

smoothwall®

The Web You Want

Secure Web Gateway

MobileGuardian Client Installation Guide

For future reference

MobileGuardian Client serial number:

Date installed:

Smoothwall contact:

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1 Installing MobileGuardian Client

In this chapter:

- What is required to install MobileGuardian Client on devices
- How to install MobileGuardian Client.

For information on working with MobileGuardian Client, see the *MobileGuardian Client Administrator's Guide* and your *Smoothwall System Administrator's Guide*.

About MobileGuardian Client

Your Smoothwall System's MobileGuardian Client enables you to enforce your organization's web content filtering policy on mobile devices owned by your organization even when users are not connected to your network.

Installing MobileGuardian Client on Devices

You can deploy MobileGuardian Client on devices in the following ways:

- **Automated deployment** – using Active Directory (AD) and group policy distribution
- **Interactively** – by running the installation wizard on individual devices
- **On the command line** – on individual devices.

Note: To ensure a high level of security, any installation of MobileGuardian Client should be done in a controlled environment, e.g. on your organization's LAN, by trusted administrators.

Pre-requirements

The following sections describe what is required to install MobileGuardian Client and get it up and running.

On Devices

On mobile devices, MobileGuardian Client requires:

- Microsoft Windows XP or Vista
- Internet Explorer – other browsers may be used, however, to ensure that Active Directory integration is supported and your Group Policy is applied, we recommend Internet Explorer 7 or 8.

Note: At the time of writing, MobileGuardian Client did not support Opera or Firefox.

- A security policy deployed which stops users from removing or tampering with MobileGuardian Client. This includes ensuring that the registry is not writable, service control is not allowed, process control is not allowed and web proxy settings are not editable.

On Your Smoothwall System

Before you start installing MobileGuardian Client, the following must be configured on your Smoothwall System:

- A group containing the users who will be using MobileGuardian Client on their devices
- Mobile settings specifying the group's username and password
- Mobile proxy settings specifying how and where devices will get their web content filtering.

For more information, see your *Smoothwall System Administrator's Guide*.

Installing MobileGuardian Client – Automated

For an automated installation, MobileGuardian Client can be installed:

- As an unattended silent install using a transform (.mst file)
- Using a boot-up script and the MobileGuardian Client .msi file.

Installing Using a Transform

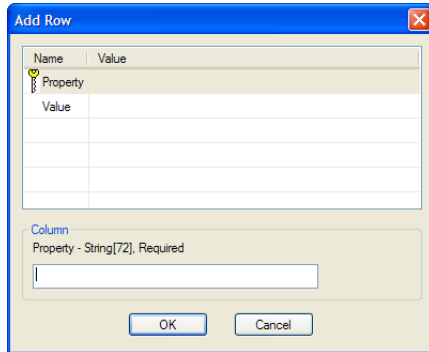
In order to generate a transform file, you use the Microsoft MSI SDK. At the time of writing, this was available to download at: <http://www.microsoft.com/downloads/>.

For detailed information, we recommend that you refer to the accompanying Microsoft documentation.

To create a transform:

1. Start **Orca**, a component of the MSI SDK, and open `MobileGuardian Client.msi`.
2. From the **Transform** menu, select **New Transform**.

3. In the list of tables, click **Property**. Orca displays the file's properties.
4. From the **Tables** menu, select **Add Row**. The Add Row dialog box opens.



5. Configure the following settings:

Setting	Description
Property	In the Value column, enter in capital letters: USER.
Value	In the Value column, enter the MobileGuardian client/server shared secret username as specified on the guardian > mobile > mobile settings page of your Smoothwall System. For more information, see your <i>Smoothwall System Administrator's Guide</i> .

6. Click **OK** to save the settings and close the dialog box.
7. From the **Tables** menu, select **Add Row** and, in the Add Row dialog box, configure the following settings:

Setting	Description
Property	In the Value column, enter in capital letters: PASSWORD.
Value	In the Value column, enter the MobileGuardian Client group's password as specified on the guardian > mobile > mobile settings page of your Smoothwall System. For more information, see your <i>Smoothwall System Administrator's Guide</i> .

8. Click **OK** to save the settings and close the dialog box.
9. From the **Tables** menu, select **Add Row** and, in the Add Row dialog box, configure the following settings:

Setting	Description
Property	In the Value column, enter in capital letters: SERVER.
Value	In the Value column, enter your Smoothwall System's hostname. Note: You can enter the Smoothwall System external IP address. However, if the IP address changes, you will have to re-install MobileGuardian Client using the new address. We recommend that you enter Smoothwall System's hostname.

10. Click **OK** to save the settings and close the dialog box.
11. From the **Transform** menu, select **Generate Transform** and, in the Save Transform As dialog box, enter a name for the transform, browse to a secure location and click **Save**.
12. In Group Policy Object Editor, in the Computer Settings node, create a new software installation package.

13. Select the **MobileGuardian Client.msi** file, click **Advanced** and on the **Modifications** tab, click **Add** and select the .mst file you created.
14. Deploy the installation package as you usually do in your environment.

Installing Using a Boot-up Script

When using a boot-up script, make `MobileGuardian Client.msi` available to all the clients through a network location and use the silent install command. See *Installing MobileGuardian Client from the Command Line* on page 7, for more information.

Manually Installing Clients

The following sections explain how to manually install MobileGuardian Client on devices.

Note: You must use an account on the device which has administrator permissions to install MobileGuardian Client.

Interactively Installing MobileGuardian Client

To manually install Mobile Guardian on a device:

1. Connect the mobile device to your Smoothwall System-protected network and copy **MobileGuardian Client.msi** to the device.
2. Right-click on **MobileGuardian Client.msi** and select **Install**. The Welcome screen opens.

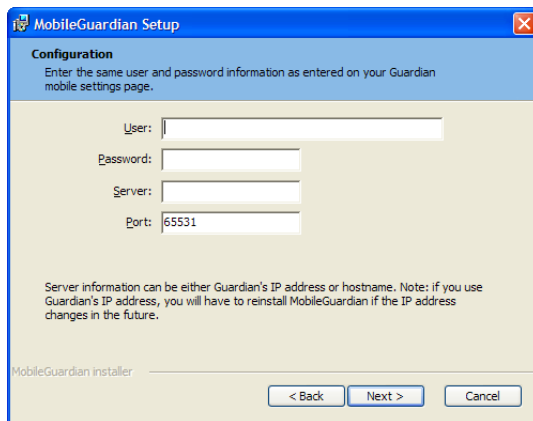


3. Click **Next** to continue. The License Agreement screen opens.



4. Read the agreement and select **I accept the terms of the License Agreement**. Click **Next** to continue.

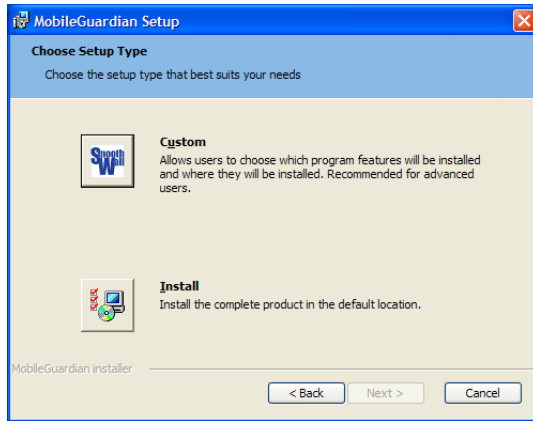
The Setup screen opens.



5. Configure the following settings:

Setting	Description
Username	Enter the MobileGuardian Client group's username as specified on the guardian > mobile > mobile settings page. For more information, see your <i>Smoothwall System Administrator's Guide</i> .
Password	Enter the MobileGuardian Client password as specified on the guardian > mobile > mobile settings page. For more information, see your <i>Smoothwall System Administrator's Guide</i> .
Server	Enter the Smoothwall System hostname. Note: You can enter the Smoothwall System external IP address. However, if the IP address changes, you will have to re-install MobileGuardian Client using the new address. We recommend that you enter Smoothwall System's hostname.
Port	Accept the default port number.

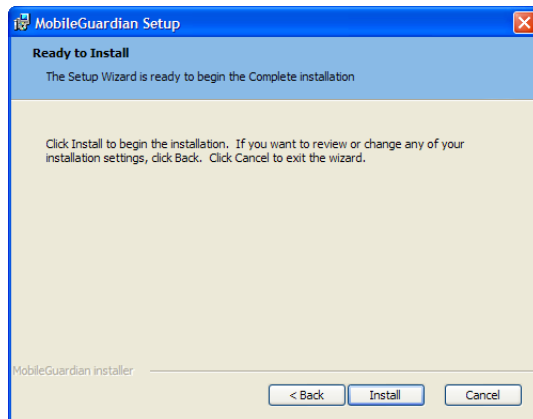
6. Click **Next** to continue. The next Setup screen opens.



7. Click on one of the following options:

Option	Description
Custom	Click to access the option to install MobileGuardian Client in a custom location. On the screen that opens, click Browse , specify a location and click Next to continue.
Install	Click to install Mobile Guardian in the default location.

The Ready to Install screen opens.



8. Click **Install**. The wizard installs MobileGuardian Client. The final screen opens.



9. Click **Finish** and restart the device.

Once restarted, MobileGuardian Client downloads the latest blocklists and settings from your Smoothwall System and implements your organization's Web security policy on the device.

Note: Downloading the latest blocklists and settings can take a few minutes.

Installing MobileGuardian Client from the Command Line

You can run the MobileGuardian Client installer from the command line

To install MobileGuardian Client from the command line:

1. On the device, click **Start** and select **Run**. On the command line, enter the following:
`msiexec.exe /i MobileGuardian Client.msi /qn USER=USERNAME
PASSWORD=PASSWORD SERVER=SERVERNAME`
2. Where:

Parameter	Description
USERNAME	Enter the username as entered when configuring mobile settings on the guardian > mobile > mobile settings pages.
PASSWORD	Enter the password as entered when configuring mobile settings on the guardian >mobile > mobile settings pages.
SERVERNAME	Enter the Smoothwall System hostname. Note: You can enter the Smoothwall System external IP address. However, if the IP address changes, you will have to re-install MobileGuardian Client using the new address. We recommend that you enter Smoothwall System's hostname.

3. Click **OK** to start the installation. When the installation has finished, restart the device.

Once restarted, MobileGuardian Client downloads the latest blocklists and settings from your Smoothwall System and implements your organization's Web security policy on the device.

Note: Downloading the latest blocklists and settings can take a few minutes.

Trouble-shooting Installations

There have been reports of installations failing on devices running Vista Home Premium PC because of a lack of privileges associated with the administrator's account used when installing.

The following instructions provide a possible work-around.

To install as an administrator with full permissions:

1. Click **Start** and navigate to **Programs, Accessories**.
2. Right-click on **Command Prompt** and select **Run as administrator**.
3. When the console opens, enter: `net user administrator /active:yes`
4. Log off as the current user and log on again.
5. On the login screen, click on the Administrator user icon to log on as an administrator with the privileges required to install MobileGuardian Client.

Note: There is no password set for this account when it is created using the above method.

6. Re-run the MobileGuardian Client installation.

Connecting for the First Time

The following sections explain what happens the first time a MobileGuardian Client-protected device contacts your Smoothwall System.

Status Information

After installing and rebooting the device, MobileGuardian Client displays the current status, for example:



To access status information at other times:

1. In the device's system tray, right-click on the MobileGuardian Client icon and select **Status**.

About the Certificate

As MobileGuardian Client uses HTTPS to communicate with your Smoothwall System, it requires an SSL certificate.

When a MobileGuardian Client-protected device contacts the Smoothwall System for the first time, it receives an SSL certificate (`mg.crt`) and stores it in its installation directory. From this time on, MobileGuardian Client uses this certificate to verify the Smoothwall System and no tasks or communication are possible without it.

As this certificate is not part of the installation, when MobileGuardian is removed, reinstalled or upgraded, the certificate is retained and there should be no impact on authentication or extra work needed to ensure continuity of filtering.

However, if your Smoothwall System changes certificate, the MobileGuardian Client certificate must also be changed, i.e. removed from the device so that a new one is requested on next contact. You can automate this in your AD environment using a startup script or group policy. Or, manage it manually by removing it from the MobileGuardian Client installation directory.

About the Filtering Policy and Blocklists

Once the MobileGuardian Client-protected device has successfully connected with your Smoothwall System and stored the necessary certificate, see *About the Certificate* on page 8, MobileGuardian Client downloads and applies the filtering policy for the MobileGuardian Client group and the latest blocklists.

About MobileGuardian Client

To access MobileGuardian Client version and copyright information:

1. In the device's system tray, right-click on the MobileGuardian Client icon and select **About**. MobileGuardian Client displays current information.

About MobileGuardian Client and End-users

Users cannot remove MobileGuardian Client unless they are using accounts with administrator privileges.

We recommend that:

- You tell users that MobileGuardian Client has been installed on their devices and that web content is being filtered and their browsing is being logged
- You provide users with a way of reporting problems with over and/or under-blocking of pages so that you can adjust your policy to suit your organization better.

What Next?

For information on how MobileGuardian Client works and how to administer it, see the *MobileGuardian Client Administrator's Guide*.

2 Removing and Upgrading

In this chapter:

- How to remove and upgrade MobileGuardian Client.

Removing MobileGuardian Client

The following sections explain how to remove MobileGuardian Client from devices.

Removing MobileGuardian Client Using Active Directory

To manually remove MobileGuardian Client:

1. In your Active Directory environment, remove the old package assigned to the group of MobileGuardian Client clients.

Manually Removing MobileGuardian Client

Note: You must use an account with administrator permissions to remove MobileGuardian Client.

To manually remove MobileGuardian Client:

1. On the device, open **Windows Control Panel** and select **Add or Remove Programs**.
2. In the list of currently installed programs and updates, locate MobileGuardian Client and click **Remove**.
3. When prompted to confirm that you want to remove MobileGuardian Client, click **Yes**.
4. Restart the device, MobileGuardian Client is removed from the device.
5. On your Smoothwall System, browse to the **guardian > mobile > mobile status** page.
6. In the Current clients list, select the device and click **Remove**. Your Smoothwall System removes MobileGuardian Client from the list.

Upgrading MobileGuardian Client

To upgrade MobileGuardian Client:

1. Remove the currently deployed MobileGuardian Client package. For more information, see *Removing MobileGuardian Client* on page 11.
2. Install the new package. For more information, see *Chapter 1, Installing MobileGuardian Client on Devices* on page 1.

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