Symantec™ Managed PKI®

Integration Guide for MobileIron® Virtual SmartPhone Platform

Symantec

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Last updated November 13, 2013

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Chapter 1

Integrating Symantec Managed PKI Certificates with the MobileIron® Virtual Smartphone Platform

The enterprise workplace has moved beyond the walls of the organization into a global, mobile environment. To maintain productivity, your end users need to access company resources using a mobile platform. However, you need to be able to trust the end users accessing your systems, and the mobile devices they use, whether you provide their devices or they bring their own.

Symantec's Managed PKI digital certificates can provide that trust without the burden of user names, passwords, or additional hardware tokens. Managed PKI is scalable from several to thousands of devices, providing an in-the-cloud solution for quick deployment and easy management. It also incorporates features from Symantec's other leading security products. Symantec's Managed PKI certificates can be used to authenticate users for secure communications with company resources, such as VPNs and web sites.

This document is intended for customers who have chosen MobileIron as their preferred Mobile Device Management (MDM) vendor. It explains how to configure Managed PKI with the MobileIron Virtual Smartphone Platform (VSP) to issue end-entity certificates to mobile devices using Simple Certificate Enrollment Protocol (SCEP).

Partner Information

These procedures have been tested on the following platforms:

Table 1-1 Partner Information

Partner Name	MobileIron®
Product Name	MobileIron® VSP
MobileIron® VSP version	5.7 and higher
Device (for certificate enrollment and installation)	iOS 7, Android 4.2

How the MobileIron VSP Works

The following diagram describes how MobileIron VSP interacts with Symantec's Managed PKI to obtain a certificate for a device.

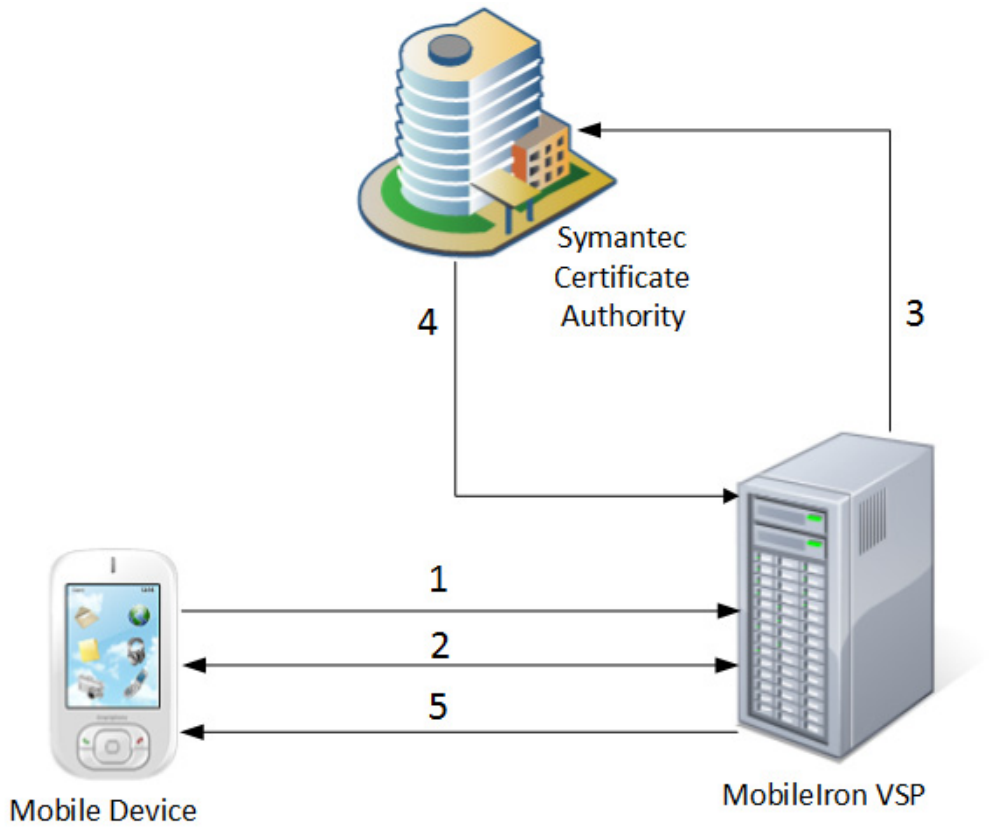


Figure 1-1 MobileIron VSP's interaction with Symantec Managed PKI

1. The mobile device initiates registration with MobileIron VSP using a MobileIron agent installed on the device.
2. MobileIron VSP authenticates the user and mobile device, interacts with MobileIron agent on the device, and gathers the device details.
3. MobileIron VSP requests Symantec Managed PKI to enroll for certificate.
4. Symantec Managed PKI accepts enrollment of the device and sends it to MobileIron VSP.
5. The MobileIron VSP sends the certificate to the mobile device.

Integration Workflow

The following diagram describes the general steps required to set up a Symantec Managed PKI account and integrate Managed PKI certificates with MobileIron VSP.

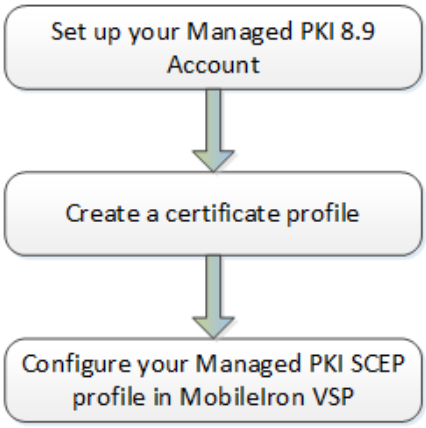


Figure 1-2 Managed PKI Integration Workflow

Task 1. Set up your Managed PKI 8.9 account

Contact your Symantec Sales representative to set up your Managed PKI account. Your representative will provide you with the necessary information to begin defining your account and certificate profile.

You will need to complete and return the following documents. As needed, your Symantec representative will assist you with obtaining and completing these forms.

- Master Service Agreement
- Issuing Authority Naming Application (also known as the CA Naming Document)
- Symantec Services Order Form
- Purchase Order, credit card, or reference number

You will need to obtain your initial Managed PKI administrator ID, which is your credential to access your Managed PKI account. Your Symantec representative will assist you with obtaining your Managed PKI administrator ID. You will use your Managed PKI administrator ID to log into PKI Manager, configure your Managed PKI account, and obtain your RA certificate. For more information on configuring Managed PKI, refer to PKI Manager and its online help.

Task 2. Create a certificate profile

Managed PKI uses a certificate profile to define the certificates issued. Certificate issued by MDM profile enables Mobile Device Management (MDM) vendors to issue device certificates down to mobile devices before pushing the encrypted profile to the user's mobile device.

Complete the following steps to create your Managed PKI MDM certificate profile:

1. Log on to Managed PKI's PKI Manager using your administrator certificate. You will be prompted for your PKI Client PIN.
2. On PKI Manager, click **Manage certificate profiles** or select **Manage certificate profiles** from the Tasks menu on the bottom navigation bar.

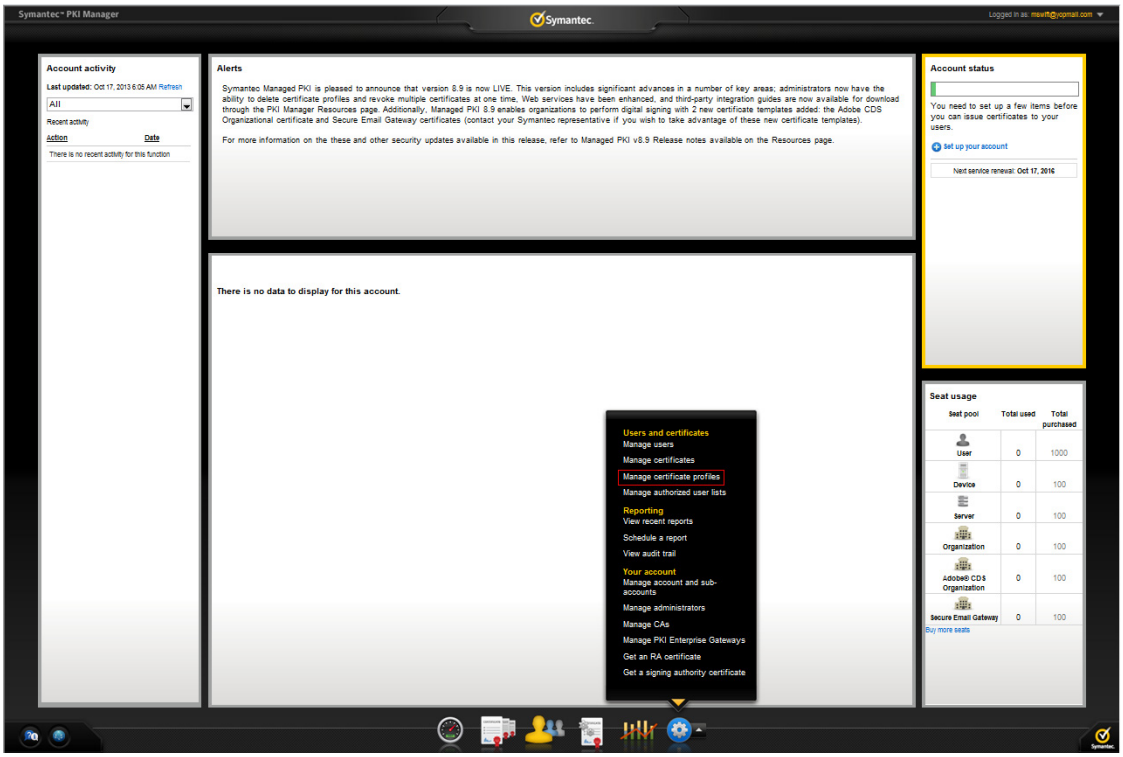


Figure 1-3 Manage Certificate Profile

3 Click **Add Certificate profiles** from the top of the resulting Manage certificate profiles page. The Create profile page appears.

4 Select whether these certificates will be issued in Test mode or Production Mode, and click **Continue**. The Create profile page appears.

5 Select **MDM (Web Service Client)** as the certificate template and click **Continue**. The Customize certificate options page appears.

6 In the Customize certificate options, enter a certificate profile name.

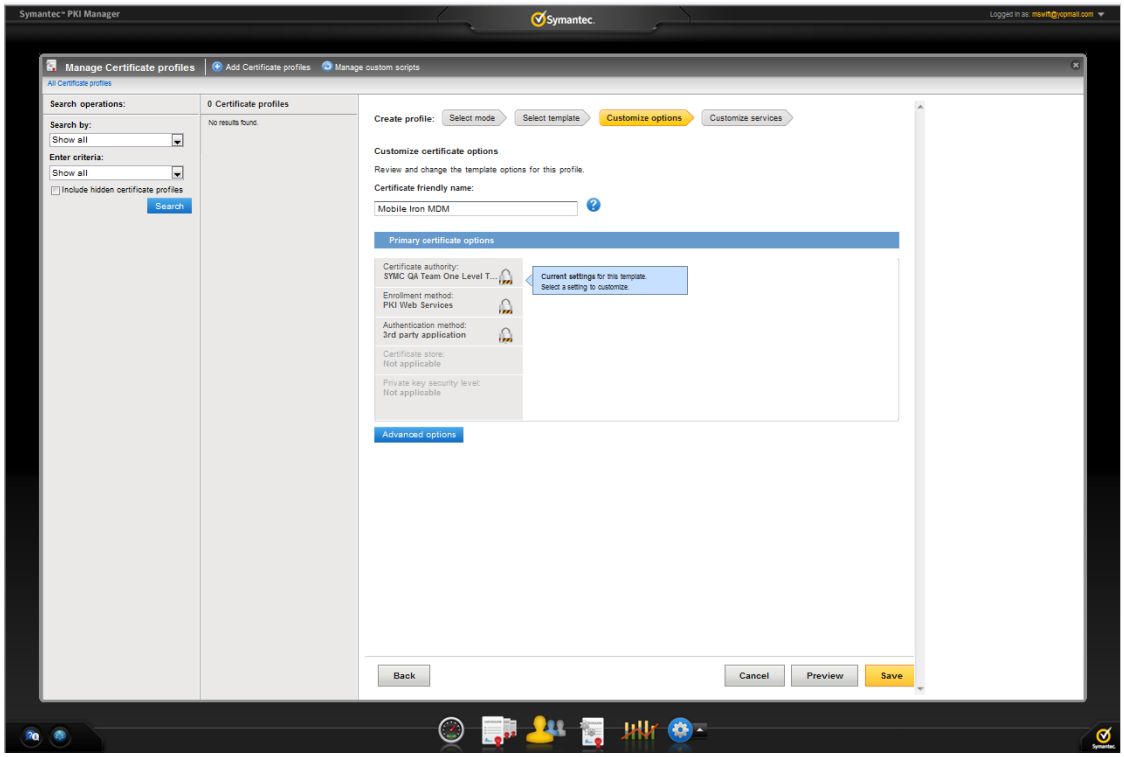


Figure 1-4 MDM (Web Service Client) Certificate options

7 The Primary certificate options are selected appropriately.

Click **Advanced options** to view certificate options and define any additional attributes you may need.

8 Click **Save**.

On the confirmation page, you can view the attribute used for the seat ID, a mandatory attribute that authenticates the user for third-party configurations or during enrollment process. This is typically the user's email address.

You can also customize the profile further, such as adding custom scripts, and customizing languages or email notifications on this page.

Chapter 2

Configuring MobileIron® VSP

This chapter discusses how to configure MobileIron VSP with Symantec Managed PKI.

Adding the SCEP Profile for Configuration of MobileIron® VSP with Symantec Managed PKI

You must add a SCEP profile within the MobileIron VSP's Admin Portal to configure MobileIron VSP with Symantec Managed PKI service.

1 In MobileIron VSP's Admin Portal, enter your login credentials and click **Sign In**.

2 To create new users:

   a Select **USERS & DEVICES** and click **USERS**. The Users Details page is displayed.

   b Click **Add Local User**.

   c Enter the user's user ID, first name, last name, password, and email address to identify the user being added.

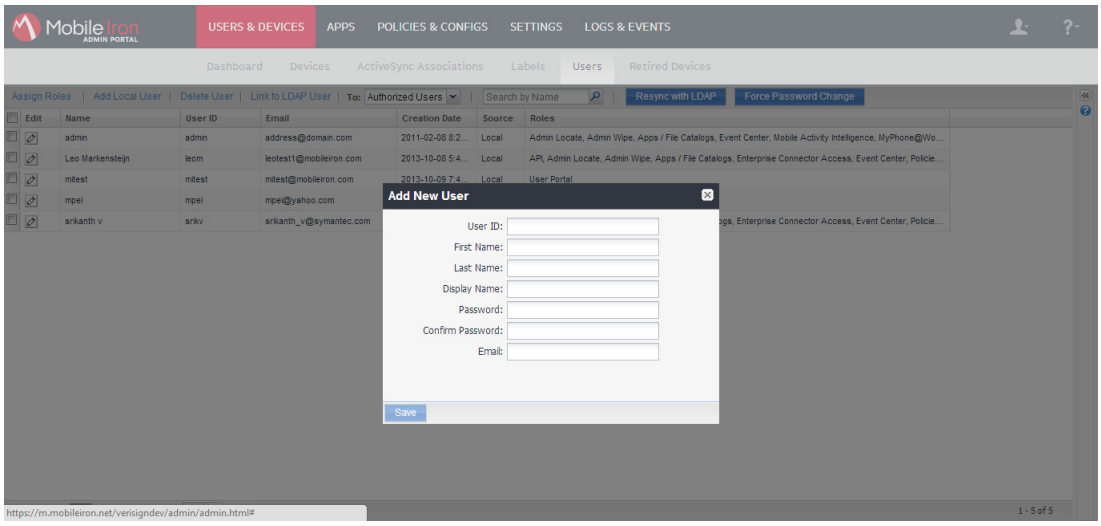
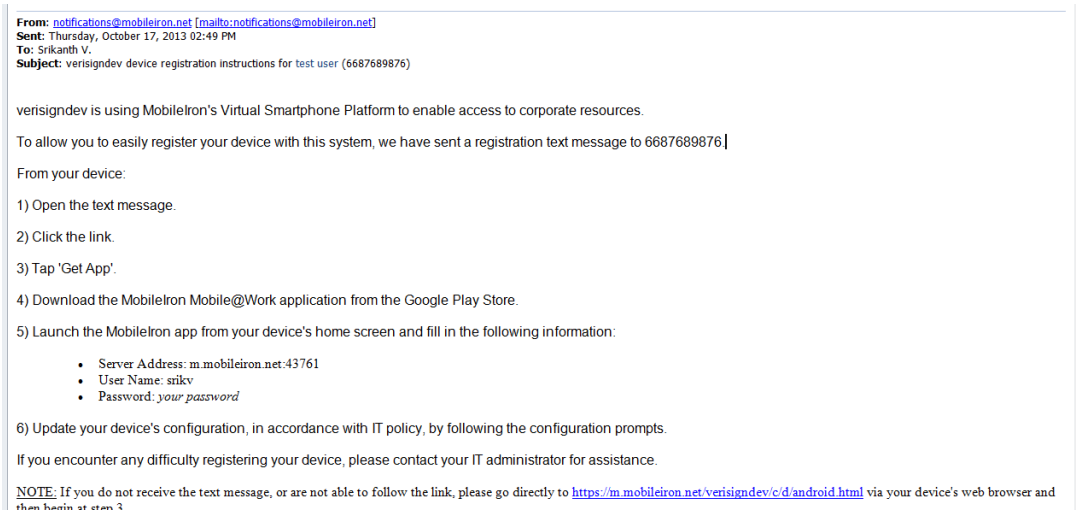


Figure 2-1 Add User

   d Click **Save**.

e Device is registered for users and registration details will be sent to email addresses provided.



From: notifications@mobileiron.net [mailto:notifications@mobileiron.net]
Sent: Thursday, October 17, 2013 02:49 PM
To: Srikanth V.
Subject: verisigndev device registration instructions for test user (6687689876)

verisigndev is using MobileIron's Virtual Smartphone Platform to enable access to corporate resources.

To allow you to easily register your device with this system, we have sent a registration text message to 6687689876

From your device:

1) Open the text message.

2) Click the link.

3) Tap 'Get App'.

4) Download the MobileIron Mobile@Work application from the Google Play Store.

5) Launch the MobileIron app from your device's home screen and fill in the following information:

- Server Address: m.mobileiron.net:43761
- User Name: srikv
- Password: *your password*

6) Update your device's configuration, in accordance with IT policy, by following the configuration prompts.

If you encounter any difficulty registering your device, please contact your IT administrator for assistance.

NOTE: If you do not receive the text message, or are not able to follow the link, please go directly to https://m.mobileiron.net/verisigndev/c/d/android.html via your device's web browser and then begin at step 3

Figure 2-2 Instructions for Device Registration

3 To add new configurations:

a Select **POLICIES & CONFIGS** and click **Configurations**. The Configurations page is displayed.

b Click **Add New** and from the sub-menu, select **SCEP**. The New SCEP settings page appears.

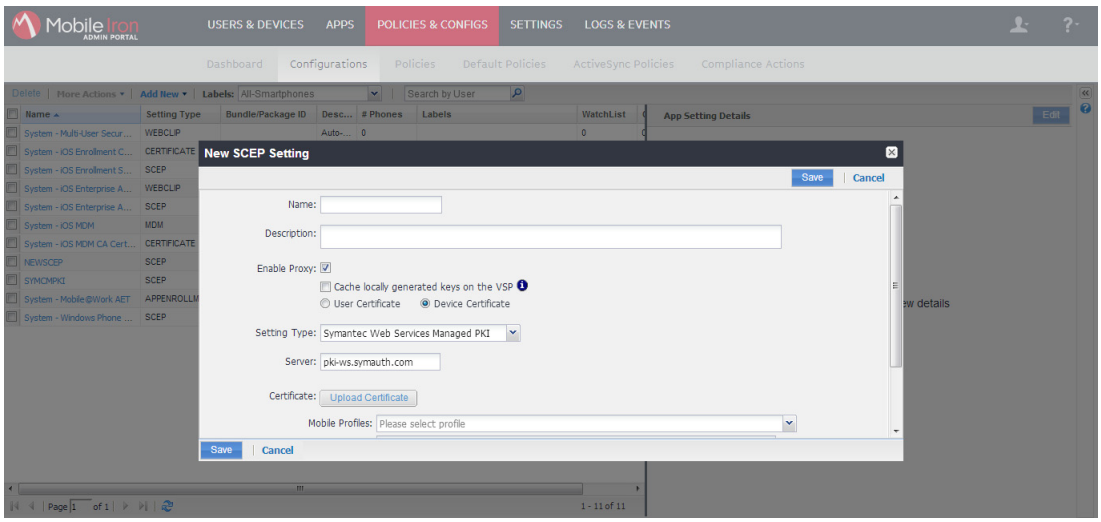


Figure 2-3 New SCEP Setting page

c Enter the field values listed in Table 2-1 to add a SCEP profile.

Table 2-1 Manage SCEP Settings

Field	Value
Name	Enter a name (for example, Symantec Managed PKI)

Table 2-1 Manage SCEP Settings

Field	Value
Description	Enter a description.
Enable Proxy	Select Enable Proxy and then select an option based on your business requirement: ■ **Cache locally generated keys on the VSP** - Specifies if VSP stores the private key sent to each device. If you remove the cache requirements after device is provisioned, you must re-provision the certificates for all the impacted devices. ■ **User Certificate** - Specifies that certificate issued to multiple devices is assigned to a single user. ■ **Device Certificate** - Specifies that the certificate is bound to the given device.
Setting Type	Select **Symantec Web Services Managed PKI**.
Server	Enter the server address for the Symantec Web Services Managed PKI (received from Symantec). The default is set to `pki-ws.symauth.com`. **Note:** Only the host name of the Symantec CA server should be provided. Do not add https:// before the server name, and do not add path information after the server name.
Certificate	Click **Upload Certificate** to navigate and select the RA certificate you received from Symantec. This is usually a .p12 file. Enter the password for the certificate when prompted.
Mobile Profiles	Select the MDM (Web Services Client) profile to use for this setting. Only the object ID (OID) for the profile is listed. The OID is a series of numbers. Before selecting the profile, you may want to verify with the Symantec Web Services PKI manager for the correct OID.
Required Fields	The Required Fields and Optional Fields for the certificate are displayed based on how the MDM (Web Service Client) profile was set up in the Symantec PKI Manager. The SeatID value in the SCEP settings must map to the value you created for the SeatID in the Symantec PKI Manager.
Optional Fields	Symantec does not require optional fields, but they are still used if available. Therefore, you must still specify the appropriate variable for each optional field. For example, the phone number might be an optional field because the tablets in your organization do not have phone numbers. However, the Symantec Web Services server might still use this information to request a certificate from the PKI server if it is present.
Issue Test Certificate	Select this option to issue a test certificate to verify the SCEP settings. Some certificate authorities charge for each certificate. To avoid incurring additional charges, clear this check box after initial testing.

4 Click **Save**.

A new SCEP setting is created and listed in the App Settings page. The SCEP profile that is created with the name identified (for example, Symantec Web Services Managed PKI) can be accessed in network settings such as Exchange, Wi-Fi, or VPN profiles where certificate authentication is required.

Applying App Settings to Labels

After you create SCEP settings, you need to apply label to tag the phones that is associated with a group.

Adding a label

To apply a label to the app settings:

1. On the MobileIron VSP Admin portal, select **USERS & DEVICES** and click **Labels**.
2. Click **Add New** to create a label.
3. Enter a name and description for the label.
4. Click **Save**.

Applying label to setting or configuration

To apply a created label to a setting or a configuration:

1. On the MobileIron VSP Admin portal, select **POLICIES & CONFIGS** and select the label that you created.
2. Click **More Actions > Apply to Label**.
3. Select the name of the label you want to associate with the configuration. For example, Android, iOS, Employee-Owned, Company-Owned, and so on.
4. Click **Apply**. A message is displayed to confirm that the labels are applied to the configuration.

Applying label to a device

To apply a created label to a device:

1. On the MobileIron VSP Admin portal, select **USERS & DEVICES** and click **Devices**.
2. Select the device you want to associate with the configuration.
3. Click **Actions**. From the sub-menu, select **Apply to Label**.
4. Select the name of the label you want to associate with the device.
5. Click **Apply**. A message is displayed to confirm that the labels are applied to the device.

Registering the Device

To register the device on the MobileIron VSP Admin portal:

1. Select **USERS & DEVICES** and click **Devices**.
2. Click **Add**. From the sub-menu, select **Single Device** or **Multiple Devices**.
   a. Enroll for a single device by entering device details.

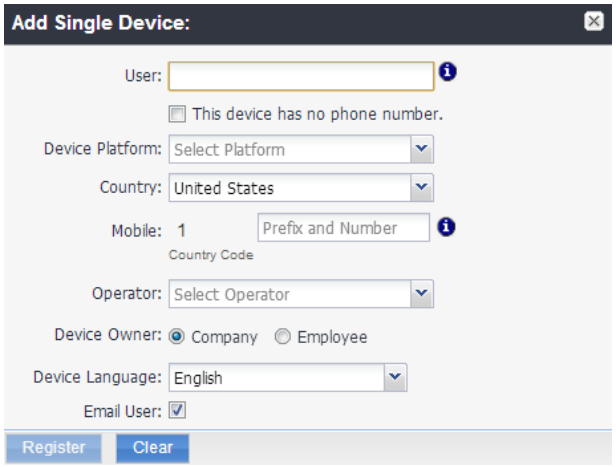


Figure 2-4 Add Single device

b Enroll for multiple devices at one time by uploading a comma-separated value (csv) file with your user data.

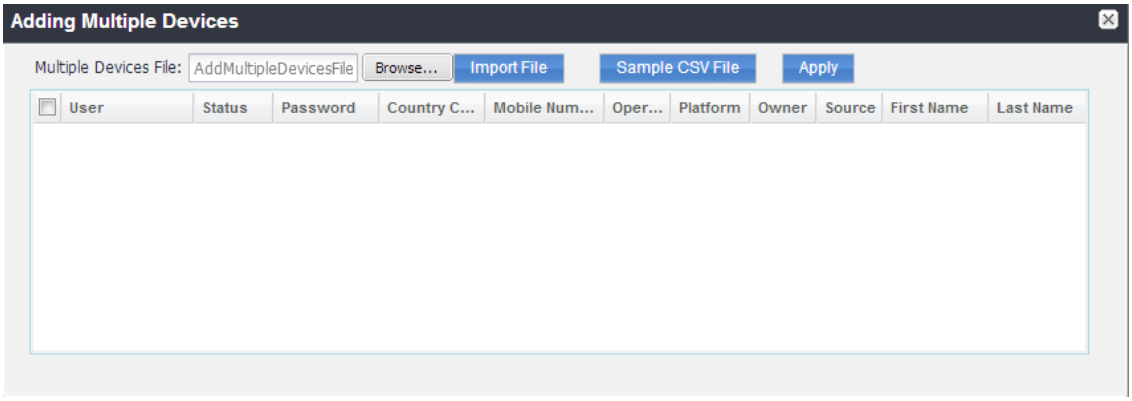


Figure 2-5 Add Multiple devices

3 Click **Register**. You will receive the registration steps in mobile or email.

4 Follow the instructions that you received in the text message or email to complete the device registration.

On successful device registration, the certificate is issued to the device.

Verifying the Certificate on VSP Admin Portal

To verify the certificate on the MobileIron VSP Admin portal:

1 Select **LOGS & EVENTS** and click **Certificate Logs**. All the registered devices will be displayed.

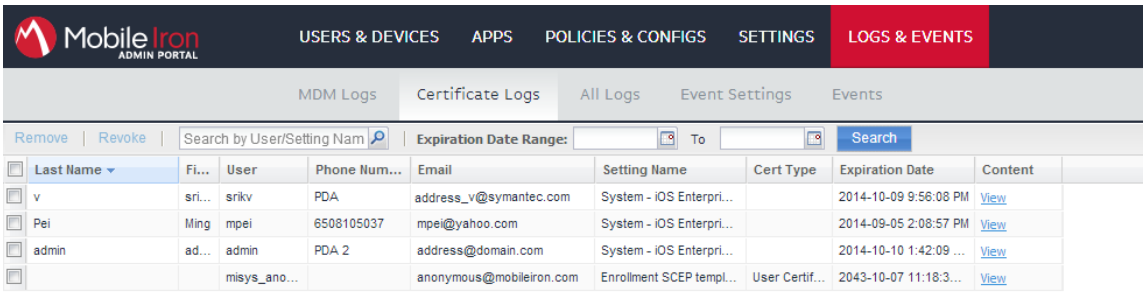


Figure 2-6 Verifying the Certificate on MobileIron VSP Admin Portal

2 Select the device for which you need to view certificate information and click **View**.

Verifying the Certificate on PKI Manager

To verify the certificate on PKI Manager:

1 On PKI Manager, click **Manage certificates** or select **Manage certificates** from the Tasks menu on the bottom navigation bar. The Manage certificates page displays the status of the issued certificates.

2 Select a certificate to view the details of the certificate.

Connecting to Mobile Device

The following are the scenarios through which an end user can connect their devices to the MobileIron VSP to securely access company resources.

Connecting an iOS device to MobileIron

1 Download the **Mobile@Work** application from App Store[SM].

2 Tap **MobileIron**.

3 Enter the user name and tap **Next**.

4 Enter the server details that you received in the email and tap **Next**.

5 Enter the password and tap **Register**.

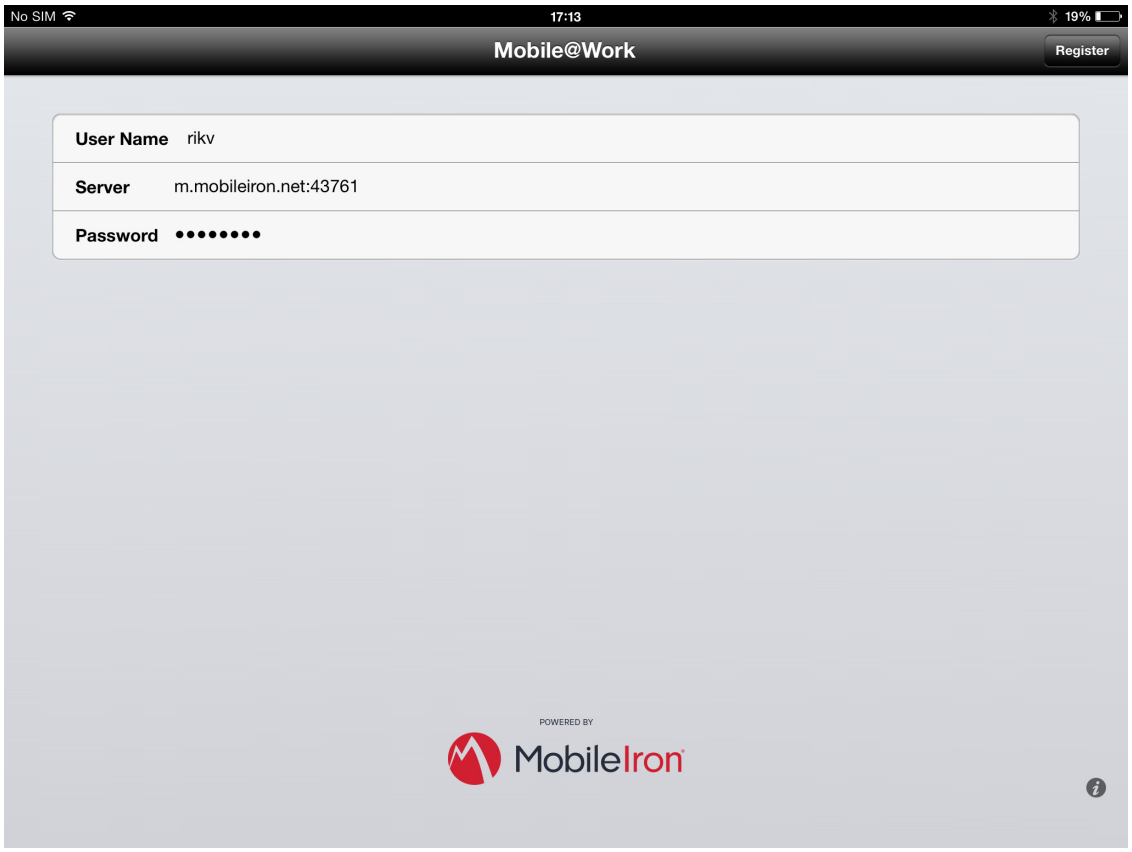


Figure 2-7 Credentials Screen

6 A confirmation page is displayed.

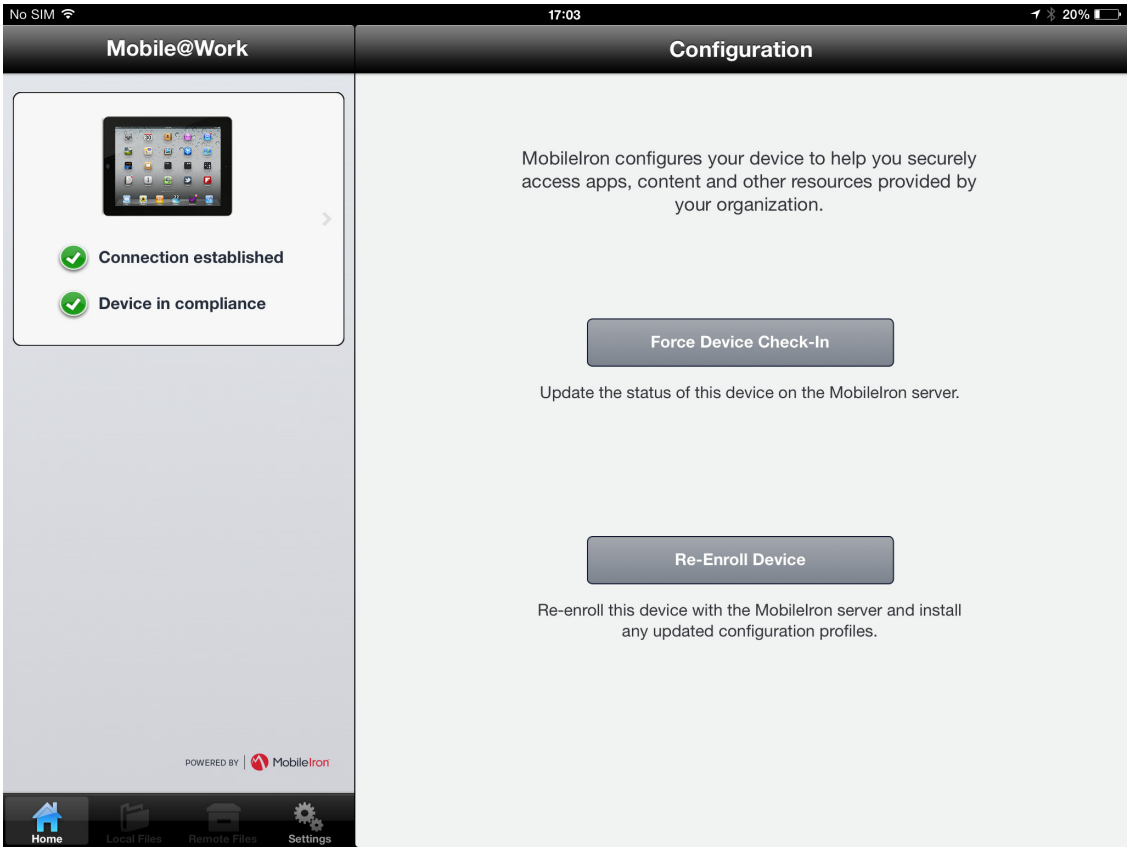


Figure 2-8 iOS Confirmation Screen

Connecting an Android device to MobileIron

1. Download the **Mobile@Work** application from the Google Play™.
2. Tap **MobileIron**.
3. Enter the server details that you received in the email and tap **Next**.
4. Enter the user name and tap **Next**.
5. Enter the password and tap **Register**.
6. Tap **CONFIGURE** to configure the certificate. The Certificate Setup page is displayed.

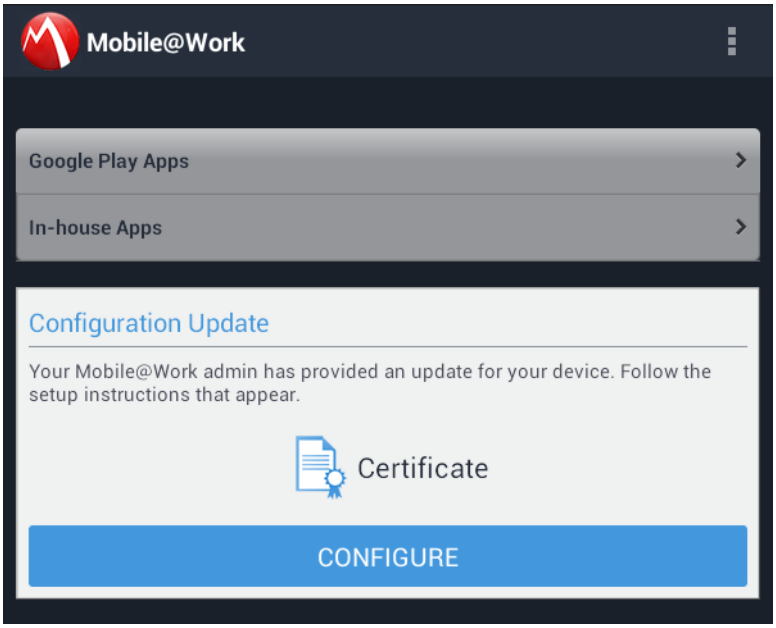


Figure 2-9 Android Configuration

7 Click **Next**. Press and hold in the password field and tap **Paste** to extract the certificate.

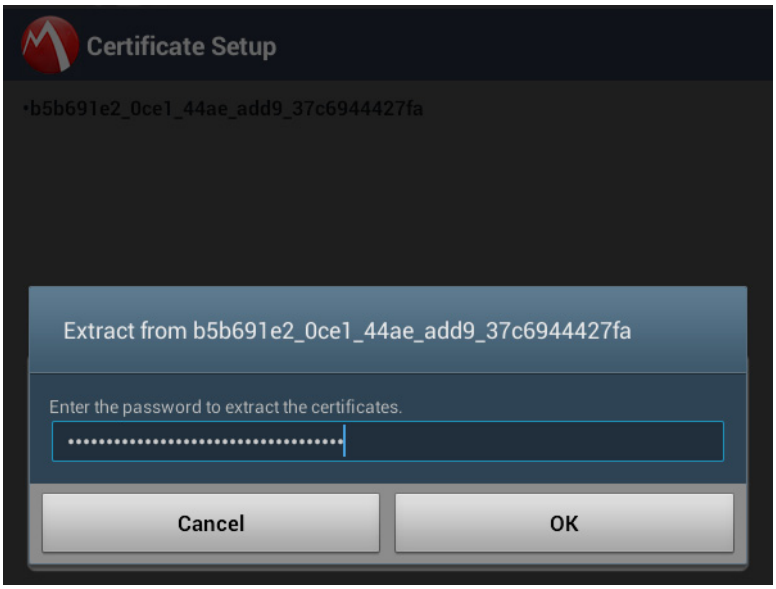


Figure 2-10 Password Extraction

8 Click **OK**.