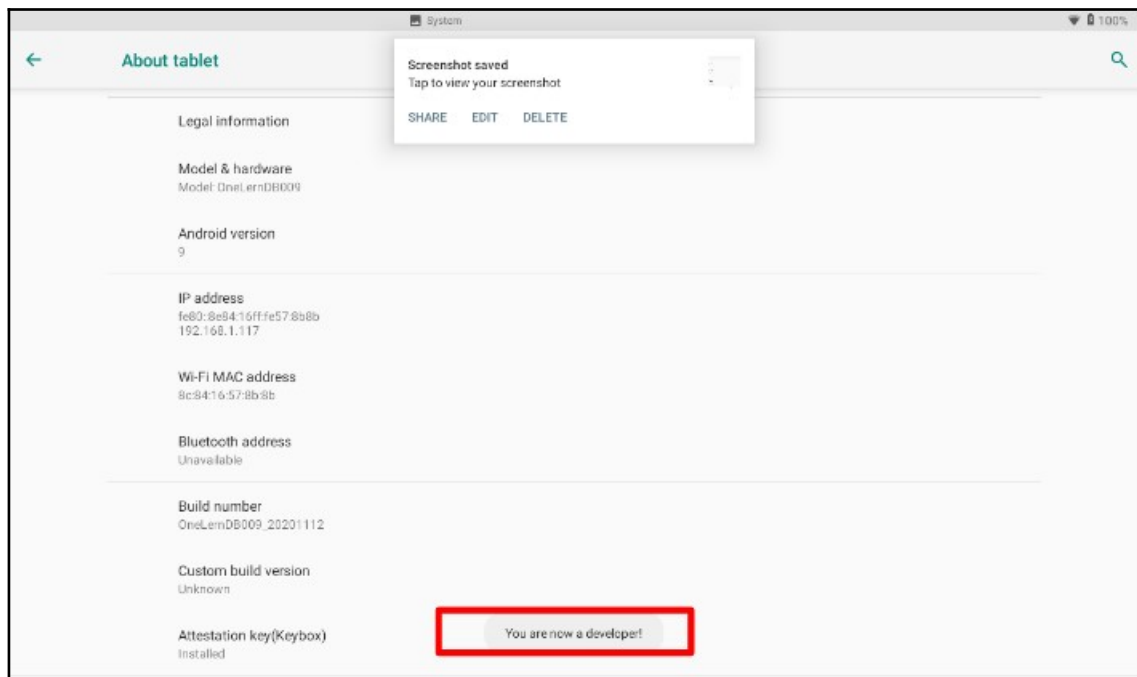


FIG 32: After clicking Build number multiple times, highlighted message will appear

6. Now go to System, then click Advanced, then select developer options or search it in settings app

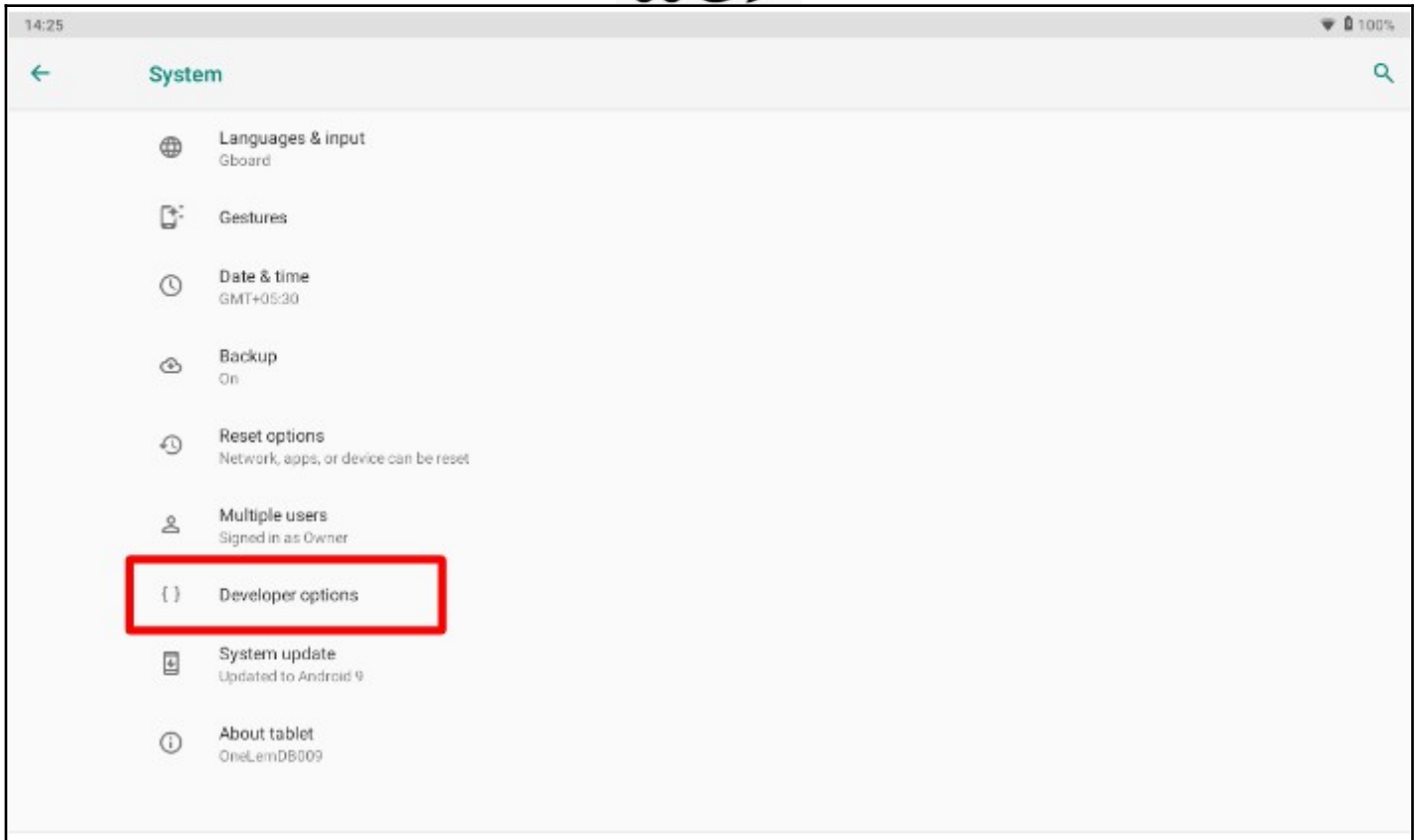


FIG 33: Select Developer Options

7. Scroll and look for an option USB Debugging and enable it and click ok on Allow USB debugging pop-box.

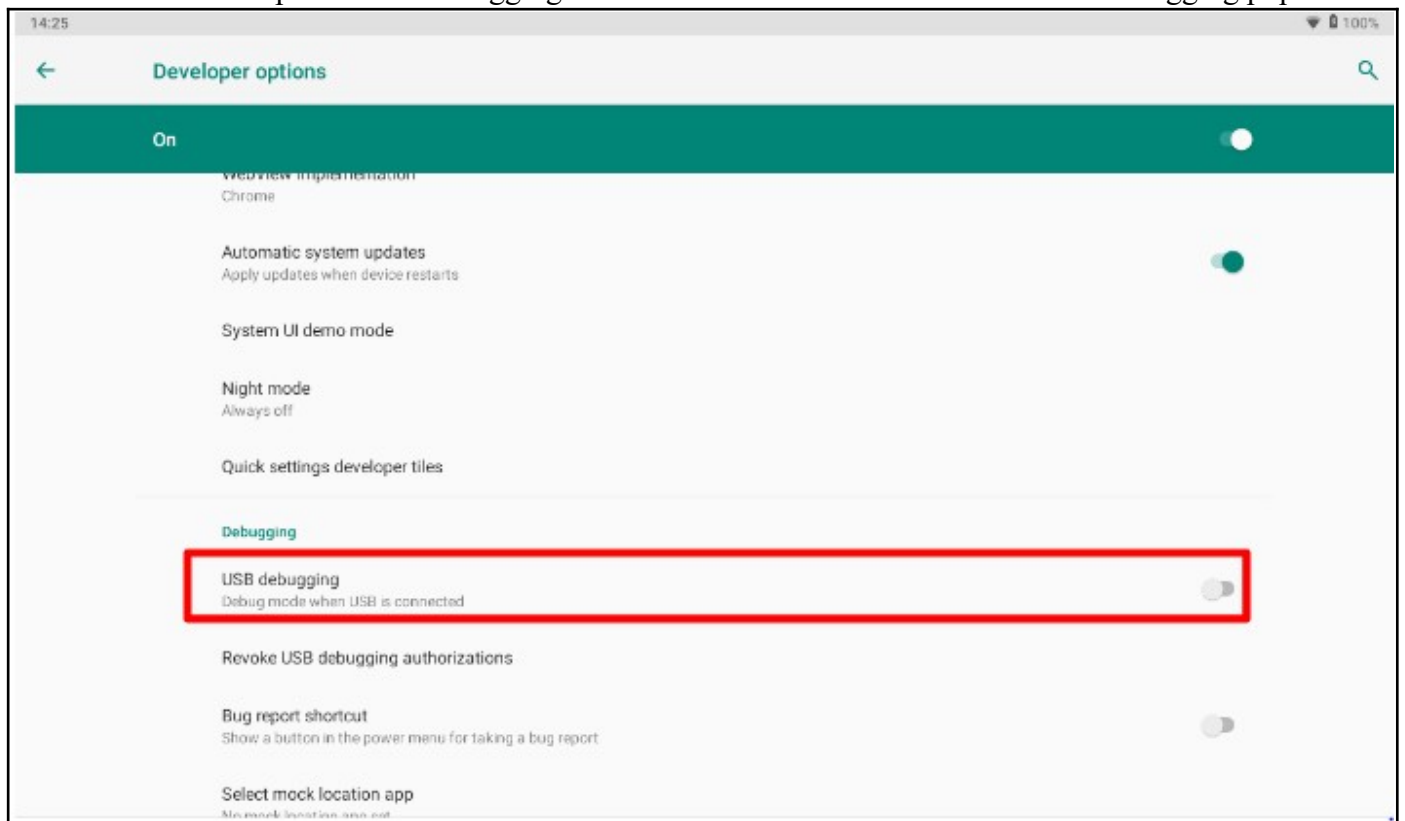


FIG 34: Enable the Developer Options

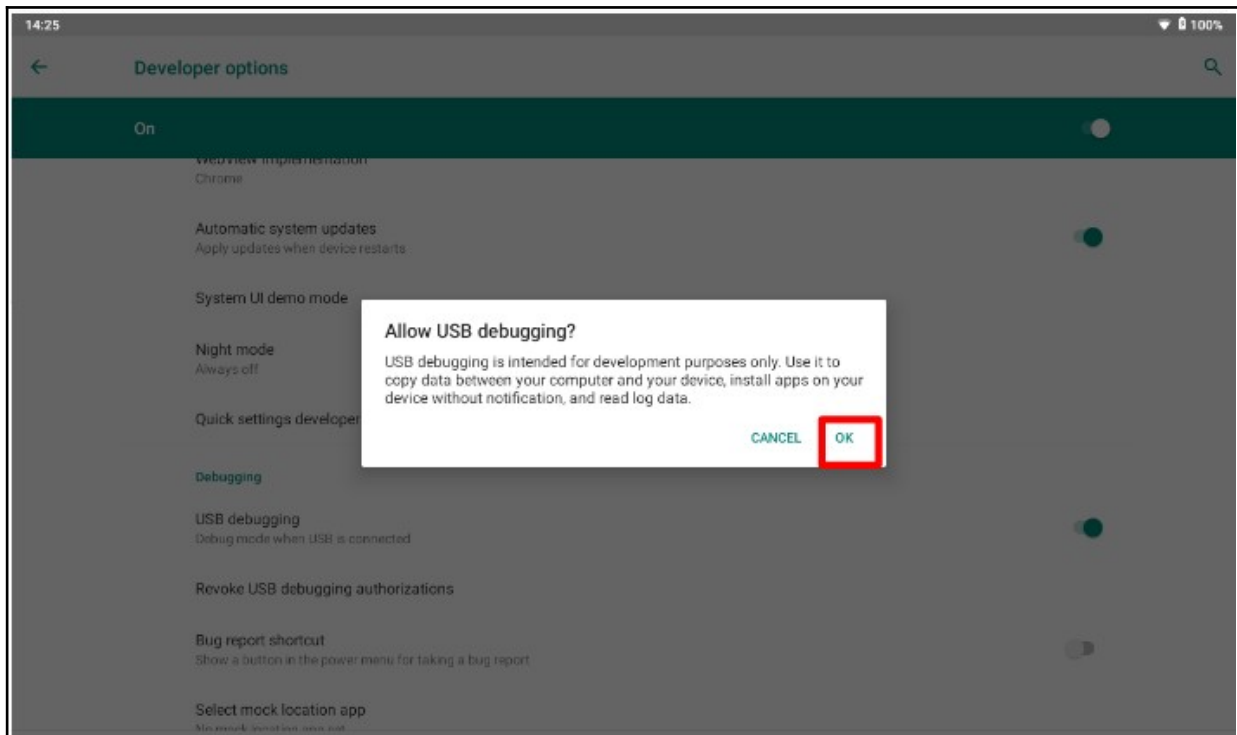


FIG 35: Click OK to enable the USB debugging

8. Enable OTG connection option if required (depends on target device), otherwise connect the target device with PC using a cable (according to requirement, connection of converter can be there also). If connection is established, then message as shown below will appear and click ok or tick the always allow from this computer, then click ok to enable debugging from this PC without confirmation.

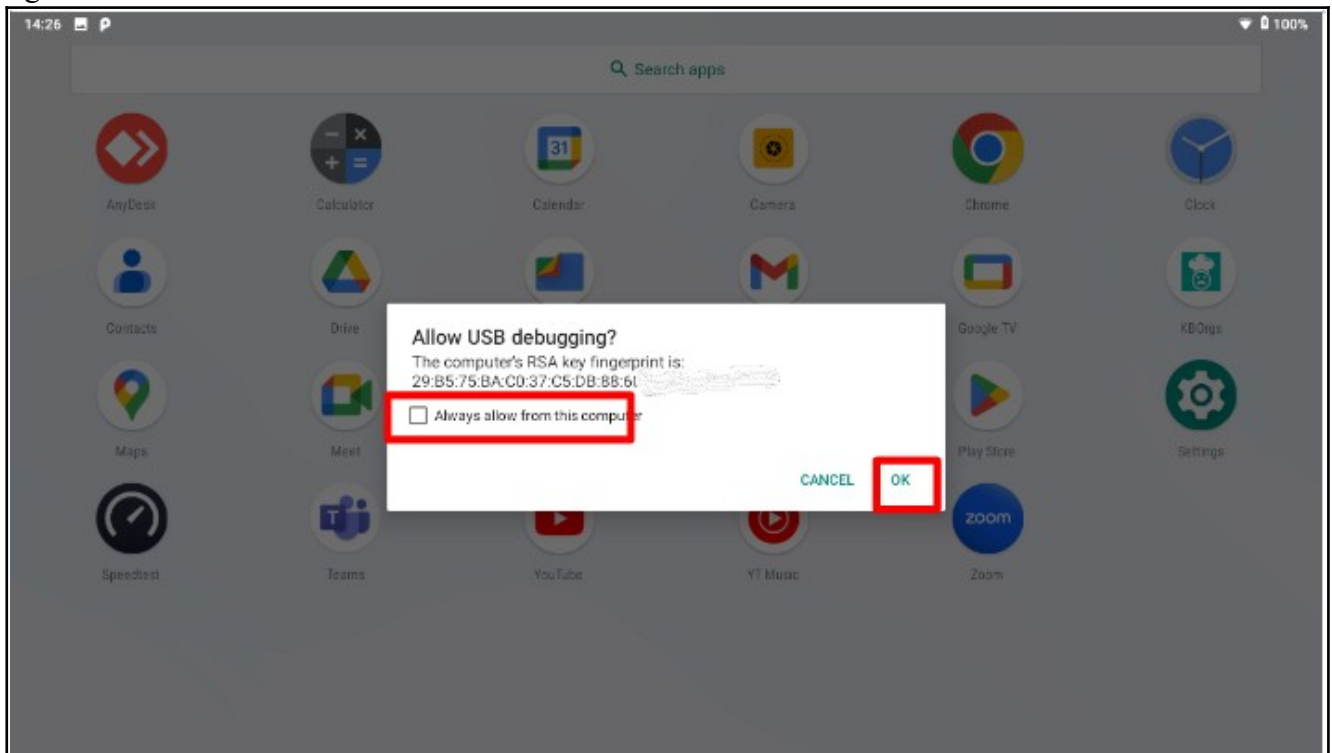




FIG 36: Click OK to enable the USB debugging

9. From MDM utility, click INSTALL button to install the MDM app in the target device.

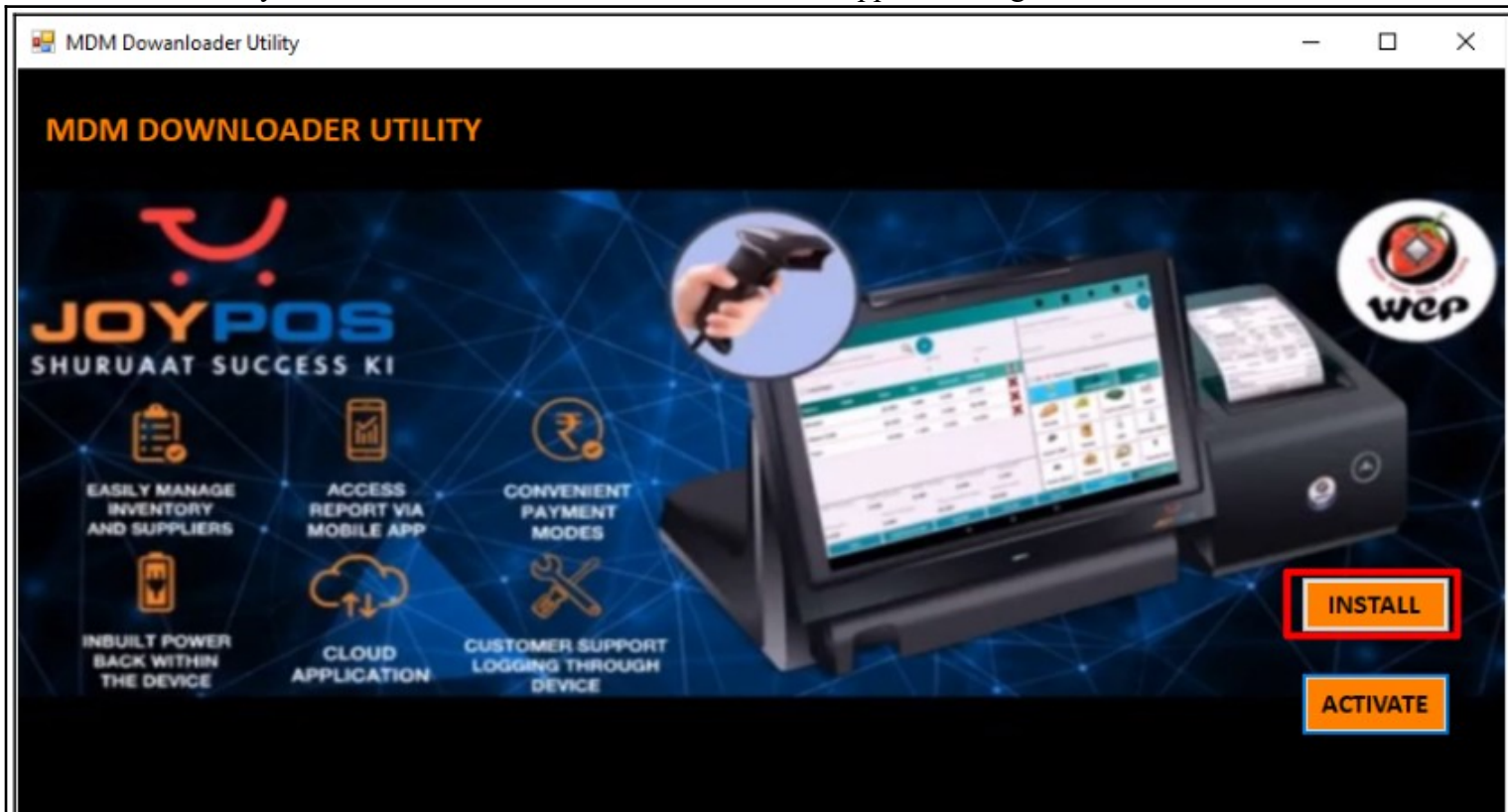


FIG 37: Click INSTALL to install the MDM in target device

After clicking of INSTALL button, a black screen may appear and will disappear automatically as shown below:

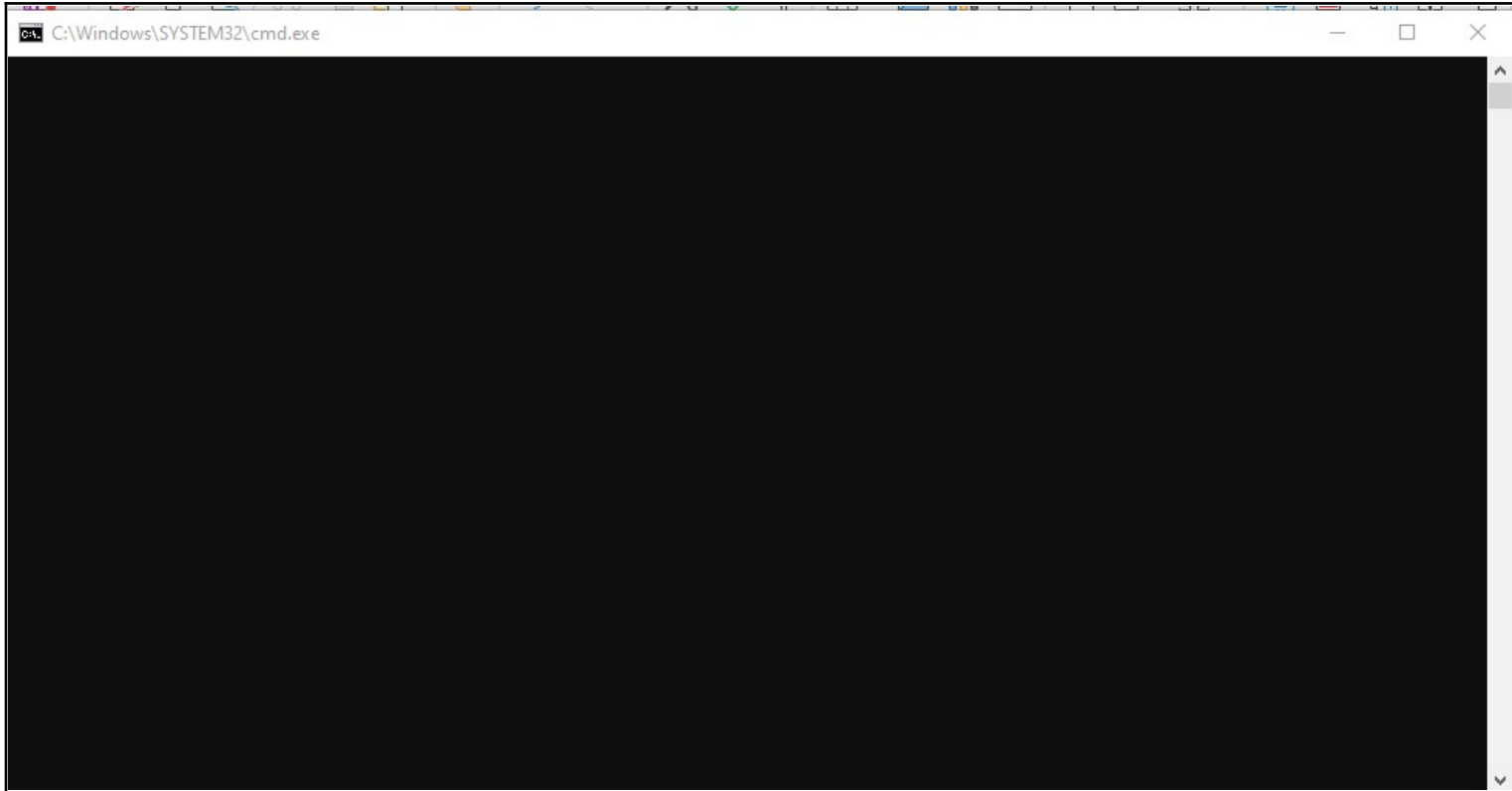


FIG 38: After clicking of install button, this screen will appear and disappear automatically

10. If Installation is successful, below message will appear in utility and application with name MDM will appear in application menu of target device.

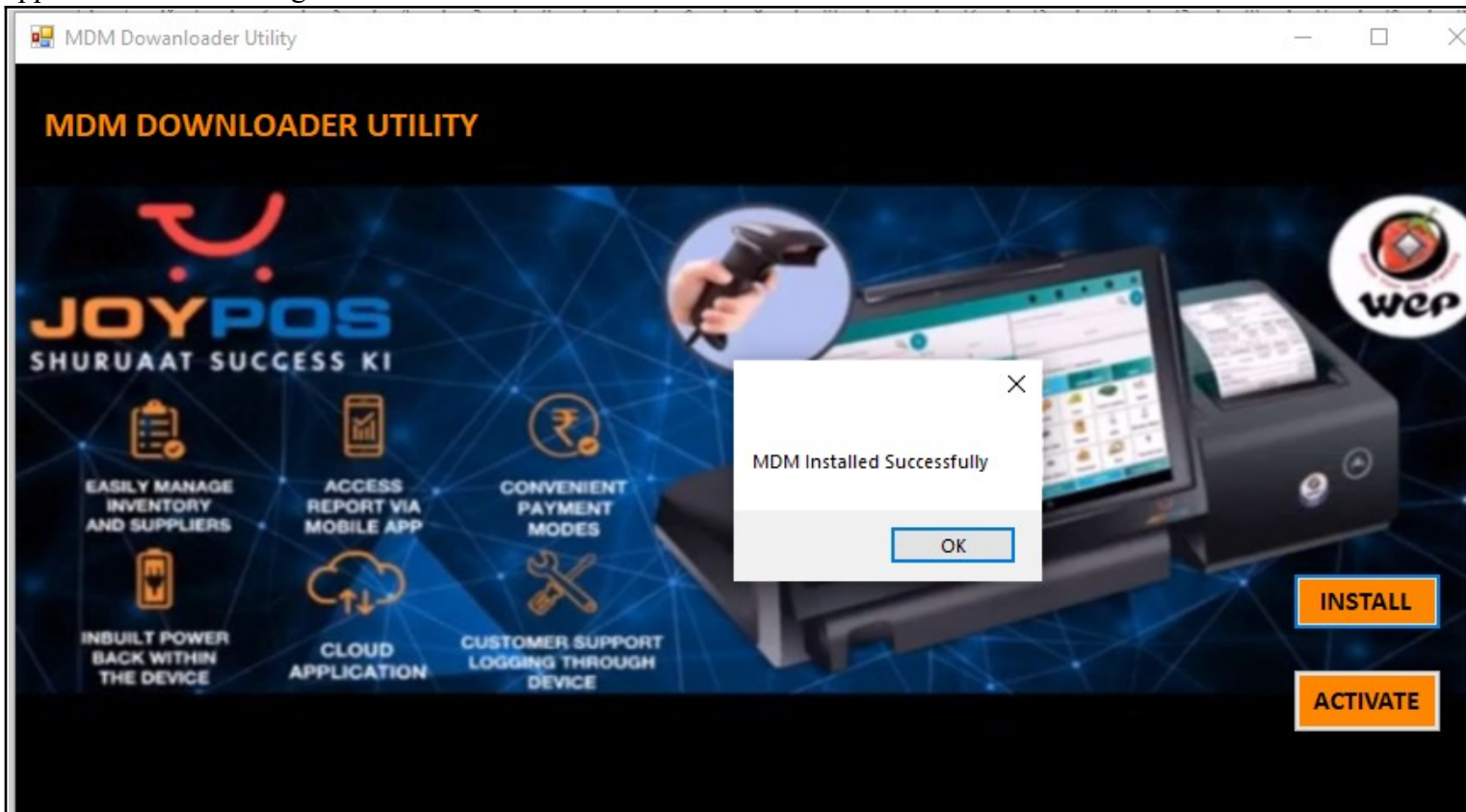


FIG 39: MDM installed Successfully message will appear



11. After Installation, click ACTIVATE button to activate the MDM app in the target device. After activation, turn off the developer options and OTG connection(if any).

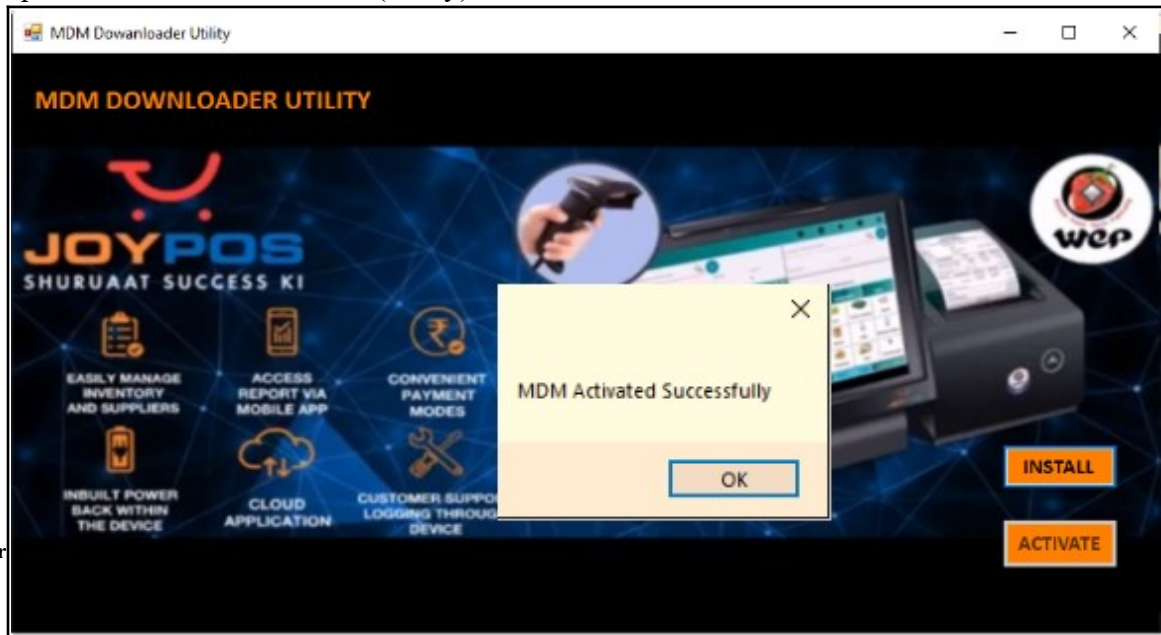


FIG 40: MDM activation Successfully message will appear

NOTE1: Make sure tablet is connected to PC at that time using USB cable and USB debugging option and developer option is enabled in the tablet.  
NOTE2: After activating the MDM, disable the USB debugging and developer option from the settings.