TREND MICRO™

9.5 TREND MICRO™ Mobile Security™

Installation and Deployment Guide

Comprehensive security for enterprise handhelds

Endpoint Security

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The user documentation for Trend Micro™ Mobile Security for Enterprise introduces the main features of the product and provides installation instructions for your production environment. Read through the documentation before installing or using the product.

Detailed information about how to use specific features within the product is available in the Online Help and the Knowledge Base at the Trend Micro website.

Trend Micro always seeks to improve its documentation. If you have questions, comments, or suggestions about this or any Trend Micro document, please contact us at `docs@trendmicro.com`.

Please evaluate this documentation on the following site:

http://www.trendmicro.com/download/documentation/rating.asp

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Preface

Preface

Welcome to the Trend Micro™ Mobile Security for Enterprise 9.5 *Installation and Deployment Guide*. This guide assists administrators in deploying and managing Trend Micro™ Mobile Security for Enterprise 9.5. This guide describes various Mobile Security components and the different mobile device agent deployment methods.

For updated information about Mobile Security, including mobile device support and the latest builds, visit http://us.trendmicro.com/us/products/enterprise/mobile-security/index.html.

Note

This *Installation and Deployment Guide* applies only to Mobile Security version 9.5. It does not apply to other versions of Mobile Security. Trend Micro support is limited to the use of Mobile Security. To obtain support for third-party applications mentioned in this guide, contact their corresponding vendors.

This preface discusses the following topics:

Audience

The Mobile Security documentation is intended for both administrators—who are responsible for administering and managing Mobile Device Agents in enterprise environments—and mobile device users.

Administrators should have an intermediate to advanced knowledge of Windows system administration and mobile device policies, including:

- Installing and configuring Windows servers
- Installing software on Windows servers
- Configuring and managing mobile devices
- Network concepts (such as IP address, netmask, topology, and LAN settings)
- Various network topologies
- Network devices and their administration
- Network configurations (such as the use of VLAN, HTTP, and HTTPS)

Mobile Security Documentation

The Mobile Security documentation consists of the following:

- *Installation and Deployment Guide*—this guide helps you get "up and running" by introducing Mobile Security, and assisting with network planning and installation.
- *Administrator's Guide*—this guide provides detailed Mobile Security configuration policies and technologies.
- *Online help*—the purpose of online help is to provide "how to's" for the main product tasks, usage advice, and field-specific information such as valid parameter ranges and optimal values.
- *Readme*—the Readme contains late-breaking product information that is not found in the online or printed documentation. Topics include a description of new features, installation tips, known issues, and release history.

- *Knowledge Base*— the Knowledge Base is an online database of problem-solving and troubleshooting information. It provides the latest information about known product issues. To access the Knowledge Base, open:

  http://esupport.trendmicro.com/

Tip

Trend Micro recommends checking the corresponding link from the Download Center (http://www.trendmicro.com/download) for updates to the product documentation.

Document Conventions

The documentation uses the following conventions.

TABLE 1. Document Conventions

CONVENTION	DESCRIPTION
UPPER CASE	Acronyms, abbreviations, and names of certain commands and keys on the keyboard
Bold	Menus and menu commands, command buttons, tabs, and options
Italics	References to other documents
`Monospace`	Sample command lines, program code, web URLs, file names, and program output
Navigation > **Path**	The navigation path to reach a particular screen For example, **File** > **Save** means, click **File** and then click **Save** on the interface
Note	Configuration notes
Tip	Recommendations or suggestions

CONVENTION	DESCRIPTION
 **Important**	Information regarding required or default configuration settings and product limitations
 **WARNING!**	Critical actions and configuration options

Chapter 1

Planning Server Installation

This chapter assists administrators in planning the server components for Trend Micro™ Mobile Security for Enterprise 9.5.

This chapter contains the following sections:

Architecture of Mobile Security System

Depending on your company needs, you can implement Mobile Security with different client-server communication methods. You can also choose to set up one or any combination of client-server communication methods in your network.

Trend Micro Mobile Security supports three different models of deployment:

- Enhanced Security Model (Dual Server Installation) with Cloud Communication Server
- Enhanced Security Model (Dual Server Installation) with Local Communication Server
- Basic Security Model (Single Server Installation)

Enhanced Security Model (Dual Server Installation) with Cloud Communication Server

The Enhanced Security Model supports the deployment of Communication Server in the cloud. The following figure shows where each Mobile Security component resides in a typical Enhanced Security Model.

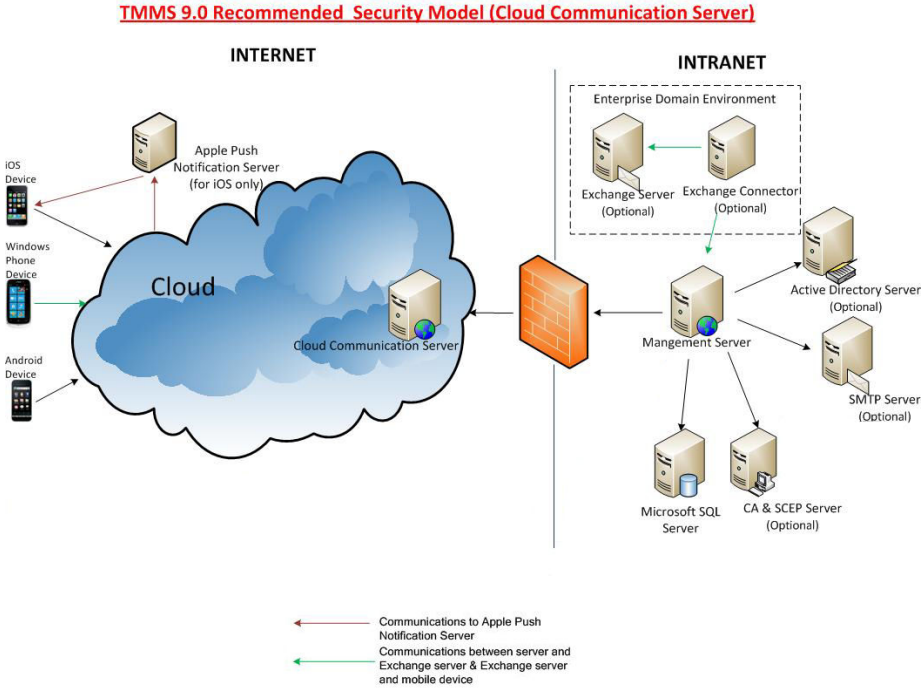

FIGURE 1-1. Enhanced Security Model with Cloud Communication Server

Enhanced Security Model (Dual Server Installation) with Local Communication Server

The Enhanced Security Model supports the installation of Communication Server and Management Server on two different computers. The following figure shows where each Mobile Security component resides in a typical Enhanced Security Model.

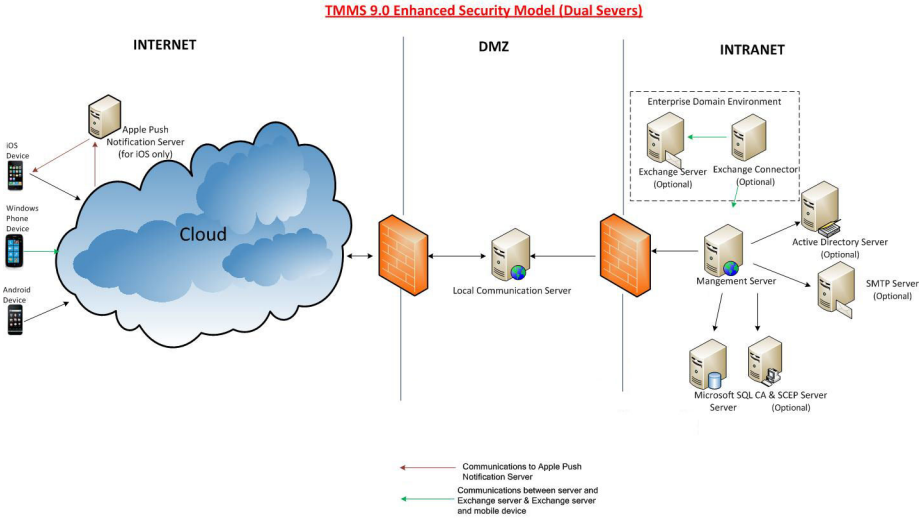

FIGURE 1-2. Enhanced Security Model with Local Communication Server

Basic Security Model (Single Server Installation)

The Basic Security Model supports the installation of Communication Server and Management Server on the same computer. The following figure shows where each Mobile Security component resides in a typical Basic Security Model.

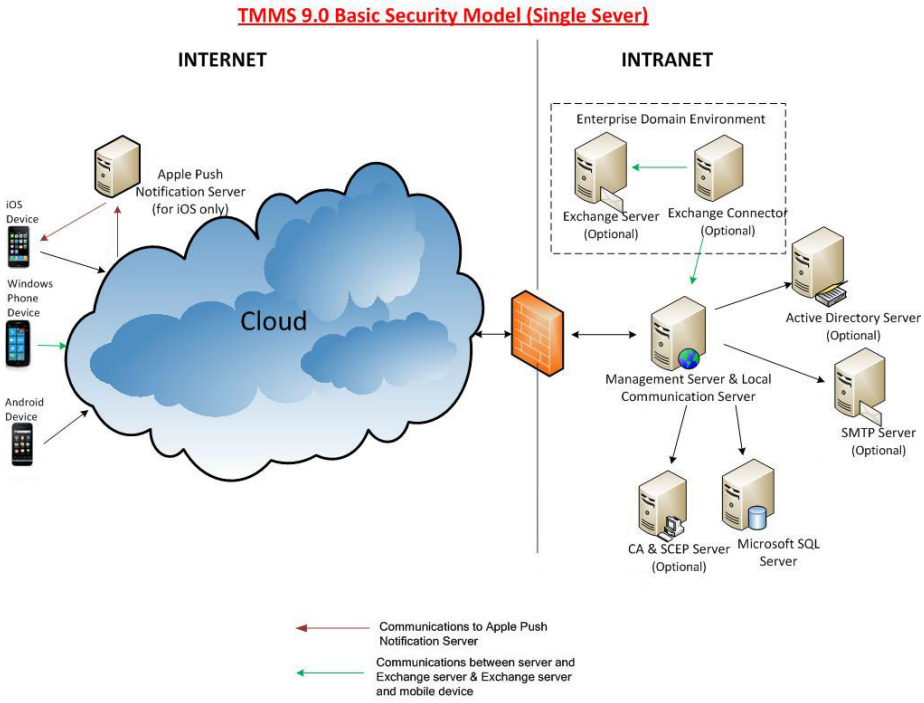

FIGURE 1-3. Basic Security Model

Components of Mobile Security System

The following table provides the descriptions of the Mobile Security components.

TABLE 1-1. Components of Mobile Security System

COMPONENT	DESCRIPTION	REQUIRED OR OPTIONAL
Management Server	The Management Server enables you to manage Mobile Device Agents from the administration Web console. Once mobile devices are enrolled to the server, you can configure Mobile Device Agent policies and perform updates.	Required
Communication Server	The Communication Server handles communications between the Management Server and Mobile Device Agents. Trend Micro Mobile Security provides two types of Communication Server: • Local Communication Server (LCS)—this is a Communication Server deployed locally in your network. • Cloud Communication Server (CCS)—this is a Communication Server deployed in the cloud and you will not need to install this server. Trend Micro manages the Cloud Communication Server and you only need to connect to it from the Management Server. See *Comparison Between Local and Communication Servers on page 1-9*.	Required

Component	Description	Required or Optional
Exchange Connector	Trend Micro Mobile Security uses Exchange Connector to communicate with the Microsoft Exchange server, detects all the mobile devices that use Exchange ActiveSync service, and displays them on Mobile Security Web console. The Microsoft Exchange server Integration with Mobile Security enables the administrators to monitor the mobile devices that access the Microsoft Exchange server. Once the feature is enabled and configured, Mobile Security administrators can perform Remote Wipe and block the access to the Microsoft Exchange server for such mobile devices. The integration of Microsoft Exchange server with Mobile Security also enables the administrators to control the user access to cooperate data (such as, emails, calendar, contacts, and so on).	Optional
Mobile Device Agent (MDA)	The Mobile Device Agent is installed on the managed Android and iOS mobile devices. The agent communicates with the Mobile Security Communication Server and executes the commands and policy settings on the mobile device.	Required
Microsoft SQL Server	The Microsoft SQL Server hosts the databases for Mobile Security Management Server.	Required
Active Directory	The Mobile Security Management Server imports users and groups from the Active Directory.	Optional
Certificate Authority	The Certificate Authority manages security credentials and public and private keys for secure communication.	Optional

Component	Description	Required or Optional
SCEP	The Simple Certificate Enrollment Protocol (SCEP) is a communication protocol that provides a networked front end to a private certificate authority. In some environments, it is important to make sure that corporate settings and policies are protected from prying eyes. To provide this protection, iOS allows you to encrypt profiles so that they can be read only by a single device. An encrypted profile is just like a normal configuration profile except that the configuration profile payload is encrypted with the public key associated with the device's X. 509 identity. The SCEP works with the Certificate Authority to issue certificates in large enterprises. It handles the issuing and revocation of digital certificates. The SCEP and Certificate Authority can be installed on the same server.	Optional
APNs Certificate	The Mobile Security Communication Server communicates through the Apple Push Notification Service (APNs) to iOS devices.	Required if you want to manage iOS mobile devices
SSL certificate	Trend Micro Mobile Security requires an SSL server certificate issued from a recognized Public Certificate Authority for the secure communication between mobile devices and Communication Server using HTTPS.	Required if you want to manage Windows Phone or iOS mobile devices
SMTP Server	Connect SMTP server to make sure administrators can get reports from Mobile Security Management Server, and send invitations to users.	Optional

Comparison Between Local and Communication Servers

The following table provides the comparison between the Local Communication Server (LCS) and the Cloud Communication Server (CCS).

TABLE 1-2. Comparison between Local and Cloud Communication Servers

FEATURES	CLOUD COMMUNICATION SERVER	LOCAL COMMUNICATION SERVER
Installation required	No	Yes
User authentication method supported	Enrollment Key	Active Directory or Enrollment Key
Agent Customization for Android	Supported	Supported
Manage Windows Phone	Not supported	Supported

System Requirements

Review the following requirements before installing each Mobile Security component in your network.

TABLE 1-3. System Requirements

COMPONENT	REQUIREMENTS
Management Server and Communication Server	Recommended Platforms • Windows Server 2008 R2 Enterprise Edition • Windows Server 2008 Enterprise Edition SP1 • Windows Server 2008 Standard Edition • Windows Web Server 2008 Edition SP1 Other Platforms • Windows 2008 Server Family • Windows 2008 R2 Server Family • Windows 2012 Server Family • Windows Server 2012 R2 Family
	Hardware • 1-GHz Intel™ Pentium™ processor or equivalent • At least 1-GB of RAM • At least 400-MB of available disk space • A monitor that supports 1024 x 768 resolution at 256 colors or higher

COMPONENT	REQUIREMENTS
IIS Web Server for Management Server	Microsoft Internet Information Server (IIS) 7.0/7.5/8.0 **Note** • The IIS is the integral part of Microsoft Windows and the IIS version numbers correspond to the Windows version installed. • Keep the default settings and select When using IIS 7.0 or above for Management Server, keep the default settings and enable and install **CGI** and **ISAPI Extensions** in Application Development, **HTTP Redirection** in Common HTTP Features, and **IIS6 management compatibility** in Management Tools. **Note** Trend Micro Mobile Security does NOT support Apache Web server.
Microsoft Exchange Server	• Microsoft Exchange Server 2007 • Microsoft Exchange Server 2010 • Microsoft Exchange Server 2013
Web browser	• Internet Explorer 8.0 or above • Chrome 17 or above • Firefox 14 or above • Safari 6 or above on Mac **Note** Adobe Flash player is required for the Mobile Security administration Web console.

COMPONENT	REQUIREMENTS
SQL Server	• Microsoft SQL Server 2008 • Microsoft SQL Server 2008 Express Edition • Microsoft SQL Server 2008 R2 • Microsoft SQL Server 2008 R2 Express Edition • Microsoft SQL Server 2012 • Microsoft SQL Server 2012 Express Edition • Microsoft SQL Server 2014 • Microsoft SQL Server 2014 Express Edition
Mobile Security Exchange Connector	Platform • Windows Server 2008 R2 (64-bit) • Windows Server 2012 (64 bit) • Windows Server 2012 R2 (64 bit) Hardware • 1-GHz Intel™ Pentium™ processor or equivalent • At least 1-GB of RAM • At least 200-MB of available disk space Other • Microsoft .Net Framework 3.5 SP1

Summary of Installation

The following are the steps involved in installing Trend Micro Mobile Security:

1. Setting up environment for Mobile Security installation.

   See *Setting Up Environment for Mobile Security Installation on page 2-2* for details.

a. Install Microsoft IIS Web server on the computer where you plan to install the Management Server.

   See *Installing Microsoft IIS Web Server on page 2-6* for details.

b. (Optional) Install database.

   If you skip this step at this stage, Mobile Security will automatically install Microsoft SQL Server 2008 Express edition during the installation.

   See *Installing SQL Server (Optional) on page 2-7* for details.

c. (Optional) Set up the Active Directory account access rights.

   Perform this step if you want to import users from the corporate Active Directory server.

   See *Setting Up Active Directory Account Access Rights (Optional) on page 2-8* for details.

d. (Optional) Install Microsoft Exchange Server Management Tools.

   Provides Exchange Server integration with the Management Server to manage Windows Phone, Android, iOS mobile devices.

   See *Installing Microsoft Exchange Server Management Tools (Optional) on page 2-9* for details.

e. Apply network access rules.

   See *Applying Network Access Rules for Mobile Security on page 2-9* for details.

2. (Optional) Setting up environment for iOS mobile devices.

   See *Setting Up Environment for iOS Mobile Devices (Optional) on page 2-3* for the details.

3. Installing server components.

   See *Installing Server Components on page 3-3* for the details.

   a. Install Mobile Security Management Server.

      See *Installing Management Server on page 3-4* for the detailed procedure.

b. Log on to Mobile Security for Enterprise administration Web console.

   See *Accessing the Administration Web Console on page 3-9* for the detailed procedure.

c. Register the product.

   See *Registering the Product on page 3-11* for the detailed procedure.

d. (Optional) Download and install Local Communication Server (LCS).

   You can skip this step if you plan to use the Cloud Communication Server (CCS).

   See *Installing Local Communication Server on page 3-13* for the detailed procedure.

e. (Optional) Setup Exchange Server Integration.

   You can skip this step if you do not want to manage mobile devices that use Exchange ActiveSync.

   See *Installing Exchange Connector on page 3-18* for the detailed procedure.

   i. Make sure that Microsoft Exchange Server Management Tools are installed.

      See *Installing Microsoft Exchange Server Management Tools (Optional) on page 2-9* for the installation procedure.

   ii. Configure an account for Exchange Connector.

      Provides access rights for Exchange Connector.

      See *Configuring Account for Exchange Connector on page 3-16* for the detailed procedure.

   iii. Install Exchange Connector.

      Establishes communication between Management Server and the Exchange Server.

      See *Installing Exchange Connector on page 3-18* for the detailed procedure.

iv. Configure Exchange Server Integration Settings.

See *Configuring Exchange Server Integration Settings on page 4-15* for the detailed procedure.

4. Configuring server components.

See *Initial Server Setup on page 4-3* for details.

a. Configure Database settings.

See *Configuring Database Settings on page 4-5* for the detailed procedure.

b. Configure Communication Server settings.

See *Configuring Common Communication Server Settings on page 4-6* for the detailed procedure.

c. (Optional) Configure Communication Server settings for Android.

You can skip this step if you do not want to manage Android mobile devices.

See *Configuring Android Communication Server Settings on page 4-8* for the detailed procedure.

d. (Optional) Configure Communication Server settings for iOS.

You can skip this step if you do not want to manage iOS mobile devices.

See *Configuring iOS Communication Server Settings on page 4-9* for the detailed procedure.

e. Configure Device Enrollment settings.

See *Configuring Device Enrollment Settings on page 4-11* for the detailed procedure.

f. (Optional) Customize the Mobile Security Terms of Use.

You can skip this step if you want to use the default Mobile Security Terms of Use.

See *Customizing Mobile Security Terms of Use on page 4-12* for the detailed procedure.

g. (Optional) Configure Active Directory settings.

You can skip this step if you do not want to import users from the Active Directory server.

See *Configuring Active Directory (AD) Settings on page 4-13* for the detailed procedure.

h. (Optional) Configure Management Server settings.

You can skip this step if your Management Server does not use proxy to access the Internet and you want to use the default server IP address and port number.

See *Configuring Management Server Settings on page 4-14* for the detailed procedure.

i. (Optional) Configure Exchange Server Integration Settings.

You can skip this step if you do not want to manage mobile devices that use Exchange ActiveSync.

See *Configuring Exchange Server Integration Settings on page 4-15* for the detailed procedure.

j. (Optional) Configure Notifications & Reports Settings.

You can skip this step if do not want to send invitation email messages to users.

See *Configuring Notifications & Reports Settings on page 4-17*.

k. (Optional) Configure Administrator Notifications.

You can skip this step if you do not want to receive the error message notifications and regular scheduled reports via email.

See *Configuring Administrator Notifications on page 4-17* for the detailed procedure.

l. Verify Mobile Security configuration (Recommended).

See *Verifying Mobile Security Configuration on page 4-18* for the procedure.

m. Change the administrator account password for the administration Web console.

Refer to the topic *Editing Administrator Account* in the *Administrator's Guide* for the procedure.

5. Setting up Mobile Device Agent.

Setting Up Mobile Device Agent on page 5-3

a. (Optional) Configure notifications settings for mobile devices.

See *Configuring Notifications & Reports Settings on page 4-17* for the detailed procedure.

b. (Optional) Configure the installation message that Mobile Security sends in an email and/or a text message to the users.

The installation message includes the URL that users can access to download and install the MDA setup package.

See *Configuring Installation Message on page 5-4* for the detailed procedure.

c. (Optional) Send invitation to mobile devices.

See *Sending Invitation to Mobile Devices on page 5-5* for the detailed procedure.

d. Install MDA on mobile devices.

See *Installing MDA on Mobile Devices on page 5-6* for the detailed procedure.

e. Enrolling MDA with the Management Server.

See *Enrolling MDA to the Mobile Security Management Server on page 5-11* for the detailed procedure.

Chapter 2

Setting Up Environment

This chapter provides the information that you will need to set up your environment before you install Trend Micro™ Mobile Security for Enterprise 9.5.

This chapter contains the following sections:

Setting Up Environment for Mobile Security Installation

The following table depicts the process of setting up environment for Mobile Security installation.

TABLE 2-1. Process of setting up environment for Mobile Security installation

STEP	ACTION	DESCRIPTION
Step 1	Install Microsoft IIS Web server on the computer where you plan to install the Management Serverp.	See *Installing Microsoft IIS Web Server on page 2-6* for details.
Step 2	(Optional) Install database.	If you skip this step now, Mobile Security will automatically install Microsoft SQL Server 2008 Express edition during the installation. See *Installing SQL Server (Optional) on page 2-7* for details.
Step 3	(Optional) Set up the Active Directory account access rights.	Perform this step if you want to import users from the corporate Active Directory server. See *Setting Up Active Directory Account Access Rights (Optional) on page 2-8* for details.
Step 4	(Optional) Install Microsoft Exchange Server Management Tools.	Provides Exchange Server integration with the Mobile Security Management Server to manage Windows Phone, Android, iOS mobile devices. See *Installing Microsoft Exchange Server Management Tools (Optional) on page 2-9* for details.

STEP	ACTION	DESCRIPTION
Step 5	Apply network access rules.	See *Applying Network Access Rules for Mobile Security on page 2-9* for details. See *Network Ports Configurations on page A-1* for the complete network ports configuration.
Step 6	(Optional) Set up environment to manage iOS mobile devices.	If you want to manage iOS mobile devices, this step is compulsory. See *Setting Up Environment for iOS Mobile Devices (Optional) on page 2-3*.

Setting Up Environment for iOS Mobile Devices (Optional)

WARNING!

Before setting up the environment to manage iOS mobile devices, make sure you have performed all the steps mentioned in the following table.

The following table depicts the process of setting up environment to manage iOS mobile devices.

TABLE 2-2. Process of setting up environment for iOS mobile devices

STEP	ACTION	DESCRIPTION
Step 1	Set up Apple Push Notification service (APNs) certificate.	If you want to manage iOS mobile devices, you need to set up the APNs certificate. See *Generating and Configuring APNs Certificate on page C-1* for the detailed procedure.

STEP	ACTION	DESCRIPTION
Step 2	(Optional) Obtain an SSL server certificate from a recognized Public Certificate Authority.	SSL certificate provides secure communication between mobile devices and Communication Server. If you want to manage Windows Phone or iOS mobile devices or plan to use the Local Communication Server, then this step is mandatory. You will need to import a public SSL certificate during the Local Communication Server installation. You can skip this step: • if you want to use a private SSL certificate. Mobile Security will create it during the Local Communication Server installation. • if you plan to use the Cloud Communication Server.

STEP	ACTION	DESCRIPTION
Step 3	(Optional) Set up Simple Certificate Enrollment Protocol (SCEP) for additional security	Provides secure communication between mobile devices and Communication Server. See *Setting Up SCEP on page B-5* for details. If you already have SCEP set up in your environment, you can skip this step. **Note** If you do not want to use SCEP for iOS mobile devices, you will need to disable it in Communication Server Settings after you have installed the Management Server and the Communication Server. Refer to *Configuring iOS Communication Server Settings on page 4-9* for the procedure.

STEP	ACTION	DESCRIPTION
Step 4	Configure network ports 2195 (TCP) on the Local Communication Server and 5223 on the Wi-Fi network	TCP port 2195 allows outbound connection from Communication Server to Apple Push Notification Service on TCP port 2195. The hostname of Apple Push Notification Service is **gateway.push.apple.com**. Port 5223 allows iOS devices to receive a push notification from Apple's server especially when connecting through a Wi-Fi network where port 5223 is blocked. However, if the mobile devices are on a 3G network, you do not need to configure this port. See *Network Ports Configurations on page A-1* for the complete network ports configuration.

Installing Microsoft IIS Web Server

This task is a step in the process of setting up environment for Mobile Security installation.

See *Setting Up Environment for Mobile Security Installation on page 2-2*.

Procedure

- Navigate to one of the following URLs for the installation procedure of IIS:
  - For Windows 2008 or Windows Server 2008 R2 (IIS 7.0 or 7.5)

    http://www.iis.net/learn/install/installing-iis-7
  - For Windows 2012 (IIS 8.0)

    http://www.iis.net/learn/get-started/whats-new-in-iis-8/installing-iis-8-on-windows-server-2012

Note

When using IIS 7.0 or above for Management Server, keep the default settings, and enable and install **CGI** and **ISAPI Extensions** in Application Development, **HTTP Redirection** in Common HTTP Features, and **IIS6 management compatibility** in Management Tools.

Installing SQL Server (Optional)

Note

You can skip this step if you do not want to install any specific SQL server version. Mobile Security will automatically install Microsoft SQL Server 2008 Express edition during the installation.

This task is a step in the process of setting up environment for Mobile Security installation.

See *Setting Up Environment for Mobile Security Installation on page 2-2*.

Procedure

- Navigate to one of the following URLs for the installation procedure of SQL Server:
  - For Microsoft SQL Server 2008/2008 R2 (or Express edition):

    http://msdn.microsoft.com/en-us/library/ms143219(v=SQL.100).aspx
  - For Microsoft SQL Server 2012 (or Express edition):

    http://msdn.microsoft.com/en-us/library/bb500395(v=SQL.110).aspx

Note

Trend Micro recommends using SQL Server Authentication method for SQL Server instead of Windows Authentication. However, you can also configure Windows Authentication for SQL Server. Refer to *Using Windows Authentication for SQL Server on page B-2* for details.

Setting Up Active Directory Account Access Rights (Optional)

Note

You only need to perform this step if you plan to use Active Directory for user authentication or import users from Active Directory. Otherwise, skip this step.

If you have not already installed the Active Directory, refer to the following URL for the detailed installation procedure:

http://technet.microsoft.com/en-us/library/cc757211(WS.10).aspx

This task is a step in the process of setting up environment for Mobile Security installation.

See *Setting Up Environment for Mobile Security Installation on page 2-2*.

Procedure

- Create an Active Directory Service Account for Mobile Security 9.5 and assign it at least Read-Only access to Active Directory. Refer to the following URL for creating an active directory account for Windows 2008:

  http://technet.microsoft.com/en-us/library/dd894463(WS.10).aspx

Installing Microsoft Exchange Server Management Tools (Optional)

Microsoft Exchange Server Management Tools provide Exchange Server integration with the Management Server to manage Windows Phone, Android, iOS mobile devices.

This task is a step in the procedure of setting up environment for Mobile Security installation.

See *Setting Up Environment for Mobile Security Installation on page 2-2*.

Procedure

- Navigate to one of the following URLs for the installation procedure of Exchange Server Management Tools:
  - For installing Exchange Server Management Tools 2007:

    http://technet.microsoft.com/en-us/library/bb232090(v=EXCHG.80).aspx
  - For installing Exchange Server Management Tools 2010:

    http://technet.microsoft.com/library/bb232090(v=EXCHG.141)
  - For installing Exchange Server Management Tools 2013:

    http://technet.microsoft.com/en-us/library/bb232090(v=exchg.150).aspx

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Applying Network Access Rules for Mobile Security

This task is a step in the process of setting up environment for Mobile Security installation.

See *Setting Up Environment for Mobile Security Installation on page 2-2*.

Procedure

- Apply the following network access rules:
  - If you plan to use Active Directory, the Management Server should be able to connect to the Active Directory server. If you are using a firewall, make sure to add an exception in the firewall settings for the .
  - The Management Server should be able to connect to the SQL server, where the Trend Micro Mobile Security database is installed. If you are using a firewall, make sure to add an exception in the firewall settings on both SQL server and Management Server.
  - Add an exception for port 4343 to ensure an https connection between the Management Server and the Communication Server:

    If you need to customize this port number, refer to *Configuring Communication Server Ports on page B-4* for details.
  - Add exception for port numbers 80 and 443 to ensure that all mobile devices are able to connect to the Communication Server.

Chapter 3

Installing, Updating and Removing Server Components

This chapter guides the administrators in installing Trend Micro™ Mobile Security for Enterprise 9.5 server components. This chapter also guides on how to remove the server components.

This chapter contains the following sections:

Installing Server Components

Before You Install

Before you proceed to install Mobile Security server components:

- make sure the Mobile Security components meet the specified system requirements.

  See *System Requirements on page 1-9*. You may also need to evaluate your network topology and determine the Mobile Security server components you want to install.

- make sure you have already performed all the prerequisite steps mentioned in the chapter *Setting Up Environment on page 2-1*.

Installation Workflow for Trend Micro Mobile Security

The following table depicts the basic approach to installing Trend Micro Mobile Security.

TABLE 3-1. Installation workflow for Trend Micro Mobile Security

STEP	ACTION	DESCRIPTION
Step 1	Install Mobile Security Management Server.	See *Installing Management Server on page 3-4* for the detailed procedure.
Step 2	Log on to Mobile Security for Enterprise administration Web console.	See *Accessing the Administration Web Console on page 3-9* for the detailed procedure.
Step 3	Register the product.	See *Registering the Product on page 3-11* for the detailed procedure.

STEP	ACTION	DESCRIPTION
Step 4	(Optional) Download and install Local Communication Server.	You can skip this step if you plan to use the Cloud Communication Server (CCS). See *Installing Local Communication Server on page 3-13* for the detailed procedure.
Step 5	(Optional) Install Exchange Connector.	You can skip this step if you do not want to manage mobile devices that use Exchange ActiveSync. See *Installing Exchange Connector on page 3-18* for the detailed procedure.

Installing Management Server

Note

Mobile Security requires Java Runtime Environment (JRE) to upload .apk file from the Application Management module on the Management Server. The JRE is automatically installed with the installation of the Management Server. However, if the computer where you have installed the Management Server already has the JRE installed, then the Management Server setup will not install JRE. If the existing JRE version is older than 1.6, then you will need to manually uninstall JRE, and install the version 1.6 or above.

Procedure

1. Download the Management Server installation program from the following location:

   http://downloadcenter.trendmicro.com/index.php?regs=NABU&clk=latest&clkval=4415&lang_loc=1

2. Extract the downloaded file and then run the Management Server installation program: `MdmServerSetup.exe`.

   The **Welcome** screen displays.

3. Click **Next**.

   The **License Agreement** screen displays.

4. Select the **I agree** checkbox and click **Next**.

   Note

   Mobile Security requires you to install Microsoft Visual C++ 2005 Redistributable files. If you have already installed it on your computer, the Microsoft Visual C++ 2005 Redistributable files installation steps will not appear during installation. If Microsoft Visual C++ 2005 Redistributable files installation screen display, click **Next** on the screens to continue the installation.

   The **Database Options** screen displays.

FIGURE 3-1. The Database Options screen

5. Do one of the following:

- If you do not have any database installed or want to create a new database for Mobile Security:

  a. Select **Install Microsoft SQL server 2008 Express on this computer**, and click **Next**.

     The **Database Setup** screen displays.

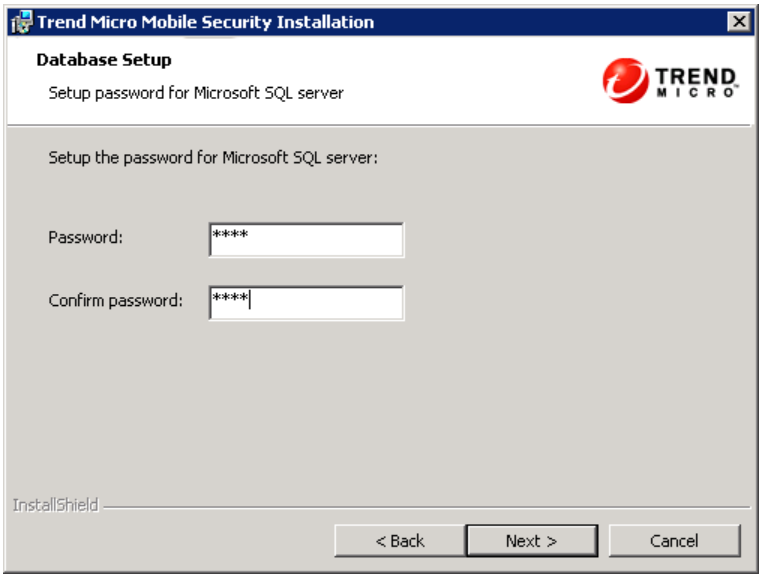

FIGURE 3-2. Database Setup screen for new database

  b. Type a password for your new database and click **Next**.

The **Setup Progress** screen appears and displays the current installation status.

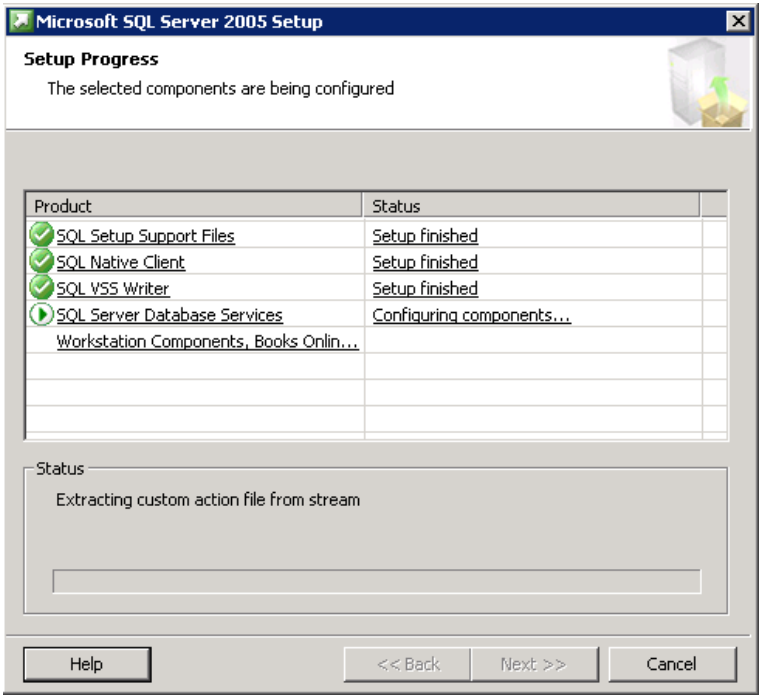

FIGURE 3-3. Setup Progress screen

c. After the setup completes, click **Next**.

The **Server Connection Settings** screen displays.

- If you already have a database installed and want to use the existing database:

  a. Select **Connect to an existing database** and click **Next**.

The **Existing Database** screen displays.

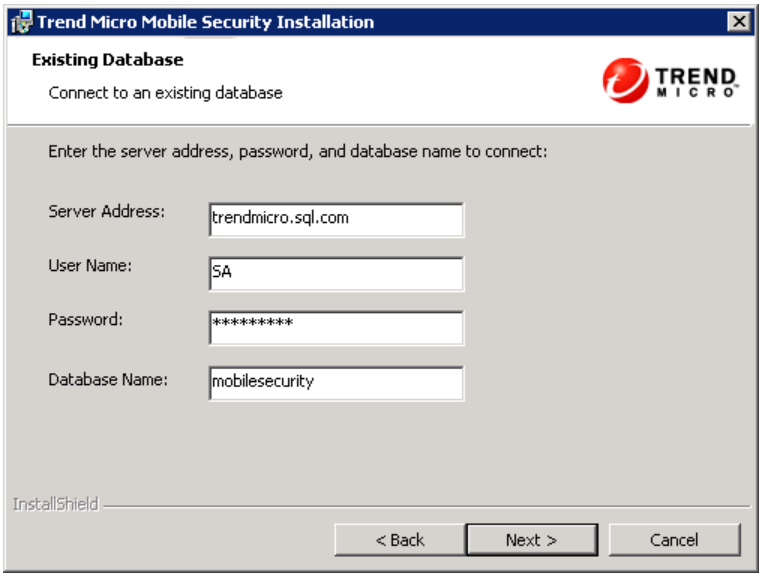

FIGURE 3-4. Existing database server information

b. Type your existing database server information and click **Next**

The **Server Connection Settings** screen displays.

6. Select the IP address from the drop-down list and type the server port number and click **Next**.

7. Select a location where you want to install Mobile Security and click **Next**.

> **Note**
>
> Click **Change** to select a different location.

8. Click **Install** to start the installation.

The installation progress window appears. After the installation is complete, the **Trend Micro Mobile Security Installation Completed** screen displays.

9. Click **Finish**.

What to do next

See *Installation Workflow for Trend Micro Mobile Security on page 3-3* for the next configuration task.

Accessing the Administration Web Console

Procedure

1. Log on to the administration Web console using the following URL structure:

   ```
   https://
   <External_domain_name_or_IP_address>:<HTTPS_port>/mdm/web
   ```

   Note

   Replace <External_domain_name_or_IP_address> with the actual IP address, and <HTTPS_port> with the actual port number of the Management Server.

   The following screen appears.

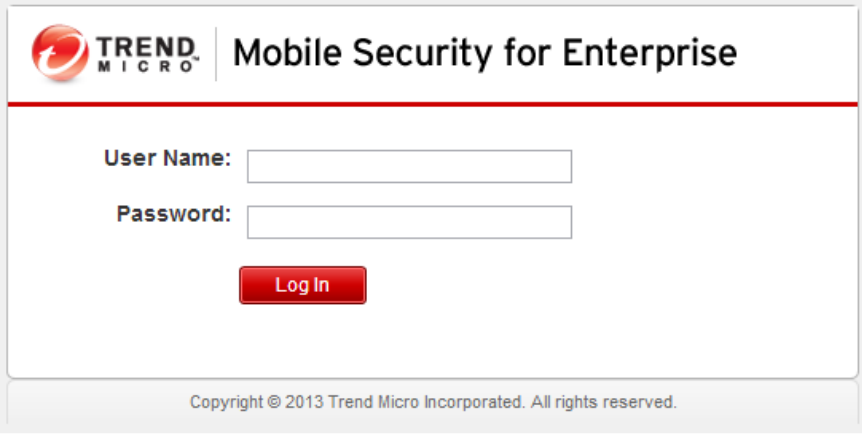

FIGURE 3-5. Administration Web console login screen

2. Type a user name and password in the fields provided and click **Log In**.

Note

The default **User Name** for administration Web console is "root" and the **Password** is "mobilesecurity".

Make sure that you change the administrator password for the user "root" after your first sign in. See *Editing an Administrator Account* in the *Administrator's Guide* for the procedure.

Important

If you are using Internet Explorer to access the administration Web console, make sure the following:

- the **Compatibility View for Web sites** options is turned off. See *Turning Off Compatibility Mode in Internet Explorer on page 3-10* for details.
- the JavaScript is enabled on your browser.

Note

If you are unable to access the administration Web console in Windows 2012 using Internet Explorer 10 in Metro mode, verify that the **Enhanced Protected Mode** option is disabled in Internet Explorer.

Turning Off Compatibility Mode in Internet Explorer

Trend Micro Mobile Security does not support **Compatibility View** on Internet Explorer. If you are using Internet Explorer to access the Mobile Security administration Web console, turn off the Web browser's Compatibility View for the Web site, if it is enabled.

Procedure

1. Open Internet Explorer and click **Tools** > **Compatibility View settings**.

   The **Compatibility View Settings** window displays.

2. If the administration console is added to the **Compatibility View** list, select the Web site and click **Remove**.

3. Clear **Display intranet sites in Compatibility View** and **Display all websites in Compatibility View** checkboxes, and then click **Close**.

Registering the Product

Trend Micro provides all registered users with technical support, malware pattern downloads, and program updates for a specified period after which you must purchase renewal maintenance to continue receiving these services. Register Mobile Security server to ensure that you are eligible to receive the latest security updates and other product and maintenance services.

You only need to register Mobile Security server on the Management Server using the Activation Code. Mobile Device Agents automatically obtain license information from the Mobile Security server after the mobile devices are connected and registered to the server.

An activation code displays in the following format:

xx-xxxx-xxxxx-xxxxx-xxxxx-xxxxx-xxxxx

Procedure

1. Log on to the administration Web console.

   If this is the first time you access the management console, the **Product License** screen displays; otherwise, click **Administration** > **Product License** and click **New Activation Code**.

2. Type the Activation Code in the fields provided and click **Save**.

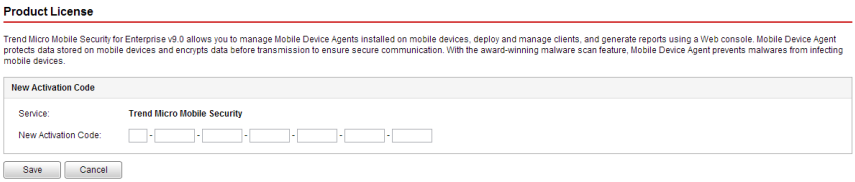

FIGURE 3-6. Registering Mobile Security after installation

3. Verify that product registration is successful. Click **Dashboard** to display the **Dashboard** screen.

   You should see the message "Trend Micro Mobile Security 9.5 has been activated." if product registration is successful.

   After the registration is complete, the **Mobile Security Configuration and Verification** screen displays and guides you through the steps to complete the initial settings.

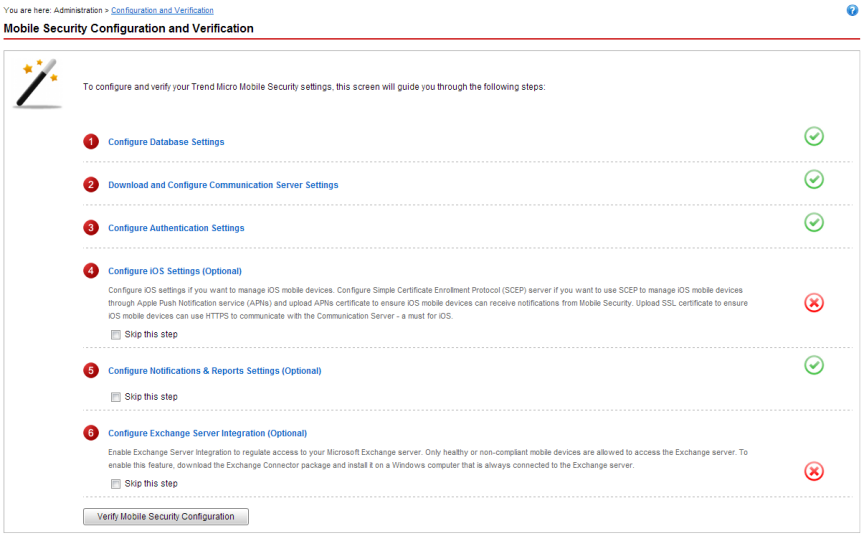

FIGURE 3-7. Mobile Security Configuration and Verification screen

What to do next

See *Installation Workflow for Trend Micro Mobile Security on page 3-3* for the next configuration task.

Installing Local Communication Server

Procedure

1. Log on to the administration Web console on the computer where you want to install the Communication Server.
2. Click **Administration** > **Communication Server Settings**.
3. Click the **Common Settings** tab.
4. Select the **Local Communication Server** from the drop down list and then click **Click here to download** link to download the installation package to the computer on which you want to install the Communication Server.
5. Double-click the setup file to start the installation process.

   The **Welcome** screen displays.
6. Click **Next**.

   The **License Agreement** screen displays.
7. Select the **I accept the terms in the license agreement** and click **Next**.

   The **Communication Server Connection Settings for Mobile Devices** screen appears.
8. Select an IP address from the drop-down list, and type HTTP and HTTPs port numbers for the Communication Server.

   The IP address and port number on this screen are used for the Communication Server to communicate with the mobile devices.

   Note

   Trend Micro recommends selecting "ALL" for IP address.

9. Click **Next**.

   The **Communication Server Connection Settings for Management Server** screen appears.

10. Select an IP address from the drop down list, and type an HTTPs port number for the Communication Server.

    The IP address and port number on this screen are used for the Communication Server to communicate with the Management Server.

    Note

    Trend Micro recommends selecting "ALL" for IP address.

11. Click **Next**.

    The **Server Certificate** screen appears.

12. Do one of the following:

    - If you already have an SSL certificate for iOS mobile device enrollment, do the following:

      a. Select **Import an existing .pfx or .p12 certificate file** and click **Next**.

         The **Import Certificate** screen displays.

      b. Click **Browse** and select the public certificate from the hard drive.

      c. Type certificate password in the **Password** field. Leave this field blank, if the certificate does not have a password.

      d. Click **Next**.

    - If you do not have an SSL certificate for iOS mobile device enrollment, or need to create a new one, do the following:

      a. Select **Create a new private certificate** and click **Next**.

         The **Create Certificate** screen displays.

      b. Type the Communication Server IP address in the **Common Name** field and a certificate password in the **Password** field.

c. Click **Next**.

13. Select a location where you want to install Mobile Security and click **Next**.

Note

Click **Change** to select a different location.

14. Click **Install** to start the installation.

    The installation progress window appears. After the installation is complete, the **Installation Completed** screen displays.

15. Click **Finish**.

What to do next

See *Installation Workflow for Trend Micro Mobile Security on page 3-3* for the next configuration task.

Setting Up Exchange Server Integration

Exchange Server integration is required to establish the communication between Management Server and the Exchange Server.

Note

Trend Micro Mobile Security supports Exchange Server 2007 or later only, and provides Exchange Server Integration support for Windows Phone, iOS and Android mobile devices.

The following table depicts the process of setting up Exchange Server Integration for Trend Micro Mobile Security.

TABLE 3-2. Process for setting up Exchange Server Integration

STEP	ACTION	DESCRIPTION
Step 1	Install Microsoft Exchange Server Management Tools.	Before configuring **Exchange Server Settings**, make sure that Microsoft Exchange Server Management Tools are already installed on the computer where you want to install Exchange Connector. See *Installing Microsoft Exchange Server Management Tools (Optional) on page 2-9* for the installation procedure.
Step 2	Configure an account for Exchange Connector.	Provides access rights for Exchange Connector. See *Configuring Account for Exchange Connector on page 3-16* for the detailed procedure.
Step 3	Install Exchange Connector.	Establishes communication between Management Server and the Exchange Server. See *Installing Exchange Connector on page 3-18* for the detailed procedure.
Step 4	Configure Exchange Server Integration Settings.	See *Configuring Exchange Server Integration Settings on page 4-15* for the detailed procedure.

Configuring Account for Exchange Connector

Procedure

1. Create a user account in Active Directory server.
2. On to the computer where you want to install Exchange Connector, navigate to **Start** > **Administrator Tools** > **Computer Management** and do the following.

a. Expand the **Local Users and Groups** folder from the left tree, and then double-click **Groups**.

b. Right-click **Administrators** and click **Properties**.

c. Click **Add** button on the **General** tab, and do the following:

i. Type the user name that you created in *Step 1 on page 3-16* of this procedure in the **Login name** field and click **Search**.

Select Users, Computers, Services, Accounts, or Group dialog box appears.

ii. Type the user name with the domain name (for example: domainname \username) in the **Enter the object name to select** field and click **Check Names**.

iii. Click **OK**.

d. Click **OK** on the **Administrator Properties** dialog box.

3. On to the Active Directory server, do the following:

a. Navigate to **Start** > **Administrative Tools** > **Active Directory Users and Computers**.

b. Expand the Users folder from the left tree.

c. Right-click the account (user name) you created in *Step 1 on page 3-16* of this procedure and click **Add to a group**.

d. Do one of the following:

- For Exchange Server 2007, type `Exchange Organization Administrators` in the **Enter the object name to select** field and click **Check Names**.
- For Exchange Server 2010 and 2013, type `Organization Management` in the **Enter the object name to select** field and click **Check Names**.

e. Click **OK** and then click **OK** on the confirmation screen.

4. On to the Active Directory server, do the following:

a. Navigate to **Start** > **Administrative Tools** > **Active Directory Users and Computers**.

b. From the menu bar, click **View** > **Advanced Features**.

c. Expand the Users folder from the left tree.

d. Right-click the account (user name) you created in *Step 1 on page 3-16* of this procedure and click **Properties**.

e. On the **Security** tab, click **Add**.

f. Type the user name you created in *Step 1 on page 3-16* with the domain name (for example: domainname\username) in the **Enter the object name to select** field, click **Check Names**, and then click **OK**.

g. Select the user name in **Group or user name** list, and click **Advanced**.

h. Select **Include inheritable permissions from this object's parent** and click **OK**.

i. Click **OK** on the **Properties** dialog box.

Installing Exchange Connector

Note

You must install the Exchange Connector on the computer:

- where Microsoft Exchange Server Management Tools are installed,
- which is in the same domain as Exchange Server, and
- should be able to connect to the Management Server.

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Exchange Server Integration**.
3. Click **Click here to download** and save the `ExchangeConnector.zip` file on to your computer.

4. Extract the `ExchangeConnector.zip` file content and run the `ExchangeConnector.exe` file.

   The Exchange Connector setup wizard appears.

5. Click **Next** on the **Welcome** screen.

6. Select **I accept the terms in the license agreement** and click **Next**.

   The setup now checks if the Microsoft Exchange Management Tools are installed on the computer. If they are installed, setup displays the following screen.

FIGURE 3-8. Successful Exchange Management installation check

7. Click **Next** on the **Checking System Requirements** screen.

8. Click **Browse** and select the destination folder where you want to install the Exchange Connector, and then click **Next**.

The **Service Account** screen displays.

9. Type the user name, password and domain name (that you created in *Configuring Account for Exchange Connector on page 3-16*) to access the Exchange Management Tools, and click **Next**.

10. Review the settings on the **Review Settings** screen and click **Install**.

    The setup starts installing the Exchange Connector.

11. When the installation completes, click **Next** and then click **Finish**.

Note

The time it takes to import mobile devices information from the Exchange Server to the Management Server depends on the number of mobile devices you want to import. For example, it may take up to several hours to import the information of 5000 mobile devices from the Exchange Server to Management Server.

What to do next

See *Installation Workflow for Trend Micro Mobile Security on page 3-3* for other configuration tasks.

See *Setting Up Exchange Server Integration on page 3-15* for the next task to set up Exchange Server Integration.

Updating Components

About Mobile Security Upgrade

Trend Micro Mobile Security only supports upgrades from version 9.0 or later.

In Mobile Security, the following components or files are updated through ActiveUpdate, the Trend Micro Internet-based component update feature:

- Mobile Security Server—program installation package for Mobile Security Management Server and Communication Server.

- Malware Pattern—file containing thousands of malware signatures, and enables Mobile Security to detect these hazardous files. Trend Micro updates pattern files regularly to ensure protection against the latest threats.
- Mobile Device Agents installation program—program installation package for the Mobile Device Agents.

Trend Micro Mobile Security only supports upgrades from version 9.0 or later. For upgrades from a version older than 9.0, Trend Micro provides a Migration Tool to migrate your data from an older version to v9.0 Patch 1. You can then upgrade to Mobile Security 9.5.

Refer to the following link for the detailed procedure of migrating your data from an older version to v9.5:

http://esupport.trendmicro.com/solution/en-US/1098095.aspx

Updating Mobile Security Components

You can configure scheduled or manual component updates on the Mobile Security Management Server to obtain the latest component files from the ActiveUpdate server. After a newer version of a component is downloaded on the Management Server, the Management Server automatically notifies mobile devices to update components.

Manual Update

You can perform a manual server and Mobile Device Agent update in the **Manual** tab on **Updates** screen. You should have already configured the download source in the **Source** screen (see *Specifying a Download Source on page 3-24* for more information).

Procedure

1. Log on to the Mobile Security administration Web console.
2. Click **Administration** > **Updates**.

   The **Updates** screen displays.
3. Click the **Manual** tab.

FIGURE 3-9. The Manual tab on Updates screen

4. Select the check box of the component you want to update. Select the **Anti-Malware Components**, **Agent Installation Packages** and/or **Server Version** check box(es) to select all components in that group. This screen also displays the current version of each component and the time the component was last updated. See for more information on each update component.

5. Click **Update** to start the component update process.

Scheduled Update

Scheduled updates allow you to perform regular updates without user interaction; thereby, reducing your workload. You should have already configured the download source in the **Source** screen (refer to *Specifying a Download Source on page 3-24* for more information).

Procedure

1. Log on to the Mobile Security administration Web console.

2. Click **Administration** > **Updates**.

   The **Updates** screen displays.

3. Click the **Scheduled** tab.

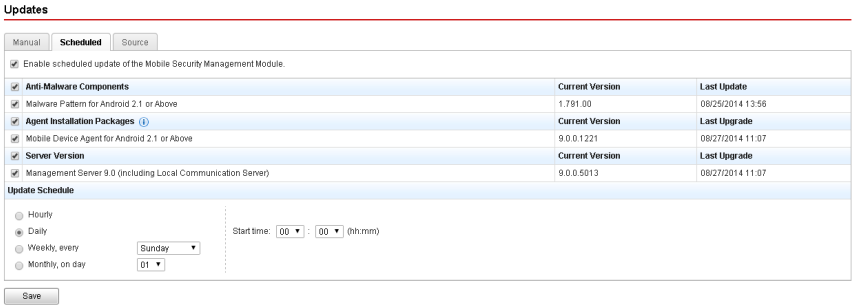

FIGURE 3-10. The Scheduled tab on Updates screen

4. Select the check box of the component you want to update. Select the **Anti-Malware Components**, **Agent Installation Packages** and/or **Server Version** check box(es) to select all components in that group. This screen also displays each component's current version and the time the component was last updated.

5. Under **Update Schedule**, configure the time interval to perform a server update. The options are **Hourly**, **Daily**, **Weekly**, and **Monthly**.

   - For weekly schedules, specify the day of the week (for example, Sunday, Monday, and so on.)

   - For monthly schedules, specify the day of the month (for example, the first day, or 01, of the month and so on).

   Note

   The **Update for a period of x hours** feature is available for the `Daily`, `Weekly`, and `Monthly` options. This means that your update will take place sometime within the x number of hours specified, following the time selected in the **Start time** field. This feature helps with load balancing on the ActiveUpdate server.

   - Select the **Start time** when you want Mobile Security to initiate the update process.

6. Click **Save** to save the settings.

Specifying a Download Source

You can set Mobile Security to use the default ActiveUpdate source or a specified download source for server update.

Procedure

1. Log on to the Mobile Security administration Web console.
2. Click **Administration** > **Updates**.

   The **Updates** screen displays. For more information about the update see *Manual Update on page 3-21* or for scheduled update see *Scheduled Update on page 3-22*.
3. Click the **Source** tab.

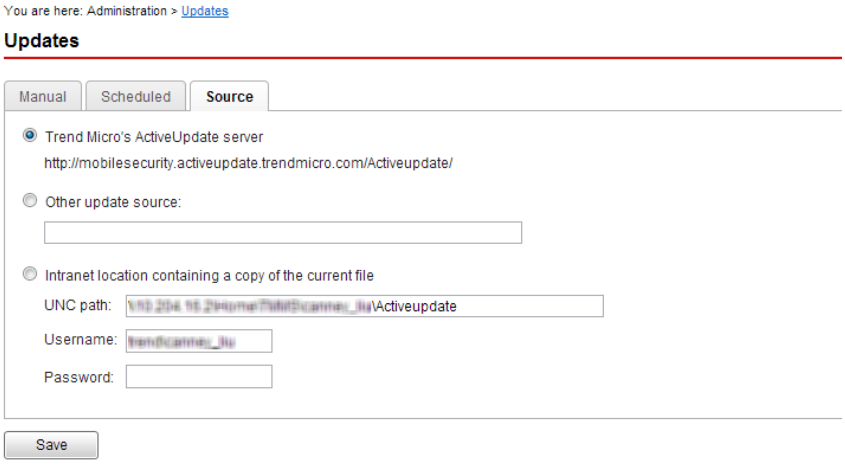

FIGURE 3-11. The Source tab on Updates screen

4. Select one of the following download sources:
   - **Trend Micro ActiveUpdate server**—the default update source.

- **Other update source**—specify HTTP or HTTPS Web site (for example, your local Intranet Web site), including the port number that should be used from where Mobile Device Agents can download updates.

  Note

  The updated components have to be available on the update source (Web server). Provide the host name or IP address, and directory (for example, `https://12.1.123.123:14943/source`).

- **Intranet location containing a copy of the current file**—the local intranet update source. Specify the following:

  - **UNC path**: type the path where the source file exists.
  - **Username** and **Password**: type the username and password if the source location requires authentication.

Manually Updating a local AU server

If the Server/Device is updated through a Local AutoUpdate Server, but the Management Server cannot connect to the Internet; then, manually update the local AU Server before doing a Server/Device Update.

Procedure

1. Obtain the installation package from your Trend Micro representative.
2. Extract the installation package.
3. Copy the folders to the local AutoUpdate Server.

Note

When using a local AutoUpdate Server, you should check for updates periodically.

Removing Server Components

This section guides you through the steps you need to perform to remove the Management Server and the Communication Server.

Procedure

1. From the Windows Control Panel, double-click **Programs and Features**.

   The **Uninstall or change a program** window displays.

2. Select one of the following:

   - **Trend Micro Local Communication Server**—to uninstall Communication Server
   - **Trend Micro Mobile Security**—to uninstall Management Server

3. Click **Uninstall**.

   A dialog box displays.

4. On the dialog box, select **Automatically close applications and attempt to restart them after setup is complete** and click **OK**.

Chapter 4

Configuring Server Component

This chapter assists administrators in configuring the server components for Trend Micro™ Mobile Security for Enterprise 9.5.

This chapter contains the following sections:

Initial Server Setup

The following table depicts the initial server setup of Trend Micro Mobile Security after installation.

TABLE 4-1. Initial setup of Mobile Security server

STEP	ACTION	DESCRIPTION
Step 1	Configure Database settings.	See *Configuring Database Settings on page 4-5* for the detailed procedure.
Step 2	Configure Communication Server settings.	See *Configuring Common Communication Server Settings on page 4-6* for the detailed procedure.
Step 3	(Optional) Configure Communication Server settings for Android.	You can skip this step if you do not want to manage Android mobile devices. See *Configuring Android Communication Server Settings on page 4-8* for the detailed procedure.
Step 4	(Optional) Configure Communication Server settings for iOS.	You can skip this step if you do not want to manage iOS mobile devices. See *Configuring iOS Communication Server Settings on page 4-9* for the detailed procedure.
Step 5	Configure Device Enrollment settings.	See *Configuring Device Enrollment Settings on page 4-11* for the detailed procedure.
Step 6	(Optional) Customize the Mobile Security Terms of Use.	You can skip this step if you want to use the default Mobile Security Terms of Use. See *Customizing Mobile Security Terms of Use on page 4-12* for the detailed procedure.
Step 7	(Optional) Configure Active Directory settings.	You can skip this step if you do not want to import users from the Active Directory server. See *Configuring Active Directory (AD) Settings on page 4-13* for the detailed procedure.

STEP	ACTION	DESCRIPTION
Step 8	(Optional) Configure Management Server settings.	You can skip this step if your Management Server does not use proxy to access the Internet and you want to use the default server IP address and port number. See *Configuring Management Server Settings on page 4-14* for the detailed procedure.
Step 9	(Optional) Configure Exchange Server Integration Settings.	You can skip this step if you do not want to manage mobile devices that use Exchange ActiveSync. See *Configuring Exchange Server Integration Settings on page 4-15* for the detailed procedure.
Step 10	(Optional) Configure Notifications & Reports Settings.	You can skip this step if do not want to send invitation email messages to users. See *Configuring Notifications & Reports Settings on page 4-17*.
Step 11	(Optional) Configure Administrator Notifications.	You can skip this step if you do not want to receive the error message notifications and regular scheduled reports via email. See *Configuring Administrator Notifications on page 4-17* for the detailed procedure.
Step 12	Verify Mobile Security configuration (Recommended).	Use the **Configuration and Verification** screen to verify the Mobile Security configurations. See *Verifying Mobile Security Configuration on page 4-18* for the procedure.
Step 13	Change the administrator account password for the administration Web console.	Use the **Administration Account Management** screen after logging into the administration Web console. Refer to the topic *Editing Administrator Account* in the *Administrator's Guide* for the procedure.

Note

You must complete the initial server setup for the Mobile Security server before you continue to install Mobile Device Agent on mobile devices.

Configuring Database Settings

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Database Settings**.
3. Type the server name or IP address, your user name, password and the database name.

   Note

   If you are using a specific port for SQL server or SQL Server Express, use the following format:

   `<SQL server name or IP address>,<Port>`
4. Click **Save**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Configuring Communication Server Settings

Communication Server Settings screen provides the following settings:

- **Common Settings**—to configure the basic settings for the Communication Server.
- **Android Settings**—to configure the notification and agent customization settings for Android mobile device management.
- **iOS Settings**—to configure the SCEP settings and upload the APNs and SSL certificates for iOS mobile device management.

- **Windows Phone Settings**—to configure the schedule that defines how often Windows Phone mobile devices connect to Communication Server to update policy settings and commands.

Configuring Common Communication Server Settings

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Communication Server Settings**.
3. Click the **Common Settings** tab.
4. Under section **Communication Server Type**, select one of the following two options:
   - **Local Communication Server**—if you have already installed the Communication Server locally in your network.
   - **Cloud Communication Server**—if you want to use Communication Server deployed in the cloud.
5. Under section **Settings for Communication Between Communication Server and Mobile Devices**, configure the following:
   - **External domain name or IP address**—the domain name or IP address of the Local Communication Server.
   - **HTTP port** and **HTTPS port**—used for Local Communication Server to communicate with mobile devices.

     The default HTTP and HTTPS ports are 8080 and 4343.

Note

If you configure both of these ports, the mobile devices will use HTTPS port to communicate with the Communication Server. The mobile devices will use the HTTP port only if they are unable to communicate using the HTTPS port.

6. Under section **Settings for Communication Between Communication Server and Management Server**, configure the following:

   - **Communication Server name or IP address**—the domain name or IP address of the Local Communication Server.
   - **HTTPS Port**—used for Local Communication Server to communicate with the Management Server.

   Note

   If you need to customize the HTTPS port, refer to *Configuring Communication Server Ports on page B-4* for details.

7. Under section **Information Collection Frequency**, configure the following:

   - **Information collection frequency**—select the frequency when Mobile Security collects the information about the applications installed on mobile devices.
   - **Information collection frequency when mobile device is in roaming**—select the frequency when Mobile Security collects the information about the applications installed on mobile devices when the mobile device is in roaming.

   Note

   This setting only applies to Android and iOS mobile devices.

   Mobile Security will collect the information about the applications installed on the mobile device at the time the mobile device was enrolled and then according to the frequency you have selected.

   Changing the frequency will reset the timer.

8. Under section **Rooted/Jailbroken Device Detection**, select **Selective wipe the device if it is rooted or jailbroken** if you want to automatically selective wipe the rooted or jailbroken mobile devices.

9. Click **Save**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Configuring Android Communication Server Settings

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Communication Server Settings**.
3. Click the **Android Settings** tab.
4. Under section **Push Notifications Settings**, select **Enable push notification** if you want to send push notifications to Android mobile devices.

   Note

   If you do not enable this setting, the Android mobile device users will manually need to update the company policies on the mobile device.

5. Under section **Agent Customization**, select **Enable agent customization** to add the server IP address and port number in the Android client application that users will download from the Mobile Security Communication Server. It will also automatically add the preset Enrollment Key to the Android client application, if the **Enable preset Enrollment Key** option is selected in Device Enrollment Settings.

   This means, the server IP address, port number and preset Enrollment Key will be automatically filled in the client application and users will not need to type this information manually.

6. Under section **Password Protection for System Settings**, if you want to password protect the system settings on mobile devices, select **Enable password protection for system settings**, and then type a password in the **Password** field.
7. Click **Save**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Configuring iOS Communication Server Settings

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Communication Server Settings**.
3. Click the **iOS Settings** tab.
4. Under section **Apple Push Notification service (APNs) Settings**, configure the following:
   - **Certificate type**: Select your certificate type.
   - **Certificate**: Select APNs certificate from the drop-down list, or upload a new one.
5. Under section **Simple Certificate Enrollment Protocol (SCEP) Settings**, configure the following:
   a. Select **Enable SCEP**.
   b. If enabled, fill the fields with the following information:
      - **SCEP user URL**:

        http://SCEP_IP/certsrv/mscep
      - **SCEP admin URL**:

        For Windows Server 2008:

        http://SCEP_IP/certsrv/mscep_admin

Note

See *Components of Mobile Security System on page 1-5* for information on SCEP.

6. Under section **Client Profile Signing Credential**, configure the following:

   - **Client Profile Signing Credential**: Select a certificate for signing credential from the drop-down list, or upload a new one.

Note

To configure Mobile Device Agent on an iOS mobile device, Mobile Security installs an **Install Profile** on the mobile device. The **Client Profile Signing Certificate** is required to change the status of **Install Profile** to **Verified**. If you do not configure this setting, the **Install Profile** shows the status as **Not Verified**.

Configuring this setting will display the Install Profile status as Verified on mobile device.

7. Click **Save**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Configuring Windows Phone Communication Server Settings

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Communication Server Settings**.
3. Click the **Windows Phone Settings** tab.
4. Set the frequency that defines how often Windows Phone mobile devices connect to Mobile Security Communication Server to update policy settings and commands in **Windows Phone synchronization interval**.

Configuring Device Enrollment Settings

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Device Enrollment Settings**.
3. Click the **Authentication** tab.
4. Under section **User Authentication**, select one of the following:
   - **Authenticate using Active Directory**—to use the user information from the Active Directory to authenticate mobile devices.
   - **Authenticate using enrollment key**—to use an enrollment key to authenticate mobile devices.

     Mobile Security will automatically generate an enrollment key and send it to mobile devices in the invitation message.

     - **Enrollment key usage limitation**—select one of the following:
       - **Use for multiple times**—select this if you want to use one enrollment key for every mobile device to enroll.
       - **Use for one time**—select this if you want to use a different enrollment key for every mobile device to enroll.
     - **Enrollment key expires after**—select this setting if you want to discontinue using the automatically generated enrollment key after a certain time, and then select the time from the drop-down list.
     - **Use preset Enrollment Key**—select this setting if you want to manually generate the enrollment key and then click Generate to generate the enrollment key. This enrollment key will not be sent to the user in the invitation message.
     - **Enrollment Key expires on**—select this setting if you want to discontinue using the manually generated enrollment key on a certain date, and then select the date from the calendar.
5. Under section **Device Authentication**, select one of the following:

- **Disable this setting**—to disable device authentication for mobile devices.
- **Authenticate using IMEI or Wi-Fi MAC address**—this setting enables you to upload a list of mobile devices that you want to authenticate.

a. Click **Export allowed device list template** to download the template and create the allowed device list.

b. After you have created the list, click **Browse** to select and import the list of mobile devices that you created in the previous step.

c. Click **Check Data Format** to verify the data format in the allowed devices list. After verification, Mobile Security displays all the mobile devices in the **Allowed Devices' Status** list.

d. Select one of the following options:

- **Delete unauthenticated devices**—to delete the mobile devices that already exist in the **Device Management** screen but do not exist in the allowed device list that you import.
- **Display unauthenticated devices in group "Unauthenticated"**—to move all the enrolled mobile devices that already exist in the **Device Management** screen but do not exist in the allowed device list that you import to the group **Unauthenticated**.

Note

If you use Device Authentication, Mobile Security will regroup all the mobile devices according to the allowed device list that you use.

6. Click **Save**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Customizing Mobile Security Terms of Use

You can customize the **Terms of Use** for the users who would download, install and use the Mobile Device Agent.

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Device Enrollment Settings**.
3. On the **Terms of Use Customization** tab, click **Download Terms of Use Sample** and save the `Eula_agreement.zip` file on to your computer.
4. Extract the `Eula_agreement.zip` file content.
5. Using an HTML editor, open the `Eula_agreement.html` file, make the modifications as required and then save the file.
6. On the **Terms of Use Customization** tab of **Device Enrollment Settings** screen, click **Browse** and then select the file you modified in the previous step (*Step 5 on page 4-13*) of this procedure, and click **Open**.

   The **Terms of Use Preview** updates to the uploaded file content.
7. Click **Save**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Configuring Active Directory (AD) Settings

Trend Micro Mobile Security 9.5 provides you the option to configure user authentication based on the Active Directory (AD). Once configured, you can also use your corporate Active Directory to add mobile devices to the device list.

If you do not want to use Active Directory for user authentication or if you do not want to add users from the Active Directory, then you do not need to configure this setting.

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Active Directory Settings**.

3. Type the host name or its IP address, its port number, your domain user name and your password.

4. Click **Save**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Configuring Management Server Settings

Procedure

1. Log on to the administration Web console.

2. Click **Administration** > **Management Server Settings**.

3. Click the **Connection** tab, and specify the Management Server name or IP address and its port number. The default port number for Management Server is 443.

   Note

   The IP address and port number on this screen are used to access the administration Web console through a Web browser.

4. If the Management Server uses a proxy server to connect to Internet, specify the proxy settings in the **Proxy** tab:

   a. On the **Proxy** tab, select **Use the following proxy settings for Management Server**, and specify the proxy server name or IP address and its port number.

   b. If the proxy server needs authentication, type the user ID and password in the **Proxy Authentication** section.

5. Click **Save**.

   You will now need to use the new IP address and port number to log on to the administration Web console.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Configuring Exchange Server Integration Settings

Procedure

1. Under **Exchange Connector** section, select **Enable this option to ensure only compliant mobile devices access the Exchange server**.

   Refer to *Exchange Connector Statuses on page 4-16* for the different statuses of Exchange Connector displayed on the **Exchange Server Integration** screen.

2. Under **Exchange Access Control**, update the following as required:

   - Select **Automatically block unmanaged devices from accessing the Exchange Server**.

     Note

     Devices that are not registered to the Mobile Security server are called unmanaged devices. This includes devices that were recently enrolled to the Exchange Server.

   - Select **Allow access to corporate data (emails, calender, contacts, etc.) for the following devices** and then select one of the following:

     - Only healthy devices
     - Healthy and non-compliant devices

     Note

     See the topic *Dashboard Information* in the *Administrator's Guide* about the different mobile device registration statuses.

   - Select **Automatically enable the Auto Allow/Block Access option for all managed devices**.

> **Note**
>
> Enabling this option automatically allows or blocks access to the Exchange Server depending on the status of a managed device.

- Using the drop-down list, specify the number of days after which blocked devices will be unable to access the Exchange Server.

3. Click **Save**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

For other steps of setting up Exchange Server integration, see *Setting Up Exchange Server Integration on page 3-15*.

Exchange Connector Statuses

The following table lists the different Exchange Connector statuses displayed on the **Exchange Server Integration** screen.

TABLE 4-2. Exchange Connector statuses

STATUS	DESCRIPTION
Normal	Exchange Connector is connected with the Management Server.
Waiting for Exchange Connector	The Management Server is waiting for the Exchange Connector to connect to the Management Server.
Warning	The Exchange Connector is not connected with the Management Server for more than five minutes.
Disconnected	The Exchange Connector is not connected with the Management Server for more than nine minutes.

STATUS	DESCRIPTION
Disabled	Exchange Connector is connected with the Management Server but disabled in Mobile Security Exchange Server Integration Settings.

Configuring Notifications & Reports Settings

You may configure the notification source to send out the notification email messages to the administrators.

Procedure

1. Log on to the administration Web console.
2. Click **Notifications & Reports** > **Settings**.
3. Type the **From** email address, the SMTP server IP address and its port number. If the SMTP server requires authentication, select **Authentication**, and then type the user name and password.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

For other steps in setting up Mobile Device Agent, see *Setting Up Mobile Device Agent on page 5-3*.

Configuring Administrator Notifications

You can configure Administrator Notifications and Reports setting to receive the error message notifications and regular scheduled reports via email.

Procedure

1. Log on to the administration Web console.

2. Click **Notifications & Reports** > **Administrator Notifications & Reports**.

3. Select the notifications and reports you want to receive via email, and then click on individual notifications and reports to modify their contents. Click **Save** when done, to return back to the **Administrator Notifications and Reports** screen.

Note

When you select reports that you want to receive, you can also adjust their frequencies individually from the drop-down list after each report.

4. Click **Save**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Verifying Mobile Security Configuration

Mobile Security provides the **Configuration and Verification** screen to verify if all the settings that you have configured are correct.

Procedure

1. Log on to the administration Web console.

2. Click **Administration** > **Configuration and Verification**.

3. Click **Verify Mobile Security Configuration**.

What to do next

See *Initial Server Setup on page 4-3* for the next configuration task.

Chapter 5

Handling Mobile Device Agent

This chapter provides the mobile device requirements and models that Mobile Device Agent supports, and discusses the different mobile device agent deployment methods on different platforms.

This chapter contains the following sections:

Supported Mobile Devices and Platforms

Note

Make sure the mobile devices can connect to the Communication Server through Wi-Fi, 3G/GPRS, or using the Internet connection on a host computer.

Before installing and using the Mobile Security mobile device agent program (known as the Mobile Device Agent) on mobile devices, ensure that your mobile devices meet the requirements.

Device Storage and Memory

TABLE 5-1. System Requirements

OPERATING SYSTEM	MEMORY (MB)	STORAGE (MB)
Android	10	8
iOS	4	3

Note

Windows Phone mobile devices do not require any Mobile Security client software (Mobile Device Agent) installation.

Setting Up Mobile Device Agent

TABLE 5-2. Process of Setting Up Mobile Device Agent

STEP	ACTION	DESCRIPTION	
Step 1	(Optional) Configure notifications settings for mobile devices.	If you want to send the installation and enrollment details to the users using email, perform these steps.	See *Configuring Notifications & Reports Settings on page 4-17* for the detailed procedure.
Step 2	(Optional) Configure the installation message that Mobile Security sends in an email and/or a text message to the users.		The installation message includes the URL that users can access to download and install the MDA setup package. See *Configuring Installation Message on page 5-4* for the detailed procedure.
Step 3	(Optional) Send invitation to mobile devices.		See *Sending Invitation to Mobile Devices on page 5-5* for the detailed procedure.
Step 4	Install MDA on mobile devices.	See *Installing MDA on Mobile Devices on page 5-6* for the detailed procedure.	
Step 5	Enrolling MDA with the Mobile Security Management Server.	See *Enrolling MDA to the Mobile Security Management Server on page 5-11* for the detailed procedure.	

Configuring Server for Invitation Messages (Optional)

You can set up the invitation messages to send the installation and enrollment details to the users using email messages.

You may skip this section if you do not want to use the invitation message for MDA installation and enrollment.

Configuring Installation Message

Use the **Installation Message** screen to type the message you want to display.

This task is a step in the process for setting up Mobile Device Agent.

See *Setting Up Mobile Device Agent on page 5-3*.

Procedure

1. Log on to the administration Web console.
2. Click **Notifications & Reports** > **User Notifications**.
3. Click the text **Mobile Device Enrollment** to open the **Mobile Device Enrollment configuration** screen.
4. Check the default subject, email and/or the text message in the related text box(es), and modify them if required.

   Note

   While editing the **Message** field, if you include the token variable `<%DOWNLOADURL%>`, it will be replaced by the actual URL that allows users to download the Mobile Device Agent setup file from the server.

   Example: `<a href=<%DOWNLOADURL%>><%DOWNLOADURL%></a>`

   Note

   The email notification only sends the download link for downloading client setup files, and will not automatically fill the server IP address and port number in the enrollment screen.

5. Click **Save**.
6. Click **Notifications & Reports** > **User Notifications**.
7. Select **Mobile Device Enrollment** and click **Save**.

Sending Invitation to Mobile Devices

This task is a step in the process for setting up Mobile Device Agent.

See *Setting Up Mobile Device Agent on page 5-3*.

Procedure

1. Log on to the Mobile Security administration Web console.
2. Click **Devices** on the menu bar.

   The **Devices** screen displays.
3. You can now invite one mobile device, a batch of mobile devices, a user or an email group (distribution list) from the Active Directory:

   - To invite a mobile device:

     a. Click **Invite Users** > **Invite Single User**.

        The **Invite Single User** window pops up.

     b. On the **Invite Single User** window, configure the following fields:

        - **Email**—type the user email address to send notification mail.
        - **User Name**—type the name of the mobile device to identify the device in the device tree.
        - **Group**—select the name of the group to which the mobile device belongs from the drop-down list. You can always change the group to which the mobile device agent belongs.

     Tip

     To invite more devices, click the + button.

   - To invite a batch of mobile devices:

     a. Click **Invite Users** > **Invite Batch**.

b. Type the device information using the following format in the text box on the window that displays:

email_address, device_name, group_name, asset_number (optional), description(optional);

Note

Use semicolon (;) or "CR" to separate each device information.

c. Click **Validate** to verify that the device information conforms to the specified format.

- To invite a user or an email group (distribution list) from the Active Directory:

a. Click **Invite Users** > **Invite from Active Directory**.

b. Type the user information in the search field provided, and click **Search**.

c. Select the users from the search result, and then click **Invite Devices**.

4. Click **Save**.

Mobile Security sends invitation email to the users of the invited devices.

Installing MDA on Mobile Devices

This task is a step in the process for setting up Mobile Device Agent.

See *Setting Up Mobile Device Agent on page 5-3*.

iOS Mobile Devices

You can install the MDA for iOS mobile devices from the Apple store. To download and install the MDA, go to the Apple store, search for the app **Trend Micro ENT Security**, and tap **Install**.

Android Mobile Devices

You can install the MDA for Android mobile devices using one of the following methods:

- **Installation Method I**—Download and install the MDA directly on a mobile device from Google Play store. Search for **Trend Micro Enterprise Mobile Security** on Google Play, and then download and install **Enterprise Mobile Security** application from Trend Micro.
- **Installation Method II**—Download and install the MDA directly on a mobile device from the Management Server. See *Installation Method II on page 5-8* for the procedure.
- **Installation Method III**—Download the MDA installation package on a computer using a Web browser, then transfer it to the mobile device and install. See *Installation Method III on page 5-9* for the procedure.
- **Installation Method IV**—Download the MDA installation package on a computer using Mobile Device Management console, then transfer it to the mobile device and install. See *Installation Method IV on page 5-10* for the procedure.

The default invitation email message sent to the users instructs the users to download and install the MDA app from Google Play store (Method I). If you want to use another method for users to install the app, modify the invitation email message sent to the users. Refer to the topic **Configuring User Notifications** in *Administrator's Guide*.

Installation Method I

This method enables you to download and install the MDA directly on a Mobile Device from Google Play store.

See *Android Mobile Devices on page 5-7* for other methods.

Procedure

1. On the mobile device, open Google **Play Store**.
2. Search for **Trend Micro Enterprise Mobile Security**, and tap **Enterprise Mobile Security** from the search results.

3. Tap **Install**, and then tap **Accept** to start the installation process.

   After the installation process completes, tap the **Open** to start the application.

Installation Method II

This method enables you to download and install the MDA directly on a Mobile Device from Mobile Security Management Server.

See *Android Mobile Devices on page 5-7* for other methods.

Procedure

1. Do one of the following:

   - If you are using Local Communication Server or the Cloud Communication Server, open the text message or email received from Mobile Security, and access the URL on the mobile device where you want to install the MDA to download the installation package.
   - If you are using Local Communication Server, access one of the following URLs using a Web browser on the mobile device where you want to install the MDA to download the installation package:

     ```
     http://External_domain_name_or_IP_address:HTTP_port/
     mobile
     ```

     or

     ```
     https://External_domain_name_or_IP_address:HTTPS_port/
     mobile
     ```

Note

- Replace **External_domain_name_or_IP_address**, **HTTP_port**, and **HTTPS_port** as you configured in **Administration** > **Communication Server Settings** > **Common Settings** > **Settings for Communication Between Communication Server and Mobile Devices**.
- If you use HTTPS to download Mobile Device Agent, you must configure a public ceritifcate. Refer to the following URL for the details:

  http://esupport.trendmicro.com/solution/en-us/1106466.aspx

2. If the installation does not start automatically, launch the installation package and complete the installation.

Installation Method III

If you are using Local Communication Server, this method enables you to download the MDA installation package on a computer using a Web browser, then transfer it to the mobile device and install.

See *Android Mobile Devices on page 5-7* for other methods.

Procedure

1. On a computer, navigate to one of the following URLs to download the installation package:

   `http://External_domain_name_or_IP_address:HTTP_port/mobile`

   or

   `https://External_domain_name_or_IP_address:HTTPS_port/mobile`

Note

- Use the values assigned to **External_domain_name_or_IP_address**, **HTTP_port**, and **HTTPS_port**. To check the values, go to **Administration** > **Communication Server Settings** > **Common Settings** > **Settings for Communication Between Communication Server and Mobile Devices**.
- If you use HTTPS to download the Mobile Device Agent, you must configure a public ceritifcate. Refer to the following URL for the details:

  http://esupport.trendmicro.com/solution/en-us/1106466.aspx

2. Select the operating system of the mobile device to download the installation package.
3. Copy the installation package to the mobile device.
4. Launch the installation package and complete the installation.

Installation Method IV

This method enables you to download the MDA installation package on a computer using administration Web console, then transfer it to the mobile device and install.

See *Android Mobile Devices on page 5-7* for other methods.

Procedure

1. Log on to the administration Web console.
2. Click **Administration** > **Device Enrollment Settings**.
3. On the **Agent Installation** tab, select the agent installation package and click **Download** to download the ZIP file to your computer.
4. Extract the ZIP file and copy the installation package to the mobile device.
5. Launch the installation package and complete the installation.

Enrolling MDA to the Mobile Security Management Server

You will need to manually enroll the MDA to the Mobile Security if you install the MDA manually or if the automatic enrollment process fails.

This task is a step in the process for setting up Mobile Device Agent.

Android Mobile Devices

You can enroll the MDA using one of the following methods:

- Enroll using QR code.

  Use this method if you are using Local Communication Server or the Cloud Communication Server.

- Enroll using server address.

  Use this method if you are using Local Communication Server.

- Enroll without using server address.

  Use this method if you are using Cloud Communication Server.

Enrolling Using QR Code

Procedure

1. Start the Mobile Device Agent program on the mobile device.
2. Tap **Enroll Using QR Code**.
3. Open the invitation email on a computer or another mobile device and scan the QR code received in the invitation email using the mobile device camera.
4. If required, type the username and password in the fields provided, and tap **OK**.

   The Mobile Device Agent will be enrolled with the Mobile Security Management Server.

Enrolling Using Server Address

Procedure

1. Start the Mobile Device Agent program on the mobile device.
2. Tap **Enroll Manually**.
3. Tap the **Local Server** tab, type the server address and port number in the relevant fields and then tap **Next**.
4. Type the Enrollment Key or the username and password in the relevant fields and tap **Next**.

   The Mobile Device Agent will be enrolled with the Mobile Security Management Server.

Enrolling Without Using Server Address

Procedure

1. Start the Mobile Device Agent program on the mobile device.
2. Tap **Enroll Manually**.
3. Tap the **Cloud Server** tab, type the Enrollment Key you have received in the invitation email, and then tap **Next**.

   The Mobile Device Agent will be enrolled with the Mobile Security Management Server.

iOS Mobile Devices

To be able to manage iOS mobile devices from the Mobile Security Management Server, you must install a provisioning profile on the mobile devices. This provisioning profile must identify you (through your development certificate) and your device (by listing its unique device identifier).

WARNING!

The JavaScript must be enabled for Safari on iOS mobile devices for enrollment. Otherwise, the enrollment will be unsuccessful.

You can enroll the MDA using one of the following methods:

- Enroll using QR code.

  Use this method if you are using Local Communication Server or the Cloud Communication Server.

- Enroll using server address.

  Use this method if you are using Local Communication Server.

- Enroll without using server address.

  Use this method if you are using Cloud Communication Server.

Enrolling Using QR Code

Procedure

1. Start the Mobile Device Agentprogram on the mobile device.
2. Tap **Enroll Using QR Code**.
3. Open the invitation email on a computer or another mobile device and scan the QR code received in the invitation email using the mobile device camera.

   Note

   A dialog box may pops up requiring you to install Root CA configured for the Local Communication Server. If you do not see this dialog box, skip steps 4 to 6 and proceed directly to step 7.

4. Tap **OK**.

   The **Install Profile** screen for **TMMSMDM-CA** displays.

5. On the **Install Profile** screen, tap **Install**, and then on the **Warning** screen, tap **Install**.

6. After the profile is installed, click **Done** on the **Profile Installed** screen.

7. If required, type the username and password in the fields provided, and tap **Log In**.

   The **Install Profile** screen for **MDM Enrollment Profile** displays.

8. On the **Install Profile** screen, tap **Install**, and then tap **Install Now** on the confirmation pop-up dialog box.

9. If the mobile device requires a passcode, type your passcode on the **Enter Passcode** screen that appears, and then tap **Done**.

   The **Installing Profile** screen appears.

10. Tap **Install** on the **Warning** confirmation screen.

    The profile installation process begins. After the process is completed, the **Profile Installed** screen displays.

11. Tap **Done**.

Enrolling Using Server Address

Procedure

1. Start the Mobile Device Agentprogram on the mobile device.

2. Tap **Enroll Manually**.

3. Tap the **Local Server** tab, type the server address and port number in the relevant fields and then tap **Enroll**.

4. Type the Enrollment Key or the username and password in the relevant fields and tap **Next**.

   A dialog box pops up requiring you to install Root CA configured for the Communication Server.

Note

A dialog box may pops up requiring you to install Root CA configured for the Local Communication Server. If you do not see this dialog box, skip steps 5 to 7 and proceed directly to step 8.

5. Click **OK**.

   The **Install Profile** screen for **TMMSMDM-CA** displays.

6. On the **Install Profile** screen, tap **Install**, and then on the **Warning** screen, tap **Install**.

7. After the profile is installed, click **Done** on the **Profile Installed** screen.

8. If required, type the username and password in the fields provided, and tap **Log In**.

   The **Install Profile** screen for **MDM Enrollment Profile** displays.

9. On the **Install Profile** screen, tap **Install**, and then tap **Install Now** on the confirmation pop-up dialog box.

10. If the mobile device requires a passcode, type your passcode on the **Enter Passcode** screen that appears, and then tap **Done**.

    The **Installing Profile** screen appears.

11. Tap **Install** on the **Warning** confirmation screen.

    The profile installation process begins. After the process is completed, the **Profile Installed** screen displays.

12. Tap **Done**.

Enrolling Without Using Server Address

Procedure

1. Start the Mobile Device Agent program on the mobile device.

2. Tap **Enroll Manually**.

3. On the **Cloud Server** tab, type the authentication code and then tap **Enroll**.

   The **Install Profile** screen for **MDM Enrollment Profile** displays.

4. On the **Install Profile** screen, tap **Install**, and then tap **Install Now** on the confirmation pop-up dialog box.

5. If the mobile device requires a passcode, type your passcode on the **Enter Passcode** screen that appears, and then tap **Done**.

   The **Installing Profile** screen appears.

6. Tap **Install** on the **Warning** confirmation screen.

   The profile installation process begins. After the process is completed, the **Profile Installed** screen displays.

7. Tap **Done**.

Windows Phone Mobile Devices

You can enroll the Windows Phone mobile devices using the Local Communication Server address:

Note

Mobile Security does not support Windows Phone for Cloud Communication Server.

Enrolling Windows Phone 8.0

Procedure

1. On the main screen, tap the **Settings** icon.
2. Tap company apps.
3. On the **COMPANY APPS** screen, tap **add account**, then type the following information:
   - **Email address**: your company email address

- **Password**: your domain account password or enrollment key

4. Tap **sign in**.
5. On the next screen, enter the following information:
   - **User name**: if you are enrolling using Active Directory, type your domain account user name; if you are using enrollment key, leave this field blank.
   - **Domain**: if you are enrolling using Active Directory, type your name of the of account domain; if you are using enrollment key, leave this field blank.
   - **Server**: **<ip_address:port>/mobile**.

Note

Replace **<ip_address:port>** with the server IP address and port number.

6. Tap **sign in**.
7. If the **Problem with certificate** message appears, tap **continue**.
8. If **Create a new password screen** appears, tap **set**, and then enter your new password in **New password** and **Confirm password** fields, and then tap **done**.
9. On the **ACCOUNT ADDED** screen, tap **done**.

Enrolling Windows Phone 8.1

Procedure

1. On the main screen, tap **Settings**.
2. Tap **workplace**.
3. On the **workplace** screen, tap **add account**, then enter your email address, and then tap **sign in**.
4. On the next screen, enter the following information in the **Server** field: **<ip_address:port>/mobile**, and then tap **sign in**.

Note

Replace **<ip_address:port>** with the server IP address and port number.

5. If the **Problem with certificate** message appears, click **continue**.
6. On the next screen, enter the following information:
   - **Password**: your domain account password or enrollment key.
   - **User name**: if you are enrolling using Active Directory, type your domain account user name; if you are using enrollment key, leave this field blank.
   - **Domain**: if you are enrolling using Active Directory, type your name of the of account domain; if you are using enrollment key, leave this field blank.
7. Tap **sign in**.
8. If **Create a new password** screen appears, tap **set**, and then enter your new password in **New password** and **Confirm password** fields, and then tap **done**.
9. On the **ACCOUNT ADDED** screen, tap **done**.

Upgrading MDA on Mobile Devices

After you have upgraded the Mobile Security Management Server, perform the following procedures to upgrade MDA on mobile devices.

Android Mobile Devices

After the Mobile Security Management Server upgrades, the server sends an upgrade notification to Android mobile devices automatically.

Procedure

1. On an Android mobile device, tap the upgrade notification received from the server.

2. Tap **OK** on the pop-up message to start the upgrade.

iOS Mobile Devices

When a new version is available on iTunes Store, an automatic upgrade notification is sent to iOS mobile devices.

Procedure

1. Open the **App Store** on an iOS mobile device.
2. Tap **Updates**.
3. Tap **Update** after the **ENT Security** app to start the update.

Windows Mobile Devices

The Windows mobile devices do not require an MDA to connect to the Mobile Security Management Server. Therefore, an upgrade for Windows mobile devices is not required.

Appendix A

Network Ports Configurations

This appendix provides all the network ports configurations that you need while installing Trend Micro Mobile Security.

This appendix contains the following sections:

Network Ports Configuration for Enhanced Security Model with Cloud Communication Server

If you are using the enhanced security model (dual server installation) with Cloud Communication Server, configure the following network ports for Mobile Security components:

COMPONENT	NETWORK PORTS	DETAILS

Management Server	Open the following ports:
	• HTTPS port 443 for the following:
	  • Inbound connections to Management Server.
	  • If you want to add external applications from Google Play.
	  The host name for the Google Play store is: play.google.com.
	  • If you want to take advantage of Trend Micro's mobile application reputation service (MARS) and see the security information of the uploaded APK files.
	  The host name of the MARS server is: rest.mars.trendmicro.com
		Used for accessing the Mobile Security administration Web console.

COMPONENT	NETWORK PORTS	DETAILS

	Note
	This is the default HTTPS port number. If you want to change the HTTPS port number that you want to use for Management Server, see *Configuring Management Server Settings on page 4-14* for the details.
	• HTTP port 80, for the following:
	  • License server
	  The host name for the license server is: licenseupdate.trendmicro.com
	  • If you use Trend Micro ActiveUpdate server as the update source.
	  The host name of the ActiveUpdate server is mobilesecurity.activeupdate.trendmicro.com.	

Management Server	Open the following ports:
	• HTTP port 80 and HTTPS port 443 for the following:
	  • Outbound connections to Cloud Communication Service
	  • If you want to add external iOS apps from Apple App Store
	  The host name for the Apple App Store is: itunes.apple.com.
	  • If you want to use category-based application control for iOS mobile devices
		Used for accessing the Mobile Security administration Web console.

COMPONENT	NETWORK PORTS	DETAILS
	Add the following two Cloud Communication Service hosts in the firewall exceptions: • ccs01.trendmicro.com • ccs02.trendmicro.com	
Simple Certificate Enrollment Protocol (SCEP) Server	Open HTTP port 80 for Communication Server and iOS mobile devices.	Used for iOS mobile devices enrollment. If you are not using SCEP server to manage iOS mobile devices, this port is not required.
SQL Server	Open the following ports: • TCP port 1433 for Management Server. • UDP port 1434 for Management Server. **Note** This is the default TCP port to connect to the SQL Server. However, you can also use a different port for SQL server, if required.	Establishes a connection between the Management Server and the remote SQL server.

Network Ports Configuration for Enhanced Security Model with Local Communication Server

If you are using the enhanced security model (dual server installation) with Local Communication Server, configure the following network ports for Mobile Security components:

COMPONENT	NETWORK PORTS	DETAILS

Management Server	Open the following ports:
	• HTTPS port 443 for the following:
	  • Inbound connections to Management Server.
	  • If you want to add external applications from Google Play.
	  The host name for the Google Play store is: play.google.com.
	  • If you want to take advantage of Trend Micro's mobile application reputation service (MARS) and see the security information of the uploaded APK files.
	  The host name of the MARS server is: rest.mars.trendmicro.com
		Used for accessing the Mobile Security administration Web console.

COMPONENT	NETWORK PORTS	DETAILS

	Note
	This is the default HTTPS port number. If you want to change the HTTPS port number that you want to use for Management Server, see *Configuring Management Server Settings on page 4-14* for the details.
	• HTTP port 80, for the following:
	  • License server
	  The host name for the license server is: licenseupdate.trendmicro.com
	  • If you use Trend Micro ActiveUpdate server as the update source.
	  The host name of the ActiveUpdate server is mobilesecurity.activeupdate.trendmicro.com.	

Management Server	Open the following ports:
	• HTTP port 80 and HTTPS port 443 for the following:
	  • If you want to add external iOS apps from Apple App Store
	  The host name for the Apple App Store is: itunes.apple.com.
	  • If you want to use category-based application control for iOS mobile devices
		Used for accessing the Mobile Security administration Web console.

Communication Server	Open HTTP port 8080.	Used for communication between mobile

COMPONENT	NETWORK PORTS	DETAILS
	Note This is the default HTTP port number for the dual server configuration. If you want to change the HTTP port number that you want to use for mobile devices to communicate with the Communication Server during the installation, see *Configuring Common Communication Server Settings on page 4-6* for the details.	devices and the Communication Server.
	Open HTTPS port 4343. **Note** This is the default HTTPS port number for the dual server configuration.	Used for secure communication between mobile devices and the Communication Server.
	Open TCP port 2195 for Apple Push Notification service (APNs) server. The hostname of Apple Push Notification Service is `gateway.push.apple.com`.	Enables Apple's APNs server to manage iOS mobile devices. If you are not using APNs server to manage iOS mobile devices, this port is not required.
	Open the TCP port 4343. This is the default port to allow inbound connection to Communication Server from Management Server. If you want to change the HTTP port number that you want to use for mobile devices to communicate with the Communication Server during the installation, see *Configuring Common Communication Server Settings on page 4-6* for the details.	Establishes a connection between the Management Server and the Communication Server.

Component	Network Ports	Details
	Open the TCP port 443.	Establishes a connection between the Local Communication Server and the Cloud Communication Server.
Active Directory	Open one of the following ports: • TCP port 389 (Domain Controller) for Management Server • TCP port 3268 (Global Category) for Management Server	Used for user authentication using Active Directory. If you are not using Active Directory to authenticate or import users, this port is not required.
Simple Certificate Enrollment Protocol (SCEP) Server	Open HTTP port 80 for Communication Server and iOS mobile devices.	Used for iOS mobile devices enrollment. If you are not using SCEP server to manage iOS mobile devices, this port is not required.
SQL Server	Open the following ports: • TCP port 1433 for Management Server • UDP port 1434 for Management Server **Note** TCP port 1433 is the default port to connect to the SQL Server. However, you can also use a different TCP port for SQL server, if required.	Establishes a connection between the Communication Server and the Management Server with the remote SQL server.

Network Ports Configuration for Basic Security Model

If you are using the basic security model (single server installation), configure the following network ports for Mobile Security components:

COMPONENT	NETWORK PORTS	DETAILS

Management Server and Local Communication Server	Open the following ports:
	• HTTPS port 443 for the following:
	  • Inbound connections to Mobile Security Management Server.
	  • If you want to add external applications from Google Play.
	  The host name for the Google Play store is: play.google.com.
	  • If you want to take advantage of Trend Micro's mobile application reputation service (MARS) and see the security information of the uploaded APK files.
	  The host name of the MARS server is: rest.mars.trendmicro.com
	Note
	This is the default HTTPS port number. If you want to change the HTTPS port number that you want to use for Management Server, see *Configuring Management Server Settings on page 4-14* for the details.
	• HTTP port 80, for the following:
		User for accessing the Mobile Security administration Web console.

COMPONENT	NETWORK PORTS	DETAILS
	• License server The host name for the license server is: licenseupdate.trendmicro.com • If you use Trend Micro ActiveUpdate server as the update source. The host name of the ActiveUpdate server is mobilesecurity.activeupdate.trendmicro.com.	
Management Server and Local Communication Server	Open the following ports: • HTTP port 80 and HTTPS port 443 for the following: • If you want to add external iOS apps from Apple App Store The host name for the Apple App Store is: itunes.apple.com. • If you want to use category-based application control for iOS mobile devices	User for accessing the Mobile Security administration Web console.
Management Server and Local Communication Server	Open HTTP port 8080. **Note** This is the default HTTP port number for the dual server configuration.	Used for communication between mobile devices and the Mobile Security Communication Server.
	Open HTTPS port 4343.	Used for secure communication between mobile devices and the Mobile Security Communication Server.

COMPONENT	NETWORK PORTS	DETAILS
	Note This is the default HTTPS port number for the dual server configuration. If you want to change the HTTP port number that you want to use for mobile devices to communicate with the Communication Server during the installation, see *Configuring Common Communication Server Settings on page 4-6* for the details.	
	Open TCP port 2195 for Apple Push Notification service (APNs) server. The hostname of Apple Push Notification Service is `gateway.push.apple.com`.	Enables Apple's APNs server to manage iOS mobile devices. If you are not managing iOS mobile devices, this port is not required.
	Open the TCP port 443.	Establishes the connection between the Local Communication Server and the Cloud Communication Server.
Active Directory	Open one of the following ports: • TCP port 389 (Domain Controller) for Management Server • TCP port 3268 (Global Category) for Management Server	Used for user authentication using Active Directory. If you are not using Active Directory to authenticate or import users, this port is not required.
Simple Certificate Enrollment	Open HTTP port 80 for Communication Server and iOS mobile devices.	Used for iOS mobile devices enrollment.

COMPONENT	NETWORK PORTS	DETAILS
Protocol (SCEP) Server		If you are not using SCEP server to manage iOS mobile devices, this port is not required.
SQL Server	Open the following ports: • TCP port 1433 for Mobile Security Management Server. • UDP port 1434 for Mobile Security Management Server. **Note** This is the default TCP port to connect to the SQL Server. However, you can also use a different port for SQL server, if required.	Establishes a connection between the Mobile Security Management Server and the remote SQL server.

Appendix B

Optional Configurations

This appendix provides optional configuration procedures that you can perform while installing Trend Micro Mobile Security.

This appendix contains the following sections:

Using Windows Authentication for SQL Server

Trend Micro recommends using SQL Server Authentication method for SQL Server instead of Windows Authentication. However, you can also configure Windows Authentication for SQL Server.

Procedure

1. Create a user account in Active Directory server with the Mobile Security database access rights. You may skip this step if you already have a user account with the required access rights.

   a. Create a user account in Active Directory server.

   b. Start SQL Server Management Studio and connect to the Mobile Security database.

   c. Expand the `Security` folder from the tree on the Object Explorer.

   d. Right-click **Logins** and then click **New Logins**.

   e. Click **General** from the **Select a page** on the left, and do the following:

      i. Type the user name that you created in *Step a on page B-2* of this procedure in the **Login name** field and click **Search**.

         Select User or Group dialog box appears.

      ii. Type the user name with the domain name (for example: *domainname* *username*) in the **Enter the object name to select** field and click **Check Names**.

      iii. Click **OK**.

   f. Select **Server Roles** from the **Select a page** on the left, and select the following roles:

      - public
      - sysadmin

   g. Click **OK**.

The user account appears in the `Logins` folder on the **Object Explorer**.

2. Add Mobile Security Management Server in to the same domain as Active Directory server.

3. On the Management Server, navigate to **Start** > **Administrator Tools** > **Computer Management** and do the following.

   a. Expand the Local Users and Groups folder from the left tree, and then double-click **Groups**.

   b. Right-click **Administrators** and click **Properties**.

   c. Click **Add** button on the **General** tab, and do the following:

      i. Type the user name that you created in *Step a on page B-2* of this procedure in the **Login name** field and click **Search**.

         Select Users, Computers, Services, Accounts, or Group dialog box appears.

      ii. Type the user name with the domain name (for example: *domainname* *username*) in the **Enter the object name to select** field and click **Check Names**.

      iii. Click **OK**.

   d. Click **OK** on the **Administrator Properties** dialog box.

4. On the Management Server, go to the following location:

   `C:\Program Files\Trend Micro\ Mobile Security\`

   or

   `C:\Program Files(x86)\Trend Micro \Mobile Security\)`

5. Open `TmDatabase.ini` in a text editor. If the `TmDatabase.ini` file does not exist, create a file using text editor and name it `TmDatabase.ini`.

6. Add the following text into the `TmDatabase.ini` file:

```
ConnectionStringFormat=Provider=sqloledb;Data Source=
%server%;Initial Catalog=%database%;Integrated
Security=SSPI;
```

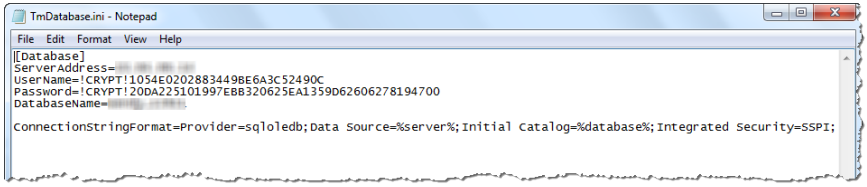

FIGURE B-1. TmDatabase.ini file

7. On the Management Server, open Windows Services, and double-click **Mobile Security Management Module Service**.

8. On the **Log On** tab, select **This account:** and type the account name that will access the database, and its password in **Password** and **Confirm password** fields, and then click **OK**.

9. Right-click on the **Mobile Security Management Module Service** in the services list, and then click **Restart**.

10. Configure database settings on administration Web console:

    a. Log on to the administration Web console.

    b. Click **Administration** > **Database Settings**.

    c. Type the database server IP address, user name, password and the database name.

    d. Click **Save**.

Configuring Communication Server Ports

Trend Micro Mobile Security 9.5 enables to you to customize the Communication Server ports that it uses to establish the connection with the Management Server.

Procedure

1. On the computer where Communication Server is installed, open the `configuration.xml` file in a text editor (located in `C:\Program Files\Trend Micro\Communication Server\` or `C:\Program Files(x86)\Trend Micro\Communication Server\`)
2. Modify the values of **mdms_https_port** to your required port number.
3. Save and then close `configuration.xml` file.
4. Open Windows services, and right-click **Mobile Security Communication Service**, and then click **Restart**.
5. Log on to the administration Web console.
6. Click **Administration** > **Communication Server Settings** > **Common Settings**.
7. Under **Settings for Communication Between Communication Server and Management Server** section, change the value of **HTTPS Port** to the port number you have configured in *Step 2 on page B-5* of this procedure.
8. Click **Save**.

Setting Up SCEP

Setting up Simple Certificate Enrollment Protocol (SCEP) provides additional security for iOS mobile devices.

See *Setting Up Environment for iOS Mobile Devices (Optional) on page 2-3*.

Procedure

1. Install Certificate Authority

   For the detailed Certificate Authority installation procedure, refer to the following URL:

   http://msdn.microsoft.com/en-us/library/ff720354.aspx

Note

If you do not want to use SCEP, you do not need to install the Certificate Authority.

2. Configure Simple Certificate Enrollment Protocol (SCEP)

   If you have set up SCEP on Windows Server 2008, install the Network Device Enrollment Service for Windows Server. Refer to the following URL for the installation and deployment procedure of Network Device Enrollment Service:

   http://esupport.trendmicro.com/solution/en-us/1060187.aspx

   or

   http://technet.microsoft.com/en-us/library/ff955646(WS.10).aspx.

Note

If you want to use SCEP, Trend Micro recommends using it on Windows Server 2008.

3. Verify system clocks

   Make sure that the system clocks of SCEP server, Communication Server and the Management Server are set to the correct time.

4. Modify Policy Module properties for Certificate Authority:

   a. On the computer where Certificate Authority is installed, open the **Certification Authority** management console.

   b. Click **Policy Module** tab, and then click **Properties**.

   c. Select **Follow the settings in the certificate template, if applicable. Otherwise, automatically issue the certificate**.

   d. Click **OK**.

5. Apply the following set of rules:

   - iOS mobile devices should be able to connect to the Communication Server.
   - Communication Server should be able to connect to the SCEP server.

- iOS mobile devices should be able to directly connect to the SCEP server when enrolling to the Mobile Security Management Server.

6. Verify the SCEP installation (Optional):

   For SCEP running on Windows Server 2008, access the following URL from the Communication Server:

   http://SCEPServerIP/certsrv/mscep_admin

> **Note**
>
> Replace *SCEPServerIP* with the actual SCEP server IP address in the URL.

If you see the Web page similar to the following, your server is configured correctly:

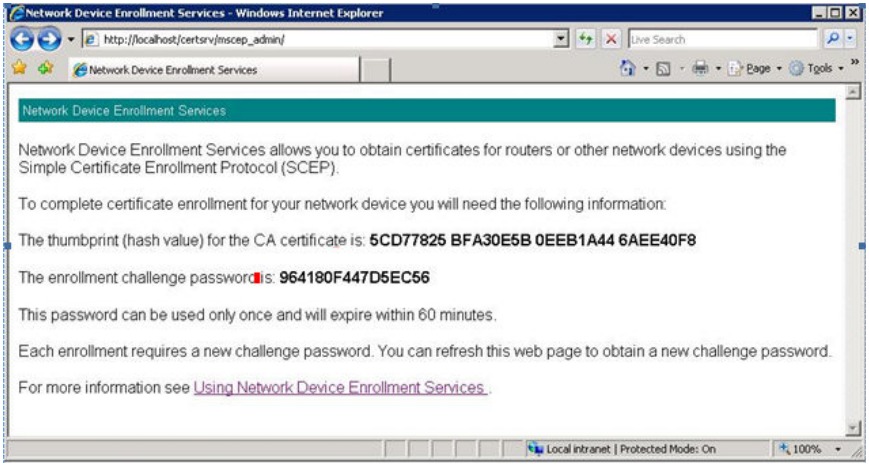

FIGURE B-2. Configuration Verification

Note

When iOS mobile device enrolls, it will be able to access the following URL:

http://SCEPServerIP/certsrv/mscep

The iOS mobile device only needs to connect to the SCEP ` for enrollment, and does not require this connection for any further use.

Appendix C

Generating and Configuring APNs Certificate

Trend Micro Mobile Security requires the Apple Push Notification service (APNs) certificate to manage iOS mobile devices. This appendix introduces the detailed procedure of generating the APNs certificate and then uploading it to the Mobile Security Management Server.

For other setup requirements, see *Setting Up Environment for iOS Mobile Devices (Optional) on page 2-3*.

This appendix contains the following sections:

Understanding APNs Certificate

The Apple Push Notification service (APNs) enables Trend Micro Mobile Security for Enterprise server to securely communicate to your devices over-the-air (OTA). Each organization needs its own APNs certificate to ensure a secure mechanism for their devices to communicate across Apple's push notification network.

Trend Micro Mobile Security for Enterprise uses your APNs certificate to send notifications to your devices when the Administrator requests information or manage your iOS devices. Only the notification is sent through the APNs server.

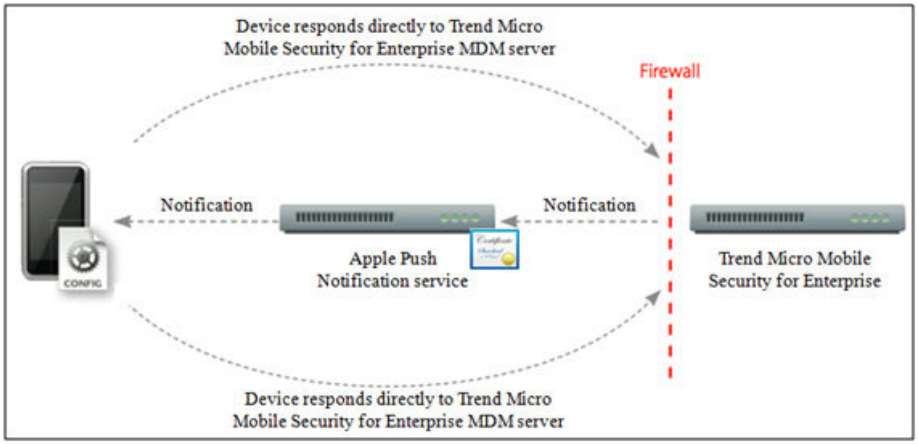

FIGURE C-1. Notification process

Generating an APNs Certificate

This section explains the process of generating Apple Push Notification Service certificate for iOS mobile devices management.

Procedure

1. Generate a Certificate Signing Request (CSR) from a Windows Server or a Mac Workstation.

2. Have Trend Micro or Apple sign the CSR.

   - **Using certificate signed by Trend Micro**: Trend Micro provides a simple process to sign your CSR:

     a. Go to the Trend Micro APNs Certificate Signing Portal to provide your corporate information, your product Activation Code and a copy of your CSR:

        http://forms.trendmicro.com/download_trials/csr/?dom=us

        Once the request is submitted to the portal, an email with the signed CSR will be sent to you.

     b. Using a verified Apple ID, upload the signed CSR to Apple Push Certificates Portal.

        Apple will generate an APNs certificate.

   - **Using certificate signed by Apple**: If you want to use the certificate signed by Apple, make sure that you have the following before you proceed:

     - An existing Apple Enterprise Developer account (http://developer.apple.com/programs/ios/enterprise)
     - Your developer account role assigned as an Agent (Admin role will not work)
     - Administrator permissions on your Windows Server or Mac OS X workstation

     To use the certificate signed by Apple, see *Using the Certificate Signed by Apple on page C-10* for Windows or *Using the Certificate Signed by Apple on page C-20* for Mac.

3. Install your APNs certificate on your Windows Server or a Mac Workstation, and then export the certificate to save it or your computer.

   Once you have exported the certificate, proceed to upload this certificate to the Trend Micro Mobile Security Management Server.

Generating an APNs Certificate from a Windows Server

The following steps will guide you to generate an APNs certificate from a Windows Server. If you have already generated your certificate from a Mac OS X workstation, you can skip this section and upload your certificate to Trend Micro Mobile Security for Enterprise MDM server.

Step 1: Generating a Certificate Signing Request

Procedure

1. Navigate to **StartAdministrative ToolsInternet Information Services (IIS) Manager**, and select the server name.

2. Double-click **Server Certificates** icon.

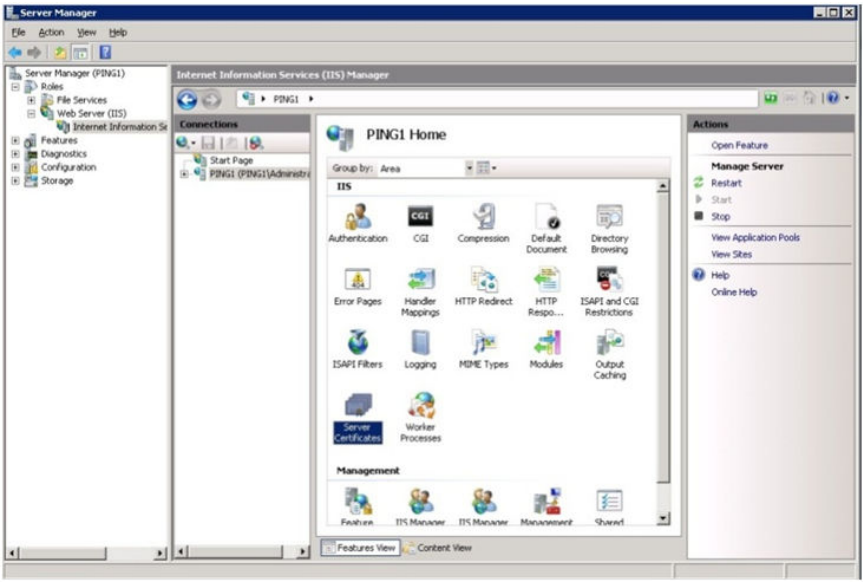

FIGURE C-2. Accessing Server Certificates

Note

The IIS version 7.0 is used to configure APNs certificate in this document.

3. From the **Actions** pane on the right, click **Create Certificate Request**.

   The **Request Certificate** wizard appears.

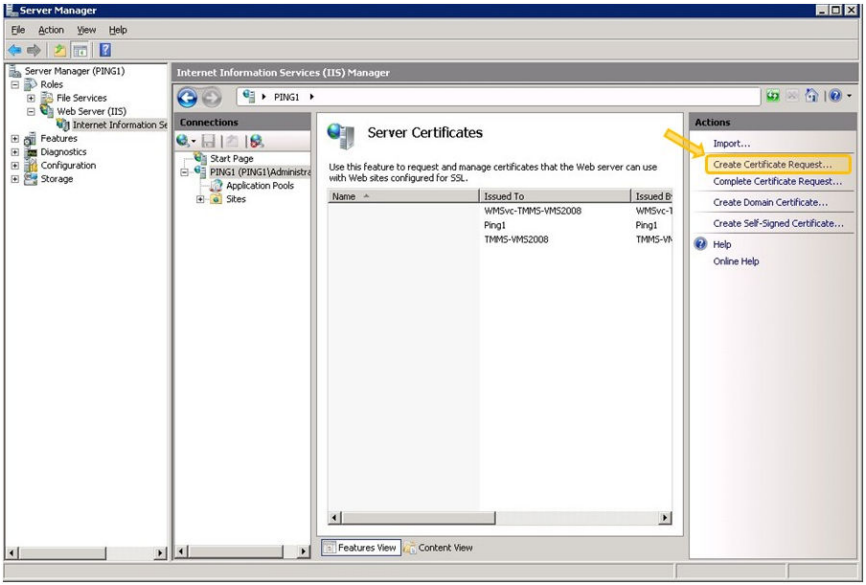

FIGURE C-3. Starting Request Certificate wizard

4. In the **Distinguished Name Properties** window, type the following:

   - **Common name**—the name associated with your Apple Developer account
   - **Organization**—the legally registered name of your organization/company
   - **Organizational unit**—the name of your department within the organization
   - **City/locality**—the city in which your organization is located
   - **State/province**—the state or province in which your organization is located

- **Country/region**—the country or region in which your organization is located

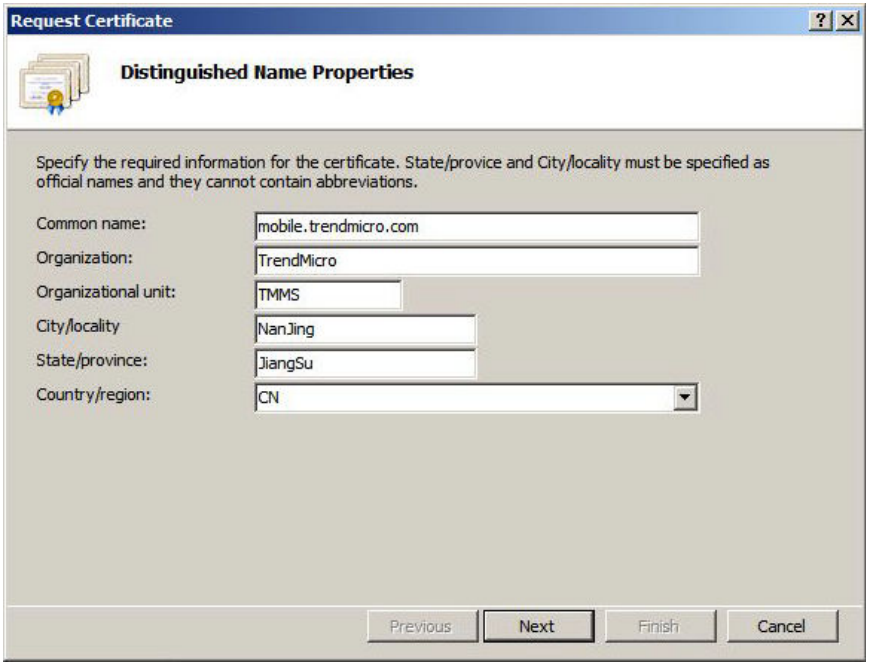

FIGURE C-4. Distinguished Name Properties screen

5. Click **Next**.

   Cryptographic Service Provider Properties window appears.

6. Select **Microsoft RSA SChannel Cryptographic Provider** in the **Cryptographic service provider** field and **2048** in the **Bit length** field, and then click **Next**.

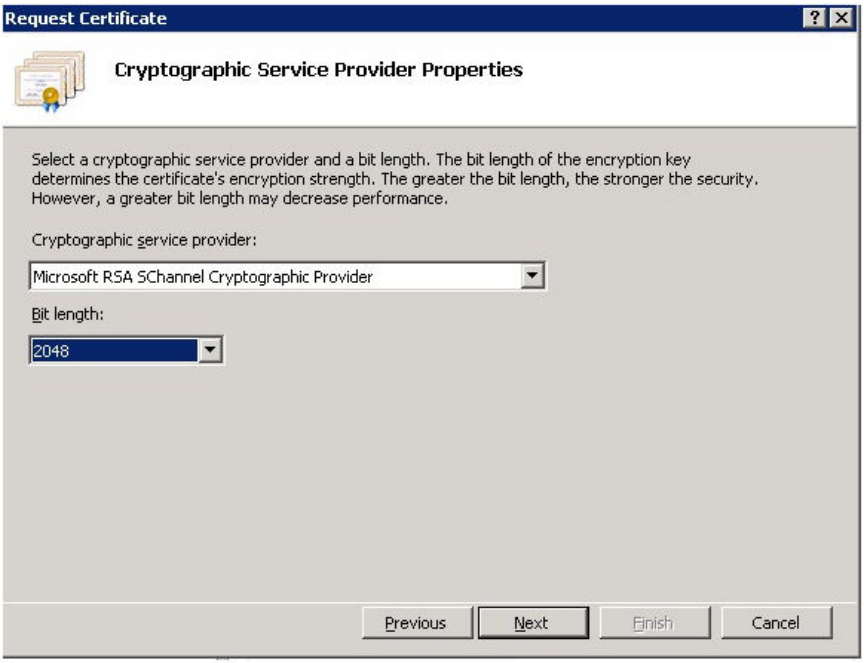

FIGURE C-5. Cryptographic Service Provider Properties screen

7. Select a location where you want to save the certificate request file.

   Make sure to remember the filename and the location where you save the file.

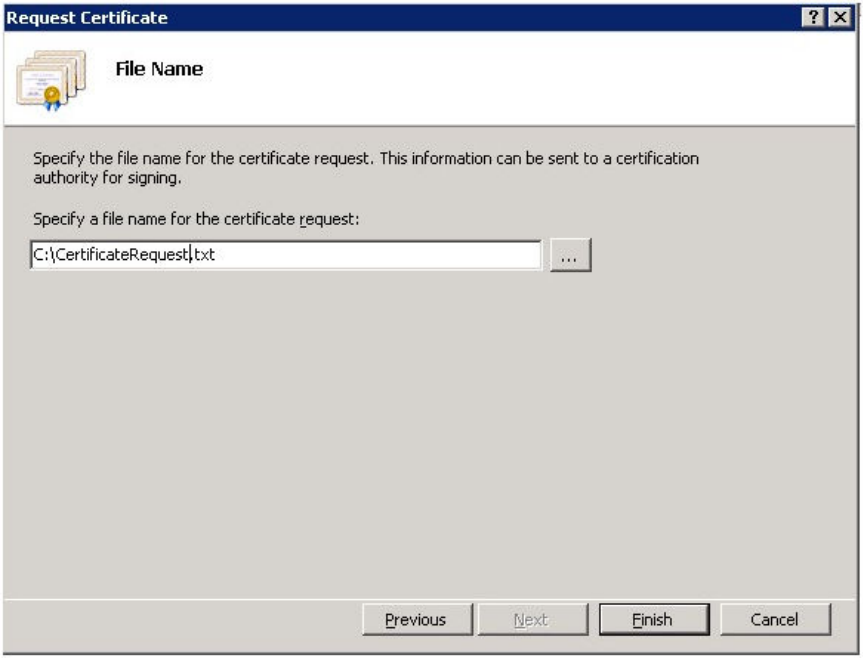

FIGURE C-6. File Name screen

8. Click **Finish**.

You have now created a CSR and are ready to upload it to your Apple development portal.

Important

Trend Micro recommends you to save the CSR file you have just created at a secure location. You will need to use it again when you renew your APNs certificate next time. Using a different APNs certificate will require you to enroll all the iOS mobile device again to the Mobile Security Management Server. Refer to *Renewing an APNs Certificate on page C-25* for details.

Step 2: Uploading CSR and Generating the APNs Certificate

After you have generated the CSR, you can now do one of the following:

- Upload the CSR to the Trend Micro CSR Signing Portal to get it signed by Trend Micro, and then use it to generate the APNs certificate.
- Upload the CSR to the Apple Development portal to get it signed by Apple, and then use it to generate the APNs certificate.

Note

The following procedure assumes that you use the APNs certificate signed by Trend Micro.

If you want to use the APNs certificate signed by Apple, skip this procedure and refer to *Using the Certificate Signed by Apple on page C-10* for Windows or *Using the Certificate Signed by Apple on page C-20* for Mac.

Procedure

1. On a Web browser, navigate to the following URL:

   http://forms.trendmicro.com/download_trials/csr/?dom=us

2. Fill the applicable fields and upload the CSR you have just generated, and then click **Proceed**.

   Trend Micro will sign and return you the signed certificate.

3. Download the signed certificate from the Trend Micro portal or from the email that you have received.

4. Upload the CSR to the Apple Push Certificates Portal:

   a. Open the Web browser and navigate to the following URL:

      https://identity.apple.com/pushcert/

   b. Sign in with your Apple ID and password.

      The **Get Started** page displays.

   c. Click **Create a Certificate** button.

The **Terms of Use** screen appears.

d. Click **Accept** to agree with the terms.

Create a New Push Certificate screen displays.

e. Click **Browse**, select the file already signed by Trend Micro, and then click **Upload**. Wait until the portal generates the APNs certificate (`.pem`) file.

f. Click **Download** to save the `.pem` file to your computer.

g. Rename the `.pem` you have just downloaded to `.cer`, and then proceed to *Step 3: Installing Your APNs Certificate on page C-12* for Windows.

Using the Certificate Signed by Apple

Note

Skip this procedure if you have already obtained the APNs certificate signed by Trend Micro.

Procedure

1. On the Web browser, navigate to the following URL:

   https://developer.apple.com/

2. Click the **Member Center** link.

3. Sign in with your Apple ID and password.

4. Click **iOS Provisioning Portal**.

   Note

   If you do not see the iOS Provisioning Portal, your development account has not been set up for iOS development.

5. On the left pane, click **App IDs**, and then click **New App ID**.

6. Fill in the applicable fields. The **Bundle Identifier (App ID Suffix) notation** field must be: `com.apple.mgmt.mycompany.tmms`.

   - Replace **mycompany** with your company name.
   - Note down **The Bundle Identifier (App ID Suffix) notation** value. You will need this value while configuring Mobile Security Management Server.

7. Click **Submit**.

   The **App ID** that you have just added appears in the list.

8. Click **Configure**.

   Tip

   If you do not see or cannot click **Configure**, verify that you are signed in with the Agent role.

9. Select **Enable for Apple Push Notification service**, and then click **Configure** for Production Push SSL Certificate.

   If you are unable to select **Enable for Apple Push Notification service**, try using Safari or Firefox Web browser, and verify that you are signed in with the Agent role.

10. **SSL Certificate Assistant** wizard will appear, instructing you to create a Certificate Signing Request (that you have already created in *Step 1: Generating a Certificate Signing Request on page C-18*). Click **Continue**.

11. Click **Choose File** and upload the Certificate Signing Request file that you created in *Step 1: Generating a Certificate Signing Request on page C-18*. (For example, CertificateSigningRequest.certSigningRequest2).

12. Click **Generate**.

    When completed, the screen will appear confirming that your APNs SSL certificate has been generated.

13. Click **Continue**.

    The **Download & Install Your Apple Push Notification server SSL Certificate** screen displays.

14. Click **Download** to save the `.cer` file to your computer, and then proceed to *Step 3: Installing Your APNs Certificate on page C-22* for Mac.

Step 3: Installing Your APNs Certificate

Procedure

1. Navigate to **Start** > **Administrative Tools** > **Internet Information Services (IIS) Manager**, select the server name, and then double-click **Server Certificates**.

2. From the **Actions** pane on the right, click **Complete Certificate Request**.

   The Complete Certificate Request wizard appears.

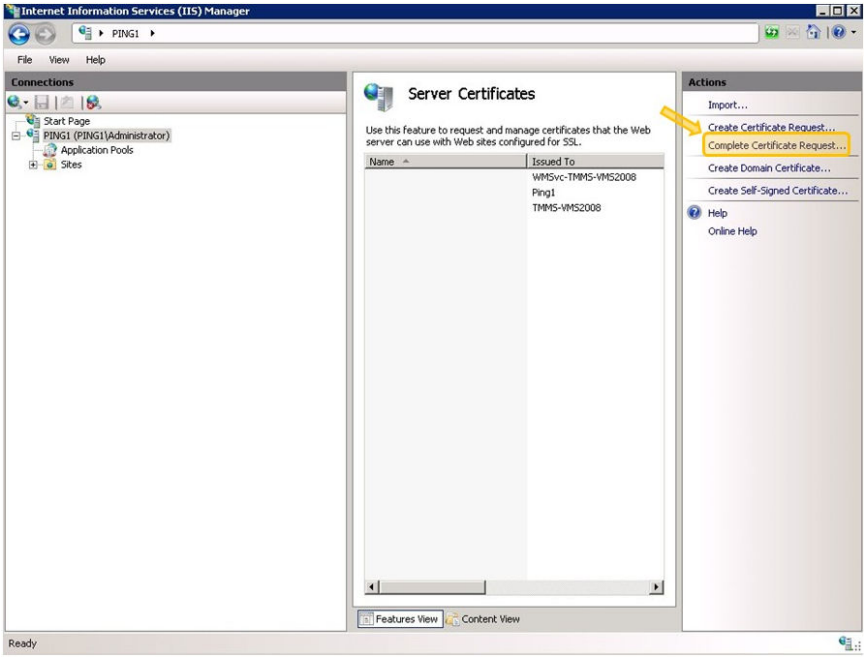

FIGURE C-7. Complete Certificate Request

Note

If you are using IIS 7.5, clicking **Complete Certificate Request** may display the following error message:

A certificate chain could not be built to a trusted root authority.

If this happens, refer to *Configuring IIS 7.5 for APNs Certificate Installation on page C-17* for the procedure to resolve this issue.

3. Select the `.cer` certificate file that you downloaded from the Apple Developer Portal, and type `Trend Micro Mobile Security for Enterprise MDM APNs` in the **Friendly name** field.

Note

If you generated the certificate file from the Mac Workstation, you must manually change the `.pem` file extension to `.cer`.

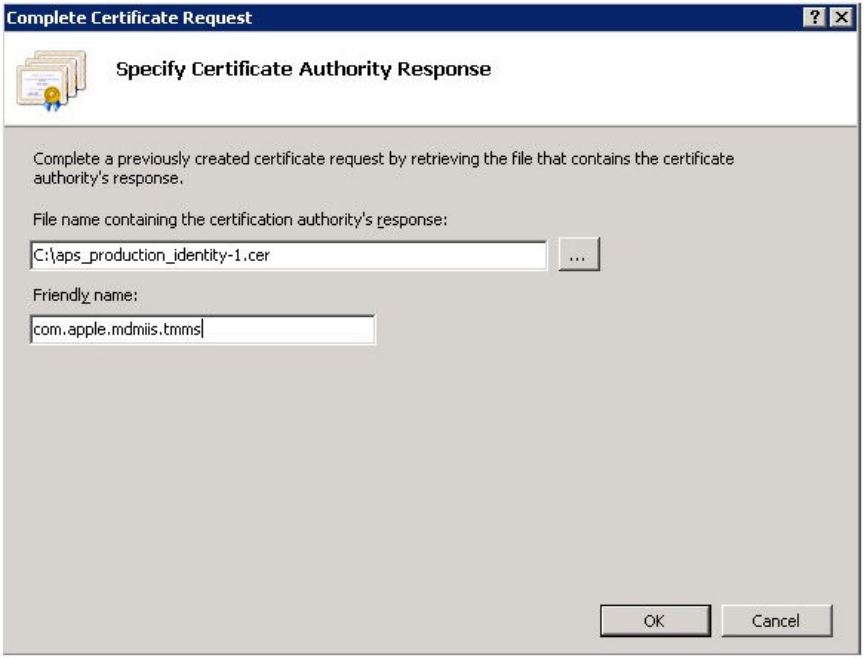

FIGURE C-8. Specify Certificate Authority Response screen

Tip

The friendly name is not a part of the certificate itself, but is used by the server administrator to easily distinguish the certificate.

4. Click **OK**.

   The certificate will be installed on the server.

5. Verify that your Apple Production Push Services certificate appears on the **Server Certificates** list. If you can see the certificate, follow the next steps to export the

certificate and upload it to the Trend Micro Mobile Security for Enterprise Management Server.

6. Right-click on the certificate in the **Server Certificates** list, and then click **Export**.

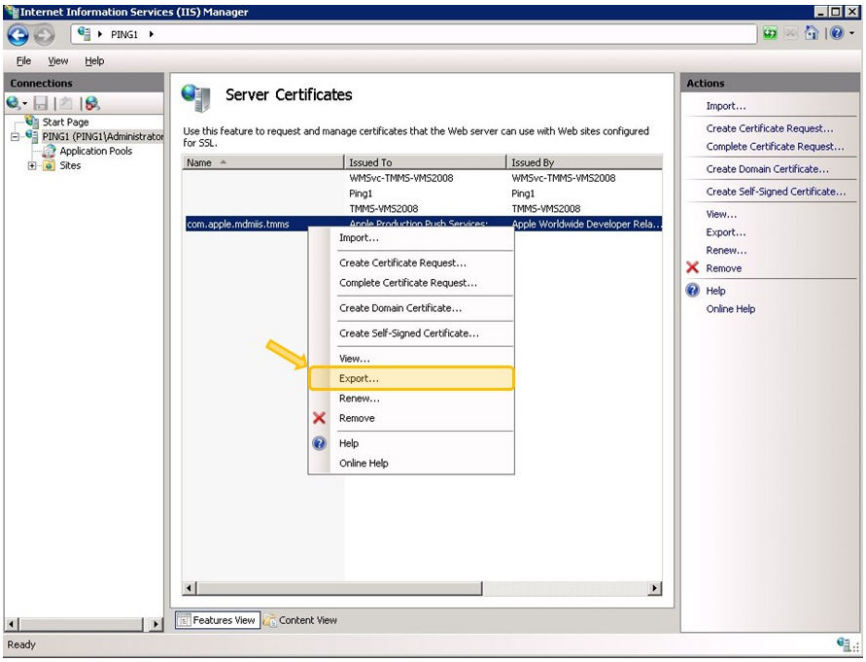

FIGURE C-9. Exporting the certificate

7. Select the location where you want to save the file, choose a password for exporting, and then click **OK**.

FIGURE C-10. Specifying password for the certificate

Tip

If you only have the option to save as a `.cer` file rather than a `.pfx`, then you are not correctly exporting the certificate. Make sure you have selected the correct file to export.

Note

Make sure to remember the password, or keep it in the secure place. The password will be required when uploading the certificate to Trend Micro Mobile Security for Enterprise Management Server.

After completing all these steps, you should have the following items:

- APNs certificate (`.pfx` format, not `.cer` format)
- The password that you set when exporting the certificate

You are now ready to upload your certificate to Trend Micro Mobile Security Management Server. See *Uploading APNs Certificate to Mobile Security Management Server on page C-23* for the procedure.

Configuring IIS 7.5 for APNs Certificate Installation

If you are using IIS 7.5, uploading the certificate to IIS may fail with the following message:

A certificate chain could not be built to a trusted root authority.

This can happen due to the following reasons:

- The APNs certificate is signed by the Apple Root CA instead of a public CA.
- The enhanced check for the trusted root CA by IIS 7.5.

Procedure

1. Download the **Apple Root** certificate and **Application Integration** certificate from the following URL:

   http://www.apple.com/certificateauthority/

2. Double-click **Apple Root** certificate, and then on the **Certificate** window, click **Install Certificate**.
3. On the welcome screen, click **Next**.
4. Select **Place all certificates in the following store** and then click **Browse**.
5. On the **Select Certificate Store** window, select **Show physical stores**, then click **Trusted Root Certification Authorities** > **Local Computer** and then click **OK**.
6. Click **Next** on the **Certificate Import Wizard** screen, then click **Finish**.
7. Repeat *Step 2 on page C-17* to *Step 5 on page C-17* for **Application Integration** certificate. However, in *Step 4 on page C-17*, click **Intermediate Certification Authorities** > **Local Computer** instead of **Trusted Root Certification Authorities** > **Local Computer**.

Generating an APNs Certificate from a Mac Workstation

The following procedure will guide you to generate an APNs certificate using a Mac OS X workstation. For Windows Server you may skip this section, and proceed to *Generating an APNs Certificate from a Windows Server on page C-4*.

Step 1: Generating a Certificate Signing Request

Procedure

1. On you Mac computer, go to **Applications** > **Utilities** > **Keychain Access**.
2. On the left pane, select login in the **Keychain** section, and then select **Certificates** in the **Category** section.
3. From the top menu bar, select **Keychain Access** > **Certificate Assistant** > **Request a Certificate From a Certificate Authority**.

   The **Certificate Assistant** wizard displays.
4. Type the email address and registered Apple Developer account name in **User Email Address** and **Common Name** fields, select **Saved to disk**, and then click **Continue**.
5. Select the location where you want to save the file, and then click **Save**.

   You have now created a CSR and are ready to upload it to your Apple development portal.

Important

Trend Micro recommends you to save the CSR file you have just created at a secure location. You will need to use it again when you renew your APNs certificate next time. Using a different APNs certificate will require you to enroll all the iOS mobile device again to the Mobile Security Management Server. Refer to *Renewing an APNs Certificate on page C-25*for details.

Step 2: Uploading CSR and Generating the APNs Certificate

After you have generated the CSR, you can now do one of the following:

- Upload the CSR to the Trend Micro CSR Signing Portal to get it signed by Trend Micro, and then use it to generate the APNs certificate.
- Upload the CSR to the Apple Development portal to get it signed by Apple, and then use it to generate the APNs certificate.

Note

The following procedure assumes that you use the APNs certificate signed by Trend Micro.

If you want to use the APNs certificate signed by Apple, skip this procedure and refer to *Using the Certificate Signed by Apple on page C-10* for Windows or *Using the Certificate Signed by Apple on page C-20* for Mac.

Procedure

1. On a Web browser, navigate to the following URL:

   http://forms.trendmicro.com/download_trials/csr/?dom=us

2. Fill the applicable fields and upload the CSR you have just generated, and then click **Proceed**.

   Trend Micro will sign and return you the signed certificate.

3. Download the signed certificate from the Trend Micro portal or from the email that you have received.

4. Upload the CSR to the Apple Push Certificates Portal:

   a. Open the Web browser and navigate to the following URL:

      https://identity.apple.com/pushcert/

   b. Sign in with your Apple ID and password.

      The **Get Started** page displays.

   c. Click **Create a Certificate** button.

The **Terms of Use** screen appears.

d. Click **Accept** to agree with the terms.

Create a New Push Certificate screen displays.

e. Click **Browse**, select the file already signed by Trend Micro, and then click **Upload**. Wait until the portal generates the APNs certificate (`.pem`) file.

f. Click **Download** to save the `.pem` file to your computer.

g. Rename the `.pem` you have just downloaded to `.cer`, and then proceed to *Step 3: Installing Your APNs Certificate on page C-22* for Mac.

Using the Certificate Signed by Apple

Note

Skip this procedure if you have already obtained the APNs certificate signed by Trend Micro.

Procedure

1. On the Web browser, navigate to the following URL:

   https://developer.apple.com/

2. Click the **Member Center** link.

3. Sign in with your Apple ID and password.

4. Click **iOS Provisioning Portal**.

   Note

   If you do not see the iOS Provisioning Portal, your development account has not been set up for iOS development.

5. On the left pane, click **App IDs**, and then click **New App ID**.

6. Fill in the applicable fields. The **Bundle Identifier (App ID Suffix) notation** field must be: `com.apple.mgmt.mycompany.tmms`.

   - Replace **mycompany** with your company name.
   - Note down **The Bundle Identifier (App ID Suffix) notation** value. You will need this value while configuring Mobile Security Management Server.

7. Click **Submit**.

   The **App ID** that you have just added appears in the list.

8. Click **Configure**.

   Tip

   If you do not see or cannot click **Configure**, verify that you are signed in with the Agent role.

9. Select **Enable for Apple Push Notification service**, and then click **Configure** for Production Push SSL Certificate.

   If you are unable to select **Enable for Apple Push Notification service**, try using Safari or Firefox Web browser, and verify that you are signed in with the Agent role.

10. **SSL Certificate Assistant** wizard will appear, instructing you to create a Certificate Signing Request (that you have already created in *Step 1: Generating a Certificate Signing Request on page C-18*). Click **Continue**.

11. Click **Choose File** and upload the Certificate Signing Request file that you created in *Step 1: Generating a Certificate Signing Request on page C-18*. (For example, CertificateSigningRequest.certSigningRequest2).

12. Click **Generate**.

    When completed, the screen will appear confirming that your APNs SSL certificate has been generated.

13. Click **Continue**.

    The **Download & Install Your Apple Push Notification server SSL Certificate** screen displays.

14. Click **Download** to save the `.cer` file to your computer, and then proceed to *Step 3: Installing Your APNs Certificate on page C-12* for Windows.

> **Note**
>
> To install the APNs certificate on Windows computer, you must manually change the file extension from `.pem` to `.cer`.

Step 3: Installing Your APNs Certificate

Procedure

1. Go to the location where you downloaded the file, and then double-click the file to automatically upload it to Keychain Access and complete the signing request.
2. Navigate to **Applications** > **Utilities** > **Keychain Access**.
3. On the left pane, select **login** in the **Keychain** section, and then select **Certificates** in the **Category** section.
4. Verify that your Apple Production Push Services certificate appears on the list, and it has an associate private key beneath it when you expand it. If you can see the certificate, follow the next steps to export the certificate and upload it to the Mobile Security Management Server.

> **Note**
>
> If you do not see your APNs certificate or the private key is not showing, verify you have the login keychain selected, the Certificates category selected and your certificate key has been expanded. If you still do not see your certificate, repeat all of the steps above.

5. Right-click (or hold down the Ctrl key and click) the private key and click **Export**.
6. Choose the file name and location where you want to save the file, and then select **Personal Information Exchange (.p12)** file format.

Tip

If you only have the option to save as a `.cer` file rather than a `.p12`, then you are not correctly exporting the certificate. Make sure you selected the private key to export in the last step, and your file format is **Personal Information Exchange (.p12)**.

7. Click **Save**.

8. Choose a password for exporting, and then click **OK**.

Tip

Make sure to remember the password, or keep it in the secure place. The password will be required when uploading the certificate to Mobile Security for Enterprise Management Server.

After completing all these steps, you should have the following items:

- APNs certificate (`.p12` format, not `.cer` format)
- The password that you set when exporting the certificate

You are now ready to upload your certificate to Mobile Security Management Server. See *Uploading APNs Certificate to Mobile Security Management Server on page C-23* for the procedure.

Uploading APNs Certificate to Mobile Security Management Server

This section explains the process of uploading Apple Push Notification service (APNs) certificate to Trend Micro Mobile Security for Enterprise server to start managing iOS devices.

Note

Make sure that you have the following before you begin:

- APNs certificate file (the `.pfx` or `.p12` format, not the `.cer` format)
- The password that you had set when exporting the certificate
- The administrator account of Trend Micro Mobile Security for Enterprise MDM server

Procedure

1. Log on to the administration Web console.
2. Do one of the following:
   - Click **Administration** > **Certificate Management**, click **Add**, select the Apple Push Notification Server certificate from the hard disk, and then click **Save**.

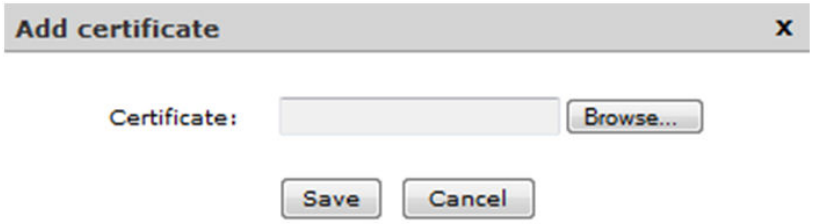

FIGURE C-11. Add certificate through Certificate Management

- Click **Administration** > **Communication Server Settings**, click **iOS Settings** tab, and then select the Apple Push Notification Server certificate from the hard disk in the **Certificate** field, and then click **Save**.

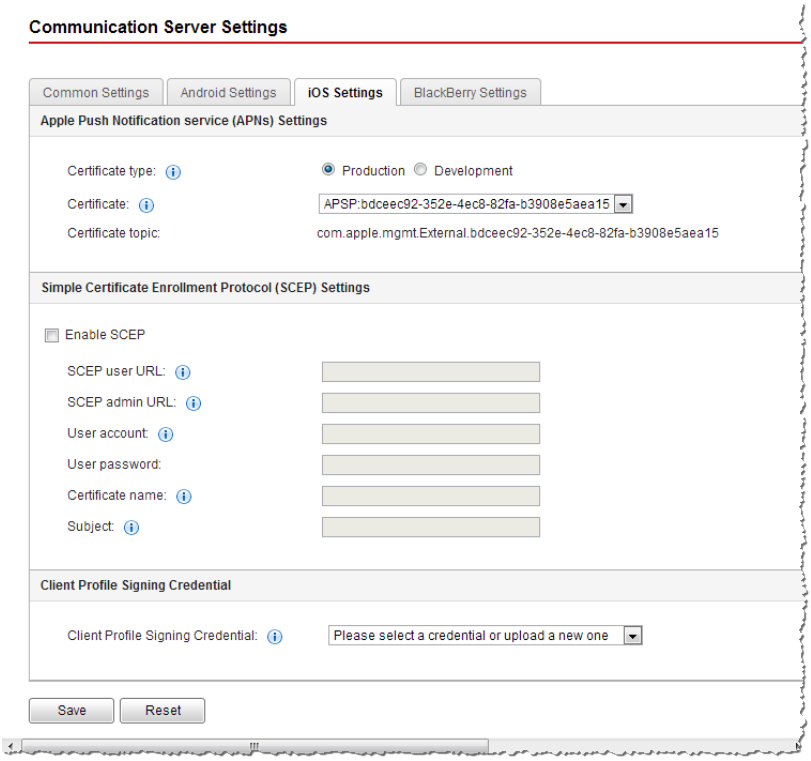

FIGURE C-12. Add certificate through Communication Server settings

After completing these steps, you can now manage your iOS mobile devices.

Renewing an APNs Certificate

You need to renew your APNs certificate before it is expired to continue managing iOS mobile devices.

To renew an APNS certificate, perform the same steps you would if you were creating a new certificate. Then, visit the **Apple Push Certificates Portal** and upload the new certificate.

After logging on, you see your existing certificate or you may see a certificate that was imported from your previous Apple Developer's account. On the **Certificates Portal**, the only difference when renewing the certificate is that you click **Renew**.

Note

You must have a developer account with the Certificates Portal in order to access the site.

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TREND MICRO INCORPORATED

225 E. John Carpenter Freeway, Suite 1500
Irving, Texas 75062 U.S.A.
Phone: +1 (817) 569-8900, Toll-free: (888) 762-8736
Email: support@trendmicro.com

www.trendmicro.com

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