

WorkspaceOne Install Guide

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

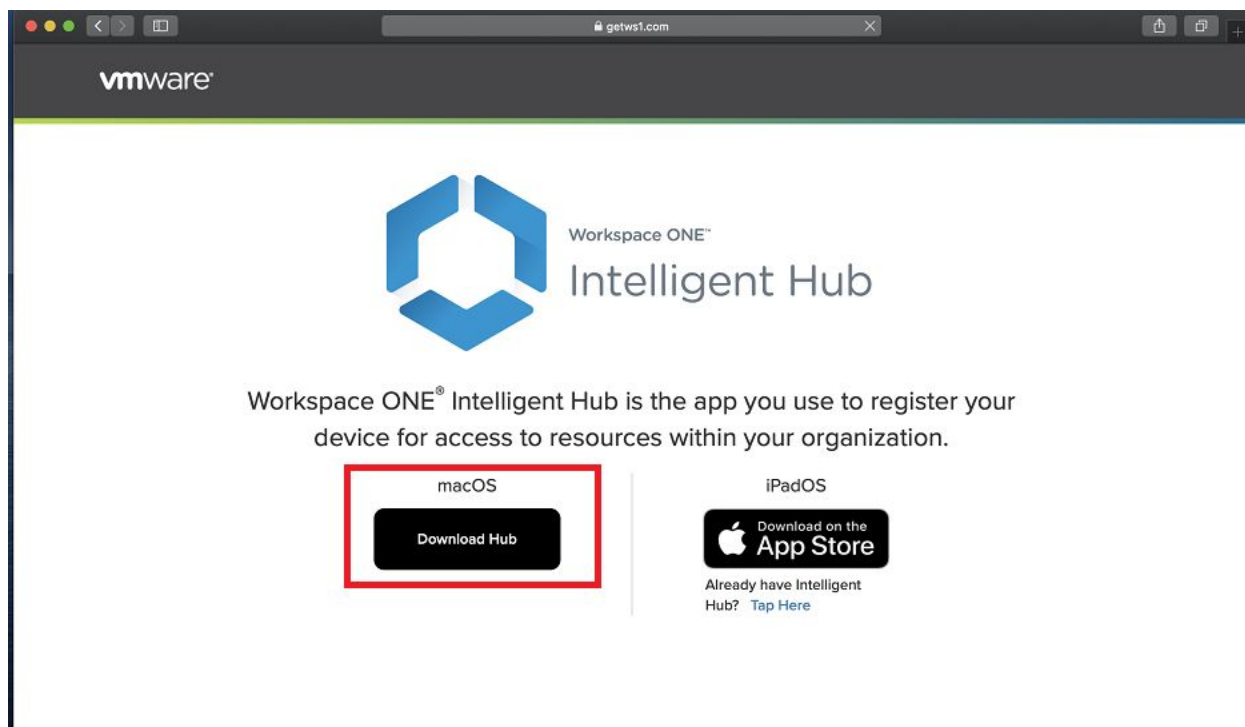
- Install the asset management agent after hours if possible, and not while actively working in applications
- After installation completes please restart your laptop
- Quit all applications such as (Outlook, Slack, Zoom, etc.) and leave your machine running so it can download/install any missing core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

Contents:

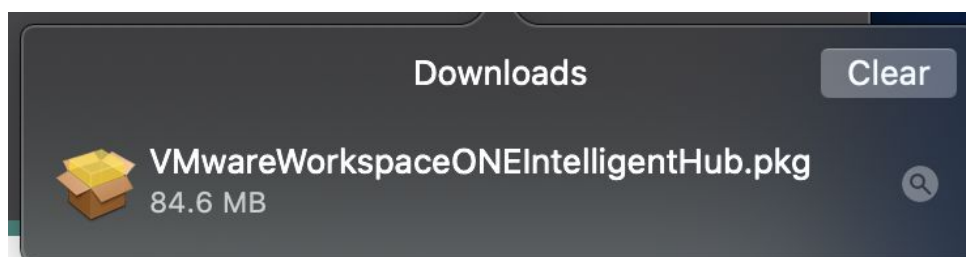
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Mac OS

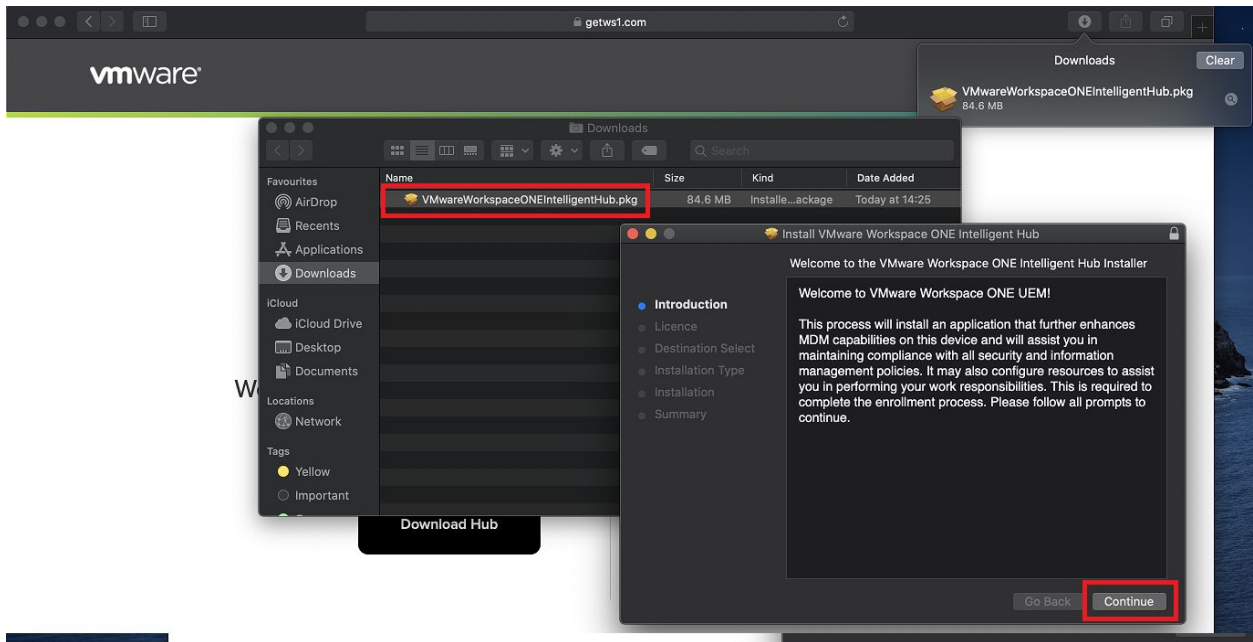
1. Navigate to the following URL - <https://getws1.com/>
2. Click the “**Download Hub**” button on the left for macOS.



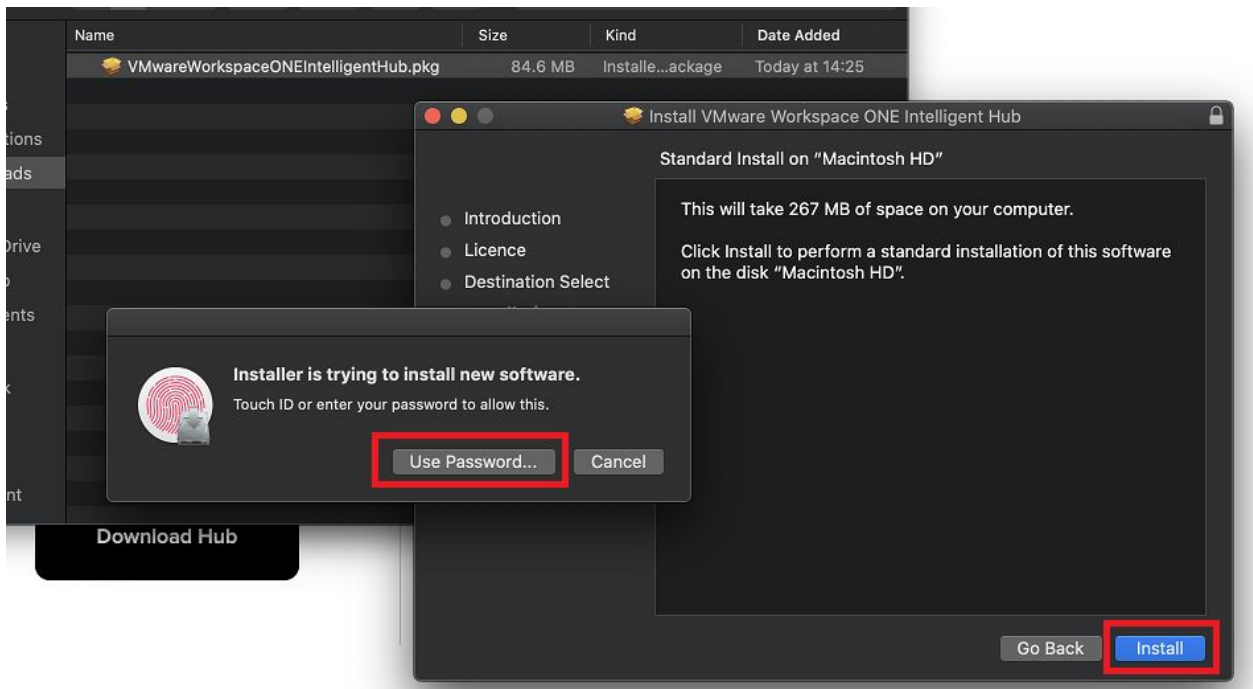
3. This will download the agent installer package.



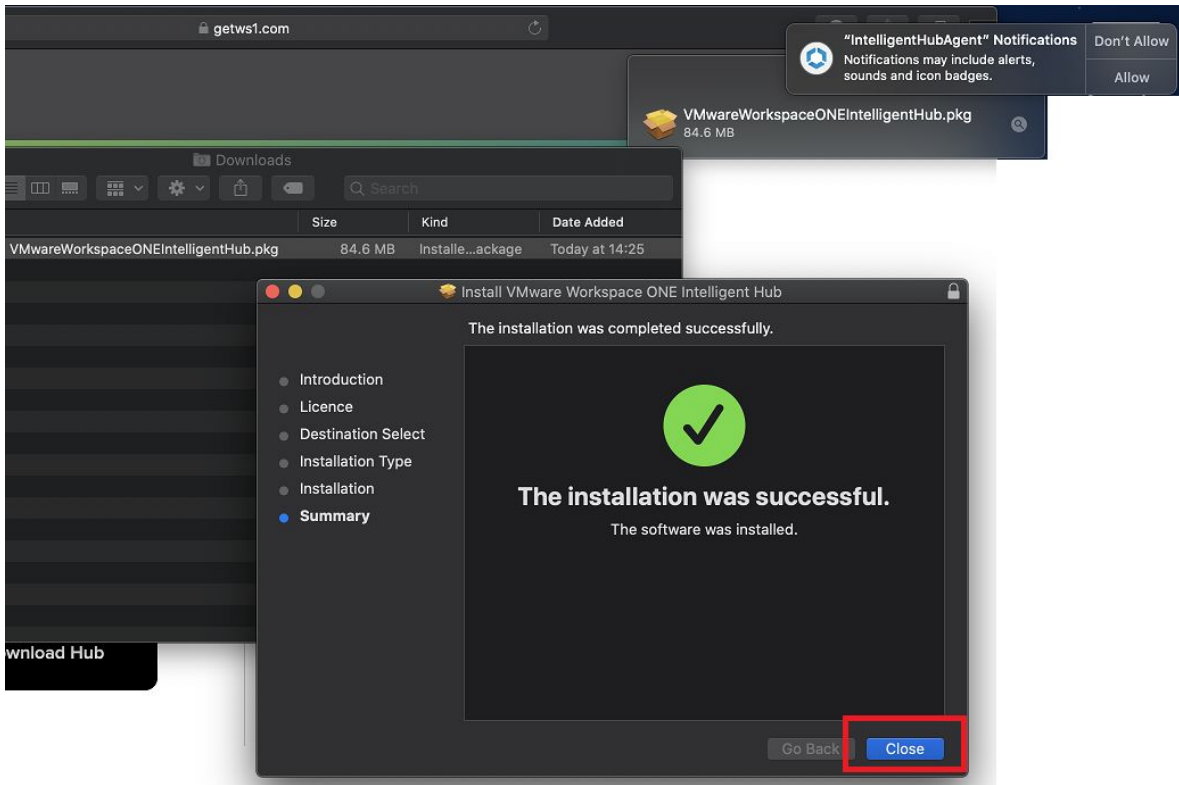
4. Double click the installer package to launch the install dialog box and click continue.



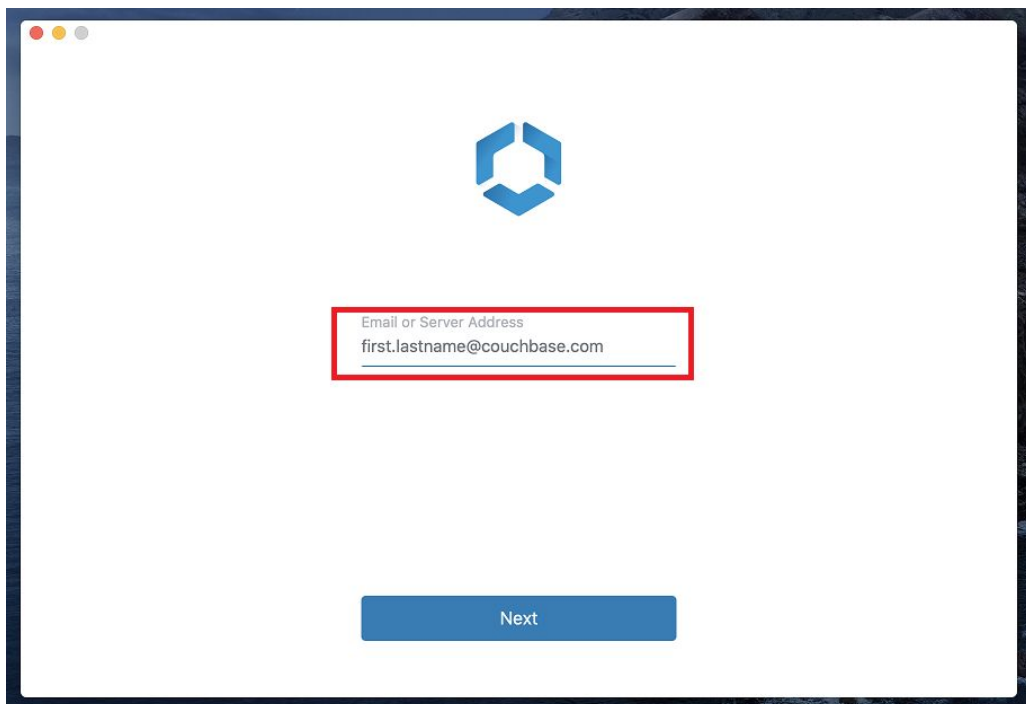
5. During the install you'll be prompted to enter your computer login password or Touch ID (if setup).



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



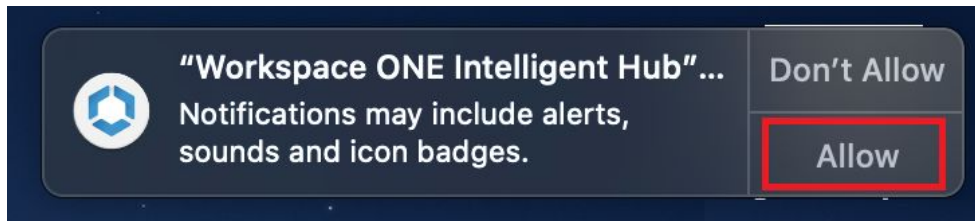
8. A new window should launch, enter your Couchbase email address and click **Next**.



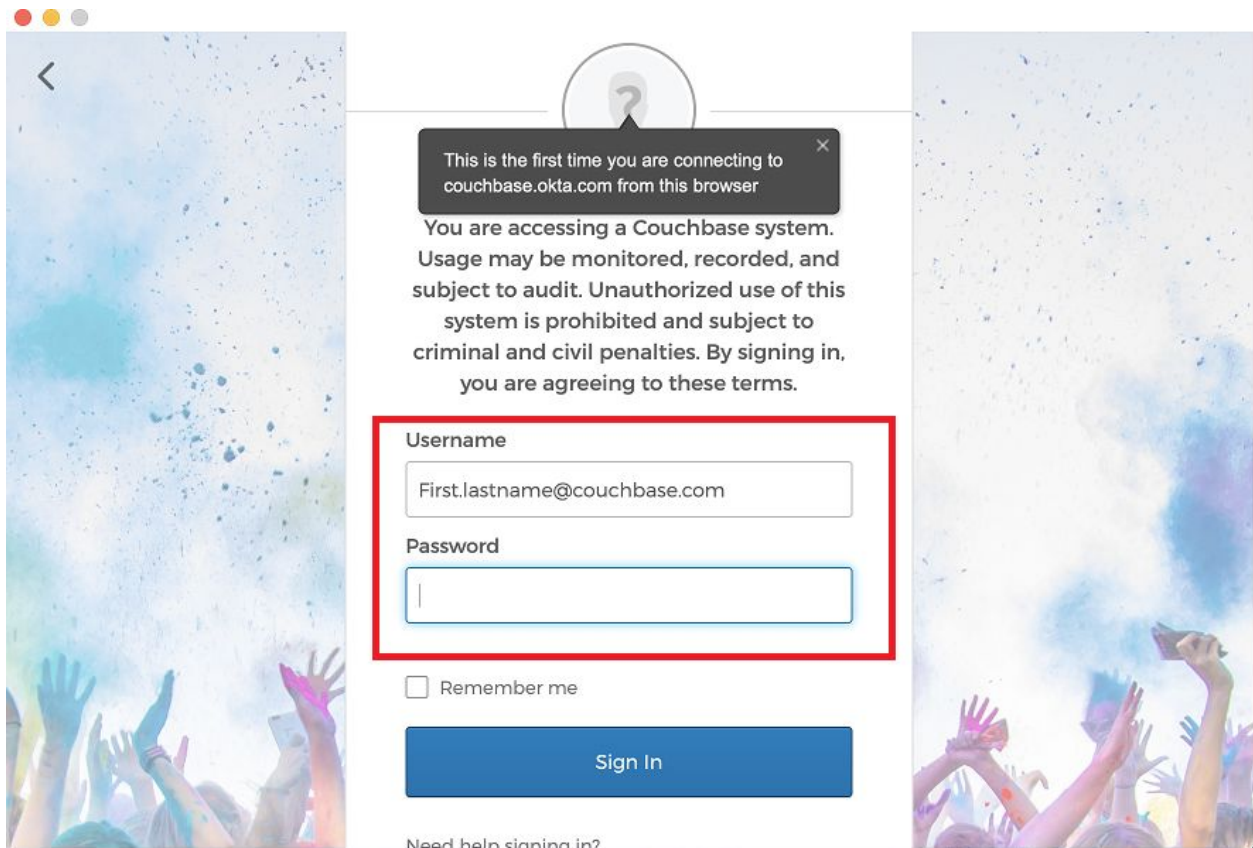
****You might encounter an issue where the system doesn't recognize your email address after clicking **Next**, and will return an error. If this happens please enter the following information *instead* of your email address.**

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

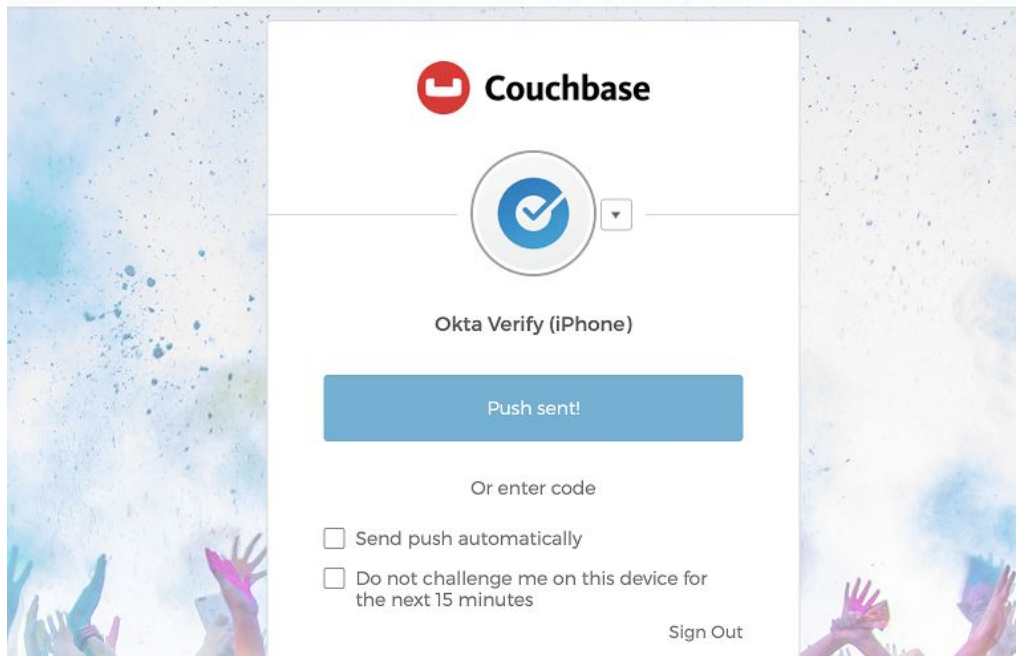
9. You should see a notification prompt asking for the Workspace ONE Hub to allow notifications, click **Allow**.



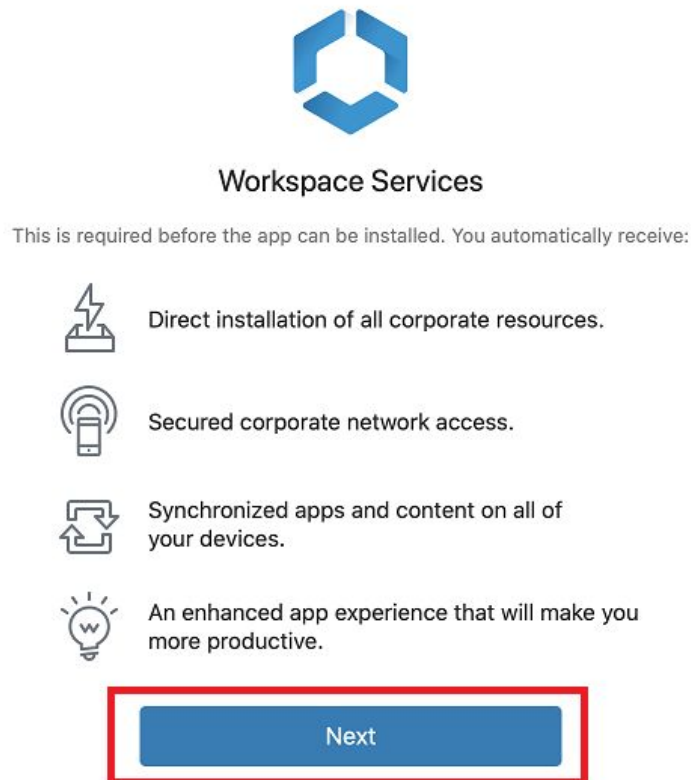
10. In the next window you'll see an Okta login prompt. Enter your Couchbase email and Okta password, and click **Sign In**.



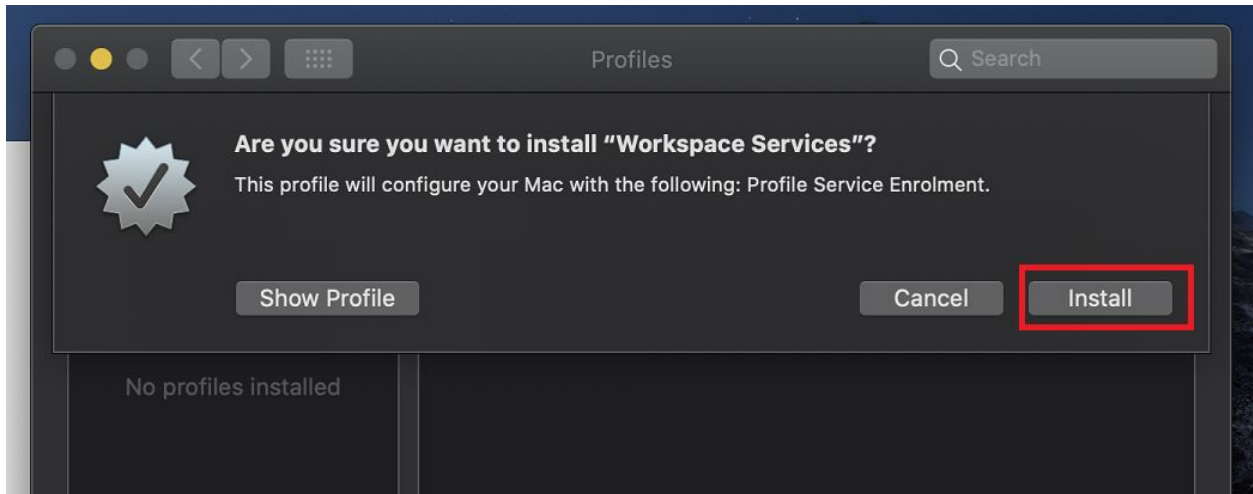
11. You should then get a 2FA prompt, depending on what method you chose during your initial OKta setup, you'll need to use your mobile device to check your notification to authenticate.



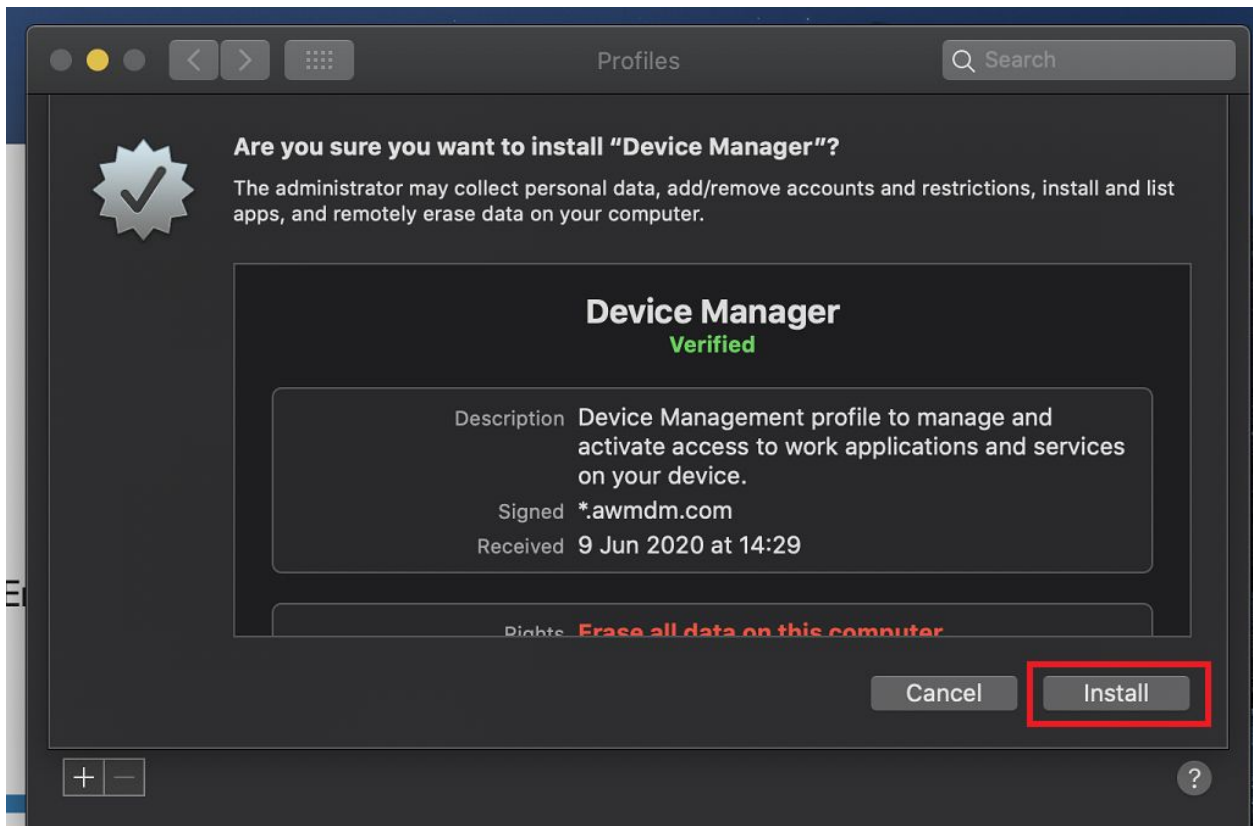
12. You should see a prompt advising the Workspace Services list. Click **Next**.



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**.

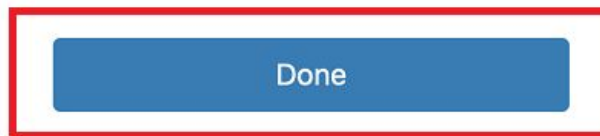


15. You've successfully installed the endpoint agent on your computer! Click **Done**.



Congratulations

- ✓ Your device has been successfully enrolled!
- ✓ You now have secure access to your corporate resources.



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**”.

vmware



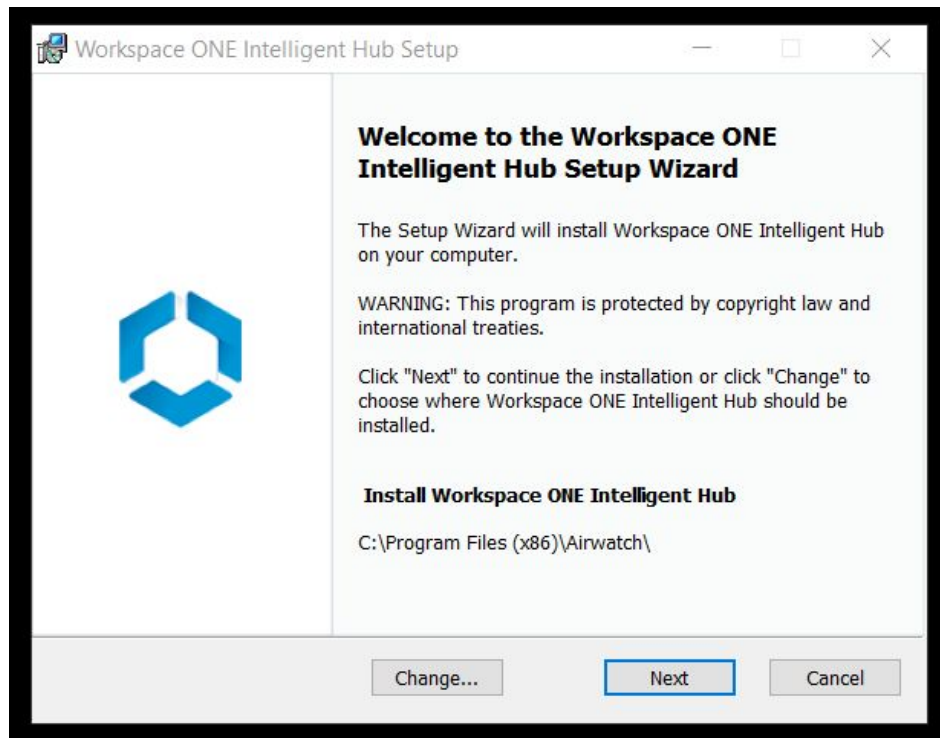
Workspace ONE® Intelligent Hub is the app you use to register your device for access to resources within your organization.

Download Hub for Windows 10

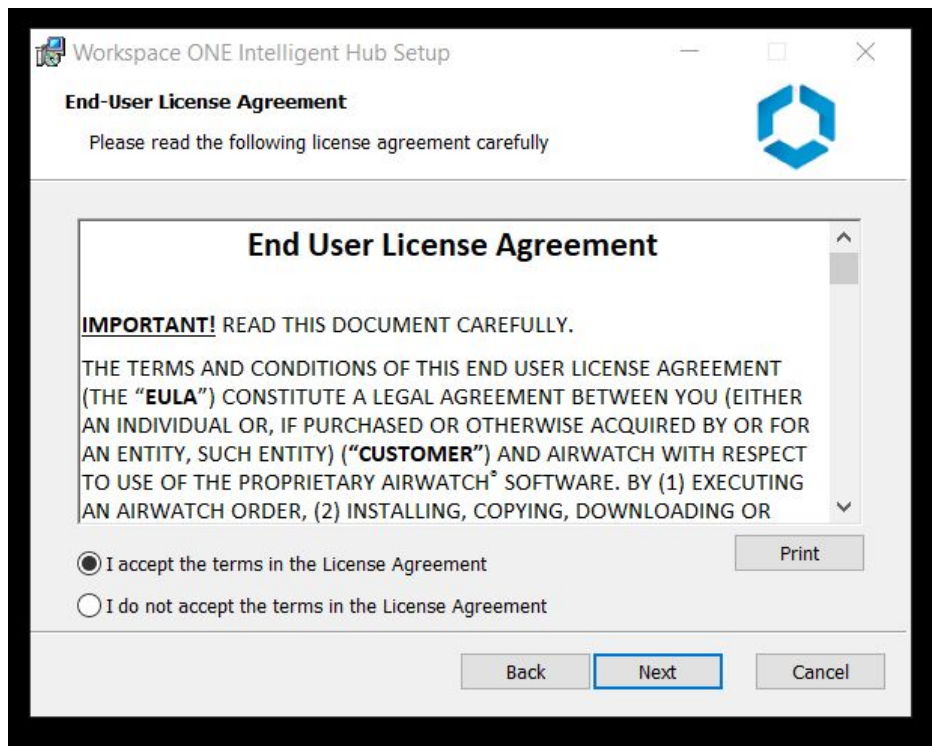
3. The endpoint agent installer should download.
4. Double-click the installer from where you saved it to launch the install.



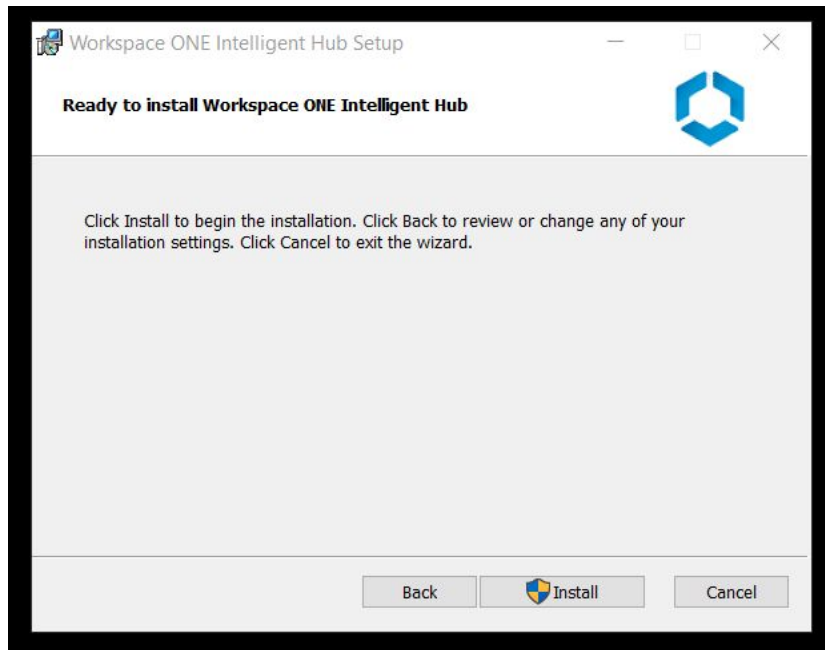
5. Click **Next** to start the installation.



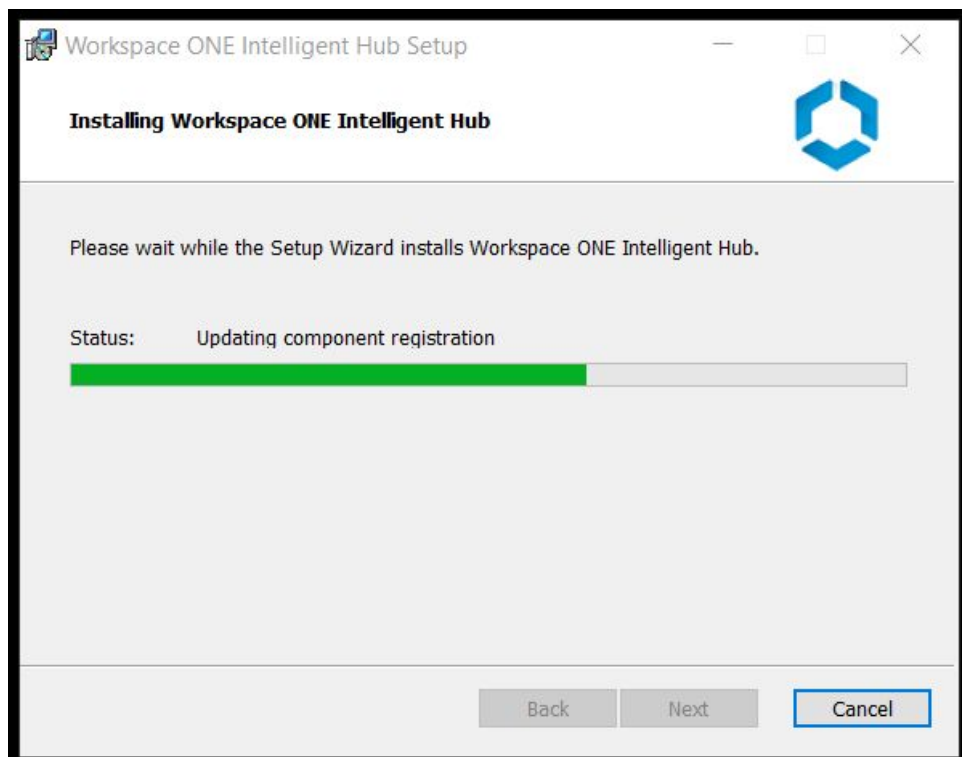
6. Accept the License Agreement: Click **Next**.



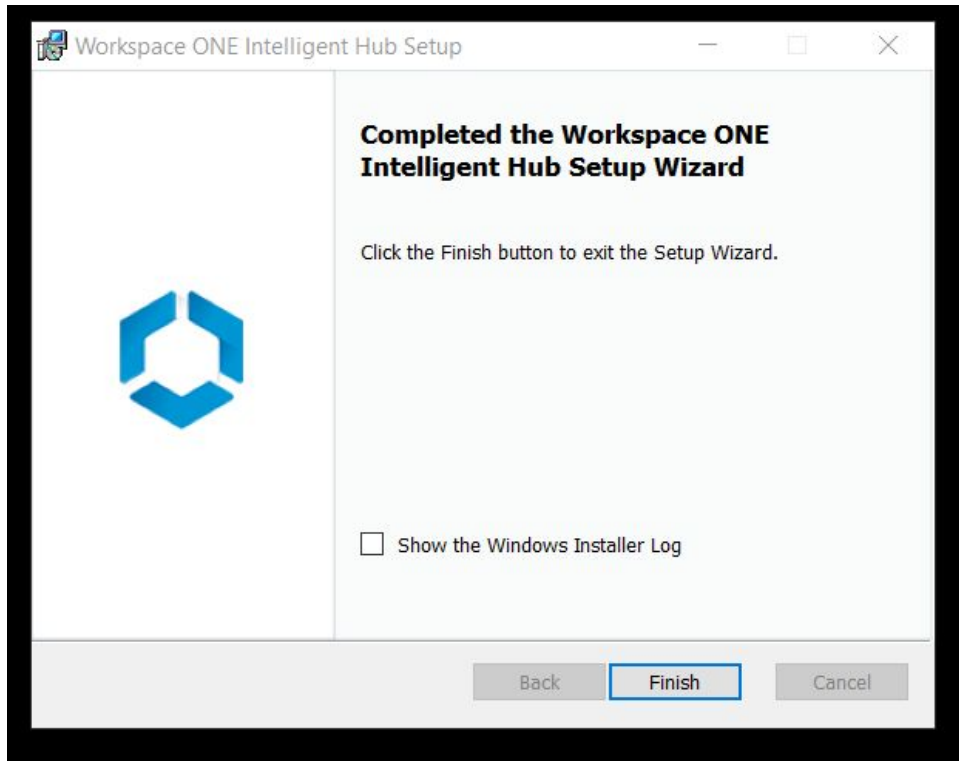
7. Click **Install**.



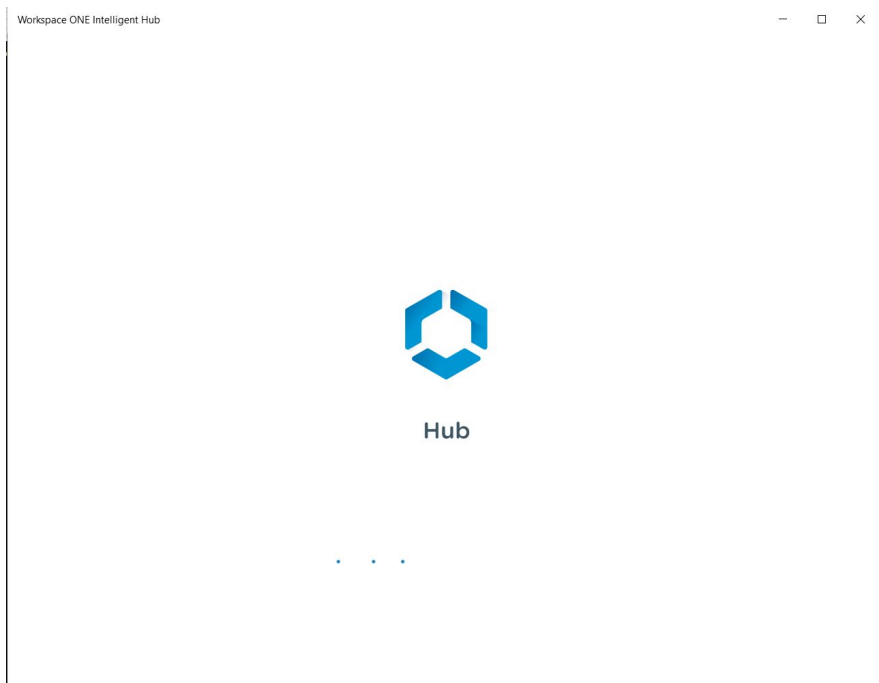
8. Wait for the installer progress to complete.



9. Click **Finish**.



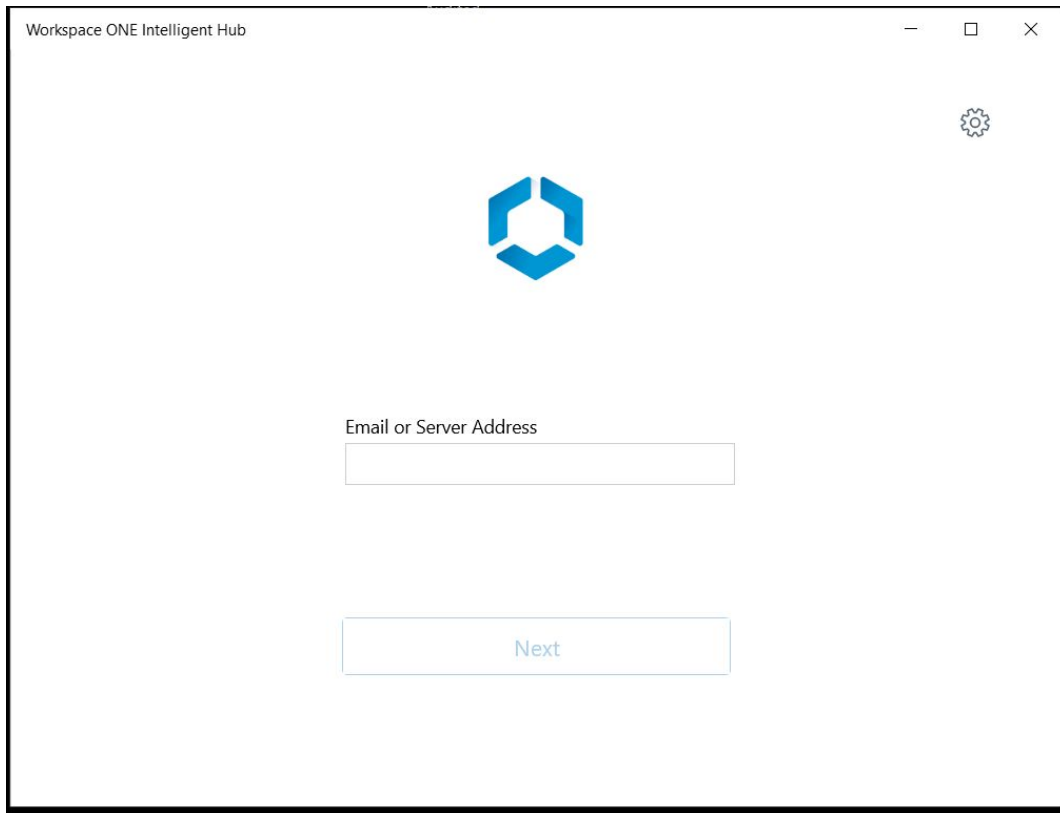
10. A window should appear finalizing the agent/hub installation.



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



Workspace ONE Intelligent Hub

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⚙️




Email or Server Address

Next


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


The screenshot shows a browser window with the title "Workspace ONE Intelligent Hub". The main heading is "Connecting to" followed by a gear icon. Below this, it says "Sign-in with your Couchbase Inc. account to access Workspaceone". The background features a colorful, abstract pattern of blue and purple splatters with hands raised at the bottom. In the center, there is a white box with the Couchbase logo and a question mark icon. A dark grey notification box with a close button (X) contains the text: "This is the first time you are connecting to couchbase.okta.com from this browser". Below the notification, there is a disclaimer: "You are accessing a Couchbase system. Usage may be monitored, recorded, and subject to audit. Unauthorized use of this system is prohibited and subject to criminal and civil penalties. By signing in, you are agreeing to these terms." The login form includes a "Username" field with the placeholder "your.email@couchbase.com", a "Password" field with masked characters, and a "Remember me" checkbox which is checked.

Workspace ONE Intelligent Hub

Connecting to 

Sign-in with your Couchbase Inc. account to access Workspaceone

 **Couchbase**



This is the first time you are connecting to couchbase.okta.com from this browser

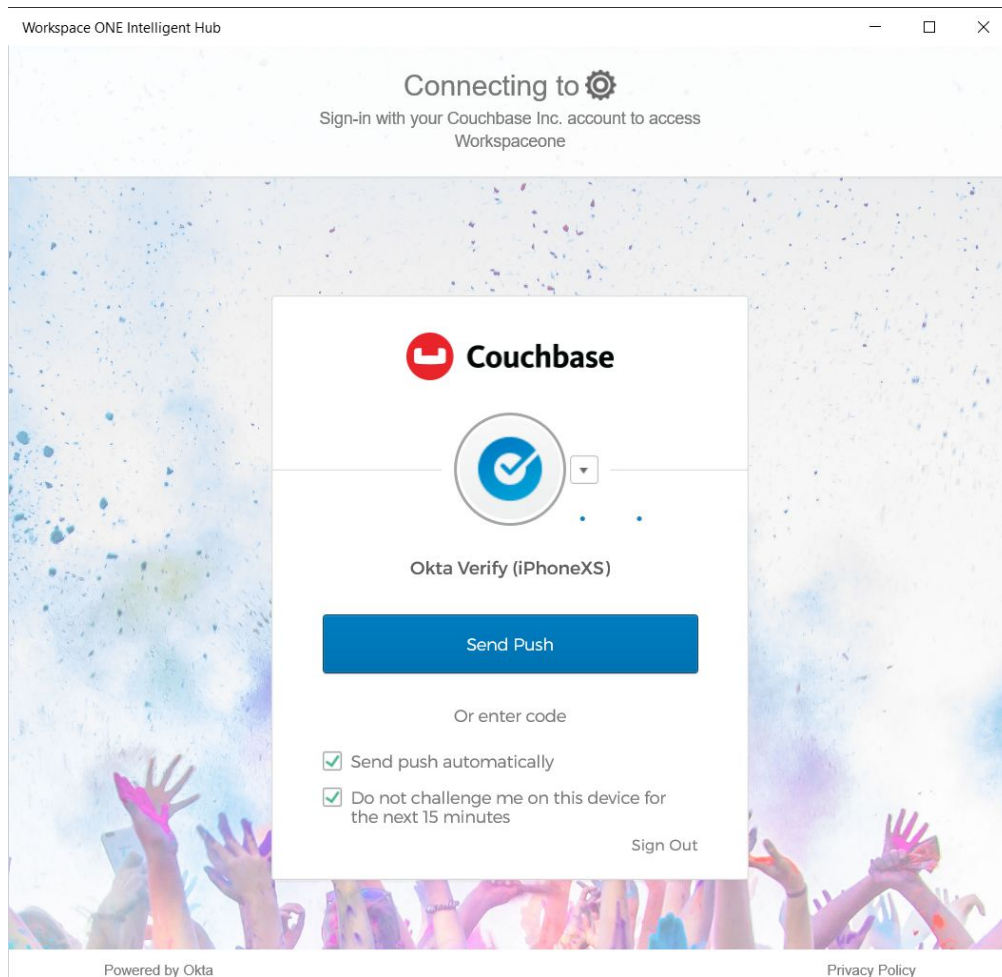
You are accessing a Couchbase system. Usage may be monitored, recorded, and subject to audit. Unauthorized use of this system is prohibited and subject to criminal and civil penalties. By signing in, you are agreeing to these terms.

Username

Password

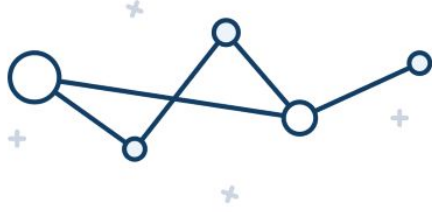
Remember me

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**.

Workspace ONE Intelligent Hub - □ ×



Want an even better experience?

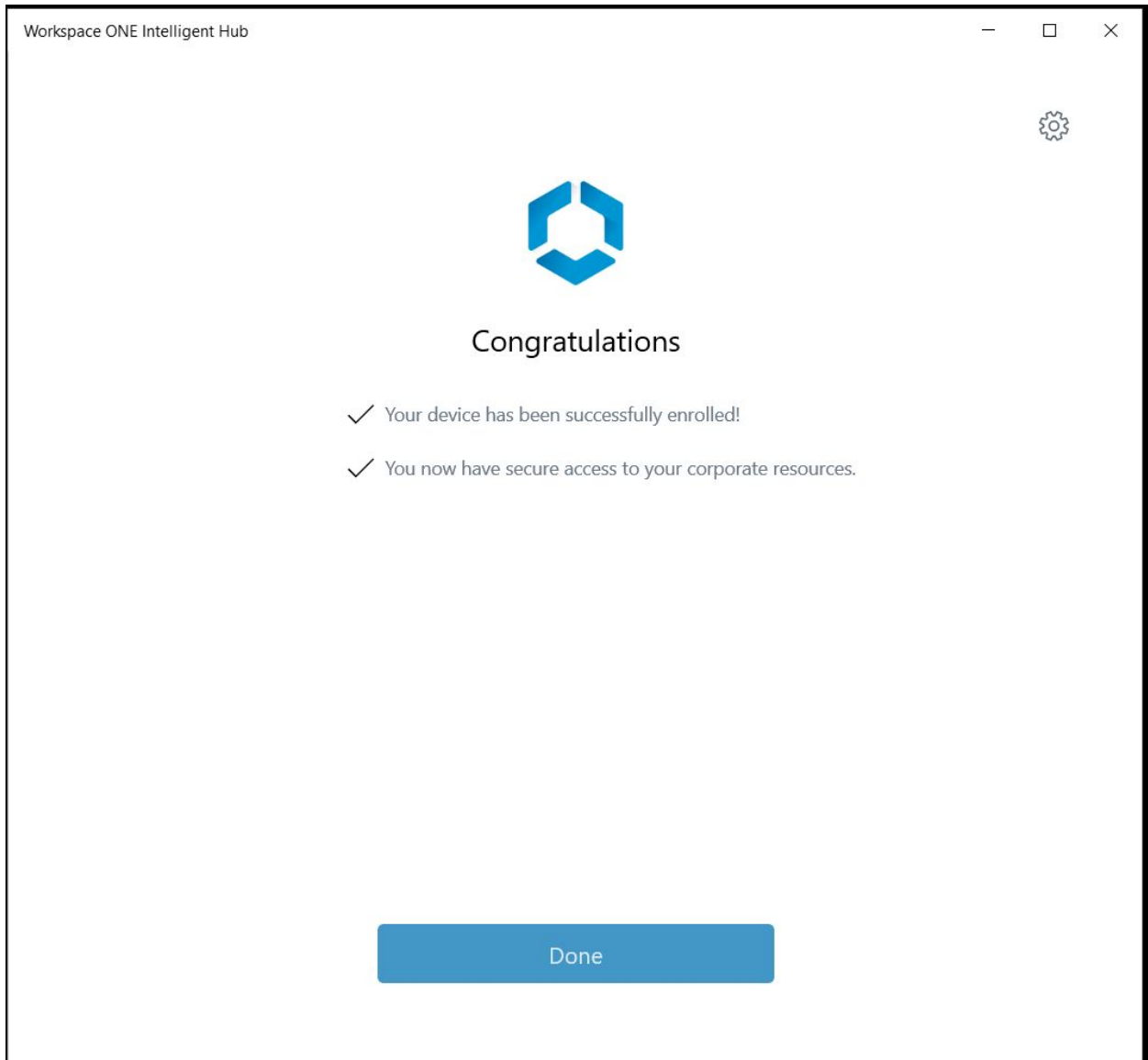
Help us improve and develop new app features and functionality that will make you even more productive.

We would like to collect information about your usage of our app to better understand how users interact with our apps and how we can improve the app experience. we analyze this usage data in the aggregate and not in any way that identifies you.

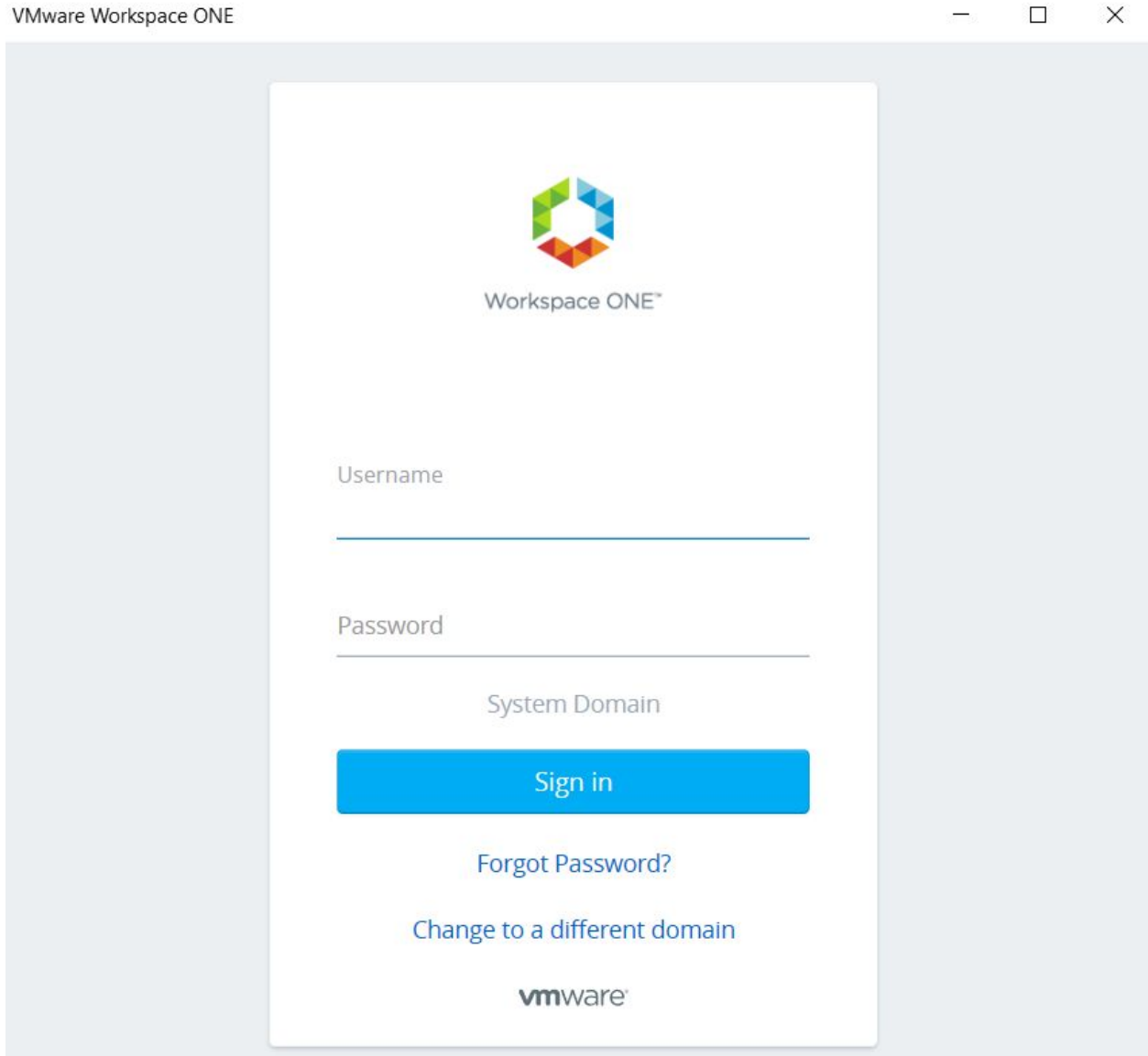
For more information about how VMware handles your usage data if you elect to share this data with VMware, visit <https://www.vmware.com/help/privacy.html>.

[Not Now](#)

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. This window only appears at the end of the install and will not pop-up again after restart or shutdown.



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.