

mobile application management

Generating an APNs Certificate for AirWatch MDM

Enabling iOS Mobile Device Management

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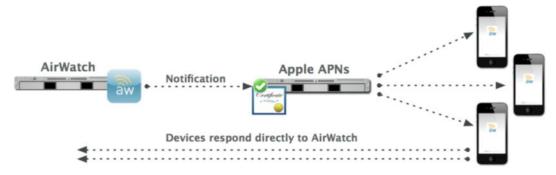
Overview

Administrators of iOS devices must generate and upload an Apple Push Notification service (APNs) certificate in order to manage iOS devices. AirWatch helps iOS administrators quickly and easily complete this process by breaking it down into a few simple steps.

What is an APNs Certificate?

The Apple Push Notification service (APNs) is used to allow AirWatch to securely communicate to the smart device fleet overthe-air (OTA).

AirWatch uses the APNs certificate to send notifications to devices when the Administrator requests information or during a defined monitoring schedule. No data is sent through the APNs server, only the notification.



Generating an APNs Certificate for MDM

This document guides you through the process of generating your APNs certificate from Apple. There are two sets of instructions; one for creating an APNs certificate request from a Mac computer and one from a Windows server. You ONLY need to execute one or the other. They both follow the same general steps:

- Creating a Certificate Signing Request (CSR) from a Mac or Windows Server
- Signing the CSR using the AirWatch Certificate Portal
- Uploading the AirWatch-Signed CSR to the Apple Push Certificate Portal
- Completing the CSR and Exporting the APNs Certificate
- Uploading the APNs Certificate into AirWatch

Before you begin please ensure the following IT prerequisites:







Generating an APNs Certificate from a Mac

The following instructions are for generating an APNs certificate using a Mac OS X workstation. For Windows Server instructions, skip this section and proceed to <u>Generating an APNs Certificate from a Windows Server</u>.

Create a Certificate Signing Request

- First, you need to generate a certificate signing request. From your Mac, go to Applications->Utilities->Keychain Access
- Select the login Keychain from the left sidebar and Certificates for the category. From the top menu, select Keychain Access->Certificate Assistant->Request a Certificate From a Certificate Authority

	in Access	File	Edit	View	Window	Help							
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> The certificate wizard launches.





Fill out the Email Address and Common Name. Select Saved to disk and select Continue

0 0	Certificate Assistant
	Certificate Information
	Enter information for the certificate you are requesting. Click Continue to request a certificate from the CA.
Cer	User Email Address: blakebrannon@air-watch.com Common Name: Blake Brannon CA Email Address: Request is: Request is: Emailed to the CA Saved to disk Let me specify key pair information
	Continue

Save the file to your desktop or somewhere convenient on your computer.

<u>o</u> o	Certificate Assistant
	As: CertificateSigningRequest.certSigningR ing. ing. Cancel Save
0ei	CA Email Address: Request is: C Emailed to the CA Saved to disk Let me specify key pair information

• Note: For a Mac, this is saved as a .certsigningrequest file. On a Windows Server, this is saved as a .txt file.

You have now created a CSR request and are ready to upload it to the AirWatch Certificate Portal.



Sign the CSR using the AirWatch Certificate Portal

Navigate to the AirWatch Certificate Portal at https://awcp.air-watch.com/provisioningportal.



- Log in with your AirWatch Certificate Portal Credentials that have been provided to you in your Activation Email or through your AirWatch Representative.
 - For any questions regarding the AirWatch Certificate Portal Credentials, please contact <u>Support@Air-Watch.com</u>

Once logged in, select	🕂 APNs Signing Request	to open the APNs Signing Request form.	

	APNs	Request F
Certificate Signing Request [CSR]*	Upload	
	Save	
Upload	Choose File	

- Click save twice to complete the APNs Signing Request.
- A new APNs Signing Request will be shown with the appropriate location group, user, and upload date of the CSR.

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	APNs S	igning Request					
	Active	Location Group Documentation	Upload User Name KyleD	Upload Date 10/18/2011 8:22:09 AM	2	<u>+</u>	
	A⊮Watch™ Copyright8 2011					Downrod h	airwatch"

Select the download button it to download your AirWatch-signed CSR.

You are now ready to upload your AirWatch-signed CSR to the Apple Push Certificate Portal.



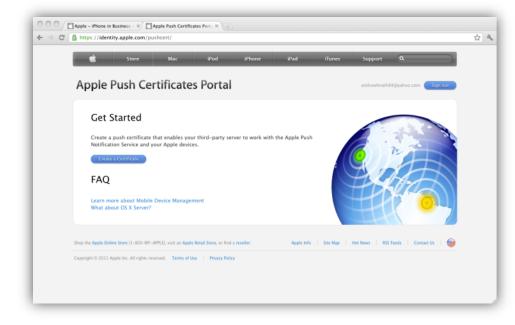
Upload the AirWatch-Signed CSR to the Apple Push Certificates Portal

▶ Go to the Apple Push Certificates Portal website at <u>https://identity.apple.com/pushcert/</u>.

	Store	Mac	iPod	iPhone	iPad	สันกรร	Support	٩	
Apple	Push Cert	tificate	s Portal						
s	ign in.								
	ppie ID						-	13.0	A
F	orgot your Apple ID?						A .	1	
P	assword						0	P- 1	
F	ergot your password?		Sig	n in					
Dans the Assist	Inline Store (1-800-MY-A	PPLD; visit an Appl	Retail Store, or find	a resolur.	Apple	nfo Site Map	Hot News	RSS Ferds Conta	ia Us 🍵

Sign in using your Apple ID and password.

- This does not have to be an Apple Developer Account. It can be any AppleID.
- Important Note: For production systems, it is strongly discouraged to use a personal apple id account. For long term maintainability, please create a new separate apple id to be used as a separate corporate apple ID for MDM, and tie it to an email account that will remain with the company even if the person who creates the account leaves the company.





Accept the EULA and proceed.



> Once logged in, choose Create a Certificate

Create a Certificate

Click **Browse** and upload the AirWatch-signed CSR downloaded from the AirWatch Certificate Portal.

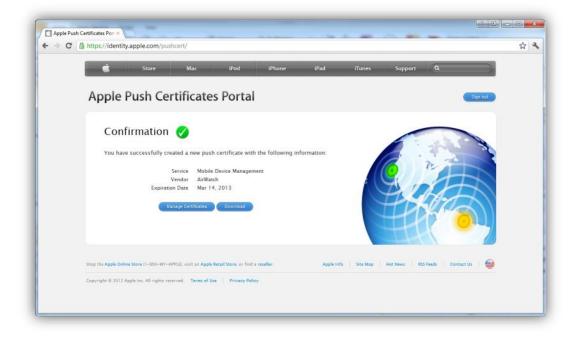




> After uploading your CSR, a new Certificate for AirWatch MDM will appear.

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S 50	pre Mac	iPod iPhone	irad i	Tunes Support	ų
Apple Push	n Certificates P	ortal			Sign out
Certificat	es for Third-Par	ty Servers		Create a Certificate	
Service Mobile Device Mar	Vendor sagement AirWatch	Expiration Date*	Status	Actions Dow	boad Revoke
MODIle Device Mai	agement Airwatch	Mar 14, 2015	Active		
*Revoking or allowi	ng this certificate to expire will re	equire existing devices to be re-en	olled with a new p	ush certificate.	
About Ap	ople Push Certifi	cates Portal		-	

to download the Apple signed certificate (must be in the format of a .pem file).



You are now ready to complete the CSR and export the APNs Certificate.





Select

Completing the CSR and Exporting the APNs Certificate

> Double-click the file to upload it to Keychain Access and complete the signing request.

Certificate	
Step 1: Download	Blake Brannon's Cert
Download your APNs SSL Certificate to your Notification Server. Your private key should also be installed on this server.	Download
incel	Go Back Don

Verify that you can see your Apple Production Push Services certificate and it has an associate private key indented beneath it when you expand the left arrow.

00	Keychain Access	
Click to lock the	login keychain.	Q
Keychains Iogin Micrertificates System System Roots	Apple Production Push Services: 23ZK39Q Issued by: Apple Worldwide Developer Relations Cert Expires: Wednesday, September 7, 2011 10:01:31 AU © This certificate is valid	tification Authority
	Name	Kind Expires
	V T Apple Production Push Services: 23ZK39QJAC:8L9C33NQV6	certificate Sep 7, 2011 10:01:31
	P Blake Brannon	private key
Category		
All Items		
A. Passwords		
Secure Notes		
My Certificates		
Reys		
Certificates		
	()4
	+ i Copy 1 ite	em

*If you do not see your APNs certificate or the private key is not showing, verify you have the login keychain selected, the Certificates category selected and your certificate key has been expanded as show above. If you still do not see your certificate, repeat the generation process.





Now you will need to export the APNs certificate so it can be uploaded to AirWatch. Right-click on the private key and select Export

00		Keychain Access		
Click to lock the I	ogin keychain.		Q	
Keychains login Micrertificates System System Roots	K	ake Brannon nd: private key, RSA, 2048-bit age: Any		
	Name		A Kind	Expires
	T Apple Prod	uction Push Services: 23ZK39QJAC:8L9C33NQV6	certificate	Sep 7, 2011 10:01:31
	🌵 Blake B	Copy "Blake Brannon"		
	1	Delete "Blake Brannon"		
Category		Formert United a Deserver "		
All Items		Export "Blake Brannon"		
L. Passwords		Get Info		
Secure Notes		Create a Certificate With "Blake Brannon"		
My Certificates		Request a Certificate From a Certificate Auth		non"
🖗 Keys		Create a Certificate Authority With "Blake Bra	innon"	
Certificates				
)4
	+ i Copy	1 item		

- Save the file to your Desktop in the **.p12** format.
- *If you only have the option to save as a .cer file rather than a .p12 you are not correctly exporting the certificate. Ensure you screen looks exactly as pictured above and you are selecting the private key to export.

000	Keychain Access		
Click to lock the login l	keychain.	٩	
Keychains togin Micrertificates a System System Roots X Category A littems Passwords Secure Notes	Where: 🛅 Desktop	ncel Save	Expires Sep 7, 2011 10:01:31 /

When exporting the certificate you are required to set a password. Please take note of this as you will need it when uploading the certificate to AirWatch.

2	Enter the p	bassword for exporting:	
A	Password:	•••••	9
	Verify:		_
		Password Strength, Decellent	
Details			

- > You now have an APNs certificate. Upon completing this step you should have the following
 - APNs certificate (.p12 format not .cer)
 - The **password** you set when exporting the certificate

You are now ready to <u>upload</u> your certificate to AirWatch.

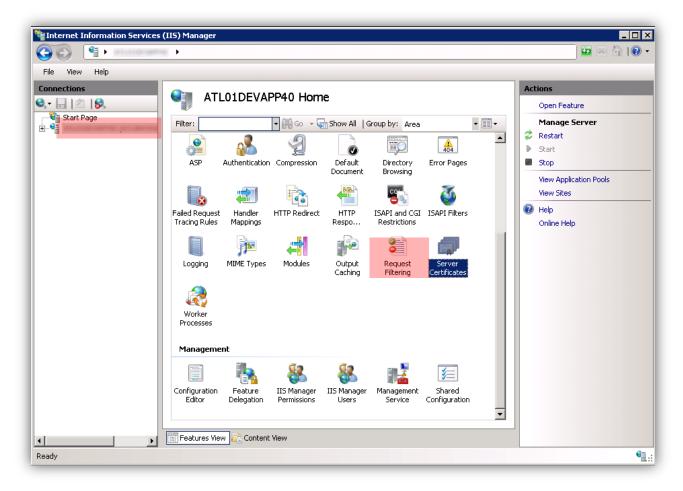


Generating an APNs Certificate from a Windows Server

The following instructions are for generating an APNs certificate from a Windows Server. This can be ANY Windows server and does not have to be done on the AirWatch server. If you have already generated your certificate from a Mac you can skip this section and <u>upload</u> your certificate to AirWatch.

Create a Certificate Signing Request

- ► Select Start→Administrative Tools→Internet Information Services (IIS) Manager.
- Select the server name.
- From the center menu, double-click the Server Certificates button in the Security section.





Next, from the Actions menu on the right, select Create Certificate Request. This will open the Request Certificate wizard.

HINTERNET Information Service	s (IIS) Manager			× 🗆 _ • 🔞 🕼 🐼 🖬
Eile View Help				
Connections	Server Certificat			Actions Import Create Certificate Request
Application Pools	Use this feature to request and ma configured for SSL.	Issued To	b server can use with web sites	Complete Certificate Reguest Create Domain Certificate
				Create Self-Signed Certificate Help Online Help

- > In the Distinguished Name Properties window, enter the following
 - Common Name The name associated with the developer.
 - Organization The legally registered name of your organization/company
 - Organizational unit The name of your department within the organization
 - City/locality The city in which your organization is located
 - State/province The state in which your organization is located
 - Country/region The country in which your organization is located

Common name:	Developer Name
Organization:	Your Company, Inc.
Organizational unit:	т
City/jocality	Atlanta
State/province:	GA
Country/region:	US 💌
	_

Select Next





- > In the Cryptographic Service Provider Properties window, select the following:
 - Cryptographic service provider: Microsoft RSA SChannel
 - Bit length: 2048

Request Certificate	? ×
Cryptographic Service Provider Properties	
Select a cryptographic service provider and a bit length. The bit length of the encryption key determines the certificate's encryption strength. The greater the bit length, the stronger the security. However, a greater bit length may decrease performance.	
Cryptographic service provider:	
Microsoft RSA SChannel Cryptographic Provider	
Bit length:	
Previous Next Finish Ca	ncel

Save the CSR to your desktop or another convenient location.

Request Certificate ?	×
File Name	
Specify the file name for the certificate request. This information can be sent to a certification authority for signing. Specify a file name for the certificate <u>r</u> equest:	
C:\AppleMDM_CSR.txt	
Previous Next Einish Cancel]

• Note: On a Windows Server, this is saved as a .txt file. For a Mac, this is saved as a .certsigningrequest file.

You have now created a CSR request and are ready to upload it to the AirWatch Certificate Portal.



Sign the CSR using the AirWatch Certificate Portal

Navigate to the AirWatch Certificate Portal at <u>https://awcp.air-watch.com/provisioningportal</u>



- Log in with your AirWatch Certificate Portal Credentials that have been provided to you in your Activation Email or through your AirWatch Representative.
 - For any questions regarding the AirWatch Certificate Portal Credentials, please contact <u>Support@Air-Watch.com</u>

Onc	e logged in, select	+ APNs Signing Request	to open the APNs Signing Request form.
	APNs Signing Reques	t	×

Certificate Signing Request [CSR]*	APNs Request Process
	Save
Choose Upload then	Choose File and select your previously generated . CSR file.

- Click save twice to complete the APNs Signing Request.
- A new APNs Signing Request will be shown with the appropriate location group, user, and upload date of the CSR.

aw							Logged in as : kyled Lo
	C APNs S	Signing Request					
	Active	Location Group Documentation	Upload User Name KyleD	Upload Date 10/18/2011 8:22:09 AM	2	÷	
	AirWatch™	CopyrightS 2011				Powered b	airwatch"

Select the download button is to download your AirWatch-signed CSR.

You are now ready to upload your AirWatch-signed CSR to the Apple Push Certificate Portal.



Upload the AirWatch-Signed CSR to the Apple Push Certificates Portal

• Go to the Apple Push Certificates Portal website at <u>https://identity.apple.com/pushcert/</u>.

S	ign in.			
A	ople ID			
F	orgot your Apple ID?		1a	2 -
P	assword			
F	orgot your password?			
	Deline Store (1-800-MY-APPLE), whit an Apple Retail Store, or find a reseller,	Apple Info	Site Map Hot News	RSS Feeds Contact Us

- Sign in using your Apple ID and password.
 - This does not have to be an Apple Developer Account. It can be any AppleID.
 - Important Note: For production systems, it is strongly discouraged to use a personal apple id account. For long term maintainability, please create a new separate apple id to be used as a separate corporate apple ID for MDM, and tie it to an email account that will remain with the company even if the person who creates the account leaves the company.



airwatch

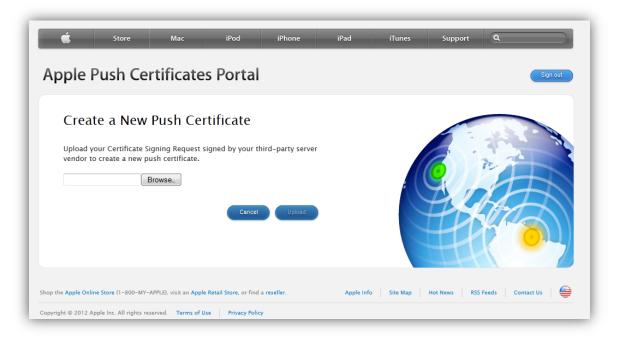
Accept the EULA and proceed.



Once logged in, choose Create a Certificate

Create a Certificate

Click **Browse** and upload the AirWatch-signed CSR downloaded from the AirWatch Certificate Portal.





- > After uploading your CSR, a new Certificate for AirWatch MDM will appear.
 - Select Download the Apple signed certificate (must be in the format of a .pem file).



You are now ready to complete the CSR and export the APNs Certificate.



►

Completing the CSR and Exporting the APNs Certificate

After you have copied the file to the Windows Server, go back to the Internet Information Services (IIS) Manager->Server Certificates and select Complete Certificate Request from the Actions menu on the right. This will open the Complete Certificate Request wizard.

Internet Information Services	s (IIS) Manager			× □ - • • • • • • • •
Eile <u>V</u> iew <u>H</u> elp Connections	Server Certif	îcates		Actions
Image Image <t< td=""><td colspan="3">Server Certificates Use this feature to request and manage certificates that the Web server can use with Web sites configured for SSL.</td><td>Import Create Certificate Request Complete Certificate Request</td></t<>	Server Certificates Use this feature to request and manage certificates that the Web server can use with Web sites configured for SSL.			Import Create Certificate Request Complete Certificate Request
	Name 🔺	Issued To	Issued By	Create Domain Certificate Create Self-Signed Certificate
				Help Online Help

- Note: If you get an error downloading your certificate or completing the certificate request as described next, make sure to have an Apple Root Certificate Authority set on your server as a certificate chain needs to be built to a trusted root authority. Please ensure that the certificates given in the link below are present on your server: <u>http://www.apple.com/certificateauthority/</u>
- **Browse** to the .pem file that was provided to you from the Apple Push Certificates Portal and enter a friendly name.
- *The friendly name is not part of the certificate itself, but is used by the server administrator to easily distinguish the certificate. Call it AirWatch MDM APNs.

Complete Certi	ificate Request	? X
s 🧊	pecify Certificate Authority Response	
Complete a pi authority's re	reviously created certificate request by retrieving the file that contains the certificate sponse.	
	itaining the certification authority's response:	
C:\Users\Des	ktop\MDM_AirWatch_Certificate.pem	
Friendly name AirWatch MDI		
	OK Canc	el

Selecting OK will install the certificate to the server. You should now see the server listed in the Server Certificates section.



Now you will need to export the APNs certificate so it can be uploaded to AirWatch. Right-click on the certificate that you just imported and select Export.

Service	es (IIS) Manager			_ 🗆 ×
				🔄 🖸 🖬 🖬 🖸 🕶
File View Help				
Connections	Use this feature to request and manage certificates that the Web server can use with Web sites configured for SSL.		Actions Import Create Certificate Request Complete Certificate Request	
🖻 - 🧟 Sites	Name 🔺	Issued To Apple Production f	Issued By Inch Sealics: Acele Weakdwide Developer Import Create Certificate Request Complete Certificate Request Create Domain Certificate Create Self-Signed Certificate View Export Renew	Create Domain Certificate Create Self-Signed Certificate View Export Renew Remove Phelp Online Help
		× @	Renew Remove Help Online Help	

- Save the file to your Desktop in the .pfx format. When exporting the certificate you are required to set a password. Please take note of this as you will need it when uploading the certificate to AirWatch.
- *If you only have the option to save as a .cer file rather than a .pfx you are not correctly exporting the certificate. Ensure you screen looks exactly as pictured above and you are selecting the correct certificate to export.

Export Certificate ? 🗙
Export to:
C:\com.yourcompany.mdm.pfx
Password:
•••••
Confirm password:
••••••
OK Cancel

- > You now have an APNs certificate. Upon completing this step you should have the following
 - APNs certificate (.pfx format not .cer)
 - The **password** you set when exporting the certificate

You are now ready to upload your certificate to AirWatch.



Uploading an APNs Certificate to AirWatch

You should now have your APNs certificate and are ready for uploading to AirWatch. This section will explain how to upload you APNs certificate to AirWatch so you can start managing your iOS devices.

Before you begin please ensure you have the following

- APNs certificate file (.pfx or .p12 format not .cer)
- The **password** you set when exporting the certificate
- AirWatch web console URL, username and password

If you do not have any Web Console credentials, please contact support@air-watch.com

- > Using your browser, navigate to your AirWatch environment. Login with your assigned username and password.
 - *Your URL and login information was provided to you via activation email or from your AirWatch representative.



► From the top navigation select **Menu**→**Configure**→**System Settings**

Dashboards	Reports & Alerts		Apps & Profiles	Users
ashboard	Reports		Applications	User Accounts
evice Dashboard	Search Alerts		Profiles	Admin Accounts
Mobile Email Gateway	My Alerts		Content	
	Alert Setup		Orders	
			WinMo Provisioning	
Devices	Configuration		Advanced	
Search Devices	Compliance		Language Management	
Bulk Management	Locations & Groups		Cases	
	System Settings	+	Search Locations	
	WinMo Settings		More	



Select your **top** Location Group (may only be one)

Vorld-Wide Enterprises	Settings	
Search + Expand All - Collapse All		*
▼ World-Wide Enterprises		

► Select Device→iOS→APNS For MDM from the left menu

System
Device
▶ General
► Android
▶ BlackBerry
▼ iOS
APNs For MDM
Agent Settings
Profiles
SCEP
Scheduler
SDK Security
Secure Browser
Secure Content Locker
▶ Symbian
▶ Windows Mobile
Email

From the APNS settings page, check the Enabled combo box and select Override if not already selected

a
🕨 Inherit 🐵 Override



> Click the **Upload** button and select your new certificate file

Enabled*	8		
Current Setting	O Inhent @ Overside		
		The Oplical	
Topic		Look In CarPosi Carl	
Type		My Procest	
	Clear	Constru-	
New Certificate File	Browse	La Constanti	
Certificate Password		Mg Computer	
	Lond	The name Advance	Production, Cattle dans y 12 💌 🚺
Child Permission*	O Override only @ Interit or Overri		

> Type in the Certificate Password you previously set for your APNs certificate when exporting it

Enabled*	8
Current Setting	O Isterit © Override
Topic	
Type	
	Clear
New Certificate File	C: Documents and Set Browse.
Certificate Password	
	Load
Child Permission*	© Cvernos only @ Inhest or Overnos
	Save Reset

Select Load. You will now see the Topic (Bundle ID) listed in the box below.

Device / iOS / APNS	
Enabled [*] Current Setting	 Inherit Override
Торіс	com.apple.mgmt.demo.airwatch
Туре	Production

Select Save.

Congratulations! You have successfully generated an APNs certificate and uploaded it to AirWatch. You can now continue proceed with managing your iOS devices.



What are the allowed sources of the APNs certificate request?

The APNs certificate request can come from any server. The certificate request doesn't need to come only from the server that has AirWatch installed on it.

I cannot export a .p12 or .pfx file.

If you are trying to export your APNs certificate from your computer and it will only let you save as a .cer file you are not exporting the right file type. A .p12 or .pfx contains both the public and private key pair which is required by AirWatch to communicate with the APNs server. Is you are using a Mac, verify you have selected **Certificates** from the Categories list in the key chain. If you still have the problem repeat the process from scratch deleting all existing files and certificates.

AirWatch is failing to upload my APNs certificate.

If you are getting an error trying to upload your APNs certificate to AirWatch, please verify it is in the .p12 or .pfx format and you are typing the correct password set when exporting the certificate. If you still are having problems, verify the certificate is not corrupt by trying to install it on a Windows or Mac workstation by double-clicking the file. If the problem persists, contact AirWatch technical support at support@air-watch.com.

Why does AirWatch say my APNs Topic is invalid?

As of iOS 4.X Apple requires MDM providers to use topics in the notation "com.apple.mgmt.*" where the "*" is a wildcard that can be anything. This allows Apple to isolate APNs traffic from MDM messages and those to traditional iOS Apps. To prevent you from uploading a certificate with a non-compliant topic, AirWatch checks the certificate you upload and displays the "invalid" error if it doesn't match the Apple standards.

Why do you need an Apple APNs certificate?

Apple requires that each organization maintain their own certificate to ensure a secure mechanism for their corporate devices to communicate across Apple's push notification messaging network.

What if I want to use AirWatch's Software as a Service infrastructure?

The requirement is the same. Regardless of whether your organization deploys in AirWatch's SaaS environment, an appliance or in premise, your AirWatch MDM environment and all communication with your organization's devices will be validated based upon your organization's APNs certificate.

Do we need a certificate for a trial?

Yes. In order to manage any of your organization's devices, AirWatch is required to use your organization's specific APNs certificate. AirWatch does not have the ability to provide a "demo" or temporary certificate for testing.

