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1. Introduction

In the last past years, mobile devices have invaded business environments. Personally-owned or company owned smartphones and tablets are used on a daily basis by employees to store and have access to their company e-mails, sales reports etc. everywhere they go.

The wide adoption of the BYOD (Bring-Your-Own-Device) model by companies worldwide led to the use of more personal mobile devices by employees for storing business information together with private data such as photos and music. This trend raised new issues for IT administrators, which are faced now with the challenge of protecting sensitive company data not only inside the secured company network, but also everywhere it is taken on mobile company endpoints. At the same time, a separation and close monitoring of company information from personal data must be imposed.

To face the security challenges by the increase mobility in business environments, Mobile Device Management by Endpoint Protector enables a complete control and detailed monitoring over the use of mobile devices both inside and outside corporate environments, allowing employees to have a secure access to both corporate and private data wherever they are and on whatever device they are using without business critical information getting compromised.
1.1. What is Endpoint Protector?

Endpoint Protector is a complete Data Loss Prevention solution for companies’ networks of all sizes, enabling a detailed control over removable, mobile storage media and mobile devices both inside and outside the companies’ walls.

Endpoint Protector comprises three separate modules, which used together ensures the next generation security of your endpoints:

- **Mobile Device Management**: closely controls and monitors the entire mobile device fleet through dedicated MDM policies, protecting sensitive company data, while permitting a degree of freedom on what concerns the stored personal information. Once integrated in a company or enterprise network, it ensures a highly secure working environment for companies adopting and using the BYOD model.

- **Device Control**: enforces strong security policies for controlling and closely monitoring all portable storage device use inside the company network. Once deployed inside companies’ networks, the Device Control modules reduces the risks of data loss and data theft through unauthorized use of removable and mobile devices through USB, etc.

- **Content Aware Protection**: allows defining custom content aware policies for a detailed inspection, detection and reporting of all sensitive content transfers outside the secured network. Once enabled, the Content Aware Protection module scans all possible exit points and ensures that no critical data leaves the company network either by transfers to removable media or directly via e-mail, file sharing applications or to the cloud.
2. Activation of Mobile Device Management

The Mobile Device Management feature enables administrators to remotely control and enforce strong security policies on iOS/OS X (Apple) and Android devices. Through options such as remote data wipe, device tracking and blocking, it offers enhanced protection against data theft and data loss, considerably reducing the risks that come with the increase of mobility in today’s business environment.
2.1. Activation of Mobile Device Management Feature

Mobile Device Management comes as an optional feature with Endpoint Protector that requires a yearly-based separate subscription based on the number of protected mobile devices. By default, the feature appears as deactivated inside the Endpoint Protector Reporting and Administration interface.


The feature can be enabled by simply selecting the Mobile Device Management option from the left-side menu and clicking on the Enable Feature button.

Activating this feature will require a working Internet connection on Endpoint Protector Server/Appliance. Additionally, the initiator of the activation request will have to provide several company details such as Company Name, Contact Person Name and Contact Details, which will be sent to the Endpoint Protector Licensing Server including: Company name, Contact Person, Contact Details (phone number and e-mail). CoSoSys will use this information only for validation purposes and it will not imply subscribing to any newsletter or sharing it with any third party.

Once the request was processed and approved, the feature will be enabled by the CoSoSys Team. A notification will be sent to the provided e-mail address and the trial period for the feature will be activated.

Please make sure your Firewall will have domains @cososys.com and @endpointprotector.com whitelisted for you to receive all communication.

A yearly subscription can be purchased to further use all the functionalities of the Mobile Device Management feature.
3. How Endpoint Protector MDM Works

For Endpoint Protector Mobile Device Management to be able to manage your mobile iOS, OS X and Android devices the communication between the devices and the Endpoint Protector Appliance over an internet connection is vital. Management actions need to arrive at your device either by a data connection like 3G in case of an iPhone or over an internet connection if the device does not have a data connection like an iPad (with Wi-Fi only), an Android tablet or a MacBook.

For the management actions to arrive at the device the actions are sent using for iOS and OS X devices the Apple Push Notification Service (short APNS) and for Android devices the Google Cloud Messaging Service (short GCM). To simplify the setup of your Endpoint Protector MDM service the Endpoint Protector Cloud is communicating between your Endpoint Protector Appliance (the Administration and Management Server) and the Apple and Google Services with your devices.
For the communication to work between your mobile devices and Endpoint Protector it is required that you setup the APNS and GCM settings as described in the following steps.

3.1. Supported Operating Systems and devices

The supported mobile device operating systems are:

- iOS 5+ (iPhone and iPad)
- OS X 10.8 (Mountain Lion) and later macOS versions
- Android 4.4+ (Tablets and Phones)
4. MDM Setup APNS (Apple) & GCM (Google Android)

Before you can use the Endpoint Protector MDM features for iOS, OS X/macOS and Android different settings are required for you to make. The following chapter describes the steps and settings needed to be able to communicate between your mobile devices and the Endpoint Protector Mobile Device Management module.

⚠️ Note
For Endpoint Protector Administrators that want to use the MDM Functionality only with Android devices the Apple APNS Setup (required for MDM with iOS or OS X) is NOT REQUIRED. If you want to use Endpoint Protector MDM with iOS/ OS X and Android devices the setup of both GCM (Google Cloud Messaging for Android) and Apple APNS is required.
4.1. Setup of APNS for iOS and OS X

4.1.1. What is an Apple APNS Certificate and why do I need it?

In order to use the MDM features provided for iOS or OS X an Apple Push Notification Service (short APNS) certificate is required by Apple Inc. Receipt of the Apple issued and signed certificate is up to Apple Inc. own discretion.

What is Apple APNS? It is a certificate that is signed by Apple to clearly identify what iOS or OS X devices are communicating with your Endpoint Protector Appliance in order to be sure that only your company own devices receive commands from Endpoint Protector MDM.
4.1.2. How to generate your Apple APNS Certificate?

The APNS Certificate can be generated in just a few simple steps from the Mobile Device Management – APNS Certificate Setup (Apple).

1. In the Administration Interface, go to Mobile Device Management and select APN Certificate Setup (Apple), where you have to complete the enrollment for the Apple Push Notification Certificate.

2. Fill in the required details and click on the “Download signed CSR” to get the Code Signing Request (CSR) file signed by CoSoSys. Save it on your computer.

⚠️ Note

We recommend performing these steps on a Safari or Mozilla Firefox browser. Use of Internet Explorer for this step is known to cause the process to fail.
3. In a different browser window open the following link to the Apple Push Certificates Portal: [https://identity.apple.com/pushcert/](https://identity.apple.com/pushcert/)

4. Login to the Apple Push Certificates Portal using your Apple ID and follow the steps provided there.

5. Click "Create a Certificate" and agree to the Apple Terms of Use.

6. Select your signed CSR (downloaded at step 2) and click “Upload to the Apple Push Certificates Portal” that you saved on your computer. In just a few moments, your certificate will be available for download.

7. Download now the Certificate from the Apple Push Certificates Portal to your computer.

8. The APNS certificate from the previous step has to be uploaded to the Endpoint Protector MDM Setup.

After the upload was successfully performed, your setup for the Endpoint Protector Mobile Device Management is finalized for iOS and OS X.

You can now start enrolling iOS and OS X devices by sending invitations to them either by E-Mail or SMS or through the other supported enrollment methods as described in the following paragraph 7. Enrolling Mobile Devices.
4.1.3. Renew an Apple APNS Certificate before expiration

The Apple APNS certificate must be renewed periodically with Apple before its expiration date to avoid losing control over the managed iOS and OS X devices or having to re-enroll all devices.

Please check the expiration date of your APNS certificate in the Endpoint Protector interface.

The APNS certificate can be renewed in just a few simple steps from the Mobile Device Management – APNS Certificate Setup (Apple) in Endpoint Protector.

⚠️ Note

If your APNS certificate expires or is revoked, it will result in unmanaged iOS and OS X devices. To manage a device after an APNS certificate expires requires re-enroll of the iOS or OS X device.
1. In the Endpoint Protector Administration Interface, go to Mobile Device Management and select APNS Certificate Setup (Apple) setup.

2. Renew your APNS Certificate before it expires by checking the expiration date as mentioned in the interface.

3. Follow the same steps as you have in the initial enrollment process. Click on the “Download signed CSR” to get the Code Signing Request (CSR) file signed by CoSoSys. Save it on your computer.

4. In a different browser window (Firefox or Safari browser, not Internet Explorer!) open the following link to the Apple Push Certificates Portal: https://identity.apple.com/pushcert/

5. Login to the Apple Push Certificates Portal using your Apple ID (previously used to request an APNS Certificate) and follow the steps provided there.

6. Click "Renew".

⚠️ Note
We recommend performing these steps on a Safari or Mozilla Firefox browser. Use of Internet Explorer for this step is known to cause the process to fail.
7. After clicking "Renew" you are prompted to upload the Code Signing Request (CSR) from the previous step 3 that you saved on your computer. Select your signed CSR and click “Upload to the Apple Push Certificates Portal”. In just a few moments, your certificate will be renewed and you see the Expiration date is updated.
8. Download now the Certificate from the Apple Push Certificates Portal to your computer.
9. The APNS certificate from the previous step has to be uploaded to the Endpoint Protector/My Endpoint Protector MDM Setup.

After the upload was successfully performed, your APNS renewal for the Mobile Device Management is finalized.

Please check if the expiration date of the APNS certificate in Endpoint Protector/My Endpoint Protector was updated to the renewed date.

4.2. Setup of GCM for Android

To use Mobile Device Management features for Android devices it is required that you provide an API key from Google. This API key is also required if you want to see device locations (using Google Maps) for Android and iOS devices in the “Locate Mobile Device View” of Endpoint Protector.

4.2.1. What is GCM (Google Cloud Messaging) and why I need it?

In order to use the MDM features provided for Android a GCM API Key (Google Cloud Messaging for Android) is required. GCM is necessary to establish communication between an Android mobile device and Endpoint Protector and issuance to you is up to Google/Androids own discretion.

For more info about Google Cloud Messaging for Android, please refer to: http://developer.android.com/guide/google/gcm/index.html

For more info about Google Maps API, please refer to: https://developers.google.com/maps/
4.2.2. How to get your Google API Key and Project Number for GCM and Maps?

**Step 1** - Create and enable Google Cloud Platform Project

https://cloud.google.com/apis/docs/getting-started

**Step 2** - Go to https://cloud.google.com

The menu is always changing, but it should be visible to see and create a new project. Give it a name and it will be automatically attached a Project Number.

**Step 3** - Once the project is created, make sure that is also selected. You can check that, it should be visible the name of the Project, right by the Google Cloud Platform logo, left side of the page.

**Step 4** - If you click the navigation menu (hamburger menu, top left), you’ll see the complete list of options for your account. Go to IAM & Admin and select the Settings menu item. Here you’ll find the Project Number. Copy that and put it in our EPP server, on the GCM page.
**Step 5** - Next if you click the navigation menu, you see the APIs and Services, from here click on the Create Credentials and select API key. This page will create an API key for us to put in the EPP server, on the GCM pages and authenticate the communication between Google Cloud Platform and the EPP server.

Step 6 - Now if you click on the navigation menu, go again to the APIs and Services, the go to the Library item and search for the services: Google Cloud Messaging for Android, Google Maps JavaScript API v3, Static Maps API, Geocoding API and enable them. This APIs are need for messaging, for Maps and for calculating the addresses.
**Step 6** – Once you have the API key and Project Number, the GCM/Maps Setup configuration can be fulfilled on the Endpoint Protector server side.

4.2.3. **Google C2DM**

C2DM for Android is not supported by Endpoint Protector anymore.
5. iOS EPP MDM App

The EPP MDM iOS app is a free app for iOS available on the Apple App Store. The EPP MDM app is compatible with iPhone and iPad. It is an optional app and not a necessity for use of Endpoint Protector MDM for iOS. The EPP MDM app has two functions, one to locate the device and second to use the app optionally also as a way to enroll an iOS device to Endpoint Protector Mobile Device Management.

5.1. EPP MDM iOS App Supported iOS Versions

The EPP MDM app for iOS supports iOS version 7.0, 6.0, 5.0. iOS version 4.0 is not supported by the EPP MDM iOS app due to missing support for required features.

5.2. EPP MDM iOS App to locate devices

The EPP MDM app allows the iOS device to provide location data of the device to the Endpoint Protector Appliance in order to determine the current location of an iOS device in case it is misplaced, lost or stolen. To locate an iOS device the EPP MDM app is a necessity on the iOS device.
5.3. EPP MDM iOS App to enroll devices (optional)

The EPP MDM App allows the iOS device to enroll as described below at “iOS Mobile Device Enrollment through EPP MDM App”. The EPP MDM App is not required for enrollment, it is simply an option to enroll in this way a device to Endpoint Protector Server.

5.4. EPP MDM iOS App Device Information

The EPP MDM app also detects device details and if a device was tampered with (Jailbreak Status).
5.5. Installing the EPP MDM iOS App

The EPP MDM app for iOS is available on the Apple App Store here:


Downloading and installing the application can be made directly on the iOS device by accessing App Store on the device, and entering EPP MDM in the search bar. The search result will show you EPP MDM by CoSoSys.

Click on the button “FREE” followed by “INSTALL APP”. After that the EPP MDM app will be downloaded and installed on your device.

To start the EPP MDM app simply locate it on your iOS device home screen and click to start it.
5.6. Allow Location Services for EPP MDM iOS App

After starting the EPP MDM iOS app the user will be asked “EPP MDM would like to use your current location”. The user has to select “OK” to allow Location Services. If this setting is not made correctly to allow the iOS EPP MDM app will not be able to report location information.

This setting can be checked on the iOS device in the following location: iOS device home screen > Settings > Privacy > Location Services Location Services have to be set to “ON” and for the EPP MDM set to “ON” as well. Next to the “ON” a small compass needle icon is shown as well.

5.7. Pushing and Managing EPP MDM App to iOS Devices

The EPP MDM App can be pushed and managed to any supported and managed iOS device.

For details how to push the EPP MDM App to an iOS device check section 12.4 (Pushing Apps to iOS Devices).
6. Android Endpoint Protector MDM Client App

The Android **Endpoint Protector MDM Client** app is a free app for Android and available on the Google Play Marketplace here:


The Android EPP Client app is MANDATORY for use of Endpoint Protector MDM with Android devices.

6.1. EPP MDM Android Client App Supported Versions

The EPP MDM app for Android is compatible with Android devices using Android Version 2.2 (Codename Froyo) or newer.

6.2. The Android EPP Client App

The Android EPP Client app allows the Android device to provide Endpoint Protector MDM with management rights. It also offers location data of the device to the Endpoint Protector Appliance in order to determine the current location of an Android device in case it is misplaced, lost or stolen.

6.3. EPP Client Android App to enroll devices

The Android EPP Client App is required for enrollment of an Android mobile device to an Endpoint Protector Appliance.
6.4. Install EPP Client App on Android and Enrolling Android Device

After receiving the enrollment invitation E-Mail or SMS click on the link provided in the E-Mail or SMS.

1. Choose to open the link with the default browser on your Android device.

   ![Image showing default browser choice]

   In this case (screenshot above) the choice for native browser is the option “Internet”, not the Dolphin or any other browser that might be installed on your Android device.

2. The web browser will open the enrollment site that already includes your registration data consisting of an MDM ID and your One Time Code (OTC).

   ![Image showing enrollment site]

   Click “Connect” to proceed”
3. In the next step the device user has to click on the “Endpoint Protector Client” link. Then a download of the EPP Client App will start.

4. The download of the eppclient.apk (name of the EPP Client Android app download file) should finish rather fast depending on your data connection speed since the eppclient.apk is small.
5. Locate now the eppclient.apk in the download folder on your device.

6. Click on the eppclient.apk and select “Install”. The EPP Client will start to install itself on the Android device.
7. After the installation you will see a message indicating the installation is finished. Click “Done” to complete the final steps for your Android device enrollment.

8. Go to “Applications” on your Android device. There locate the EPP Client and start it.
9. After the EPP Client starts you need to fill in your Name and your Phone Number. If the device has no phone number provide your mobile number for the Administrator to easier link your device with you as a user. Click “Next” after you completed the fields.

10. Now the question regarding device administration will appear which needs to be confirmed by clicking “Activate”.

⚠️ **Note**

By not enabling this option, the Android mobile device cannot be remotely administrated / managed.
11. Now you will see the message “EPP Client Successfully registered to Google GCM or C2DM”. This means that your Android device is now enrolled.

12. The settings “Location Accuracy Fine” or “Location Cost Allowed” can be selected.

Click “Done” to finish the enrollment process.

These two settings are described in the chapter 11.5.1 Location Accuracy Fine on Android 11.5.2 Location Cost Allowed on Android.
Enrolling Mobile Devices means to establish the connection for communication and management between the Endpoint Protector Appliance and your mobile devices. It is the process of inviting, enrolling and connecting the device with your Endpoint Protector Appliance.

To enroll mobile devices it is required to have the setup for either APNS (for iOS and OS X) or GCM (for Android) as described in chapter 4. MDM Setup APNS (Apple) & GCM finalized. If the Setup for APNS or GCM is not finalized the Endpoint Protector Appliance will not give you access to > Enroll Devices.
7.1. Different Enrollment methods are available:

A mobile device can be enrolled by:

1. Accessing a link in the invitation E-mail send to the device

2. Scanning a QR code contained in the invitation E-mail for a device

3. Accessing a link contained in the invitation SMS send to the device

4. Accessing directly a link through the native web-browser on the device and completing the Endpoint Protector ID and OTC fields
   
   a. For iOS devices the link is:  
      https://cloud.endpointprotector.com/mobile.php/register/iOS

   b. For OS X devices the link is:
      https://cloud.endpointprotector.com/mobile.php/register/OSX

   c. For Android devices the link is:
      https://cloud.endpointprotector.com/mobile.php/register/android

5. Downloading and installing the EPP MDM app on an iOS, OS X or Android device and completing the Endpoint Protector ID and OTC fields

⚠️ Note

Enrollment of iOS and OS X devices should be done through the Safari browser on your iOS and OS X device. Other browsers are not supported. For Android devices enrollment should be done through the native web browser on the device.
7.2. Mobile Device Enrollment

To be able to manage mobile phones and tablets, each device must be enrolled by going to Mobile Device Management -> Enroll Devices option.

In the Enrollment window, under Mobile Device Management Information, the MDM ID corresponding to your appliance is displayed, which will be further used as a parameter for enrolling mobile devices. Additionally, one can check the exact number of mobile devices enrolled at that moment.

The enrollment of iOS, OS X and Android devices is similar in many ways. There are different enrollment options for each mobile device type available. The first two options allow the sending of E-mail and SMS based invitation requests to mobile devices, invitations which include short instructions on the steps required for the end users of the device to perform. The sending of E-mail invitations can be performed by clicking on the “Send E-mail request” button, while the SMS based invitation can be performed by clicking on the “Send SMS Request” button. The “Bulk Enrollment” feature allows the administrator to send mass enrollment requests with just a few clicks. The administrator must create a contact list, either by pasting it into the contacts list field, or by importing it. After the contacts are added, either way, they will be shown in the interface, and with the “Add to sending queue” button the “Bulk Enrollment” process can be started and the invitations will be sent to all contacts (more on “Bulk Enrollment” at paragraph 7.2.10).

In order to ensure that a mobile device is properly and securely enrolled, there are two keys required during the enrollment process:
- **MDM ID** – which uniquely identifies your Endpoint Protector Appliance/Server.

- **OTC (One-Time-Code)** – which allows only the invited devices to be enrolled on your Endpoint Protector Appliance/Server. The OTC will expire after one use.

- **Uninstallation Passphrase (applies to iOS and OS X)** – which allows the device to be unmanaged/uninstalled. The uninstallation option for iOS and OS X has to be chosen at enrollment time.

The MDM ID can be found in the Reporting and Administration web interface at: Mobile Device Management > Enroll Devices > Mobile Device Management Information

These invitations, in case of an unknown device type and E-mail request, will include three different registration links for the different types of devices (iOS, OS X and Android), which readily include the MDM ID and OTC. In case of an unknown device type and SMS request, the invitations will include two different registration links for iOS and Android, which already holds the MDM ID and OTC.

While the MDM ID is used for all enrolled mobile devices, different OTCs must be used for enrolling each mobile device. The Mobile Device Management feature comes with 10 pre-generated OTCs available in the Enrollment window. The “Request More OTC” option will allow the Administrator to generate more OTCs.

Once an E-mail or SMS based invitation request is sent, an OTC will be automatically assigned to the user requesting the enrollment of his device and it
will be automatically removed from the list of available One Time Codes. To verify which OTC was assigned to each device and user, the administrator can click on the “View Sent Invitations” button, which will display a list of all used OTCs with the corresponding e-mail addresses and/or phone numbers where they were sent to. The “View Available OTC” allows the administrator to return to the list of unassigned OTCs.

The third enrollment method allows the end user to directly enroll his mobile phone through the Endpoint Protector Cloud Service, which can be accessed at two separate links, one for each supported mobile device operating system. This option requires the user to previously receive the MDM ID and OTC keys from the administrator. In this case, the administrator must reserve one OTC from the list for the user making the request either by:

- using the “Reserve” right-click menu option

This operation will remove the selected OTC from the list of the available OTCs and move it to the list of already sent invitations.

7.2.1. iOS and OS X Enrollment and Profile Protection

When an iOS or OS X device is enrolled the Administrator has the option to protect the policy/settings (called Profiles on iOS and OS X) against uninstallation. When an iOS or OS X device is enrolled it receives first an enrollment profile which is responsible for the communication between the device and the Endpoint Protector Appliance. This enrollment profile is not protected against uninstallation but all additional profiles attached to the enrollment profile can be protected against uninstallation. This means the restriction profile cannot be uninstalled from the device without a passcode that is protecting it, but the enrollment profile can be uninstalled, which also will uninstall the restriction profile.

The Profile Protection options are:

- **Always Allow Removal** – which allows the user to remove a profile at any time.

- **Never Allow Removal** – which allows removal of the profiles only through the Endpoint Protector Appliance Administrator.
- **Passphrase Required for Removal** – which allows the device user to delete the profile after entering the passphrase for deletion.

A practical example to illustrate this fact better is the following. An iPhone is enrolled and the administrator applies the companies’ security policy for restrictions (disabling FaceTime for example) and Wi-Fi Settings as a profile and protects it with a profile protection. The user of the device wants to uninstall the restrictions profile to be able to use FaceTime. To do that the user is required to enter a passcode which he doesn’t know (only the Endpoint Protector administrators). The user still could uninstall the enrollment profile (without a passcode) but in case he does that also all his other profiles and settings are deleted along with it, meaning company Wi-Fi settings etc.

### 7.2.2. iOS and OS X Profile Protection Deletion Passphrase
The passphrase for deletion of Profiles on iOS and OS X devices is by default generated randomly if during the invitation/enrollment process the Endpoint Protector Administrator who sends the invitation to the device sets the Profile Protection option to “Passphrase Required for Removal”.

The automatically generated passphrase can be found in the Endpoint Protector Reporting and Administration web interface under Mobile Device Management > Enroll Devices > One Time Codes > Uninstall Passphrase(show).

After clicking on show the Passphrase is shown that corresponds to the device’s enrollment OTC. In case the device user needs this passphrase, the administrator can give it to the user over the phone for the user to enter during deleting of a profile. The administrator can locate the Passphrase after clicking “View Invitations Sent” and locating the OTC used by the device for enrollment.
The Passphrase can also be set by the administrator manually under the option Mobile Device Management > Mobile Devices > General > Profile Removal Policy.

7.2.3. Sending E-Mail or SMS Enrollment Invitation (iOS/OS X / Android)

Sending E-Mail or SMS enrollment invitations is made through the option “Enroll Devices”.
Entering E-Mail and Phone numbers require attention to the correct format and selecting the device type, if known, in this step is of advantage due to a lesser chance that the user will select the wrong option.

For iOS and OS X devices in the device enrollment step as previously described it is important to set the Profile Protection settings.

**7.2.4. SMS Enrollment Number Format (iOS / Android)**

When sending SMS enrollment invitations, it is essential to send them using the correct number format.

The correct number format is: 40112345678

Country code, followed by area code and number, No + or zeroes are required in front of the country code.

At all-time a country code is required, in case of US or Canadian numbers it is a 1, for Germany it is 49, etc.

**7.2.5. E-Mail Enrollment Invitation (iOS/OS X / Android)**

The device user can receive an enrollment invitation on the actual device and access the included URL (which includes already the MDM ID and OTC) to enroll the device.

Or if the e-mail is received with a desktop e-mail client, the user can scan the containing QR Code in the e-mail (which includes already the MDM ID and OTC) or access the included URL by typing it in the browser on the mobile device.

Below is shown an enrollment invitation e-mail on an iOS device.
In case the e-mail invitation is sent to an unknown device type it is important that the user chooses the proper device type from the available link options for iOS, OS X and Android devices.

7.2.6. SMS Enrollment Invitation (iOS / Android)

The device user should receive the enrollment invitation SMS on the actual device and access the included URL (which includes already the MDM ID and OTC) to enroll the device through the native browser of the device. In case of iOS it has to be accesses using Safari on the iPhone or iPad.

Below is shown an enrollment invitation SMS on an iOS device.
7.2.7. iOS and OS X Mobile Device Enrollment over URL

⚠ **Note**

Enrollment of iOS devices should be done through the Safari browser on your iOS device or the iOS EPP MDM app from the App Store. Using other web browsers to enroll your iOS device is not supported.

The enrollment of an iOS or OS X device requires a working Internet connection (Wi-Fi or 4G/3G/2G). A 3G data connection is recommended for mobile devices. This way the communication with the Apple Servers can be performed and the information about the mobile device can be further transmitted to the Endpoint Protector Appliance/Server.

Once the user has received the invitation and clicked on the included link, a confirmation page will be displayed in his browser, auto-filled with the MDM ID and OTC keys.

![Device Enrollment](image)

After clicking on the “Connect” button, the user receives an Endpoint Protector profile for download, which must be further installed on his mobile device.
The user has to click on “Endpoint Protector Profile” to continue. The Profile has been generated at this step and is ready for installation.

⚠️ Note

The profile is valid from this point on for two (2) hours. If the enrollment process is at this point interrupted for more than two hours the enrollment process has to be repeated from the start.

Next, the user must click on the “Install” button for the installation of the Endpoint Protector Profile.
In case the iOS or OS X device has already a passcode/password set to access the device; the user is asked to access the passcode/password in order to confirm installation.

Once the Endpoint Protector Profile was successfully installed, the mobile device will be displayed inside the Mobile Devices List from the Endpoint Protector Web based Reporting & Administration Interface and it now available for the administrator to manage it.

7.2.8. iOS Mobile Device Enrollment through EPP MDM App

To enroll using the EPP MDM iOS app from the Apple App Store the user has to install the app on the iOS Device. After installing the EPP MDM iOS app (as described before in 5.5 Installing the EPP MDM iOS App) the user has to click “Query enrollment status”

The app is now checking if the iOS device is already enrolled with Endpoint Protector Mobile Device Management.

If the device is not enrolled yet the following message will appear “The device doesn’t appear to be enrolled....” If the device is enrolled already it will appear
“Device enrolled”.

Left image, device not enrolled yet. Right image, device is already enrolled.

In case the device is not enrolled yet click “Enroll Device” to continue.

Provide the MDM ID (MDM ID is located as described before 7.2) and an OTC (One Time Code) that is provided by the Endpoint Protector Administrator and click “Connect”.
After a device is successfully enrolled the Device enrolled status displays the MDM ID (Server ID) and OTC used along with the date when the device was enrolled.

7.2.9. Android Device Enrollment

To enroll an Android mobile device, a Google Account is required to be previously setup by the user on the device. This is usually done when the user receives a new device and starts using it. Additionally, an Internet connection is mandatory for the communication between Endpoint Protector Appliance and the Android device. At least a 3G data connection is recommended to allow the communication with Google and Endpoint Protector Appliance and the transmission of the mobile device information.

Once the user has received the invitation and clicked on the included link, a confirmation page will be displayed in his browser, auto-filled with the MDM ID and OTC keys.

These steps are described in detail in chapter 6.4 Install EPP Client App on Android and Enrolling Android Device.

7.2.10. Bulk Enrollment

Bulk enrollment allows the administrator to send enrollment invitations to a large number of devices at the same time, through contacts list.
Contacts list can be imported from an .xls file or can be created in the „Paste Contacts“ section.

It is possible to paste up to 500 contacts at once. The required format is: name, separated with semicolon (;) the E-mail, separated with semicolon (;) the
Telephone Number. (Example John A. ; john@company.com ; country_prefix-xxxxxxx). Please note that a „Bulk Enrollment .xls Sample“ file with a few examples inside is available for downloading.

Regardless of the way the contacts list is created, the mobile device type, and profile protection must be selected, otherwise a wrong enrollment link might be sent. Choose „Unknown“ at „Select Mobile Device Type“, if the devices to which the invitations will be sent are not just of one type(iOS, OS X or Android).

The added contacts will be available in the „Results“ section.

To add the selected contacts to the sending queue click on „Add To Sending Queue“ button.
In case both e-mail and telephone number is given, the enrollment invitation will be sent via e-mail. Sending all the invitations might take up to one hour, depending on the number of selected contacts.

To view the pending enrollments click on the „Check Sending Queue” link.

Note! Contacts to which the invitations were already sent will no longer be available in the interface.
8. Managing Mobile Devices

The list of enrolled mobile devices and their status is available under Mobile Device Management -> Mobile Devices.

To manage a specific device, select it from the list by right-clicking on the device name and choose one of the available actions: **Manage Device, Edit** and **Delete**.
The **Edit** option allows the Administrator to list and edit details regarding the device and send a command to get latest details in real time.

![Image of Mobile Device Details screen]

The **Manage Setting** option allows the Administrator to manage an already enrolled device and enforce different settings to the device such as Lock/Wipe commands, Contact and Accounts management etc.

![Image of Manage Setting screen]

The **Delete** option once selected by the Administrator will delete a device and the corresponding history and logs from Endpoint Protector Appliance. We recommend not to "Delete" a device not before it was unmanaged. To unmanage a device, please check the section 15. Unmanage a Mobile Device in this manual.
8.1. Mobile Device Status

In the column Status the current mobile device status is shown if known to Endpoint Protector.

**Registered** – means the device is currently managed and Endpoint Protector MDM can communicate with the device. Applies to both iOS and Android devices.

**MobileProfileRemoved** – means the device is no longer managed. Either the device user has directly on the device removed the Enrollment Profile, or the Endpoint Protector Administrator has remotely removed the Enrollment Profile from the device to unmanage it. Applies to iOS devices.

**DeviceAdminDisabled** – means the device is no longer managed. Either the device user has directly on the device removed the EPP Client app, or the Endpoint Protector Administrator has remotely removed the EPP Client app from the device to unmanage it.

“**Last Seen**” is the time and date when the device has last time communicated with the Endpoint Protector MDM.
Selecting the “Manage Device” option for a mobile device will open the Manage Device page, containing different options to manage the selected device and to view information about it.

The main three rows are the following three:

- **Device Information**: displays all important device related details from mobile device name, model, type and OS to carrier related details such as carrier name, user phone number and user name. Not all information will be available all the time since the information available depends on the device and the operating system.

- **Locate Device**: displays on the included map the previous and the current location of the device at the time of the last request. By selecting the “Update Location” option, the current location will be displayed on the map, while the “Location History” option will allow the Administrator to view the previous locations of the mobile device. For iOS only the current location is available of the device. For Android all location options are available, while for OS X there is no location information available. Please remember, iOS and Android both require for location information the EPP MDM app to be installed on the device.

- **Device Management Tabs**: includes separate tabs containing the available MDM options for remote device and data managing. Detailed Features are described in the following paragraphs.
Available Options

The table below shows the available MDM options for Android and iOS mobile Devices. More options will be made available updated with each version update.

<table>
<thead>
<tr>
<th>Tab</th>
<th>MDM Option</th>
<th>Description</th>
<th>OS Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device Settings</td>
<td>Device Ownership</td>
<td>Allows to define the owner of the device: Personal, Company or Unknown</td>
<td>ᴾ ᴵ ᴮ / OSX</td>
</tr>
<tr>
<td>Device Settings</td>
<td>Voice Roaming</td>
<td>Allows to deactivate the Voice Roaming service for the mobile device (*Carrier dependent)</td>
<td></td>
</tr>
<tr>
<td>Device Settings</td>
<td>Data Roaming</td>
<td>Allows to deactivate the Data Roaming service for the mobile device</td>
<td></td>
</tr>
<tr>
<td>Device Settings</td>
<td>Device Location Settings</td>
<td>Allows to set additional parameters for the locating option: Location Accuracy Fine &amp; Location Cost Allowed for a more accurate mobile device locating</td>
<td>ᴾ / ᴵ / OSX</td>
</tr>
<tr>
<td>Lock / Wipe</td>
<td>Lock Device</td>
<td>Remotely locks the user mobile device with or without resetting the user’s password</td>
<td>ᴾ ᴵ ᴮ / OSX</td>
</tr>
<tr>
<td>Lock / Wipe</td>
<td>Wipe Device Data</td>
<td>Remotely deletes all device data. Additionally, the data stored on the SD Card can be deleted as well by checking the “Include SD Card” option</td>
<td>ᴾ ᴵ ᴮ / OSX</td>
</tr>
<tr>
<td>Lock / Wipe</td>
<td>Wipe SD Card</td>
<td>Remotely deletes all data stored on the SD Card</td>
<td>ᴴ ᴮ</td>
</tr>
<tr>
<td>Security Policy</td>
<td>Current Security Policy</td>
<td>Displays the security settings applied at that moment</td>
<td>ᴴ ᴮ / OSX</td>
</tr>
<tr>
<td>Security Policy</td>
<td>File Vault 2 Disk Encryption</td>
<td>Encrypts the content of the disk automatically</td>
<td>OSX</td>
</tr>
<tr>
<td>Security Policy</td>
<td>Set Security Policy</td>
<td>Allows defining additional password settings such as: minimum password length, password quality, max. time to lock, max. number of passwords retries before wipe.</td>
<td>ᴴ ᴮ / OSX</td>
</tr>
<tr>
<td>Security Policy</td>
<td>Ask User to Change Password</td>
<td>Enforces the user to define a new password</td>
<td>ᴴ ᴮ / OSX</td>
</tr>
<tr>
<td>Security Policy</td>
<td>Clear Password</td>
<td>Resets any existing password for the mobile device</td>
<td></td>
</tr>
<tr>
<td>Security Policy</td>
<td>Device Password</td>
<td>Resets any existing password and allows defining remotely a different password for the mobile device</td>
<td>ᴴ ᴮ / OSX</td>
</tr>
<tr>
<td>Category</td>
<td>Option</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Manage Device</td>
<td>Refresh Device Details</td>
<td>Updates the device details displayed under Device Information</td>
<td></td>
</tr>
<tr>
<td>Manage Device</td>
<td>Refresh App List</td>
<td>Display the list of currently installed apps on the mobile device</td>
<td></td>
</tr>
<tr>
<td>Manage Device</td>
<td>Refresh Profile List</td>
<td>Display the list of currently set profiles on the mobile device</td>
<td></td>
</tr>
<tr>
<td>Manage Device</td>
<td>Refresh Google Accounts</td>
<td>Display the list of currently set Google e-mail accounts on the mobile device</td>
<td></td>
</tr>
<tr>
<td>Manage Device</td>
<td>Refresh Accounts</td>
<td>Display the list of all currently set e-mail accounts on the mobile device</td>
<td></td>
</tr>
<tr>
<td>Manage Device</td>
<td>Refresh Contacts</td>
<td>Display the list of all current contacts saved on the mobile device</td>
<td></td>
</tr>
<tr>
<td>Installed Apps</td>
<td>Installed Apps</td>
<td>Shows the list of installed apps after selecting the Refresh Apps List option</td>
<td></td>
</tr>
<tr>
<td>Remove Installed Apps</td>
<td>Installed Apps</td>
<td>Removes the selected application from the list of installed apps and uninstalls the application from the mobile device</td>
<td></td>
</tr>
<tr>
<td>Accounts</td>
<td>Accounts</td>
<td>Shows the list of e-mail accounts after selecting the Refresh Accounts / Refresh Google Accounts option</td>
<td></td>
</tr>
<tr>
<td>Contacts</td>
<td>Contacts</td>
<td>Shows the list of contacts after selecting the Refresh Contacts option</td>
<td></td>
</tr>
<tr>
<td>Profiles</td>
<td>Profiles</td>
<td>Shows the list of set profiles after selecting the Refresh Profile List option</td>
<td></td>
</tr>
<tr>
<td>History</td>
<td>History</td>
<td>Logs all device activity</td>
<td></td>
</tr>
</tbody>
</table>
8.2. Mobile Devices Groups

The Mobile Devices Groups section allows the creation of groups according to various needs. The search box also gives the end user the ability to more easily find devices.

Once the group is created, the end user can apply various policies to the newly created group, available in the „Groups of Mobile Devices“ section in the MDM Policies sub-menu.
9. Manage iOS Devices

For each operating system (iOS, OS X and Android) different Device Management features are supported and available. For iOS the different management settings are stored as different profiles. One iOS device can have multiple profiles stored on it.

9.1. Security Settings (Security Profile) on iOS

Enforcing the use of a password / passcode is the most important feature on any device, company or individually owned. Protecting access to data on the device is the first task to protecting your iOS devices.
9.1.1. Password / Passcode Setting on iOS Device

Mobile Devices > Security Policy > Set Security Policy

The following Settings can be applied for the password / passcode settings for an iOS device:

- **Simple Value** – Example Password could be 1221
- **Alphanumeric Password** – Example could be 123A
- **Min Password Length** – Minimum number of digits
- **Min Number of Complex Chars** – Minimum number of complex characters. Complex characters are for example: !@#$%&* etc.
- **Max Password Age (days)** – Number of days for which a user can use the same password. After that the user is requested to change the password to a new password.
- **Max Time to Lock (minutes)** – If iOS device is not used the device will lock (request password to access again) after set number of minutes.
- **Password History** – When a new password is set a new password is required. For example, if set to two, it means that after changing the password the user cannot reuse a previously used password until he has set two new passwords in the meantime.
- **Grace Period (minutes)** – Means the time a user has to make a change to the password or to initially set a password after the device receives the security policy.
- **Max Failed Password Retries** – Means the number a user can enter a wrong password until the device will wipe all data and reset itself. In case of reset, the device is wiping its entire data and is reset to a factory default. All data on the device is erased and cannot be recovered.

9.1.2. Clear Passcode (No more password required)

Using the option “Clear Passcode” the current device password will be set to be empty; hence the device can be unlocked without entering a password. This feature can be helpful in case the device is damaged and a password cannot be entered through the device itself.

9.1.3. iOS Device Hardware Encryption

When the password/code for an iOS device is set the iOS, device is automatically using its built-in hardware encryption in order to protect data on the device in
case it is lost or stolen. We recommend setting a complex password in the security policy in order to have maximum protection.

9.2. Restrictions (Restrictions Profile) on iOS

Mobile Devices > Security Policy > Set Restriction Policy

In order to use an iOS according to a company policy the Endpoint Protector Administrator can choose what options / features to allow to be used on the iOS device or to be disabled.

Disabling an option / feature will result in the option / feature being disabled from the iOS device. A practical example would be for the Administrator to disable the use of FaceTime. After the restriction policy is received by the iOS device, the FaceTime app icon and all FaceTime related options under Settings are removed (see screenshots below). The iOS device user has no option anymore to access or use the FaceTime feature.
9.2.1. The following iOS features can be restricted

- Allow installing apps

- Allow Siri
  
  - Allow Siri while device locked

- Allow use of camera

- Allow FaceTime

- Allow screen capture
  (making screenshots feature, holding home button and ON/OFF button to capture screen)

- Allow Passbook while device locked

- Allow sync while roaming

- Allow voice dialing

- Allow In-App Purchase

- Require iTunes Store password

- Allow multiplayer gaming

- Allow adding Game Center friends
9.2.2. The following Applications can be restricted

- Restrict YouTube App (native iOS YouTube)
  Since YouTube is not part of iOS 6 anymore this feature is only supported for iOS 4 and iOS 5.

- Allow iTunes
- Allow Safari
- Allow Safari Auto Fill
- Allow JavaScript on Safari
- Allow popups on Safari
- Safari fraud warning

9.2.3. iCloud restrictions / Photo stream restrictions

iCloud is a service where almost all data on an iOS device is uploaded to Apple Servers. Some companies might choose to restrict the use of iCloud due to regulatory requirements, compliance requirements, data protection concerns or simply privacy concerns.

- Allow iCloud backup
- Allow iCloud document sync
- Allow photo stream
- Allow shared photo streams
  Disallow photo stream can cause loss of data that was part of photo stream.

9.2.4. Security and Privacy Restrictions

- Allow sending diagnostic data
- Allow untrusted TLS certificate
- Force encrypted backups (when backing up iOS device to a computer)

9.2.5. Content Rating Restrictions

- Allow explicit content
9.2.6. iOS7 Restrictions
- Allow fingerprint for unlock
- Allow Lock Screen Control Center
- Allow Lock Screen Notifications
- Allow Lock Screen Today View
- Allow managed docs in unmanaged Apps
- Allow unmanaged docs in managed Apps
- Allow OTA PKI updates
- Limit ad tracking

9.2.7. Supervised Device Restrictions
- Allow AirDrop
- Allow Account Modification
- Allow App Cellular Data Changes
- Allow User Generated Siri Content
- Allow changes to Find My Friends
- Allow Host Pairing
- Allow iBookstore
- Allow Game center
- Allow iMessage
- Allow App Removal
9.3. Remote iOS Lock of Device

Mobile Devices > Lock / Wipe > Lock Device

The iOS device can be remotely locked. Clicking “Lock” will remotely lock the device screen and require a password entry to unlock the screen. The current password is kept in this case if the device is remotely locked.

The remote lock of a device works also in case of a device that has a SIM card and the SIM card has been removed from the device. As long as the device has a working internet connection, in this case over Wi-Fi the remote locking of the device will still work as long as the lock command can reach the device.

9.4. Remote iOS Device Wipe (Device Nuke)

Mobile Devices > Lock / Wipe > Wipe Device Data

The iOS device can be remotely wiped. A remote wipe will erase all data on the device and reset the device to its factory default. To remotely wipe a device, click “Wipe” and a confirmation message will ask to proceed if you are sure you want to remotely wipe the device.
After a remote wipe the device is unmanaged. No more connection between the iOS device and Endpoint Protector is possible after the remote wipe.

The remote wipe of a device works also in case of a device that has a SIM card and the SIM card has been removed from the device. As long as the device has a working internet connection, in this case over Wi-Fi the remote wipe of the device will still work as long as the wipe command can reach the device.

⚠ Note
All data on the device will be permanently lost. It cannot be recovered after a remote wipe. Use this feature with caution and only as a last resort.

9.5. iOS Disable Device Password / Passcode
Mobile Devices > Security Policy > Clear Password (No more password required)

The option “Clear Password (No more password required)” will disable the password / passcode requirement for the iOS device. Unlocking the device screen will be possible without a password entry.

9.6. Device Ownership
Mobile Devices > Device Settings > Device Ownership

The option “Device Ownership” can be set to who is the rightful owner of a device. Set it to “Company” if the company has purchased the device for the user or to “Personal” if the user has purchased the device and uses it for business purposes. After a device is enrolled the default settings is set to “Unknown”.
9.7. Voice Roaming on iOS

Mobile Devices > General > Roaming

The option “Voice Roaming” can be set to allow a device to have voice roaming enabled while outside of range of the default cellular network. This setting can in some cases also be dependent on the cellular network provider. It might be required depending on the cellular subscription if voice roaming has to be activated first for the subscription before it can be enabled or disabled through Endpoint Protector.

The option “Data Roaming” can be set to allow a device to have data roaming enabled while outside of range of the default cellular network. This setting can in some cases also be dependent on the cellular network provider. It might be required depending on the cellular subscription if data roaming has to be activated first for the subscription before it can be enabled or disabled through Endpoint Protector MDM.

9.8. Profile Removal Policy for iOS Devices

Mobile Devices > Manage Device > Profile Removal Policy

As described in the chapter 7.2.2 iOS and OS X Profile Protection Deletion Passphrase before the profiles (settings) on an iOS Device can be protected with a passphrase. In this option the passphrase can be changed to be a different one than the one automatically generated and associated with the OTC. For the full description of this option please consult chapter 7.2.2 iOS and OS X Profile Protection Deletion Passphrase.
9.9. Refresh App List for iOS

Mobile Devices > Manage Device > Refresh

This function by clicking “Refresh” will ask the iOS device for a list of all the apps installed on the iOS device. The list of all installed Apps is shown in Endpoint Protector MDM at Mobile Devices > Installed Apps. If the user installs a new application, the list of the installed apps will be updated next time when the administrator will request the list of apps by pressing the “Refresh” button.
9.10. Installed Apps on iOS

Mobile Devices > Installed Apps

The List of Apps installed on the iOS device lets the Administrator see what apps users have installed on their devices. The list of apps installed on a device can be requested from the iOS device and updated through the option “Get Application List” as described in chapter 9.9.

Installed Apps on managed iOS devices can be pushed, uninstalled and managed in different ways as described in the chapter 12 Mobile Application Management (MAM) for iOS.

9.11. Refresh Profile List on iOS

Mobile Devices > Manage Device > Refresh Profile List

The Profile List of an iOS device will show you what profiles are currently installed on the device. The list of installed profiles is shown here Mobile Devices > Profiles.
9.12. Profiles on iOS Devices Information

9.12.1. Mobile Devices &gt; Profiles

The profiles installed on an iOS Device are listed in the “Profile” tab. The Profiles installed on an iOS Device are always the enrollment Profile and possible restriction or other profiles. The type of profile is shown in the “Profile Description” column.

9.12.2. Remove Profile from iOS Device

From here the Endpoint Protector Administrator can also perform the remove action of a profile by clicking on ☑ “Remove Profile”. If a profile, e.g. a Restriction Profile is removed, the associated restrictions from the iOS device are removed. In case the Administrator want to unmanage a device, the Enrollment Profile needs to be removed. After removing the enrollment profile the device is no longer managed.

9.13. Manage Wi-Fi on iOS

Mobile Devices &gt; Manage Wi-Fi
The Endpoint Protector Administrator can apply wireless network (Wi-Fi) settings to an iOS device. This can be used for iOS devices to automatically connect to a Wi-Fi access point without having to manually add the settings on the device.

9.13.1. Wipe Wi-fi Settings

Wi-Fi Profile can be removed to wipe company Wi-Fi Settings while personal Wi-Fi content remains untouched.

9.14. Manage Mail on iOS

Mobile Devices > Manage Mail

The Endpoint Protector Administrator can apply E-Mail settings to an iOS device. This can be used for iOS devices to automatically use company e-mail accounts and settings without having to manually add the settings on the device.

9.14.1. Wipe E-mail Settings

E-mail Profile can be removed to wipe company E-Mail Content and Settings while personal E-mail accounts and content remain untouched.
9.15. Manage VPN on iOS

Mobile Devices > Manage VPN

The Endpoint Protector Administrator can apply VPN settings to an iOS device. This can be used for iOS devices to automatically deploy and use company VPN settings and policies without having to manually add the settings on the device.

9.16. Manage APN settings on iOS

The Access Point Name (APN) defines the network path for all cellular data connectivity. You can view or edit the APN for cellular data services on iPhone or iPad, if your device uses a SIM card and your carrier allows you to edit the Access Point Name.

To change the settings on the target device, complete the required fields. You’ll have to provide a name, access point username and password and proxy server if needed. Pressing “Apply” will push the cellular settings to the device.
9.17. Manage Cellular Settings on iOS devices

Cellular data is used for data communication in cellular networks. It doesn’t affect your ability to make or receive phone calls or to use Wi-Fi networks for Internet connectivity.

To change the settings on the target device, complete the required fields. You’ll have to provide a name, the authentication type, access point username and password and proxy server if needed. Pressing “Apply” will push the cellular settings to the device.
9.18. App Lock on iOS devices

The App Lock feature can be used to lock a device so only one application, which will be set from the server, can run on it. This feature is only available on Supervised iOS 7 devices.

If the list of existing applications on the device was never updated on the server, it is a must to press the “Refresh” button from the Manage Device section as explained in paragraph 9.11, otherwise there will be no application listed in the “App Identifier” dropdown. However, it is recommended to use “Refresh” each time before the App Lock feature is used to refresh the available apps.

After interrogating the device for the available apps, it is possible to set some further options which will define the usability of the application. Finally pressing the “Apply” button will enforce the on the device.

9.19. History of iOS Devices Actions

Mobile Devices > History

In the “History” tab a record of actions sent to an iOS device are saved and the corresponding results are shown as well. The result can be executed, error, failed or pending.
9.20. Contacts and Accounts Tab on iOS Devices

Mobile Devices > Contacts

Mobile Devices > Accounts

The tabs “Contacts” and “Accounts” have no functionality associated with them for iOS and show “No Results”. This function is currently only supported for Android devices.
10. Manage OSX Devices

For each operating system (iOS, OS X and Android) different Device Management features are supported and available. For OS X the different management settings are stored as different profiles. One OS X device can have multiple profiles stored on it.

10.1. Security Settings (Security Profile) on OS X

Enforcing the use of a password / passcode is the most important feature on any device, company or individually owned. Protecting access to data on the device is the first task to protect your OS X devices.
10.1.1. Password / Passcode Setting on OS X Device
Mobile Devices > Security Policy > Set Password Security Policy

The following Settings can be applied for the password / passcode settings for an OS X device:

- **Simple Value** – Example Password could be 1221
- **Alphanumeric Password** – Example could be 123A
- **Min Password Length** – Minimum number of digits
- **Min Number of Complex Chars** – Minimum number of complex characters. Complex characters are for example: !@#$%&* etc.
- **Max Password Age (days)** – Number of days for which a user can use the same password. After that the user is requested to change the password to a new password.
- **Max Time to Lock (minutes)** – If the OS X device is not used the device will lock (request password to access again) after set number of minutes.
- **Password History** – When a new password is set a new password is required. For example, if set to two, it means that after changing the password the user cannot reuse a previously used password until he has set two new passwords in the meantime.
- **Grace Period (minutes)** – Means the time a user has to make a change to the password or to initially set a password after the device receives the security policy.

10.1.2. OS X Device Hardware Encryption

When the password/code for an OS X device is set the OS X, device is automatically using it’s built in hardware encryption in order to protect data on the device in case it is lost or stolen. We recommend setting a complex password in the security policy in order to have maximum protection.
10.2. File Vault 2 Disk Encryption on OS X

With File Vault 2 you can encrypt the contents of your entire drive to help keep your data secure using XTS-AES 128 encryption.

Here are some guidelines on how to use the File Vault 2 Disk Encryption:

The first step is to change the “File Vault” dropdown to “On/Enable” status. Then there are a few options that can be selected below. Let’s take a walk through these buttons and see what each one means.

Defer Encryption – it will defer the encryption until the current user of the Mac will log out.

Prompt user for missing info - in case the administrator did not set the “Password”, it will prompt the user to complete, on the device, the missing info.

Create a personal recovery key - File Vault will create a personal key that can be used in case the user password on the device is lost or forgotten, and access is needed to the File Vault encryption.

Display the recovery key to the user – Before starting the encryption the recovery key will be shown to the user, so the user can save it/note it somewhere.

Use Keychain for institutional recovery key- An institutional key will be created and saved at /Library/Keychains/FileVaultMaster.keychain

Output Path – the location on the device where the personal recovery key will be saved

Username – must be an existing user that is already created on the target device

Password – the password for the user.
10.2.1. Disk Encryption Status

File Vault 2 Disk Encryption also has a Status field where it is possible to find information such as the Encryption Status, if the Personal Recover Key was defined or not and if the Institutional Recovery Key was defined or not.

10.3. Remote Lock of Device

Mobile Devices > Lock / Wipe > Lock Device

The OS X device can be remotely locked and a PIN can be set. Clicking “Lock” will remotely lock the device screen and the user will have to enter the PIN to unlock it. The PIN must be a four (4) digit number.

10.4. Remote OS X Device Wipe (Device Nuke)

Mobile Devices > Lock / Wipe > Wipe Device Data

The OS X device can be remotely wiped. A remote wipe will erase all data on the device and reset the device to its factory default. To remotely wipe a device, click “Wipe” and a confirmation message will ask to proceed if you are sure you want to remotely wipe the device.

After a remote wipe the device is unmanaged. No more connection between the OS X device and Endpoint Protector is possible after the remote wipe.

The “Find My Mac PIN” password protects the wiped device. After the device is wiped it will be locked and cannot be used unless the PIN is entered.
Note
All data on the device will be permanently lost. It cannot be recovered after a remote wipe. Use this feature with caution and only as a last resort, as all existing user’s data will be wiped.

10.5. Device Ownership
Mobile Devices > Device Settings > Device Ownership

The option “Device Ownership” can be set to who is the rightful owner of a device. Set it to “Company” if the company has purchased the device for the user or to “Personal” if the user has purchased the device and uses it for business purposes. After a device is enrolled the default settings is “Unknown”.

10.6. Profile Removal Policy for OS X Devices
Mobile Devices > General > Profile Removal Policy

As described in the chapter 7.2.2 iOS and OS X Profile Protection Deletion Passphrase before the profiles (settings) on an OS X Device can be protected with a password. In this option the password can be changed to be a different one than the one automatically generated and associated with the OTC. For the full description of this option please consult chapter 7.2.2 iOS and OS X Profile Protection Deletion Passphrase.
10.7. Refresh App List for OS X

Mobile Devices > Manage Device > Refresh

This function by clicking “Refresh” will ask the OS X device for a list of all the apps installed on the OS X device. The list containing all installed applications will be shown at the “Installed Apps” section. If the user installs a new application, the list of the installed apps will be updated next time when the administrator will request the list of apps by pressing the “Refresh” button.
10.8. Installed Apps on OS X  
Mobile Devices > Apps

The list of Apps installed on the OS X device lets the Administrator see what apps users have installed on their devices. The list of apps installed on a device can be requested from the OS X device and updated through the option “Refresh”.

10.9. Refresh Profile List on OS X  
Mobile Devices > Profiles > Refresh

The Profile List of an OS X device will show you what profiles are currently installed on the device. The list of installed profiles is shown at Mobile Devices > Profiles.

10.10. Profiles on OS X Devices Information  
Mobile Devices > Profiles
The profiles installed on an OS X Device are listed in the “Profiles” tab. There are two types of profile: the main Enrollment Profile and the restriction profiles. The type of profile is shown in the “Profile Description” column. If a new profile is installed on the device, the list of the installed profiles will be updated next time when the administrator will request the list of profiles by pressing the “Get Profiles List” button as described in paragraph 10.10.

10.10.1. Remove Profile from OS X Device

From here the Endpoint Protector Administrator can also perform the remove action of a profile by clicking on “Remove Profile”. If a profile, e.g. a Restriction Profile is removed, the associated restrictions from the iOS device are removed. In case the Administrator want to unmanage a device, the Enrollment Profile needs to be removed. After removing the enrollment profile the device is no longer managed.

10.11. Manage Wi-Fi on OS X

Mobile Devices > Manage Wi-Fi

The Endpoint Protector Administrator can apply wireless network (Wi-Fi) settings to an OS X device. This can be used for OS X devices to automatically connect to a Wi-Fi access point without having to manually add the settings on the device.

10.11.1. Wipe Wi-Fi Settings

Wi-Fi Profile can be removed to wipe company Wi-Fi Settings while personal Wi-Fi content remains untouched.
10.12. Manage Mail on OS X

Mobile Devices > Mail

The Endpoint Protector Administrator can apply E-Mail settings to an OS X device. This can be used for OS X devices to automatically use company e-mail accounts and settings without having to manually add the settings on the device.

10.12.1. Wipe E-mail Settings

E-mail Profile can be removed to wipe company E-Mail Content and Settings while personal E-mail accounts and content remain untouched.

10.13. Manage VPN on OS X

Mobile Devices > Network

The Endpoint Protector Administrator can apply VPN settings to an OS X device. This can be used for OS X devices to automatically deploy and use company VPN settings and policies without having to manually add the settings on the device.

Mobile Devices > History

In the “History” tab a record of actions sent to an OS X device are saved and the corresponding results are shown as well. The result can be executed, error, failed or pending.
11. Manage Android Devices

For each operating system (iOS, OS X and Android) different Device Management features are supported and available. For Android the different management settings are enforced by the EPP Client on the Android device.

11.1. Security Settings (Security Profile) on Android

Enforcing the use of a password / passcode is the most important feature on any device, company or individually owned. Protecting access to data on the device is the first task to protecting your Android devices.

The current Security Policy (if any) will be shown on under „Current Security Policy“.
11.1.1. Password / Passcode Setting on Android Device

Mobile Devices > Security Policy > Set Security Policy

The following Settings can be applied for the password / passcode settings for an Android device:

- **Password Quality** – The following settings can be chosen from:
  - No requirement
  - Any
  - Numeric
  - Alphanumeric
  - Complex

- **Min Password Length** – Minimum number of digits

- **Max Time to Lock (seconds)** – If Android device is not used the device will lock (request password to access again) after set number of seconds.

- **Max Failed Password Retries** – Means the number a user can enter a wrong password until the device will wipe all data and reset itself. In case of reset, the device is wiping its entire data and is reset to a factory default. All data on the device is erased and cannot be recovered.

- **Ask User to change password** – Checking this option will prompt the device user to change from current password to a new password.

To apply the password Policy to the device, make the selection and click “Apply”.
11.1.2. Device Password

Mobile Devices > Security Policy > Device Password

The Administrator can set a password and send it to the Android device. This is helpful in case a user has forgotten the device password or the device screen does not accept user input and the device password has to be changed or set to zero.

To apply the device password to the device, make the selection and click "Set".

11.1.3. Android Device Hardware Encryption

When the password/passcode for an Android device which has Android Version 4+ is set the Android device is automatically using its build in hardware encryption in order to protect data on the device in case it is lost or stolen. We recommend setting a complex password in the security policy in order to have maximum protection. Earlier Android devices with older versions of Android do not offer this functionality.
11.2. Request Storage Encryption

The administrator can request the Android device’s owner/user to encrypt the storage of the device by pressing “Enable Encryption”.

A message on the device will request the encryption. The request must be accepted, then the encryption type must be chosen (quick or normal). The encryption can be started only if the following requirements are met:

- Complex password to be set
- At least 80% battery remaining on the device

After these steps the encryption will start and the device cannot be used until the encryption is finished.

⚠️ Note
The data on the SD Cards will not be encrypted!

11.3. Remote Android Lock of Device

Mobile Devices > Lock / Wipe > Lock Device
The Android device can be remotely locked. Clicking “Lock” will remotely lock the device screen and require a password entry to unlock the screen.

The device can be locked with the current password being kept “Lock Device Screen (Keep Current Password)” or alternatively be locked with a random password if selected “Strong Password Lock (Set Random Password).

The remote lock of a device works also in case of a device that has a SIM card and the SIM card has been removed from the device. As long as the device has a working internet connection, in this case over Wi-Fi the remote locking of the device will still work as long as the lock command can reach the device.

The Android device can be remotely wiped. A remote wipe will erase all data on the device and reset the device to its factory default. To remotely wipe a device, click “Wipe” and a confirmation message will ask to proceed if you are sure you want to remotely wipe the device.

Additionally, to wiping the data on the actual device the option to “Include SD Card” can be selected to also wipe the data on an SD Card in the device.

After a remote wipe the device is unmanaged. No more connection between the Android device and Endpoint Protector is possible after the remote wipe.

The remote wipe of a device works also in case of a device that has a SIM card and the SIM card has been removed from the device. As long as the device has a working internet connection, in this case over Wi-Fi the remote wipe of the device will still work as long as the wipe command can reach the device.

⚠️ Note
All data on the device will be permanently lost. It cannot be recovered after a remote wipe. Use this feature with caution and only as a last resort.

The SD Card in an Android device can be remotely wiped using this feature. To wipe the SD Card click “Wipe SD-Card”.

11.4. Device Ownership

Mobile Devices > Device Settings > Device Ownership

The option “Device Ownership” can be set to who is the rightful owner of a device. Set it to “Company” if the company has purchased the device for the user or to “Personal” if the user has purchased the device and uses it for business purposes. After a device is enrolled the default settings is set to “Unknown”.

11.5. Android Device Location Settings

Mobile Devices > Device Settings > Device Location Settings

These settings impact the accuracy of the location data used to locate an Android device.

11.5.1. Location Accuracy Fine on Android

The setting “Location Accuracy Fine” unchecked relies on data from WiFi or triangulation. Checked “Location Accuracy Fine” will rely on GPS data.

11.5.2. Location Cost Allowed on Android

The setting “Location Cost Allowed” will send location data even if device is outside of the regular network.
11.6. Manage Wi-fi

This feature will enable or disable the Wi-Fi on the Android device.

Note! Make sure that you have a valid internet connection (other than Wi-Fi) otherwise the communication between the EPP Server and the Android devices will not be possible!

11.7. Manage Bluetooth Camera

This feature will enable or disable the Bluetooth and camera on the Android device.

11.8. Refresh Google Accounts for Android

Mobile Devices > Manage Device > Accounts
Clicking “Refresh” will get the list of accounts registered on the Android device.

11.9. Refresh App List for Android

Mobile Devices > Manage Device > Apps > Refresh

This function by clicking “Refresh” will ask the Android device for a list of all the apps installed on the Android device. The list of all installed Apps is shown in Endpoint Protector MDM at Mobile Devices > Apps

11.10. Manage Calendar Events

Through this feature it is possible to manage Calendar Events for Android devices. The list of the existing events can be updated by pushing the “Refresh” button.
11.11. Installed Apps on Android

Mobile Devices > Installed Apps

The List of Apps installed on the Android device lets the Administrator see what apps users have installed on their devices. The list of apps installed on a device can be requested from the Android device and updated through the option “Get App List” as described in chapter 11.9.

In future versions of Endpoint Protector MDM more features for managing apps on iOS Devices will be introduced.

11.11.1. Removing Installed Apps on Android

The Endpoint Protector Administrator can send an action to the Android device and ask the device to remove the app from the device. By clicking the "Remove App" button the request is sent to the device. The Android device will now show the user that the device is supposed to be removed. The user can oppose removal and simply deny this. In this case the Administrator should send another request for removal. Due to the Androids Operating System, in the current scenario the App cannot be forcefully uninstalled.
11.12. Get Contacts on Android

Mobile Devices > Contacts

The tab “Contacts” lists all contacts that are saved in the address book of an Android device.

To retrieve the list of contacts on the device the Endpoint Protector Administrator can request the list by clicking “Refresh” under the option Mobile Devices > Manage Devices > Refresh.

Also the download of contacts in a .vcf file format is possible by using the selection boxes and the “Download (VCF)” button.

11.13. History of Android Device Actions

Mobile Devices > History

In the “History” tab a record of actions send to an Android device are saved and the corresponding results is shown as well. The result can be executed, error, failed or pending.
11.14. Manage Wi-Fi, Manage Mail, Profiles on Android

Mobile Devices > Manage Wi-Fi

Mobile Devices > Manage Mail

Mobile Devices > Profiles

The tabs “Manage Wi-Fi”, “Manage Mail” and “Profiles” have no functionality associated with them for Android and show “No Results”. This function is currently only supported for iOS devices.
12. Mobile Application Management (MAM) for iOS

The Mobile Application Management (MAM) feature in Endpoint Protector for iOS gives the Endpoint Protector Administrator the power to push Apps from the App store on managed iOS devices. The feature in the current version supports paid and free apps listed on iTunes App Store. (The feature supports paid and free apps listed on iTunes App Store and enterprise apps that are developed “in-house”) Mobile Apps can be managed under the following option Mobile Device Management > iOS App Management.
12.1. Adding Apps to your Managed Apps Catalog

To add Apps search for the App in the iTunes App Store directly in the Endpoint Protector interface.

12.1.1. Searching for Apps

Searching for Apps is possible by entering the name of the App or by directly entering the App ID of an App (e.g. the App ID for the EPP MDM iOS App is id570954584). The App ID is stated in the URL of an app when viewing the app details in a web browser (e.g. https://itunes.apple.com/us/app/epp-mdm/id570954584).

For either type of search selects “Using search term” or “Using iTunes App ID”.

![Endpoint Protector Interface](image)
12.1.2. Adding Apps to Managed Apps Catalog
To add an App to your Managed Apps Catalog, select the App from the “Search Results” and click “Add selected Apps”.

12.1.3. Adding „Enterprise Apps“ to Managed Apps Catalog
You can add applications developed „in-house“ by clicking on the „Add Enterprise App“ button.
You will have to enter the required details in the pop-up window.

12.2. Editing App Management Options

Managed Apps options can be modified by selecting “Edit App”.

![Image of pop-up window and app management options]

![Image of app management options with selected app]
The options for managed Apps are:

- **Remove app when MDM profile is removed**
  if this management flag is set the managed App and all its associated data/content with it, will be removed if the iOS device becomes unmanaged, either if the Endpoint Protector administrator unmanages the device or if the device user is unmanaging the device by removing the device enrollment profile.

- **Prevent backup of the app data**
  if this management flag is set the managed Apps associated data/content will not be backed up in case the device is synced or backed up with iTunes.
12.3. Managed Paid Apps

Paid Apps require purchasing license keys through the Apple Volume Purchase Program. The licenses (which Apple calls Redemption Codes) can be purchased here: https://vpp.itunes.apple.com.

This option is available in the Endpoint Protector interface only for paid apps when selecting “Edit App” under the point “Import Redemption Codes”.

After redemption codes have been purchased from Apple they need to be introduced through copy/pasting the redemption codes into the Endpoint Protector interface under the option “Edit App” > Import Redemption Codes.
After adding the redemption codes click “Save”. The saved redemption codes will be listed under “Edit App” > Redemption Codes.

All redemption codes show their status either as available or used in case they have been used, meaning a code was used when a paid app was pushed to a device which did not already have this paid app installed.

Additionally the number of total and still available (not yet consumed) redemption codes is shown in the column “Codes” in the list of “Managed iOS Apps”. In the example below 10/10 meaning ten of ten codes are available.
12.4. Pushing Apps to iOS Devices

The list of Managed Apps is available when viewing the details about any managed iOS device in the tab “Apps”.

Only Apps that have been added to the Managed App Catalog are displayed in this tab.

To push an app to a managed device, click the 📱 icon. A message will show that the app has been pushed to the device.

After the app has been pushed to the device the user is prompted to install the app and to provide the iTunes account password associated with the device.

Apps can also be pushed from MDM policies “Manage Apps” tab.
12.4.1. Update Managed Apps / Changing Settings
In case a newer version of an app is available you can update it using the same steps as when pushing a new app to a managed device. In case an update is pushed the user will be prompted to update the app. In case of paid apps, no new redemption code is consumed during this process.

12.5. Removing Managed Apps from iOS Devices
All installed Apps on a managed iOS device are displayed in the tab “Installed Apps”.

To remove an app, click the icon and the app will be deleted from the managed iOS device. When a managed app is removed on the device the device user is not asked to confirm the removal of the app.
13. Android App Management

The Mobile Application Management (MAM) feature in Endpoint Protector for Android gives the Endpoint Protector Administrator the power to push Apps on managed Android devices. The feature in the current version supports “in-house” apps. Mobile Apps can be managed under the following option Mobile Device Management > Android App Management.

13.1 Adding Apps to your Managed Apps Catalog

To add Apps in the Catalog, push the “Add Android App” button, and complete the required fields. The administrator must make the application available on the internet (if it isn’t already), then the corresponding link must be entered in the “App Link” field.
13.1. Editing App Management Options

Managed Apps can be modified by selecting “Edit App” or they can be deleted by pressing the “Delete” button.
13.2. Pushing Apps to Android Devices

The list of Managed Apps is available when viewing the details about any managed Android device in the “Apps” tab.

Only Apps that have been added to the “Android App Management” tab are displayed.

To push an app to a managed device, click the icon. A message will show that the app has been pushed to the device. Multiple applications can be sent by pressing the “Push all selected apps” button.

Apps can also be pushed from Android policies’ “Manage Apps” tab.
13.3. Removing Managed Apps from Android Devices

All installed Apps on an Android device are displayed in the “Installed Apps” tab.

To remove an app, click the icon and the app will be deleted from the Android device. When a managed app is removed on the device the device user is not asked to confirm the removal of the app.
14. Policy Builder for iOS, OSX or Android Devices

The Policy Builder for iOS, OS X and Android devices is located under Mobile Device Management > MDM Policies.

The advantage of using an MDM Policy is that for a large number of devices the policy can be changed simultaneously.

14.1. Create a Policy for iOS, OS X or Android Devices

To create a new MDM Policy, click on “Add New” and then select for what operating System the Policy should apply. Choose between iOS, OS X and Android.
Give the policy a name and a description that will help you later administering your devices easier.

Policies are based on device operating system.

Make the settings for the policy you require. For each operating system different options are available to be set in the policy.

After you made the settings to the Policy click “Save”.

⚠️ Note

If you select “iOS7 and newer” as your Operating System version but actually the devices Operating System is older than iOS6, the iOS7 Restrictions and Supervised Devices Restrictions won’t be sent to the device.
14.2. Assigning Devices to Policy

After you created an MDM Policy you can assign devices to the policy by selecting them under "Policy (OS type) Applies To"

You can save your selection of devices by clicking “Save”. The “Save” option is not yet applying the settings from the policy to a device. Only after you click “Apply” or “Save and Apply” the policy will be applied to the devices included in the policy.
15. Unmanage a Mobile Device / Uninstall App

In case that a mobile device must no longer be remotely managed/controlled, Endpoint Protector the user (depending on rights) and Endpoint Protector Administrator can uninstall / unmanage the mobile device. The uninstall/unmanage process for Android and iOS/OS X mobile devices is different.

15.1. iOS and OS X Device Unmanage by Administrator (over-the-air)

To unmanage an iOS or OS X device the Endpoint Protector Enrollment Profile on the iOS/OS X device has to be removed. The Endpoint Protector Administrator can remove the profile by following the removal of profile information described in paragraph 9.14.1 (iOS)/10.11.1 (OS X). To unmanage a device it is important that the Endpoint Protector Enrollment Profile is removed. After removing of the Enrollment Profile the device status as described in chapter 8.1 Mobile Device Status will change to “MobileProfileRemoved”.

15.1.1. iOS Uninstall / Unmanage by User (on Device)

To unmanage an iOS device, the Endpoint Protector Enrollment Profile on an iOS mobile device must be removed. Go to Device Settings -> General and select the Endpoint Protector Profile. The next displayed window will contain the option to “Remove” Endpoint Protector from the mobile device.

⚠️ Note
Although the uninstallation can be performed by the user, the Administrator will also be notified about the removal of the Endpoint Protector Enrollment Profile.
15.1.2. OS X Uninstall / Unmanage by User (on Device)
To unmanage an OS X device, the Endpoint Protector Enrollment Profile on an OS X mobile device must be removed. Go to System Preferences ->Profiles and select the Endpoint Protector Profile and choose to remove it.

⚠️ Note
Although the uninstallation can be performed by the user, the Administrator will also be notified about the removal of the Endpoint Protector Enrollment Profile.

15.2. Uninstall iOS EPP MDM app
To uninstall the EPP MDM iOS app the user of the iOS device can uninstall it by pushing the EPP MDM app icon for two seconds and then deleting the app by clicking (x).

15.3. Android EPP Client App Uninstall / Unmanage Android Device
To uninstall EPP Client App on an Android Mobile Device, the user needs to disable the Device Administrator role from Device Settings.

To uninstall the EPP Client App follow these steps:

1. Go to "Settings" on your Android device and select "Security".
2. In “Security” select “Device administrators” and click on it.

3. Select “EPP Device Admin” and click “Deactivate”.
4. A pop-up will appear saying that the “EPP Server will be notified”. To continue click “OK”. A message saying “EPP Client Device Admin disabled” will appear.

5. Now go to the “Application” menu on your Android device and locate “EPP Client” in the list of Applications. Click on “EPP Client”.

6. Click on “Force stop” and confirm the warning with “OK”.

7. Now select “Clear data”.
8. Now click “Uninstall” and confirm with “OK” the question if EPP Client should be uninstalled.

![Uninstall EPP Client](image1.png)

9. A message will indicate “Uninstall finished”, that the EPP Client was now uninstalled from the Android device. Click “OK” and the process is finalized.

![Uninstall finished](image2.png)

⚠️ Note

Although the uninstallation can be performed by the user, the Endpoint Protector Appliance will also be notified about the removal of the Android EPP Client App.
16. Support

In case additional help, such as the FAQs or e-mail support is required, please visit our support website directly at http://www.endpointprotector.com/support/.

You can also write an e-mail to our Support Department under the Contact Us tab from the Support module.

One of our team members will contact you in the shortest time possible.

Even if you do not have a problem but miss some feature or just want to leave us general comment, we would love to hear from you. Your input is much appreciated and we welcome any input to make computing with portable devices safe and convenient.
17. Important Notice / Disclaimer

Security safeguards, by their nature, are capable of circumvention. CoSoSys cannot, and does not, guarantee that data or devices will not be accessed by unauthorized persons, and CoSoSys disclaims any warranties to that effect to the fullest extent permitted by law.