

Sophos Mobile Control Installation prerequisites form

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1 System environment

In this document, all needed information has to be provided to ensure that the Sophos Mobile Control server runs properly on your network configuration.

Note: In this document, SMC is used as an abbreviation for Sophos Mobile Control.

1.1 Mobile devices

Please specify which device type(s) you plan to use with Sophos Mobile Control.

- Windows Mobile 6.1 (or higher) Professional Edition
- Apple iPhone iOS 4 (or higher)¹
- Apple iPad iOS 4 (or higher)¹
- Android 2.2 (or higher)

(1) For Apple devices, an iOS Developer Enterprise Program membership is needed.

1.2 Mobile Service Provider

Please specify which mobile service provider you use.

Mobile Service Provider	
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1.3 Server SSL Certificate

Please specify if you want to use an officially signed or a self signed certificate for the Sophos Mobile Control web interface.

Android software packages like the SMC MDM client can only be downloaded from https servers with an officially signed certificate.

Use self signed certificate	<input type="checkbox"/> (Android software installation not possible)
Use existing official certificate signed by, for example, VeriSign or GoDaddy	<input type="checkbox"/> (Android software installation possible)

Note: The certificate should be provided in a PKCS#12 file including all certificates in the certificate path.

1.4 Operating system for SMC server

Please specify which server operation system you want to use.

- Windows Server 2003 (32 bit)
- Windows Server 2008 (32 and 64 bit)
- Windows Server 2008 R2 (64 bit)

1.5 Java SDK

Please specify which Java SDK version is installed.

Note: Java SDK 1.6_20 or higher is required.

Installed Java SDK version	
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1.6 Other

Please make sure that the following applies:

No web server or any other application using ports 80, 443 is installed.	<input type="checkbox"/>
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1.7 Database

Please specify which database management system you want to use.

- Microsoft SQL Server 2005
- Microsoft SQL Server 2008
- Microsoft SQL Server 2008 Express
- Microsoft SQL Server 2008 R2

Microsoft SQL Server must have mixed mode authentication.

If you use Microsoft SQL Server Express, please make sure that the management tools are also loaded.

Use existing database server	<input type="checkbox"/>
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Existing SQL account with sysadmin role (no AD credentials)	
Have access to SQL management tools (separate install for Express)	<input type="checkbox"/>
TCP IP enabled	<input type="checkbox"/>
SQL browser service is enabled (Useful only, if an external database is used.)	<input type="checkbox"/>

1.8 Active Directory configuration

If SMC is to be used with the Self Service Portal enabled, create an AD group containing all users who should get access to the Self Service Portal.

Active Directory group name	
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1.9 Network details

Please provide the information required for pre-configuring your Sophos Mobile Control server installation.

External IP address of the SMC server	
Internal IP address of the SMC server (if different from external)	
DNS name of the SMC server (for example mobilecontrol.corporate.com) Please make sure that this can be resolved over the internet.	
IP address or hostname and port of the database server (for example 127.0.0.1:1433 for MS SQL Server)	
Use SSL to connect to MS SQL Server	<input type="checkbox"/>

IP address or hostname of the corporate SMTP server	
Optional: User name and password for authentication with SMTP	
Optional: External port to access the web interface (Default: 80)	
Optional: External port to access the web interface by SSL (default: 443)	
Optional EAS-Proxy: URL of Exchange ActiveSync Server (for example http://exchange.corporate.com/Microsoft-Server-ActiveSync) Note: If your current exchange denies IOS, Windows Mobile or Android devices, this will need to be modified for EAS to work.)	
Use SSL to connect to Exchange ActiveSync server	<input type="checkbox"/>
Optional LDAP support: Corporate LDAP Server for personalized profiles (for example ldap.corporate.com:389)	
Use SSL to connect to LDAP server (for example ldap.coporate.com:636)	<input type="checkbox"/>

1.10 Firewall

The following ports of the Sophos Mobile Control server have to be reachable from the internet.

1.10.1 Allow from corporate LAN and the internet

Port	Protocol	Description	Setup successful
80	HTTP	Forwards to HTTPS-Port	<input type="checkbox"/>
443	HTTPS	Access to web interface / synchronization data (in\out bound)	<input type="checkbox"/>

1.10.2 Allow from SMC server to database host

Note: If no local database installation is used.

Port	Protocol	Description	Setup successful
1433	MS SQL Server	Database access	<input type="checkbox"/>

1.10.3 Allow from SMC server to SMTP host

Port	Protocol	Description	Setup successful
25	SMTP	Send error reports by e-mail	<input type="checkbox"/>

1.10.4 Allow from SMC server to SMS Distribution Center

Port	Protocol	Description	Setup successful
443	TCP	SSL secured connection to and from IP address 62.154.131.15 (sophos-mc.smsdc.de)	<input type="checkbox"/>

1.10.5 Optional: Allow from SMC server to Exchange and LDAP

Port	Protocol	Description	Setup successful
80 or 443	HTTP/S	Exchange Server for EAS-Proxy	<input type="checkbox"/>
389 or 636	LDAP/S	LDAP connection (plain or SSL-protected)	<input type="checkbox"/>

1.10.6 For iOS devices: Allow from SMC server to APNS

iOS devices receive notifications over the Apple Push Notification service (APNS) instead of SMS.

Note: You need an iOS Developer Enterprise Program membership to create your own APNS certificate to use with Sophos Mobile Control for the connection to Apple:

<http://developer.apple.com/programs/ios/enterprise/>

Port	Protocol	Description	Setup successful
2195	TCP/SSL	gateway.push.apple.com (IP addresses: 17.*.*.*)	<input type="checkbox"/>

2 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the SophosTalk forum at <http://community.sophos.com/> and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledgebase at <http://www.sophos.com/support/>.
- Download the product documentation at <http://www.sophos.com/support/docs/>.
- Send an email to support@sophos.com, including your Sophos software version number(s), operating system(s) and patch level(s), and the text of any error messages.

3 Legal notices

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