

Nymi Connect for iOS

Deployment and Configuration Guide

Version 1

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1 Preface

Nymi provides periodic revisions to Nymi Connect and the Nymi Connected Worker Platform (CWP). Some functionality described in this document might not apply to all currently supported Nymi products. The release notes for your version of Nymi Connect for iOS provide the most up-to-date information.

1.1 Purpose

This document is part of the Connected Worker Platform (CWP) documentation suite. It describes how to deploy, configure, use, and troubleshoot Nymi Connect for iOS on iPad.

For a quick start, use the card pages near the end of this guide:

- for setting up iPads, the Initial Deployment Card;
- for operators at the iPad, the Shop-Floor Card;
- for IT support at the iPad, the On-Site Support Card.

1.2 Audience

This guide is written for IT administrators who deploy and support Nymi Connect for iOS.

Some steps need access to the Nymi Enterprise Server (NES) Administrator Console. These steps are marked like this:

> **NES-Admin access required:** This step is done in the NES Administrator Console.

If you do not have NES-Admin access, involve a colleague who does for the marked steps. Any IT administrator can do all other steps.

For example, creating a Client Registration Token (CRT) and copying its value needs NES-Admin access. Placing that value in configuration files, distributing the files, and importing them on iPads does not.

Shop-floor operators are covered in Using Nymi Connect, and on the Shop-Floor Card. IT support staff at the iPad can use the On-Site Support Card, and IT admins running a deployment can use the Initial Deployment Card.

1.3 Revision history

Version	Date	Revision history
1	October 2026	Initial release.

1.4 Related documentation

Nymi Connect for iOS — Tap-Tuning Guide	How to choose and adjust Tap Threshold and Tap Window for your iPad fleet. This guide is published separately from this release. Until it is available, contact Nymi Support at support@nymi.com for help with tap tuning.
Nymi Connected Worker Platform — Administration Guide	How to use the NES Administrator Console, including Client Registration Tokens, NES policies, and Nymi Band management.
Nymi Connected Worker Platform — Deployment Guide	How to deploy NES and the other CWP components.
Nymi Overview Guide	CWP components and the documentation suite.
Nymi Band 4 User Guide	How to wear, charge, enroll, and use the Nymi Band.
Nymi Connect for iOS Release Notes	New features, compatibility, and known issues for each app version.

1.5 How to get product help

If the Nymi software or hardware does not function as described in this document, you can submit a support ticket to Nymi, or email support@nymi.com.

1.6 How to provide documentation feedback

Feedback helps Nymi to improve the accuracy, organization, and overall quality of the documentation suite. You can submit feedback by using support@nymi.com.

2 Overview

2.1 What Nymi Connect for iOS does

Nymi Connect for iOS extends the use of the Nymi Band to provide user authentication and e-signatures on iPad devices. Users sign in to and perform e-signatures in native iPad apps, and in web applications in Safari, Google Chrome, and Microsoft Edge, by tapping an authenticated Nymi Band on the iPad. A broad range of applications is supported without requiring explicit integration with the Nymi ecosystem.

Nymi Connect supports applications that authenticate their users with a username and password. When an application asks for the user's credentials, the user selects Nymi Connect and taps the Nymi Band, and Nymi Connect fills in the credentials in that application.

- Nymi Connect provides credential filling only. It does not submit on the user's behalf: nothing is submitted until the user presses the application's Sign in (or equivalent) button.
- Nymi Connect is not responsible for user authorization within the target application.

Users' credentials reach Nymi in one of two ways: when the user enrolls or updates their password at the enrollment terminal (Nymi Band Application), or when the user verifies their password in Nymi Connect. The target app then validates the credentials through its own setup, or through an SSO or identity-provider layer.

2.2 Components and how they connect

iPad with Nymi Connect	The Nymi Connect app, installed on each iPad.
Nymi Band	The wearable authenticator. Each user enrolls and authenticates a Nymi Band.

Nymi Enterprise Server (NES)	Registers each iPad as a client, applies policy, and provides the user’s credentials when the Nymi Band is tapped.
Enrollment terminal	The Windows computer where users enroll the Nymi Band with the Nymi Band Application. Setup is described in the CWP documentation.

Nymi Connect for iOS talks to NES directly over HTTPS. It registers with NES using a Client Registration Token (CRT). It needs no Nymi Agent and no Nymi Bluetooth Endpoint, and it uses the iPad’s built-in Bluetooth rather than a Nymi Bluetooth adapter.

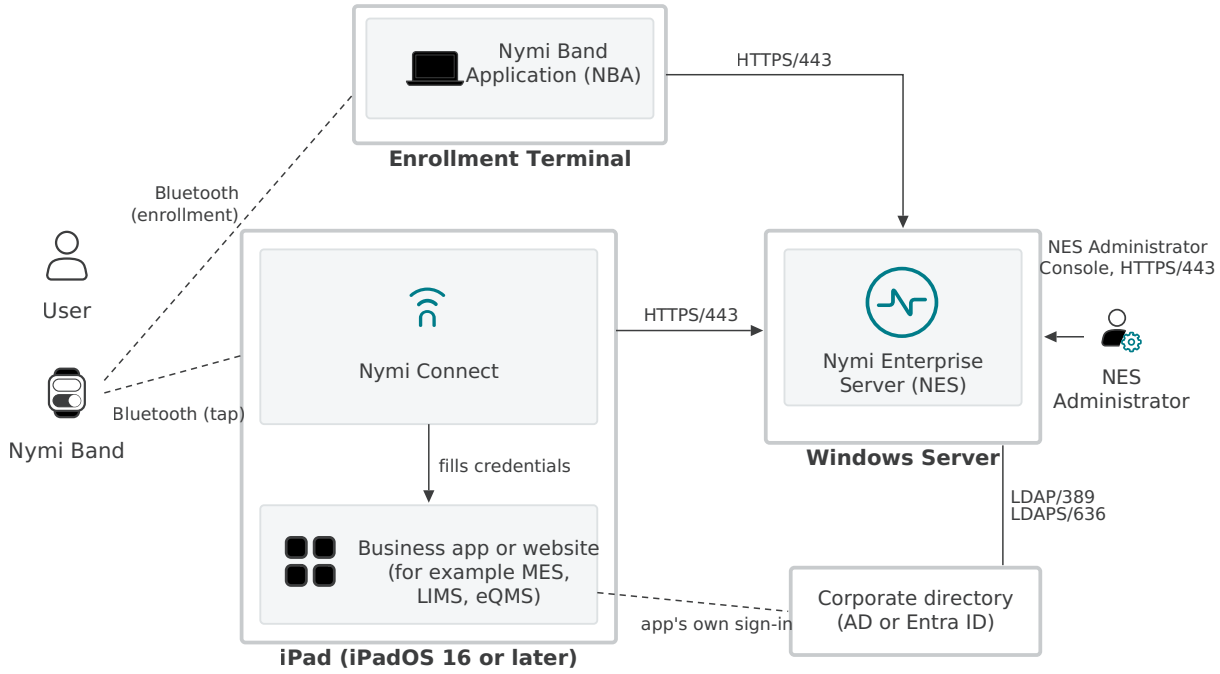


Figure 1. Nymi Connect for iOS components and how they connect

2.3 Task map

Use this table to see which tasks need NES-Admin access, and where each task is described.

Task	NES-Admin access required	Where it is done	See
Enable Lock Control in the NES policy	Yes	NES Administrator Console	NES prerequisites; Initial Deployment Card
Create a Client Registration Token and copy its value	Yes	NES Administrator Console	NES prerequisites; Initial Deployment Card
Get and assign Nymi Connect licenses	No	Apple Business	Distributing Nymi Connect to Your iPads; Initial Deployment Card
Install Nymi Connect and trust the root CA certificate	No	iPad	Install Nymi Connect; Trust the root CA certificate; Initial Deployment Card
Prepare and distribute configuration files	No	Any computer	Prepare the configuration file; Initial Deployment Card
Import the configuration and check readiness	No	iPad	Import the configuration; Check that the iPad is ready; On-Site Support Card
Sign in and sign with a Nymi Band tap	No	iPad, on the shop floor	Using Nymi Connect; Shop-Floor Card
Deploy a new CRT	Yes, for the token	NES Administrator Console + iPad	Deploying a new CRT
Delete a client from NES	Yes	NES Administrator Console	Removing Nymi Connect from an iPad

3 Before You Deploy

This chapter lists what must be in place before you deploy Nymi Connect. Procedures for CWP components are in the CWP documentation.

3.1 Compatibility

- iPadOS 16 or later.
- Nymi Connected Worker Platform (CWP) 1.20.1 or later.
- An Apple Business account for your organization. Apple Business was previously named Apple Business Manager (ABM). Distribution through Apple Business is the only method supported in this guide. See Distributing Nymi Connect to Your iPads.
- Nymi Band firmware:
  - Nymi Band 3: firmware 4.11.1.2 or later.
  - Nymi Band 4: firmware 5.2.3 or later. The compatibility table in the CWP Release Notes for your CWP release lists the verified versions.

3.2 NES prerequisites

> **NES-Admin access required:** The Lock Control policy and the CRT below are set up in the NES Administrator Console. See the Nymi Connected Worker Platform — Administration Guide.

- Nymi Lock Control is enabled in the active NES policy. Nymi Connect needs it to fill passwords. Until it is enabled, the Nymi Connect Home screen shows Not Ready, and its Credential Injection Permissions readiness row indicates the missing prerequisite.
- Users' Nymi Bands are enrolled with the Nymi Band Application (NBA) at an enrollment terminal. The NBA is a separate Nymi application; how to deploy it and enroll Nymi Bands is described in the Nymi Connected Worker Platform — Administration Guide.
- A Client Registration Token (CRT) is created in NES, and its value is copied from NES. The IT administrator adds it to the `nymi_nci.ncconf` configuration file that they create, as described in Prepare the configuration file. Any IT administrator can use the value in configuration files.

3.3 What you need on hand

- Access to your organization’s Apple Business account, with permission to get and assign app licenses.
- The certificate of the root CA that issues the NES TLS certificate, if the iPads do not already trust that root CA.
- The NES URL and the CRT value, for the configuration file.
- A list of device IDs, one for each iPad, if you set them (recommended).

With these, you create the configuration file yourself: a baseline `nymi_nci.ncconf` file for each group of iPads with a copy for each iPad that has its own device ID, or, for a quick start, one shared file for all iPads without device IDs. See Prepare the configuration file for both options and the trade-off.

3.4 Deployment at a glance

For a printable version of this checklist, with a detail page for IT admins, see the Initial Deployment Card.

1. Confirm the compatibility and NES prerequisites in this chapter.
2. Get licenses for Nymi Connect in Apple Business, and assign them to iPads or users.
3. On each iPad, install Nymi Connect.
4. On each iPad, trust the root CA certificate, if needed.
5. On each iPad, turn on Bluetooth and allow Nymi Connect to use it.
6. On each iPad, set Nymi Connect as the AutoFill password provider.
7. Create the `nymi_nci.ncconf` file from a template: one file for each iPad with its own device ID, or one shared quick-start file for all iPads, as described in Prepare the configuration file.
8. Import the configuration on each iPad.
9. Check that each iPad shows Ready.
10. Test a sign-in with a Nymi Band tap.

4 Distributing Nymi Connect to Your iPads

Nymi Connect for iOS is not available on the public App Store. Nymi distributes it privately to each customer organization through Apple Business, and this version of the guide supports distribution through Apple Business only.

Apple Business is the free web portal that Apple provides for organizations to manage their Apple devices, users, and apps. It was previously named Apple Business Manager (ABM), and it is the layer above the app store that your organization uses to obtain and distribute private apps. Organizations that have only used web applications on their iPads may not have set it up yet.

This chapter describes the Apple Business concepts and steps that are needed for Nymi Connect. For Apple Business itself, for example signing up and verifying the organization, see the Apple Business User Guide on the Apple Support website.

4.1 Apple Business concepts

Custom App	Apple’s term for an app that a developer distributes privately to specific organizations, instead of listing it on the public App Store. Nymi publishes each release of Nymi Connect for iOS as a Custom App and assigns it to your organization’s Apple Business account. Only your organization can see and get it. Apple reviews each Custom App before release, as it does for App Store apps.
App license	Apple’s mechanism for controlling how many users or devices can install an app that the organization obtains through Apple Business. One license allows one user or one iPad to install the app. App licenses are part of Apple’s distribution process: they are not Nymi software licenses, and they do not change your agreement with Nymi. Your organization keeps ownership of its licenses, and can revoke a license and reassign it, for example when an iPad is retired.

Managed Apple Account	An Apple Account that your organization creates and manages in Apple Business for an employee. Apple previously named these Managed Apple IDs.
Device management service	A service that configures enrolled devices remotely and installs the apps assigned to them. Apple Business includes a built-in device management service. Your organization can instead link an external mobile device management (MDM) product to Apple Business.

4.2 How Nymi delivers Nymi Connect

1. An administrator in your organization signs up for Apple Business, if the organization has not already done so, and sends Nymi the organization’s Apple Business organization ID.
2. Nymi publishes Nymi Connect for iOS as a Custom App and assigns it to that organization ID.
3. After Apple’s review, Nymi Connect appears in your organization’s Apple Business account, in the Custom Apps section of Apps and Books.
4. Your administrator gets licenses for Nymi Connect, and assigns them to iPads or to users, as described in the rest of this chapter.

4.3 Choosing a deployment method

Apple Business installs Nymi Connect through a device management service. The built-in device management service in Apple Business is enough: no third-party MDM product is required. If your organization already uses an MDM product, you can link it to Apple Business and use it instead.

Method	License assigned to	What is needed	How the configuration file reaches the iPad
Assign to iPads	Each iPad	iPads enrolled in the built-in device management service, or in an external MDM	Imported on the iPad, or deployed by an external MDM
Assign to users	Each user’s Managed Apple Account	Managed Apple Accounts for the users, and iPads enrolled in the built-in device management service or an external MDM	Imported on the iPad, or deployed by an external MDM

Assigning licenses to iPads suits shared iPads on the shop floor, because the license stays with the iPad whoever uses it. Assigning licenses to users suits iPads that each belong to one person.

How to enroll iPads in device management, and which enrollment method suits your iPads, is described in the Apple Business User Guide.

4.4 Getting and assigning Nymi Connect licenses

Before you begin

- Sign in to Apple Business with a user whose role has permission to get licenses for apps and books.
- Turn on Custom Apps for your organization, if it is not already on. See “Turn on Custom Apps” in the Apple Business User Guide.
- Set up a payment method in Apple Business. Apple requires one before an organization can get any app licenses, including licenses for apps that cost nothing.

Procedure

1. Choose **Apps & Services** > **Apps and Books** > **App Store**.
2. Select **View Store**, then select **Custom Apps** to see the Custom Apps assigned to your organization.
3. Select the Nymi Connect listing for the version you want to deploy.
4. Select the organizational unit for the licenses, enter the number of licenses, and complete the order.
5. Assign Nymi Connect to the iPads or users:
    - With the built-in device management service, add Nymi Connect to the Blueprint that applies to those iPads or users.
    - With an external MDM, assign the licenses in the MDM, as described in its documentation.
6. With the built-in device management service, choose how Nymi Connect is installed: choose **Devices** > **Managed Apps**, select Nymi Connect, then select **Configuration**. Choose automatic installation, or installation by the user from the Apple Business app on the iPad.

When Nymi Connect is installed automatically, users cannot remove it from the iPad. On supervised iPads, the installation is silent; on other iPads, the user is asked to approve it.

To take Nymi Connect off an iPad and free its license, remove Nymi Connect from all Blueprints that apply to that iPad or its user, or unassign the license in the external MDM.

4.5 Versioned app listings and your validated version

Each release of Nymi Connect for iOS is a separate app listing with the version in its name, for example “Nymi Connect v1.0”. Listings run in parallel, so you can stay on the version you validated and move to a newer listing when your validation process allows. Nymi retires older listings once no customers use them.

When you move to a newer listing, your `nymi_nci.ncconf` configuration file carries over: you can import the same file on the newer version. The exception is when the release notes or the updated deployment guide for the newer version state otherwise, for example a compatibility change, or changes to configuration parameters or their valid values. Check both documents before you move.

5 Setting Up Each iPad

This chapter starts from an iPad that has Nymi Connect assigned to it in Apple Business, with the NES prerequisites in place. It covers installing Nymi Connect, preparing the iPad and importing the configuration file. By the end of the chapter, the iPad is registered with NES, the Home screen shows READY, and a test sign-in with a Nymi Band tap succeeds.

5.1 Install Nymi Connect

Nymi Connect is not on the public App Store, and it is not installed from the App Store app. It reaches each iPad through the device management service, after its license is assigned in Apple Business, as described in Distributing Nymi Connect to Your iPads. How it arrives depends on the installation setting chosen there:

Installation setting	What happens on the iPad
Automatic, with the built-in device management service	Nymi Connect installs without any action on the iPad. On iPads that are not supervised, the user is asked to approve the installation.
Installed by the user, with the built-in device management service	The user installs Nymi Connect from the Apple Business app on the iPad.
External MDM	Nymi Connect installs as set up in the MDM, for example automatically, or from the MDM's app catalog on the iPad. See the MDM's documentation.

Procedure

1. Unlock the iPad, and make sure it is connected to the network.
2. If the user installs Nymi Connect, open the Apple Business app, or the MDM's app catalog, on the iPad. Find Nymi Connect in the list of apps available to you, and install it.
3. If the iPad asks you to approve the installation, approve it.
4. Wait until the Nymi Connect icon appears on the iPad's Home Screen.
5. Tap the Nymi Connect icon to open the app. The app opens on its own Home screen, which shows whether Nymi Connect is ready. Continue with the steps in this chapter.

> **Note:** Nymi Connect – Pilot Mode is a separate demonstration app that fills dummy credentials only. It cannot be used to sign in for real. Do not install it in place of Nymi Connect. See Appendix: Nymi Connect – Pilot Mode.

5.2 Trust the root CA certificate

If the NES TLS certificate is issued by a root CA that the iPads do not already trust, install and trust the root CA certificate on each iPad.

Before you begin

Get the root CA certificate file, for example `ca-cert.crt`, from the team in your organization that manages the root CA. File names are examples; you can choose your own.

Procedure

1. Save `ca-cert.crt` to the iPad's local storage in the **Files** app, and tap it. Its icon shows "cer".
2. Follow the iOS instructions on the screen to install the certificate and trust it. For example, in iPadOS 26:
    a. Go to **Settings** > **General** > **VPN & Device Management**, select the downloaded profile, and tap **Install**.
    b. Go to **Settings** > **General** > **About** > **Certificate Trust Settings**, and turn on full trust for the certificate.

> **Note:** Screen and menu names in this guide are examples from iPadOS 26 and current browser versions. They can differ in other versions.

If this step is skipped when it is needed, Nymi Connect cannot reach NES.

5.3 Turn on Bluetooth for Nymi Connect

Nymi Connect uses the iPad's built-in Bluetooth to detect Nymi Band taps.

1. Turn on Bluetooth on the iPad.
2. Allow Nymi Connect to use Bluetooth when iOS asks.

If Bluetooth is off or not allowed, the Home screen shows the Bluetooth readiness row, and a sign-in attempt shows an error.

5.4 Set Nymi Connect as the AutoFill password provider

Turn on Nymi Connect as a password provider for AutoFill. For example, in iPadOS 26:

1. Go to **Settings** > **AutoFill & Passwords**.
2. Turn on **Nymi Connect**.
3. For the best user experience, turn off all other AutoFill providers, so Nymi Connect is the only one offered when users sign in.

5.4.1 Turn off AutoFill in browsers

Browsers have their own built-in features to save and fill usernames, passwords, and other form data. Their suggestions and pop-up icons can crowd the screen, compete with Nymi Connect, and confuse users. Turn these features off in each browser used on the iPad. Nymi Connect cannot change the settings of other apps: iOS does not allow it, by design.

For example, in current versions of each browser:

- **Safari:** Safari fills passwords through the iPad's AutoFill providers, so turning off the other providers in step 3 above covers passwords. To turn off the remaining form suggestions, go to **Settings** > **Apps** > **Safari** > **AutoFill**, and turn off **Use Contact Info** and **Credit Cards**.
- **Google Chrome:** In Chrome, tap **More** (**...**) > **Settings** > **Password Manager** > **Settings**, and turn off **Offer to save passwords**. Then, in Chrome **Settings**, open **Addresses and more** and **Payment methods**, and turn off saving and filling in each. Delete any passwords already saved in Chrome for the apps users sign in to with Nymi Connect.
- **Microsoft Edge:** In Edge, tap **Menu** (**...**) > **Settings** > **Account** > **Passwords**, and turn off **Save passwords**. Then, under **Account**, open **Personal info** and **Payment info**, and turn off saving and filling in each. Delete any passwords already saved in Edge for the apps users sign in to with Nymi Connect.

5.5 Prepare the configuration file

The configuration file is a JSON file named `nymi_nci.ncconf`. It holds all the settings Nymi Connect needs. Nymi Connect accepts any file name that ends in `.ncconf`; this guide uses `nymi_nci.ncconf` throughout.

Create the `nymi_nci.ncconf` file on a computer before you set up the iPads, using the template in this section.

Procedure

1. On a computer, create a new plain-text file named `nymi_nci.ncconf`, for example in Notepad on Windows or TextEdit on a Mac. In TextEdit, choose **Format** > **Make Plain Text** first.
2. Copy the template below, and paste it into the file.
3. Replace each placeholder in angle brackets (`<...>`) with your value, and change the other values if needed. The parameter table after the template describes each parameter.
4. Save the file as plain text with the name `nymi_nci.ncconf`. Make sure the editor does not add `.txt` to the name: in Notepad, set **Save as type** to **All files**.

Template

```
{
  "url": "https://<nes-server>/<nes-service-name>",
  "token": "<crt-value>",
  "tap_threshold": -35,
  "tap_window": 10,
  "device_id": "<device-identifier>",
  "verification_lifetime_minutes": 720,
  "cache_credentials": true,
  "cache_purge_lifetime_days": 30,
  "read_timeout_seconds": 5,
  "username_format": "AD",
  "domain_name_replacement": {}
}
```

Parameter	Required	Default	Purpose	Valid values
`url`	Yes, in the first import	None	Address of the Nymi Enterprise Server.	HTTPS URL, as a string
`token`	Yes, in the first import	None	The CRT that is used to register the iPad with NES.	Copied from NES
`tap_ threshold`	No	`-55`	How close the Nymi Band must be to the iPad for a tap. Values closer to `-20` need the Nymi Band to be closer to the iPad; values closer to `-55` count a tap from farther away. The right value depends on the iPad's enclosure, its material and thickness, and on the Bluetooth hardware of the iPad model. See the Nymi Connect for iOS — Tap-Tuning Guide.	Whole number from `-55` to `-20`, in dBm
`tap_ window`	No	`10`	How long the Nymi Band must stay in the tap position for Nymi Connect to count a tap. A smaller value makes a tap quicker, but too small a value can register accidental taps. See the Nymi Connect for iOS — Tap-Tuning Guide.	Whole number
`device_ id`	No, but recommended	Identifier from iPadOS	Identifies the physical iPad in the NES Administrator Console and audit logs. You can choose a value that lets an administrator easily identify the iPad, for example its serial number or a corporate asset tag ID. If you do not specify a `device_id`, Nymi Connect uses an identifier supplied by iPadOS, which changes each time Nymi Connect is reinstalled.	Unique for each iPad
`verification_ lifetime_ minutes`	No	`720`	How often Nymi Connect contacts the directory through NES to verify the stored, encrypted user password. If the last successful password verification occurred within this time, on the next Nymi Band tap, Nymi Connect fills the password without verifying it again. The default of 720 minutes (12 hours) means one check at the start of each work day. `0` means always verify before filling; a negative value means never verify.	Whole number, in minutes
`cache_ credentials`	No	`true`	Whether Nymi Connect caches the encrypted credentials it gets from NES, such as the encrypted password, on the iPad. Caching makes taps faster and lets Nymi	`true` or `false`

Parameter	Required	Default	Purpose	Valid values
			Connect keep working through short network or NES outages. Set it to `false` if your security policy does not allow encrypted credentials to be cached on the device.	
`cache_ purge_ lifetime_ days`	No	`30`	How long, in days, cached encrypted credentials are kept on the iPad before Nymi Connect purges them.	Whole number, in days
`read_ timeout_ seconds`	No	`5`	How long, in seconds, Nymi Connect waits for the encrypted credentials from NES after a Nymi Band tap before it stops and shows an error.	Whole number, in seconds
`username_ format`	No	`AD`	The form of the username that Nymi Connect fills in. `AD`: the user's Active Directory account name (SAM account name), for example `jsmith`. `NTLM`: the NetBIOS domain name and the account name, for example `CORP\jsmith`. `UPN`: the user principal name, for example `jsmith@corp.example.com`. Choose the form that the target apps expect. The value is case-sensitive.	`AD`, `NTLM`, or `UPN`, in uppercase
`domain_ name_ replacement`	No	`{}`	Replaces the domain suffix of the username, the part after the `@`, when `username_format` is `UPN`. Each entry pairs a domain to match with the domain to put in its place. For example, with `{"qa.example.com": "example.com"}`, Nymi Connect fills in `jsmith@qa.example.com` as `jsmith@example.com`. Use it when the target apps expect a different domain than the one in the user's UPN. A domain matches only when it is the whole part after the `@`, with the same uppercase and lowercase letters. A username whose domain matches no entry is filled in unchanged. Has no effect when `username_format` is `AD` or `NTLM`.	JSON object of domain pairs, case-sensitive

Domain name replacement example

In this example, users have UPNs such as `jsmith@qa.example.com` or `jsmith@lab.example.com`, but the target apps expect `jsmith@example.com`. Both domains are replaced with `example.com`:

```
{
  "url": "https://<nes-server>/<nes-service-name>",
  "token": "<crt-value>",
  "username_format": "UPN",
  "domain_name_replacement": {
    "qa.example.com": "example.com",
    "lab.example.com": "example.com"
  }
}
```

Each domain to match must be the whole part of the UPN after the `@`, so `example.com` does not also match `qa.example.com`. List each domain that needs replacing. Matching is case-sensitive: spell each domain to match exactly as it appears in the users' UPNs.

Minimum and quick-start configuration

`url` and `token` are the only parameters that must be in the file the first time Nymi Connect is configured on an iPad, because they have no default values. Every other parameter is optional: if it is left out, Nymi Connect uses its default value. A file can hold any combination of parameters, and you can import a new file at any time to update values.

For a quick start, you can import one shared file on every iPad. It holds only `url`, `token`, and `username_format`, and leaves out `device_id`:

```
{
  "url": "https://<nes-server>/<nes-service-name>",
  "token": "<crt-value>",
  "username_format": "UPN"
}
```

Set `username_format` to the form that the target apps expect: `AD`, `NTLM`, or `UPN`. `UPN` is a common choice, because it fills in the whole email-style username.

> **Important:** Without a `device_id`, NES identifies each iPad by the identifier that iPadOS gives Nymi Connect. That identifier changes each time Nymi Connect is reinstalled, so later audit records no longer match earlier ones for the same iPad. To identify each iPad reliably, set a `device_id` for each iPad, as described in this section.

On a fresh install, before any file is imported, Advanced Settings already shows the default values of the optional parameters in the active configuration. This is expected: the defaults are in effect until an imported file changes them. Nymi Connect is not registered with NES until a file with `url` and `token` is imported.

> **NES-Admin access required:** Creating the CRT and copying its value is done in the NES Administrator Console. See the Nymi Connected Worker Platform — Administration Guide. Everything else in this section needs no NES-Admin access.

- Paste the CRT value as the value of the `token` parameter.
- If you set `device_id`, give every physical iPad its own value, for example its serial number or asset tag. In practice, each iPad gets a copy of its group's baseline file with only `device_id` changed.
- If you set `device_id`, keep a record of which `device_id` belongs to which iPad and which CRT, so audit entries can be traced back.

> **Important:** The file contains the CRT in plain text. Store and transfer it securely.

Getting the file onto the iPad

How you transfer the file depends on the channels your organization's procedures allow. For example:

- email, where it is available on your intranet: save the attachment to the Files app on the iPad;
- a shared folder that iPads can pull files from;
- an MDM system that pushes files to the iPad's file system.

After import

Once Nymi Connect has read the `nymi_nci.ncconf` file, it deletes the local copy from the iPad, whatever the import result: applied, applied with a warning, or rejected with an error. The file stays on the iPad only if Nymi Connect cannot read it from the iPad's storage, which is rare.

Deleting the local copy does not affect other copies. For example, if you sent the file by email, the attachment stays in the email app until you delete it there.

Keep your own copy of each iPad's file, for example on the computer you prepared it on, so you can correct it or import it again later.

If the file has an error

If the file is not valid JSON, for example because of a missing quotation mark or comma, or a parameter has an invalid value, for example a `tap_threshold` outside `-55` to `-20`, Nymi Connect rejects the whole file. An error lists the invalid parameters, nothing from the file is applied, and the configuration already on the iPad is left unchanged. The local copy of the file is still deleted, so correct your own copy and import it again.

If a parameter name is mistyped or not recognized, the import is not cancelled. The recognized settings are applied, and a warning lists the settings that were ignored. A mistyped parameter does not take effect. The file is deleted from the iPad after this import, so correct the name in your own copy of the file, and import it again.

Why set a device_id for each iPad

A `device_id` that an administrator recognizes, for example the iPad's serial number, a corporate asset tag ID, or the ID the iPad has in your MDM system, lets the audit events from Nymi Connect on that iPad be easily identified and matched to the physical device.

If the configuration file has no `device_id`, Nymi Connect uses the identifier that iPadOS gives the app (Apple's identifierForVendor). iPadOS does not give apps a constant name or identifier for the device: Apple's privacy framework withholds it, to guard against advertising tracking. So whenever Nymi Connect is deleted and reinstalled on the iPad, this identifier changes, and NES audit records no longer match the earlier ones for the same iPad.

The `device_id` you set gives each iPad a constant identity that survives reinstalling Nymi Connect, so NES audit records can always be traced back to the same physical device.

Creating a file for each iPad

Start from one baseline file for each group of iPads, then make a copy for each iPad with only `device_id` changed. For more than a few iPads, generate the copies automatically, for example with a short script.

5.6 Import the configuration

Import the `nymi_nci.ncconf` file from Advanced Settings in Nymi Connect. This is the recommended method: right after the import, Advanced Settings shows the active configuration, so you can check it.

Procedure

1. Make sure the `nymi_nci.ncconf` file is in the Files app on the iPad, for example in **On My iPad**. If you received the file by email, save the attachment to the Files app first.
2. Open Nymi Connect. Until the iPad is configured, the Home screen shows Not Ready.
3. Tap the yellow **Advanced Settings** link on the Home screen.
4. Choose **Import from Files**, and select the `nymi_nci.ncconf` file.
5. Check the result, as described in the table below. After a successful import, Advanced Settings shows the new active configuration.

Alternative: from the Files app

You can also import the file by tapping it in the Files app. Nymi Connect opens and imports the file’s contents immediately; there is no separate import step. This is useful for importing a new file after the iPad is Ready, for example to deploy a new CRT.

Opening Advanced Settings after the iPad is Ready

Once the Home screen shows Ready, it no longer shows the yellow **Advanced Settings** link. To open Advanced Settings, for example to check the active configuration, tap the gear icon on the Home screen to open the

Nymi Connect **Settings** screen, then rapidly triple-tap the “Nymi Connect” title.

> **Note:** A rapid triple-tap is the standard iOS triple-tap gesture: three taps in quick succession, like a double-tap with one more tap. Separate, evenly paced taps do not open Advanced Settings. The triple-tap works only on Nymi Connect’s own **Settings** screen, opened with the gear icon on the Home screen, not in the iPadOS Settings app. With a connected mouse or trackpad, triple-click the title just as quickly.

The result is the same with either method:

Result	What you see
All settings applied	Advanced Settings shows the new active configuration. The file is deleted from the iPad.
Applied, unrecognized settings ignored	A warning lists the ignored settings. The file is deleted from the iPad.
File rejected	The file is not valid JSON, or a parameter has an invalid value. An error card appears; nothing from the file is applied. The file is deleted from the iPad.

After an error card, you return to Advanced Settings, or to the Home screen if you imported the file from the Files app. In every case above, Nymi Connect deletes the local copy of the file once it has read it.

5.7 Check that the iPad is ready

The Home screen shows one of two states:

- **READY** — “Tap your band when an app asks you to sign in”.
- **NOT READY** — “Finish setup before tapping in”, followed by the items that still need attention.

The Not Ready panel shows up to five readiness rows. Each row covers a whole area and clears once it is resolved.

Readiness row	Row button	What fixes it
Device registration	Advanced Settings	Import a `nymi_nci.ncconf` file with a valid CRT. If registration still fails, a new CRT is needed.
Bluetooth	Turn on	Turn on Bluetooth and allow Nymi Connect to use it.
Autofill	Device Settings	Set Nymi Connect as the AutoFill password provider.

Readiness row	Row button	What fixes it
Credential Injection Permissions	Grant access	Enable the **Lock Control** option in the active NES policy.
NES configuration	Advanced Settings	Import a complete, valid `nymi_nci.ncconf` file.

> **NES-Admin access required:** A new CRT for the Device registration row, and the Lock Control option for the Credential Injection Permissions row, are set in the NES Administrator Console.

5.8 Test a sign-in

Before you roll out to all iPads, configure one iPad and test it:

1. Enroll and authenticate a Nymi Band.
2. If operators wear PPE over the Nymi Band, wear it for the test.
3. Open the target app and sign in with a Nymi Band tap, as described in the next chapter.
4. If taps are not detected reliably, adjust the tap settings using the Tap-Tuning Guide, then test again.

6 Using Nymi Connect

This chapter is for operators who sign in and perform e-signatures with the Nymi Band.

6.1 Tap to authenticate

Signing in and performing an e-signature work the same way: the user taps the Nymi Band, and Nymi Connect fills in the credentials.

1. Tap the username or password field in the app or website, for example on a sign-in screen or in an e-signature dialog.
2. Choose **Nymi Connect** from the suggestion above the keyboard, or tap the Passwords (key) button and choose **Nymi Connect**.
3. When prompted, tap the Nymi Band on the iPad.
4. Wait a moment while Nymi Connect handles your credentials securely. When the checkmark appears, your username and password are filled in.
5. Submit your credentials as usual for that app.

For an e-signature that needs two people, such as a maker and a checker, each signer fills in their own credentials with their own Nymi Band tap, using the steps above, wherever the app asks for them. Depending on the app, both signers may sign on the same screen, one after the other, or on separate screens. The app decides the order and when the signature is submitted.

> **Note:** Nymi Connect does not check that the two signers are different people or have the required roles. The target app validates the credentials.

6.2 Keep your password up to date

After you change your corporate password, it has to be updated in CWP in one of two ways:

At the enrollment terminal	Update your password in the Nymi Band Application on the Windows enrollment terminal. See the Nymi Band 4 User Guide.
In Nymi Connect	After a password change, in Nymi Connect, go to **Settings**, tap **Verify**, tap the Nymi Band, enter your new password, and save.

If your password is already up to date, Nymi Connect tells you so. Verify is not available while the iPad shows Not Ready.

7 Managing Nymi Connect Devices

7.1 Identifying an iPad

Each iPad is identified by the `device_id` you set in its configuration file, or, if you did not set one, by the identifier that iPadOS gives Nymi Connect. That identifier changes each time Nymi Connect is reinstalled on the iPad. The value appears in:

- the NES audit tables;
- the **Name** column of the table on the **Manage Clients** page of the NES Administrator Console;
- the parameter table on the **Advanced Settings** page in Nymi Connect on the iPad. It does not appear anywhere else in the app.

7.2 Deploying a new CRT

Use this procedure if you need to deploy a new CRT, for example because the old CRT has expired or has reached its maximum usage limit.

> **NES-Admin access required:** Create a new CRT and copy its value in the NES Administrator Console.

1. Create a new `nymi_nci.ncconf` file that holds only the new CRT, as the value of `token`:

   ```
   {
     "token": "<new-crt-value>"
   }
   ```

   Any parameter that is not in the file keeps its current value.

2. Import the file on the iPad.

> **Note:** You can deploy the new CRT both to iPads that have completed device registration and to iPads that have not. Nymi Connect on an iPad that has not completed registration with the previous CRT starts registration with the new CRT. Nymi Connect on an iPad that has

> completed registration with the previous CRT stores the new CRT for future use, without registering again.

7.3 Logs

Nymi Connect keeps logs on the iPad. They record how the app starts, its readiness, configuration imports, and every sign-in and e-signature attempt, with the result or the reason it failed. The iPad keeps up to 10 log files of up to 2 MB each, and replaces the oldest ones as new entries are written.

Exporting logs

1. Open **Settings**.
2. In the Logs section, tap **Share**.
3. Choose where to send or save the logs. Nymi Connect exports them as one `.zip` file.

Contents of the export

File	What it contains
`nymiconnect.log`	The main log, in plain language. App starts, Bluetooth and readiness, configuration imports, and one entry for each sign-in or e-signature attempt, with its result. This is the file to read first.
`ncc-container.log`	Detailed technical log from the Nymi Connect app, for example Bluetooth scanning and communication with NES. Intended for Nymi Support.
`ncc-autofill.log`	Detailed technical log from the part of Nymi Connect that fills credentials in other apps. Intended for Nymi Support.

Reading nymiconnect.log

Each line has five parts, separated by `|`: the time in UTC, the level (`INFO` or `WARNING`), the area (`app`, `invocation`, or `fill`), the attempt number (#1, #2, and so on, or `-` for app events), and the message.

An attempt starts when a user chooses Nymi Connect in a sign-in or signature field. Its lines share the same attempt number. The message

names the website or app, or says `unidentified target` when the app does not share its address.

These are the messages you will see most often:

Message contains	What it means
`readiness: ready`	The Home screen shows Ready.
`readiness: not ready —`	The Home screen shows Not Ready. The rest of the line names the readiness rows that need attention, and why.
`SetConfig applied — N field(s), M unrecognised`	A configuration was imported. If M is more than 0, some parameter names were not recognized.
`config import: deleted the configuration file`	Nymi Connect deleted the local copy of the `nymi_nci.ncconf` file after reading it.
`config import: left the configuration file in place`	Nymi Connect read the file but kept it, because it could not confirm that the file was a local copy, for example a file in a cloud-backed folder. Delete it yourself if it is no longer needed.
`credential retrieved, verification=`	Nymi Connect got the credentials for the attempt. `deferred`: the password was verified recently, within `verification_lifetime_minutes`, so it was not checked again. `verified`: the password was checked against the directory through NES. `not_reachable`: NES did not answer, so the cached password was filled without being verified.
`returned username and password to iPadOS`	The attempt succeeded: the credentials were filled in.
`no fill: not provisioned`	The iPad is not registered with NES. Import a valid configuration file.
`no fill: no response within 60s`	The attempt timed out, for example because no Nymi Band tap was detected.
`no fill: dismissed`	The user closed Nymi Connect before the credentials were filled in.
`no fill: a text-to-insert request`	The field was not recognized as a username or password field, so Nymi Connect did not fill it. The app’s screens may need to support Apple AutoFill.
`The NES server could not be reached`	Nymi Connect could not reach NES. See the NES codes in the Troubleshooting Reference.
`The directory rejected the password`	The stored password is out of date. Verify the current password.
`audit: PasswordAutofillSuccess queued` or `PasswordAutofillFailed queued`	Nymi Connect recorded an audit event for the attempt, to send to NES.

Sending logs to Nymi

Email the whole `.zip` file to support@nymi.com, with any error code shown and a short description of what happened. If your organization does not allow `.zip` files to be sent by email, extract the `.zip` file and attach all of its contents instead.

If your organization has access to Nymi's Zendesk support portal, you can instead open a ticket there and attach the logs.

7.4 Audit events and the offline cache

Nymi Connect records an audit event for each sign-in and e-signature attempt, whether it succeeds or fails, and sends the events to NES, identified by the iPad's `device_id`. Viewing audit events in NES is described in the CWP documentation, for example the Nymi Connected Worker Platform — Administration Guide.

While the iPad cannot reach NES, Nymi Connect keeps the events in a local cache on the iPad, and sends them when the connection returns. How quickly the cache fills depends on how many attempts are made while the iPad is offline. If the iPad can reach NES at some point during each day of use, the cache is unlikely to fill.

If the cache does fill while NES still cannot be reached, Nymi Connect shows the notice "Audit records are waiting to be sent". The records stay on the iPad until NES can be reached, so restore the iPad's connection to NES.

7.5 Removing Nymi Connect from an iPad

1. Unassign the Nymi Connect license for the iPad or its user in Apple Business or the external MDM, or remove the app from the iPad.
2. Delete the iPad's client in the NES Administrator Console. This step needs NES-Admin access.

8 Troubleshooting Reference

8.1 How to use this reference

Each Nymi Connect message has a code in the form `pp-xxx-yyy`. Codes are grouped by domain, the middle part of the code. For example, all Bluetooth codes start with `10-050`.

Use the map to find the right part of this reference. Start from the code on the error card, and follow the trail for what was happening: setting up the client, tapping to sign in, or passwords and accounts. Sections that often go together sit close to each other on the map.

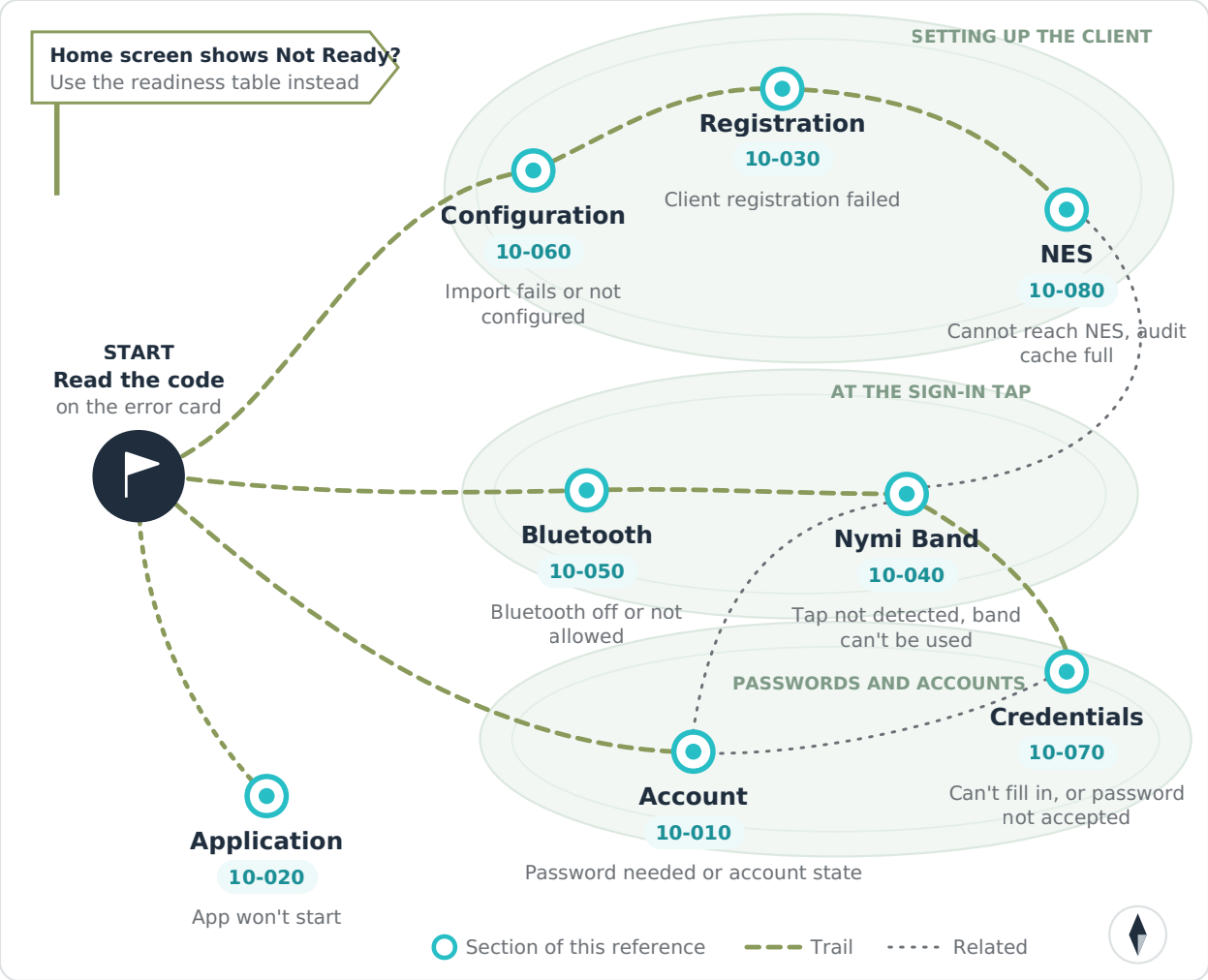


Figure 2. Troubleshooting trail map

You see a code in two places:

- **Error card** — tap the arrow in the card’s details to show the code. A card with **Try again** lets you retry; a card with **Done** closes.
- **Home screen** — the Not Ready panel lists readiness rows. Each row covers the codes in the table below.

Readiness row	Related codes
Device registration	10-030-001 to 10-030-007, 10-030-009, 10-030-010
Bluetooth	10-050-003, 10-050-004
Autofill	None
Credential Injection Permissions	10-040-005
NES configuration	10-060-001, 10-060-007
None (shown as a readiness warning, not tied to a row)	10-020-001

Each code has its own entry, in code order within each section, laid out the same way:

- **Code** — the code shown in the card’s details.
- **Message** — the title of the error card or notice. The card’s details give more about the cause.
- **Cause and Resolution** — what causes the message and how to fix it. Where a code has several causes, each cause is numbered with its resolution.
- **NES-Admin access required** — a label at the start of a Resolution that needs someone with access to the NES Administrator Console.

Codes that share a cause or a fix repeat it in each entry, so each entry can be read on its own.

8.2 Account

8.2.1 Incorrect password

Code: 10-010-001

Message: The password you entered is incorrect.

Cause: When prompted, the user entered a password that is not their current corporate password.

Resolution: Enter your current corporate password again.

8.2.2 Stored password incorrect

Code: 10-010-002

Message: Nymi Connect needs your current password.

The card’s details say that the password stored in Nymi Enterprise Server was found to be incorrect.

Cause: The password stored for the user is out of date, for example after a corporate password change.

Resolution:

- If you started from **Settings** > **Verify**, the Verify Password form opens: enter your current password and save.
- If the message appears on an error card during a sign-in, tap **Done**, open Nymi Connect, go to **Settings**, tap **Verify**, tap the Nymi Band, then enter your current password and save. Then sign in again.

You can also update your password in the Nymi Band Application at the enrollment terminal, if your organization uses that route.

8.2.3 No stored password

Code: 10-010-003

Message: Nymi Connect needs your current password.

The card’s details say that Nymi Enterprise Server has no stored password for this user.

Cause: No password is stored for the user yet.

Resolution:

- If you started from **Settings** > **Verify**, the Verify Password form opens: enter your current password and save.
- If the message appears on an error card during a sign-in, tap **Done**, open Nymi Connect, go to **Settings**, tap **Verify**, tap the Nymi Band, then enter your current password and save. Then sign in again.

You can also update your password in the Nymi Band Application at the enrollment terminal, if your organization uses that route.

8.2.4 Password up to date

Code: 10-010-004

Information.

Message: Your password is up to date.

Cause: The user verified their password, and the stored password is already current.

Resolution: No action needed.

8.2.5 Password expired

Code: 10-010-005

Message: Your password has expired.

Cause: The directory account password is past its expiry date.

Resolution: Do one or more of the following:

1. Change your corporate password through your organization’s usual process.
2. Make sure the new password meets your domain’s password complexity policy.
3. Update the password in Nymi Connect: go to **Settings**, tap **Verify**, tap the Nymi Band, and enter the new password. Or update it at the enrollment terminal, if your organization uses that route.
4. Try the sign-in tap again.

8.2.6 Account deleted

Code: 10-010-006

Message: Your account can’t be used.

The card’s details say that the account has been deleted. This message can appear after a Nymi Band tap, or after the user types their password when Nymi Connect asks for it.

Cause: The user’s directory account does not exist.

Resolution:

1. On the error card, tap **Done**.
2. Engage the directory administrator to correct the properties of the user’s account.
3. Try the sign-in or Verify again on the iPad.

8.2.7 Account disabled

Code: 10-010-007

Message: Your account can’t be used.

The card’s details say that the account is disabled. This message can appear after a Nymi Band tap, or after the user types their password when Nymi Connect asks for it.

Cause: The user’s directory account is disabled.

Resolution:

1. On the error card, tap **Done**.
2. Engage the directory administrator to correct the properties of the user’s account.
3. Try the sign-in or Verify again on the iPad.

8.2.8 Account locked

Code: 10-010-008

Message: Your account can’t be used.

The card’s details say that the account is locked. This message can appear after a Nymi Band tap, or after the user types their password when Nymi Connect asks for it.

Cause: The user’s directory account is locked.

Resolution:

1. On the error card, tap **Done**.
2. Engage the directory administrator to correct the properties of the user’s account.
3. Try the sign-in or Verify again on the iPad.

8.2.9 Account expired

Code: 10-010-009

Message: Your account can’t be used.

The card’s details say that the account has expired. This message can appear after a Nymi Band tap, or after the user types their password when Nymi Connect asks for it.

Cause: The user’s directory account has expired.

Resolution:

1. On the error card, tap **Done**.
2. Engage the directory administrator to correct the properties of the user’s account.
3. Try the sign-in or Verify again on the iPad.

8.2.10 Account status unknown

Code: 10-010-010

Message: Your account can’t be used.

The card’s details say that the account’s status is unknown. This message can appear after a Nymi Band tap, or after the user types their password when Nymi Connect asks for it.

Cause: The status of the user’s directory account cannot be determined.

Resolution:

1. On the error card, tap **Done**.
2. Engage the directory administrator to check the properties of the user’s account.
3. Try the sign-in or Verify again on the iPad.

8.3 Application

8.3.1 Unable to start

Code: 10-020-001

Message: Nymi Connect isn’t working.

The card’s details say that Nymi Connect is unable to start.

Cause: The core component of Nymi Connect could not start. The error shows in the Home screen readiness list when the app opens, or on an error card when the user chooses Nymi Connect to fill credentials. The card tells the user to contact their administrator.

Resolution:

1. Export the logs from Nymi Connect, as described in Logs.
2. Send the logs and the error code to Nymi Support.

8.3.2 Internal error

Code: 10-020-004

Message: Nymi Connect isn’t working.

The card’s details say that there was an internal error.

Cause: Nymi Connect had an unexpected internal error while verifying a password, or while checking registration or authentication to fill credentials. The card tells the user to contact their administrator.

Resolution:

1. Try the action again.
2. If the error continues, export the logs from Nymi Connect, as described in Logs, and send them with the error code to Nymi Support.

8.4 Registration

Nymi Connect uses the Client Registration Token (CRT) in its configuration to register the iPad with NES. For most registration errors, the card’s details start with “Client registration failed” and give the reason.

> **NES-Admin access required:** Creating a CRT, checking its expiry, or changing its usage limit is done in the NES Administrator Console. Putting the value in the `nymi_nci.ncconf` file and importing it needs no NES-Admin access.

8.4.1 Client registration token expired

Code: 10-030-001

Message: Nymi Connect isn’t set up on this device.

Cause: The CRT has expired.

Resolution: NES-Admin access required. Do one or more of the following:

1. In the NES Administrator Console, check the CRT’s expiration date. If it has expired, create a new CRT and copy its value.
2. Put the new value in the iPad’s `nymi_nci.ncconf` file and import the file on the iPad.
3. Make sure the iPad can reach NES over TCP port 443.
4. Make sure the NES URL in the `nymi_nci.ncconf` file is correct. If it is not, correct it and import the file again.

8.4.2 Client registration token revoked

Code: 10-030-002

Message: Nymi Connect isn’t set up on this device.

Cause: An NES administrator has revoked the CRT, so Nymi Connect cannot use it to register the iPad.

Resolution: NES-Admin access required.

1. In the NES Administrator Console, create a new CRT and copy its value.
2. Put the new value in the iPad’s `nymi_nci.ncconf` file and import the file on the iPad.

8.4.3 Client registration token usage limit reached

Code: 10-030-003

Message: Nymi Connect isn’t set up on this device.

Cause: The CRT has reached its usage limit.

Resolution: NES-Admin access required. In the NES Administrator Console, raise the CRT’s usage limit, or create a new CRT. If you create a new CRT, put its value in the `nymi_nci.ncconf` file and import the file on the iPad.

8.4.4 Client registration token not recognized

Code: 10-030-004

Message: Nymi Connect isn’t set up on this device.

Cause: NES does not recognize the CRT, for example because it was copied incompletely.

Resolution: Check that the full CRT value is in the `nymi_nci.ncconf` file and import it again. If it still fails, create a new CRT in the NES Administrator Console (NES-Admin access required).

8.4.5 Server error during registration

Code: 10-030-005

Message: Nymi Connect encountered an error on the server.

Cause: NES had an internal error during registration.

Resolution: NES-Admin access required. Confirm that NES is up and running, for example that you can log into the NES Administrator Console, then try again.

8.4.6 Cannot contact NES during registration (Wi-Fi off)

Code: 10-030-006

Message: Nymi Connect can’t reach its server.

Cause: The iPad could not contact NES because Wi-Fi is off.

Resolution: Do one or more of the following:

1. Turn on Wi-Fi and try again.
2. Make sure the iPad can reach NES over TCP port 443, and that the NES URL in the `nymi_nci.ncconf` file is correct. If the URL is wrong, correct it and import the file again.
3. If the NES TLS certificate is issued by a root CA that the iPads do not already trust, make sure the root CA certificate is installed and trusted on the iPad.

8.4.7 Cannot contact NES during registration (network)

Code: 10-030-007

Message: Nymi Connect can’t reach its server.

Cause: The iPad could not contact NES because the network cannot reach it.

Resolution: Do one or more of the following:

1. Check the network connection and try again.
2. Make sure the iPad can reach NES over TCP port 443, and that the NES URL in the `nymi_nci.ncconf` file is correct. If the URL is wrong, correct it and import the file again.
3. If the NES TLS certificate is issued by a root CA that the iPads do not already trust, make sure the root CA certificate is installed and trusted on the iPad.

8.4.8 Cannot authenticate with NES

Code: 10-030-008

Message: Nymi Connect isn’t set up on this device.

Cause: Nymi Connect cannot get or refresh its authorization token from NES, because NES does not accept the iPad as a valid client.

Resolution: Do one or more of the following:

1. Make sure the iPad can reach NES over TCP port 443.
2. Make sure the NES URL in the `nymi_nci.ncconf` file is correct. If it is not, correct it and import the file again.
3. NES-Admin access required: confirm that NES is up and running, for example that you can log into the NES Administrator Console.
4. NES-Admin access required: re-register the iPad. Create a new CRT in the NES Administrator Console, put its value in the `nymi_nci.ncconf` file, and import the file on the iPad.

8.4.9 Incompatible CWP version

Code: 10-030-009

Message: Nymi Connect doesn’t work with this version of the Nymi system.

Cause: This version of Nymi Connect is not compatible with the CWP version on NES.

Resolution: Check the compatibility requirements in Before You Deploy and in the release notes. Use a Nymi Connect version that is compatible with your CWP version.

8.4.10 Client registration token rejected

Code: 10-030-010

Message: Nymi Connect isn’t set up on this device.

Cause: NES rejected the CRT without giving a reason.

Resolution: NES-Admin access required. Create a new CRT in the NES Administrator Console, put its value in the `nymi_nci.ncconf` file, and import the file on the iPad.

8.5 Nymi Band

8.5.1 Cannot communicate with the Nymi Band

Code: 10-040-001

Message: Nymi Connect can’t connect to your Nymi Band.

Cause: Nymi Connect detected a tap but could not complete communication with the Nymi Band.

Resolution: Do one or more of the following:

1. Make sure the Nymi Band is authenticated, keep it close to the iPad until your credentials are filled in, and tap **Try again**.
2. Make sure Bluetooth is on and Nymi Connect is allowed to use it.
3. If it keeps happening, adjust the tap settings using the Tap-Tuning Guide.

8.5.2 Nymi Band firmware out of date

Code: 10-040-002

Message: Your Nymi Band needs a firmware update.

Cause: Nymi Connect does not support the firmware version on the Nymi Band.

Resolution: Update the Nymi Band’s firmware to a supported version. For Nymi Band 3, use firmware 4.11.1.2 or later. For Nymi Band 4, use firmware 5.2.3 or later; the compatibility table in the CWP Release Notes for your CWP release lists the verified versions.

8.5.3 Nymi Band enrolled with a different NES

Code: 10-040-003

Message: Nymi Connect doesn’t recognize your Nymi Band.

Cause: The Nymi Band was enrolled with a different NES instance. For example, the user enrolled the Nymi Band with a development NES, but the iPad is registered with the production NES.

Resolution: Enroll the Nymi Band with the correct NES instance, at the enrollment terminal with the Nymi Band Application.

8.5.4 Nymi Band enrollment incomplete

Code: 10-040-004

Message: Nymi Connect doesn’t recognize your Nymi Band.

Cause: The Nymi Band’s enrollment was not completed.

Resolution: Help the user complete enrollment, or re-enroll the Nymi Band, at the enrollment terminal with the Nymi Band Application.

8.5.5 Password autofill disabled

Code: 10-040-005

Message: Nymi Connect isn’t set up on this device.

The card’s details say that password autofill is disabled in the NES policy.

Cause: Nymi Lock Control is not enabled in the NES policy, or it was not enabled when the user enrolled the Nymi Band.

Resolution: NES-Admin access required.

1. Log into the NES Administrator Console as an NES administrator.
2. Edit the active policy and enable the **Lock Control** option.
3. Save the policy.
4. Have the user wear and authenticate the Nymi Band, and then log into the Nymi Band Application.

> **NES-Admin access required:** Steps 1 to 3 are done in the NES Administrator Console.

8.5.6 No tap detected

Code: 10-040-006

Information.

Message: Nymi Connect didn’t detect a Nymi Band tap.

Cause: No tap was detected before the time limit.

Resolution: Start again and tap the authenticated Nymi Band on the iPad.

8.6 Bluetooth

8.6.1 Bluetooth not allowed

Code: 10-050-003

Message: Nymi Connect isn’t allowed to use Bluetooth.

Cause: Nymi Connect is not allowed to use Bluetooth, so it cannot detect or communicate with the Nymi Band.

Resolution: Allow Nymi Connect to use Bluetooth in the iPad’s Settings.

8.6.2 Bluetooth turned off

Code: 10-050-004

Message: Bluetooth is turned off.

Cause: Bluetooth is off on the iPad, so Nymi Connect cannot detect or communicate with the Nymi Band.

Resolution: Turn on Bluetooth, and make sure Nymi Connect is allowed to use it in the iPad’s Settings.

8.7 Configuration

8.7.1 Not configured

Code: 10-060-001

Message: Nymi Connect isn’t set up on this device.

Cause 1: One or more settings are missing, or the iPad is not registered with NES.

Resolution 1: Import a complete, valid `nymi_nci.ncconf` file.

Cause 2: The iPad does not trust the NES certificate, so it cannot reach NES.

Resolution 2: Install and trust the root CA certificate on the iPad, then import the configuration again.

8.7.2 Configuration parameter rejected

Code: 10-060-006

Message: Nymi Connect can’t use this configuration.

Cause: One or more parameters have an invalid value, for example a `tap_threshold` outside `-55` to `-20`. The card lists them.

Resolution: Correct your own copy of the `nymi_nci.ncconf` file and import it again. Nymi Connect has deleted the copy on the iPad. Nothing from the file was applied, and the configuration already on the iPad is unchanged.

8.7.3 Device not provisioned

Code: 10-060-007

Message: Nymi Connect isn’t set up on this device.

Cause: The user chose Nymi Connect to fill credentials, but the iPad has neither the credentials from a completed registration nor a CRT, so Nymi Connect has nothing to authenticate to NES with. The Home screen shows Not Ready, and Verify is not available.

Resolution: NES-Admin access required. Create a CRT in the NES Administrator Console, put its value in the `token` parameter of the `nymi_nci.ncconf` file, and import the file on the iPad.

8.7.4 Configuration file not readable

Code: 10-060-008

Message: Nymi Connect can’t use this configuration.

Cause: The file is not valid JSON, for example because of a missing quotation mark or comma, so Nymi Connect cannot read it.

Resolution: Correct your own copy of the `nymi_nci.ncconf` file and import it again. Nymi Connect has deleted the copy on the iPad. Nothing from the file was applied, and the configuration already on the iPad is unchanged.

8.7.5 Invalid setting value

Code: 10-060-009

Message: Nymi Connect can’t use this configuration.

Cause: One or more settings have an invalid value, for example a `tap_threshold` outside `-55` to `-20`. The card lists them.

Resolution: Correct your own copy of the `nymi_nci.ncconf` file and import it again. Nymi Connect has deleted the copy on the iPad. Nothing from the file was applied, and the configuration already on the iPad is unchanged.

8.7.6 Configuration partially applied

Code: 10-060-010

Information.

Message: Configuration applied; some settings were ignored.

Cause: The file contains parameter names that Nymi Connect does not recognize, for example a mistyped name. The warning lists them. The import is not cancelled.

Resolution: The other settings are applied. Correct the listed parameter names in your own copy of the file, and import it again so that those settings take effect.

8.7.7 Configuration applied

Code: 10-060-011

Information.

Message: Configuration applied.

Cause: The file was imported and all settings were applied.

Resolution: No action needed.

8.8 Credentials

8.8.1 App cannot accept credentials

Code: 10-070-001

Message: Nymi Connect can’t fill in this application.

Cause: The app the user is signing in to cannot accept credentials through iPadOS AutoFill, so Nymi Connect cannot place them in its fields.

Resolution: Have the user sign in to that app manually. Check with the app’s vendor whether the app supports AutoFill on iPadOS.

8.8.2 Credential information missing

Code: 10-070-002

Message: Nymi Connect isn’t working.

Cause: Information that Nymi Connect needs to fill or verify credentials is missing, such as the username or key for the user’s Nymi Band, or the stored password could not be encrypted or decrypted.

Resolution: Do one or more of the following:

1. NES-Admin access required: in the NES Administrator Console, check that the user has a username and an enrolled Nymi Band.
2. Have the user update their password in Nymi Connect: go to **Settings**, tap **Verify**, tap the Nymi Band, and enter the current password.
3. If the error continues, export the logs, as described in Logs, and send them with the error code to Nymi Support.

8.8.3 Password not accepted

Code: 10-070-003

Message: The password you entered is incorrect.

Cause: During Verify, NES rejected the password the user entered, because it does not match the user's directory password.

Resolution: Open Nymi Connect, go to **Settings**, tap **Verify**, tap the Nymi Band, and enter your current corporate password.

8.8.4 Updated password not saved

Code: 10-070-004

Message: Nymi Connect isn't working.

Cause: After the user verified their password, Nymi Connect could not save the updated password.

Resolution: Make sure the iPad can reach NES, and run Verify again. If the error continues, export the logs, as described in Logs, and send them with the error code to Nymi Support.

8.8.5 Sign-in field not found

Code: 10-070-005

Message: Nymi Connect couldn't fill in your sign-in details.

Cause: Nymi Connect could not find the username or password field to fill. For example, no field was selected, or the screen is not a sign-in or e-signature screen.

Resolution: Tap the username field, choose **Nymi Connect** from the AutoFill suggestions, and tap the Nymi Band again.

8.9 NES

Nymi Connect does not retry a sign-in that failed with one of these errors. Once the cause is fixed, try again: choose Nymi Connect in the sign-in field and tap the Nymi Band. Nymi Connect reconnects to NES by itself the next time it is used. While NES cannot be reached, a sign-in can still succeed if the credentials are cached on the iPad (`cache_credentials`): Nymi Connect then fills the cached password without verifying it.

8.9.1 Cannot reach NES (Wi-Fi off)

Code: 10-080-001

Message: Nymi Connect can’t reach its server.

The card’s details say that Nymi Connect cannot contact NES.

Cause: Wi-Fi is off on the iPad.

Resolution: Turn on Wi-Fi and try again.

8.9.2 Cannot reach NES (network)

Code: 10-080-002

Message: Nymi Connect can’t reach its server.

The card’s details say that Nymi Connect cannot contact NES.

Cause 1: Network connectivity or DNS issues. The iPad cannot reach NES because of a network or DNS resolution failure.

Resolution 1: Do one or more of the following:

1. Check that the NES server’s hostname resolves on the iPad’s network.
2. If DNS is failing, correct the DNS configuration for that network.
3. Check that the network and firewalls allow the iPad to connect to NES on TCP port 443.
4. Once the issue is resolved, try again.

Cause 2: The NES URL in the iPad’s configuration is incorrect or missing.

Resolution 2:

1. Open Advanced Settings on the iPad and check the NES URL in the active configuration.
2. If it is missing or incorrect, correct the `url` value in the `nymi_nci.ncconf` file and import the file again.

Cause 3: The TLS certificate on NES has expired, or the iPad does not trust it.

Resolution 3: Do one or more of the following:

1. NES-Admin access required: check the expiry date of the NES TLS certificate and replace it if needed. See the Nymi Connected Worker Platform — Deployment Guide.
2. Make sure the root CA certificate is installed and trusted on the iPad.

8.9.3 NES internal error

Code: 10-080-003

Message: Nymi Connect can’t reach its server.

The card’s details say that NES encountered an internal error.

Cause: The NES application or its underlying services (IIS, SQL Server) are stopped, or NES had an internal error.

Resolution: NES-Admin access required. On the NES server:

1. Check that the IIS web server and the NES application pool are running.
2. Check that the SQL Server instance used by NES is running.
3. Restart the NES application pool or IIS, if needed.
4. Once the issue is resolved, try again.

> **NES-Admin access required:** Checking the NES TLS certificate and the NES server’s services needs access to NES or its server.

8.9.4 Audit records waiting (Wi-Fi off)

Code: 10-080-004

Information.

Message: Audit records are waiting to be sent.

The card’s details say that the audit records could not be sent to NES, and that they are kept on the iPad until NES can be reached.

Cause: The iPad has been offline long enough that its local audit-log cache is full, because Wi-Fi is off.

Resolution: Turn on Wi-Fi, so the cached events can be sent to NES.

8.9.5 Audit records waiting (NES unreachable)

Code: 10-080-005

Information.

Message: Audit records are waiting to be sent.

The card’s details say that the audit records could not be sent to NES, and that they are kept on the iPad until NES can be reached.

Cause: The iPad has been offline long enough that its local audit-log cache is full, because NES cannot be reached.

Resolution: Restore the iPad’s connection to NES, so the cached events can be sent. Check DNS and network access to NES on TCP port 443, the NES URL in the `nymi_nci.ncconf` file, the NES certificate, and that NES is running.

9 On-Site Support Card

On-site support

For IT support at the iPad

Open Advanced Settings

Tap the yellow Advanced Settings link on the Not Ready Home screen. Once Ready, rapidly triple-tap "Nymi Connect" in the app's Settings (gear icon).

Import a configuration

Import a nymi_nci.ncconf file from Advanced Settings, or tap the file in the Files app.

Check readiness

On the Home screen, check the Bluetooth and Autofill readiness rows, and tap each row's button.

Export logs

Settings > Logs > Share. Email the whole .zip file to support@nymi.com, or its extracted contents if .zip files are blocked.

Which codes can you fix at the iPad?

Fix at the iPad, no NES-Admin access

- 10-010-xxx (password)
- 10-030-006
- 10-030-007
- 10-040-001
- 10-050-003
- 10-050-004
- 10-060-xxx
- 10-080-001
- 10-080-004

Needs NES-Admin access

- 10-030-001 to 10-030-005
- 10-030-008 to 10-030-010
- 10-040-005

Taps not detected reliably? Adjust Tap Threshold and Tap Window with the Tap-Tuning Guide.

Figure 3. On-site support card

10 Shop-Floor Card

At the iPad

For operators signing in and signing with a Nymi Band

Sign in

1. Tap the username or password field
2. Choose Nymi Connect
3. When prompted, tap your Nymi Band
4. Sign in as usual for the app

Sign with two people

Each signer fills their own fields with their own Nymi Band. Then submit.

Password changed?

Open Nymi Connect, tap the gear for Settings, then Verify. Tap your Nymi Band and enter your new password.

A message appears?

Note the code. Turn on Bluetooth or Wi-Fi, or tap Try again.

Still not working?

Contact your IT support, and tell them the code shown on the message.

Nymi Connect never signs in for you: nothing is submitted until you press the button.

Figure 4. Shop-floor card

11 Initial Deployment Card

Initial deployment

Checklist for setting up Nymi Connect on your iPads

Prepare

1. Confirm compatibility and NES prerequisites — NES-Admin access required ☐
2. Assign Nymi Connect in Apple Business ☐

On each iPad

3. Install Nymi Connect ☐
4. Trust the root CA certificate, if needed ☐
5. Turn on Bluetooth and allow Nymi Connect to use it ☐
6. Set Nymi Connect as the AutoFill password provider ☐

Configure and check

7. Create the nymi_nci.ncconf file(s) ☐
8. Import the configuration ☐
9. Check that the iPad shows Ready ☐
10. Test a sign-in with a Nymi Band tap ☐

NES-Admin access required for step 1: enabling Lock Control in the NES policy and creating the Client Registration Token (CRT) in the NES Administrator Console.

Figure 5. Initial deployment card

Initial deployment in detail

What each step involves, for the IT admin running the deployment

Prepare

1 Confirm compatibility and NES prerequisites — NES-Admin access required

iPadOS 16 or later; CWP 1.20.1 or later; Nymi Band 3 firmware 4.11.1.2 or later; Nymi Band 4 firmware 5.2.3 or later. In NES: enable Lock Control in the active policy, check that users' Nymi Bands are enrolled, and create a CRT and copy its value.

2 Assign Nymi Connect in Apple Business — Apple Business

Get licenses for the Custom App and assign them to iPads or users in your organization's Apple Business account.

On each iPad

3 Install Nymi Connect — iPad

It installs through device management once its license is assigned: automatically, or from the Apple Business app.

4 Trust the root CA certificate, if needed — iPad

Get the root CA certificate file (.crt) from the team that manages the root CA. Save it in Files and tap it, install the profile in VPN & Device Management, then turn on full trust in Certificate Trust Settings.

5 Turn on Bluetooth — iPad

Turn on Bluetooth, and allow Nymi Connect to use it when iOS asks.

6 Set the AutoFill password provider — iPad

In Settings > AutoFill & Passwords, turn on Nymi Connect and turn off the other providers. Turn off AutoFill in Safari, Chrome, and Edge.

Configure and check

7 Create the nymi_nci.ncconf file(s) — Any computer

Create it from a template in Prepare the configuration file: one shared quick-start file (url, token, username_format), or one baseline file per group of iPads. Set url (NES address), token (CRT value), tap_threshold (-55 to -20, default -55), and tap_window. Set a unique device_id for each iPad: it shows in the Name column of NES Manage Clients, and unlike the default identifier it survives reinstalling the app. The file holds the CRT, so send it securely.

8 Import the configuration — iPad

Use Advanced Settings > Import from Files, or tap the file in Files. Syntax or value errors cancel the import (10-060-008, 10-060-009). Unknown parameter names are ignored with a warning (10-060-010).

9 Check that the iPad shows Ready — iPad

If the Home screen shows Not Ready, tap each row's button: Device registration, Bluetooth, Autofill, Credential Injection Permissions (Lock Control in NES), NES configuration.

10 Test a sign-in with a Nymi Band tap — iPad

Open the target app, tap a field, choose Nymi Connect, and tap a Nymi Band. If taps aren't detected reliably, adjust the tap settings with the Tap-Tuning Guide.

Figure 6. Initial deployment in detail

12 Appendix: Nymi Connect – Pilot Mode

> **Note:** Pilot Mode is for demonstrations and compatibility checks only. It is not part of a production setup.

Nymi Connect – Pilot Mode is a separate, free app. It fills dummy credentials only. It needs no configuration file, no Nymi Band, and no NES. Use it to show how Nymi Connect fills credentials, and to check, before a deployment, whether the apps and websites used at your site accept credentials from iOS AutoFill.

Before you begin

You need an iPad and access to the apps or websites you want to check.

Until Pilot Mode is available on the public App Store, Nymi distributes it by TestFlight invite. Ask your Nymi contact for an invite, and give them the Apple Account used on the iPad. Each invite is for one Apple Account.

Procedure

1. Install Nymi Connect – Pilot Mode. Until it is on the App Store, install Apple’s TestFlight app from the App Store, open the invite on the iPad, and install Pilot Mode from TestFlight.
2. Turn on Pilot Mode as the AutoFill password provider. For example, in iPadOS 26, go to **Settings** > **AutoFill & Passwords**, and turn on **Nymi Connect – Pilot Mode**. It works best as the only provider, so turn off the other AutoFill providers.
3. Open an app or website you want to check, and tap a username or password field.
4. Choose Pilot Mode from the suggestion above the keyboard. Pilot Mode fills dummy credentials in the field.
5. Repeat with the other fields, screens, and apps you want to check, for example sign-in screens and e-signature dialogs.
6. When you have finished, export the logs from Pilot Mode and send them to Nymi Support at support@nymi.com, or to your Nymi contact. Send the whole `.zip` file. If your organization does not allow `.zip` files to be sent by email, extract it and attach all of its contents instead.

If credentials are not filled in an app

Nymi reviews the logs to find out why credentials were not filled. Sometimes the app’s own screens are not compatible with the Apple AutoFill framework, and the app’s vendor needs to adapt them before Nymi Connect can fill credentials there.

13 Appendix: Glossary

This glossary lists the terms used in this guide. Definitions of shared Nymi terms follow the Nymi Overview Guide.

App license	In Apple Business, Apple’s mechanism for controlling how many users or devices can install an app. One license allows one user or one iPad to install the app. An app license is not a Nymi software license.
Apple Business	Apple’s free web portal for organizations to manage their Apple devices, users, and apps, including getting and assigning Nymi Connect licenses. Previously named Apple Business Manager (ABM).
AutoFill password provider	An app that iPadOS offers to fill usernames and passwords in other apps and websites. Nymi Connect works as an AutoFill password provider.
Bluetooth adapter	A Nymi-supplied Bluetooth device that reads the Nymi Band when a user taps it. Nymi Connect for iOS does not use one; it uses the iPad’s built-in Bluetooth.
Client Registration Token (CRT)	A token created in NES that an iPad uses to register itself with NES as a client. Its value goes in the `token` parameter of the configuration file.
Configuration file (`nymi_nci.ncconf`)	A JSON file with all the settings Nymi Connect needs. It is imported on each iPad.
Connected Worker Platform (CWP)	The Nymi platform that Nymi Connect is part of, including NES, the Nymi Band, and the Nymi Band Application.

Custom App	Apple’s term for an app that a developer distributes privately to specific organizations through Apple Business, instead of listing it on the public App Store. Nymi Connect for iOS is distributed as a Custom App.
Device ID (`device_id`)	The value in the configuration file that identifies a physical iPad. It must be unique for each iPad, and it appears in the NES audit tables. If it is not set, Nymi Connect uses the identifier that iPadOS gives the app, which changes each time Nymi Connect is reinstalled.
Enrollment	A process where a user associates (binds) themselves to a Nymi Band, and the Nymi Band to their corporate identity. The Nymi Band Application facilitates the enrollment process.
Enrollment terminal	The computer where users access the Nymi Band Application to enroll the Nymi Band.
Managed Apple Account	An Apple Account that an organization creates and manages in Apple Business for an employee. Previously named Managed Apple ID.
Mobile device management (MDM)	A system that an organization uses to manage its iPads remotely, for example to install apps, push files, or control which app versions are installed. Apple Business includes a built-in device management service; an external MDM product can be linked to Apple Business instead.
NES Administrator Console	The web console used to manage NES, for example its policies, Client Registration Tokens, and clients.
Root CA certificate	The certificate of the root certificate authority (CA) that issues the NES TLS certificate. iPads must trust it to connect to NES.
Nymi Agent	A component of the Nymi Runtime that provides an interface between NES and the Nymi Bluetooth Endpoint. Nymi Connect for iOS does not need it.

Nymi Band	A biometric device that a user wears on their wrist and uses to perform authentication tasks.
Nymi Band Application (NBA)	A Nymi-provided Windows application that allows users to enroll a Nymi Band and authenticate to a Nymi Band with corporate credentials.
Nymi Band tap	A deliberate act where a user taps the authenticated Nymi Band on a device, to associate an event or action with their identity. With Nymi Connect, a tap on the iPad fills the user’s credentials.
Nymi Bluetooth Endpoint (NBE)	A component of the Nymi Runtime that provides an interface between the Bluetooth adapter and the Nymi Agent. Nymi Connect for iOS does not need it.
Nymi Connect – Pilot Mode	A separate, free Nymi app for demonstrations and compatibility checks. It fills dummy credentials, with no configuration file, Nymi Band, or NES.
Nymi Enterprise Server (NES)	A component of the Nymi solution, installed on a Windows server, that coordinates communication between the Nymi Band and the customer identity ecosystem, and manages policies and certificates.
Nymi Lock Control	An option in the NES policy that Nymi Connect needs to fill passwords. Until it is enabled, the Nymi Connect Home screen shows the Credential Injection Permissions readiness row.
Ready	The Nymi Connect Home screen state that shows the iPad is set up and users can sign in with a Nymi Band tap. Until then, the Home screen shows Not Ready and lists what needs attention.
Tap Threshold (`tap_threshold`)	The configuration setting for how close the Nymi Band must be to the iPad for a tap, as a whole number from `-55` to `-20`, in dBm. The default is `-55`.

Tap Window (`tap_window`)	The configuration setting for how long the Nymi Band must stay in the tap position for Nymi Connect to count a tap. The default is `10`.

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