

Software Development Kit for iOS and Android

With BeyondTrust's software development kit for mobile devices, a developer can integrate your mobile app with BeyondTrust to provide faster support for your app. The BeyondTrust mobile SDK is a library which, when included in your application, enables remote access and troubleshooting of your app.

To obtain the mobile SDK package, contact your account manager or submit a request to Sales at www.beyondtrust.com/contact. The BeyondTrust mobile SDKs support Android 4.0 + and iOS 8.2+.

Once you have embedded the BeyondTrust SDK into your app, your app can integrate with the BeyondTrust Appliance B Series, allowing you to support your app in-depth. Your application can leverage each of these features through the APIs offered by the SDK.

In-App Session Start

Start a session from within the app using a session key or an issue code name.

Chat

Chat with your remote customer without leaving your app.

Application Screen Sharing

View your app on the remote device.

Custom Special Actions

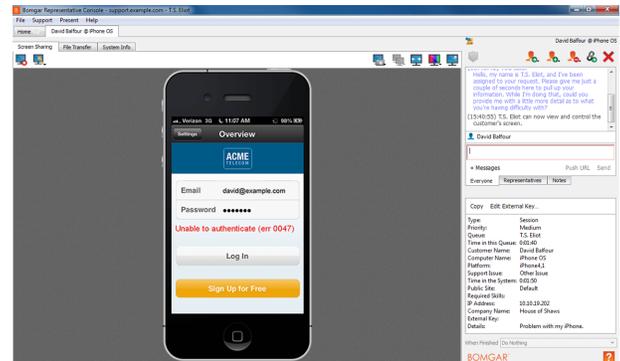
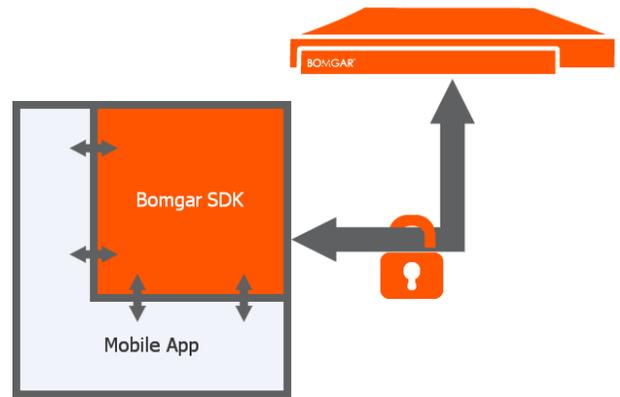
Send custom commands to your app to speed your support processes. Using the SDK, connect a special action to any operation your app can perform, such as activating debug mode in the app, switching to a setting screen, extracting a log file, changing a general setting, clearing a local cache, and so forth.

File Transfer

Transfer files to and from the remote device. Access the app's sandbox.*

Custom System Info

Get custom information about your app (version, last sync time, memory footprint, etc.) and the remote device (GPS location, battery strength, etc.). Any information the app can access can be sent to the representative console as system information.*



*The available functionality depends on the permissions of the app. File transfer to the device's internal storage on Android requires that the app have permission to access it. Additionally, if, for example, sending GPS information back from either platform via custom system information, the app must have permission to access the GPS so it can provide the information to the BeyondTrust SDK. Any data generated in or available to the app can be sent via custom system information.

Getting Started with the iOS SDK

The `BomgarSession()` framework provides an API, allowing you to connect to a B Series Appliance and start a support session inside any native iOS application. You can start a session using either a session key entered by the user or using a predefined issue code name created by one of your B Series Appliance's administrators.

 **Note:** Previous versions of the `BomgarSession()` framework required an embedded framework called `ThinProtocolEmbedded.framework`. This is no longer required. If you previously included a reference to this framework per the instructions in a previous version, you can delete it.

The best way to integrate the SDK into your application depends on your development needs, mainly on whether or not you need to use the simulator. This is due in part to the fact that Apple does not allow an app to be submitted to the app store if the app contains a framework that includes code for the `x86_64` architecture, and this architecture is required to run code in the iOS simulator.

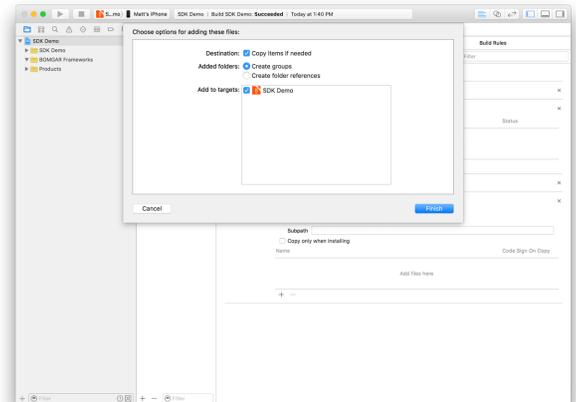
The following sections walk you through integrating the BeyondTrust SDK into your project for development either using only physical devices or using both physical devices and the simulator.

IMPORTANT!

The configuration for supporting only physical devices is much simpler to use. If you do not need to support development in the simulator, BeyondTrust highly recommends supporting only physical devices.

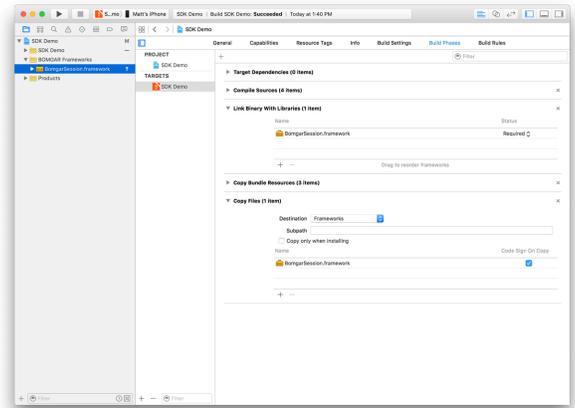
Development for Physical Devices

1. When you expand the archive that contains `BomgarSession()` `.framework`, locate the **BomgarSession()** folder, which contains two sub-folders, **Debug** and **Device**. Each folder contains a separate build of `BomgarSession()` `.framework`. Since you will need to configure only the project for running physical devices, focus on the build in the **Device** folder. Drag the `BomgarSession()` `.framework` file from the **Device** folder into your Xcode project.

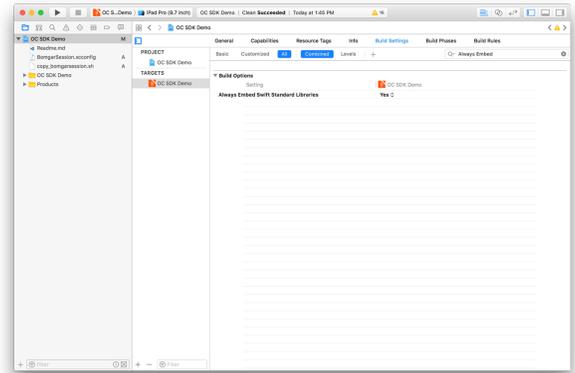


2. In the project navigator, go to **Your Project > Your Target > Build Phases**.
3. If not already there, add a **Copy Files** step at the end.

- Set the destination to **Frameworks** and drag `BomgarSession()`.framework from the project navigator into the file list. You should see something similar to the screenshot.
- Alternatively, you can drag `BomgarSession()`.framework to the **General > Embedded Binaries**. Xcode should link the framework and add a copy files task to your **Build Phases**. If you use this method, under **Build Phases**, you should still have a similar configuration for your target.



- When building your app, if your project does not contain any Swift code, you must tell Xcode to include the Swift libraries. To do this, click on **Build Settings** for your target.



Note: If your project contains Swift code, you can skip step 7.

- Under **Build Options**, you should see a key called **Always Embed Swift Standard Libraries**. To narrow the list, search for **Always Embed**.
- Set this value to **Yes**. You are now ready to import `BomgarSession()` and to connect your app to your B Series Appliance.

Development for Both Physical Devices and Simulators

Summary of process

When building against a physical device or when creating a release, link against the `Device/bomgarSession().framework`. When building for the simulator, link against `Debug/bomgarSession().framework`. This is accomplished by using an `xccconfig` file and a custom build script to embed and sign the framework. The following instructions assume you do not currently have any `xccconfig` files assigned to your configurations.

If you are already using `xconfig` files, simply copy the settings from the resource file into your configuration or enter `#include "BomgarSession().xconfig"` at the top of your config file. If this configuration style does not work for you, there are other options you can use. For example, you can create separate targets for the simulator and device builds and link the correct framework version to each target, following the steps in the previous section.

Note: The demo apps, provided in the SDK Demo bundle, use this configuration. You can view those projects for reference.

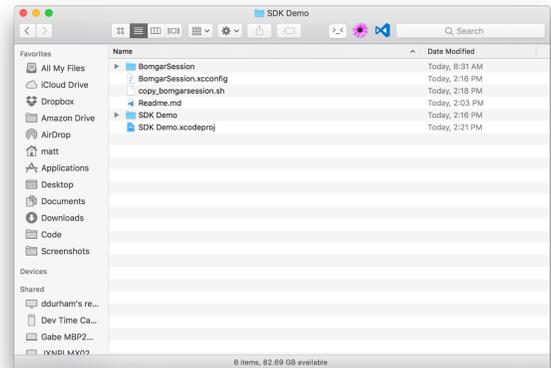
1. When you expand the archive that contains `BomgarSession().framework`, locate the **BomgarSession()** folder, which contains two sub-folders, **Debug** and **Device**. Each of these folders contains a separate build of `BomgarSession().framework`, and both builds are needed. Drag the **BomgarSession()** folder into the same folder as your Xcode project.

Note: The configuration files being used are written with the assumption that this folder structure is in this specific location.

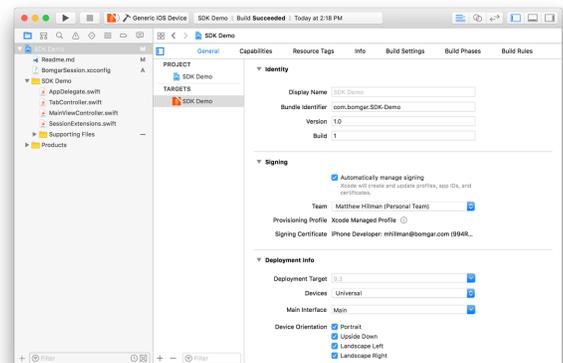
2. There is a `ConfigurationResources` archive that contains two files. You need two of them for this configuration, `BomgarSession().xconfig` and `copy_BomgarSession().sh`. Copy these two files into your app's project structure.

Note: Although it is not strictly required, these instructions assume the files were copied into the same directory as your Xcode project.

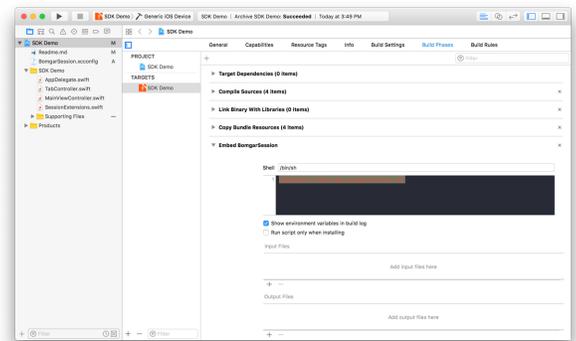
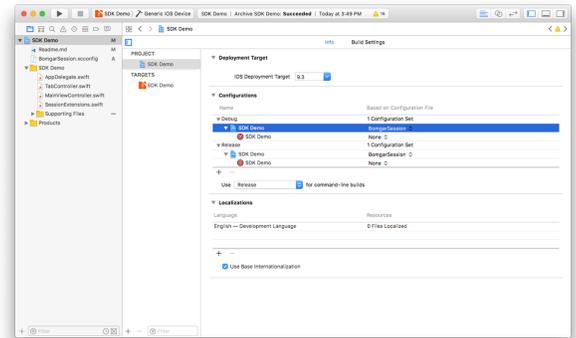
3. Drag `BomgarSession().xconfig` into your Xcode project. The folder structure should look similar to the screenshot.



4. Your Xcode project structure should look similar to the screenshot.
5. Now you must tell Xcode about the `xconfig` file just added to the project. In the **Project Navigator**, go to **Your Project > Your Project > Info**.
6. Under **Configurations**, expand the **Debug** section, and you should see your project with all of its targets nested below it.
7. On the right, click the dropdown for the project itself and select `BomgarSession()` from the list.



8. Repeat this same process for the **Release** configuration. Your project should look similar to the screenshot.
9. In the **Project Navigator**, go to **Your Project > Your Target > Build Phases**.
10. At the end of the list, add a **Run Script** phase.
11. The **Shell** field should default to `/bin/sh`. In this script box, place the path to the `copy_BomgarSession().sh` script as the only line.
12. Since the script was placed in our directory, you should see the script box contain `"${PROJECT_DIR}/copy_BomgarSession().sh"`. Your build phases should look similar the following.



 **Note:** The build phase is renamed to **Embed BomgarSession()** for clarity.

You are now ready to import `BomgarSession()` and to connect your app to your B Series Appliance.

Other Customization Options

In addition to the assets used to configure your project, the **ConfigurationResources** bundle also contains a `Localized.strings` file. This file contains all of the user-facing strings used by the SDK. If you need to localize your app into a language other than English, you can include this file as a resource in your app and localize it in Xcode, as needed.

Troubleshoot the iOS SDK Implementation

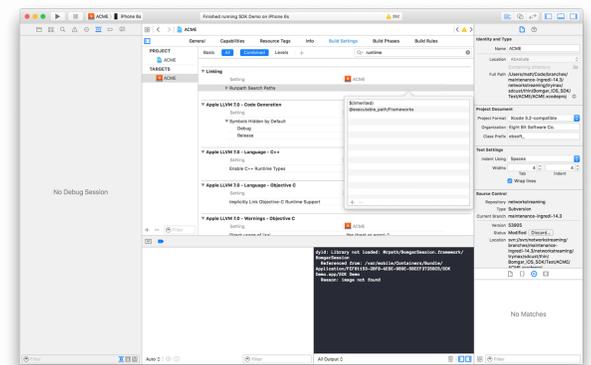
- If you were using a previous version of `BomgarSession()`, you may have imported `<BomgarSession()/SystemInfo.h>` into your project. This is no longer needed and must be removed to compile the current version of `BomgarSession()`.

- If you see an `@rpath` error when launching your app on a device, make sure the runtime search paths include `@executable_path/Frameworks`. Here is a screenshot of the error as well as the proper values in the **Build Settings**.
- If you see memory errors coming from the framework itself (i.e. `EXC_BAD_ACCESS`), make sure `arm64` is in your **Valid Architectures** list.

Install Documentation from Docset Archive File

To read through more documentation about the iOS SDK, follow these steps.

1. Extract the archive.
2. Drag the `.docset` file to `~/Library/Developer/Shared/Documentation/DocSets/`.
3. Restart Xcode.
4. The BeyondTrust docset should now show up in Xcode Organizer's **Documentation** tab.



Getting Started with the Android SDK



Note: The BeyondTrust SDK uses an Android API level of 15 and newer.

1. To import the BeyondTrust SDK, add `libs/bomgarSDK.jar` to your project as a library.



Note: The SDK jar contains compiled native libraries for `armeabi-v7a`, `arm64-v8a`, `mips`, `x86`, and `x86_64` architectures. This also includes the jar in a project, which builds its own native libraries. Unless the libraries are manually loaded, the use of other architectures may cause problems.

2. The SDK also uses the **RenderScript Support Library**. Projects including the jar need to add the following:
 - `"renderscriptSupportModeEnabled true"` in `build.gradle` for gradle builds (Android Studio)
 - `"renderscript.support.mode=true"` in `project.properties` for ant builds (Eclipse plugin)
3. Within the app code, embed your **companyid**. To obtain this value, navigate to **/login > Status > Information** and review the **Company API Name** field, or issue the `get_api_info` command. Please see [API Command: `get_api_info`](http://www.beyondtrust.com/docs/remote-support/how-to/integrations/api/command/get_api_info-request) at www.beyondtrust.com/docs/remote-support/how-to/integrations/api/command/get_api_info-request.
4. There are three steps for connecting to the B Series Appliance through the Android SDK.
 - a. Create an instance of `BomgarSession()` using the factory method `BomgarSession() Singleton (Application, String, String, int, BomgarSession() Delegate)`.
 - b. Start a session using one of the session start methods found in `BomgarSession()`.
 - c. Manage the running session activity using `BomgarSession().setRunningActivity (Activity)`.

Required Permissions

In order for the BeyondTrust SDK to fully function, the host application must be granted certain permissions. Depending on the target api level of your application, the process differs due to the introduction of Runtime Permissions in Android 6.0. See the notes at the end of this section for information relevant to the SDK and runtime permissions.

Regardless of API level, the following permissions must be added to the manifest file in order for the SDK to provide full functionality.

- `android.permission.INTERNET`
- `android.permission.ACCESS_NETWORK_STATE`
- `android.permission.KILL_BACKGROUND_PROCESSES`
- `android.permission.READ_PROFILE`
- `android.permission.READ_PHONE_STATE`
- `android.permission.READ_CONTACTS`
- `android.permission.GET_ACCOUNTS`
- `android.permission.WRITE_EXTERNAL_STORAGE`
- `android.permission.READ_EXTERNAL_STORAGE`

If your application uses system privileged screen scraping, input injection, and process list collection, the following permissions are required.



Note: The APK must be signed with the device firmware's signature to grant these permissions.

- `android.permission.ACCESS_SURFACE_FLINGER`
- `android.permission.READ_FRAME_BUFFER`
- `android.permission.INJECT_EVENTS`
- `android.permission.REAL_GET_TASKS`
- `android.permission.CLEAR_APP_USER_DATA`

To use BeyondTrust InSight, the following permission must be placed in the application manifest along with the `uses-feature` entry.



Note: The `uses-feature` entry is a requirement only if the application can be used without the presence of a hardware camera.

- `android.permission.CAMERA`
- `<uses-feature android:name="android.hardware.camera.entry.any" android:required="false" />`

If your application targets API level 23 or higher, it must account for the new Runtime Permissions. A system prompt appears asking the user to allow each permission group. There are four permission groups that encompass the required permissions. The groups should be requested (and ideally allowed) before the BeyondTrust sessions are started in order for the sessions to collect necessary system information and provide full functionality. The four groups are listed below and can also be inferred from the required permissions list.

- PHONE
- CONTACTS
- STORAGE
- CAMERA

If Proguard is being used on the application, the following Proguard rules must be used to preserve necessary parts of the SDK from obfuscation.

- `-keep class com.bomgar.android. ** {*; }`
- `-dontwarn com.bomgar.android.**`

Review Documentation and Sample Project

For more information about the SDK, please see [docs > index.html](#) in the SDK bundle.

For a working example of the Android SDK, please reference the **Android Paint** project provided with the SDK binary.