

Getting Started with Symantec Endpoint Protection, Mobile Edition



Symantec Endpoint Protection, Mobile Edition

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Documentation version: 6.0

Legal Notice

Copyright © 2009 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, LiveUpdate, Symantec AntiVirus, Symantec Client Firewall, Symantec Security Response, Symantec SMS AntiSpam, and Norton Smartphone Security are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Symantec Corporation
350 Ellis Street
Mountain View, CA 94043
<http://www.symantec.com>

Getting Started

This document includes the following topics:

- About Symantec Endpoint Protection, Mobile Edition
- What's new in Symantec Endpoint Protection, Mobile Edition
- System requirements for Symantec Endpoint Protection, Mobile Edition
- Installing Symantec Management Platform and the Symantec Mobile Security Solution
- Installing Symantec Endpoint Protection, Mobile Edition on the devices
- About managing device protection
- About managing mobile security policies
- Where to get more information about Symantec Endpoint Protection, Mobile Edition

About Symantec Endpoint Protection, Mobile Edition

Symantec Endpoint Protection, Mobile Edition provides integrated security and management capabilities for today's mobile devices. Today, many mobile devices contain confidential and sensitive data. The need to manage and secure these devices is strong.

Symantec Endpoint Protection, Mobile Edition includes the following core components:

- The Symantec Endpoint Protection, Mobile Edition client software is installed on the mobile devices that you want to protect. It includes antivirus, antispyware, firewall, and risk management in a single client.

- Symantec Management Platform is installed on an administrator's computer. You manage mobile security policies in the Symantec Management Console. You can also manage mobile security reports and notifications, or you can use another mobile device management system.
- The Symantec Mobile Security Solution is the mobile security management plug-in to the platform. The solution includes mobile security policies, reports, notifications, and risk management.

Symantec Network Access Control, Mobile Edition is available for purchase separately. This product provides Host Integrity checks to make sure that the security software on your devices complies with your organization's security policies.

Symantec Management Platform includes the following components:

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

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

What's new in Symantec Endpoint Protection, Mobile Edition

Symantec Endpoint Protection, Mobile Edition version 6.0 includes the following new capabilities:

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

System requirements for Symantec Endpoint Protection, Mobile Edition

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

The solution requires Symantec Management Platform version 7.0, Service Pack 2 (SP2) Hot Fix 1 (HF1) or later. If you do not already have Symantec Management Platform installed, you must install it together with the solution. You can also upgrade to the required version when you install the solution.

Table 1-1 System requirements for Symantec Mobile Security Solution

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

See “Installing Symantec Management Platform and the Symantec Mobile Security Solution” on page 6.

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

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

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

See “Installing Symantec Endpoint Protection, Mobile Edition on the devices” on page 8.

Installing Symantec Management Platform and the Symantec Mobile Security Solution

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

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

See “System requirements for Symantec Endpoint Protection, Mobile Edition” on page 5.

See “Installing Symantec Endpoint Protection, Mobile Edition on the devices” on page 8.

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

To install Symantec Management Platform and the Symantec Mobile Security Solution

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

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

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

Installing Symantec Endpoint Protection, Mobile Edition on the devices

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

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

Note: This method installs an unmanaged client.

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

See “System requirements for Symantec Endpoint Protection, Mobile Edition” on page 5.

See “Installing Symantec Management Platform and the Symantec Mobile Security Solution” on page 6.

The client installers are located in the following folders on the product disc:

- For Symbian devices:
INSTALL\symbian\
- For Windows Mobile devices:
INSTALL\windows_mobile

To create the agent installation file

- 1 In the Symantec Management Console, go to **Manage > Policies > Symantec Mobile Security Policies > Mobile Security Agent Policy**.
- 2 Enter the settings for the following items:
 - Notification Server Address
 - Notification Server Port
 - Notification Server Token

The token is a string that you create. It must contain exactly eight alphanumeric characters. Symbols are not allowed.

- Protocol

- 3 At the bottom of the agent policy page, click **Create Agent Installation File**, and save the file to any convenient location.

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

To install the client software by creating a download site

- 1 Do either of the following:

- Place the Windows Mobile .cab file and the agent installation file in the following location:

Notification Server Install

Folder\Agent\Agent.InstallPackage\windows_mobile

- Place the Symbian .sis file and the agent installation file in the following location:

Notification Server Install Folder\Agent\Agent.InstallPackage\symbian

- 2 Send the following URL to your device users:

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

About managing device protection

You manage the protection software on your devices by configuring settings for antivirus protection, the firewall, and security updates. You create and apply the policies that control these settings. You also use policies to manage the components of the software that support device protection.

See “About managing mobile security policies” on page 10.

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

You also review the status of device protection in your organization by reviewing reports, logs, notifications, and reports.

Table 1-3 Managing device protection

Protection component	Description
Mobile antivirus	Protects against virus and spam threats on the device.
Mobile firewall	Protects against network attacks on the device.
LiveUpdate Wireless	Provides any available updates to product software and threat definitions files on the device.

About managing mobile security policies

You configure security for the mobile devices in your organization by applying protection and management policies to them.

See “About managing device protection” on page 9.

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

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

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

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

Where to get more information about Symantec Endpoint Protection, Mobile Edition

Sources of information include the following documents:

- *Implementation Guide for Symantec Endpoint Protection, Mobile Edition and Symantec Network Access Control, Mobile Edition* (PDF)
- *Symantec Management Platform User’s Guide* (PDF)

Where to get more information about Symantec Endpoint Protection, Mobile Edition

- *Symantec Management Platform Installation Guide* (PDF)
- *LiveUpdate Administrator's User's Guide* (PDF)
- *LiveUpdate Administrator's Getting Started Guide* (PDF)
- Readme files, which are located in the root folder of the product disc
- Online Help that contains content about the platform and the mobile security solution

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

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

Table 1-4 Symantec Web sites

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

