SONY

Sony Xperia Configurator User Instructions

SONY

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Contents

1 Introduction: About the Sony Xperia Configurator

Sony Xperia Configurator can be used to create, configure, and install configuration profiles on Sony devices; including smartphones and tablets.

2 Install the Software

2.1 System Requirements

Before installing the software, please ensure that the minimum system requirements and other pre-requisites are met. (See Table 1: System Requirements).

Item	Requirements
Computer OS	Windows 7, Windows 8
Device OS	Android 4.2.2 or later
CPU	Pentium 1.8 GHz or higher
Memory	1 GB or more internal memory
Hard Drive Space	100 MB when installed
Display Resolution	1024x768 pixels resolution or higher

Table 1: System Requirements

2.2 Install Sony Xperia Configurator

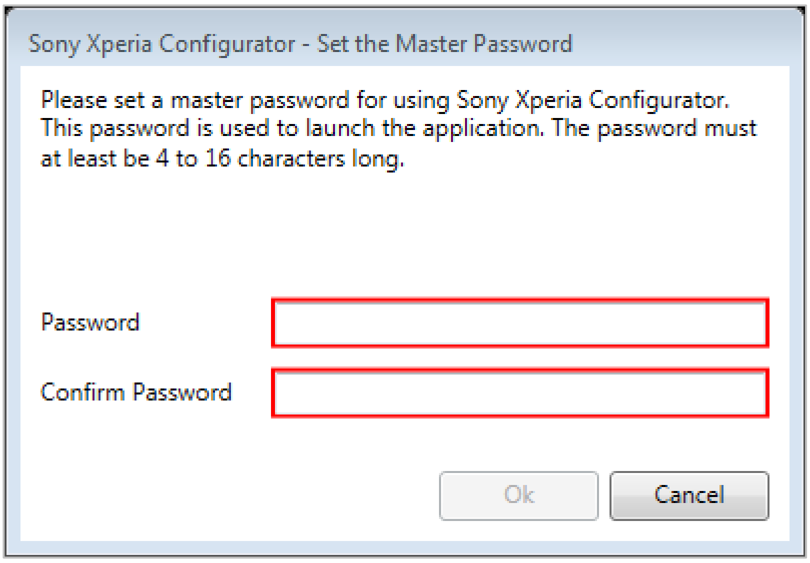
To install Sony Xperia Configurator, open the setup file and follow the installation wizard.

Note: The setup requires the .NET framework which can be downloaded from Microsoft's webpage (http://www.microsoft.com/net). Install the .NET framework and restart the Sony Xperia Configurator setup.

2.2.1 Set Master Password

When Sony Xperia Configurator is started for the first time, the user will be prompted to set a master password. The password must contain a minimum of 4 characters. (See Figure 1: Master Password).

The master password must be entered on every login.



Sony Xperia Configurator - Set the Master Password

Please set a master password for using Sony Xperia Configurator. This password is used to launch the application. The password must at least be 4 to 16 characters long.

Password

Confirm Password

Figure 1: Master Password

2.3 Install Configuration Agent

For Sony Xperia Configurator to be able to access the device, the Configuration Agent application must be installed on the device.

Note: All devices from the Xperia Z3 family and onwards will have the Configuration Agent preinstalled.

1. To be able to install the Configuration Agent, USB debugging must be enabled on the device. Go to **Settings > Developer Options** and enable USB debugging.
   Note: For Android 4.2.2 and later, the **Developer Options** screen is hidden by default. To make it available, go to **Settings > About Phone**, and tap **Build Number** 7 times. Return to the previous screen to find the **Developer Options**.

2. Start Sony Xperia Configurator.

3. Connect the device to the computer. The installation will start automatically.

2.4 Deactivate Configuration Agent

To deactivate the Configuration Agent on the device, go to **Settings > Security > Device Administrators**, find Configuration Agent and uncheck the box next to it and click **Deactivate**.

Note: If Configuration Agent is deactivated, all settings made on the device using Sony Xperia Configuration will be lost.

2.5 Uninstall Sony Xperia Configurator

To uninstall Sony Xperia Configurator from your computer, go to **Control Panel > Programs > Programs and Features** and double-click on **Sony Xperia Configurator** in the list view.

3 How to Use Sony Xperia Configurator

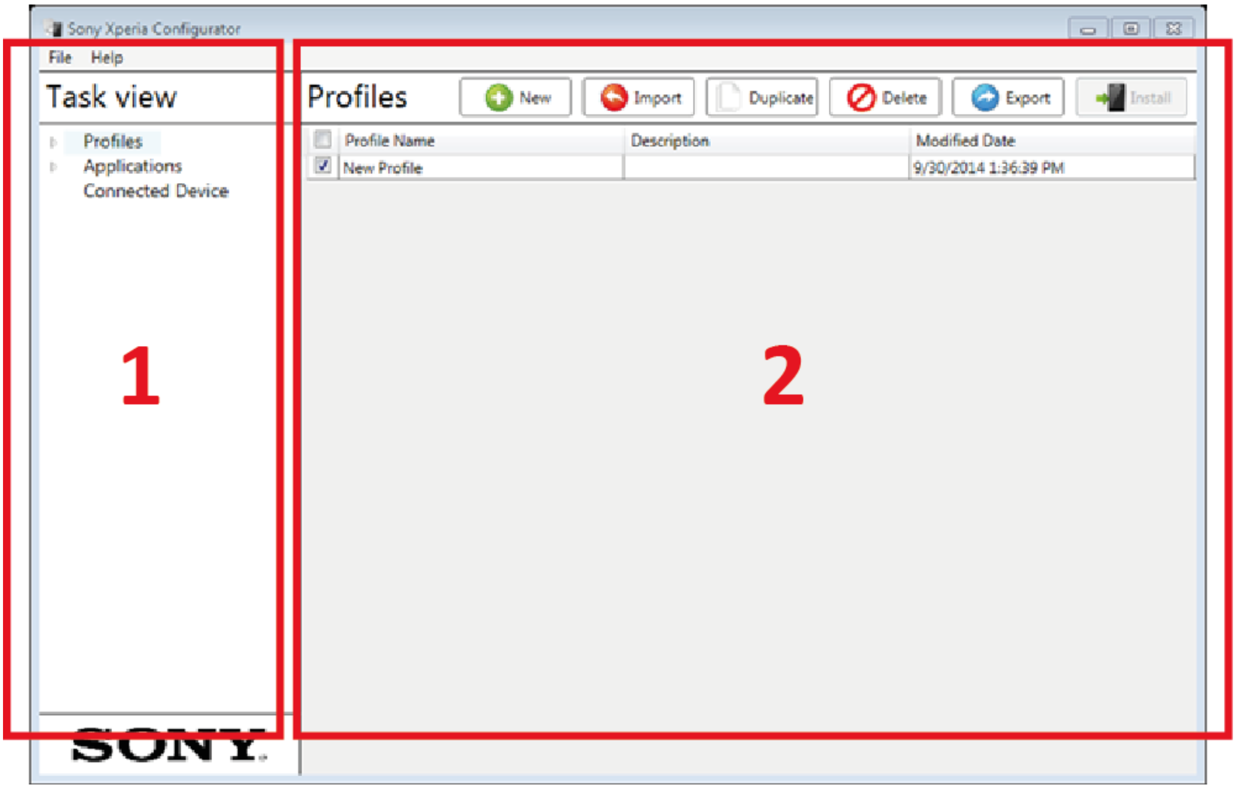
3.1 The Sony Xperia Configurator Interface

To the left in the Sony Xperia Configurator interface is the **Task View** panel. (See area marked with “1” in Figure 2: The Sony Xperia Configurator Interface). The **Task View** panel contains a tree view with three nodes; **Profiles**, **Applications**, and **Connected Device**.

- Clicking **Profiles** will display the profiles settings in the right panel of the interface. (See area marked with “2” in Figure 2: The Sony Xperia Configurator Interface).
  (See chapter 3.2 Create and Manage Profiles for more information).

- Clicking **Applications** will display the applications settings in the right panel of the interface. (See area marked with “2” in Figure 2: The Sony Xperia Configurator Interface). (See chapter 3.4 Applications for more information).

- **Connected Device** will display any Sony device connected to the PC. (See chapter 4.3 Connect a Device to the Sony Xperia Configurator for more information).



☐	Profile Name	Description	Modified Date
☑	New Profile		9/30/2014 1:36:39 PM

Figure 2: The Sony Xperia Configurator Interface

3.2 Create and Manage Profiles

All configuration profiles are created and managed in the **Profiles** view, accessed by clicking **Profiles** in the **Task View**. (See Figure 3: Task View and Figure 4: Profiles View)

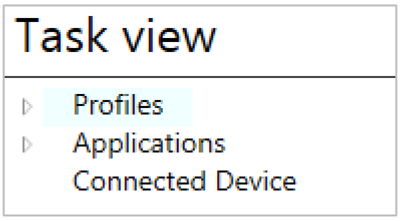
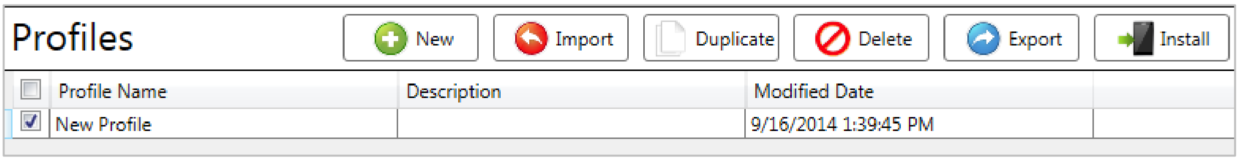


Figure 3: Task View



□	Profile Name	Description	Modified Date
☑	New Profile		9/16/2014 1:39:45 PM

Figure 4: Profiles View

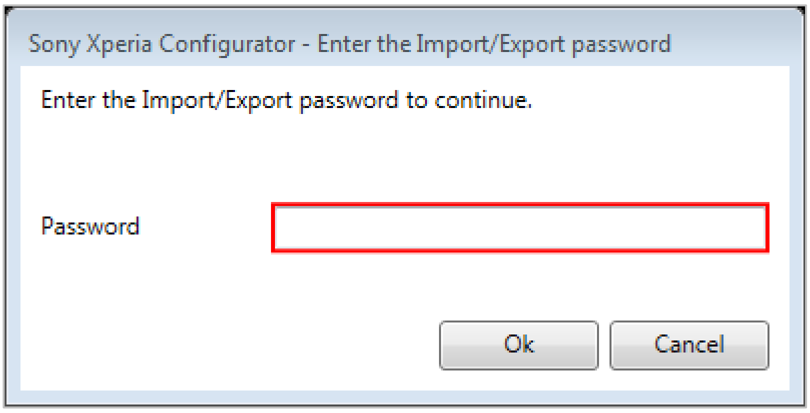
3.2.1 Create a New Profile

Click **New** to create a new configuration profile item. (See Figure 4: Profiles View). This function is also available from the **File** menu; Go to **File > New Profile**.

3.2.2 Import a Profile

Click **Import** to import profiles. (See Figure 4: Profiles View). When prompted, verify the import by entering an import password. (See Figure 5: Import/Export Password).

This function is also available from the **File** menu; Go to **File > Import > Configuration Profile**. The import password is the password used when the profile was exported. (See chapter 3.2.5 Export a Profile).


Sony Xperia Configurator - Enter the Import/Export password

Enter the Import/Export password to continue.

Password

Figure 5: Import/Export Password

3.2.3 Duplicate a Profile

Duplicate a profile item by checking the checkbox in front of the profile item, followed by clicking **Duplicate**. (See Figure 4: Profiles View).

3.2.4 Delete a Profile

Delete a profile item by checking the checkbox in front of the profile item, followed by clicking **Delete**. (See Figure 4: Profiles View).

3.2.5 Export a Profile

Export one or more profiles by checking the checkbox in front of each profile item to export, and click **Export**. (See Figure 4: Profiles View). When prompted, verify the export by setting an export password. (See Figure 5: Import/Export Password). This function is also available from the **File** menu; Go to **File > Export**.

3.2.6 Install a Profile on a Device

Install a profile by checking the checkbox in front of the profile item, followed by clicking **Install**. (See Figure 4: Profiles View). The profile will be installed on the connected device. (See chapter 4.4 Install a Configuration for more information).

Note: A profile can also be installed from within the **Configure Profile** view.

3.3 Configure a Profile

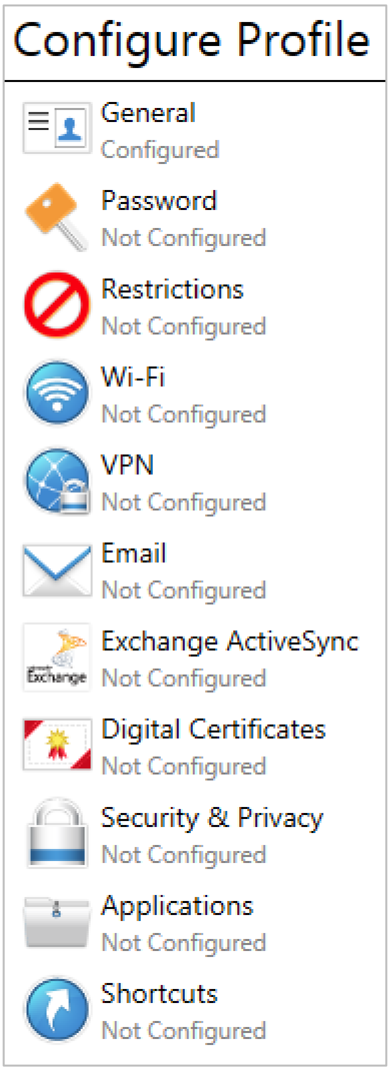
All profiles listed in the **Profiles** panel can be configured in the **Configure Profile** view. Select a profile item in the **Task View** to activate the **Configure Profile** view.

Clicking on any of the **Configuration Settings** items in the **Configure Profile** view will display their individual settings. (See Figure 6: Configure Profile View).

Note: Older Sony devices do not support all features that Sony Xperia Configurator supports. When an older device is connected some configuration settings will be grayed out in the **Configure Profile** view. When you install the profile, these grayed out settings will not be applied on the device.

When a **Configuration Setting** is applied, click **Save** to save it to the profile. (See Figure 7: Discard and Save Buttons).

Click **Discard** to revert a **Configuration Setting** to its last saved state. (See Figure 7: Discard and Save Buttons).



Configure Profile

General
Configured

Password
Not Configured

Restrictions
Not Configured

Wi-Fi
Not Configured

VPN
Not Configured

Email
Not Configured

Exchange ActiveSync
Not Configured

Digital Certificates
Not Configured

Security & Privacy
Not Configured

Applications
Not Configured

Shortcuts
Not Configured

Figure 6: Configure Profile View

Figure 7: Discard and Save Buttons

3.3.1 General

These settings can be used to apply general settings to the profiles, e.g. name and description.

- **Profile Name**: Set the profile name.
- **Description**: Enter a description of the profile.

3.3.2 Password

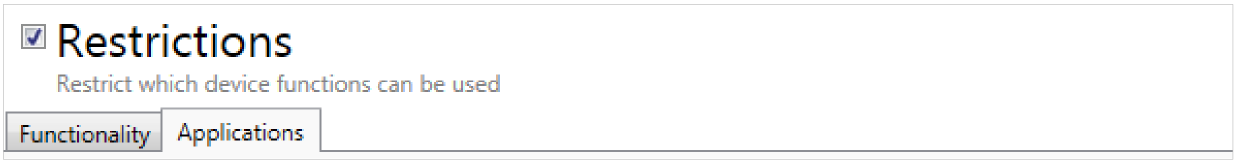
These settings can be used to apply password security on the device. Check the **Password** checkbox to enable the password settings.

- **Password**: Check the **Password** checkbox to enable the password settings.

- **Change Password**: Check the **Change Password** checkbox to set a new password on the device. If the device already has a password, the existing password will be replaced.
  - **Default Password**: Set a password for the device.
  - **Confirm the Entered Password**: Confirm the password.
- **Allow Simple Password**: Allow setting a simple password on the device.
- **Password History**: Set the number of entries to retain in the password history. This prevents the user from re-using these passwords.
- **Password Quality**: Set the quality required for password on the device.
  - **Unspecified**: No restrictions on the password quality will be set.
  - **Face Unlock**: At least the “Face unlock” option must be used as password on the device (e.g. a PIN, a pattern, or an alphanumeric password is also allowed).
    Note: The Face unlock feature requires an Xperia smartphone with Android version 4.0 or later, equipped with a front camera.
  - **Something**: A password must be set, but no password restrictions must be met.
  - **Numeric**: Passwords containing numeric, alphabetical and special characters are allowed.
  - **Alphabetic**: Passwords containing alphabetical, numeric, or special characters are allowed.
  - **Alphanumeric**: The password must contain at least alphabetic AND numeric characters.
  - **Complex**: The password must meet complexity requirements. Set the number of minimum complex characters required for the password; 0-5 characters.
- **Minimum Password Length**: Set the minimum length of the password; 4-16 characters.
- **Maximum Time before Auto-Lock**: Set the maximum time before auto-lock; no limit, or 15 seconds to 10 minutes.

3.3.3 Restrictions

These settings can be used to apply restrictions to certain device functions.
Check the **Restrictions** checkbox to enable the restrictions settings. The restrictions settings are divided into two tabs; **Functionality** and **Applications**. (See Figure 8: Functionality and Applications tabs.



☑ Restrictions

Restrict which device functions can be used

Figure 8: Functionality and Applications tabs.

3.3.3.1 Functionality

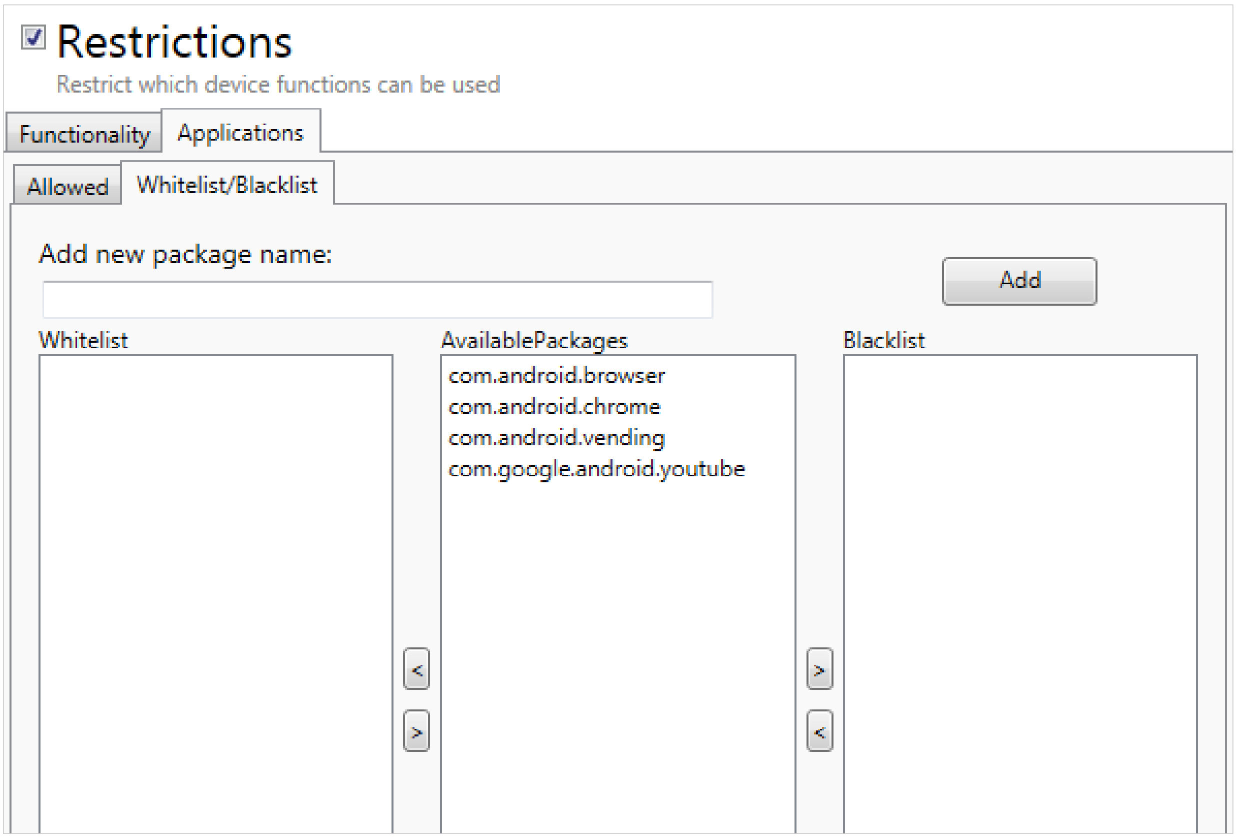
- **Allow Screenshot Capture**: Allow screenshots to be taken in other ways (e.g. through ddms).
- **Allow SD Card**: Allow the user to mount/use SD cards.
- **Allow Apps from “Unknown Sources”**: Allow installation of non-Market applications.
- **Allow Tethering**: Allow tethering (i.e. using one device as a modem for another device).
- **Allow Wi-Fi**: Allow Wi-Fi to be enabled by user or third party applications.
- **Bluetooth**: Allow Bluetooth to be enabled by user or third party applications.
- **Allow Local Sync**: Allow local sync (i.e. sync Outlook contacts, calendar, and tasks).
- **Allow Infrared**: Allow infrared connections to and from the device.
- **Allow Roaming**: Allow data roaming.
    - **Set a Data Roaming Limit**: Enable a data roaming limit.
        - **Data Roaming Limit**: Set the number of megabytes allotted per 30 day period. The limit cannot be lower than 5 MB.
    - **Allow Sync while Roaming**: Allow sync while data roaming is enabled.
- **Allow SMS/MMS**: Allow SMS/MMS to be sent.
- **Allow Keyguard Widget**: Set keyguard widget restrictions.
    - **Allow all widgets**: No keyguard widget restrictions.
    - **Disable Camera**: Disable the keyguard secure camera.
    - **None**: Disable all keyguard widgets.
- **Allow Location (GPS)**: Allow location via GPS to be used.

3.3.3.2 Applications

- **Allowed** tab
    - **Allow YouTube**: Allow the YouTube application to be used.
    - **Allow Browser**: Allow the default Android browser or Chrome browser to be used.
    - **Allow Play Store**: Allow to install/update packages from Play Store.
    - **Allow Camera**: Allow the camera to be used to take photos and videos.
- **Whitelist/Blacklist** tab: Enter an application’s package name in the **Add New Package Name** field. Add the package name by clicking **Add**. Use the arrow buttons to move the name from the **Available Packages** field to either the **Blacklist** field or the **Whitelist** field. (See Figure 9:

Whitelist and Blacklist).

Note: The packages added to the blacklist will not be possible to run on the device. If packages are added to the white-list, no other packages will be possible to run on the device. System applications are not affected by the whitelist/blacklist restrictions.



com.android.browser
com.android.chrome
com.android.vending
com.google.android.youtube

Figure 9: Whitelist and Blacklist

3.3.4 Wi-Fi

These settings can be used to configure how the device connects to wireless networks. Check the **Wi-Fi** checkbox to enable the Wi-Fi settings. Use the "+" and "-" buttons to add and remove Wi-Fi networks.

- **Network SSID**: Enter the network SSID (i.e. the network name).
- **Static IP Configuration**: Check this box to enable static IP configuration.
  - **IP Address**: Enter the static IP address.
  - **Subnet Mask Length**: Enter the subnet mask length as bit counts (e.g. 24 = 255.255.255.0; 16 = 255.255.0.0; 8 = 255.0.0.0).
  - **Default Gateway**: Enter the static IP default gateway.
  - **Primary DNS**: Enter the static IP primary DNS.
  - **Secondary DNS**: Enter the static IP secondary DNS.
- **Link Security Type**: Select an encryption protocol from the drop-down list. Select **Open** to disable encryption protocols.

3.3.5 VPN

These settings can be used to configure how the device connects to wireless networks via VPN. Check the **VPN** checkbox to enable the VPN settings. Use the “+” and “-” buttons to add and remove VPN accounts.

Note: A field indicated with an asterisk (*) and a red border is mandatory. (See chapter 4.2 Mandatory Fields for more information).

- **Connection Name**: Enter a VPN account name to be displayed on the device.
- **VPN Type**: Select a VPN type from the drop-down list.
  - **PPTP**
    - **VPN Server**: Enter the host name or IP of the VPN server.
    - **Username**: Enter a user name for connection certification.
    - **User Password**: Enter a user password for connection certification.
    - **DNS Search Domain**: Enter a DNS search domain for connection certification.
    - **DNS Servers**: Enter DNS servers.
    - **Forwarding Routes**: Enter internal forwarding routes.
    - **Enable Encryption**: Check the Enable Encryption checkbox to enable encryption.
  - **L2TP/IPSec PSK**
    - **VPN Server**: Enter the host name or IP of the VPN server.
    - **L2TP Secret**: Enter the L2TP secret for connection certification.
    - **Username**: Enter a user name for connection certification.
    - **User Password**: Enter a user password for connection certification.
    - **DNS Search Domain**: Enter a DNS search domain for connection certification.
    - **Identifier**: Set the IPSec identifier.
    - **User Pre-Shared Key**: Enter the pre-shared key for authentication.
    - **DNS Servers**: Enter DNS servers.
    - **Forwarding Routes**: Enter internal forwarding routes.
  - **L2TP/IPSec RSA**
    - **VPN Server**: Enter the host name or IP of the VPN server.

    - **L2TP Secret**: Enter the L2TP secret for connection certification.
    - **Username**: Enter a user name for connection certification.
    - **User Password**: Enter a user password for connection certification.
    - **User Certificate**: Enter the alias of the user certificate to use, or select an added certificate by clicking **Select**. (See chapter 3.3.8 Digital Certificates).
    - **CA Certificate**: Enter the alias of the CA certificate to use, or select an added certificate by clicking **Select**. (See chapter 3.3.8 Digital Certificates).
    - **Server Certificate**: Enter the alias of the server certificate to use, or select an added certificate by clicking **Select**. (See chapter 3.3.8 Digital Certificates).
    - **DNS Search Domain**: Enter a DNS search domain for connection certification.
    - **DNS Servers**: Enter DNS servers.
    - **Forwarding Routes**: Enter internal forwarding routes.

- **L2TP/IPSec Xauth PSK**
    - **VPN Server**: Enter the host name or IP of the VPN server.
    - **Username**: Enter a user name for connection certification.
    - **User Password**: Enter a user password for connection certification.
    - **DNS Search Domain**: Enter a DNS search domain for connection certification.
    - **Identifier**: Set the IPSec identifier.
    - **User Pre-Shared Key**: Enter the pre-shared key for authentication.
    - **DNS Servers**: Enter DNS servers.
    - **Forwarding Routes**: Enter internal forwarding routes.
- **L2TP/IPSec Xauth RSA**
    - **VPN Server**: Enter the host name or IP of the VPN server.
    - **Username**: Enter a user name for connection certification.
    - **User Password**: Enter a user password for connection certification.
    - **User Certificate**: Enter the alias of the user certificate to use, or select an added certificate by clicking **Select**. (See chapter 3.3.8 Digital Certificates).
    - **CA Certificate**: Enter the alias of the CA certificate to use, or select an added certificate by clicking **Select**. (See chapter 3.3.8 Digital Certificates).

        - **Server Certificate**: Enter the alias of the server certificate to use, or select an added certificate by clicking **Select**. (See chapter 3.3.8 Digital Certificates).
        - **DNS Search Domain**: Enter a DNS search domain for connection certification.
        - **DNS Servers**: Enter DNS servers.
        - **Forwarding Routes**: Enter internal forwarding routes.
    - **L2TP/IPSec Hybrid RSA**
        - **VPN Server**: Enter the host name or IP of the VPN server.
        - **Username**: Enter a user name for connection certification.
        - **User Password**: Enter a user password for connection certification.
        - **CA Certificate**: Enter the alias of the CA certificate to use, or select an added certificate by clicking **Select**. (See chapter 3.3.8 Digital Certificates).
        - **Server Certificate**: Enter the alias of the server certificate to use, or select an added certificate by clicking **Select**. (See chapter 3.3.8 Digital Certificates).
        - **DNS Search Domain**: Enter a DNS search domain for connection certification.
        - **DNS Servers**: Enter DNS servers.
        - **Forwarding Routes**: Enter internal forwarding routes.

3.3.6 Email

These settings can be used to configure which email accounts to use for this device. Check the **Email** checkbox to enable the Email settings. Use the "+" and "-" buttons to add and remove email accounts.

Note: A field indicated with an asterisk and a red border is mandatory. (See chapter 4.2 Mandatory Fields for more information).

- **Email Address**: Enter the user's email address.
- **Incoming Email Server**: Set incoming email server information.
    - **Account type**: Select the account type; IMAP or POP3.
    - **Mail Server and Port**: Enter the host name or IP address for incoming emails.
    - **Username**: Enter the user name to use when connecting to the incoming email server.
    - **Password**: Set a password.
    - **Security type**: Select a security type for incoming email; None, SSL, or TLS.
- **Outgoing Email Server**: Set outgoing email server information.
    - **Mail Server and Port**: Enter the host name or IP address for the outgoing email server.

  - **Username**: Enter the user name for the outgoing email server.
  - **Security Type**: Select a security type for outgoing email; None, SSL, or TLS.
  - **Accept All Certificates**: Check the **Accept All Certificates** checkbox to accept all certificates sent by the outgoing email server.

3.3.7 Exchange ActiveSync

These settings can be used to configure which Exchange ActiveSync accounts to use for this device. Check the **Exchange ActiveSync** checkbox to enable the Exchange ActiveSync settings. Use the “+” and “-” buttons to add and remove email accounts.

Note: A field indicated with an asterisk and a red border is mandatory. (See chapter 4.2 Mandatory Fields for more information).

- **ActiveSync Account Name**: Enter the Exchange ActiveSync account name.
- **ActiveSync Host**: Enter the Exchange ActiveSync server address.
- **Use Secure Connection (SSL)**: Check the **Use Secure Connection (SSL)** checkbox to use the SSL security type for incoming and outgoing email.
- **Domain**: Enter the account domain.
- **User**: Enter the Exchange ActiveSync account user name
- **Email Address**: Enter the Exchange ActiveSync email address.
- **Password**: Set an Exchange ActiveSync password.
- **Accept All Certificates**: Check the **Accept All Certificates** checkbox to accept all certificates sent by the email server.
- **Set Authentication Certificate**: Enter the name of the client certificate to use, or select an added certificate by clicking **Select**. (See chapter 3.3.8 Digital Certificates).
- **Set S/MIME Certificate**: Enter the name of the S/MIME certificate to use, or select an added certificate by clicking **Select**.
- **Sync Email**: Allow emails to be synced.
- **Sync Contacts**: Allow contacts to be synced.
- **Sync Calendar**: Allow calendar to be synced.

3.3.8 Digital Certificates

These settings can be used to import and setup the digital certificates to use for this device. Check the **Digital Certificates** checkbox to enable the Digital Certificates settings. Use the “+” and “-” buttons to add and remove digital certificates.

- **Certificate File**: Enter the name of the client certificate to use, or import a certificate by clicking **Import**.
- **Certificate Use**: Set the usage for the imported certificate; Choose **VPN and apps**, **Wi-Fi**, or **Email** from the drop-down menu.
- **Alias**: Enter an alias for the imported certificate.
- **Password**: Set a password for the certificate.

3.3.9 Security & Privacy

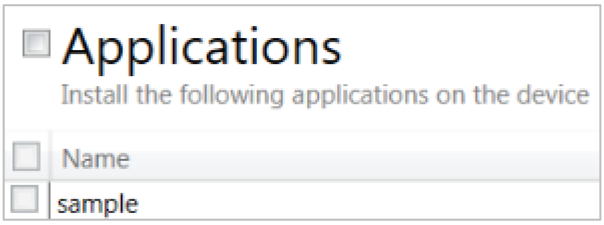
These settings can be used to apply security and privacy settings on the device. Check the Security & Privacy checkbox to enable the Security & Privacy settings.

- **Set External Storage Encryption**: Check the **Set External Storage Encryption** checkbox to encrypt all external storage. If external storage encryption is set, it will not be possible to use the SD card on the device until it has been encrypted. If the user chooses to encrypt the SD card, the internal memory also has to be encrypted.

3.3.10 Applications

These settings can be used to select which applications to install on the device. Check the **Applications** checkbox to enable these settings.

To add applications to the profile, check the checkbox next to the applications. (See Figure 10: Applications).



□ Applications

Install the following applications on the device

□	Name
□	sample

Figure 10: Applications

See chapter 3.4 Applications for more information on how to import applications.

3.3.11 Shortcuts

These settings can be used to configure home screen shortcuts to install on the device. Check the **Shortcuts** checkbox to enable these settings. Click **Add** to create a shortcut. To delete a shortcut, check the checkbox next to the shortcut in the list view and click **Delete**.

- **Label**: Enter a home screen label for the shortcut.

- **URI**: Enter the URI for the shortcut (i.e. “http://”, “file://”, or a valid package name e.g. “com.android.chrome”).

3.4 Applications

These settings can be used to import applications into the Sony Xperia Configurator for installation on a device.

Click **Import** to import an application. This function is also available from the **File** menu; Go to **File > Import > Application.**

To delete an application imported to the Sony Xperia Configurator, check the checkbox next to the application in the list view and click **Delete**.

Imported applications appear under **Applications** in the **Task View**. (See Figure 11: Applications).

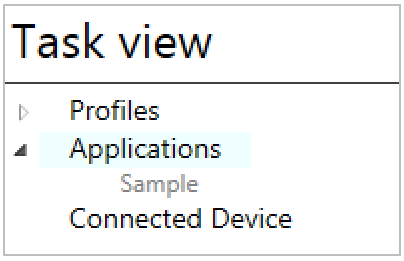


Figure 11: Applications

Note: For information on how to select applications to install on the device, see chapter 3.3.10 Applications.

4 How to Install a Configuration on a Device

This chapter will explain how to install the configuration made in Sony Xperia Configurator on a device.

4.1 Configuration State

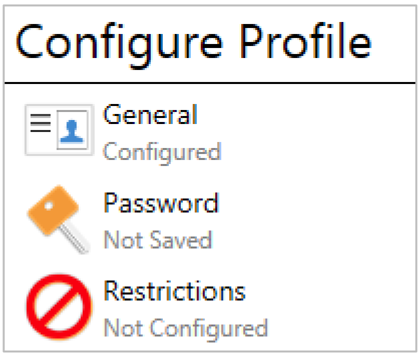
The **Configuration State** indicates what state the **Configuration Setting** items are in. (See Figure 12: Configuration State).

There are three states:

- **Not configured**: This means that the particular configuration setting is not set. A profile option in this state will not be installed on the device.

- **Not saved**: This means that a mandatory field in a configuration setting is not set. This state will also be displayed if a change made in a configuration setting has not been saved.

- **Configured**: This means that the particular configuration setting is set.



Configure Profile

General
Configured

Password
Not Saved

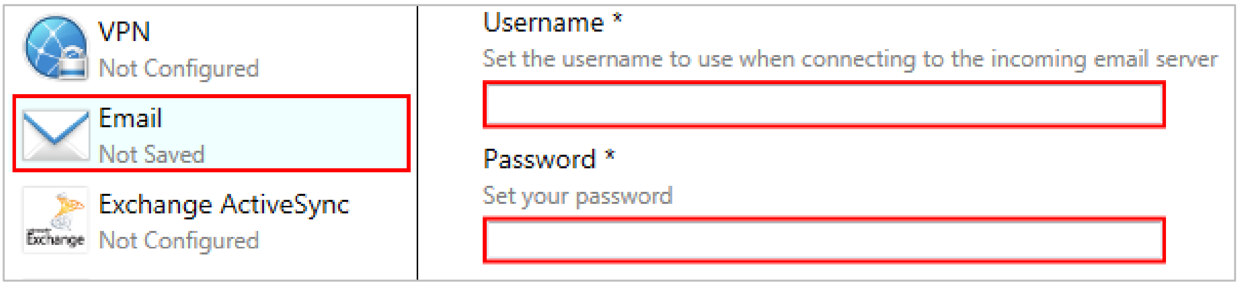
Restrictions
Not Configured

Figure 12: Configuration State

4.2 Mandatory Fields

A field indicated with an asterisk (*) and a red border, is mandatory; it has to be filled with data otherwise the profile cannot be saved or installed on a device.

If a mandatory field is empty when the profile is saved, the setting icon will be indicated with a red border and the **Configuration Status** will change to “not saved”. (See Figure 13: Mandatory Fields).



VPN
Not Configured

Email
Not Saved

Exchange ActiveSync
Not Configured

Username *
Set the username to use when connecting to the incoming email server

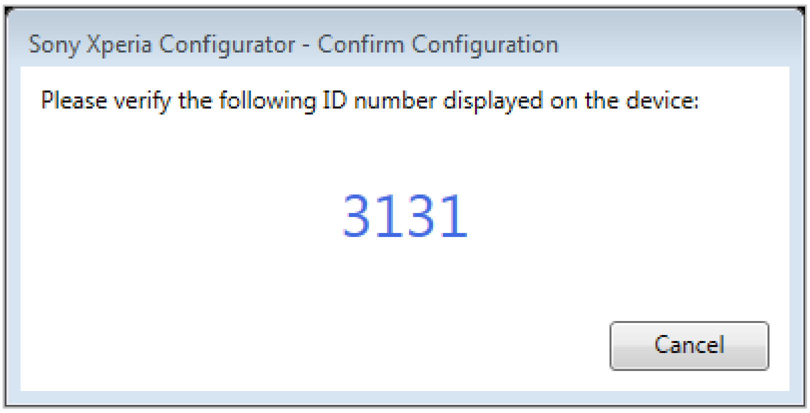
Password *
Set your password

Figure 13: Mandatory Fields

4.3 Connect a Device to the Sony Xperia Configurator

When a device is connected, a security dialog will appear on both the PC and on the device. The user must verify that the connection is genuine by comparing the numbers on the device and on the PC.

1. On the device, click **OK** to confirm the numbers displayed on the PC and on the device. (See Figure 14: Confirm Configuration).



Sony Xperia Configurator - Confirm Configuration

Please verify the following ID number displayed on the device:

3131

Figure 14: Confirm Configuration

2. If a connection is successful, the name of the device will be listed under **Connected Device** in the **Task View**. (See Figure 15: Connected Device).

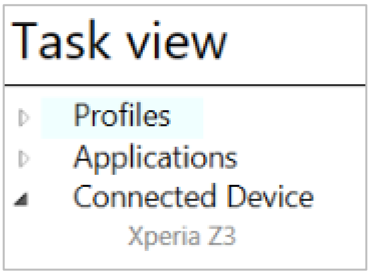


Figure 15: Connected Device

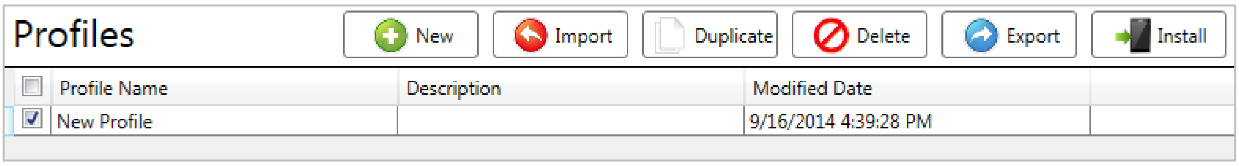
4.4 Install a Configuration

Follow these steps to install a configuration profile on a device.

Note: Some devices do not support all Sony Xperia Configurator features. When these devices are connected, some configuration settings will be grayed out in the **Configure Profile** view. When you install the profile, these grayed out settings will not be applied on the device. The installation dialog will say the installation was successful, even though the grayed out settings were not applied.

1. In the **Profiles** list, check the checkbox next to the profile to install. (See Figure 16: Install a Profile on Device).

2. Click the **Install** button.
   Note: Installing a new profile overrides the existing profile on the device.
   Note: It is also possible to install a profile from the Configure Profile view. (See 3.2.6 Install a Profile on a Device).

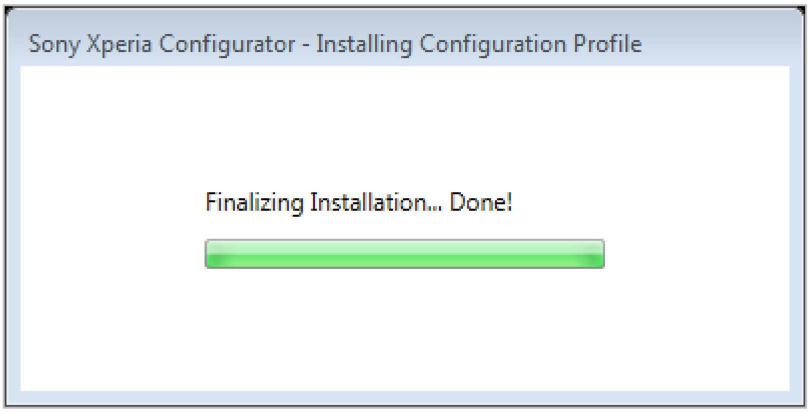


Profiles

□	Profile Name	Description	Modified Date
☑	New Profile		9/16/2014 4:39:28 PM

Figure 16: Install a Profile on Device

3. An installation dialog appears. (See Figure 17: Installation Dialog).

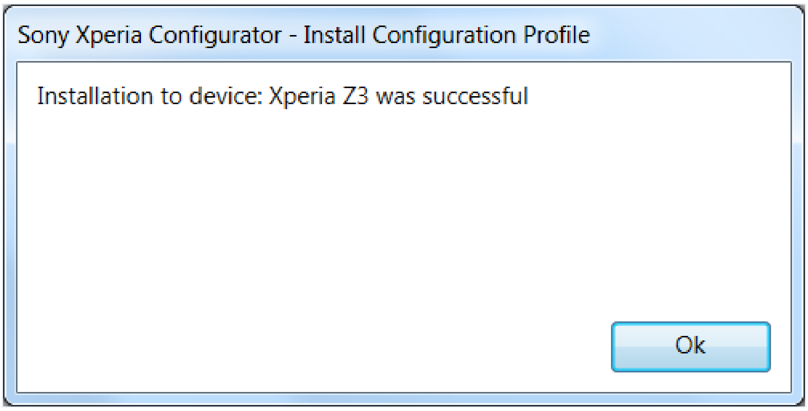


Sony Xperia Configurator - Installing Configuration Profile

Finalizing Installation... Done!

Figure 17: Installation Dialog

4. When the installation dialog displays "installations successful", the installation has completed successfully. (See Figure 18: Installation Successful).



Sony Xperia Configurator - Install Configuration Profile

Installation to device: Xperia Z3 was successful

Figure 18: Installation Successful

5 Error Messages

This chapter describes error messages that may appear when installing profiles using the Sony Xperia Configurator. Each message listing in Table 2 contains the message statement, an explanation of the probable causes of the message, and a recommended action.

Error Message Statement	Explanation	Recommended Action
"VPN_PROFILE: Keystore is locked/not initialized."	The VPN account could not be created because the Keystore in the device has not been initialized.	This can be fixed by fixed by setting a password on the device. The device must be password protected to be able to create VPN accounts.
"POP_IMAP_ACCOUNT: RESULT_DUPLICATE_ACCOUNT"	An email account with that mail server and user name already exists on the device.	• If the account existing on the device is the correct, nothing needs to be done: error can be ignored. • If the account on the device needs to be updated, the account needs to be removed manually in the device, and then the profile can be installed again. • If a new account should be created, the server and/or user name needs to be changed in the profile, and then install the profile again.
"EAS_ACCOUNT_WITHOUT_CLIENT_CERTIFICATE: RESULT_DUPLICATE_ACCOUNT"	An Exchange ActiveSync account with the same Active Sync host and user name already exists.	
"EAS_ACCOUNT_WITH_CLIENT_CERTIFICATE: RESULT_DUPLICATE_ACCOUNT"		
"CERTIFICATE: Failed because screen lock is not activated."	Certificates could not be installed because the device is not locked by a password.	A password or PIN must be set on the device to make it possible to install certificates.

Table 2: Common Error Messages

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