



## FREQUENTLY ASKED QUESTIONS – VertiGIS Studio Mobile

If your question is not answered below, please contact your Account Manager or [info@vertigisstudio.com](mailto:info@vertigisstudio.com) for more information.

### General Information

#### 1. What is VertiGIS Studio Mobile?

VertiGIS Studio Mobile is a framework for configuring and building native, custom, offline-capable apps on Esri's platform. You can use the VertiGIS Studio Mobile framework to build apps that run on Android, iOS, or Windows platforms. Some of the key benefits are:

- Browser-based design experience to create fully custom, branded apps for your organization
- Apps that are built to allow you to work either online or offline
- An intuitive layout configuration model that gives applications flexibility in their look and feel
- SaaS architecture that greatly reduces the time needed to create, deploy, and maintain apps
- Staged deployment capabilities, making it easy to transition apps through development stages

#### 2. How do organizations use VertiGIS Studio Mobile?

VertiGIS Studio Mobile helps organizations plan, design, and build mobile apps that can do more than typical, configuration-only apps and requires less time & effort than custom development.

Some example use cases:

- Enable field workers to search, add/edit features, perform inspections and collect photos while offline, then synchronize that data once connected.
- Integrate with 3<sup>rd</sup> party apps by launching VertiGIS Studio Mobile from another app, or vice versa, passing parameters as needed
- Streamline complex field operations using interactive, custom forms (powered by VertiGIS Studio Workflow)
- Obtain high-level data accuracy using geolocation and/or high precision GNSS



### 3. Can VertiGIS Studio Mobile integrate with my existing business systems?

Yes. VertiGIS Studio Mobile apps can be opened from launch links, which can also run workflows and pass parameters from 3<sup>rd</sup> party systems. Also, URLs can be opened from within VertiGIS Studio Mobile, including location tokens that can provide information from the app, like feature location, map location, scale, etc.

In addition, VertiGIS Studio Mobile has an SDK that provides a development toolkit for building custom components, services, and more. Finally, VertiGIS Studio Mobile apps can incorporate VertiGIS Studio Workflow, which includes pre-built activities for communicating with different systems, such as asset management, document management and ERPs.

### 4. Does VertiGIS Studio Mobile work on all mobile devices?

Mostly. The following mobile operating systems are supported:

- Android 7 or later
- iOS 12 or later
- iPadOS 13 or later
- 64-bit Windows 10 version 1803 (April 2018 Update) or later

We recommend using the latest available operating system supported by your device, as this ensures VertiGIS Studio Go can most effectively use the available hardware.

## Access/Requirements

### 5. How is VertiGIS Studio Mobile licensed? Are there free trials?

VertiGIS Studio Mobile can be licensed standalone, or as part of *VertiGIS Studio Enterprise Edition*, on an annual subscription basis per organization. Pricing is per user - within an organization, the number of ArcGIS Identities with access to VertiGIS Studio Mobile applications will determine the licensing cost. To edit data within a VertiGIS Studio Mobile app, ArcGIS Identities do not need to be *Field worker* type; *Editor* type users have sufficient privileges. *Viewer* types are sufficient for read-only access. There are Esri ArcGIS licensing requirements as well, please see our [documentation center](#) for more information.

VertiGIS Studio Mobile offers a 60-day trial that can be used to evaluate the software. Upon licensing, all applications authored during the trial are preserved.



## 6. How can I access or install VertiGIS Studio Mobile? What infrastructure is required?

VertiGIS Studio Mobile is offered as a software-as-a-service (SaaS) product, which means there is no installation process. The VertiGIS Studio Mobile Designer, the tool for creating applications, can be found [here](#).

It is also available as an on-premises product, the installation files are available for download in the [VertiGIS Studio Community](#). For VertiGIS Studio Mobile Designer to create custom GXM apps, a Build Service is included in the installer and that requires Microsoft Windows Server 2019. For organizations who do not require custom builds, there is an option to install Mobile Designer on Windows Server 2012 RC2 or later, but this option cannot create custom branded apps.

- VertiGIS Studio Mobile On-Premises requires CPU Virtualization; this must be enabled on the server where VertiGIS Studio Mobile will be installed.
- VertiGIS Studio Mobile Designer requires internet access to provide out-of-the-box templates, which include web maps, web scenes, print templates, images, etc. It also sends web requests (via internet) to determine the country of origin and, based on the country's VertiGIS Studio partner/reseller, country-specific content will be supplied.

For more information, refer to the [Requirements](#) and [Installation](#) pages in our documentation center.

## 7. What if I want the elastic scalability of the cloud, and the ability to access my intranet data?

If the pure cloud and pure on-premises options don't satisfy your requirements, VertiGIS Studio Mobile can be offered as a "private cloud" deployment. In other words, we can provide the same architecture used in the cloud offering for you to host with your own Azure cloud subscription that can be configured to elastically scale to your organization's needs. Implementation of this approach will require a Professional Services project.

## 8. Are there any differences using VertiGIS Studio Mobile in SaaS or On-Premises instances?

No. There are no functional differences between SaaS and On-Premises instances. There are, however, several general benefits to using a SaaS environment, including:

- No hardware cost
- No installation required
- Security management
- Automatic, effortless updates
- High availability, low vulnerability



## 9. Do I need an ArcGIS Identity to use VertiGIS Studio Mobile Designer?

An ArcGIS Identity with the ability to create content within Portal for ArcGIS or ArcGIS Online is required to sign in to VertiGIS Studio Mobile Designer, to enable access to save and share apps, but it's not necessarily required to access VertiGIS Studio Mobile applications.

## 10. What deployment options are available for my apps?

There are two methods for deploying VertiGIS Studio Mobile apps – using VertiGIS Studio Go, or creating your own custom, native app.

- **VertiGIS Studio Go:** The Go app is a mobile app that you download from Google Play, the App Store, or the Microsoft Store, and install on your device. The Go app can be used to preview changes you make to your app while you are configuring it in Mobile Designer. It can be downloaded and installed onto Android, iOS, and Windows platforms. You can use VertiGIS Studio Go to run your apps on user's devices rather than distributing them via the app stores.
- **Custom GXM Apps:** The apps you configure and build in Mobile Designer can be built, downloaded, and installed separately onto either Android, iOS, or Windows devices. You can brand custom apps with your own logo and colors.

## 11. How are VertiGIS Studio Mobile apps deployed and distributed?

For apps to be available in VertiGIS Studio Go, they can be stored as items in ArcGIS Online or Portal for ArcGIS. Custom, native apps can be deployed and distributed in a variety of ways, however, before you can build an app, you will need the following:

- **Android:** A KeyStore File, a KeyStore File Password, a Private Key Password and a KeyStore Alias.
- **iOS:** A Provisioning File, a P12 File, and a P12 Password. The provisioning file also contains the App-ID you must use when you enter information in App Settings.
- **Windows:** A PFX File and a PFX File Password.

For distributing a custom, native application, here are a few examples of supported options:

- **Android (.apk)**
  - Sideload the file to devices using a USB cable.
  - Host it as a link in a web page internally.
  - Submit it as an app to Play Store.



- **iOS (.ipa)**
  - Distribute the file via your organization's developer's account.
  - Provision it using your organization's Mobile Device Management (MDM) software.
  - Submit it as an app to App Store.
- **Windows (.zip, including .appxbundle file and a dependencies folder)**
  - Put the file on a shared drive for users to double-click it.
  - Host the file as a link in a web page internally.
  - Submit the app to Windows Store.
  - Manage it with your corporate Software Center.

If you want to deploy and distribute a custom, native app but can't meet the requirements, VertiGIS Studio Professional Services can help.

## 12. Can I secure apps with my Active Directory users?

Yes, if ArcGIS Online or ArcGIS Enterprise is federated with Active Directory. For more information on configuring active directory federation services, please refer to Esri documentation for [Portal for ArcGIS](#) and [ArcGIS Online](#). This does still require ArcGIS identities, but the identities are managed via AD/ADFS.

## 13. What is required to take my ArcGIS data offline with VertiGIS Studio Mobile?

To work with data offline, all map services included in your web map must be configured for offline use. More details can be found in ArcGIS Server documentation: [Prepare data for offline use](#).

A VertiGIS Studio Mobile app can also be configured to support a Mobile Map Package (MMPK). An MMPK is an offline-capable package that contains basemaps and features and allows you to perform search and identify operations, even while offline. However, if you want to edit data offline, you must use [Map Areas](#). For more information about MMPKs, see Esri's [Share a Mobile Map Package](#).

VertiGIS Studio Mobile apps also support the use of large, high-resolution tile packages (TPK and TPKX) or vector tile packages (VTPK) while offline. Users can sideload tile package files onto mobile devices via iTunes in the case of iOS, or by using the file system in the case of Android or Windows.



#### 14. Can I run VertiGIS Studio Workflow workflows offline in VertiGIS Studio Mobile?

Yes. Not every Workflow activity works offline, but most of them do. Similarly, not all Workflows work in VertiGIS Studio Mobile apps, but VertiGIS Studio Workflow has deployment settings that allow you to select whether your workflow is going to be deployed in a GXM app, and if it needs to work while offline.

### Support/Training/Resources

#### 15. Where do I go for help? How do I open a support case?

Our recommended method for requesting support is to create a case via the [VertiGIS Studio Community](#). You can also email our Support Team at [vertigisstudio-support@vertigis.com](mailto:vertigisstudio-support@vertigis.com) to automatically create a case. You can also post your questions on the [VertiGIS Studio Community](#) and get answers from other users.

#### 16. How do I get started? What resources are available?

The VertiGIS Studio Documentation Center is the best place to get started and includes detailed information on all VertiGIS Studio products. The VertiGIS Studio Community, Developer Center and YouTube Channel are also great places to learn more about VertiGIS Studio products:

- [VertiGIS Studio Documentation Center](#)
- [VertiGIS Studio Community](#)
- [VertiGIS Studio Developer Center](#)
- [VertiGIS Studio YouTube Channel](#)

#### 17. What training is available?

We offer a training course for VertiGIS Studio Mobile, [Introduction to VertiGIS Studio Mobile](#).

### Other Questions

#### 18. Does VertiGIS Studio Mobile have internationalization/localization support for language translations?

Yes. VertiGIS Studio Mobile's translation feature enables you to present a single app in different languages depending on the user's preference. Please refer to [our documentation center](#) for more information.



#### **19. Is VertiGIS Studio Mobile extensible? Can I extend it using custom code?**

Yes. VertiGIS Studio Mobile is designed to be an extensible configuration framework, providing nearly limitless configurability and customization. For documentation about manual configuration and custom development, see the [VertiGIS Studio Developer Center](#).

#### **20. What is the underlying technology behind VertiGIS Studio Mobile?**

VertiGIS Studio Mobile has several components: the web-based Designer is a web application and uses TypeScript and React to build the front end and produces static files that describe the mobile GIS application. The mobile viewer is native app code that uses ArcGIS Runtime for .NET.

#### **21. How does VertiGIS Studio Mobile work with other VertiGIS Studio products?**

VertiGIS Studio Mobile applications can be extended with VertiGIS Studio Workflow, to add to the out-of-the-box capabilities and streamline complex field operation requirements. Also, permissions configured in VertiGIS Studio Access Control will control data access in VertiGIS Studio Mobile. VertiGIS Studio Reporting report templates are available within VertiGIS Studio Mobile apps, but only when online and they must be initiated from a VertiGIS Studio Workflow.