



Getting Started Guide

Integrating Forcepoint Mobile Security with VMware
AirWatch Mobile Device Management

Hybrid deployment

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1

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 a subscription to either 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 when you are using Forcepoint Web Security Hybrid, also referred to as the hybrid service. To complete integration, you need access to the Forcepoint Security Manager (formerly 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 an account for Forcepoint Mobile Security with the hybrid service or a VMware AirWatch account, in which case, skip to the next step:

Step 1: Log on to the Forcepoint Security Manager

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 hybrid 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 this resource:

- [Flow Chart on Integrating Forcepoint Mobile Security with VMware AirWatch MDM.](#)

Device operating systems

Forcepoint Mobile Security supports the following devices and operating systems:

iOS device users

- Apple[®] iPhone[®], iPad[®], and iPad mini models running the following operating systems:
 - iOS 7.0 through 10.0.1

Android device users

- Android devices that use the official Android operating system and meet version requirements. Supported operating systems:
 - Android OS 4.0.2 through 7.1



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

Request an account for the hybrid service

Forcepoint Mobile Security is managed through the Web tab of the Forcepoint Security Manager.

If you are a customer using Forcepoint Web Security Hybrid, you already have a Forcepoint account with logon credentials to the Forcepoint Security Manager. If this is the case, skip to [Request a VMware AirWatch account, page 3](#).

If you do not have access to the Forcepoint Security Manager yet, you must request credentials through Forcepoint Technical Support.

For details about how to log on to the console, see the [Forcepoint Security Manager Help](#).

For a free trial of Forcepoint Web Security Hybrid, click [here](#).

Once you have your account, proceed to [Request a VMware AirWatch account, page 3](#).

Request a VMware AirWatch account

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 Manager, page 4](#).

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 <http://www.air-watch.com/lp/free-trial>.

Step 1: Log on to the Forcepoint Security Manager

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The Forcepoint Security Manager is the central configuration interface used to manage software configuration and settings for Forcepoint software modules. This web-based tool runs on a variety of popular browsers (see the [Certified Product Matrix](#) for details). The Security Manager version you need is version 7.8.4 or higher, and your browser must be Javascript-enabled. For the best user experience, your browser should also be enabled to accept cookies from the Security Manager.

Although it is possible to launch the Security Manager using non-supported browsers, the application may not display properly, and some features may not appear.

To open the Security Manager, open a supported browser on any machine in your network and enter the following:

```
https://<IP_address_or_hostname>:9443/
```

Substitute the IP address or hostname of the management server machine. It is recommended that you use the IP address, especially when launching Security Manager from a remote machine.

For more information about logging on to the Forcepoint Security Manager and other details about Forcepoint Web Security Hybrid, see the [Security Manager Help](#) and the [Administrator Help](#) for Forcepoint Web Security.

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 hybrid service offered through Forcepoint Web Security 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 hybrid service, enabling you to assign web security policies to them.

If you are not already a customer using Forcepoint Web Security Hybrid and your organization uses a supported, LDAP-based directory service—Windows Active Directory (Native Mode), Oracle (Sun Java) Directory Server, or Novell eDirectory—you can collect user and group data and send it to the hybrid service by going to the Web tab of the Forcepoint Security Manager and then the **Settings > Hybrid Configuration > Shared User Data** page.

For additional details, see [Send user and group data to the hybrid service](#) and [Configure Directory Agent settings for the hybrid service](#) in the Administrator Help for Forcepoint Web Security.

**Note**

If you add a new user or group of users to your Active Directory server, the amount of time needed to synchronize your Active Directory server with the Forcepoint hybrid service depends on the frequency you specified for sending user data to the service. For more details, see [Schedule communication with the hybrid service](#) in the Administrator Help. Note that you can always manually send updated user data to the hybrid service.

**Important**

For integration to succeed, you must synchronize your directory service and your users or user groups with both the Forcepoint hybrid service and the VMware AirWatch environment. Step 6 covers synchronization with VMware AirWatch.

Once you've synchronized your user directory information with the hybrid service, proceed to [Step 3: Define web security policies](#), page 5.

Step 3: Define web security policies

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If you have not done so already, define your web security policies here:

- In the Web tab of the Forcepoint Security Manager on the **Policy Management > Policies** page.

To create a new policy in the console that is customized to your needs, click **Add** on the Policies page. Or you can select the default policy. Very restrictive policies are not recommended for use with Forcepoint Mobile Security, since blocking access to web categories also blocks app-based web requests associated with those categories. 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.

For more information about policy configuration in the Web tab, see [Working with policies](#) in the Administrator Help for Forcepoint Web Security.

Once you've created your web policy, proceed to [Step 4: Log on to the VMware AirWatch Console](#), page 6.

Step 4: Log on to the VMware AirWatch Console

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To manage and configure VMware AirWatch Mobile Device Management (MDM), you 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 VMware AirWatch Console in a separate tab, since you need access to both the Forcepoint Security Manager 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 MDM to the Forcepoint hybrid 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 Manager, 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.

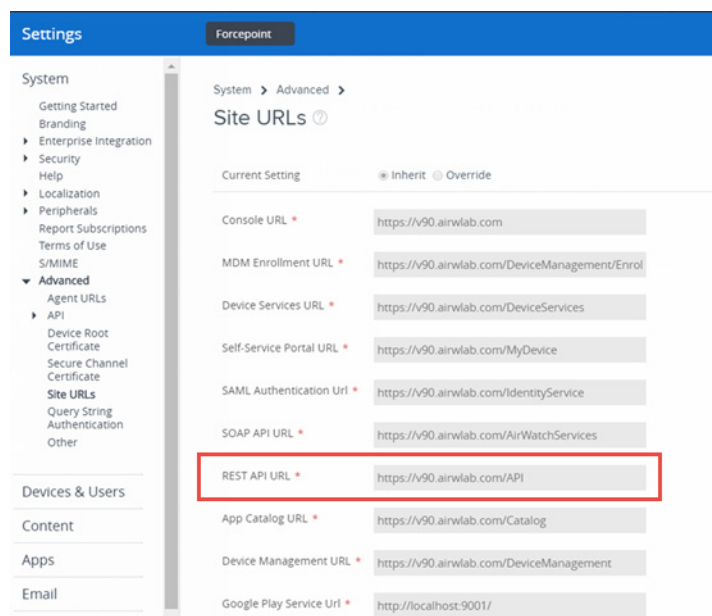
The API URL is the URL that the hybrid service needs to access the VMware AirWatch system. To obtain this URL:

1. 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>.



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

- Copy the string provided in the **API Key** field.

The screenshot shows the 'REST API' configuration page. The breadcrumb is 'System > Advanced > API'. The page title is 'REST API'. There are radio buttons for 'Inherit' and 'Override', with 'Override' selected. The 'Enable API Access' toggle is set to 'Enabled'. Below this is an 'Add' button. The form has three columns: 'Service' with a text input containing 'AirWatchAPI', 'Account Type' with a dropdown menu set to 'Admin', and 'API Key' with a text input containing '83OqPhFdbFshMAYSTGik8DmT9Rsb17jLrOZWdHFDx0=' which is highlighted with a red box. At the bottom, there are radio buttons for 'Child Permission', 'Inherit only', 'Override only', and 'Inherit or Override', with 'Inherit only' selected.

In step 5, connecting MDM to the Forcepoint hybrid 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 hybrid service](#), page 8.

Step 5: Connect VMware AirWatch MDM to the Forcepoint hybrid service

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

- In the Web tab of the Forcepoint Security Manager, go to **Settings > Hybrid Configuration > Mobile Integration > Mobile Device Management Account Setup**.
- Select the checkbox **Integrate with MDM provider**. Do not uncheck this box and click Save Now or you will disable integration between the Forcepoint solution and VMware AirWatch MDM once established.
- Enter the API URL and API key described in [Step 4: Log on to the VMware AirWatch Console](#), page 6.

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 on the setup page to maintain the integration of VMware AirWatch MDM with the Forcepoint solution.

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 VMware 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.

5. Click **Save Now**.
6. After you click **Save Now** and the settings are confirmed and saved successfully, this page then displays a user name and password that have been automatically generated for your hybrid account, along with a connection URL.
Copy and paste these three items into the VPN connection information section of the VMware AirWatch Console.

Mobile Integration

About Mobile Integration Setup
Indicate whether to integrate with your mobile device management (MDM) provider. Obtain configuration details from your MDM provider and enter them here. Obtain details about your hybrid account that you enter in your MDM provider's console.

Mobile Device Management Account Setup
Provide and obtain details to allow secure communication between your MDM provider and the hybrid solution.

Integrate with MDM provider

From MDM Provider
Enter the API URL and key obtained from your MDM provider and the credentials you use to log on to your MDM provider.

API URL:
API key:
User name: Enter the logon credentials for your MDM provider's console.
Password:

To MDM Provider
Copy the user name and password below, created for your hybrid account, and connection URL into your MDM provider's VPN connection information section.

User name:
Password:
Connection URL:
[Advanced Options](#)

Should you need to change the credentials for your hybrid account, for example, if they've been compromised, you can generate a new user name and password by clicking **Advanced Options** and then **Generate New User Name and Password**.



Important

After clicking **Generate New User Name and Password** but before clicking **Save Now**, you **must re-enter the password that you use to log on to the AirWatch Console**.

You **must also enter the new user name and password** generated for your *hybrid account* into the **VPN connection information section of the VMware AirWatch Console** to maintain the integration of VMware AirWatch MDM with the Forcepoint solution.

Once you've set up the connection between VMware AirWatch MDM and the hybrid service, proceed to [Step 6: Synchronize your user directory information with VMware AirWatch MDM, page 10](#).

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

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

VMware Enterprise Systems Connector and VMware 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**.
2. 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 [myAirWatch](#) 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).

1. 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.



Important

For integration with the hybrid service to succeed:

- Use Microsoft Active Directory service to authenticate users.
 - When configuring settings in the **User** tab:
 1. Expand the **ADVANCED** drop-down menu.
 2. In the Enable Custom Attributes row, click **Enabled**.
 3. Scroll down to find the row for Custom Attribute 1, and set the Data Type to “String”.
 4. In the Mapping Value field, enter “ObjectGUID”. Note that this entry must be associated with **Custom Attribute 1**.
 5. Click **Sync Attributes** in the lower left corner below the Custom Attribute fields.
 6. Confirm that the “ObjectGUID” value was added to Custom Attribute 1 by going to **Accounts > List View**. In the **General Info** column, click a user’s name. The number of users you have may affect how quickly the Custom Attribute 1 field is populated.
 7. In the **Add/Edit User** dialogue box that displays, select the **Advanced** tab. Scroll down to the **Custom Attribute 1** field. It should have a value in it.See Knowledge Base Article [8294](#) for additional details.
 - Complete the other settings for Directory Services.
-

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 VMware [myAirWatch](#) 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 with the VMware AirWatch environment, 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 16](#).

To get your end users' devices enrolled into the MDM system, send them a link to the VMware AirWatch Agent, <http://www.AWAgent.com>. 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 VMware AirWatch MDM. You can also configure the VMware 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 VMware [myAirWatch](#) portal. Search for “Mobile Device Management Guide.”

See *Communications best practices*, page 25, 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 16.

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.



Important **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 20.

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 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**.
6. For the **Server** field, enter the Connection URL that was provided in the Forcepoint Security Portal by going to **Settings > Hybrid Configuration > Mobile Integration > Mobile Device Management Account Setup**. See [Step 5: Connect VMware AirWatch MDM to the Forcepoint hybrid service](#), page 8.

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



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 hybrid 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 & 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 20](#).

If SSL decryption is enabled on Android devices

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The following applies to Android devices only:

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

1. In the Forcepoint Security Manager, go to **Settings > Hybrid Configuration > User Access page**, and select "Use the hybrid SSL certificate to display a notification page for HTTPS requests when required."
2. Click the "Hybrid SSL certificate" link to view the certificate, and download it.
3. Upload the certificate to the VMware AirWatch Console. We recommend using the same profile that you used for your VPN settings. In the VMware 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.
4. Click **Save and 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.

Now, proceed to [Step 9: Add the Forcepoint Mobile Security app](#), page 20.

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 23.

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 <https://play.google.com/store/apps/details?id=com.redphx.deviceid>.

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 VMware [myAirWatch](#) 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.

**Important**

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

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 22](#).

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[®] 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 the app's features. See [Additional information, page 23](#).

Android device users

After the Forcepoint Mobile Security app is deployed to Android devices, 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 25](#), 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. For Android device users, the app is required for Forcepoint Mobile Security to begin protecting their devices. 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 20](#). iOS device users can also get the app by going to the iTunes® 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 (iOS) or a connection to the Forcepoint cloud (Android). 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 Forcepoint 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 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 24. 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 | Forcepoint Web Security Hybrid

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 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.

AirWatch MDM already on the device

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

iOS device user

[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 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 devices 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 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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libgsasl

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libmapi

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python-webpy

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