WorkspaceOne Install Guide

Please select your operating system below and follow the install guide.

- Install the asset management agent after hours if possible, and not while actively working in applications
- After installation completes please restart your laptop
- Quit all applications such as (Outlook, Slack, Zoom, etc.) and leave your machine running so it can download/install any missing core apps
- If you see any error messages during or after the install, please share with helpdesk@couchbase.com
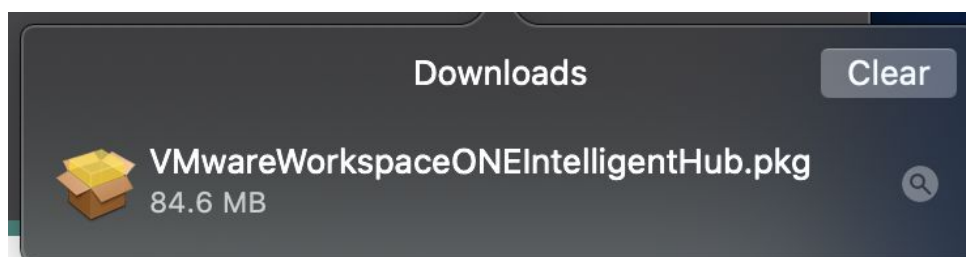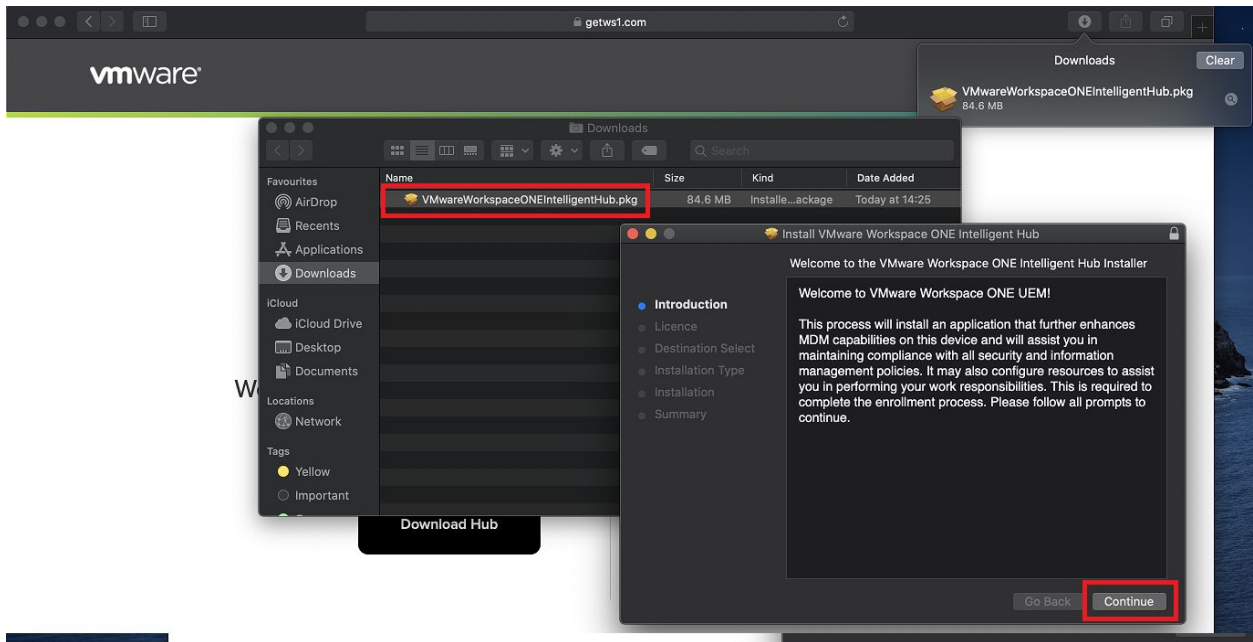
Contents:

Mac OS

1. Navigate to the following URL - https://getws1.com/
2. Click the "**Download Hub**" button on the left for macOS.
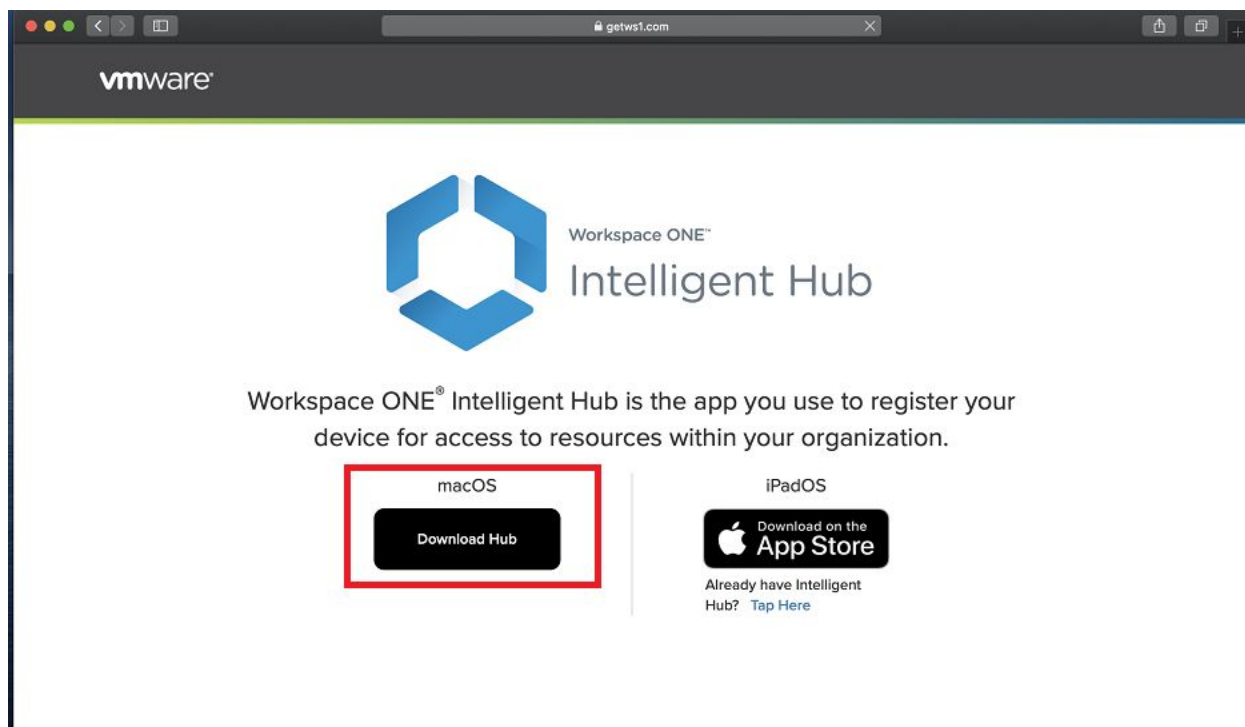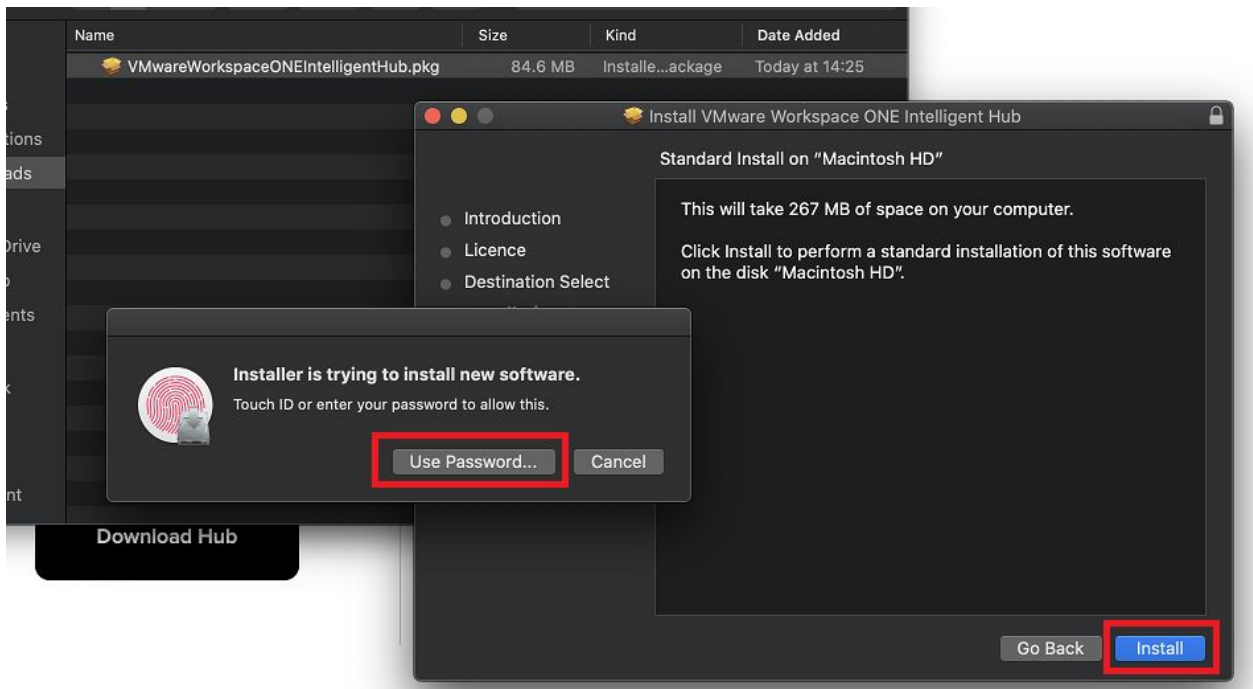

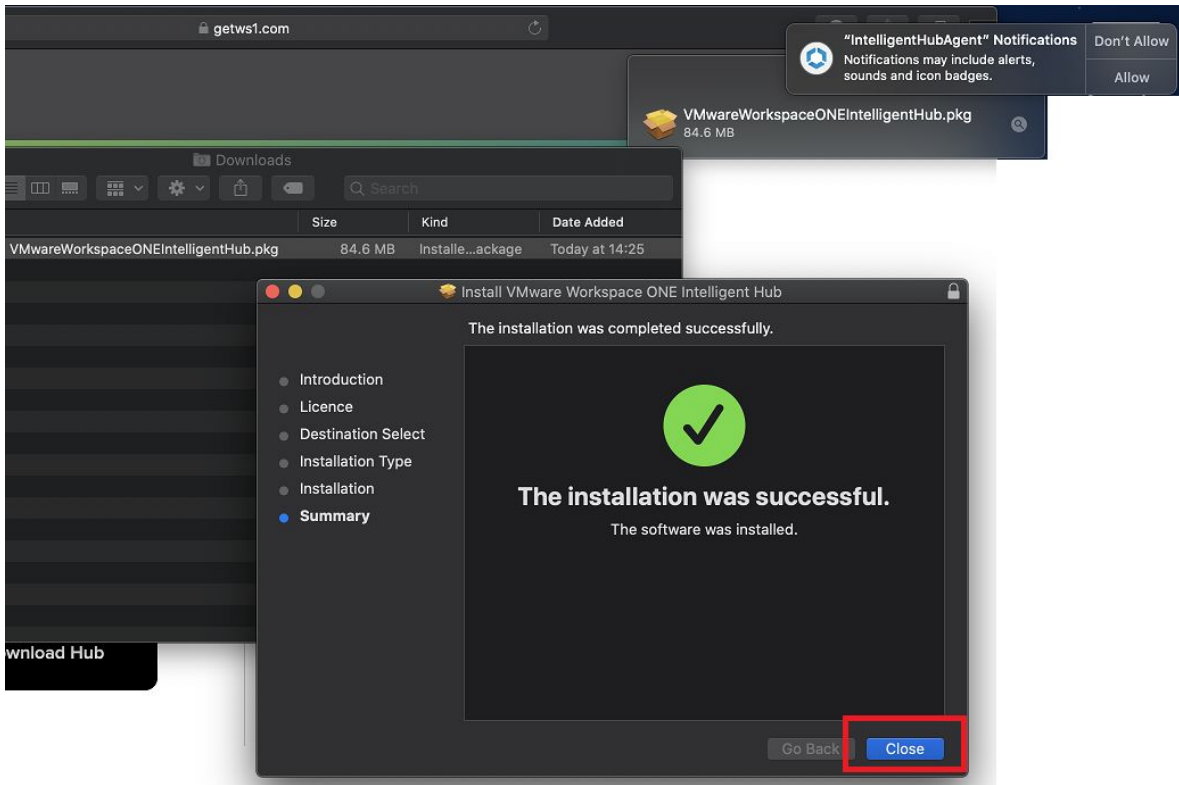3. This will download the agent installer package.

4. Double click the installer package to launch the install dialog box and click continue.
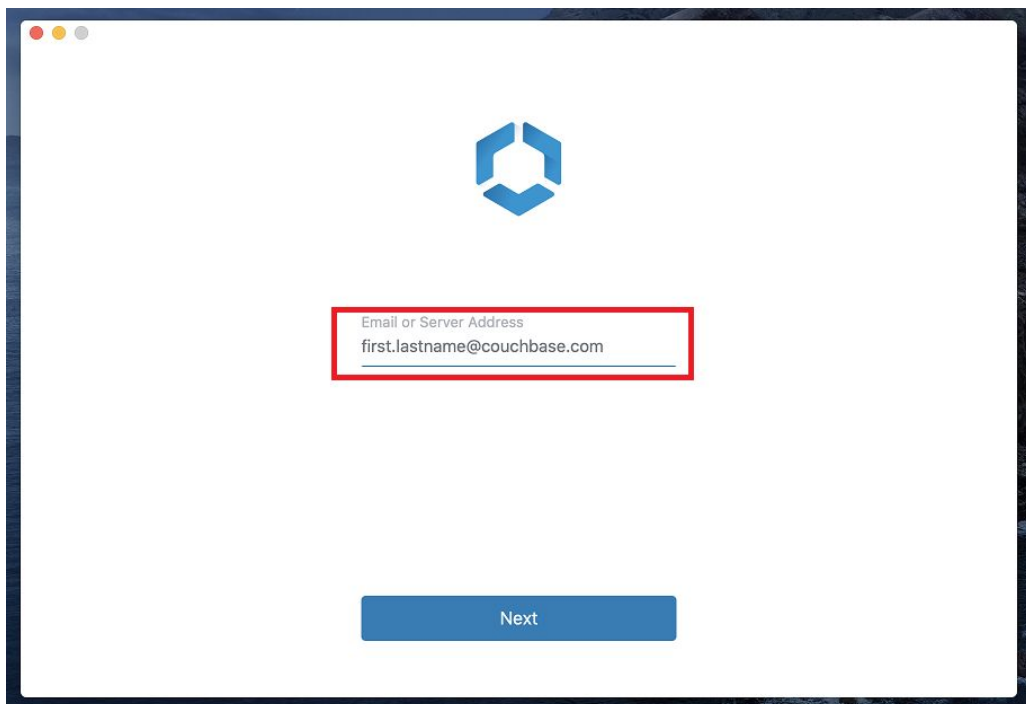

5. During the install you'll be prompted to enter your computer login password or Touch ID (if setup).

7. Once the installation completes click the **Close** button.

8. A new window should launch, enter your Couchbase email address and click **Next**.

You might encounter an issue where the system doesn't recognize your email address after clicking **Next, and will return an error. If this happens please enter the following information *instead* of your email address.

Server Address: ds1380.awmdm.com   (Then click next and enter Group ID below)
Group ID: COUC7467

9. You should see a notification prompt asking for the Workspace ONE Hub to allow notifications, click **Allow**.
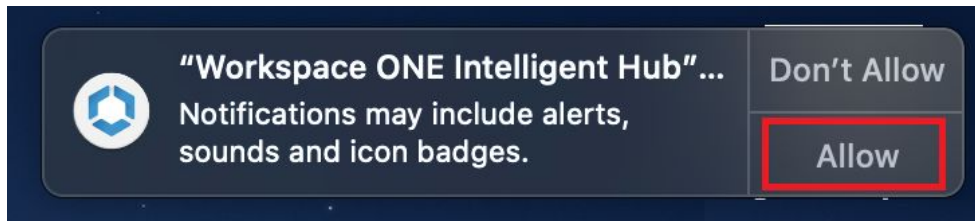

10. In the next window you'll see an Okta login prompt. Enter your Couchbase email and Okta password, and click **Sign In**.
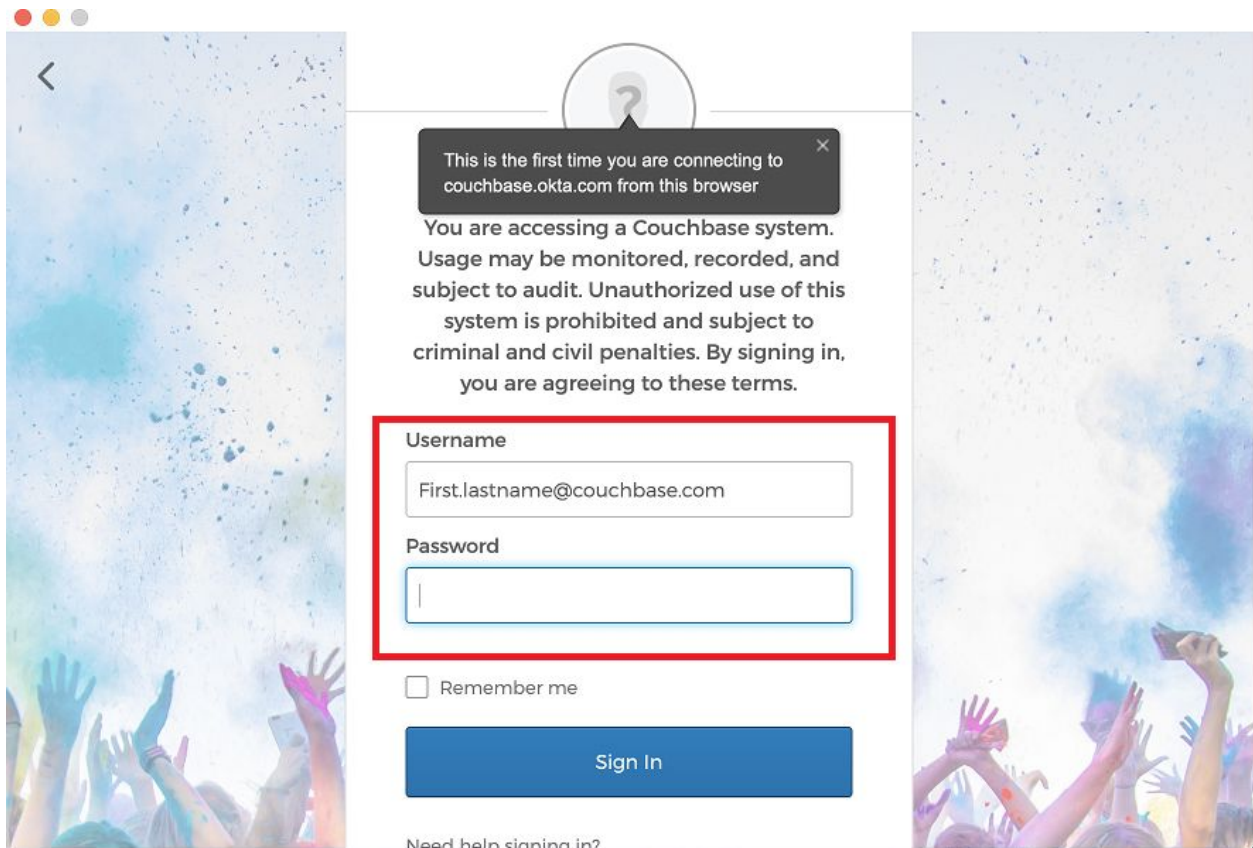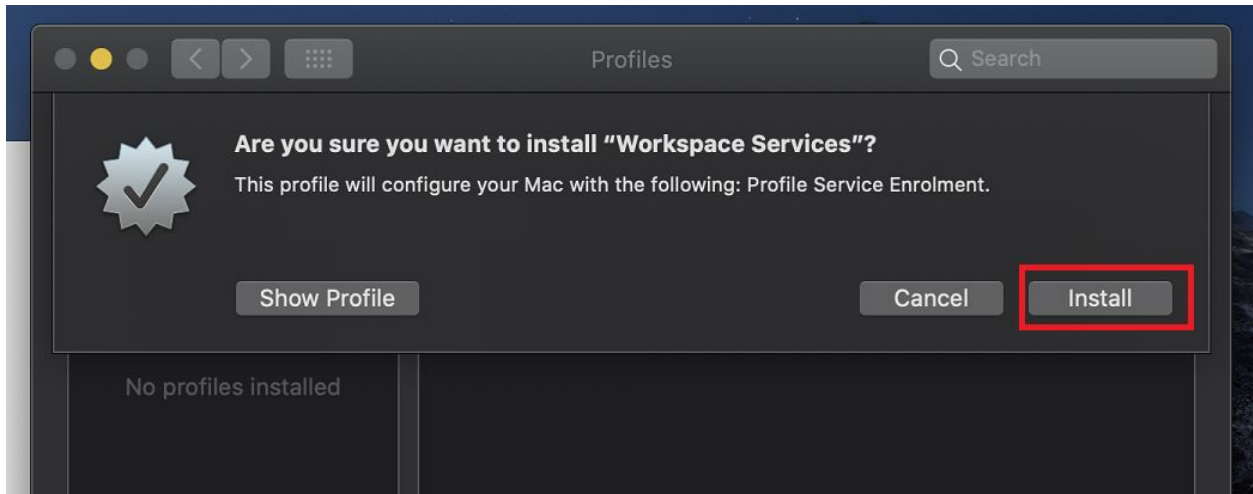
11. You should then get a 2FA prompt, depending on what method you chose during your initial OKta setup, you'll need to use your mobile device to check your notification to authenticate.
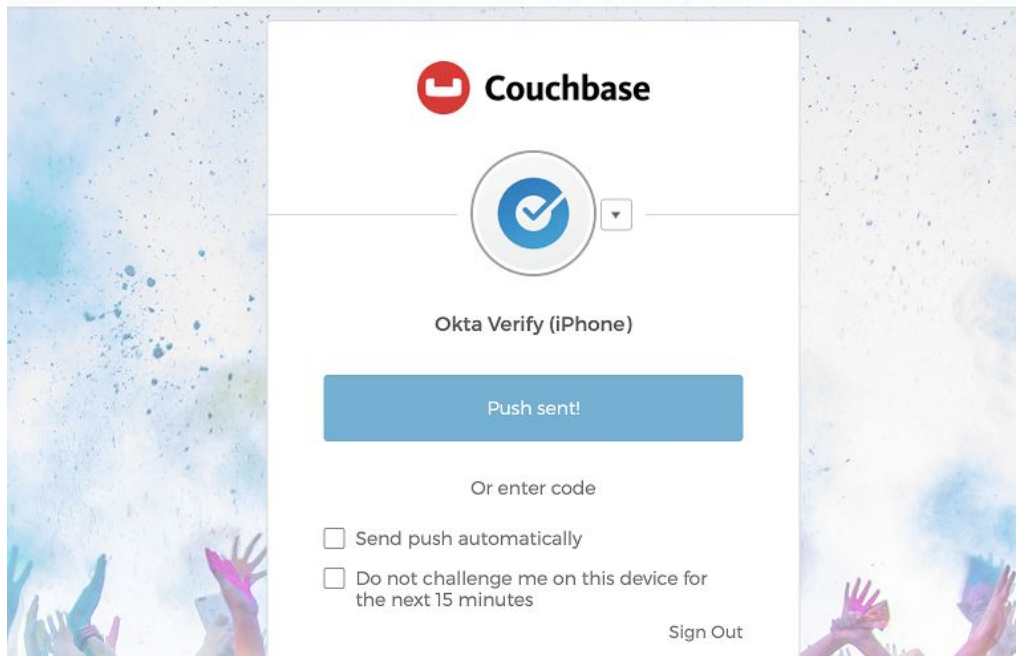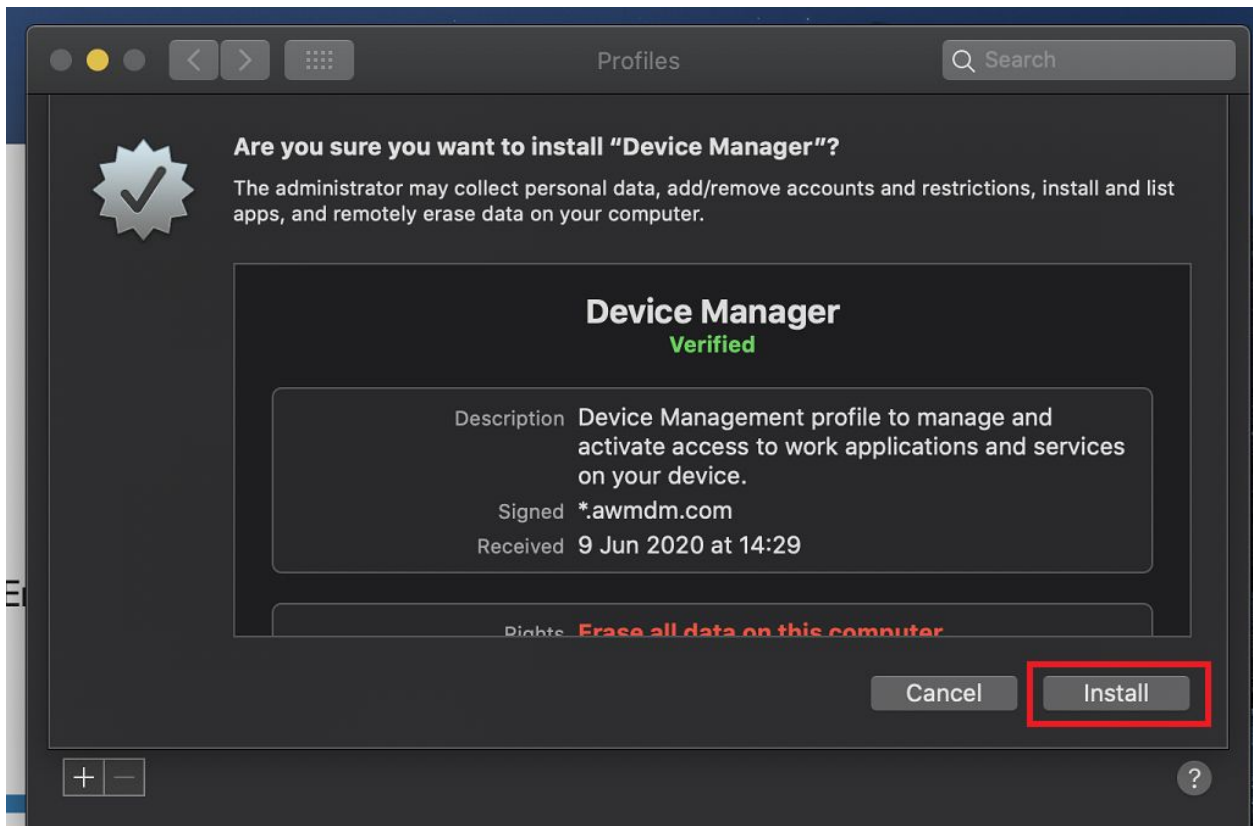

12. You should see a prompt advising the Workspace Services list. Click **Next**.
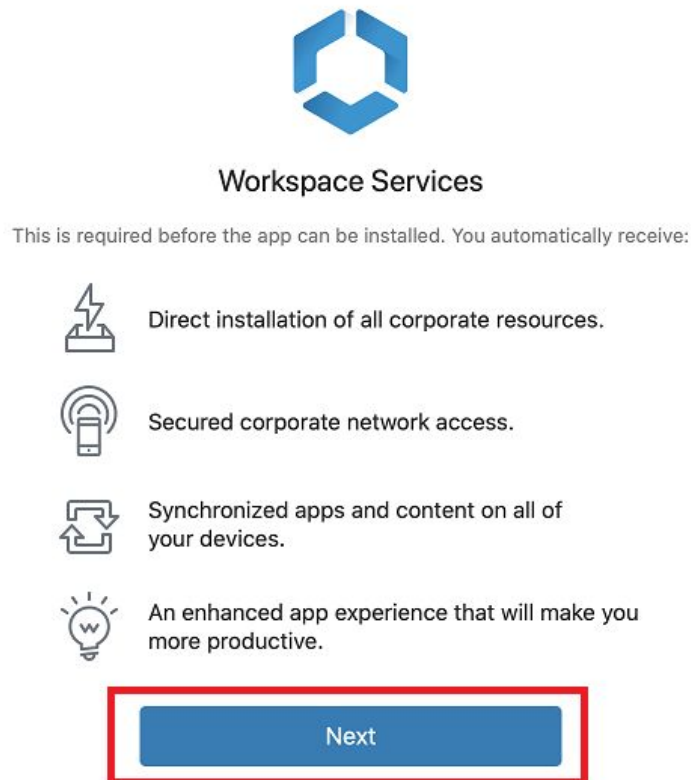
13. The next step is to install the Workspace Services profile. Click **Install**.

14. The last step is to install the Device Manager for the endpoint. Click **Install**.
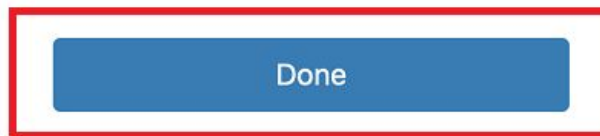
15. You've successfully installed the endpoint agent on your computer! Click **Done**.

Congratulations

✓ Your device has been successfully enrolled!

✓ You now have secure access to your corporate resources.

Done

You have successfully installed the MDM agent on your device and synced it with your Okta account for company management.

If you encounter any issues please contact helpdesk@couchbase.com - thank you.

Windows OS

1. Navigate to the following URL - https://getws1.com/
2. Click the blue button, "**Download Hub for Windows 10**".

3. The endpoint agent installer should download.
4. Double-click the installer from where you saved it to launch the install.
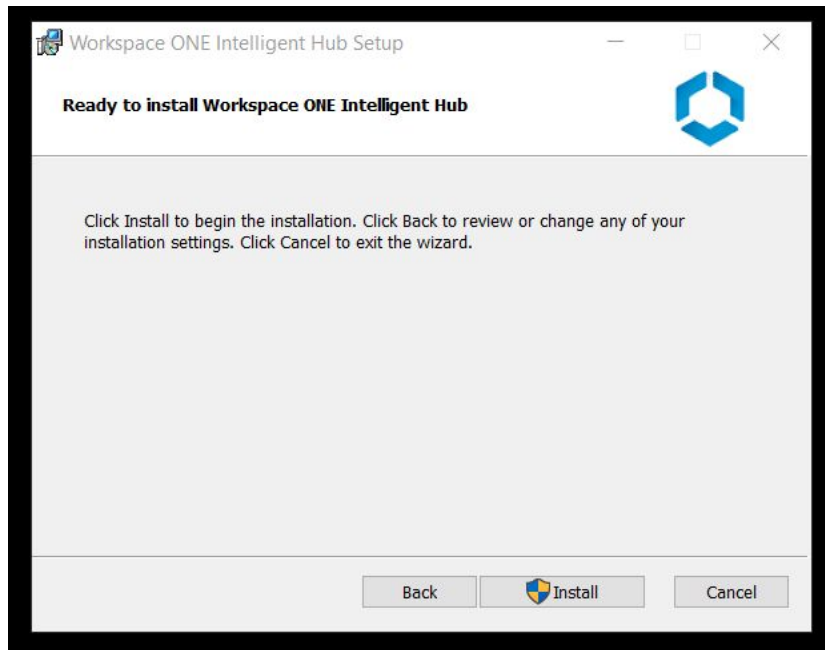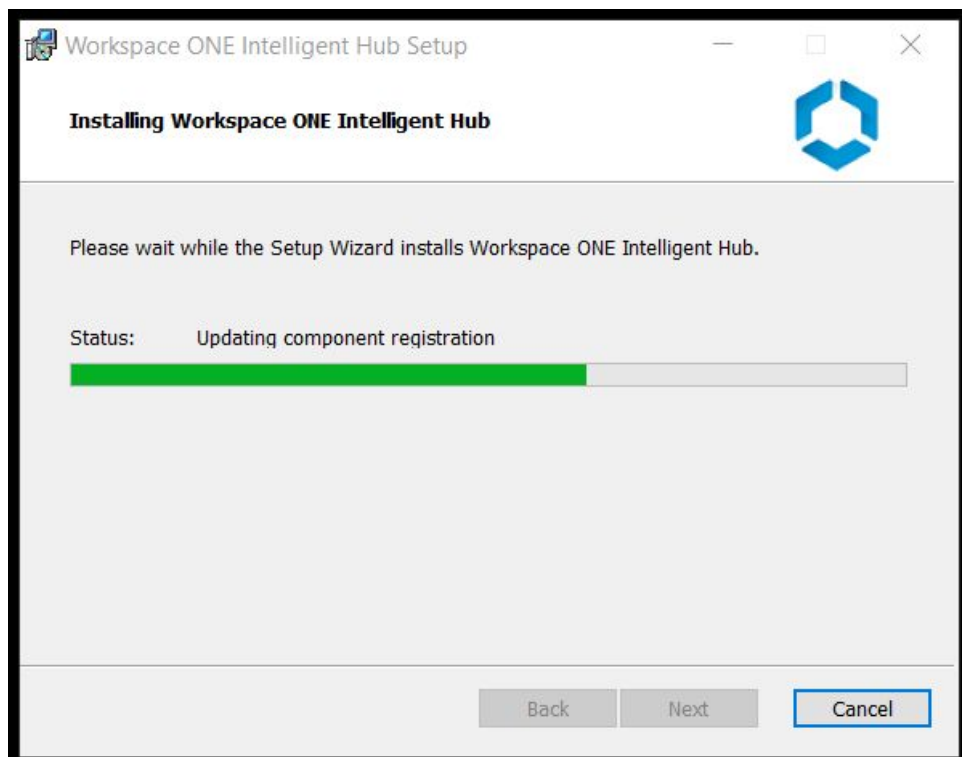
5. Click **Next** to start the installation.
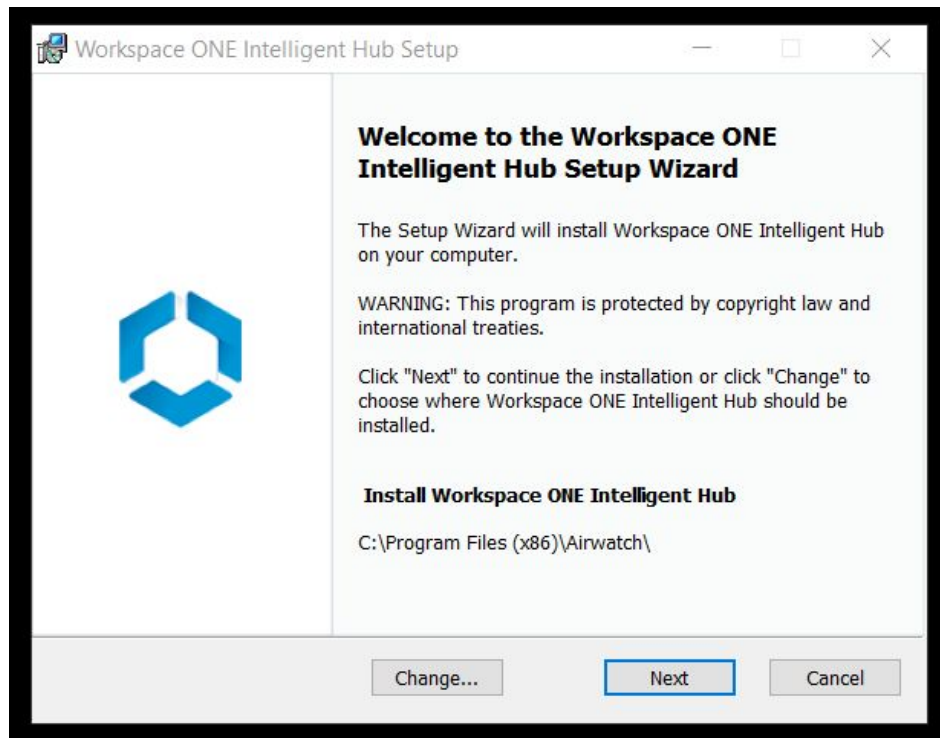
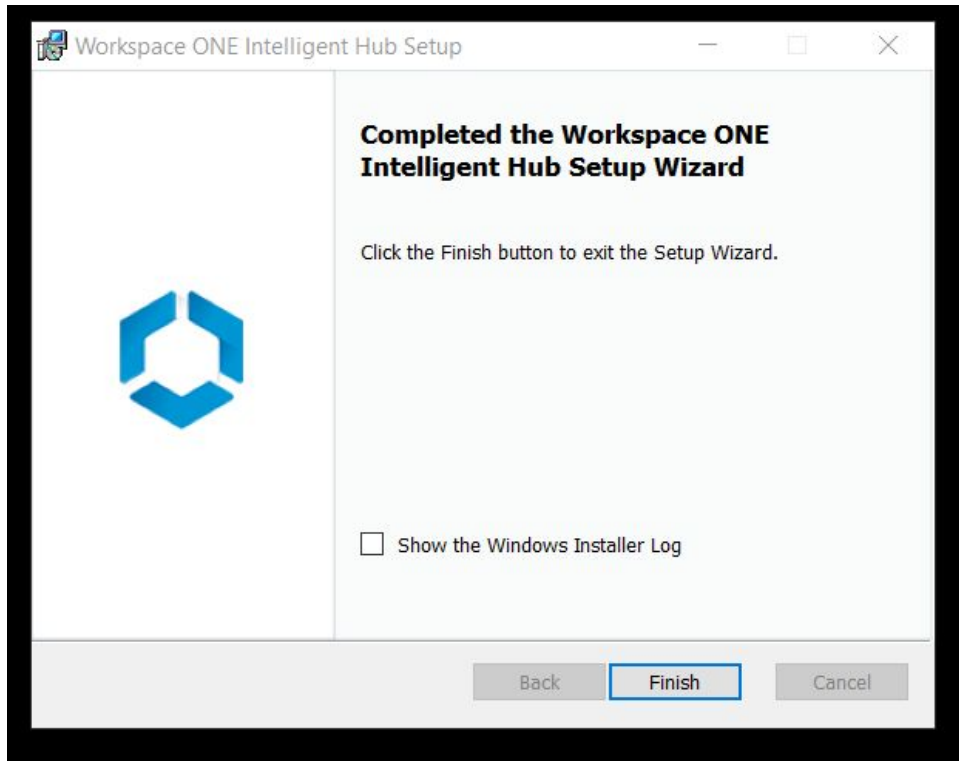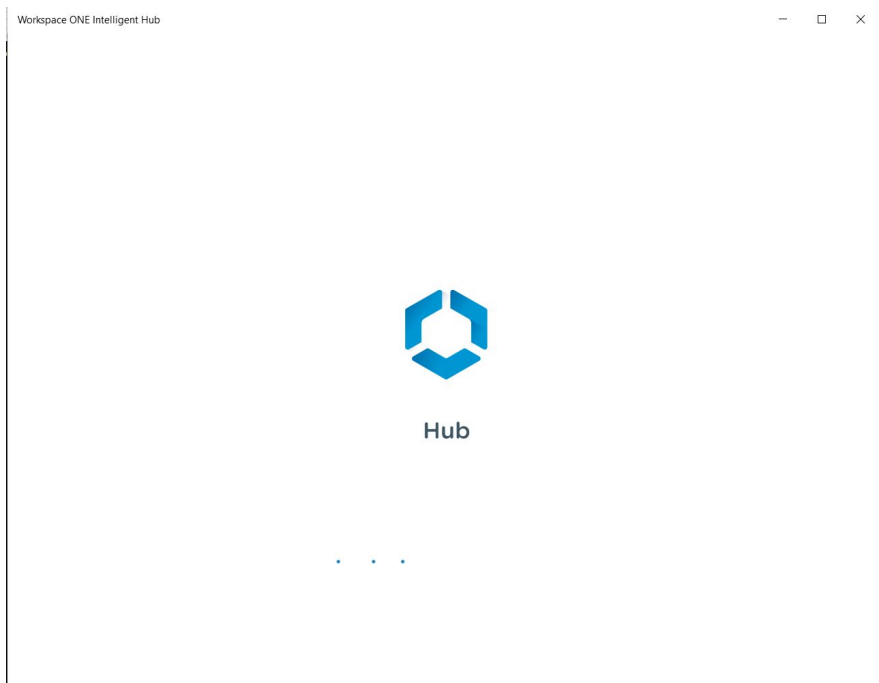6. Accept the License Agreement: Click **Next**.
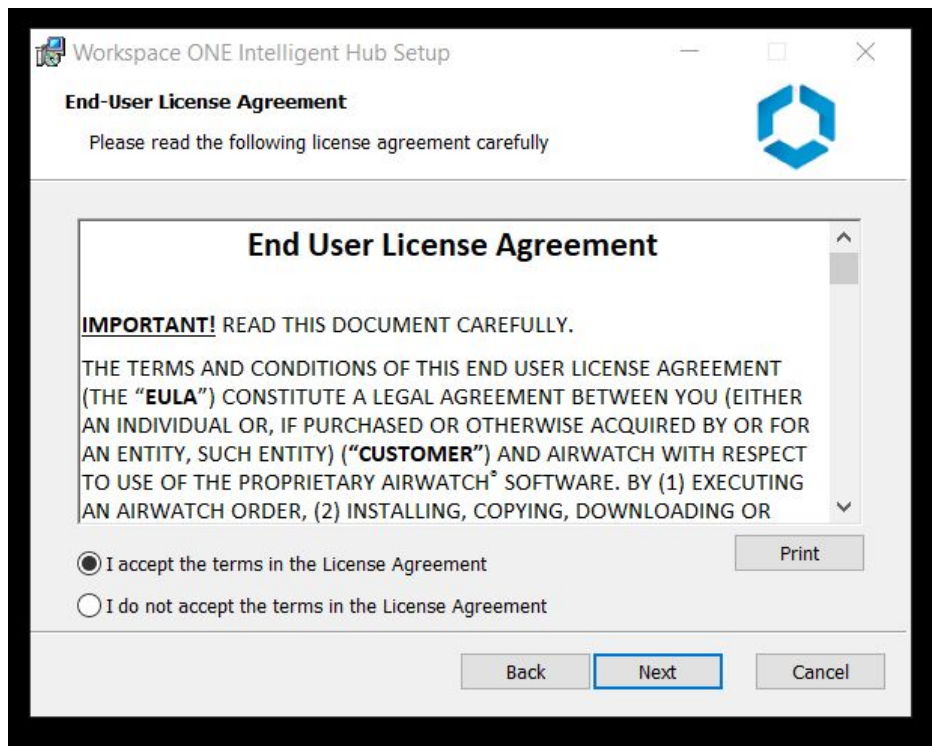
7. Click **Install**.

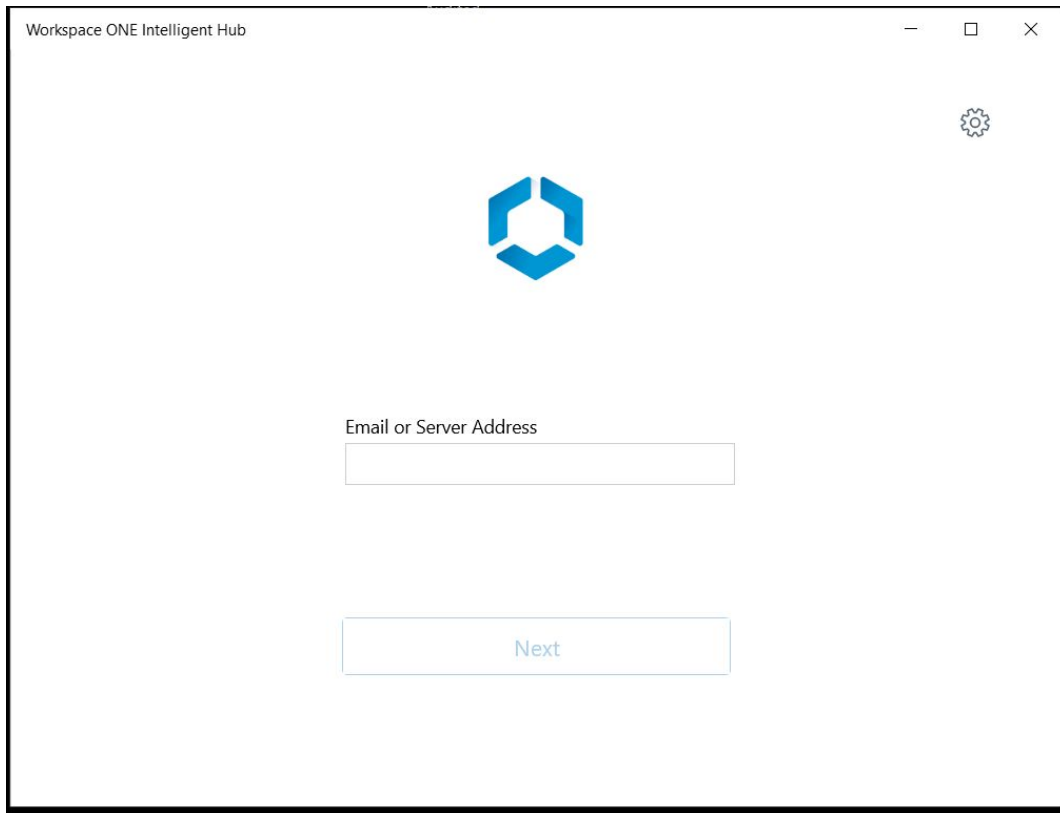8. Wait for the installer progress to complete.

9. Click **Finish**.

10. A window should appear finalizing the agent/hub installation.

11. Enter your Couchbase email address and click **Next**.

You might encounter an issue where the system doesn't recognize your email address after clicking **Next, and will return an error. If this happens please enter the following information *instead* of your email address.

Server Address: ds1380.awmdm.com   (Then click next and enter Group ID below)
Group ID: COUC7467

12. You should see an Okta login prompt. Enter your Couchbase email address and Okta password and click **Sign In**.

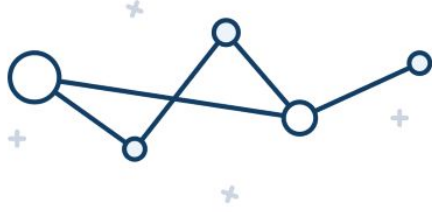13. You should get a 2FA prompt, depending on what method you chose during your initial Okta setup, you'll need to use your mobile device to check your notification to authenticate.
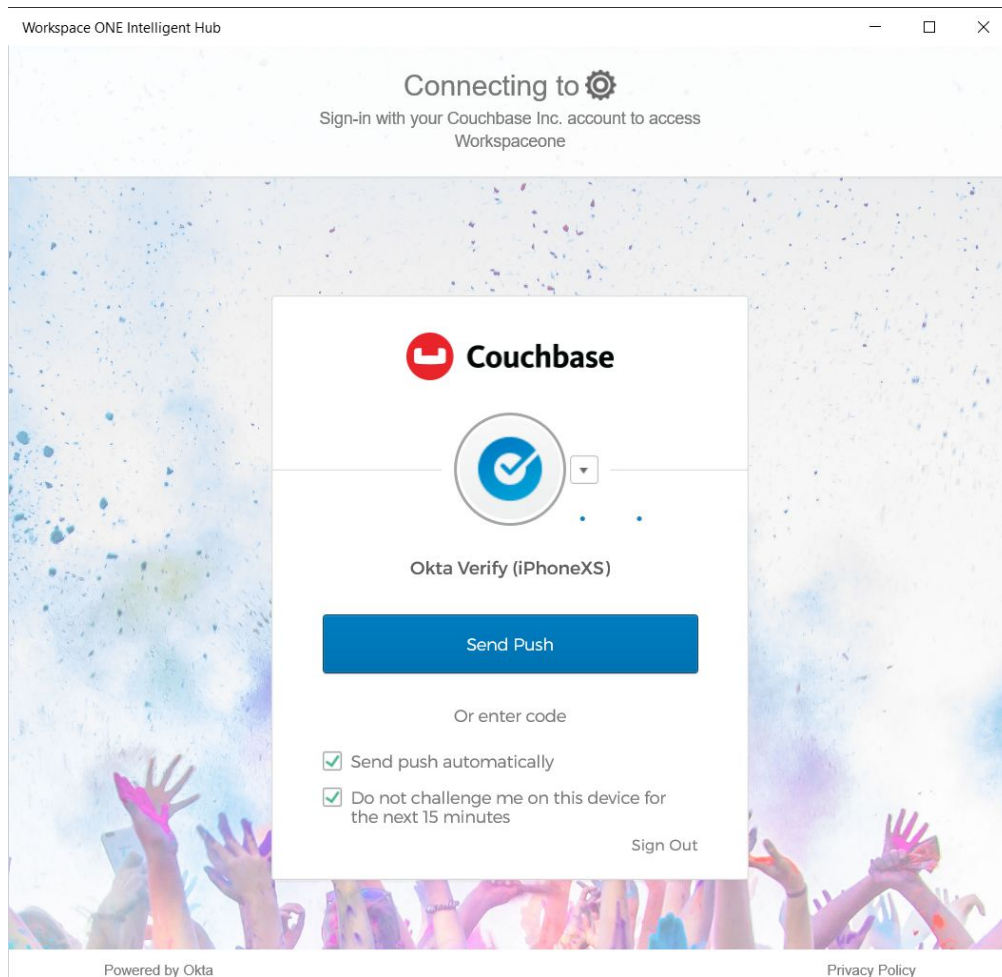
14. You should see a new prompt, click **I Agree**.

15. You should see a completion prompt, click **Done**.
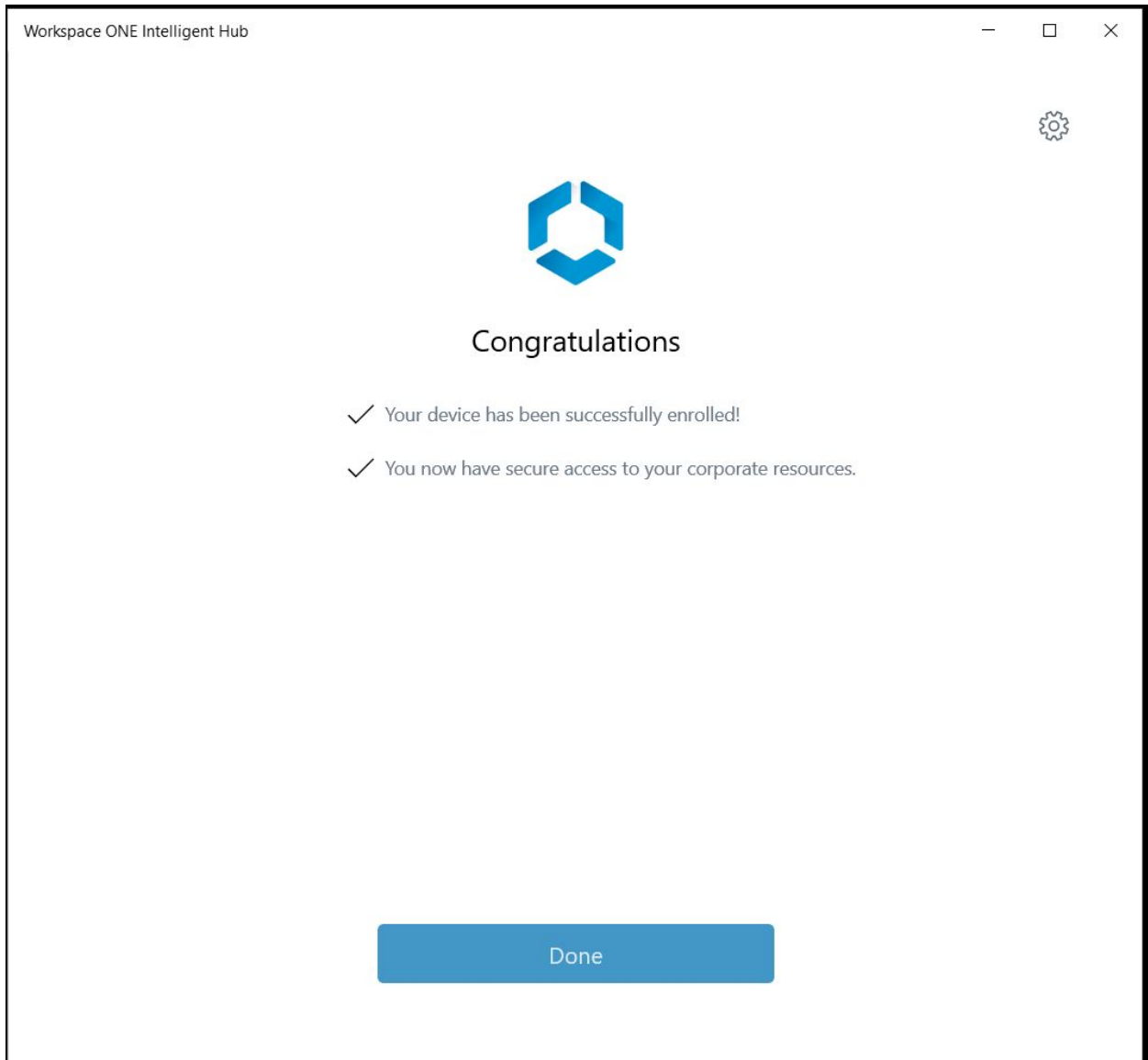
16. You'll see a window like the below pop-up, **please close this**. We're not currently utilizing the Hub functionality. <u>This window only appears at the end of the install and will not pop-up again after restart or shutdown.</u>
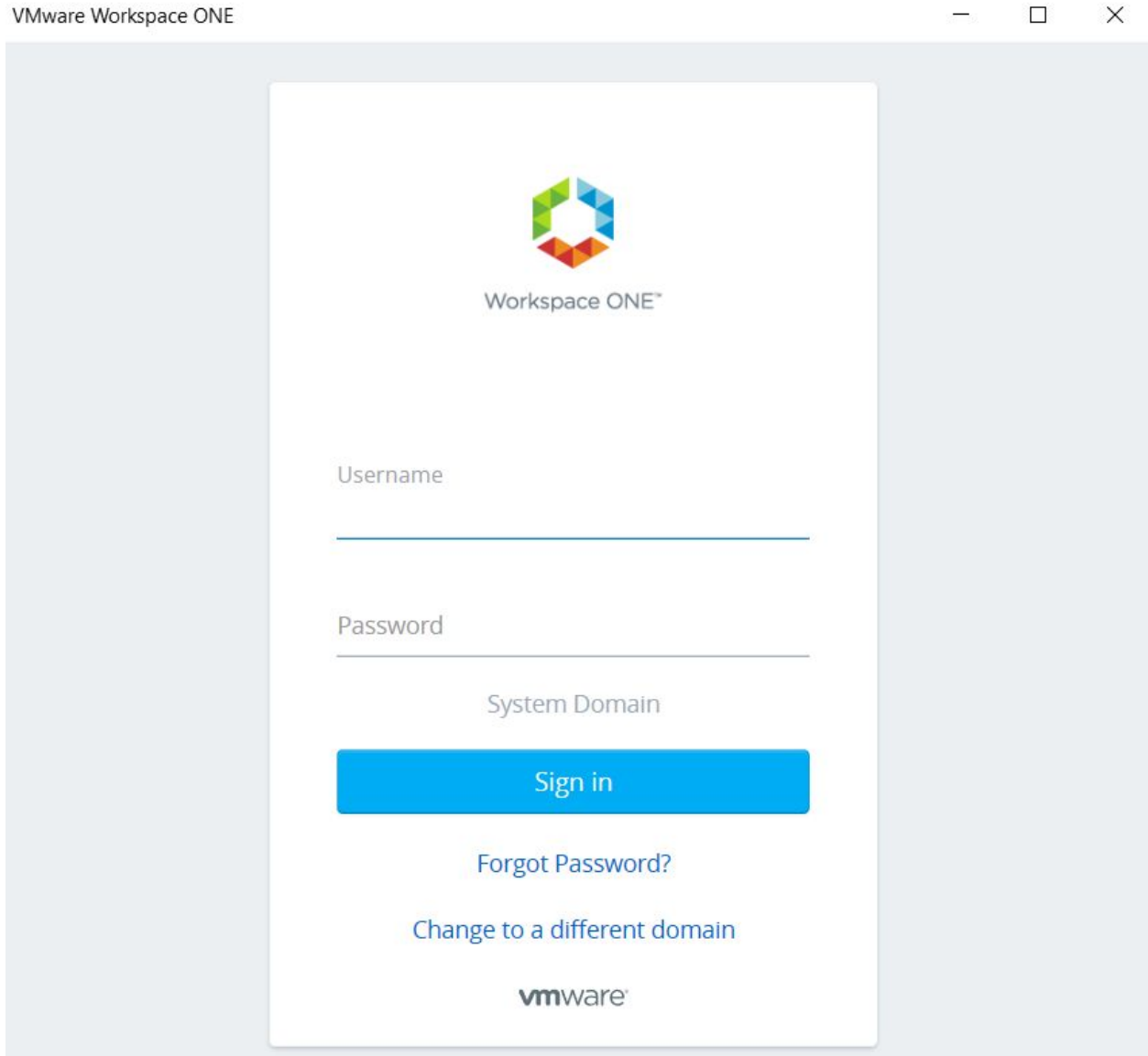
You have successfully installed the MDM agent on your device and synced it with your Okta account for company management.

If you encounter any issues please contact helpdesk@couchbase.com - thank you.

Linux

1. Although MDM supports Linux systems we are not yet requiring Linux users to register their company laptops with MDM at this time. Further communications will follow at the appropriate time to have this OS base register their machine with MDM at a future date.

Any questions or concerns with this please contact helpdesk@couchbase.com - thank you.