

Mobile Device Management (MDM) deployment options Crash Recovery System (CRS)

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Index

Prerequisites	3
Installation with configuration file	3



Prerequisites

CRS is installed on a mobile device (tablet or laptop) with Android, iOS or Windows 10 Operating System using a Mobile Device Management (MDM) system. A site licence for CRS is in use.

Installation with configuration file

It is possible to define customised user settings for CRS using a configuration file. This configuration file contains a number of pre-configurable settings for CRS. This makes it possible to deploy CRS via a MDM system without the necessity of manually setting preferences during the installation. An example of a pre-configurable setting is to allow downloading of data updates via a mobile internet connection.

After the first installation of CRS, a copy of the configuration file is saved by Bliksund on the licence server so that it can be accessed by all devices. During every startup, CRS checks the configuration file (when the device is online) for any available changes. If there are, these will be implemented. This way, important settings for all users can be applied remotely without the need of manual interaction on the device.

The pre-configurable CRS settings are:

CRS setting	Function	Default value
Language	The preferred interface language.	System language
Country	The country where CRS is used.	Netherlands
Database	The preferred database region for manual vehicle selection.	EU
Only models with all options	During manual selection of a vehicle, only models with all optional and non-optional safety systems are displayed.	Disabled
Quick selection method	When only one option is available during manual selection, CRS will automatically move on to the next selection item.	Enabled
Numberplate request ¹	Activate vehicle selection by numberplate request.	Disabled
VIN ¹	Activate vehicle selection by VIN (Vehicle Identification Number) request.	Disabled



CRS setting	Function	Default value
CRS-ID	Activate vehicle selection by CRS-ID.	Disabled
OEM-ID	Activate vehicle selection by OEM-ID.	Disabled
UK identifier	Show UK identifier at modelyear selection.	Disabled
VRS Service base address Belgium	Default base address of the national vehicle registration service of Belgium (Belgian customers only).	https://mdcs.astrid.be
VRS Service port Belgium	Default port of the national vehicle registration service of Belgium (Belgian customers only).	443
VRS Service username Belgium	Default username of the national vehicle registration service of Belgium (Belgian customers only).	astrid
VRS Service password Belgium	Default password of the national vehicle registration service of Belgium (Belgian customers only).	Secret
User National ID Belgium	User credentials for the national register service of Belgium (Belgian customers only).	Blank
User ID Belgium	User credentials for the national register service of Belgium (Belgian customers only).	Blank
Organisation Company ID Belgium	User credentials for the national register service of Belgium (Belgian customers only).	Blank
Organisation ID Belgium	User credentials for the national register service of Belgium (Belgian customers only).	Blank



CRS setting	Function	Default value
Target Organisation ID Company ID Belgium	User credentials for the national register service of Belgium (Belgian customers only).	Blank
Target Organisation ID Belgium	User credentials for the national register service of Belgium (Belgian customers only).	Blank
Online service	Activate use of remote data connections.	Enabled
Dispatch centre result	Look for vehicle registration requests made by the connected Dispatchcentre.	Disabled
Subscription service base address	The default base address of the subscription service.	https://wws.crashrecoverysystem.com
Subscription service port	The default port of subscription service.	443
Base address Vehicle Registration Service	The default base address of the Vehicle Registration Service.	https://service.crashrecoverysystem.com
Vehicle Registration Service port	The default port of the Vehicle Registration Service.	443
Base address Bliksund API Service	The default base address of the Bliksund API Service.	https://dev.crashrecoverysystem.com
Bliksund API Service port	The default port of the Bliksund API Service.	443
App updates toggle	Deactivate software update toggle.	Enabled
CRS setting	Function	Default value
Check for available software updates	Automatically look for available software updates.	Enabled
Data update mode	Automatically check whether database updates are available. When scheduled is selected, these will be downloaded and installed automatically in the period scheduled below. When on startup is selected, they will be executed at startup. In manual mode it is not performed automatically.	On startup
Scheduled start time installation database updates	Fixed time (daily) for automatic download and installation of database updates.	00:00 AM



Scheduled end time installation database updates	Fixed end time (daily) for automatic download and installation of database updates.	06:00 AM
Location of data folder	The location where offline data updates are checked.	[Installation folder]\Updates
Base address Update server	The default base address of the Update server.	https://www.moditech.info
Update server port	Default port of the Update server.	80
Username Update server	Default username of the Update server.	Blank
Password Update server	Default password of the Update server.	Blank
Mobile data	Download database updates via a mobile connection.	Disabled
[Android] Autostart Application	It is possible for Android devices to automatically start CRS when the device has successfully been started	Disabled
[Windows] Start CRS maximized	Starts the application in maximized mode	Disabled
[Windows] Hide preferences from users	Hides the preferences for users. The preferences are still available when the application is started as administrator	Disabled
[Windows] Hide connectivity view	Hides the connectivity view in the right corner of the window	Disabled
[Windows] Suppress update confirmation message	Suppresses the confirmation dialog that shows up when the applications wants to download a data update. Only applicable when the update mode is set to 'On startup'.	Disabled

^{1:} Automatically switched on if this option is available in the activated licence.

Note: when the configuration file is being used, the automatic search for software updates option is disabled by default. This is to prevent a user from overwriting a MDM-managed CRS installation with a newer version of CRS that has not been tested and verified by the IT administrator.

Bliksund implements the configuration file for the relevant platform according to the customer's preferences.

A distinction must be made between the different operating systems:



Configuring MDM for Android

The CRS Android App has support for Android Enterprise. This means that the CRS App can use Managed Configurations in an MDM system.

When a configuration file (see the previous table) is present (of your organisation) on the Bliksund server, it is required for the device to log in (one-time) on the Bliksund server with a username and password.

Using the Managed Configurations¹ of Android Enterprise², all devices can receive the same username and password pre-filled, together with the App.

For this to work, the CRS Android App will need to be added as a "Managed Google Play App³" to the MDM system to access the Managed Configurations of the CRS app.

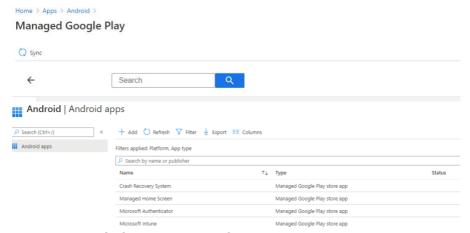


Figure 1: add CRS as a Managed Google Play App Figure 2: add the CRS.App to de MDM system

 $^{^{1}\,\}underline{\text{https://docs.samsungknox.com/dev/managed-configurations/introduction-to-managed-configurations.htm}$

² https://www.android.com/enterprise/

³ https://support.google.com/googleplay/work/answer/6138458?hl=en



When the CRS App is successfully recognised by the MDM system, the Username field and the Password field will automatically become available in the MDM system. (See Figure 3 and Figure 4)

In addition to the credentials, there is also an optional field called **Devicename** available. This field sets the device name in our Extranet. If this field is left empty, the device name will be automatically generated based on device properties.

Please note that when you enter the password, you must convert the password to a base64 encoded string.

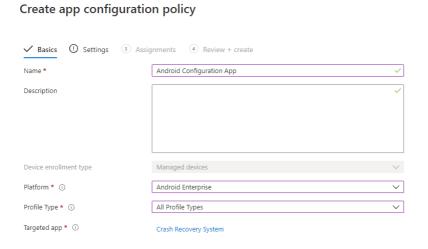


Figure 3: Android Enterprise App configuration

Home > Apps >

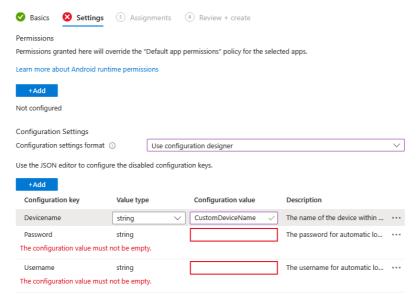


Figure 4: Android Enterprise Managed Configuration in the Android CRS.App



Apple iOS

In the case of a MDM installation for iOS devices, the licence information can be included during the MDM installation via so-called Configuration Keys. When these Configuration keys are defined, CRS can automatically execute the authentication process. There is no need to individually enter the username and password.

The iOS Configuration Keys are:

Кеу	Туре	Value
CRSUsername	String	Site licence code
CRSPassword	String	Base64 encoded password
CRSDevicename	String	(Optional) Custom device name

The app-config looks as follows:

- <?xml version="1.0" encoding="UTF-8"?><!DOCTYPE plist PUBLIC "-//Apple Inc//DTD PLIST 1.0//EN"
- "http://www.apple.com/DTDs/PropertyList-1.0.dtd"><plist version="1.0">
- <dict>
- <key>CRSUsername</key><string>LicenceCode</string>
- <key>CRSPassword</key><string>Base64 encoded password</string>
- <key>CRSDevicename</key><string>CustomDeviceName</string><!-- Optional -->
- </dict>
- </plist>

Note that CRSDevicename is an optional configuration key that sets the device name in Extranet. If this key is left empty, the device name will be automatically generated based on the device's properties.

Installation procedure

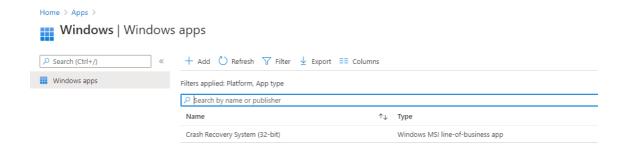
During the initial start-up of CRS, an online (WiFi) connection is required, so that the device can be registered on the Bliksund licensing server. Upon successful registration, the licence-information is stored on the device. From then on, CRS verifies the licence-information during every startup. This does not require an online connection.



Configuring MDM for CRS Windows 7 / 10

The Windows 10 CRS. Windows application can be delivered with an MSI installer that can be configured with an MDM system. This MSI installer can be found on the Bliksund website. https://bliksund.com/apps-and-downloads

When the download is finished you need to add the MSI installer to your MDM system.



The MDM system has the possibility to give the MSI installer several "command-line arguments" so the end user will not be bothered with the installation details of the CRS. Windows 10 application.

Attention: The systems on which the CRS Windows App needs to run, need to be managed by the MDM system.

You can add the following arguments to the MSI installation file of the CRS Windows App.

Argument	Description
/quiet	This ensures that the end user is not bothered
	during the installation of the CRS.Windows
	application.
	You can replace /quiet with /passive to perform a
	non-interactive installation but shows the
	progress to the user.
/norestart	This parameter ensures that the end user's
	system will not reboot after the installation
LICENCECODE	The licence code of the CRS.Windows App

Example:

.\Crash-Recovery-System-x64.msi /quiet LICENCECODE=12345678



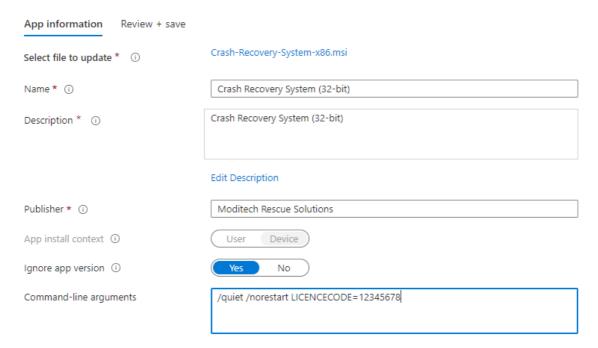


Figure 5: example of a MSI install configuration

If the product needs to be activated immediately after installer, the license code will need to be supplied in the manner described above. Omitting these parameters will cause the product to be unactivated after installation, requiring a manual activation.

Please keep in mind that the initial installation of the CRS Windows application will take some minutes because of the database download. (Depending on the connection speed)