

## **Getting Started Guide**

Integrating Forcepoint Mobile Security with VMware AirWatch Mobile Device Management

**Cloud deployment** 

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# Integrating Forcepoint Mobile Security with VMware AirWatch MDM

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Forcepoint Mobile Security (formerly TRITON AP-MOBILE) protects your end users' devices from potential data loss and the possible theft of intellectual property, plus from mobile malware, web threats, phishing attacks, spoofing, and more—all of which helps them safely access corporate resources.

When integrated with VMware AirWatch Mobile Device Management (MDM), you can provision iOS and Android mobile devices to send traffic to the Forcepoint cloud service for analysis and policy enforcement. You can also configure and update device settings over the air, create different policies for corporate versus personal devices, and secure mobile devices through actions such as locking and wiping them.

Forcepoint Mobile Security requires either a subscription to Forcepoint Web Security Cloud (formerly TRITON AP-WEB Cloud) or Forcepoint Web Security Hybrid (formerly TRITON AP-WEB Hybrid). This guide explains how to integrate Forcepoint Mobile Security with VMware AirWatch MDM if you are using Web Security Cloud. To complete integration, you need access to the Forcepoint Security Portal (formerly the Cloud TRITON Manager) and the VMware AirWatch Admin Console server (version 7.1 or later).

To get started, go through the following steps in the order recommended below. You may have already completed some of these steps if you have a Web Security Cloud account or a VMware AirWatch account, in which case, skip to the next step:

- Step 1: Log on to the Forcepoint Security Portal
- Step 2: Synchronize your user directory information
- Step 3: Define web security policies
- Step 4: Log on to the VMware AirWatch Console
- Step 5: Connect VMware AirWatch MDM to the Forcepoint cloud service
- *Step 6: Synchronize your user directory information with VMware AirWatch MDM*
- Step 7: Enroll a device with VMware AirWatch MDM
- Step 8: Add the Forcepoint VPN profile to devices
- Step 9: Add the Forcepoint Mobile Security app
- Step 10: Device user installs the Forcepoint Mobile Security app

Once you're done, you can update your settings as needed.

You may also find it helpful to view these resources:

- How to Integrate TRITON AP-MOBILE with AirWatch MDM for Cloud Service Users (video)
- Flow Chart on Integrating Forcepoint Mobile Security with AirWatch MDM.

#### **Device operating systems**

Forcepoint Mobile Security supports the following devices and operating systems:

- Apple<sup>®</sup> iPhone<sup>®</sup>, iPad<sup>®</sup>, and iPad mini models running the following operating systems:
  - iOS 7.0 through 10.0.1
- Android devices that use the official Android operating system and meet version requirements. Supported operating systems are:
  - Android OS 4.0.2 through 7.1

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#### Note

We recommend initially deploying the Forcepoint solution to a small number of devices and testing your web security policies before performing a large-scale deployment.

#### Before getting started

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Before getting started, to ensure that no corporate firewalls are blocking use of Forcepoint Mobile Security on your end-user devices' corporate Wi-Fi network, open the following ports to allow outgoing traffic:

- TCP 8081 and 8082 for PAC files
- UDP 500 and 4500 for establishing the VPN connection

To install VMware AirWatch MDM on iOS devices, you must also open port 5223 to allow receipt of an Apple Push Notification (APN) certificate from Apple. TCP port 443 is used as a fallback on Wi-Fi only, when devices are unable to communicate to APNs on port 5223.

In addition, contact VMware AirWatch Technical Support to find out which port to open to use the VMware AirWatch Cloud Messaging (AWCM) service in your specific environment.



#### Important

To access more detailed instructions on how to get started with VMware AirWatch and how to use all the MDM features, go to the VMware AirWatch Console, and click **Getting Started**.

Additionally, visit your myAirWatch portal, at <u>http://</u><u>my.air-watch.com</u>. Log on using your VMware AirWatch ID credentials. If you have not created an ID, click **Register**.

#### Request a cloud service account

Forcepoint Mobile Security is managed through the Web tab in the Forcepoint Security Portal.

If you are a customer using Web Security Cloud, you already have a cloud service account with logon credentials to the manager. If this is the case, skip to *Request a VMware AirWatch account*, page 3.

If you do not yet have a cloud service account, you must request credentials to the manager through Forcepoint Technical Support.

Once you have a service account, proceed to *Request a VMware AirWatch account*, page 3.

#### Request a VMware AirWatch account

VMware AirWatch Mobile Device Management (MDM) is managed through the VMware AirWatch Admin Console.

If you are a VMware AirWatch customer, you already have a VMware AirWatch account with logon credentials to the console. If this is the case, skip to *Step 1: Log on to the Forcepoint Security Portal*, page 3.

If you are new to VMware AirWatch, you must request credentials to the console by contacting sales@air-watch.com. For a free trial of VMware AirWatch, go to <u>http://www.air-watch.com/lp/free-trial</u>.

#### Step 1: Log on to the Forcepoint Security Portal

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To manage and configure Forcepoint Mobile Security, use the Account tab in the Forcepoint Security Portal, also referred to as the cloud portal.

To access the manager, visit <u>https://admin.forcepoint.net/portal/</u>. Manufacturersupported versions of the following browsers can be used with the cloud portal:

- Microsoft Internet Explorer on Windows PCs
- Microsoft Edge on Windows PCs
- Google Chrome on Windows PCs and macOS PCs
- Firefox on Windows PCs and macOS PCs
- Apple Safari on macOS PCs

#### Important

We recommend using the latest available patched version of the above browsers for security reasons.

To use the Forcepoint Security Portal, your browser must be Javascript-enabled. For the best user experience, your browser should also be enabled to accept cookies from the manager.

If you are logging on to the manager for the first time, on the Pending Licenses page, you are asked to accept the terms and conditions before you can proceed.

For more information about logging on to the Forcepoint Security Portal and other details about Web Security Cloud, see the <u>Getting Started Guide</u> and the <u>Security</u> <u>Portal Help</u>.

Once you're logged on, proceed to *Step 2: Synchronize your user directory information*, page 4.

#### Step 2: Synchronize your user directory information

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The Forcepoint cloud service allows you to make use of existing LDAP directories, such as Active Directory, so you don't have to recreate user accounts and groups for your mobile services or manage users and groups in more than one place. It is a best practice to include all your users in your directory service, so that they can be synchronized with the cloud service, enabling you to assign web security policies to them.

The cloud service synchronizes with LDAP directories via a client-resident application known as the Directory Synchronization Client.



#### Note

You need to have directory synchronization enabled even if you're not using the Directory Synchronization Client.

- 1. In the main menu bar of the Forcepoint Security Portal, go to Account > Directory Synchronization.
- 2. Click Edit.
- 3. Select Enable directory synchronization.

If you are not already a cloud service customer, you must install a new instance of the Directory Synchronization Client and synchronize your directory entries. To synchronize your directory with the cloud service, you need a contact with permission to run the synchronization.

#### **Create a contact**

We recommend that you create a new contact specifically for this with a password set to **not expire**.

- 1. In the Security Portal, under Account, go to the Contacts page, and click Add.
- 2. On the Add Contact page, enter the information needed to create a new contact. Then, click Submit.
- 3. Once you have created the contact, click the link in the User Name field. By default, the user name is the contact's email address. You can change this if you wish.
- 4. Add and confirm a password. You can define an expiration limit for your password or set the password to not expire.

#### **Download and install the Directory Synchronization Client**

If you did not download and install the Directory Synchronization Client via the cloud portal setup wizard, download and install the Directory Synchronization Client as follows:

#### Under Account Permissions, select Directory Synchronization.

- 1. Click Submit.
- 2. Select Account > Directory Synchronization.
- 3. Under Download Directory Sync Client, download the directory synchronization client.

Select a client tool to download it. If you already have a Java Runtime Environment (JRE), download the tool without a JRE. Otherwise, download the one that includes a JRE. A JRE is required to run the client software.

4. When the download is complete, run the executable file.

5. Navigate through the installation wizard as prompted, accepting the license agreement and indicating where to install the application. Review the installation instructions in the <u>Directory Synchronization Client Administrator's Guide</u> for assistance. Note that if you are configuring Groups+Users, select Users first, then configure Groups afterward. Provide the logon credentials that you established as part of the configuration.

Once you've synchronized your user directory information, proceed to *Step 3: Define web security policies*, page 6.

#### Step 3: Define web security policies

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If you have not done so already, define your web security policies in the Web tab of the Forcepoint Security Portal, on the **Policy Management** > **Policies** page.

To create a new policy that is customized to your needs, click **Add** on the Policies page. Or you can select the default policy. For your initial deployment, consider relaxing existing policies to block only high-risk categories such as Gambling, Illegal and Questionable, Militancy and Extremist, Racism and Hate, Security, Extended Protection, Tasteless, Violence, and Weapons.

Be aware that your policies affect both desktop and mobile-device Internet access management for the users assigned to the policy.



#### Note

To create exceptions for a specific mobile device profile that block or allow access to certain web categories or web application controls, use the **Exceptions tab** in the Security Portal. You must be viewing a policy to see the tab. The exceptions you create override default settings.

Exceptions configured in the Web Categories and Application Control tabs take precedence over exceptions set for device profiles.

For more information on web policy configuration in the Security Portal, see "<u>Defining Web Policies</u>" in the Forcepoint Security Portal Help.

Once you've created your web policy, proceed to *Step 4: Log on to the VMware AirWatch Console*, page 7.

#### Step 4: Log on to the VMware AirWatch Console

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To manage and configure VMware AirWatch Mobile Device Management (MDM), use the VMware AirWatch Admin Console.

Note that what you see in the console may vary from the descriptions in this guide if you have an older version of the console.

To access the console, visit the URL provided to you by VMware AirWatch using one of the following browsers:

- Microsoft Internet Explorer 10 and higher (required by AirWatch Console version 8.1 or higher)
- Mozilla Firefox 3.x and higher
- Google Chrome 11 and higher
- Safari 5.x and higher

If you are using a browser older than those listed above, VMware AirWatch recommends upgrading your browser to guarantee the performance of the VMware AirWatch Admin Console. The console may experience minor issues if you choose to run it in a non-certified browser.

Open the console in a separate tab, since you need access to both the Forcepoint Security Portal and the VMware AirWatch Console during the integration process.

If you are logging on for the first time, you must create a password and security question, and enter a four-digit PIN.

#### Obtain API URL and API key

Before moving to step 5, connecting the MDM to the cloud service, you need to obtain the following information from within the VMware AirWatch Console, which you will then enter or paste into the Forcepoint Security Portal, as explained in Step 5:

Field	Description
API URL	This is your VMware AirWatch application programming interface URL.
API key	This is your VMware AirWatch application programming interface key.

The API URL is the URL that the cloud service needs to access the VMware AirWatch system. To obtain this URL:

 In the VMware AirWatch Console, go to Groups & Settings > All Settings > System > Advanced > Site URLs. Only those assigned the VMware AirWatch Administrator role may view the Site URLs (this is different from a "SaaS" administrator role). If you are unable to view the Site URL, contact VMware AirWatch Support Services to obtain the value of the REST API site URL.

The API URL is generally the URL provided to you to access the VMware AirWatch Console with the letters "as" replacing the first two letters. For example, https://cn118.awmdm.com would become https://as118.awmdm.com.

2. Copy the URL provided in the **REST API URL** field. Remove the "/API" from the end of the URL, so for example, change https://orgname.airwlab.com/API to https://orgname.airwlab.com.

Note that the API URL must be externally accessible from the Internet. In some cases, this URL may be the same URL as your VMware AirWatch Console URL, which may not be externally accessible. If the API URL is not externally accessible from the Internet, use the Device Services URL (located on the Site URLs screen and minus the "/DeviceServices") for the VMware AirWatch API URL. For example, change https://orgname.airwlab.com/DeviceServices to https://orgname.airwlab.com.

Settings	Forcepoint	
System Getting Started Branding Fenterprise Integration	System > Advanced > Site URLs ②	
Security Help Localization	Current Setting	Inherit  Override
Peripherals Report Subscriptions Terms of Use	Console URL *	https://v90.airwlab.com
S/MIME	MDM Enrollment URL *	https://v90.airwlab.com/DeviceManagement/Enrol
Advanced Agent URLs API	Device Services URL *	https://v90.airwlab.com/DeviceServices
Device Root Certificate Secure Channel	Self-Service Portal URL *	https://v90.airwlab.com/MyDevice
Certificate Site URLs	SAML Authentication Url *	https://v90.ainwlab.com/IdentityService
Query String Authentication Other	SOAP API URL *	https://v90.ainwlab.com/AirWatchServices
Devices & Users	REST API URL *	https://v90.airwlab.com/API
Content	App Catalog URL *	https://v90.airwlab.com/Catalog
Apps	Device Management URL *	https://v90.airwlab.com/DeviceManagement
Email	Google Play Service Url *	http://iocalhost:9001/

To get the API key, in the VMware AirWatch Console:

- Go to Groups & Settings > All Settings > System > Advanced > API > REST API.
- 2. In the Enable API Access row, click Enabled.

3. Copy the string provided in the API Key field.

Current Setting	O Inherit  Override	
Enable API Access	Enabled	sabled
Add		
vice	Account Type	API Key
rWatchAPI	Admin ~	83OqPhFdbFshMAYSTGlk8DmT9Rsbl 7jLltO2WdHfDx0=

In step 5, connecting MDM to the cloud service, be prepared to also enter the user name and password that you use to log on to the VMware AirWatch Console as an administrator with permission to access API.

The VMware AirWatch system needs this information to complete integration.

Once you have this information, proceed to *Step 5: Connect VMware AirWatch MDM* to the Forcepoint cloud service, page 9.

### **Step 5: Connect VMware AirWatch MDM to the Forcepoint cloud service**

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To set up your Forcepoint account to integrate with VMware AirWatch MDM:

- 1. In the Forcepoint Security Portal, go to Account > Mobile Integration > MDM Connection Setup.
- 2. Select the checkbox Integrate with MDM provider.
- 3. Enter the API URL and API key described in *Step 4: Log on to the VMware AirWatch Console*, page 7.

For the API URL, remove the "/API" from the end of the URL, so for example, change https://orgname.airwlab.com/API to https://orgname.airwlab.com.

4. Enter the user name and password that you use to log on to your VMware AirWatch administrator account.



#### Important

When the password for the VMware AirWatch administrator account changes or expires, you **must enter** the new password in MDM Connection Setup to maintain the integration of VMware AirWatch MDM with the cloud service.

An alternative to using the administrator account is to create a service account in Active Directory with the password set to never expire. Use the logon name and password for this account instead of the AirWatch administrator account logon credentials. If you use this alternative, make sure you also go in the VMware AirWatch Console to add an account administrator with "Directory" as the user type:

- Go to Accounts > Administrators > List View.
- Click Add and Add Admin.
- For "User Type," select **Directory**.
- For "Username," enter the Active Directory service account name.

Note that Directory Admin Accounts can only be created from the Organization Group of the Directory Service.

Note the **Connection URL** provided at the bottom of the MDM Connection Setup page. VMware AirWatch needs this URL to integrate with the cloud service. You'll be asked to provide this URL later in *Step 8: Add the Forcepoint VPN profile to devices*, page 15.

DASHBOARD	REPORTING	EMAIL	<b>E</b> WEB	MOBILE				FORCEPOINT Security Portal
	Integration	tion						
MDM Co	nnection Se	tup						
	IRL:		evice managem		der to allow secure o Indentials for your MD	h the cloud servic	e.	
https://r		net/mdmi/t587ePo ds this URL to inte						

5. Click Save when done.

Proceed to *Step 6: Synchronize your user directory information with VMware AirWatch MDM*, page 11.

# Step 6: Synchronize your user directory information with VMware AirWatch MDM

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If you are a new AirWatch customer, you must synchronize your directory service and your user groups with the AirWatch environment.

#### VMware Enterprise Systems Connector and AirWatch Cloud Connector (ACC)

To support Active Directory, the VMware AirWatch Cloud Connector (ACC) must be configured within the VMware AirWatch Console. The ACC runs in the internal network, acting as a proxy that securely transmits requests from VMware AirWatch to your organization's critical enterprise infrastructure components.

In version 9.1 and higher of the VMware AirWatch Console, the ACC has been included as a component in a new installer called the VMware Enterprise Systems Connector.

To get to the VMware Enterprise Systems Connector:

- 1. Navigate to Groups & Settings > All Settings > System > Enterprise Integration > VMware Enterprise Systems Connector.
- Set the Current Setting to "Override." This prevents inheriting settings that don't apply to your group. In versions 9.1 and above of the VMware AirWatch Console, the "Override" setting is required before you can select Enable VMware Enterprise Systems Connector. In versions before 9.1, if the Current Setting is "Inherit," the connector may not work, and you will need to uninstall the connector, and download and install it again.
- 3. Select Enable VMware Enterprise Systems Connector. For instructions on how to install the VMware Enterprise Systems Connector and the ACC, go to your <u>myAirWatch</u> portal. Search for "systems connector" to locate the VMware Enterprise Systems Connector Installation and Configuration guide. The minimum operating system required to install ACC is Windows 2012 Server, R2 (W2K8R2) with the minimum memory and hard disk drive.

#### **Directory Services**

In the VMware AirWatch Console, use the Directory Services page to configure the settings that let you integrate your VMware AirWatch server with your organization's domain controller (the server hosting your directory services system).

 To get to the Directory Services page, go to Groups & Settings > All Settings > System > Enterprise Integration > Directory Services.

- 2. Click **Skip wizard and configure manually** to manually configure settings in the three tabs (Server, User, and Group). Configure and save settings.
- 3. Go to the MDM installation enrollment page by going to Groups & Settings > All Settings > Devices & Users > General > Enrollment.
- 4. In the row for Authentication Mode(s), make sure that the **Directory** checkbox is selected.
- 5. Click Save.

For additional information about configuring directory services, go to your <u>myAirWatch</u> portal. Search for "Directory Services Guide."



#### Note

When selecting the type of bind authentication that is used to enable the VMware AirWatch server to communicate with the domain controller, if you are unsure of which Protocol Version to use, we recommend entering GSS-NEGOTIATE in the Bind Authentication Type field.

#### Synchronizing user groups

Next, you need to synchronize or import your user groups with VMware AirWatch MDM by doing the following:

- 1. In the VMware AirWatch Console, go to Accounts > User Groups > List View, hover over Add, and click Add User Group.
- 2. On the Add User Group screen, in the **Type** field, make sure **Directory** is selected.
- 3. For External type, select either **Group** or **Organizational Unit**. These are object classes used by Active Directory.
- 4. In the Search Text field, enter the name of the group to add. Then, click the **Search** button.
- 5. Accept the values in the remaining pre-populated fields, or adjust them as needed.
- 6. In the Group Name box, select the group to add, and click Save.
- 7. On the User Groups screen, in the Group Name column, click on the name of the group that you just selected.
- 8. Click the **Edit** icon.
- 9. On the Edit User Group [your group's name] screen, check Add Group Members Automatically. Also, make sure that the checkboxes for Auto Sync with Directory and Auto Merge Changes are selected. Accept the values in the remaining pre-populated fields, or adjust them as needed.
- 10. Click Save.

To check if synchronization succeeded, return to Accounts > User Groups > List View. The number of members in your group should be populated with a figure other than zero. You may need to refresh the screen.

After you've completed synchronizing your directory and user groups, go to *Step 7: Enroll a device with VMware AirWatch MDM*, page 13.

#### Step 7: Enroll a device with VMware AirWatch MDM

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If your end user devices are already in the VMware AirWatch MDM system, skip to *Step 8: Add the Forcepoint VPN profile to devices*, page 15.

To get your end users' devices enrolled into the MDM system, send them a link to the VMware AirWatch Agent, <u>http://www.AWAgent.com</u>. The agent walks them through the enrollment process.



#### Important For iOS devices

Before your device users can enroll their devices with the VMware AirWatch MDM, you must obtain and install an Apple Push Notification Service (APNs) certificate from Apple (developer.apple.com), which allows VMware AirWatch to securely communicate to iOS devices and report information back to VMware AirWatch. To do this, in the VMware AirWatch Console, go to Devices > Devices Settings > Devices & Users > Apple > APNs For MDM.

Users cannot enroll their iOS devices if this is not done.

Include the following information in your communication to users, in case VMware AirWatch cannot identify them as previously configured end users based on their email address:

- Server URL the URL provided by VMware AirWatch to you for the server that is used to access the VMware AirWatch Console. For example, https://ds22.airwatchportals.com.
- **Group ID** the ID that was specified by the VMware AirWatch administrator in the VMware AirWatch Console on the Organization Group Details page.

If authentication is required and you are using directory synchronization, users will need to also enter their corporate credentials (username and password).

If authentication is required and you manually created a user, the user will need to enter the username and password you specified when creating the user.

Here are the steps device users would follow:

1. Navigate to AWAgent.com from the native browser on the device that they are enrolling. VMware AirWatch auto-detects if the VMware AirWatch Agent is already installed or redirects to the appropriate mobile app store to download the Agent if needed.

#### Note

Note that downloading the Agent from public application stores requires either an Apple ID or a Google Account.

- 2. Launch the Agent upon download completion or return to their browser session to continue enrollment.
- 3. Enter their corporate email address. VMware AirWatch checks if their address has been previously added to the environment in which case they are already configured as an end user and their Organization Group is already assigned. If VMware AirWatch cannot identify them as a previously configured end user based on their email address, enter their server URL, group ID, and credentials when prompted.
- 4. Follow all remaining prompts to finalize enrollment. If iOS device users have a passcode on their device, they will be prompted to enter their device passcode.

After device users enroll their devices, you can check if enrollment was successful by doing the following:

- 1. In the VMware AirWatch Console, go to **Devices > List View**.
- 2. Check that the device was added.
- 3. Click on the name assigned to this device. In the Summary tab, the system tells you if the device was "Enrolled" or "Unenrolled" with the VMware AirWatch Agent. Note that the Agent app may be installed on a device but the device not yet enrolled.
- 4. To check if MDM functions are working, click the **Lock** button in the upper right of the screen.
- 5. Check if the device is now locked.

If you manually create users and add devices, the VMware AirWatch system will automatically send those users an email with instructions on how to enroll with the AirWatch MDM. You can also configure the AirWatch system to automatically send an enrollment email to new users that are detected during synchronization with Active Directory. This option is available when you add user groups and use custom settings. You may also customize the text in these email messages, for example, to introduce VMware AirWatch and Forcepoint Mobile Security; however, the email retains the VMware AirWatch branding.

For additional details about enrolling and managing your devices, go to your <u>myAirWatch</u> portal. Search for "Mobile Device Management Guide."

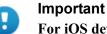
See *Communications best practices*, page 24, for recommendations on what to say to employees about how to get Forcepoint Mobile Security with VMware AirWatch MDM.

Proceed to Step 8: Add the Forcepoint VPN profile to devices, page 15.

#### Step 8: Add the Forcepoint VPN profile to devices

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Forcepoint Mobile Security uses a VPN connection to protect your users' devices, so you need to add a Forcepoint VPN profile, which contains information and certificates required to establish a VPN connection to the cloud service server.



#### For iOS devices

Install the VPN profile before you add the Forcepoint Mobile Security app to user devices to ensure that all functions of the app are enabled.



#### Important

#### For Android devices

Install the VPN profile after you add the Forcepoint Mobile Security app on Android devices, because the process for installing the VPN profile and enabling the mobile security solution requires the presence of the app. See Step 9: Add the Forcepoint Mobile Security app, page 19.

To help ensure devices are protected after users install the app and all functions of the app are enabled:

- Assign the VPN profile and Forcepoint Mobile Security app to the same devices (for example, corporate-dedicated) before publishing the profile or deploying the app. For information on how to assign an app to a device or devices, go to your myAirWatch portal. Search for "Mobile Application Management guide."
- Install the VPN profile immediately after adding the Forcepoint Mobile Security app to user devices.

To add a Forcepoint VPN profile:

1. In the VMware AirWatch Console, select **Devices > Profiles & Resources >** Profiles, hover over Add, and click Add Profile.

2. Under Add Profile, select a platform by clicking Apple iOS or Android, depending on which operating system applies to your users' devices. If you click Android, you may be asked to select a configuration type comprising either a Device or a Container. Select Device.

Note that if you need to support both iOS and Android devices, you must add a profile for each operating system.

- 3. Under Add a New (Apple iOS or Android) Profile > General, do the following:
  - Fill in the required field (Name). This is the name you wish to give the profile.
  - In the Assignment Type field, select "Optional" if you want to manually push the VPN profile to one device as a test. This is a recommended best practice that is described later in this section. Note that once you've completed testing, you must change the assignment type to "Auto" if you want the VPN profile to be automatically pushed to all devices.
  - In the Allow Removal field, you have the option of selecting "Never," which prevents end users from removing the VPN profile unless they unenroll their device. "Always" allows users to temporarily remove the profile, but it will be re-installed each time VMware AirWatch MDM syncs its service with the device, which is usually every 12 hours, provided that you've set the assignment type to "Auto."
  - In version 7.3 to 8.1, the Ownership field has been replaced with Assigned Smart Groups.
  - In version 8.2 and above, Assigned Smart Groups becomes Assigned Groups. Click in the "Assigned Groups" box to see the existing Smart Groups and your organization group, or click the Create Assignment Group link within the box to create a new Assigned Group. You must select a group or create and select a group before you can save the profile.
  - The default values of the other fields can be left as is. Enter additional assignment criteria if you like. In version 7.3, this has been replaced with Smart Group assignment.
  - Do not click Save until you have provided information for at least one payload that is associated with the profile (payloads are the items listed under General in the left navigation bar, such as Passcode, Restrictions, or VPN). The system won't allow you to save until you have. You'll provide information for the VPN connection.
- 4. In the left navigation bar, click **VPN** and the **Configure** button.
- 5. From the **Connection Type** field drop-down menu, select **Forcepoint**.
- For the Server field, enter the Connection URL that was provided in the Forcepoint Security Portal by going to Account > Mobile Integration > MDM Connection Setup. See Step 5: Connect VMware AirWatch MDM to the Forcepoint cloud service, page 9.

7. After entering the connection URL in the **Server** field, enter the user name and password for the Forcepoint administrator's cloud service account. For cloud service account credentials, we recommend using the credentials that you use for the Directory Synchronization Client since these credentials must have Directory Synchronization.

## Important

If your VPN connection password changes or expires, be sure to enter your new password in the **VPN** section to maintain the integration of VMware AirWatch MDM with the Forcepoint cloud service. For this reason, we recommend that **you set your password to not expire**. See *Step 2: Synchronize your user directory information*, page 4, for details on how to set your password to not expire.

After entering your updated password, it is a best practice to then check that the Forcepoint VPN profile is installed on all devices.

- 8. Click **Test Connection**. The test must succeed for the VPN profile to be pushed to devices. If the test is unsuccessful, check the credentials and try again.
- 9. At this point, we recommend clicking **Save and Publish** and **Publish**, and then manually pushing the VPN profile to just one device to check that the profile installs successfully:
  - a. In the VMware AirWatch Console, go to **Devices > List View**.
  - b. In the **General Info** column, click the name of the device to which you wish to manually push the VPN profile.
  - c. This brings you to the Details View page containing multiple tabs. Go to the **Profiles** tab page. Find the name of the profile you wish to install.

In version 8.3 and prior versions:

To the far right of the profile name, click the **Install Profile** icon (a shaded circle with a downward-pointing arrow). You can also hover over the icons until you see the icon description "Install Profile."

Under Status, a green check mark displays when the profile is successfully installed.

In version 8.4 and above:

Click the radio button next to the Forcepoint VPN profile, then the **Install** button.

#### For an iOS device

To check if the profile has been installed and activated on the iOS device to which you manually pushed it, on the device, go to a website belonging to a category blocked by your organization. You should be blocked from viewing it.

#### For an Android device

To check if the profile has been installed on the Android device to which you manually pushed it, open the VMware AirWatch Agent app on the device, and select **Profiles**. The VPN profile should be listed.

- 10. When you're satisfied that the profile has been installed and activated (for iOS devices) or installed (for Android devices) on one device:
  - a. Return to Device > Profiles & Resources > Profiles.
  - b. Click on the name of the profile you created.
  - c. In the **Assignment Type** field, change "Optional" to "Auto" to have the VPN profile automatically installed on all devices in the Assigned Group.
  - d. Click **Save & Publish** and then **Publish**. The VPN profile is now marked as "Published," which causes it to be installed on all currently enrolled and eligible devices, as well as any future devices that enroll and are eligible to receive this profile.

After you've installed the VPN profile, continue to *Step 9: Add the Forcepoint Mobile Security app*, page 19.

#### If SSL decryption is enabled on Android devices

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The following procedure applies only to Android devices.

If you enable SSL decryption for the Android-based solution, you must perform the following steps:

- 1. In the Forcepoint Security Portal, go to the Web tab, and then Policies.
- 2. From your policy, click the Web Categories tab.
- 3. Use the root certificate link to view and download the certificate.
- 4. Upload the certificate to the VMware AirWatch Console. We recommend using the same profile that you used for your VPN settings. In the AirWatch Console, go to Devices > Profiles & Resources > Profiles > (the profile used for your VPN configuration) > Credentials, and click the Configure button and then Upload to upload the root certificate.
- 5. Click Save & Publish.

Depending on their Android device and operating system version, your users may need to perform certain actions on their device after SSL decryption is enabled. For example, users may need to create a Lock Screen password if they don't already have one, and then consent to have the root certificate installed. If you deploy Forcepoint Mobile Security and enable SSL decryption initially for a small group of users, you can determine what their experience will be for a particular configuration, and then include those steps in your communications to device users. If you enable SSL decryption and the root certificate isn't installed, an "untrusted certificate" message displays on the end user's device every time an HTTPS request occurs. The user must then click **Continue** to have the page load.

Note that SSL decryption is automatically enabled for the iOS-based solution.

#### Step 9: Add the Forcepoint Mobile Security app

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#### Important

In the Apple App Store, Google Play Store, and sections of the VMware AirWatch Console, the Forcepoint Mobile Security app is called TRITON AP-MOBILE, pending rebranding.

For Android device users, the Forcepoint Mobile Security app is required for the installation of the VPN profile, which allows Forcepoint Mobile Security to begin protecting their devices. It also provides additional features, such as diagnostic tools. iOS device users can also take advantage of the app's additional features. For more information about the app, see *Additional information*, page 21.

To offer this app to your device users, you need to add the app to the MDM system.

- 1. In the VMware AirWatch Console, in the upper horizontal toolbar, click the Add drop-down menu and select Public Application.
- 2. When the Add Application screen displays, select the platform (Apple iOS or Android). Enter Forcepoint as the name of the new app.

In the Source row, select **Search App Store**. It should be selected by default. Leave that as is.

#### Note

#### For Android devices

To search the Google Play Store, a Google Account must first be integrated with the environment. To begin the integration process, go to **Devices > Devices Settings > Devices & Users > Android > Google Play Integration**.

In the 7.3 console, the path is **Devices > Settings > Devices & Users > Android** > **Google Play Integration**.

Google Play integration requires that you enter the device ID from the Android device. To get the device ID that is required, you need to download a special app from the Play Store by going to <u>https://play.google.com/store/apps/</u><u>details?id=com.redphx.deviceid</u>.

- 1. Click **Next** and **Select** the desired application from the App Store or Play Store result page.
- 2. After selecting an application, complete the **Add Application** page to configure assignment and deployment options. Most of the application information fields automatically populate. For additional information on how to add and deploy apps, go to your <u>myAirWatch</u> portal. Search for "Mobile Application Management Guide."

You can have the app pushed out automatically. In the **Assignment** tab **Deployment** section, select the **Automatic system push** radio button. Automatically deploying an application immediately prompts users to install the application on their devices after you click **Save & Publish**.

3. Fill in the remaining fields in all the tabs.

To confirm that the Forcepoint app has been added to VMware AirWatch MDM, go to **Apps & Books > Applications > List View** and the Public tab. Under **Filters**, click **Platform**, which opens a drop-down menu. Select the platform from the Platform drop-down menu to view added apps available on the selected platform. You should see Forcepoint TRITON AP-MOBILE.

Now, proceed to *Step 10: Device user installs the Forcepoint Mobile Security app*, page 20.

# Step 10: Device user installs the Forcepoint Mobile Security app

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After the Forcepoint Mobile Security app is deployed to end users' devices, device users receive various notifications depending on their device platform (iOS or Android).

#### iOS device users

After the Forcepoint Mobile Security app is deployed to iOS devices, iOS device users receive a prompt on their devices notifying them that the app is waiting to be installed and that their iTunes<sup>®</sup> account will not be charged for this app.

- To install the app, users should tap **Install**.
- After installing and opening the app, iOS users can begin benefiting from all of the app's features, provided that the Forcepoint VPN profile is already installed on their devices. See *Additional information*, page 21.

#### Android device users

After the Forcepoint VPN profile is pushed to Android devices and the Forcepoint Mobile Security app is deployed to them as well, device users should do the following:

- 1. Open the VMware AirWatch Agent app.
- 2. Look under Notifications for "Forcepoint VPN configuration."
- 3. Tap the notification, which then displays a warning that the mobile security solution is attempting to create a VPN connection.
- 4. Check the box that says, "I trust this application," and then click OK.

See *Communications best practices*, page 24, for suggested text that describes these steps to device users.

You have now completed the basic steps for integrating Forcepoint Mobile Security with VMware AirWatch Mobile Device Management.

#### Additional information

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#### Forcepoint Mobile Security app

The Forcepoint Mobile Security app offers valuable tools that enhance your device users' experience with Forcepoint Mobile Security. You add the app in the VMware AirWatch Console, and indicate how you want to deploy it to users' devices. For more information on how to add the app, see *Step 9: Add the Forcepoint Mobile Security app*, page 19. iOS device users can also get the app by going to the iTunes<sup>®</sup> Store, and Android device users can get it in the Google Play Store by searching for Forcepoint.



#### Important

This app is meant to be used in conjunction with an active corporate license of Forcepoint Mobile Security. To benefit from all the app's features, device users must have Forcepoint Mobile Security with VMware AirWatch MDM on their devices.

#### **App Features**

- Ensures ongoing protection by checking that Forcepoint Mobile Security has a VPN connection.
- Offers easy-to-use diagnostic tools and system information about your users' devices that helps your IT department address potential issues.

- Lets device users analyze a website or IP address in real time before they visit it to determine potential threat risk, using CSI: ACE Insight.
- Keeps users up to date on the latest online threats with direct access to the Forcepoint Security Labs blog—from the leader in global threat intelligence. This feature is only available on the tablet.

#### **Confirm that Forcepoint Mobile Security is enabled**

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Here are ways to confirm that Forcepoint Mobile Security is protecting end-user devices:

- The Forcepoint Mobile Security app home screen shows if the security solution is enabled.
  - For iOS users, the screen displays the VPN as "Connected."
  - For Android users, Security should display as "ON." If, instead, users see an Enable button, click **Enable**. If the VPN connection is not enabled, device users should try tapping the "Forcepoint VPN configuration" notification again.

Note that the device must have an Internet connection for the proper connections to display.

- If users browse to a site in a category from the Forcepoint Master Database (or a custom category that you've created) that your organization has blocked, they should not be able to access the site. These are categories you selected when you defined your web security policies. For example, if you don't want them to access sites that fall under the Gambling category, ask them to try to visit one of those sites. An "Access Blocked" message should display.
- In the VMware AirWatch Console, run a **Device Profile Detail** report that shows which profiles are installed on all devices in a particular Organization Group. In the Search VMware AirWatch box, enter "reports" to locate the List View page that displays reports. Check that the VPN profile is installed.
  - For Android devices, remember that you need to check that both the VPN profile and the Forcepoint Mobile Security app are installed.
- In the VMware AirWatch Console, create a compliance rule.
  - For Android devices, since the Forcepoint app is required to enable the protection of Forcepoint Mobile Security, you could create a compliance rule that sends a notification if a required app is not in your applications list. See *Creating a compliance policy rule*, page 23. This assumes that the VPN profile has already been installed.
  - For iOS devices, if you wish to check that the optional Forcepoint app was installed, you can create a similar rule.

#### Creating a compliance policy rule

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Before you create the policy rule, you must first create an app group:

- 1. In the VMware AirWatch Console, access the wizard that walks you through how to add an app group by going to **Devices > Compliance Policies > App Groups**.
- 2. Click Add Group.
- 3. Under Type, from the drop-down menu, select Required.
- 4. Under Platform, from the drop-down menu, select **Apple** or **Android**, depending on your operating system.
- 5. Under Name, enter the name you wish to call this app group, such as Forcepoint.
- 6. Click Add Application.
- 7. Under Application Name, enter **Forcepoint**, then click the magnifying glass to search the public store for the name you entered.
- 8. The TRITON AP-MOBILE app should display on the results page. Click **Select**. This takes you back to the Add Application Group page and automatically fills in the Application ID field.
- 9. Click Next.
- 10. Complete the remaining fields. We recommend selecting the minimum operating system supported by Forcepoint Mobile Security, which is iOS 7.0 and Android 4.0.2.
- 11. Click Finish.

Now, let's create a compliance policy rule that sends a notification if a device does not have the required app on it:

- 1. In the VMware AirWatch Console, access the compliance policy wizard in the upper horizontal toolbar by clicking **Add** and then **Compliance Policy.** Select a platform to start, such as Android or Apple iOS.
- 2. On the Add Compliance Policy page, from the drop-down menus, select:
  - a. Match All Of The Following Rules.
  - b. Application List and Does Not Contain Required App(s).
- 3. Click Next.
- 4. Under "Immediately perform the following actions," select Notify.
- 5. In the next drop-down menu, select the action you would like to take, such as **Send Email to Administrator** or **Send Push Notification to Device**. Depending on what you select, you may be asked to enter additional information such as the administrator's email address.
- 6. Select the message template you'd like to use or choose the default template.
- 7. Click Next.
- 8. Complete the remaining fields, which include assigning the compliance policy to an Assigned Group

9. Then click **Next.** You have the option to change the compliance policy name and description. Then click **Finish And Activate**.

#### **Communications best practices**

Getting Started Guide | Forcepoint Mobile Security integrated with VMware AirWatch Mobile Device Management | Web Security Cloud

To help ensure that Forcepoint Mobile Security is installed on your end users' devices, we recommend that you tell device users:

- That your organization is using Forcepoint Mobile Security to help protect their devices.
- (iOS devices) To expect a notification on their device that asks them to install the Forcepoint TRITON AP-MOBILE app.
- (Android devices) To expect a notification on their device about Forcepoint VPN configuration being ready, and then, to expect a warning about an attempt to establish a VPN connection.
- What the app does.
  - For iOS device users, it offers tools that enhance the use of Forcepoint Mobile Security.
  - For Android device users, the app is **required** to receive the protection of Forcepoint Mobile Security, and in addition, offers useful tools.

#### VMware AirWatch MDM already on the device

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Here is suggested text for device users who have VMware AirWatch MDM already on their devices:

#### iOS device users

[organization's name] wants you to use Forcepoint Mobile Security to help protect your device from potential data loss and the possible theft of intellectual property, plus from mobile malware, web threats, phishing attacks, spoofing, and more—all of which helps you safely access corporate resources.

You'll need to do the following:

• When you receive a request on your device to install the Forcepoint TRITON AP-MOBILE app, click **Install**.

Once installed, the app lets you:

- Check that your device has a VPN connection, which Forcepoint Mobile Security uses to protect your device.
- Access easy-to-use diagnostic tools and system information about your device that help your IT department address potential issues.

- Analyze a website or IP address in real time before you visit it to determine potential threat risk, using CSI: ACE Insight.
- Stay up to date on the latest online threats with direct access to the Security Labs blog—from the leader in global threat intelligence. This feature is available only on the tablet.

#### Android device users

[organization's name] wants you to use Forcepoint Mobile Security to help protect your device from potential data loss and the possible theft of intellectual property, plus from mobile malware, web threats, phishing attacks, spoofing, and more—all of which helps you safely access corporate resources.

To begin receiving this protection, you'll need to do the following:

- When you see a notification on your device about Forcepoint VPN configuration being ready, tap the notification. You may need to open the VMware AirWatch Agent app to view the notification if you don't see it in the notifications area of your device.
- When you see a warning on your device that Forcepoint TRITON AP-MOBILE is attempting to create a VPN connection, check the box that says, "I trust this application," and then click **OK**.

# *IMPORTANT: You must install the app and allow the VPN connection to be created to begin receiving the protection offered by Forcepoint Mobile Security.*

Once installed, the app lets you also:

- Check that your device is connected to the cloud service, which Forcepoint Mobile Security uses to protect your device.
- Access easy-to-use diagnostic tools and system information about your device that help your IT department address potential issues.
- Analyze a website or IP address in real time before you visit it to determine potential threat risk, using CSI: ACE Insight.
- Stay up to date on the latest online threats with direct access to the Security Labs blog—from the leader in global threat intelligence. This feature is available only on the tablet.

#### VMware AirWatch MDM not yet on the device

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Here is suggested text for device users who do not yet have VMware AirWatch MDM on their devices:

#### iOS device users

[organization's name] wants you to use Forcepoint Mobile Security to help protect your device from potential data loss and the possible theft of intellectual property, plus from mobile malware, web threats, phishing attacks, spoofing, and more—all of which helps you safely access corporate resources.

You'll need to do the following:

- Enroll your device with VMware AirWatch Mobile Device Management by going to awagent.com. You'll be redirected to your device's official app store to download the VMware AirWatch MDM Agent app. Authentication may be required. Your unique credentials are below:
  - Server URL: [organization needs to provide the server URL]
  - Group ID: [organization needs to provide the group ID]
  - Username: [user's corporate ID, unless user was created manually in which case the administrator needs to provide the username]
  - Password: [user's corporate password, unless user was created manually in which case the administrator needs to provide the password]
- When you receive a request on your device to install the TRITON AP-MOBILE app, click **Install**.

Once installed, the app lets you:

- Check that your device has a VPN connection, which Forcepoint Mobile Security uses to protect your device.
- Access easy-to-use diagnostic tools and system information about your device that help your IT department address potential issues.
- Analyze a website or IP address in real time before you visit it to determine potential threat risk, using CSI: ACE Insight.
- Stay up to date on the latest online threats with direct access to the Security Labs blog—from the leader in global threat intelligence. This feature is available only on the tablet.

#### Android device users

[organization's name] wants you to use Forcepoint Mobile Security to help protect your device from potential data loss and the possible theft of intellectual property, plus from mobile malware, web threats, phishing attacks, spoofing, and more—all of which helps you safely access corporate resources.

To begin receiving this protection, you'll need to do the following:

- Enroll your device with VMware AirWatch Mobile Device Management by going to awagent.com. You'll be redirected to your device's official app store to download the VMware AirWatch MDM Agent app. Authentication may be required. Your unique credentials are below:
  - Server URL: [organization needs to provide the server URL]
  - Group ID: [organization needs to provide the group ID]
  - Username: [user's corporate ID, unless user was created manually in which case the administrator needs to provide the username]
  - Password: [user's corporate password, unless user was created manually in which case the administrator needs to provide the password]

- When you see a notification on your device about Forcepoint VPN configuration being ready, tap the notification. You may need to open the VMware AirWatch Agent app to view the notification if you don't see it in the notifications area of your device.
- When you see a warning on your device that Forcepoint TRITON AP-MOBILE is attempting to create a VPN connection, check the box that says, "I trust this application," and then click **OK**.

# *IMPORTANT: You must perform all steps to begin receiving the protection offered by Forcepoint Mobile Security.*

*Once installed, the app lets you:* 

- Check that your device is connected to the cloud service, which Forcepoint Mobile Security uses to protect your device.
- Access easy-to-use diagnostic tools and system information about your device that help your IT department address potential issues.
- Analyze a website or IP address in real time before you visit it to determine potential threat risk, using CSI: ACE Insight.
- Stay up to date on the latest online threats with direct access to the Security Labs blog—from the leader in global threat intelligence. This feature is available only on the tablet.

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Forcepoint<sup>™</sup> Mobile Security integrated with VMware AirWatch<sup>®</sup> Mobile Device Management

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When a program is linked with a library, whether statically or using a shared library, the combination of the two is legally speaking a combined work, a derivative of the original library. The ordinary General Public License therefore permits such linking only if the entire combination fits its criteria of freedom. The Lesser General Public License permits more lax criteria for linking other code with the library.

We call this license the "Lesser" General Public License because it does Less to protect the user's freedom than the ordinary General Public License. It also provides other free software developers Less of an advantage over competing non-free programs. These disadvantages are the reason we use the ordinary General Public License for many libraries. However, the Lesser license provides advantages in certain special circumstances.

For example, on rare occasions, there may be a special need to encourage the widest possible use of a certain library, so that it becomes a de-facto standard. To achieve this, non-free programs must be allowed to use the library. A more frequent case is that a free library does the same job as widely used non-free libraries. In this case, there is little to gain by limiting the free library to free software only, so we use the Lesser General Public License.

In other cases, permission to use a particular library in non-free programs enables a greater number of people to use a large body of free software. For example, permission to use the GNU C Library in non-free programs enables many more people to use the whole GNU operating system, as well as its variant, the GNU/Linux operating system.

Although the Lesser General Public License is Less protective of the users' freedom, it does ensure that the user of a program that is linked with the Library has the freedom and the wherewithal to run that program using a modified version of the Library.

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(For example, a function in a library to compute square roots has a purpose that is entirely well-defined independent of the application. Therefore, Subsection 2d requires that any application-supplied function or table used by this function must be optional: if the application does not supply it, the square root function must still compute square roots.)

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This option is useful when you wish to copy part of the code of the Library into a program that is not a library.

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If distribution of object code is made by offering access to copy from a designated place, then offering equivalent access to copy the source code from the same place satisfies the requirement to distribute the source code, even though third parties are not compelled to copy the source along with the object code.

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However, linking a "work that uses the Library" with the Library creates an executable that is a derivative of the Library (because it contains portions of the Library), rather than a "work that uses the library". The executable is therefore covered by this License.

Section 6 states terms for distribution of such executables.

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If such an object file uses only numerical parameters, data structure layouts and accessors, and small macros and small inline functions (ten lines or less in length), then the use of the object file is unrestricted, regardless of whether it is legally a derivative work. (Executables containing this object code plus portions of the Library will still fall under Section 6.)

Otherwise, if the work is a derivative of the Library, you may distribute the object code for the work under the terms of Section 6. Any executables containing that work also fall under Section 6, whether or not they are linked directly with the Library itself.

6. As an exception to the Sections above, you may also combine or link a "work that uses the Library" with the Library to produce a work containing portions of the Library, and distribute that work under terms of your choice, provided that the terms permit modification of the work for the customer's own use and reverse engineering for debugging such modifications.

You must give prominent notice with each copy of the work that the Library is used in it and that the Library and its use are covered by this License. You must supply a copy of this License. If the work during execution displays copyright notices, you must include the copyright notice for the Library among them, as well as a reference directing the user to the copy of this License. Also, you must do one of these things:

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b) Use a suitable shared library mechanism for linking with the Library. A suitable mechanism is one that (1) uses at run time a copy of the library already present on the user's computer system, rather than copying library functions into the executable, and (2) will operate properly with a modified version of the library, if

the user installs one, as long as the modified version is interface-compatible with the version that the work was made with.

c) Accompany the work with a written offer, valid for at least three years, to give the same user the materials specified in Subsection 6a, above, for a charge no more than the cost of performing this distribution.

d) If distribution of the work is made by offering access to copy from a designated place, offer equivalent access to copy the above specified materials from the same place.

e) Verify that the user has already received a copy of these materials or that you have already sent this user a copy.

For an executable, the required form of the "work that uses the Library" must include any data and utility programs needed for reproducing the executable from it. However, as a special exception, the materials to be distributed need not include anything that is normally distributed (in either source or binary form) with the major components (compiler, kernel, and so on) of the operating system on which the executable runs, unless that component itself accompanies the executable.

It may happen that this requirement contradicts the license restrictions of other proprietary libraries that do not normally accompany the operating system. Such a contradiction means you cannot use both them and the Library together in an executable that you distribute.

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#### libmapi

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Version 3, 19 November 2007

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#### Preamble

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### python-webpy

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