GlobalSign Integration Guide

GlobalSign Enterprise PKI (EPKI) and MobileIron Cloud

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Introduction

This technical integration guide describes how to integrate the MobileIron Cloud platform with GlobalSign's Managed PKI services to automatically provision digital certificates for mobile devices from the GlobalSign SaaS CA. Digital certificates provide a secure and cost-effective method to authenticate corporate and Bring Your Own Device (BYOD) devices to enterprise networks and resources. Prior to issuing certificates, there are setup steps that need to be completed involving both the MobileIron Cloud console and GlobalSign's Managed PKI portal. The following guide will walk you through these steps.

GlobalSign Enterprise PKI (EPKI)

Enterprise PKI (EPKI), one component of GlobalSign's Managed PKI services, is a cloud-based PKI service allowing an easy method for organizations to issue and manage digital certificates to corporate users. The EPKI web portal and associated API provide administrators an easy-to-use solution to simplify PKI deployments and eliminate the need to host their own Certificate Authority. EPKI provides enterprises the necessary tools to maintain full control of their PKI requirements without the complexities and overhead cost of running an in-house CA. Further, with integration into MobileIron Cloud R36, organizations can automatically provision digital certificates directly from the MobileIron Cloud Admin console.

For more information about EPKI, see https://www.globalsign.com/en/managed-pki/

Partner Product Information

Partner Name	MobileIron
Website	www.mobileiron.com
Product Name	MobileIron Cloud R36
Product Description	Organizations seeking the agility of the cloud to help them become Mobile First turn to MobileIron Cloud. MobileIron Cloud has been purpose built to provide cloud-based Enterprise Mobility Management. This helps end-users unlock the benefits of mobile to work smarter, faster and better while eliminating the chaos and cost of managing and secure mobile devices, applications and content. Read more at: https://www.mobileiron.com/en/products/cloud-enterprise-mobility-management

Managed PKI Architecture

The following diagram shows a simple architecture, illustrating an integration with MobileIron Cloud and the GlobalSign EPKI and Managed Services PKI. *Note: all ports shown are the default ports.*

Setup Overview

In order to establish the connection between MobileIron Cloud and your GlobalSign EPKI account, you will need to complete the following steps outlined in this guide:

- Within your GlobalSign EPKI Account
  - Order a license pack(s) of Certificates
  - Configure an EPKI Profile
  - Disable the EPKI Automated Emails
- In the MobileIron Cloud Platform:
  - Select GlobalSign as a Certificate Authority
  - Configure an Identity Certificate
  - Distribution Setting

To start the setup process please proceed to the first step: GlobalSign EPKI Account Steps.

GlobalSign EPKI Account Steps

The following steps will walk you through obtaining necessary EPKI Account information, ordering a certificate license pack and establishing a pre-vetted organization **profile**, all of which you will need to integrate with MobileIron Cloud. If you do not already have an EPKI account please visit the following page to request a quote: https://www.globalsign.com/en/managed-pki/.

You will need the following information from your GlobalSign EPKI Account:

- **Login Credentials:** Your GlobalSign **UserID** and **Password**. Your UserID is a combination of the CorporateID that GlobalSign assigns you and the username you specified during account signup (**e.g. PAR12345_UserID**). You will need to remember both your **GlobalSign UserID** and **password** when configuring your MobileIron Cloud settings.

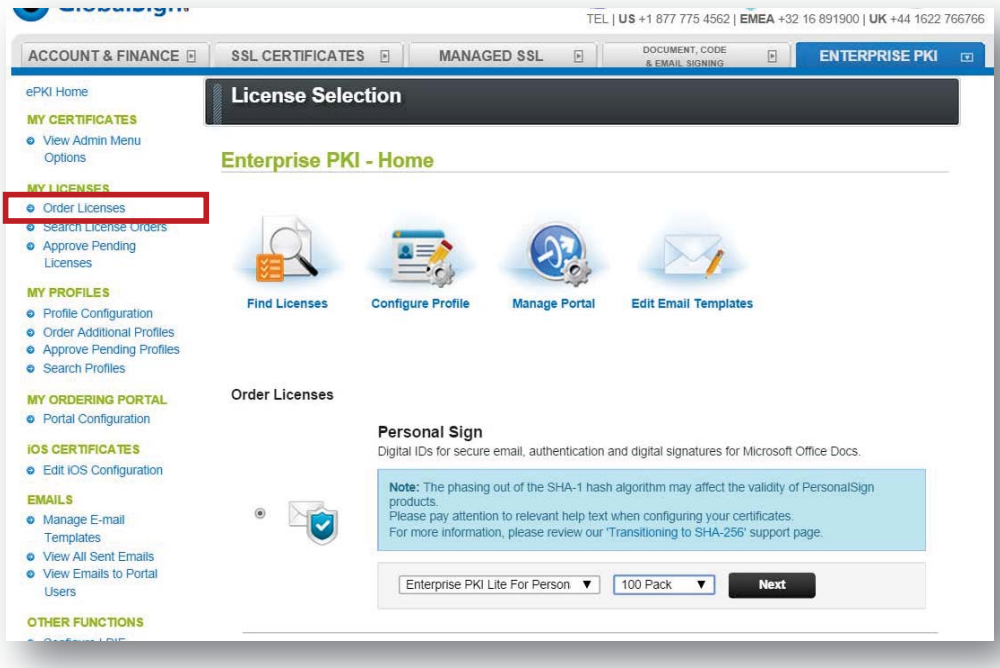
Ordering EPKI Certificate License Pack(s)

Note: New customers that order via the EPKI Ordering Link will set up a GlobalSign GCC Account, order a license pack, and establish a pre-vetted profile during the initial ordering process. If you are a new customer and have already ordered a license pack and established a profile, you can skip to the **EPKI Profile Configuration** step below.

Complete the following steps to order your **EPKI certificate license pack**:

1. **Login** to your EPKI Account.
2. Click the **ENTERPRISE PKI** tab.
3. Click **Order Licenses** on the left-hand menu (see screenshot below).

Select the Enterprise PKI Lite for Personal Digital ID license pack appropriate for the number of users /devices you are planning to manage with your MobileIron Cloud.

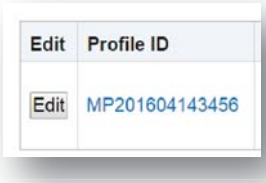


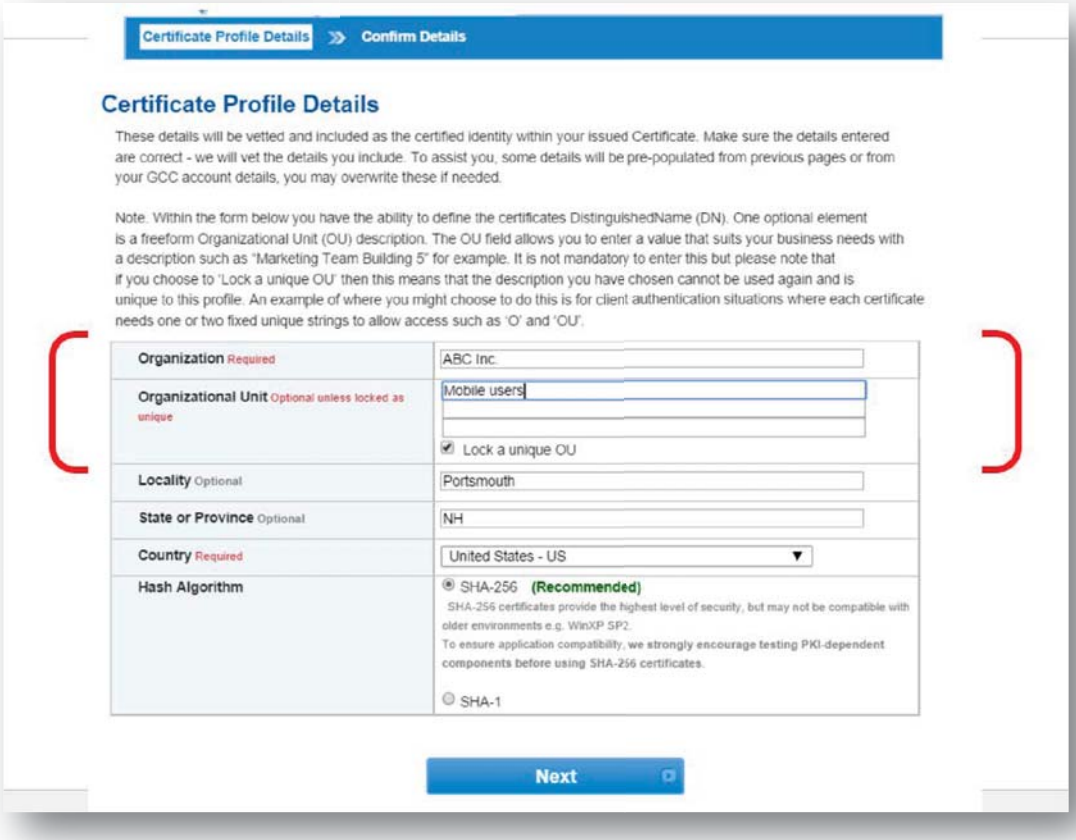
Establish an EPKI Profile

Next, complete the steps in the EPKI Administrator guide to register for a **pre-vetted organization profile** (if you do not yet have a profile established):
https://www.globalsign.com/support/ordering-guides/globalsign-epki-admin-guide.pdf

Note: The default EPKI service utilizes a shared issuing CA, issued from a GlobalSign publically trusted root. Therefore GlobalSign recommends utilizing the "lock base DN" feature in order to reserve an Organization and OU combination that will be restricted to the account. Dedicated private issuing CAs, either self-signed or issued from a GlobalSign trusted root, are available. Please contact your GlobalSign EPKI product specialist for details.

After you register and submit your organization profile, a GlobalSign vetting agent will verify the identity information included in the profile. **This may take up to three (3) business days**. After the profile has been approved, a **profile ID** with the following format type will be available to use. Below is an example of the profile ID and profile format:

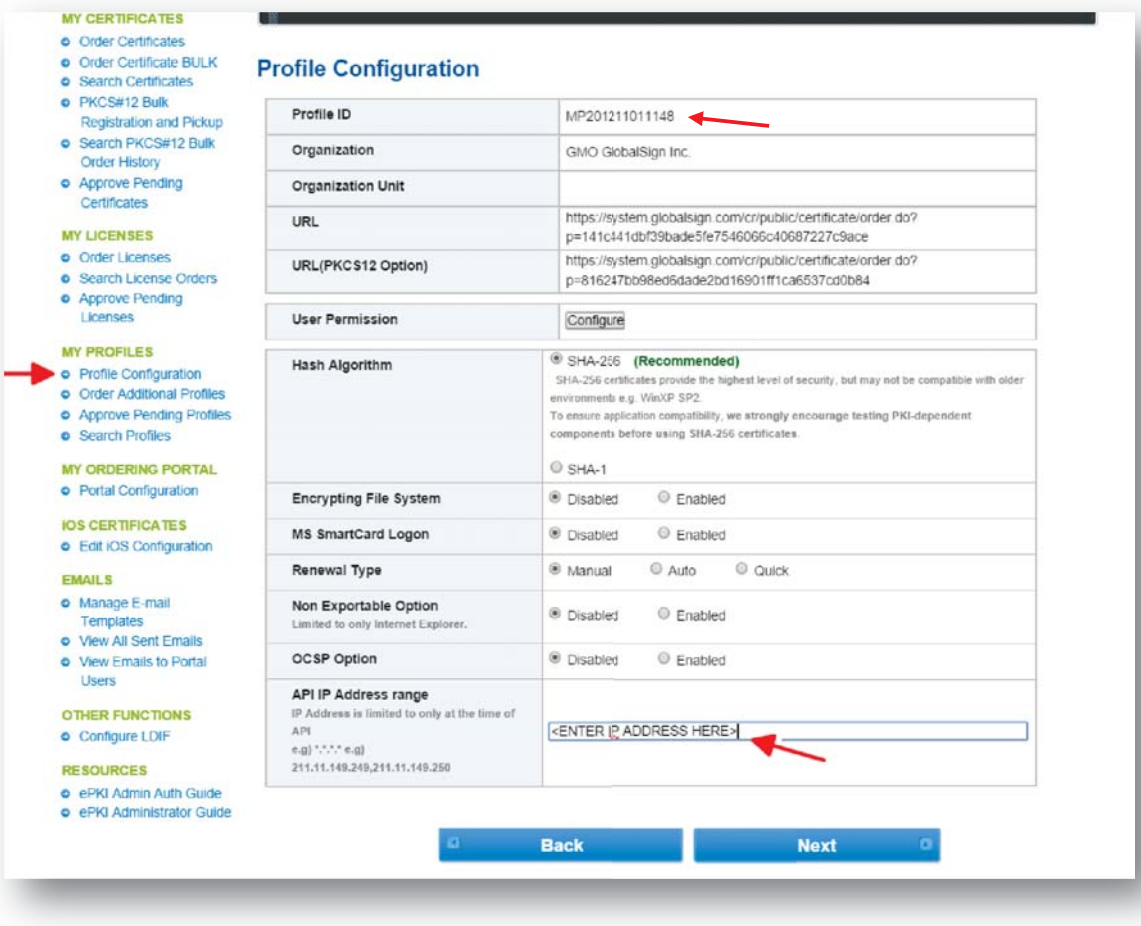




EPKI Profile Configuration

After your profile has been established, you will need to configure the profile settings to allow for integration with MobileIron Cloud:

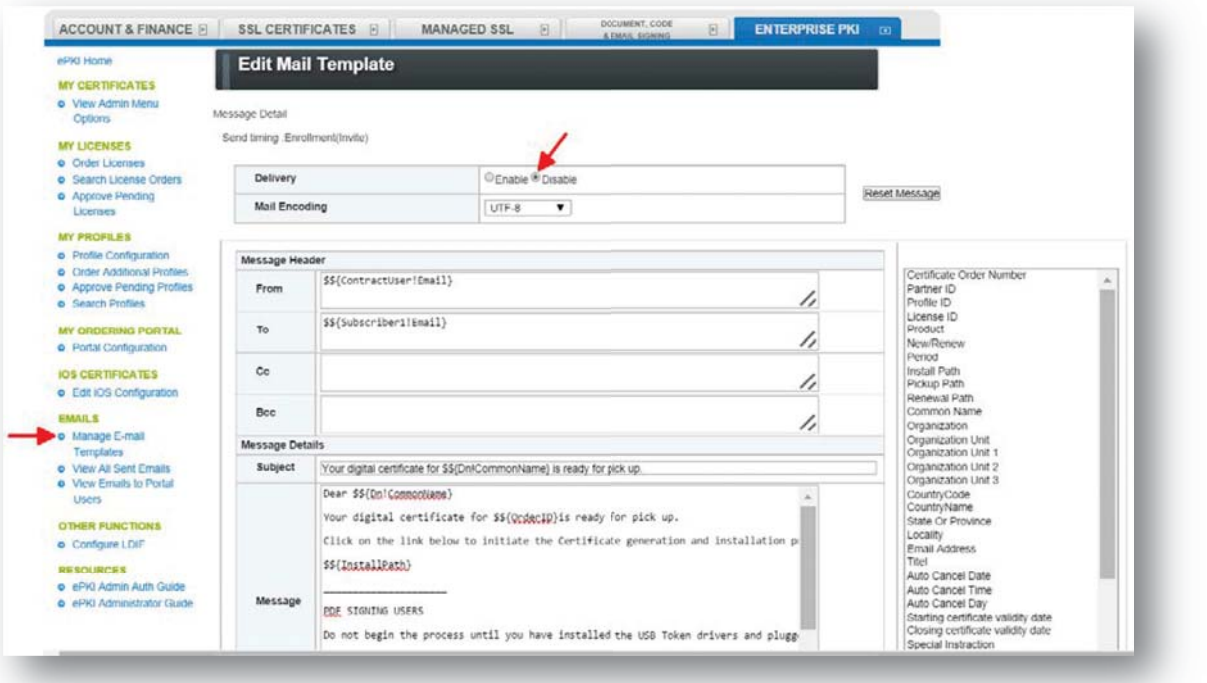
1. In your EPKI account, click **Profile Configuration** on the left-hand menu. Select the profile and click Next.
2. In the **API IP Address Range** field, enter the **IP address (range)** of the server hosting your MobileIron Cloud.



Disabling EPKI Automated Email Templates

Next, you will need to **disable** the EPKI system generated emails. The MobileIron Cloud service will automatically provision certificates, therefore the automated GlobalSign system emails are not needed.

1. Click **Manage Email Templates** in the left hand menu (see screenshot below)
   The steps below should be completed for the following email types:
   a. Enrollment (invite) – Click Edit and perform steps below
   b. Renewal reminders (all) – Click Edit and perform steps below
2. Click **Disable.**
3. Click **Next**
4. Click **Complete.**



Your EPKI Account is now prepared for the integration with MobileIron Cloud. Please continue to the: [MobileIron Cloud Platform Steps]

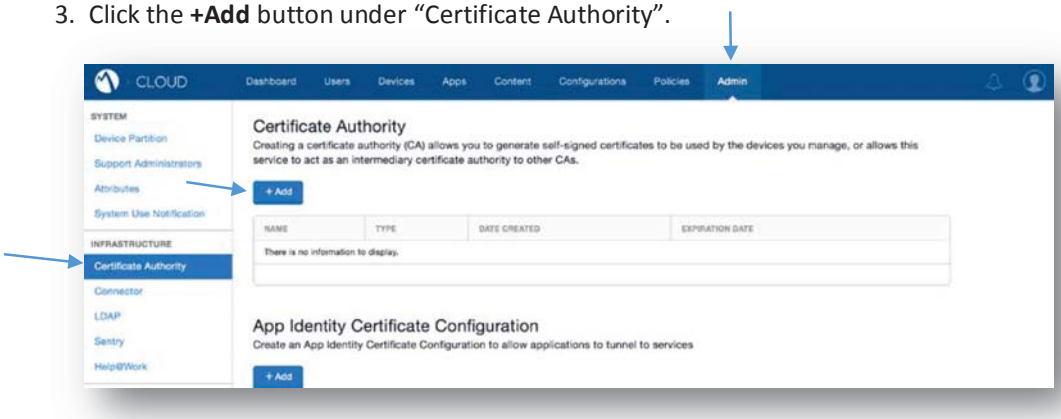
MobileIron Cloud Platform Steps

With your GlobalSign EPKI Account properly setup, you can now configure MobileIron Cloud to associate certificate provisioning to mobile devices using the GlobalSign CA.

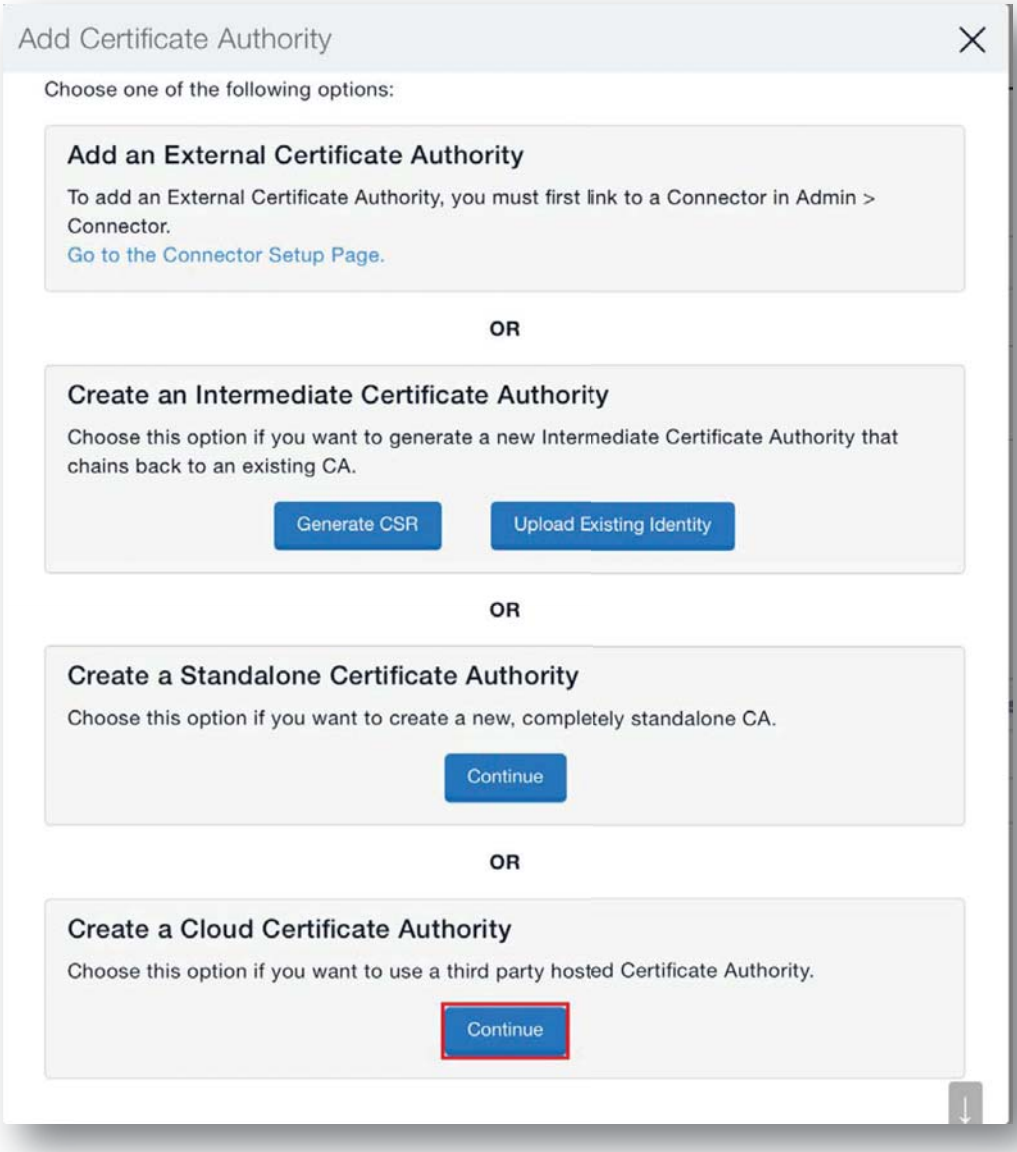
Adding GlobalSign as a Certificate Authority (CA)

1. **Log into the MobileIron Could Admin console** using your MobileIron Cloud administrator account credentials.
2. Select the **Admin** top tab **>** then select **Certificate Authority,** under Infrastructure

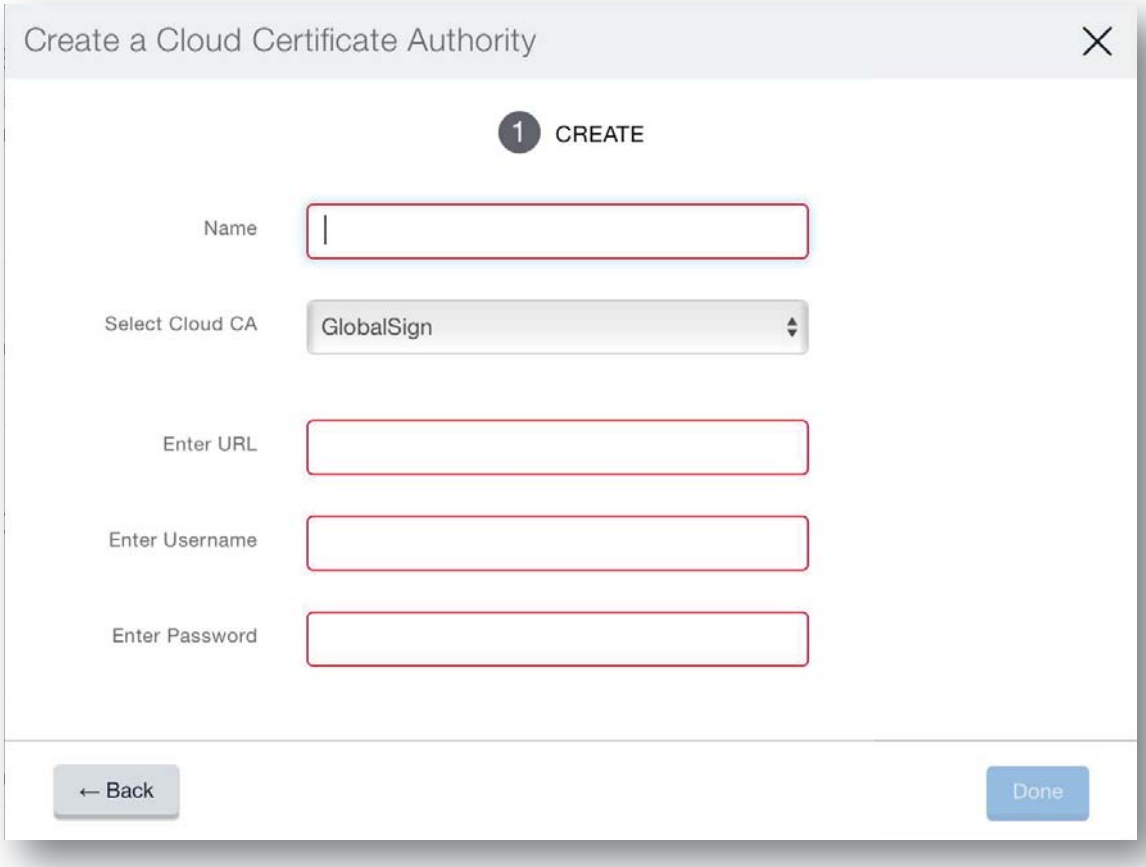
3. Click the **+Add** button under “Certificate Authority”.



4. Click the **Continue** button under “**Create a Cloud Certificate Authority**”



5. Enter a **Name** for the Cloud CA. (This **Name** will be used later in the "Configure an Identity Certificate" step.)
6. Select **GlobalSign** from the **Select Cloud CA** dropdown menu.
7. In the **Enter URL** field, add: **https://system.globalsign.com/cr/ws/GasOrderService**
8. Enter your GlobalSign Username - **User ID** (e.g. **PAR12345_UserID**) and **Password**.
9. Click **Done**.

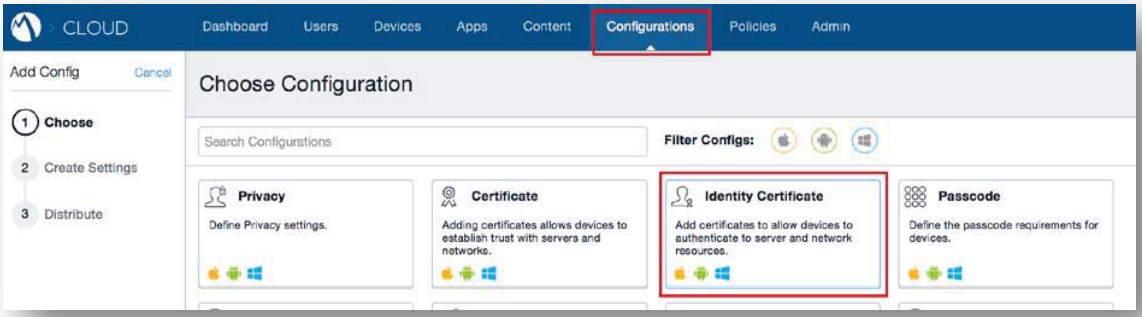


You have now successfully associated your GlobalSign EPKI Account with your MobileIron Cloud Account. Please continue to step: Configure an Identity Certificate.

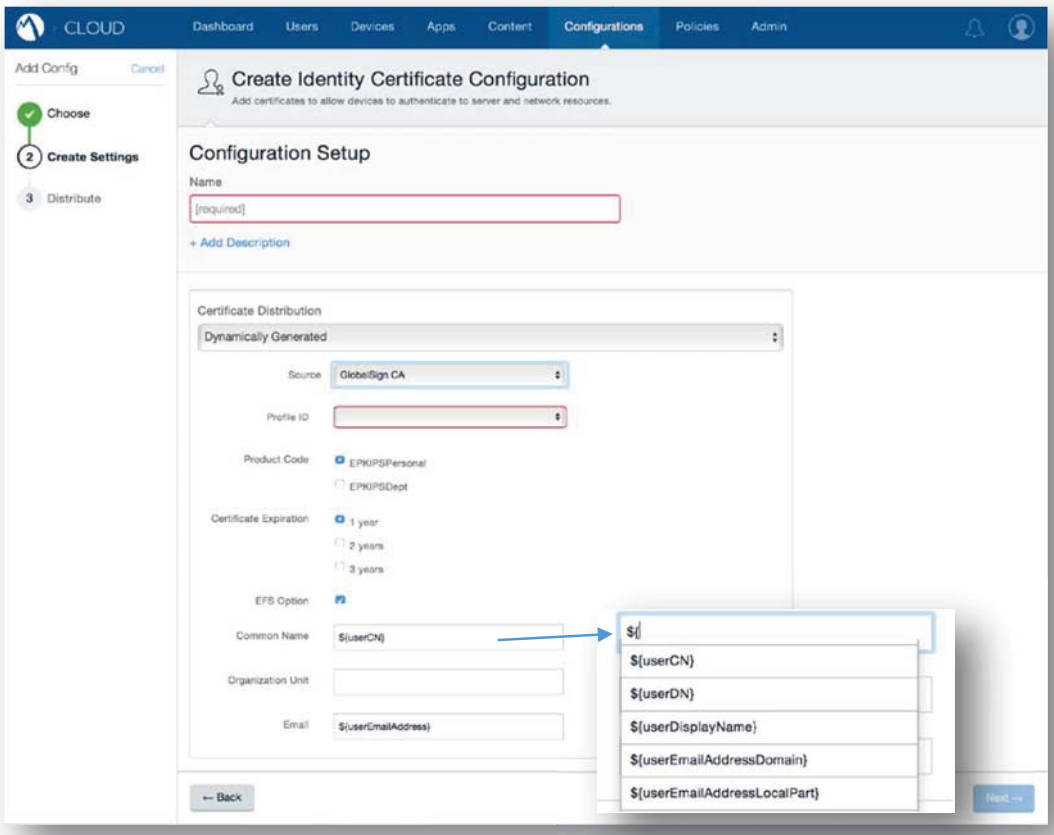
Configure an Identity Certificate

Now that you've established a connection between your MobileIron Cloud Account and the GlobalSign CA, you need to configure an "Identity Certificate" in order to deploy certificates from your GlobalSign EPKI account. In this configuration, you need to specify the EPKI **profile ID** and **product code** that you established in your EPKI Account. If you have not yet ordered a certificate license pack or if you are unsure of the EPKI profile ID, please refer to the GlobalSign EPKI Account Setup section of this guide.

1. Within the MobileIron Cloud console, select the top tab: **Configurations**
2. Click **+Add**
3. Select **Identity Certificate**



4. Complete the **Configuration Setup page**
5. Enter a **Name** and optional description
6. Select "**Dynamically Generated**" from the **Certificate Distribution** dropdown
7. From the Source dropdown, select **CA Name** which you defined in step: [Adding GlobalSign as a Certificate Authority (CA)](). (The User Interface will change after this step)



8. Select the correct **EPKI profile ID** from the profile ID dropdown (e.g. MP2015XXXXXXXX)
9. Select the Product Code: **EPKIPSPersonal**

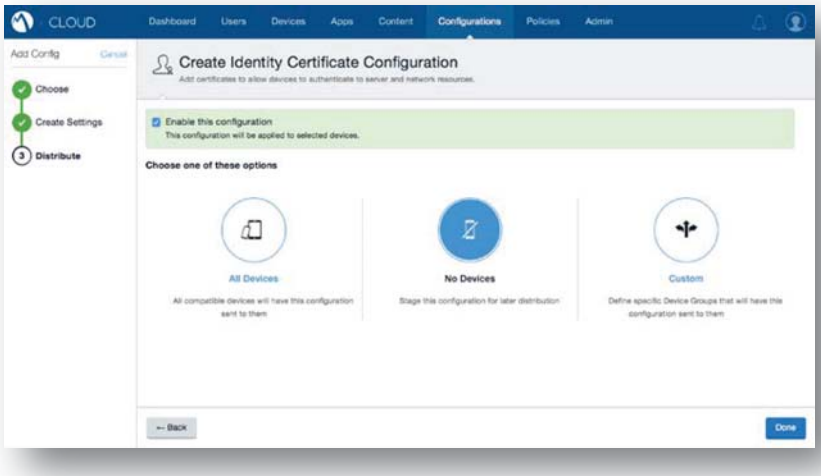
10. Select the **Certificate Expiration** (i.e., 1 year, 2 years, 3 years) associated with the EPKI license pack you purchased
11. Enter the **Common Name** (e.g. First and Last name of the user) in the Subject Name field
    a. The **Default** value is **${userCN}**, for LDAP integration. You will need to change this value to **e.g. ${userDisplayName}** if you do not use LDAP.
    b. ***Note:*** *As you are the Local Registration Authority for your pre-vetted organization, you are obligated to verify the identity of the user you are registering using the terms founds in the EPKI Service Agreement accepted at service sign up: https://www.globalsign.com/en/repository/globalsign-epki-service-agreement.pdf*
12. Enter the **Email**, or delete the value if it's not needed.
    Note: Please ask your GlobalSign account manager if you need to include email addresses in issued certificates.
13. Click **Next.**

Distribution Setting

The final step is to select a distribution option and choose the devices you'd like to enable this configuration for. There are three options:

- **All Devices**: All compatible devices will have this configuration sent to them
- **No Devices**: Stage this configuration for later distribution
- **Custom**: Define specific Device Groups that will have this configuration sent to them

1. Choose one of options.



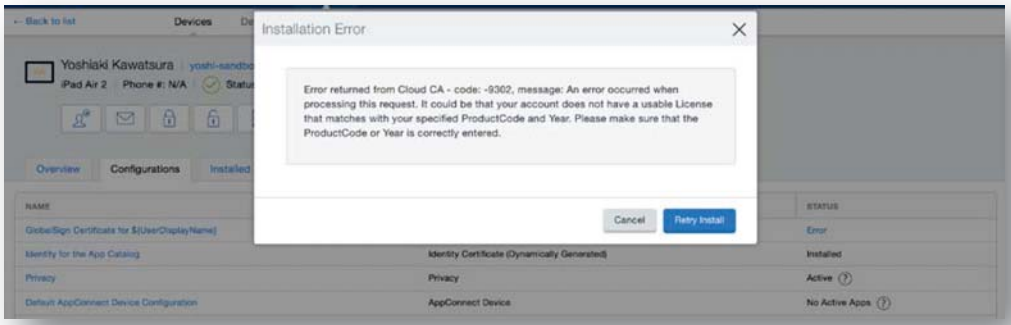
2. Click **Done**

The integration between your MobileIron Cloud Account and GlobalSign EPKI Account is now complete. The Identity Certificate Configurations you set up will now automatically be distributed to approved devices.

Troubleshooting

Installation Error: EPKI License Expiration Error

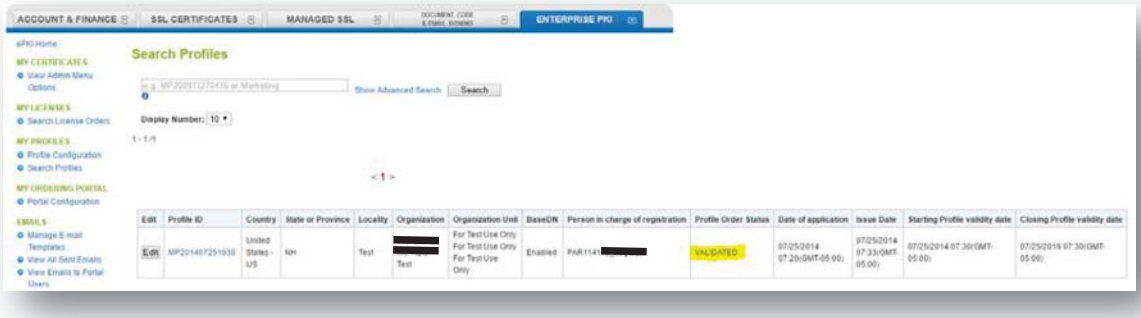
If you attempt to provision a certificate against an expired EPKI license, you will receive the error shown below. To resolve the issue, login to your EPKI account, and order additional certificate licence packs. This error will also occur if the ProductCode and/or Certificate Expiration do not match your certificate licence pack.



Profile ID not displayed in Configuration dropdown

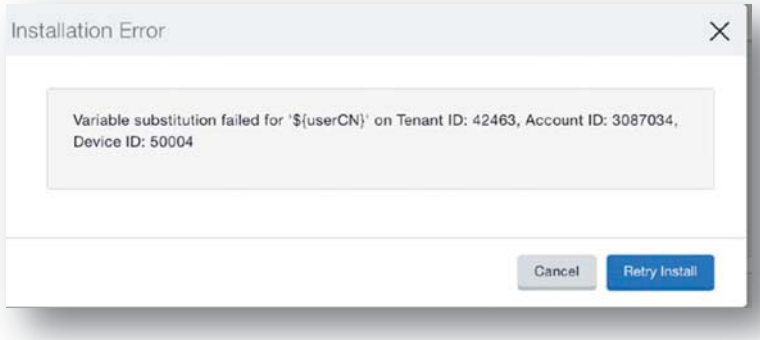
An EPKI Profile must first be pre-vetted by GlobalSign before it will appear in the MobileIron Cloud Portal. If the Profile vetting is not complete, the **profile ID** will not display in the profile ID dropdown menu on the "Identity Certificate Configuration" page.

To check the vetting status of an EPKI Profile within your GlobalSign EPKI Account, click the **Search Profiles** menu option and then click **Search**. The Profile Order Status will read as **Validated** once vetting is complete.



Installation Error: Variable substitution failed for {UserCN}

The variable field: **{UserCN}** can only be used with **LDAP integrations**. Therefore, if you do not use LDAP, you need to change this value to another variable - (e.g. **${userDisplayName}**). Failing to change the variable, will result in the installation error shown below. Please refer to this section of the guide: Configure an Identity Certificate.



About GlobalSign

GlobalSign is the leading provider of trusted identity and security solutions enabling businesses, large enterprises, cloud service providers and IoT innovators around the world to secure online communications, manage millions of verified digital identities and automate authentication and encryption. Its high-scale PKI and identity solutions support the billions of services, devices, people and things comprising the Internet of Everything (IoE). The company has offices in the Americas, Europe and Asia.

Accredited to the highest standards

As a WebTrust accredited public Certificate Authority, and member of the Online Trust Alliance, CAB Forum and Anti-Phishing Working Group, our core solutions allow our thousands of enterprise customers to conduct secure online transactions and data submission, and provide tamper-proof distributable code as well as being able to bind identities to Digital Certificates for S/MIME email encryption and remote two factor authentication, such as SSL VPNs.

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