Installation Guide

McAfee Enterprise Mobility Management 11.0 Software

For use with ePolicy Orchestrator 4.6.5-5.0 Software

Contents

Preface

Contents

About this guide

This information describes the guide's target audience, the typographical conventions and icons used in this guide, and how the guide is organized.

Audience

McAfee documentation is carefully researched and written for the target audience.

The information in this guide is intended primarily for:

- **Administrators** — People who implement and enforce the company's security program.

Conventions

This guide uses these typographical conventions and icons.

Book title, *term*, *emphasis*	Title of a book, chapter, or topic; a new term; emphasis.
Bold	Text that is strongly emphasized.
`User input, code, message`	Commands and other text that the user types; a code sample; a displayed message.
Interface text	Words from the product interface like options, menus, buttons, and dialog boxes.
Hypertext blue	A link to a topic or to an external website.
	**Note:** Additional information, like an alternate method of accessing an option.
	**Tip:** Suggestions and recommendations.
	**Important/Caution:** Valuable advice to protect your computer system, software installation, network, business, or data.
	**Warning:** Critical advice to prevent bodily harm when using a hardware product.

Find product documentation

McAfee provides the information you need during each phase of product implementation, from installation to daily use and troubleshooting. After a product is released, information about the product is entered into the McAfee online KnowledgeBase.

Task

1 Go to the McAfee Technical Support ServicePortal at http://mysupport.mcafee.com.

2 Under **Self Service**, access the type of information you need:

To access...	Do this...
User documentation	1 Click **Product Documentation**. 2 Select a product, then select a version. 3 Select a product document.
KnowledgeBase	• Click **Search the KnowledgeBase** for answers to your product questions. • Click **Browse the KnowledgeBase** for articles listed by product and version.

1 Planning your installation

Before installing McAfee® Enterprise Mobility Management (McAfee EMM™) for McAfee® ePolicy Orchestrator®, learn about the software components, decide on a configuration model, and verify that your system meets minimum requirements.

Contents

McAfee EMM components

The McAfee EMM system includes server-side and client-side components that are managed through ePolicy Orchestrator.

McAfee EMM for ePolicy Orchestrator automatically installs Mobile ePolicy Orchestrator, a lightweight extension that allows ePolicy Orchestrator to communicate with mobile devices. McAfee EMM 11.0 can be used with ePolicy Orchestrator 4.6.5 and later.

Server components

These components are installed on enterprise servers to administer McAfee EMM.

McAfee EMM server component	Description
Hub	Manages communication between components. The Hub allows secure communication across the firewall (between the DMZ and the internal network) and eliminates the need to open custom firewall ports. SSL communication is established between the components. Using a custom installation, the Hub can also communicate with the DMZ components through an HTTP (non-secure) connection.
Portal	Allows device users to initiate wipe requests in the event their device is lost or stolen. Users access the Portal from a browser on a PC or mobile device. We recommend installing the Portal in the DMZ.
Proxy	Proxies ActiveSync traffic to the email servers. This IIS (Internet Information Services) application controls access to enterprise resources on the DMZ server before reaching the internal network. We recommend installing the Proxy in the DMZ.
Push Notifier	Sends push notifications to mobile devices. The Push Notifier is a required component that communicates with Apple and Google push notification services. We recommend installing the Push Notifier in the DMZ.

Client components

These components are installed on mobile devices that are registered on the enterprise network. They help configure the device and communicate with the McAfee EMM server.

McAfee EMM client component	Description
McAfee EMM app	Free app for iOS or Android that enables easy configuration by the user, and allows push notifications to deliver profile and security policy changes.
McAfee® Secure Container app (Android devices)	Free app that encrypts, passcode-secures, and segregates enterprise email, contacts, and calendars.

Configuration modes

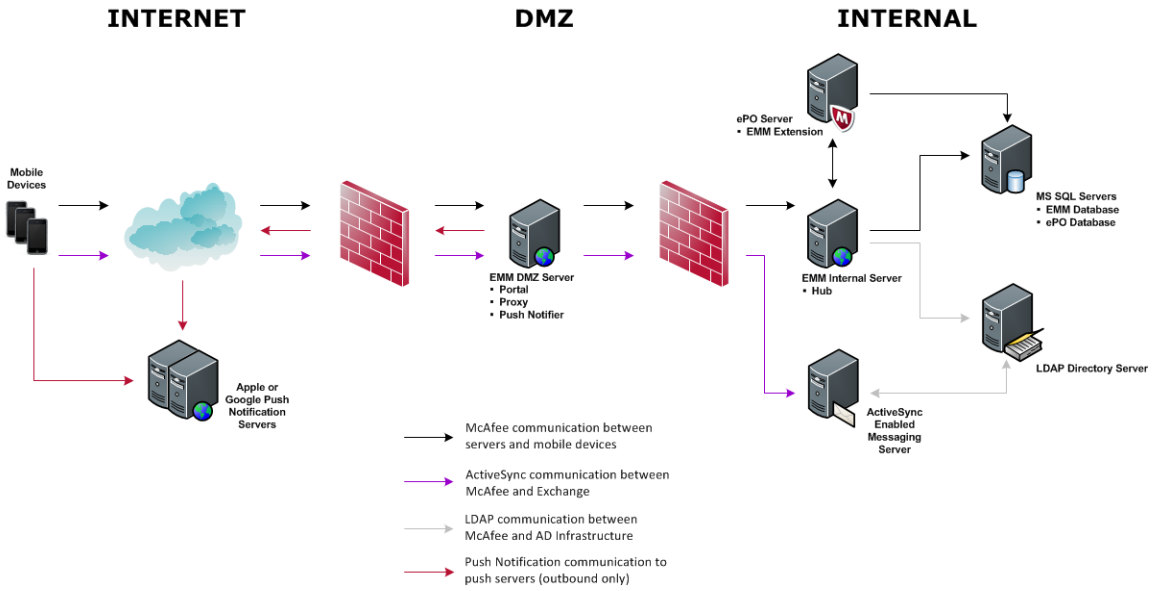
Your McAfee EMM configuration depends on the unique needs of your environment.

Enhanced security configuration (dual servers)

McAfee recommends enhanced security configuration for most McAfee EMM installations. This configuration provides maximum security and verifies web traffic before it enters your private network.

The enhanced security configuration installs McAfee EMM on two servers. The McAfee EMM Portal, Proxy, and Push Notifier are installed on an Internet-facing IIS server in the DMZ. The McAfee EMM Hub is installed in the internal subnet.

The ePolicy Orchestrator user interface provides access to all administrative functions for McAfee EMM.

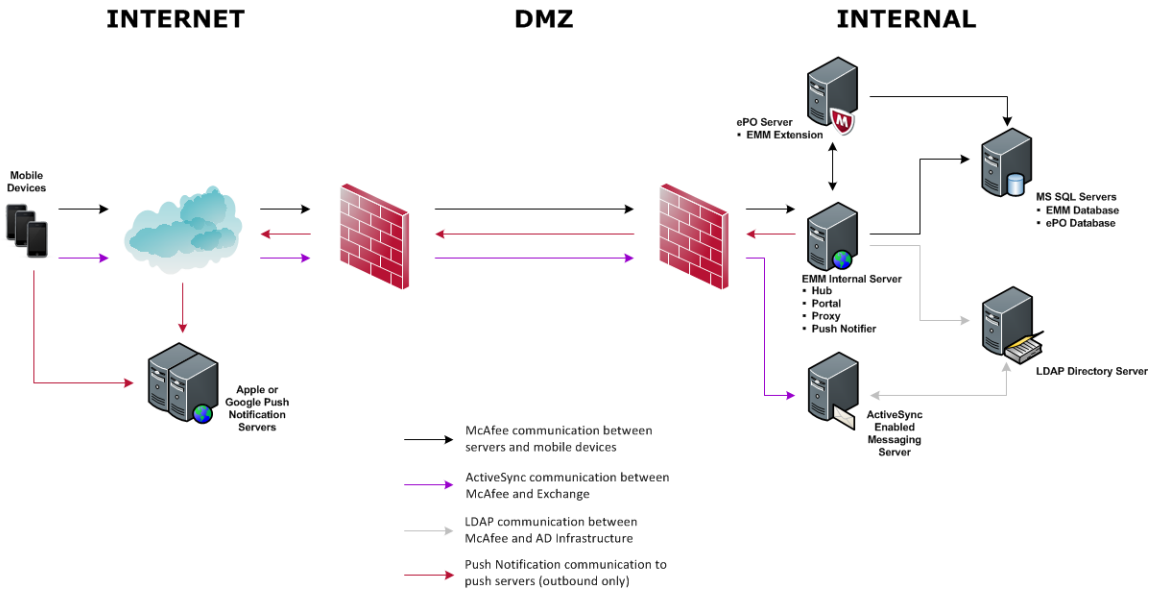


Basic security configuration (single server)

The basic security configuration is appropriate for smaller organizations without complex security requirements, or for trial installations.

The basic security configuration installs all McAfee EMM server components on a single server located in the internal subnet.

The ePolicy Orchestrator user interface provides access to all administrative functions for McAfee EMM.



Installation requirements

McAfee EMM has specific system, certificate, and network requirements for installation and operation.

McAfee EMM 11.0 supports these mobile operating systems:

- iOS version 4.3 and later
- Android version 2.2 and later
- Windows Phone 7 and Windows Phone 8

System requirements

Before installing McAfee EMM, verify that your system meets these minimum operating requirements.

These are the requirements for the McAfee EMM server components. For details on ePolicy Orchestrator requirements, see the ePolicy Orchestrator documentation.

The account used to install McAfee EMM must be a local administrator account that has permission to create a database on the SQL Server.

Component	Requirement
Software	ePolicy Orchestrator 4.6.5 or later
Hardware (physical or virtual)	• 4 GB RAM • Dual Core CPU
Operating system	• Windows Server 2008 64-bit with Service Pack 2 (Standard or Enterprise Edition) • Windows Server 2008 R2 64-bit with Service Pack 1 (Standard or Enterprise Edition)

Component	Requirement
SQL Server	• 2005 with Service Pack 3 or later (Enterprise, Standard, or Workgroup Edition) • 2008 R2 32- and 64-bit with Service Pack 1 or later (Enterprise, Standard, or Workgroup Edition) **Configuration and limitations:** • Database collation must be configured to the U.S. English default: SQL_Latin1_General_Cp1_CI_AS. • SQL Express is appropriate only for *trial installations*, with a single, on-premise server used in non-production environments.
ActiveSync server	Microsoft Exchange ActiveSync 2.5 or later
Mail server	• Exchange 2003, 2007, or 2010 • Domino 8.5.1 or 8.5.2 Other mail servers may work, but aren't tested for use with Exchange ActiveSync.
Internet browsers	• Internet Explorer 8.0 or later • Firefox 10.0 or later • Chrome 17 or later To access certain McAfee EMM features, Microsoft Silverlight 3.0 or later must be installed on the browser and pop-ups must be allowed for your ePolicy Orchestrator site.

Supported languages

McAfee EMM software runs on any supported operating system regardless of the OS language.

The McAfee EMM user interface has been translated into the languages shown here. Language support varies by ePolicy Orchestrator version. When the software is installed on an operating system using a language that is not on this list, the interface attempts to display text in English.

ePolicy Orchestrator 4.6.5	ePolicy Orchestrator 5.0 and later	
Chinese (Simplified)	Chinese (Simplified)	Japanese
Chinese (Traditional)	Chinese (Traditional)	Korean
English	Danish	Norwegian
French	Dutch	Portuguese (Brazilian)
German	English	Portuguese (Iberian)
Japanese	Finnish	Russian
Korean	French	Spanish
Russian	German	Swedish
Spanish	Italian	Turkish

Certificate requirements

Before installing McAfee EMM, understand and verify these credentials. The McAfee EMM Deployment Helper walks you through obtaining portal, Mobile Device Management (MDM), and iOS Agent Push Notification certificates.

Retain a copy of your portal and MDM certificates and passwords in a secure location in case you need to restore them later.

Credential	Used for	Used by	Expiration	Notes
Portal certificate	Mobile device verification and secure communication between the McAfee EMM server and client components.	McAfee EMM Portal Windows IIS	Varies. Obtain updates from your certificate authority.	Must be a public certificate (not self-signed) obtained from a recognized certificate authority like Verisign or Go Daddy. Must match the address (A) record defined in the Domain Name System (DNS) unless a wildcard (*) certificate is used.
MDM certificate	Communication with Apple push notification services.	McAfee EMM Push Notifier	Annually. Obtain updates from Apple. See KB73382 for details.  Update MDM certificates before they expire to avoid reconfiguring all iOS devices on your network.	
iOS Agent Push Notification certificate	Communication with Apple push notification services.	McAfee EMM Push Notifier	Annually. Obtain updates by visiting the McAfee Downloads site and entering a valid McAfee EMM grant number.	Installed automatically with McAfee EMM.
Google Cloud Messaging (GCM) account credentials	Communication with Google push notification services.	McAfee EMM Push Notifier	Does not expire unless you generate a new token using the same Sender ID.	

Network requirements

Before installing McAfee EMM, verify that your network meets these requirements.

Publically registered domain

You have a valid URL to access the McAfee EMM Portal and Proxy.

Router and firewall access rules

Configuration	Allow traffic on this port	From	To
Enhanced security configuration (dual servers)	443	Internet	McAfee EMM DMZ server
	443	McAfee EMM DMZ server	Email servers providing ActiveSync or Notes Traveler
	443	McAfee EMM DMZ server	McAfee EMM internal server
	389	McAfee EMM internal server	LDAP server
	88	McAfee EMM internal server	LDAP server
	1433 (or dynamic SQL port)	McAfee EMM internal server	SQL Server where the McAfee EMM database is installed
	25	McAfee EMM internal server	SMTP server
Basic security configuration (single server)	443	Internet	McAfee EMM server
	443	McAfee EMM server	Email servers providing ActiveSync or Notes Traveler
	389	McAfee EMM server	LDAP server
	88	McAfee EMM internal server	LDAP server
	1433 (or dynamic SQL port)	McAfee EMM server	SQL Server where the McAfee EMM database is installed
	25	McAfee EMM internal server	SMTP server
iOS devices	2195	McAfee EMM server (DMZ in enhanced security mode)	Apple Push Notification service at gateway.push.apple.com
	2196	McAfee EMM server (DMZ in enhanced security mode)	Apple Push Notification service at feedback.push.apple.com
	5223	Devices connected to Wi-Fi	Internet
	For specific port and configuration details for iOS devices in a business environment, see the Apple guide to iPhone and iPad in Business.		
Android devices	443	McAfee EMM server (DMZ in enhanced security mode)	Google Cloud Messaging service at android.googleapis.com
	5228	Devices connected to Wi-Fi	Internet

For outbound connections to Apple and Google push services, don't set IP-specific firewall restrictions because the IP addresses are subject to change.

2 Installing McAfee EMM

To install McAfee EMM, complete these tasks in order.

Contents

Install the McAfee EMM extension in ePolicy Orchestrator

Install the McAfee EMM extension before installing or upgrading the server components so that you can prepare policies for quick deployment.

Check in the McAfee EMM extension to ePolicy Orchestrator automatically using the Software Manager. For other methods of checking in product packages, see the ePolicy Orchestrator documentation.

Task

For option definitions, click **?** in the interface.

1. On the ePolicy Orchestrator console, select **Menu** | **Software** | **Software Manager**.
2. Select the McAfee EMM extension from the **Product Categories** list, then click **Check in**.
3. Review and accept the product details and license agreement, then click **OK**.
4. (Optional) Configure McAfee EMM policies. See the *McAfee EMM Product Guide* for details.

To preserve policies or iOS web clips from an existing McAfee EMM installation, manually transfer them to ePolicy Orchestrator.

Run the Deployment Helper

The Deployment Helper verifies the McAfee EMM installation requirements and prepares your environment for installation.

The Deployment Helper is available on the McAfee Downloads site.

Tasks

- *Run the Deployment Helper for enhanced security configurations* on page 14
  In an enhanced security installation, the Deployment Helper guides you through configuring settings for the Hub on the internal server, and for the Portal, Push Notifier, and Proxy on the DMZ server.
- *Run the Deployment Helper for basic security configurations* on page 15
  In a basic security installation, the Deployment Helper guides you through configuring settings for the Hub, Portal, Push Notifier, and Proxy on the server.

Run the Deployment Helper for enhanced security configurations

In an enhanced security installation, the Deployment Helper guides you through configuring settings for the Hub on the internal server, and for the Portal, Push Notifier, and Proxy on the DMZ server.

Complete this task on your internal server first, then repeat it on your DMZ server.

Task

1 Install the Deployment Helper.

   a Log on to a Windows server.

   b Locate and double-click the installer file DeploymentHelperInstall.msi.

   c Review and accept the terms of the license agreement, then click **Install**.

2 Select **Start** | **All Programs** | **McAfee EMM** | **EMM Deployment Helper**.

3 Review the instructions, then click **Next**.

4 Select the installation appropriate to your server type:

   - **Enhanced Security Model - Internal Server**
   - **Enhanced Security Model - External Server**

5 Review your installation configuration, then click **Next**.

6 Complete the component settings screens.

   Appendix A: Settings for components provides option definitions for all component settings screens.

7 Review the information on the **Confirm Installation Settings** screen, then click **Run Scan**.

   When the scan is complete, results are shown. If any tasks are marked failed, review the information, then click **Launch KB Assistance** for help resolving any issues.

See also

Database settings on page 23
LDAP server settings on page 24
Hub server settings on page 24
Portal certificate settings on page 24
MDM certificate settings on page 25
ActiveSync server settings on page 27

Run the Deployment Helper for basic security configurations

In a basic security installation, the Deployment Helper guides you through configuring settings for the Hub, Portal, Push Notifier, and Proxy on the server.

Task

1 Install the Deployment Helper.
   a Log on to a Windows server.
   b Locate and double-click the installer file DeploymentHelperInstall.msi.
   c Review and accept the terms of the license agreement, then click **Install**.
2 Select **Start** | **All Programs** | **McAfee EMM** | **EMM Deployment Helper**.
3 Review the instructions, then click **Next**.
4 Select **Basic Security Model - Single Server**, then click **Next**.
5 Complete the component settings screens.

   Appendix A: Settings for components provides option definitions for all component settings screens.
6 Review the information on the **Confirm Installation Settings** screen, then click **Run Scan**.

   When the scan is complete, results are shown. If any tasks are marked failed, review the information, then click **Launch KB Assistance** for help resolving any issues.

See also

Database settings on page 23
LDAP server settings on page 24
Portal certificate settings on page 24
MDM certificate settings on page 25
ActiveSync server settings on page 27

Install McAfee EMM server components

The server installation process depends on your planned configuration.

Don't install or upgrade individual components from version 11.0 with an earlier version of McAfee EMM.

Tasks

- *Install server components in enhanced security configuration* on page 16
  Use enhanced security installation for maximum security. This configuration installs the server components on dual servers.
- *Install server components in basic security configuration* on page 16
  Use a basic security installation if your organization doesn't have complex security requirements. This configuration installs the server components on a single server.

Install server components in enhanced security configuration

Use enhanced security installation for maximum security. This configuration installs the server components on dual servers.

Before you begin

Run the Deployment Helper for enhanced security mode. See *Run the Deployment Helper for enhanced security configurations*.

Complete this task on your internal server first, then repeat it on your DMZ server.

Task

1. Locate and right-click the installer file Setup.exe, then select **Run as Administrator**.
   - Click **Continue** if prompted to install Windows installer or .NET version.
   - Click **Yes** if prompted to restart the server. The installer continues automatically after restarting.
2. Review and accept the terms of the license agreement, then click **Next**.
3. Click the installation appropriate to your server type:
   - **Dual Server (Internal)**
   - **Dual Server (External)**
4. Complete the component settings screens.

   Appendix A: Settings for components provides option definitions for all component settings screens.
5. Review the information on the **Summary** screen, then click **Install**. When installation is complete, click **Finish**.

See also

Run the Deployment Helper for enhanced security configurations on page 14
Database settings on page 23
LDAP server settings on page 24
Communication settings on page 26
DMZ settings on page 27

Install server components in basic security configuration

Use a basic security installation if your organization doesn't have complex security requirements. This configuration installs the server components on a single server.

Before you begin

Run the McAfee Deployment Helper for basic security mode. See *Run the Deployment Helper for basic security configurations*.

Task

1. Locate and right-click the installer file Setup.exe, then select **Run as Administrator**.
   - Click **Continue** if prompted to install Windows installer or .NET version.
   - Click **Yes** if prompted to restart the server. The installer continues automatically after restarting.
2. Review and accept the terms of the license agreement, then click **Next**.
3. Click **Single Server**.

4 Complete the component settings screens.

Appendix A: Settings for components provides option definitions for all component settings screens.

5 Review the information on the **Summary** screen, then click **Install**. When installation is complete, click **Finish**.

See also

Run the Deployment Helper for basic security configurations on page 15
Database settings on page 23
LDAP server settings on page 24
Communication settings on page 26
DMZ settings on page 27

Add McAfee EMM as a registered server in ePolicy Orchestrator

Set up access to the McAfee EMM server by adding it as a registered server.

Before you begin

Install the McAfee EMM extension.

Task

For option definitions, click **?** in the interface.

1 On the ePolicy Orchestrator console, select **Menu** | **Configuration** | **Registered Servers**, then click **New Server**.

2 From the **Server type** drop-down list, select **EMM Hub**, enter a unique name for the server, then click **Next**.

3 Provide details about the connection to your McAfee EMM server, click **Establish Connection** to test your configuration, then click **Save**.

The default logon credentials are:

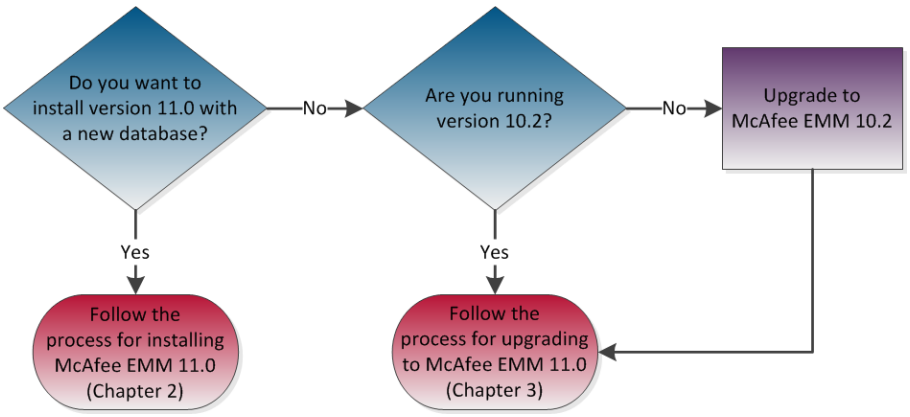
- User name — `admin`
- Password — `TDadmin*`

To secure the connection between the McAfee EMM Hub and the ePolicy Orchestrator server, change the default system administrator logon credentials after adding the registered server. See the *McAfee EMM Product Guide* for details.

3 Upgrading McAfee EMM

The upgrade process varies depending on your existing version of McAfee EMM and whether you want to install version 11.0 with a new database or upgrade an existing 10.2 database. Upgrading an existing 10.2 database preserves packages and all settings specified in System Settings, like certificates and authorization directories.

Use this chart to determine the recommended upgrade process for your situation.



iOS and Android devices configured for McAfee EMM 10.2 must be updated for version 11.0 whether you install with a new database or upgrade an existing database. See the *McAfee EMM Product Guide* for details on updating devices.

To upgrade from version 10.2, complete these tasks in order.

Contents

Install the McAfee EMM extension in ePolicy Orchestrator

Install the McAfee EMM extension before installing or upgrading the server components so that you can prepare policies for quick deployment.

Check in the McAfee EMM extension to ePolicy Orchestrator automatically using the Software Manager. For other methods of checking in product packages, see the ePolicy Orchestrator documentation.

Task

For option definitions, click **?** in the interface.

1 On the ePolicy Orchestrator console, select **Menu** | **Software** | **Software Manager**.

2 Select the McAfee EMM extension from the **Product Categories** list, then click **Check in**.

3 Review and accept the product details and license agreement, then click **OK**.

4 (Optional) Configure McAfee EMM policies. See the *McAfee EMM Product Guide* for details.

To preserve policies or iOS web clips from an existing McAfee EMM installation, manually transfer them to ePolicy Orchestrator.

Upgrade McAfee EMM server components

Upgrading from an existing version 10.2 installation preserves your McAfee EMM database, packages, and all settings specified in System Settings, like certificates and authorization directories. The upgrade process differs based on your configuration.

Before you begin

Back up your existing McAfee EMM installation. See *Back up an existing installation*.

Don't install or upgrade individual components from version 11.0 with an earlier version of McAfee EMM.

Tasks

- *Upgrade for enhanced security configurations and High Availability environments* on page 20
  For enhanced security configurations and High Availability environments, the McAfee EMM servers must be upgraded in a specific order.
- *Upgrade for basic security configurations* on page 20
  For basic security configurations, upgrade all McAfee EMM server components simultaneously.

See also

Back up an existing installation on page 29

Upgrade for enhanced security configurations and High Availability environments

For enhanced security configurations and High Availability environments, the McAfee EMM servers must be upgraded in a specific order.

Task

- Follow the instructions in KB78440.

Upgrade for basic security configurations

For basic security configurations, upgrade all McAfee EMM server components simultaneously.

Task

1 Locate and right-click the installer file Setup.exe, then select **Run as Administrator**.

Click **Yes** if prompted to restart the server. The installer continues automatically after restarting.

2 Review and accept the terms of the license agreement, then click **Next**.

Select **Use Configuration from Previous Installations** if you want to keep settings from a previous upgrade. If you're reusing an existing McAfee EMM database for upgrade, settings from the previous installation are preserved by default, regardless of any changes you make in the installer.

3 Click **Upgrade**.

4 Review the information on the **Summary** screen, then click **Upgrade**. When installation is complete, click **Finish**.

Since they're no longer used in version 11.0, the McAfee EMM Console, Device Management Gateway (DMG), Blackberry Enterprise Server (BES) Agent, and Public Key Infrastructure (PKI) Agent are automatically uninstalled during upgrade.

Add McAfee EMM as a registered server in ePolicy Orchestrator

Set up access to the McAfee EMM server by adding it as a registered server.

Before you begin
Install the McAfee EMM extension.

Task

For option definitions, click **?** in the interface.

1 On the ePolicy Orchestrator console, select **Menu** | **Configuration** | **Registered Servers**, then click **New Server**.

2 From the **Server type** drop-down list, select **EMM Hub**, enter a unique name for the server, then click **Next**.

3 Provide details about the connection to your McAfee EMM server, click **Establish Connection** to test your configuration, then click **Save**.

The default logon credentials are:

- User name — `admin`
- Password — `TDadmin*`

To secure the connection between the McAfee EMM Hub and the ePolicy Orchestrator server, change the default system administrator logon credentials after adding the registered server. See the *McAfee EMM Product Guide* for details.

A Settings for components

Use these tables to configure settings for the Deployment Helper and McAfee EMM server components.

If you use the installer to upgrade components while reusing an existing database, the new component is installed with existing settings, regardless of any changes you make in the installer. This functionality prevents accidentally overriding McAfee EMM database settings that affect your network. If you upgrade an individual component and create a new database, you can reuse old settings, or change them as needed.

Contents

Database settings

These settings in the Deployment Helper and installer identify the SQL Server that hosts the McAfee EMM database.

Option	Definition
Use SQL Express (Deployment Helper only)	Select to install SQL Express on the local system and create the McAfee EMM database.
Server name	Host name or IP address of the SQL Server where you want to install the McAfee EMM database.
Authentication	• **Windows Authentication** (recommended) • **SQL Authentication**
Login	User name for the connection to the McAfee EMM database server.
Password	Password for the connection to the McAfee EMM database server.
Database	Name for the McAfee EMM database.

See also

Run the Deployment Helper for enhanced security configurations on page 14

Run the Deployment Helper for basic security configurations on page 15

Install server components in enhanced security configuration on page 16

Install server components in basic security configuration on page 16

LDAP server settings

These settings in the Deployment Helper and installer identify the server for authenticating users. Fields vary depending on which authentication type you select.

Option	Definition
Authentication	• **Active Directory** • **Domino** • **ActiveSync Protocol**
Domain FQDN	Fully qualified domain name of the LDAP server.
Domain DN	Domain distinguished name of the LDAP server. • **Active Directory** — This field is populated when Domain FQDN is completed. • **Domino** — Leave this field blank.
ActiveSync Server	IP address or fully qualified domain name of the ActiveSync server.
Domain Name	Domain name of the server.
Username or **Verification Username**	User name for the connection to the server.
Password or **Verification Password**	Password for the connection to the server.
External EMM Proxy Server Address	Fully qualified domain name of the McAfee EMM Proxy. Devices connect to this McAfee EMM Proxy address for ActiveSync.

See also

Run the Deployment Helper for enhanced security configurations on page 14
Run the Deployment Helper for basic security configurations on page 15
Install server components in enhanced security configuration on page 16
Install server components in basic security configuration on page 16

Hub server settings

These settings in the Deployment Helper connect the DMZ server in an enhanced security installation to the internal McAfee EMM Hub server.

Option	Definition
Server address	Fully qualified domain name or IP address of the McAfee EMM Hub server

See also

Run the Deployment Helper for enhanced security configurations on page 14

Portal certificate settings

These settings in the Deployment Helper specify the portal certificate. The Deployment Helper can also assist with generating a certificate signing request (CSR), then creating a portal certificate from the verified CSR.

On the **Provide a Portal Certificate** screen of the Deployment Helper, select one of these options:

- **Create new SSL certificate** to generate an SSL certificate, followed by specifying the certificate you created.
- **Use existing SSL certificate** to specify an existing, valid SSL certificate.

Generate a portal certificate

Step	Option	Definition
1. Generate the CSR	**Common Name**	URL that you want customers to connect to. For a wildcard certificate, add an asterisk before the common name, for example, `*.domainname.com`.
	Organization	Legal name of your organization.
	Organization Unit	Unit within your organization requesting the certificate, for example, `Engineering` or `Human Resources`. You can enter a DBA (doing business as) name in this field.
	City/Locality	Unabbreviated city where your organization is legally registered.
	State/Province	Unabbreviated state or province where your organization is legally registered.
	Country/Region	Two-letter ISO country code where your organization is legally registered, like `US` or `FR`.
	Certificate Request File Path	Browse to select the location to store the certificate request.
2. Verify the CSR	This step is completed outside the Deployment Helper. Contact a valid certificate authority (CA) for verification.	
3. Generate the portal certificate	**Certificate File Path**	Browse to select the .cer or .pem file created in step 2.
	Certificate Password	Password for the certificate.

Specify a portal certificate

Option	Definition
File Path	Browse to select the .pfx file.
Password	Password for the certificate.

See also

Run the Deployment Helper for enhanced security configurations on page 14
Run the Deployment Helper for basic security configurations on page 15

MDM certificate settings

These settings in the Deployment Helper specify the MDM certificate. The Deployment Helper can also assist with generating a CSR, then creating an MDM certificate from the verified CSR.

On the **Provide an MDM Certificate** screen of the Deployment Helper, select one of these options:

- **Create new/renew existing MDM certificate** to generate an MDM certificate, followed by specifying the certificate you created.
- **Use existing MDM certificate** to specify an existing, valid MDM certificate.

Generate an MDM certificate

Step	Option	Definition
1. Generate the CSR	**Common Name**	URL that you want customers to connect to.
	Email	Email address of the administrator making the request.
	Country/Region	Two-letter ISO country code where your organization is legally registered, like `US` or `FR`.
	Certificate Request File Path	Browse to select the location to store the certificate request.
2. Verify the CSR	 This step is completed outside the Deployment Helper. Follow the instructions in KB73382 to verify the CSR through Apple.	
3. Generate the MDM certificate	**Certificate File Path**	Browse to select the .pem file created in step 2.
	Certificate Password	Password for the certificate.

Specify an MDM certificate

Option	Definition
File Path	Browse to select the .pfx file.
Password	Password for the certificate.

See also

Run the Deployment Helper for enhanced security configurations on page 14
Run the Deployment Helper for basic security configurations on page 15

Communication settings

These settings in the installer specify portal and MDM certificates, and GCM account credentials.

Option		Definition
Portal Certificate	**Available Certificates**	Select an existing certificate from an earlier McAfee EMM installation, or select **Use New Certificate** to specify a new certificate.
	File Path	Browse to select the portal certificate.
	Password	Password for the portal certificate.
MDM Push Certificate	**File Path**	Browse to select the MDM certificate.
	Password	Password for the MDM certificate.
GCM Settings	**Sender ID**	Project number of your Google API project.
	Token	API key value of your Google API project.

See also

Install server components in enhanced security configuration on page 16
Install server components in basic security configuration on page 16

ActiveSync server settings

These settings in the Deployment Helper identify the ActiveSync server that communicates with the McAfee EMM Proxy.

Option	Definition
Server Address	IP address or fully qualified domain name of the ActiveSync server. For a Domino server, enter `<servername>/servlet/traveler`.
Domain Name	Domain name of the ActiveSync server.
Username	User name for the connection to the ActiveSync server.
Password	Password for the connection to the ActiveSync server.

See also

Run the Deployment Helper for enhanced security configurations on page 14
Run the Deployment Helper for basic security configurations on page 15

DMZ settings

These settings in the installer identify the ActiveSync server that communicates with the McAfee EMM Proxy.

Option	Definition
ActiveSync Server Address	IP address or fully qualified domain name of the ActiveSync server.  To verify connection to the server, click the green checkmark next to the server address, then click **Verify**.

See also

Install server components in enhanced security configuration on page 16
Install server components in basic security configuration on page 16

B Specialized installation tasks

These installation tasks are performed infrequently or in atypical installation environments.

Contents

Back up an existing installation

Save a copy of your McAfee EMM database and export an encryption key to back up McAfee EMM versions 10.2 and earlier.

Task

1. On the McAfee EMM 10.2 Console, click the name of the server in the upper-left corner.
2. Enter a **Key Password**, then select **Export Encryption Key**.
3. Save a copy of the McAfee EMM database by copying the database file from the SQL Server.

Install McAfee EMM in High Availability environments

High Availability (HA) environments require modified installation to ensure continuous access.

Plan your installation using hardware redundancy options like Network load balancing (NLB), SQL Server replication, or clustering options built into the operating system and applications.

For details on installing McAfee EMM in HA environments, see KB70278.

Task

1. Install the McAfee EMM extension in ePolicy Orchestrator.

   See *Install the McAfee EMM extension in ePolicy Orchestrator*.
2. Use the custom installation option to install the McAfee EMM Hub and database on a single server.
3. Add McAfee EMM as a registered server in ePolicy Orchestrator.

   See *Add McAfee EMM as a registered server in ePolicy Orchestrator*.

4 Export an encryption key from ePolicy Orchestrator.

   a Select **Menu** | **Configuration** | **Server Settings** | **EMM Server Settings** | **System Settings**.

   b Click **Export Encryption Key**.

   c Enter a **Key Password**, then click **OK**.

5 Use the encryption key to install the McAfee EMM Hub and database on more servers.

   You must install both the McAfee EMM Hub and database on each server.

6 Pair systems using load balancing appropriate for your setup.

7 Update the McAfee EMM registered server in ePolicy Orchestrator with the virtual IP address of the load balancer.

   See *Add McAfee EMM as a registered server in ePolicy Orchestrator*.

See also

Install the McAfee EMM extension in ePolicy Orchestrator on page 13
Add McAfee EMM as a registered server in ePolicy Orchestrator on page 17

Uninstall McAfee EMM

To remove McAfee EMM, follow these steps for each server where you installed components.

Task

1 Locate and right-click the installer file Setup.exe, then select **Run as Administrator**.

2 Click **Uninstall**.

3 Review the information on the **Uninstall Summary** screen, then click **Uninstall**. When uninstall is complete, click **Finish**.

C Troubleshooting

Use these troubleshooting tips to work through issues encountered during installation.

Task	Issue	Resolution
Configuring servers	Unhandled exception when configuring the SQL Server.	See KB75444.
	Failed connection to ActiveSync server.	Do one of the following based on the error code: • Error code 403 — Verify that the user credentials are valid, the user has a mailbox configured on the Exchange server, and the Exchange server is accessible from the McAfee EMM server. • Error code 500 — Verify that the Exchange server is operational.
Specifying certificates	Error specifying a portal certificate.	Check for these issues with the portal certificate: • Incorrect password. • Invalid, missing, or empty certificate file. • Expired dates for the certificate file. • No certificate chain in the certificate file. • Invalid or missing certificate authority in the certificate chain of the certificate file. • None of the certificates in the certificate chain are marked as certificate authority certificates. • The portal certificate installed on the McAfee EMM Proxy server doesn't match the portal certificate specified in the software (Menu | Configuration | Server Settings | EMM Server Settings | System Settings | Certificates).

Task	Issue	Resolution
Installing in customized environments	Connectivity issues with McAfee EMM Proxy to Hub communication over Port 80.	See KB75667.
Upgrading	Failed upgrade of the McAfee EMM Hub.	1 Navigate to C:\Program Files\McAfee\EMMPlatform\, then open the latest installation log in a text editor. 2 Search the log for 1603, then scroll up until you see a readable error message. Typical reasons for failure include: • The McAfee EMM Hub isn't configured correctly. Check the Event Viewer for details. See the *McAfee EMM Product Guide* for information on viewing log files. • The connection to the McAfee EMM Database is invalid. Verify the installation specifications in the InstallerData.xml file. If you're using Windows Authentication to connect to the SQL Server, verify that the account used for installation is a local administrator account that has permission to create a database on the SQL Server.

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