

Getting Started with Symantec Network Access Control, Mobile Edition



Symantec Network Access Control, Mobile Edition

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Documentation version: 6.0

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Getting Started

This document includes the following topics:

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About Symantec Network Access Control, Mobile Edition

Symantec Network Access Control, Mobile Edition is a companion product to Symantec Endpoint Protection, Mobile Edition. Both products share the same management console and platform. Symantec Endpoint Protection provides integrated security and management capabilities for mobile devices. Symantec Network Access Control, Mobile Edition ensures that the mobile devices that request access to your network comply with your organization's security policies. Additionally, you can check the compliance status of already-connected devices. Policy compliance is enabled by using the Host Integrity and network access policies that you create.

Combined with hardware enforcement technologies, these policies keep non-compliant mobile devices off of your network. These policies can also direct

non-compliant mobile devices to remediation servers, where software, patches, virus updates, and so on, can be downloaded.

Symantec Network Access Control, Mobile Edition includes the following core components:

- The client software is installed on the mobile devices on which you want to enforce network access policies. The client software includes Host Integrity checking and self-enforcement capabilities. The client is also designed to report its Host Integrity compliance status to a Symantec Enforcer.
- Symantec Management Platform is installed on an administrator's computer. You manage mobile security policies by using the Symantec Management Console. You can also manage mobile security reports and notifications, or you can use another mobile device management system.
- Symantec Mobile Security Solution is the solution that manages mobile security and controls network access. The solution also provides technologies for reports, notifications, and risk management.

Symantec Endpoint Protection, Mobile Edition is available for purchase separately. This product provides antivirus, antispam, firewall, and risk management technologies.

Symantec Management Platform includes the following components:

- Notification Server
The platform service that provides event processing, communication, and coordination with other platform services
- Configuration Management Database (CMDB)
The platform database
- Symantec Management Console
A Web-based user interface that lets you manage your mobile security products

For more information about Symantec Management Platform, see *Symantec Management Platform User's Guide*, chapter 1, "Introducing the Symantec Management Platform." Or search for **components** in the platform Help.

What's new in Symantec Network Access Control, Mobile Edition

Symantec Network Access Control, Mobile Edition version 6.0 includes the following new capabilities:

- Integration with the Symantec Management Platform to provide centralized, over-the-air device management

- Support for device management by third-party products
- Integrated support for Windows Mobile and Symbian operating environments
- Automatic updates from LiveUpdate to keep mobile devices current with threat definitions and software updates
- A new alerting and notification system that provides automated monitoring of device health and status

System requirements for Symantec Network Access Control, Mobile Edition

The Symantec Mobile Security Solution has the same system requirements as the Symantec Management Platform. The following list provides a summary of these requirements. For detailed platform system requirements, see *Symantec Management Platform Installation Guide*.

The solution requires Symantec Management Platform version 7.0, SP2 HF1 or later. If you do not already have Symantec Management Platform installed, you must install it together with the solution. You can also upgrade to the required version when you install the solution.

Table 1-1 System requirements for Symantec Mobile Security Solution

Component	Minimum requirements
Processor	Pentium 4, 1.8 GHz; larger recommended for large systems
RAM	1 GB; more recommended for large systems
Hard disk	5 GB free disk space; more recommended for large systems
Operating system	Microsoft Windows Server 2003
Database	Microsoft SQL Server 2005 Note: SQL Server Express Edition is supported only for a system that manages fewer than 500 clients.
Miscellaneous	Microsoft .NET 3.5 IIS 6.0 Internet Explorer 7.0

See [“Installing Symantec Management Platform and the Symantec Mobile Security Solution”](#) on page 7.

System requirements for the client software are the same for Symantec Endpoint Protection, Mobile Edition and for Symantec Network Access Control, Mobile Edition.

Table 1-2 System requirements for the client software on the device

Component	Minimum requirements
Operating system on the device	Windows Mobile 5.0/6.0/6.1 Symbian OS versions 9, 9.1, 9.2, and 9.3. These versions are available on S60 devices.
Operating system on the client computer	<ul style="list-style-type: none"> ■ Windows XP Home Edition/Professional Edition with Service Pack 2 ■ Windows Vista
Memory on the device (installation footprint)	For Windows Mobile, 2.5 MB RAM For Symbian, 1.1 MB RAM
Synchronization software on the client computer	<p>On a computer that runs Windows XP:</p> <ul style="list-style-type: none"> ■ To synchronize with Windows Mobile 5 devices: ActiveSync 4.1 or later ■ To synchronize with Windows Mobile 6 devices: ActiveSync 4.5 or later <p>On a computer that runs Windows Vista:</p> <ul style="list-style-type: none"> ■ Windows Mobile Device Center 6.0 <p>To synchronize with Symbian devices on a computer that runs any version of Windows:</p> <ul style="list-style-type: none"> ■ The device manufacturer’s version of PC Suite
LiveUpdate Wireless	The wireless Internet support for the built-in TCP/IP stack.

See [“Installing Symantec Network Access Control, Mobile Edition on the devices”](#) on page 8.

Installing Symantec Management Platform and the Symantec Mobile Security Solution

You install Symantec Management Platform and the Symantec Mobile Security Solution by using Symantec Installation Manager. Symantec Installation Manager is available from the mobile products trialware download page. For detailed information about the installation manager and installing the platform products, see *Symantec Management Platform Installation Guide*.

For more information, see the following document in the Symantec Knowledge Base: *Installing the Symantec Management Platform products* (document 45732).

See “[System requirements for Symantec Network Access Control, Mobile Edition](#)” on page 5.

See “[Installing Symantec Network Access Control, Mobile Edition on the devices](#)” on page 8.

The following procedure provides a summary of the steps that are required to install the platform and the solution.

To install Symantec Management Platform and the Symantec Mobile Security Solution

- 1 Download the mobile security trialware from the following location:
https://www4.symantec.com/Vrt/offer?a_id=82291
- 2 On the **Software Download** page, click **Download Now** for **Symantec Mobile Security Solution**, and follow the on-screen instructions to set up Symantec Installation Manager.
- 3 Check **Automatically launch Symantec Installation Manager**, and click **Finish**.
- 4 On the **Install New Products** page, in the **Available products** list, select the mobile security solution and the platform, and click **Review selected products**.
- 5 On the **Selected Products and Features** page, verify that the correct products are selected, and click **Next**.
- 6 On the End User License Agreement page, check **I accept the terms in the license agreements**, and click **Next**.
- 7 On the **Install Readiness Check** page, verify that the computer meets the minimum requirements, and click **Next**.

- 8 On the appropriate pages, configure Notification Server and the database, and click **Next**.

For details about the information that these pages require, see *Symantec Management Platform Installation Guide*, chapter 3, "Installing the Symantec Management Platform products."

- 9 Skip the **Computers to Manage** page, unless you install other solutions that require it at the same time as the mobile security solution, and click **Begin install**.
- 10 Click **Finish**.

Installing Symantec Network Access Control, Mobile Edition on the devices

You can install the client software onto mobile devices in any of the following ways:

- By creating a download site on the Notification Server computer
If you use this method, you install the Symantec Management Platform and the Symantec Mobile Security Solution first. The download site contains the client installers and an agent installation file. You create the agent installation file by using the Symantec Mobile Security Agent Policy page in the Symantec Management Console. This file contains the settings to establish communication between the device and the Notification Server computer.
- By running the product disc on a client computer and synching the device with the computer. Insert the disc, and follow the instructions on the screen.

Note: This method installs an unmanaged client.

- By using a third-party device management system
See your device management system documentation for more information.

See "[System requirements for Symantec Network Access Control, Mobile Edition](#)" on page 5.

See "[Installing Symantec Management Platform and the Symantec Mobile Security Solution](#)" on page 7.

The client installation programs for Symbian and Windows Mobile devices are located in the following folders on the product disc:

- For Symbian devices:
INSTALL\symbian\

- For Windows Mobile devices:

`INSTALL\windows_mobile`

To create the agent installation file

- 1 In the Symantec Management Console, go to **Manage > Policies > Symantec Mobile Security Policies > Mobile Security Agent Policy**.
- 2 Enter the settings for the following items:
 - **Notification Server Address**
 - **Notification Server Port**
 - **Notification Server Token**
The token is a string that you create. It must contain exactly eight alphanumeric characters. Symbols are not allowed.
 - **Protocol**
- 3 At the bottom of the agent policy page, click **Create Agent Installation File**, and save the file to any convenient location.

You may find it convenient to save the file to the location that is required for the download site.

To install the client software by creating a download site

- 1 Do either of the following:
 - Place the Windows Mobile `.cab` file and the agent installation file in the following location:
Notification Server Install
`Folder\Agent\Agent.InstallPackage\windows_mobile`
 - Place the Symbian `.sis` file and the agent installation file in the following location:
Notification Server Install
`Folder\Agent\Agent.InstallPackage\symbian`
- 2 Send the following URL to your device users:

`http://ServerAddress/altiris/ns/agent/MobileDownloads.aspx`

About network access policies for mobile devices

You configure network access settings for mobile devices on your network by creating and applying policies.

Table 1-3 Network access policies

Policy name	Description
Mobile Host Integrity Firewall	Provides the rules that are applied if firewall Host Integrity check fails.
Mobile Network Access Control	Provides the rules to control network access. Rules include compliance checks for antivirus, firewall, LiveUpdate, Host Integrity, device management (Symbian only), SMS antispam, file monitor, and mobile agent.

You create these policies by using the Symantec Mobile Security Solution, regardless of how you manage your organization’s devices. You can apply the policies to the devices in one of the following ways:

- By using the platform
- By exporting the policies in XML format. You can push these XML files to your devices by using any mobile device management system

If you manage your devices by using Symantec Management Platform, you must apply a policy for the Symantec Mobile Security Agent. The mobile security agent provides communication between the device and the Notification Server computer.

For general information about applying policies in Symantec Management Platform, see *Symantec Management Platform User’s Guide*, chapter 14, "Using Policies." Or search for **policies** in the platform Help.

You can also review the status of your network access policies by reviewing reports, logs, notifications, and reports.

Where to get more information

Sources of information include the following documents:

- *Implementation Guide for Symantec Endpoint Protection, Mobile Edition and Symantec Network Access Control, Mobile Edition* (PDF)
- *Symantec Management Platform User’s Guide* (PDF)
- *Symantec Management Platform Installation Guide* (PDF)
- *LiveUpdate Administrator’s User’s Guide* (PDF)
- *LiveUpdate Administrator’s Getting Started Guide* (PDF)
- Readme files, which are located in the root folder of the product disc
- Online Help that contains content about the platform and the mobile security solution

The PDF documentation is available in the Documentation folder on the product discs. Some individual component folders contain component-specific documentation. Updates to the documentation are available from the Symantec Technical Support Web site.

The online Help and other materials are available in the Documentation Library. The Library is available from the **Help** menu on the Symantec Management Console.

Table 1-4 Symantec Web sites

Types of information	Web address
Symantec Network Access Control, Mobile Edition trialware	https://www4.symantec.com/Vrt/offer?a_id=82291
Public knowledge base Releases and updates Manuals and documentation updates Contact options Release notes and additional post-release information	http://www.symantec.com/techsupp/enterprise/ http://www.symantec.com/business/support/overview.jsp?pid=56351
Virus and other threat information and updates	http://securityresponse.symantec.com
Product news and updates	http://enterprisesecurity.symantec.com
Symantec mobile security forums	https://www-secure.symantec.com/connect/security/forums/mobile-security

