IBM MaaS360 Productivity Suite

MaaS360 Chat Preview

Version 1 Release 0

Contents

Chapter 1. MaaS360 Chat Overview

MaaS360 Chat is IBM MaaS360 Productivity Suite's integration with Skype for Business (formerly known as Lync 2013).

Through your Skype for Business server, MaaS360 Chat gives you:
- Secure instant messaging one-on-one or in a group
- Rich presence notification for contacts
- Customizable, managed notification settings
- Conversation history on the device
- Policy control for chat and Skype mobile apps

After MaaS360 Chat is enabled for your account, you use the Cloud Extender™ to give the IBM MaaS360 cloud information about your Skype for Business server. Then the managed mobile devices can use the server for text chat and the IBM MaaS360 cloud enforces your policies. Cloud Extender is required to support conversation and message notifications on iOS devices.

Chapter 2. Installation

Prerequisites

Find out what you need before you can use MaaS360 Chat.

You need to:
* Provision MaaS360 Chat for your IBM MaaS360 Productivity Suite account.
* Install the Cloud Extender on your local network. (You need to have Cloud Extender configured properly to receive notifications with MaaS360 Chat.)
* Enable the Secure Mail module.
* Create or edit a Persona Policy that includes MaaS360 Chat configuration information.
* Install the MaaS360 Chat app on the target devices.

To get more information about these steps, see

Downloading the Software

The device apps can be downloaded from the device's app stores.

The Cloud Extender software is available from the IBM® MaaS360® Passport Advantage page, or download the Cloud Extender from the MaaS360 Portal.

Provisioning Your Account

Before you can have MaaS360 Chat, you need to provision your account.

About this task

Procedure
1. Contact IBM Customer Support and request the feature.
2. After you've been provisioned, make sure the feature is available in the Administration Portal.
   a. On the Administration portal, go to **Setup** > **Services**.
   b. Make sure MaaS360 Chat is in the list of available services.

Installing the Cloud Extender for MaaS360 Chat

If you don't currently use Cloud Extender to connect your network with the IBM MaaS360 cloud, download and install the Cloud Extender.

About this task

The Cloud Extender links your user directory and service permissions to the devices stores in the IBM MaaS360 cloud.

For the most recent help installing the Cloud Extender, see the *Cloud Extender Guide*.

Minimum requirements for the Cloud Extender

The Cloud Extender is a scalable piece of software that can increase the depth of view and allows high availability in managing your mobile device program.

Software requirements

Install the Cloud Extender on a physical or virtual machine with Windows Server 2012 RC2, 2012, 2008 RC2, 2008, or 2003.

Note: You can also install the Cloud Extender directly on the Exchange Server or Active Directory Server.

Before you install the Cloud Extender, make sure that the following requirements are met:

Component	Minimum requirement
Physical or virtual machine	Windows Server 2012 RC2, 2012, 2008 RC2, 2008, or 2003
Other software	.NET Framework 3.5 must be installed
Memory	2 GB 4 GB for Mobile Enterprise Gateway
Processor	Dual Core CPU: 2.8 GHz
Disk	4 GB free space

Networking

The Cloud Extender makes an outbound connection to the MaaS360 Cloud or MaaS360 On-Premises installation. The following tables outline the outbound connection requirements for each instance of MaaS360 Cloud and MaaS360 On-Premises.

If you are using the Cloud Extender on the MaaS360 Cloud, you can find the instance where your MaaS360 Portal lives from the following areas:
- The first digit of your Billing ID (at the bottom of the MaaS360 Portal after you log in)
- The login URL that corresponds with the URLs in the following tables

The following tables provide the connection requirements from the MaaS360 Portal to the Cloud Extender cloud instance:

Table 1. MaaS360 Portal from cloud/outbound connection requirements for M1 server group (portal.fiberlink.com)

M1 URL	M1 IP addresses
services.fiberlink.com:443	208.76.128.153 208.76.130.181
mpns.maas360.com:443	208.76.128.168 208.76.131.110
internettest.fiberlink.com:80	208.76.128.58 208.76.130.58

Table 1. MaaS360 Portal from cloud/outbound connection requirements for M1 server group (portal.fiberlink.com) (continued)

M1 URL	M1 IP addresses
upload.fiberlink.com:443	72.21.0.0/16
dl.maas360.com	(no IP range)

Table 2. MaaS360 Portal from cloud/outbound connection requirements for M2 server group (m2.MaaS360.com)

M2 URL	M3 IP Addresses
services.m2.maas360.com:443	88.205.104.145 217.112.145.234
mpns.m2.maas360.com:443	88.205.104.154 217.112.145.235
internettest.fiberlink.com:80	208.76.128.58 208.76.130.58
upload.fiberlink.com:443	72.21.0.0/16
dl.m2.maas360.com	(no IP range)

Table 3. MaaS360 Portal from cloud/outbound connection requirements for M3 server group (m3.MaaS360.com)

M3 URL	M3 IP Address
services.m3.MaaS360.com:443	208.76.133.30 50.204.34.212
mpns.m3.maas360.com:443	208.76.133.28 50.204.34.211
internettest.fiberlink.com:80	208.76.128.58 208.76.130.58
upload.fiberlink.com:443	72.21.0.0/16
dl.m3.maas360.com	(no IP range)

Table 4. MaaS360 Portal from cloud/outbound connection requirements for M4 server group (m4.MaaS360.com)

M4 URL	M4 IP Address
services.m4.MaaS360.com:443	119.81.110.141 119.81.173.174
mpns.m4.maas360.com:443	119.81.110.140 119.81.173.173
internettest.fiberlink.com:80	208.76.128.58 208.76.130.58
upload.fiberlink.com:443	72.21.0.0/16
dl.m4.maas360.com	(no IP range)

For Cloud Extender updates: The Cloud Extender requires access to the MaaS360 Content Delivery service provided by dl.XX.maas360.com, which does not require a specific IP range.

In addition to these networking requirements, the Cloud Extender needs outbound connections open to the Cloud Extender modules. For example, if you enable User Authentication for LDAP, the respective LDAP ports need to be accessible from the Cloud Extender server.

Optionally, you can open outbound connections to upload.fiberlink.com that allows IBM Support to remotely collect logs from all installations of the Cloud Extender. However, if this host name is blocked, you must manually collect the Cloud Extender logs by following these steps:

1. Log in to the Cloud Extender Server.
2. From the C:\Program Files(x86)\MaaS360\Cloud Extender folder, click DiagnosticCmd.exe.

   A compressed version of the logs is saved to your desktop.
3. Upload the *.zip file to ftp://ftp.fiberlink.com and provide the file name of the *.zip file to IBM Support.

Downloading the license key and the software

Before you can install the Cloud Extender software, you must obtain the license key and the software from the MaaS360 Portal.

Procedure

1. Log in to the MaaS360 Portal with your administrator credentials.
2. Select **Setup** > **Services**. For each service that you want to integrate, enable the services that need to operate with a Cloud Extender.
   - Enterprise Email Integration: Exchange, IBM Traveler/Connections Cloud, and BlackBerry Enterprise Server
   - Enterprise Gateway
3. Locate the **Enterprise Email Integration** or **Mobile Enterprise Gateway** service and click **More**.
4. Click **Download** to locate the Cloud Extender application.
5. Select **Click Here** to send the license key to your administrator email address.
6. Start the MaaS360 Cloud Extender installation package.

   Note: Choose to download the Cloud Extender from the MaaS360 Portal even if you have a previous copy of the software to make sure that you are installing the most recent version of the product.

Installing the Cloud Extender software

The MaaS360 Cloud Extender installation package installs the core software.

About this task

When the Cloud Extender software is installed, the Cloud Extender core connects to the MaaS360 Cloud to download the list of available services that are enabled in your MaaS360 Portal. By default, some modules are disabled in the MaaS360 Portal. You must enable these modules from **Setup** > **Services** in your MaaS360 Portal.

Procedure

1. Double-click the **MaaS360 Cloud Extender Install** icon.

2. Click **Next** to advance to the Install Location screen.
3. Choose your destination folder and click **Next**.
4. Type the license key number that you received in the Welcome email, and then click **Next**.

   Note: You might have to copy and paste each section of the key.
5. Click **Install**, and then click **Next** to continue the installation.
6. When prompted, click **Finish** to start the Cloud Extender Configuration Tool.

   Note: After you install the Cloud Extender, the software starts automatically. If the Cloud Extender does not start automatically, you can start the software from the **Start** menu or directly from %Program Files(x86)%\MaaS360\Cloud Extender\ASConfig.exe.

Configuring the Cloud Extender

The Cloud Extender software requires access to the MaaS360 Cloud to connect and to implement services. If you installed your Cloud Extender in a proxy environment, use the Cloud Extender Configuration Tool to configure the Cloud Extender.

Before you begin

If you've already installed Cloud Extender, skip this task and go to "Configuring the Portal" on page 13.

Procedure

1. Select the mode of Internet Access.
   - For manual proxy configuration, the Cloud Extender supports Direct, PAC, or Auto Proxy. You can also set credentials for proxy authentication.
   - If you do not need a proxy to access the Internet, enable the **Do not use any proxy** option.

   When you configure Internet access successfully, a green check mark is displayed on the **Check for Internet connectivity** screen.
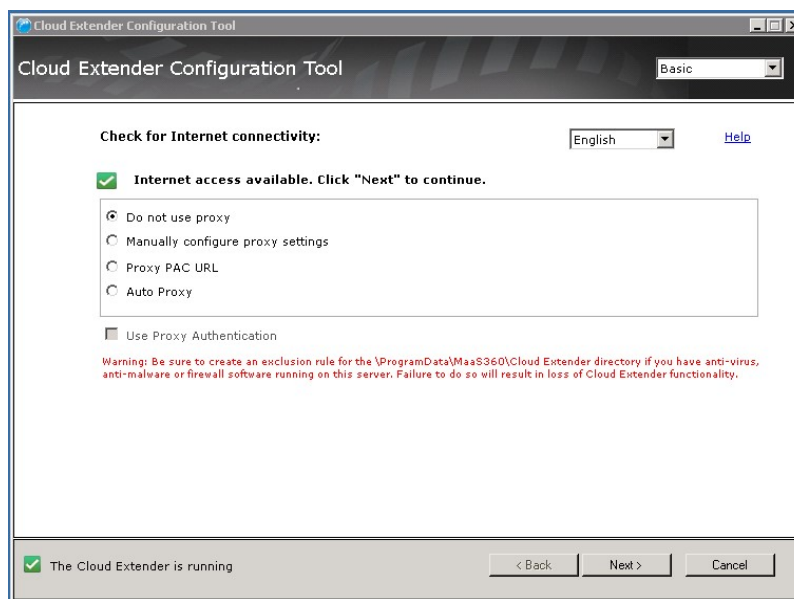
Option	Description
Do not use proxy	If the Cloud Extender is not installed in a proxy environment, select this option to establish a direct connection between the Cloud Extender and the MaaS360 Cloud.
Manually configure proxy settings	Provide a static proxy address and proxy port for your proxy server.
Proxy PAC URL	Provide the URL of the proxy PAC file hosted in your environment.
Auto Proxy	Automatically search for the Proxy PAC file from your DNS or DHCP server.
Use Proxy Authentication	If your proxy requires authentication, select this option and provide the service account credentials (user name, domain, and password) to authenticate against your proxy.

Note: To prevent Antivirus/scanning software from quarantining the Cloud Extender exe and files, make sure that the Cloud Extender directories are allowed in the exclusion list.

2. Click **Next**. The Cloud Extender connects to your MaaS360 Portal and fetches a list of services/modules to configure on your Cloud Extender. This list depends on the services/modules that are enabled on your MaaS360 Portal.

3. If you haven't installed any other modules, select the desired services and modules.

Note: For more information about each service/module, see http://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/ce_source/concepts/ce_configure_container.htm.

4. Select the **Chat** module from the list of available services/modules.

5. From the upper right menu, select either the **Basic** or **Advanced** configuration mode. The **Advanced** configuration mode provides more configuration options for specific scenarios.
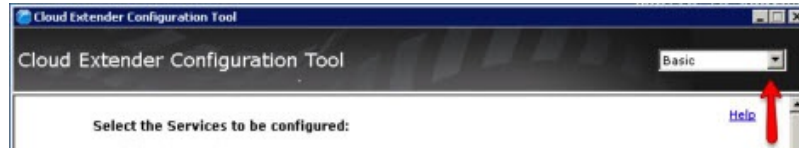
6. Click **Next** to verify that your environment meets the prerequisites.

Note: The options on this screen might vary based on your selections.

7. Click **Next** to configure the settings on each module that you selected.

8. Run corresponding **Test** actions to verify the integration. The Cloud Extender Status window appears. When settings are successfully downloaded and configured with MaaS360, a green check mark is displayed next to each configuration option.

9. Click **Next** to configure automatic updates.
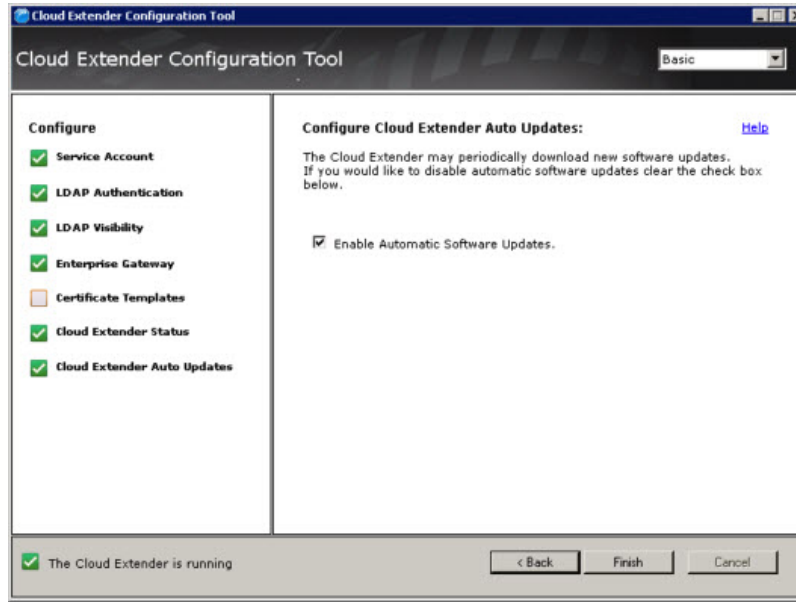
Note: Enable Automatic Updates to download the most recent modules available for installation. If the **Automatic Updates** check box is disabled, modules are still downloading to your system. Enable the Automatic Software Updates feature for future module upgrades. You can also control when the Cloud Extender modules are upgraded.

10. Click **Finish** to complete the Cloud Extender configuration. After a few minutes, the Cloud Extender collects data and uploads that data to the MaaS360 Portal. You can check this process by logging in to the MaaS360 Portal with your portal URL and selecting **Setup** > **Manage Cloud Extenders** workflow. The Cloud Extender in the MaaS360 Portal shows connection status and the configured services. However, depending on the speed of your installation and the number and the size of enabled modules, you might see a slight delay with updated status information.

11. Continue to configure the Cloud Extender for MaaS360 Chat, and see "Configuring the Portal" on page 13.

Installing Device Agent Apps

Your mobile devices need to install the chat app. Install the app, but if the setup isn't complete, don't launch the app.

About this task

The chat app is available for iOS (version 8 or later) and Android platforms.

Procedure

1. Download the MaaS360 Chat app from the MaaS360 App Catalog on the device.
2. If your organization doesn't use the App Catalog, use the Apple iOS App Store or the Google Play Store to find MaaS360 Chat.

What to do next

If your server is already configured, you can go directly to "Testing the Configuration" on page 15.

Chapter 3. Configuration

Configuring Lync 2013 Server

You need to disable access to the Lync 2013 server from the native mobile Lync client.

Procedure

1. Open the Lync Control Panel and create a new user policy.
2. In the new user policy, edit the **Client Version Rule** for the MCX user agent so **Major Version** is 0.
3. Apply the new policy to all the users.

Configuring the Portal

Learn how to configure the service with the Administration Portal.

Procedure

1. Open the Cloud Extender Configuration Tool and select **Edit Cloud Extender Settings**
2. Select **Integration for Secure Chat Notifications**, then click **Next**. The configuration tool checks service environment and prerequisites. If no problems are found, click **Next**.
3. Configure the Secure Chat Notification settings.

   These settings include:
   - The application ID: `urn:application:ceappx`
   - The application name: `ceappx`
   - The application user agent: `ceappx`
   - The application port: *the port used by the Lync server*
   - The application GRUU
   - The Lync server URL
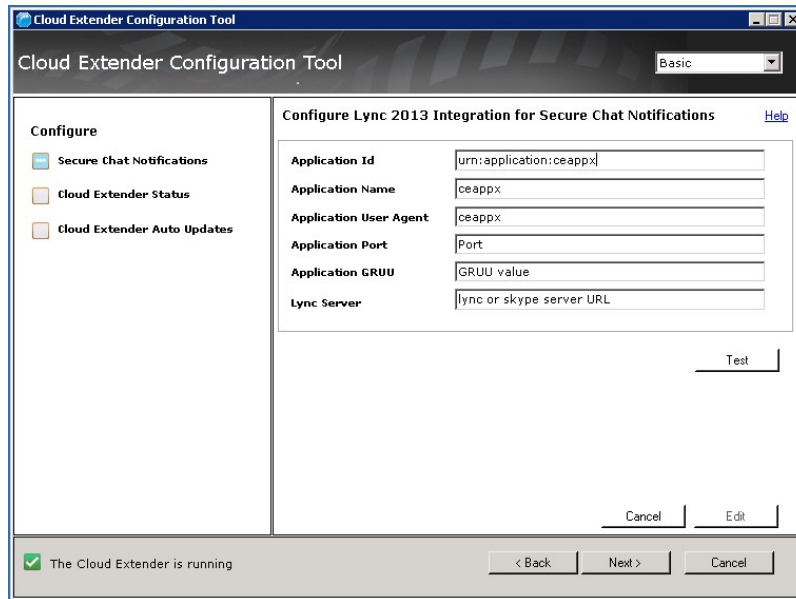
4. Click next, and wait for the Cloud Extender status checks to complete.
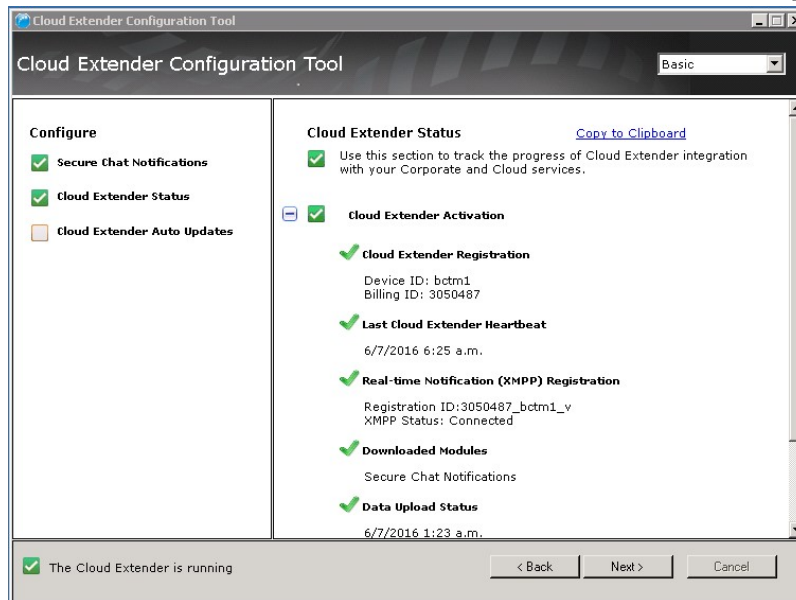
5. Enable Cloud Extender auto-updates, then click **Finish**.
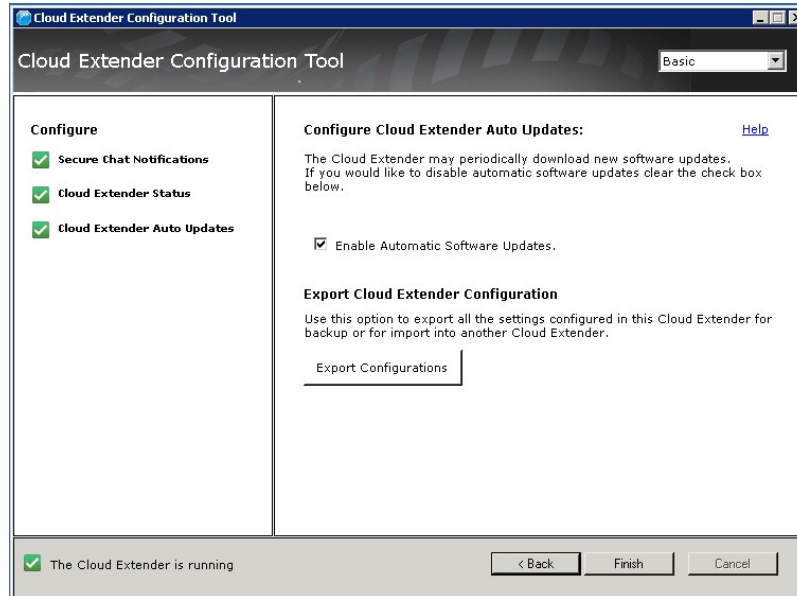
6. Access the Administration Portal.

7. Select **Setup** > **Services & Settings** > **Services**.

   Note: The services that are displayed on this screen depend on whether you purchased the services. For more information about offerings, contact IBM Support.

8. Enable **Secure Mail**, and in the Secure Mail section enable **MaaS360 Chat**. After these are enabled, the MaaS360 Chat module is loaded into the Cloud Extender.

9. Edit the configuration policies for MaaS360 Chat.

   a. Select **Security** > **Policies**.

   b. Select the desired Work Place Persona Policy.

   c. Click **Chat** > **Configuration**, then click the edit button (pencil icon) to edit the configuration settings to the desired values.

   These settings include:
   - The chat server URL
   - Permitted user domains
   - The authentication type
   - Work Place credential support
   - The chat history duration

   d. Click **Chat** > **Security**, then click the edit button (pencil icon) to edit the configuration settings for untrusted certificate handling.

10. Save the Workplace Persona Policy.

11. Distribute the Workplace Persona Policy to a mobile client test device.

Testing the Configuration

To test the configuration, you need to use both the Administration Portal and a mobile client device for testing.

About this task

Procedure

1. Access the Administration Portal.
2. Select **Setup** > **Services & Settings** > **Services**.
3. Make sure **Secure Mail**, and **MaaS360 Chat** are enabled.
4. Select the **Connectivity** tab of the Administration Console.
5. With your own server tools, check the network connectivity of Cloud Extender to the IBM MaaS360 cloud.
6. With your own server tools, check the network connectivity to the push notification services applicable to your clients.
7. On the mobile device test client, make sure it received the updated Work Place Persona Policy.
8. Launch the MaaS360 App and verify that the Chat Icon is present.
9. Open the app on the mobile device.

   You should see the menu, the actions, and the current presence indicator of the user logged in on this device.
10. Tap the Contacts icon to verify the contacts list and presence indicator for each contact.

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