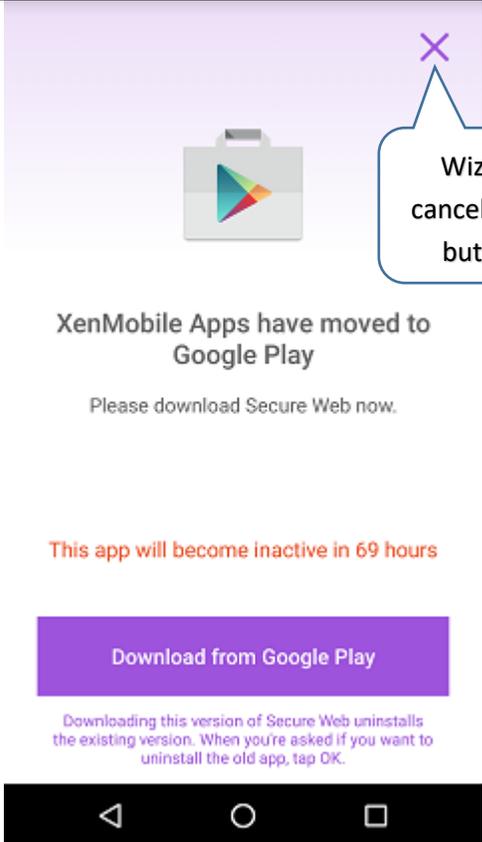# SIU's Secure App (XenMobile) Migration for Android

The version of the XenMobile we are currently using has reached its end of support lifespan. In order to maintain support for XenMobile and the associated apps (Secure Mail, Secure Web, etc.), the XenMobile software vendor requires that we upgrade to the latest supported version. The change from the current enterprise versions of the apps to the public versions is mandated by the new version of XenMobile. This migration is basically just un-installing the old apps that you currently have on your device and installing the new ones from the play store. This document will walk you through the process.

Important notes before beginning the migration to public apps…

- You DO NOT have to un-enroll and re-enroll your device even if the migration fails. Call the service desk to help you remove the old apps and install the new ones.
- Make sure you are on a good internet connection or the migration might fail. It can be either cellular or Wi-Fi.
- You MUST update to the latest Secure Hub from the play store BEFORE running through the wizard or it will probably fail.
- It's best to "sign in" to secure hub before migrating as well. If not, the public app will fail to open and take you back to the play store. Simply open secure hub and launch the new secure app (only Secure Mail and Web have the new blue icon) and it'll launch as expected.
- The wizards will fail if you don't see the Public Apps in our Secure Hub store. Please sign out of Secure Hub and then sign back in to refresh the store content.
- You can cancel the wizard for up to 7 days by clicking on the X in the upper right-hand corner of the wizard screen and the app will work as expected. After that, the enterprise app won't work at all and you'll have to migrate.
- If you happen to wait too long to migrate, the wizard will display that the old app is inactive. You'll still be able to export your settings and install the public apps without issue.
- You must migrate Secure Mail AFTER Secure Web so that your settings can be exported. You will lose all your saved settings if you don't export them first. This includes email signatures and out of office responses. QuickEdit, Secure Notes, and Secure Tasks do not have settings to export.
- The enterprise app will automatically be uninstalled when you install the public app when you use the wizard. You'll have to manually remove QuickEdit, Secure Notes, and Secure Tasks before installing the public versions.
- Screenshots are included to help with the migration to get you accustomed to switching back and forth from the Secure Hub app store and the Google Play app store.
- Don't panic because of all the steps. They're repetitive and they go pretty quick.
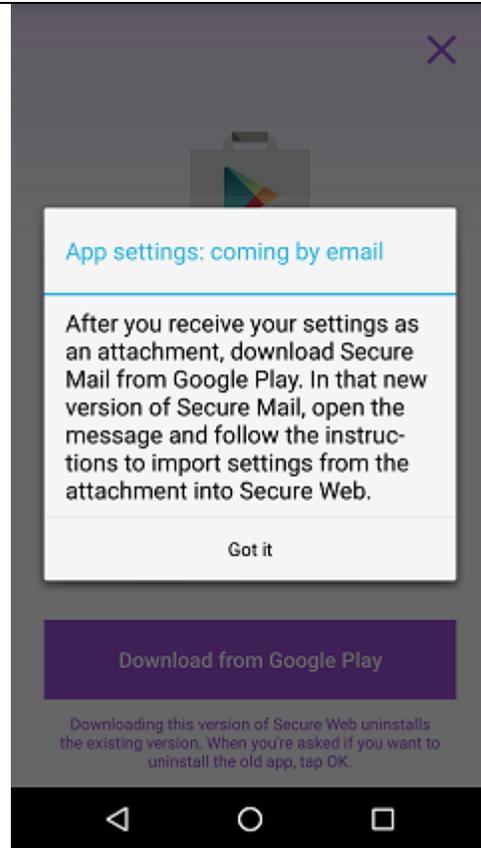- Lastly, you will NOT lose any data.

Now on to the good stuff!

Use the migration wizards for Secure Web and Secure Mail (in that order)

If you're not already there, open Secure Hub and go to My Apps and launch Secure **Web** (not Secure Mail, it has to be done after Secure Web).	
Be Patient, the wizard will start when you launch the mail or web app after your device has checked in with the server. You'll eventually see this window, **XenMobile Apps have moved to Google Play**, which allows you to download the public app. It also displays the app inactive timer to show you how much longer you have before the deadline. Tap the **Download from Google Play** button. The app will open normally if you do cancel the wizard. The wizard will appear each time you open the app.	✕ — *Wizard cancellation button* **XenMobile Apps have moved to Google Play** Please download Secure Web now. This app will become inactive in 69 hours **Download from Google Play** Downloading this version of Secure Web uninstalls the existing version. When you're asked if you want to uninstall the old app, tap OK.

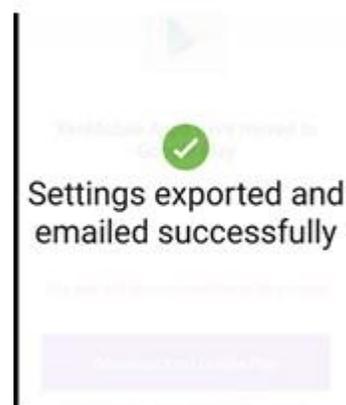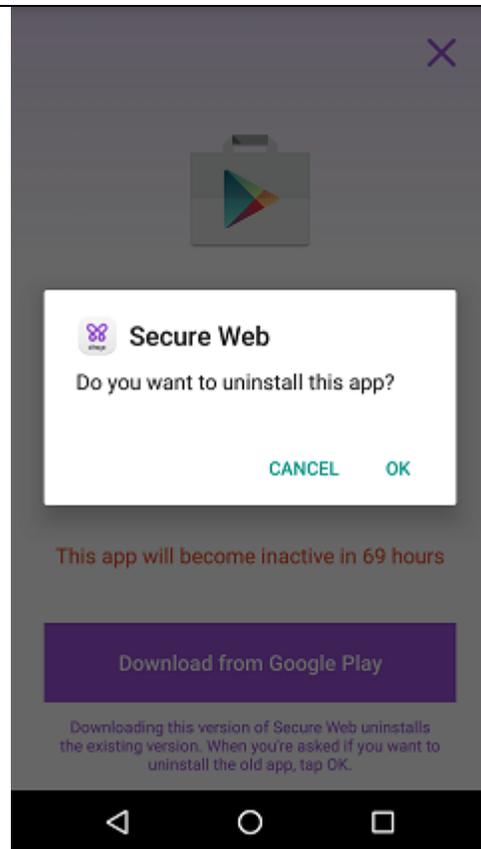|	
The **App settings: coming by email** dialog box is displayed to explain the settings export process. Tap **Got It**.	
You'll see this window that your settings were exported successfully. If you receive an error saying Secure Mail Not Installed, then you uninstalled the old app too soon. Your settings have been lost and will have to be re-entered in the new app. This window will disappear automatically after a few seconds.	

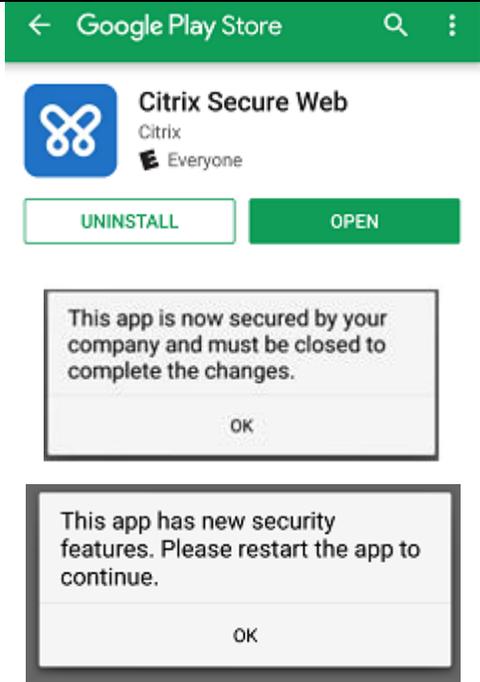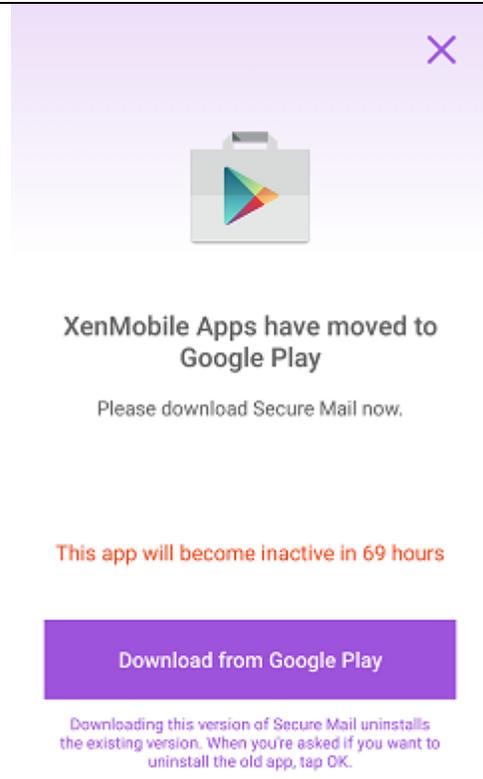|	
You'll now see this dialog box asking you to uninstall the old Secure Web app from your device. Again, be patient, it might not appear immediately. Tap **OK**.	
Once the un-install is finished, you'll be taken to the Google Play Store and the new public Secure Web app. Tap **Install**. Also keep in mind that the colors may change without notice.	

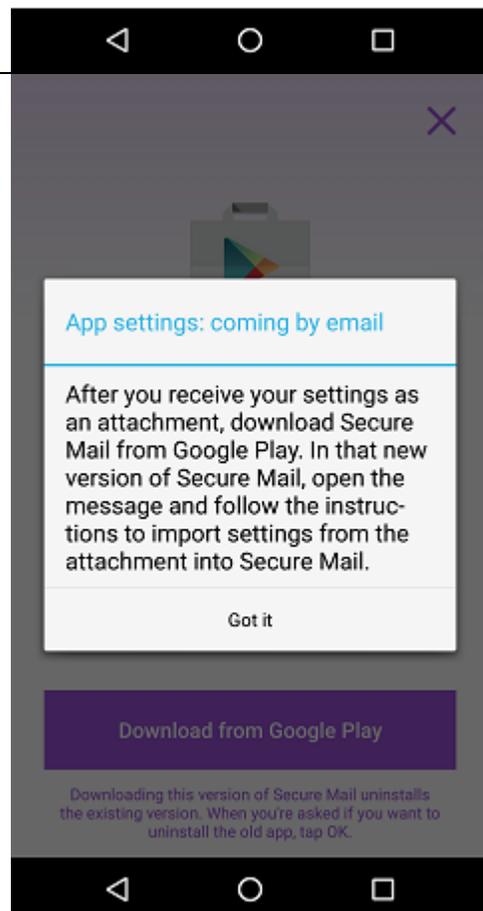|	
Once the installation is finished, **tap Open** and sign in to Secure Hub if necessary. You may see the one of the other two dialog boxes as well. Tap **OK** if you do.	 This app is now secured by your company and must be closed to complete the changes. OK This app has new security features. Please restart the app to continue. OK
Secure Web will now open to the SIU home page.	
Now on to Secure Mail!	
Go back to Secure Hub and go to My Apps and launch **Secure Mail** (not Secure Web this time)	

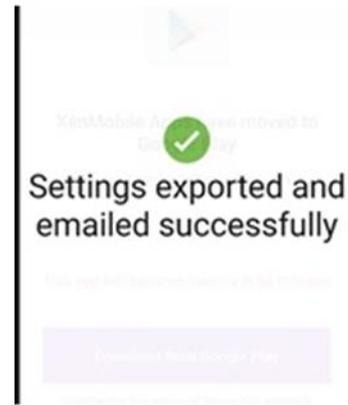|	
You'll see this window, **XenMobile Apps have moved to Google Play**, which allows you to download the public app. It also displays the app inactive timer to show you how much longer you have before the deadline. Tap the **Download from Google Play** button.	
The **App settings: coming by email** dialog box is displayed to explain the settings export process. Tap **Got It**.	

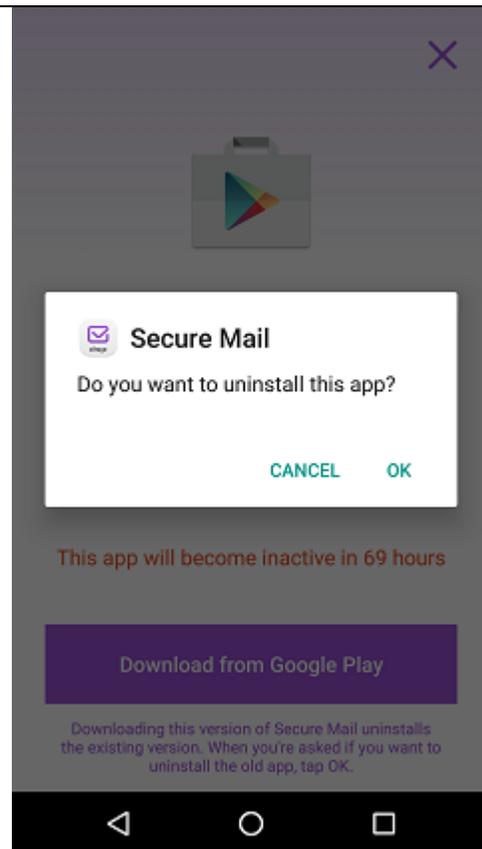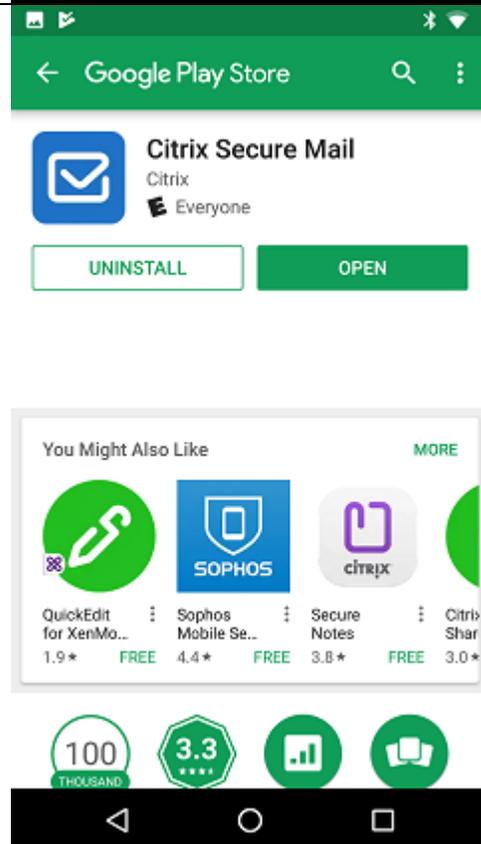|	
You'll see this window that your settings were exported successfully. If you receive an error saying Secure Mail Not Installed, then you uninstalled the old app too soon. Your settings have been lost and will have to be re-entered in the new app. This window will disappear automatically after a few seconds.	
You'll now see this dialog box asking you to uninstall the old Secure Mail app from your device. Tap **OK**.	

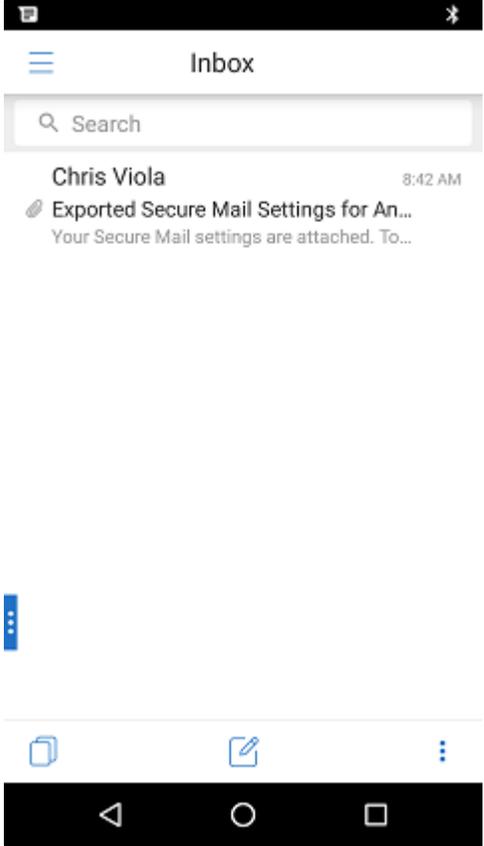|	
Once the un-install is finished, you'll be taken to the Google Play Store and the new public Secure Mail app. Tap **Install**. Also keep in mind that the colors may change without notice.	
Once the installation is finished, **tap Open** and sign in to Secure Hub if necessary.	

You'll be prompted to enter your **email** password so it can sync with the email servers.	
Secure Mail will now open and display your Inbox.	

Import your saved settings	
If you successfully exported your settings, you'll see an email from you with this subject line: Exported Secure Mail Settings for Android Tap the email to open it	

Tap on the attachment named: SecureMail_Settings.worxmail The Secure Web attachment is named: SecureWeb_Settings.worxmail	
Tap **Import** to import your settings	

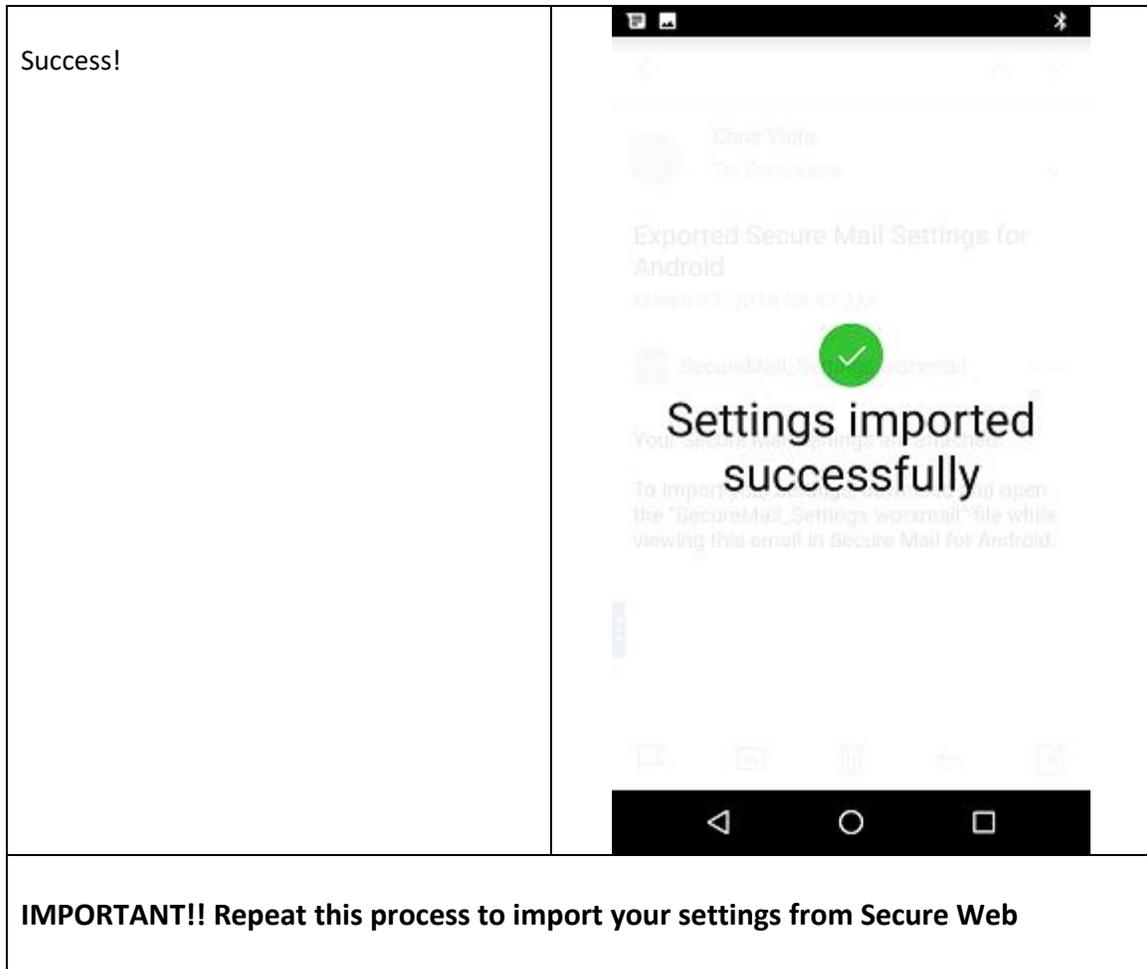| Success!	
IMPORTANT!! Repeat this process to import your settings from Secure Web	

You're now all done with the Mail and Web wizards but continue on with the other apps…

NOTE: QuickEdit, Secure Notes and Secure Tasks do not have migration wizards and will have to be done manually following the steps below.

1. If you're not already there, open Secure Hub and go to **My Apps**
2. Locate **QuickEdit** and then tap **More**
   Skip to step #6 if QuickEdit is not there. Keep in mind that QuickEdit is required to view PDF's.
3. Tap **Remove App**
   Keep in mind that this app doesn't have any settings to export
4. Tap **OK** to uninstall the app
5. Be patient until the app disappears from the **My Apps** window
   Make sure you're on a good connection or the removal process might fail. Simply repeat the process if you don't see the dialog to confirm app removal.
6. Now locate the **Secure Notes** icon and then tap **More**
   Skip to step #10 if Secure Notes is not there
7. Tap **Remove App**
   Keep in mind that this app doesn't have any settings to export
8. Tap **OK** to uninstall the app

9. Be patient until the app disappears from the **My Apps** window
10. Locate **Secure Tasks** and then tap **More**
    Skip to step #14 if Secure Tasks is not there
11. Tap **Remove App**
    Keep in mind that this app doesn't have any settings to export
12. Tap **OK** to uninstall the app
13. Be patient until the app disappears from the **My Apps** window

14. Now press the menu button in the upper left-hand corner of **Secure Hub**
    It's the three horizontal lines button
15. Tap on **Store**
16. Now tap on the **Categories** heading
17. Tap **Public Apps**
    This will only show you the correct apps to be installed. **Secure Mail** and **Web** should have a blue check box above **Details** for that app so you don't need to install them again
18. Tap the icon for **QuickEdit** and then tap the **Add** button
    This will now open the Google Store Play Store
19. Tap the **Install** button
20. Tap the **Accept** button to accept all of the permissions
    If the installation fails here it's because you didn't remove it in the previous steps. Simply go back to step one and start over.
21. Tap the **Open** button to open it once it's finished installing
22. If you see the dialog about new security features, Tap **OK**
    QuickEdit will now open

    IMPORTANT! Secure Notes and Secure Tasks do not have to be installed if you never use them. If that's the case then you can skip the rest of this and you're all done!

23. Now go back to **Secure Hub**
24. Tap the blue left-arrow button just below the menu button in the upper left-hand corner of **Secure Hub**. Don't panic if you get back to My Apps, simply tap the menu button again and choose Store.
25. Tap the icon for **Secure Notes** and then tap the **Add** button
    This will now open the Google Store Play Store
26. Tap the **Install** button
27. Tap the **Accept** button to accept all of the permissions
    If the installation fails here it's because you didn't remove it in the previous steps. Simply go back to step one and start over.
28. Tap the **Open** button to open it once it's finished installing
29. If you see the dialog about new security features, Tap **OK**
30. **Secure Notes** will now open
31. Now go back to **Secure Hub** again
32. Tap the blue left-arrow button just below the menu button in the upper left-hand corner of **Secure Hub**. Don't panic if you get back to My Apps, simply tap the menu button again and choose Store.
33. Tap the icon for **Secure Tasks** and then tap the **Add** button
    This will now open the Google Store Play Store
34. Tap the **Install** button

35. Tap the **Accept** button to accept all of the permissions
    If the installation fails here it's because you didn't remove it in the previous steps. Simply go back to step one and start over.
36. Tap the **Open** button to open it once it's finished installing
37. If you see the dialog about new security features, Tap **OK**
38. **Secure Tasks** will now open

Now you're done with everything!

Please contact tech support at techsupport@siumed.edu or 217-545-4357 if you have additional issues.