1 Getting Started with TRITON Mobile Security

Getting Started Guide | Mobile Security Solutions

Welcome to Websense® TRITON® Mobile Security. Mobile Security is a cloud-based service that brings comprehensive and flexible protection against web threats to your organization's mobile devices.

TRITON Mobile Security requires either a Cloud Web Security or Web Security Gateway Anywhere subscription.

This guide explains how to set up the Mobile Security add-on for the first time.

To get started with Mobile Security, do the following.

Step 1: Request a Cloud Security account (if required)

Step 2: Log onto the administrator portal

Step 3: Synchronize your user directory information

Step 4: Define web security policies

Step 5: Generate an Apple Push Notification certificate

Step 6: Customize policies and device profiles

Step 7: Register mobile devices with the system

Device operating systems

TRITON Mobile Security supports Apple® iPhone®, iPad®, and iPad mini models running the following operating systems:

- iOS v5
- iOS v6

Step 1: Request a Cloud Security account

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TRITON Mobile Security is managed through the Mobile Security Manager in the Websense Cloud Security portal. If you are a Websense Cloud Web Security customer, you already have a Cloud Security account with logon credentials to the portal.

If you are a Web Security Gateway Anywhere customer, you must request credentials to the portal through Websense Technical Support.

See Knowledge Base article 6112 for details you'll require when making the request.

Once you have a Cloud Security account, proceed to *Step 2: Log onto the administrator portal*.

Step 2: Log onto the administrator portal

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To manage and configure TRITON Mobile Security, you use the Mobile Security Manager in the Cloud Security portal.

To access the portal, visit https://admin.websense.net/portal/ using one of the following browsers:

- Mozilla Firefox v3.x, 4.x, 5.x, 10.x, 11.x, 12.x, and 15.x.
- Safari® v4 and 5 (Mac and Windows)
- Microsoft Internet Explorer v7, 8, and 9

While the Cloud Security portal supports Microsoft Internet Explorer, Apple requires that you use either Firefox or Safari to upload the Apple Push Notification certificate file.

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

Once you're logged on, proceed to *Step 3: Synchronize your user directory information*.

Step 3: Synchronize your user directory information

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Cloud Security and Web Security Gateway Anywhere allow you to make use of existing LDAP directories, such as Active Directory, so you don't have to recreate user accounts and groups for your mobile services or manage users and groups in two places.

Although Cloud Security is a cloud-based service, it synchronizes with LDAP directories via a client-resident application known as the Directory Synchronization Client.

If you are not already a Cloud Security customer, you must install a new instance of the Directory Synchronization Client and synchronize your directory entries. For step-by-step instructions, see the Directory Synchronization Client Administrator’s Guide.

Configure how Web Security Gateway Anywhere synchronizes user directory data with the hybrid service in the Web Security module of the TRITON console. Go to the **Settings > Hybrid Configuration > Shared User Data** page.

Select specific contexts from the Active Directory global catalogs already configured for on-premises user identification. Only directory entries in the specified contexts are sent to the hybrid service. See “Configure Directory Agent settings for hybrid filtering” in the Web Security Help for details.

Once you’ve synchronized your user directory information, proceed to *Step 4: Define web security policies*.

Step 4: Define web security policies

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If you have not done so already, define your web security policies in one of the following locations:

- In the Web Security tab of the Cloud Security portal, on the **Policy Management** > **Policies** page.
- In the Web Security module of the TRITON console on the **Policy Management > Policies** page.

These policies will govern web traffic on mobile devices. To create a new policy in either the Cloud Security portal or the TRITON console, click **Add** on the Policies page. Very restrictive policies are not recommended for use with Mobile Security, since blocking access to web categories also blocks app-based web requests associated with those categories.

For your initial deployment, consider relaxing existing policies to block only high-risk categories such as Gambling, Illegal and Questionable, Militancy and Extremist, Racism and Hate, Security, Extended Protection, Tasteless, Violence, and Weapons.

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

For more information on web policy configuration in the Cloud Security portal, see “Defining Web Policies” in the Cloud Security Help.

For more information about policy configuration in the Web Security manager, see “Working with policies” in the Web Security Help.

Once you’ve created your web policy, proceed to *Step 5: Generate an Apple Push Notification certificate*.

Step 5: Generate an Apple Push Notification certificate

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To install mobile security profiles on devices, your organization must request an Apple Push Notification (APN) certificate from Apple and then upload it to the Mobile Security system.

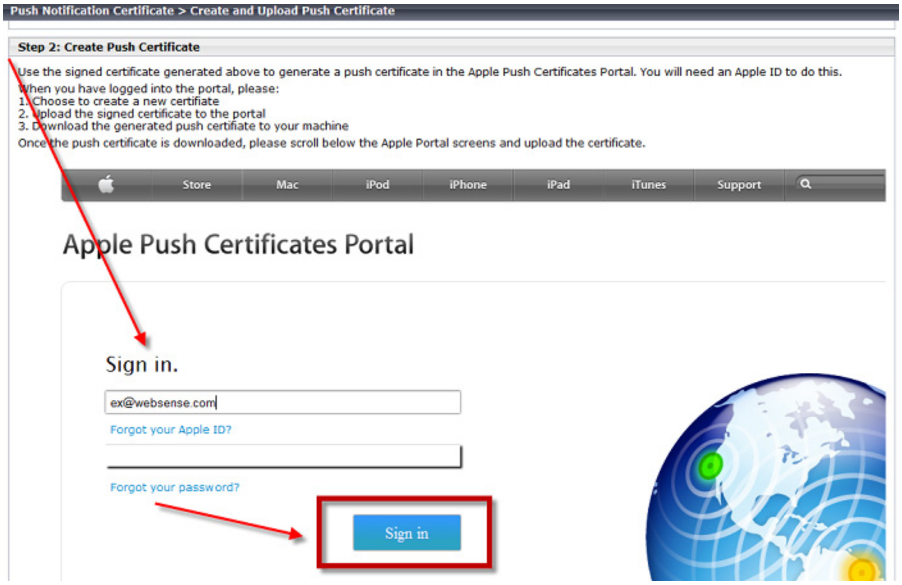
This certificate allows Mobile Security to connect to devices so it can send administrative updates and receive reporting feedback.

1. In the Mobile Security manager, select **General > Push Notification Certificate**.
2. Click **Create and Upload Certificate**. This process consists of three main steps.
3. In the Step 1: Create Signed Certificate box:
    a. Enter information about your organization. This information will be used when generating a certificate specific to your organization.

Field Name	Description
Certificate name	Enter a name that you would like to assign to your organization’s signed certificate.
Organization	Enter the name of your organization, such as your company name.
Organization unit	If applicable, enter the name of the organizational unit that will be using this mobile security certificate.
Email address	Enter the email address of a system administrator responsible for this certificate.
City/locality	Enter the city or locality where your organization is located.
State/Province	Enter the state or province where your organization is located.
Country	Enter the country where your organization is located.

    b. Click **Create Signed Certificate**.
    c. When the certificate is available, a link appears next to the **Create Signed Certificate** button, “The signed certificate is available for download.”
    d. Click the link. The signed certificate is available as a .plist file for download. You may change the filename, but do not change the filename extension.
    e. Indicate where to save the file on your computer.
4. In the Step 2: Create Push Certificate box, sign onto the Apple Push Certificates Portal where you create a push certificate using the signed certificate that you just generated.

a. Sign onto the Apple Push Certificate Portal by entering your organization’s Apple ID and password in the fields provided. You can also sign into the portal by navigating to https://identity.apple.com/pushcert/.



Push Notification Certificate > Create and Upload Push Certificate

Step 2: Create Push Certificate

Use the signed certificate generated above to generate a push certificate in the Apple Push Certificates Portal. You will need an Apple ID to do this.
When you have logged into the portal, please:
1. Choose to create a new certifiate
2. Upload the signed certificate to the portal
3. Download the generated push certifiate to your machine
Once the push certificate is downloaded, please scroll below the Apple Portal screens and upload the certificate.

Apple Push Certificates Portal

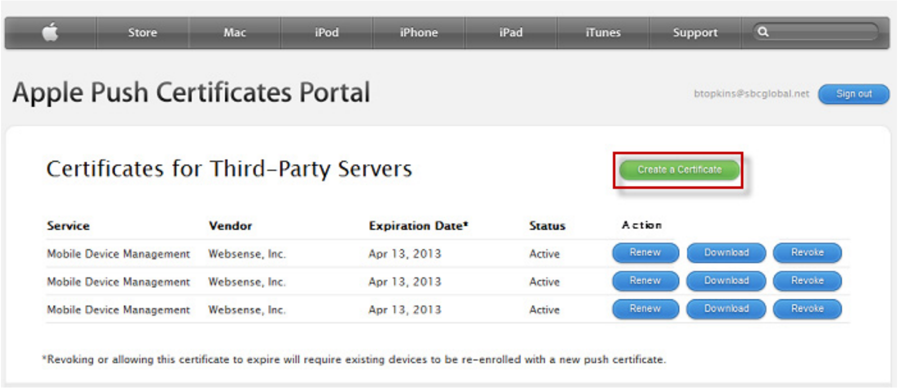
Sign in.

ex@websense.com

If your organization does not have an Apple ID, go to https://appleid.apple.com/ and create one. This can be any Apple ID, and does not have to be associated with an Apple Developer account. However, it is recommended that you create a new Apple ID for your organization that can be used to manage your Apple Push Notification certificates. For best practice, the ID should be corporate-owned to avoid renewal issues in case your administrator leaves the company.

b. Read and accept the Terms of Use document.

c. Select **Create a Certificate**.



Apple Push Certificates Portal

btopkins@sbcglobal.net

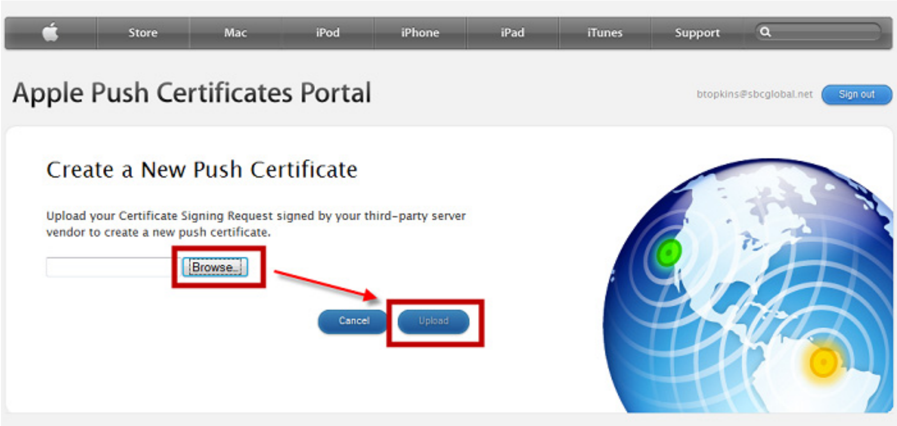
Certificates for Third-Party Servers

Service	Vendor	Expiration Date*	Status	Action
Mobile Device Management	Websense, Inc.	Apr 13, 2013	Active	Renew Download Revoke
Mobile Device Management	Websense, Inc.	Apr 13, 2013	Active	Renew Download Revoke
Mobile Device Management	Websense, Inc.	Apr 13, 2013	Active	Renew Download Revoke

*Revoking or allowing this certificate to expire will require existing devices to be re-enrolled with a new push certificate.

d. Click **Browse** and select the file you downloaded in step 3e. Do not change the filename extension.

e. Click **Upload**. The certificate is now listed in the Certificates for Third-Party Servers list.

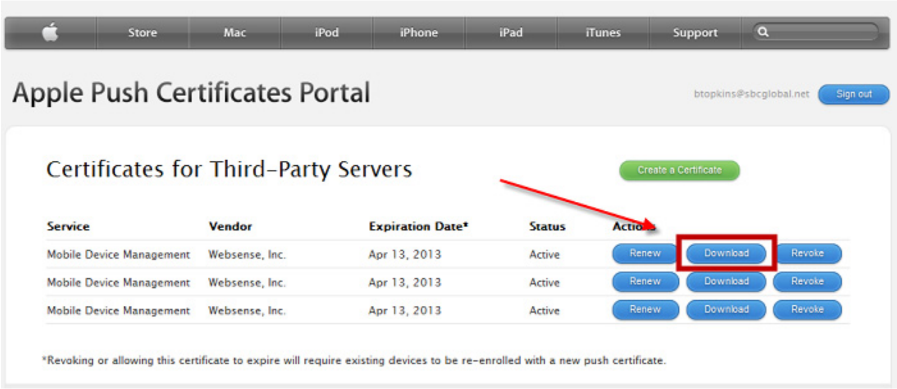


Apple Push Certificates Portal

Create a New Push Certificate

Upload your Certificate Signing Request signed by your third-party server vendor to create a new push certificate.

f. Click **Download** next to the certificate you just created.



Apple Push Certificates Portal

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*Revoking or allowing this certificate to expire will require existing devices to be re-enrolled with a new push certificate.

g. Save the file to your computer.

5. In the Step 3: Upload Push Certificate to Mobile Security box, browse to the APN file.

   a. Click **Upload Certificate**.

Once you’ve uploaded the APN certificate, proceed to *Step 6: Customize policies and device profiles*.

Step 6: Customize policies and device profiles

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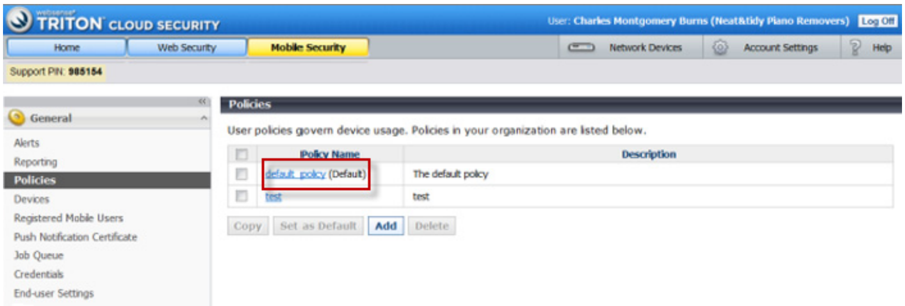
Policies govern end users’ device usage. TRITON Mobile Security includes a predefined policy template that can be customized to meet your needs. You can also create your own custom policies.

Policies are made up of corporate and personal device profiles. These govern what functions will be allowed or blocked on each device as well as things like Wi-Fi and email settings.

Corporate profiles are typically more strict than personal profiles. By default, corporate profiles are assigned to corporate devices and personal profiles to personal devices.

Before you get started, configure the corporate and personal profiles used by your policies.

1. In the Mobile Security manager, select **General > Policies**.
2. Click the policy name, such as **default_policy**.

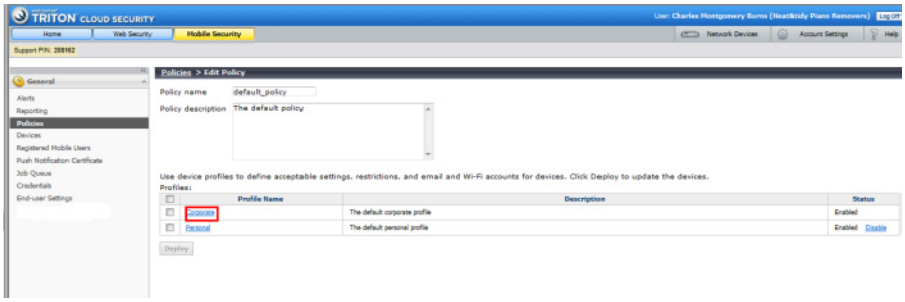


Policies

User policies govern device usage. Policies in your organization are listed below.

□	Policy Name	Description
□	default_policy (Default)	The default policy
□	test	test

3. In the Device Profile table, click **Corporate**.



Policies > Edit Policy

Policy name: default_policy

Policy description: The default policy

Use device profiles to define acceptable settings, restrictions, and email and Wi-Fi accounts for devices. Click Deploy to update the devices.

Profiles:

□	Profile Name	Description	Status
□	Corporate	The default corporate profile	Enabled
□	Personal	The default personal profile	Enabled Disable

4. Under **Restrictions > Traffic and Filtering**:
   a. Select **Use a PAC file to apply your company Web policy**.
   b. Enter the URL of the Proxy Auto-Configuration (PAC) file used by your web security policies.

      For Cloud Security, if you want to copy the policy-specific PAC file URL, go to the General tab for that policy.

      - Go to **Web Security** > **Policy Management** > **Policies**.
      - Click on the policy you want, then view its General tab.

      For Web Security Gateway Anywhere, retrieve the PAC file URL from the Hybrid User Identification page under **Settings** > **Hybrid Configuration**.

5. Scroll through the Edit Corporate Profile screen and customize options as needed. For example, indicate whether or not a passcode is required for devices with this profile and what apps the devices can access. Also configure credentials and accounts that the devices can use to access network resources. Click **Help** on the screen for details about each field.
6. Click **Save**.
7. On the Edit Policy screen, click **Personal**.
8. Repeat steps 4 and 5.

When you're done, proceed to *Step 7: Register mobile devices with the system*.

Note

If you use a third-party authentication option or Form Login authentication, you must override the authentication settings in the policy, by deploying a PAC file URL that uses the parameter "a=n." Otherwise, your end users will be prompted twice for credentials when they try to browse the Web from their mobile devices.

Example for a policy-specific PAC file:

```
http://webdefence.global.blackspider.com:8082/
proxy.pac?p=22zz73bh&a=n
```

When the "a=n" parameter is applied, NTLM identification or basic authentication is used, depending on the policy settings and the browser or application capability.

Step 7: Register mobile devices with the system

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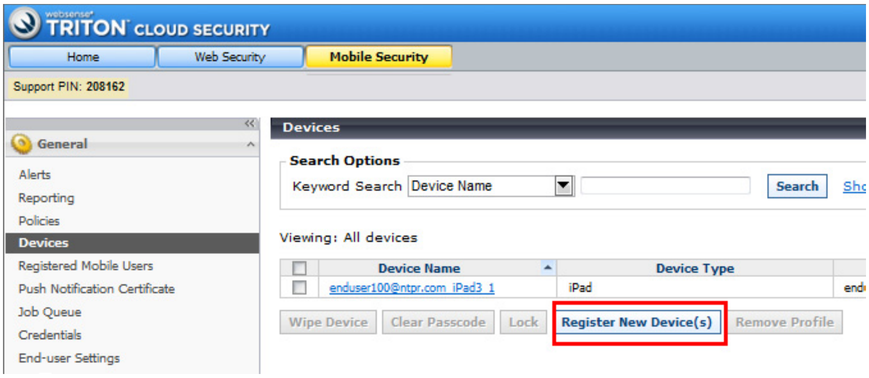
End users must register their devices with the system in order to be protected by it. To assist with this, you can send an email message inviting them to register their mobile devices.

Inviting users to register their devices

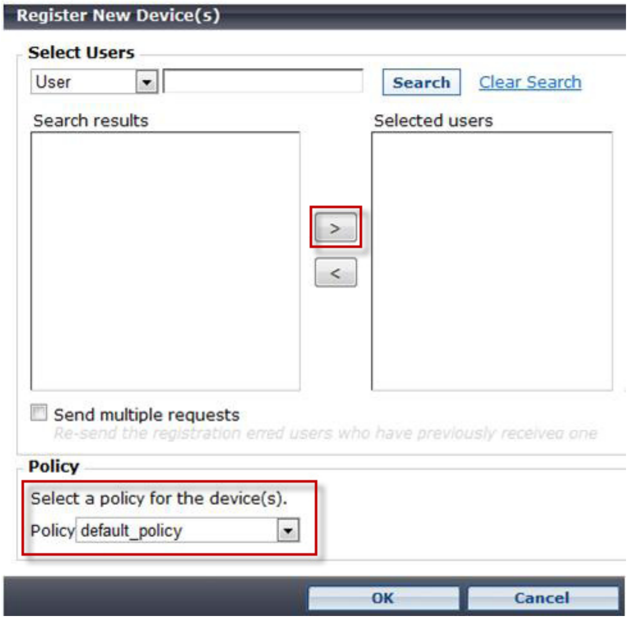
1. Select **General** > **Devices.**

2. Click **Register New Device (s)**.



□	Device Name	Device Type	
□	enduser100@ntpr.com_iPad3_1	iPad	end

3. Search for the user or user group of interest. These are pulled from your user directory service.
4. Select the check box next to the users you want to register.
5. Click the right arrow (>) to move the selected end users into the right pane.



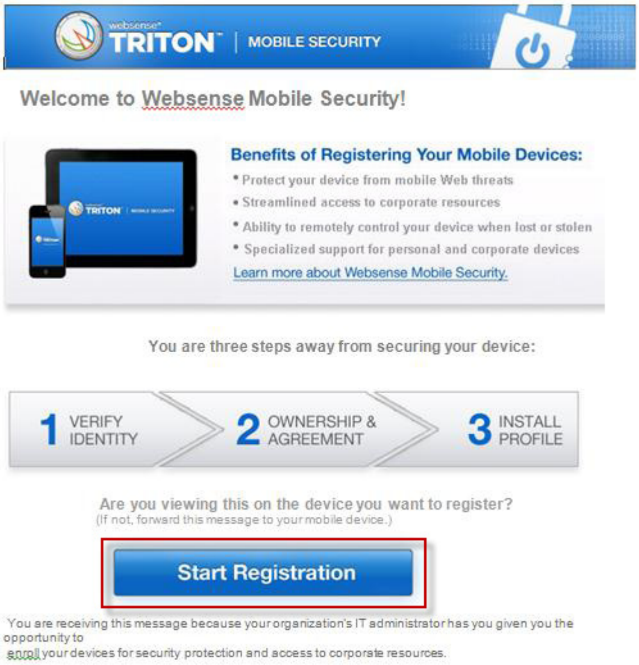
6. If you want to resend the email to selected users who have previously been sent a device registration request, select the **Resend email requests** check box.
7. Select a policy to apply to the device when it is enrolled. (If you do not select a policy here, the default policy is applied to the user or group). Click **OK** to send a device registration request email message to the selected users.

Running the registration wizard (end users)

End users receive an email message prompting them to register their device or devices with Mobile Security. The registration request message includes a link to start the registration process.

Here is the procedure end users perform:

1. Open the invitation to register on their mobile device. If they don’t receive corporate email on their device, they can use Webmail or forward the message to a personal account in order to access it. See knowledgebase article 6125 for best practices handling this issue.
2. Click **Start Registration**.



Welcome to Websense Mobile Security!

Benefits of Registering Your Mobile Devices:

- Protect your device from mobile Web threats
- Streamlined access to corporate resources
- Ability to remotely control your device when lost or stolen
- Specialized support for personal and corporate devices

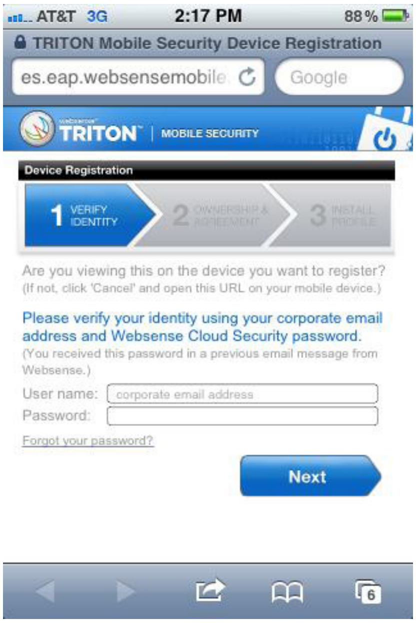
Learn more about Websense Mobile Security.

You are three steps away from securing your device:

Are you viewing this on the device you want to register?
(If not, forward this message to your mobile device.)

You are receiving this message because your organization's IT administrator has you given you the opportunity to
enroll your devices for security protection and access to corporate resources.

3. Provide a user name and password when prompted. These are the end user’s network or Cloud Security credentials.



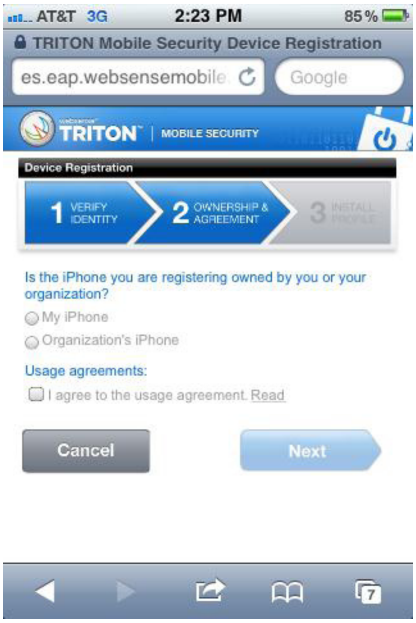
Are you viewing this on the device you want to register?
(If not, click 'Cancel' and open this URL on your mobile device.)

Please verify your identity using your corporate email address and Websense Cloud Security password.
(You received this password in a previous email message from Websense.)

User name: corporate email address
Password:

Forgot your password?

4. Indicate whether the device is owned by the user or their organization. A personal profile is applied to personal devices; and a corporate profile is applied to corporate devices. You can change these settings later if desired.



Is the iPhone you are registering owned by you or your organization?

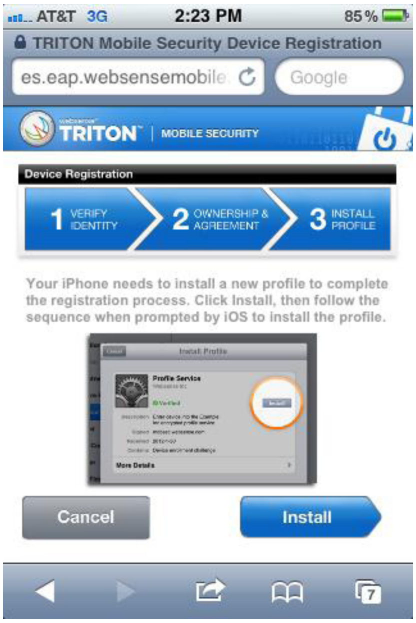
○ My iPhone

○ Organization's iPhone

Usage agreements:

□ I agree to the usage agreement. Read

5. Click **Install**.



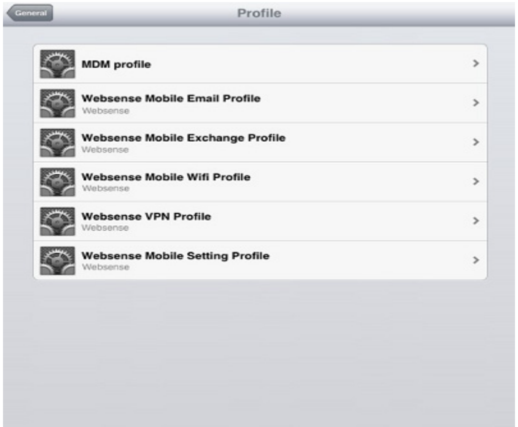
Your iPhone needs to install a new profile to complete the registration process. Click Install, then follow the sequence when prompted by iOS to install the profile.

The following iOS configuration profiles are deployed to the device:

- **Websense Mobile Email Profile** – If enabled, contains information for defining email accounts to install on the device.
- **Websense Mobile Exchange Profile** – If enabled, contains information for defining Microsoft Exchange ActiveSync accounts to install on the device.

- **Websense Mobile Wifi Profile** – If enabled, contains information that allows user devices to automatically connect to your wireless networks.
- **Websense VPN Profile** – If enabled, contains information and certificates required to establish a VPN connection to the Cloud Security server.
- **Websense Mobile Setting Profile** – Contains mobile device manager policies that secure the mobile device.

All installed profiles are shown in your iOS device under **Settings** > **General** > **Profiles**.



Profile

MDM profile

Websense Mobile Email Profile
Websense

Websense Mobile Exchange Profile
Websense

Websense Mobile Wifi Profile
Websense

Websense VPN Profile
Websense

Websense Mobile Setting Profile
Websense

When the devices are registered, they are monitored and protected by the TRITON Mobile Security system!

For information on configuring and using the product after it is running, see the TRITON Mobile Security Help.

To access information on the self-help functions device users can perform, see the Mobile Device User’s Guide. We recommend that you provide this document to your device users.