User Guide

Mobile Device Management

Version 1.0

Published September 2011

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OVERVIEW

This guide is to be used to configure iOS devices (iPhones and iPads) for use with the PositivePro VPN service. Our Mobile Device Management (MDM) service provides an automated way to install the settings that will allow you to securely connect to network resources as defined by your company's security policies.

SUPPORTED PLATFORMS

The following platforms are supported:

- iPad: minimum version iOS 4.x
- iPhone: minimum version iOS 4.x

DEVICE ENROLLMENT

Step 1   Open **Safari** on your device.

Step 2   Go to https://services.anx.com/MDM/welcome.

Step 3   Review the **Terms and Conditions**.

Step 4   Check **I agree to these terms**.

Step 5   Click **Continue**.
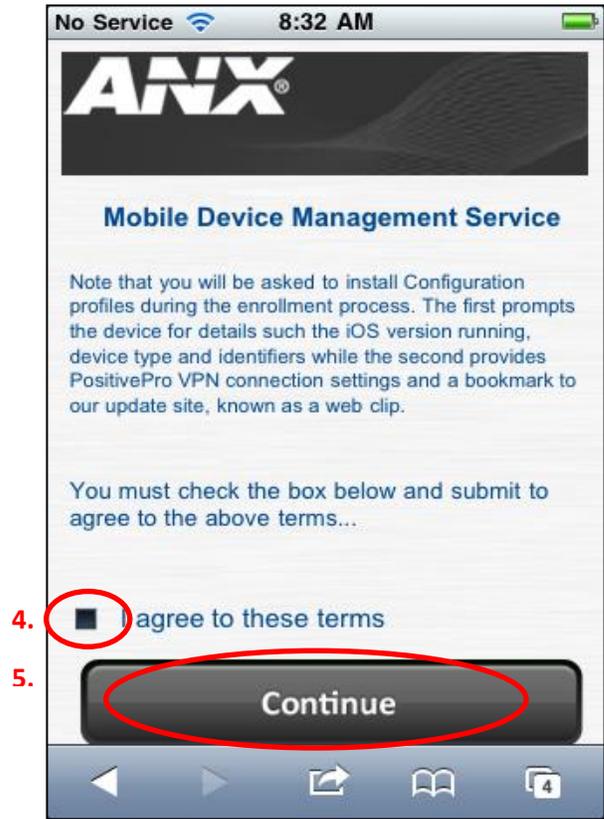
Step 6   Click **MDM Certificate Authority Root Certificate**.
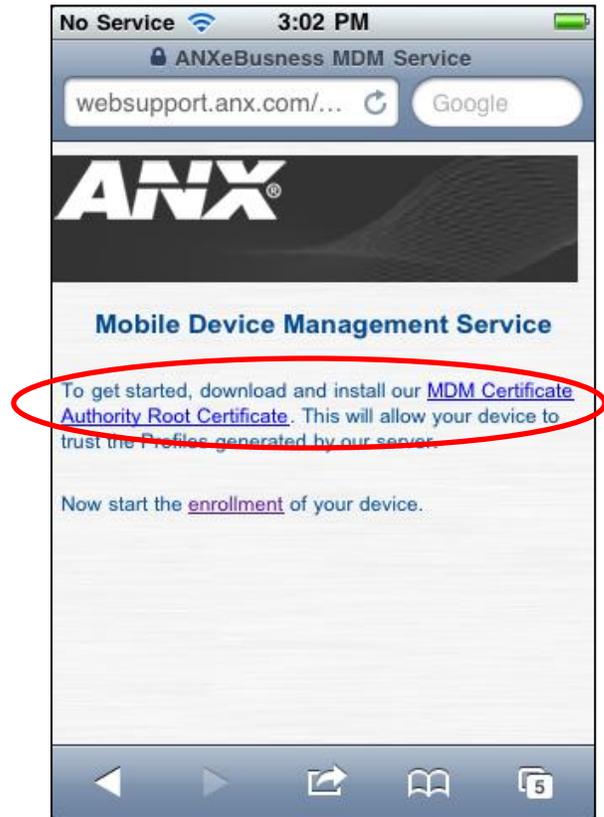
Step 7   Click **Install** to add the certificate to your device.

Note: Our MDM Service uses a custom Certificate Authority that does not come pre-installed on the device (as would Root Certificates from VeriSign©, Thawte©, etc.). As a result, the certificate is marked as "Not Trusted."
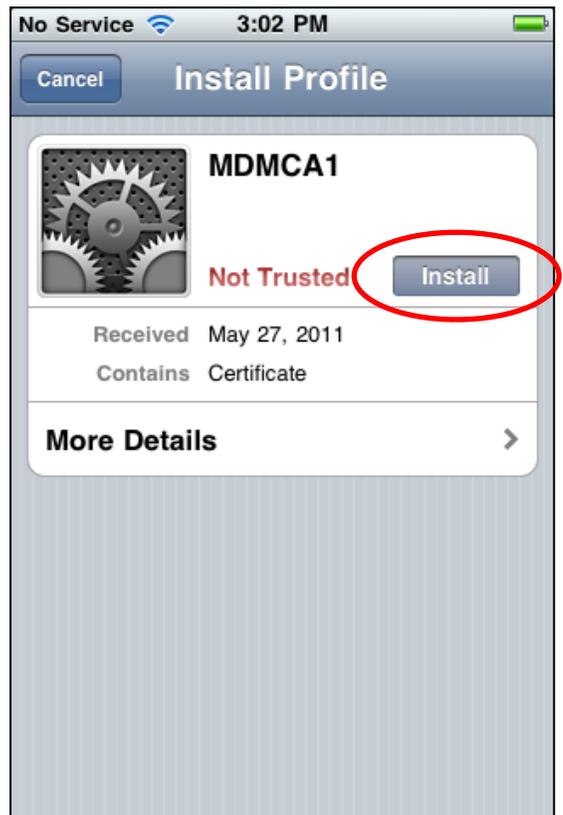
Step 8   Click **Install**.
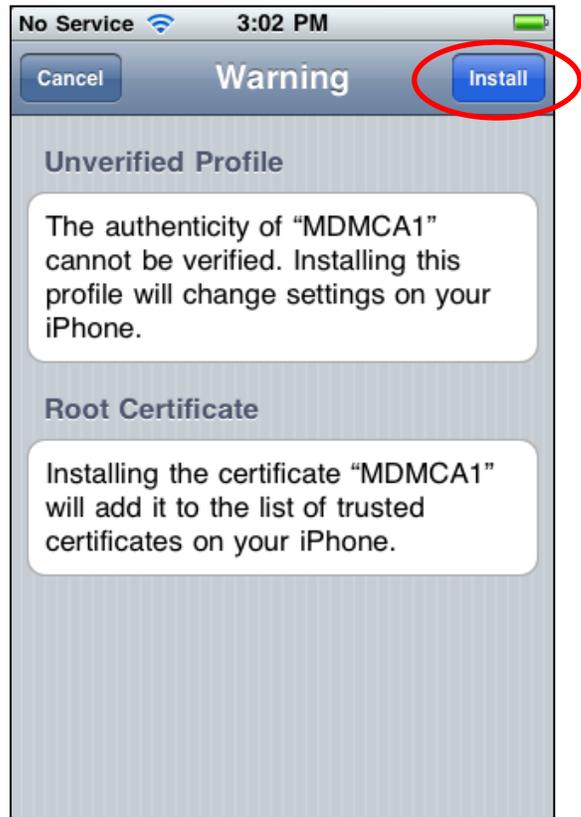
Step 9   Click **Done** to return to the MDM Welcome page. (The MDM Service Root Certificate and configuration profiles signed by our service will be trusted by your device.)

Step 10   Click **enrollment**.
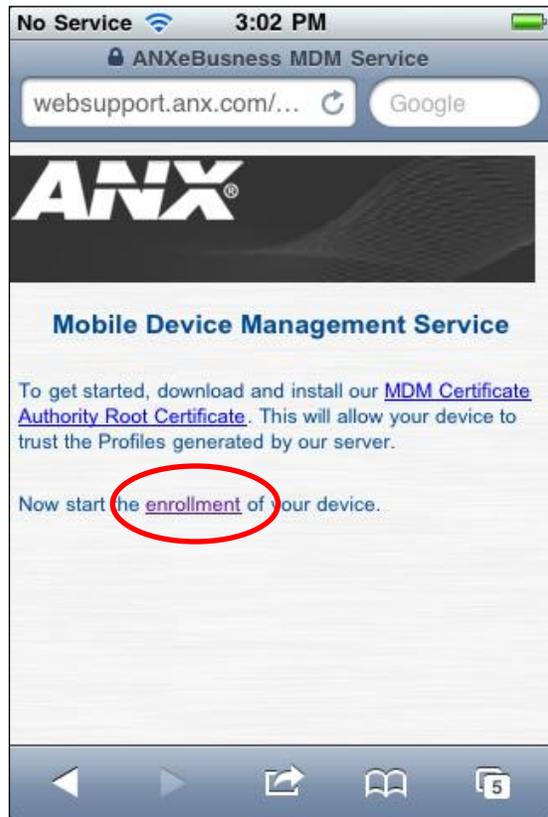
Step 11   Enter your **Login** and **Password**.

Step 12   Click **Continue**.
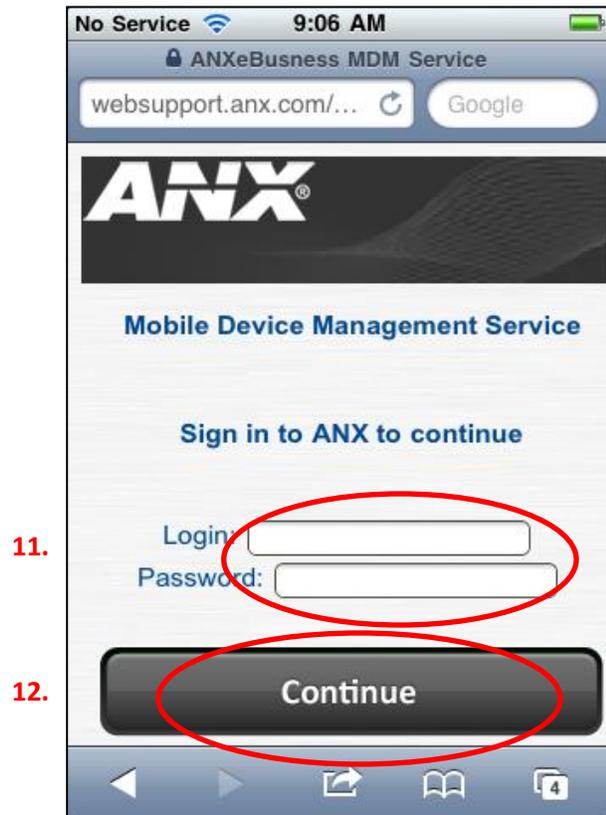
You will be asked to install two final profiles. The first performs the enrollment and the second delivers our PositivePro VPN Configuration, which installs a Web clip icon on your Home screen. A Web clip is a shortcut to a specific website (in this case our MDM Service update site).

Step 13   Click **Install**.
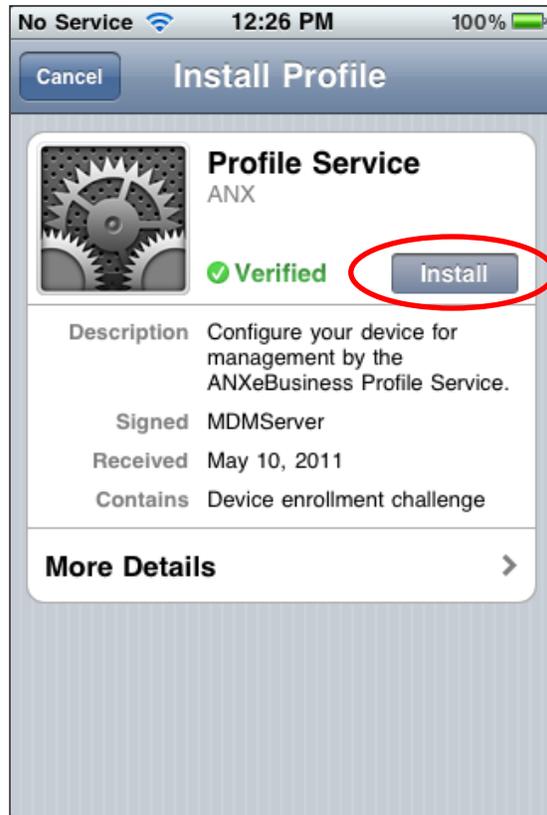
Step 14   Click **Install Now**.

Step 15   Click **Next**. (It is recommended that you do **not** enter your password.)
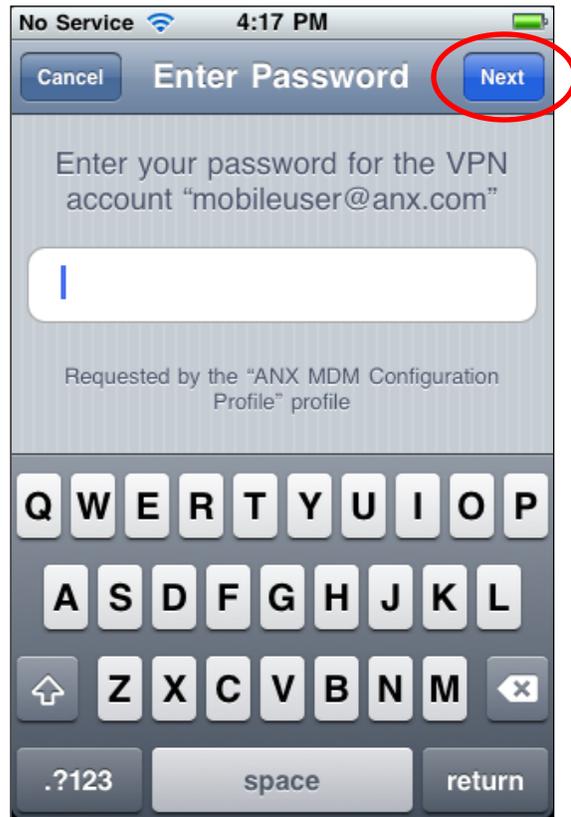
Step 16   Click **Done**.

UPDATES

PositivePro VPN configuration updates are made available from time to time, generally to maintain the security of your connection. Click on the **Web clip** icon to open our update site. This icon is installed on your Home screen as part of the enrollment process.

Your device may require an update when:

- You receive an email from ANX stating an updated configuration is required.
- You are unable to establish a connection to your VPN. (Note that you should first 1) check your password and 2) check if your device currently has a cellular or WiFi connection.)

Step 1   Click the **Web clip**. Safari will open and direct you to the MDM Update site (https://services.anx.com/MDM/update).

Step 2   Enter your **Login** and **Password**.

Step 3   Click **Submit**.
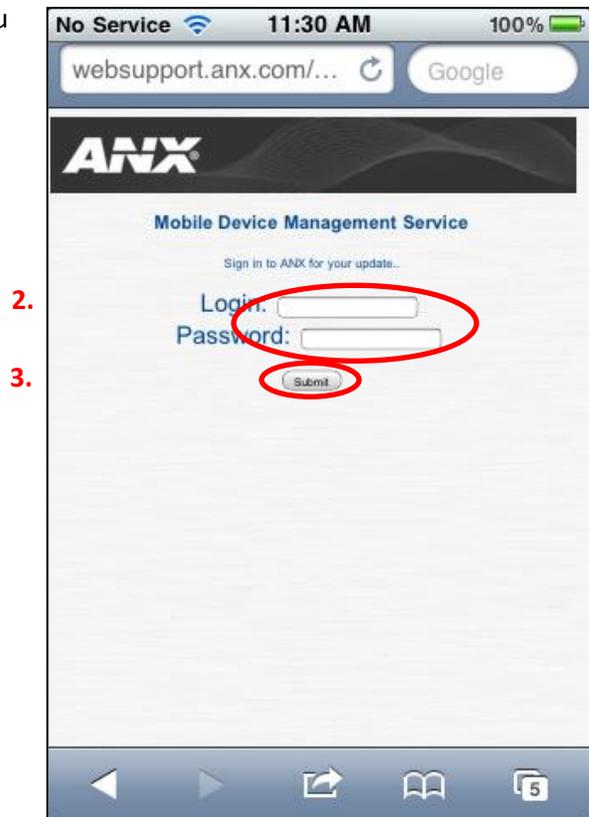
Step 4   Click **Install**.

Step 5   Click **Install Now**.

Step 6   Click **Next**. (It is recommended that you do **not** enter your password.)
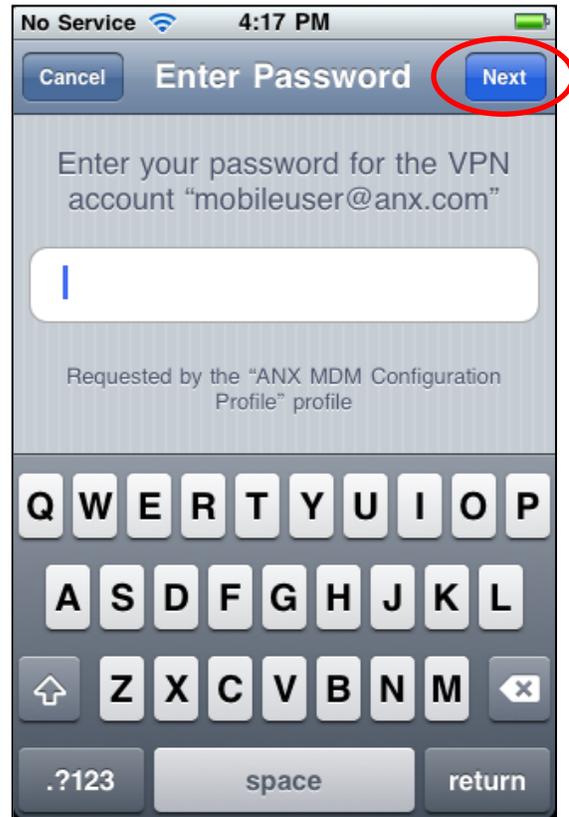
Step 7   Click **Done**.

ESTABLISHING A POSITIVEPRO VPN CONNECTION

Once profile installation is complete, you may start using the ANX PositivePRO VPN service to access your network resources as defined by your security policy. Establishing a connection is accomplished as follows.

Step 1   Go to **Settings**.

Step 2   Touch the **VPN switch**.

Step 3   Enter your **Password**.

Step 4   Click **Done**.
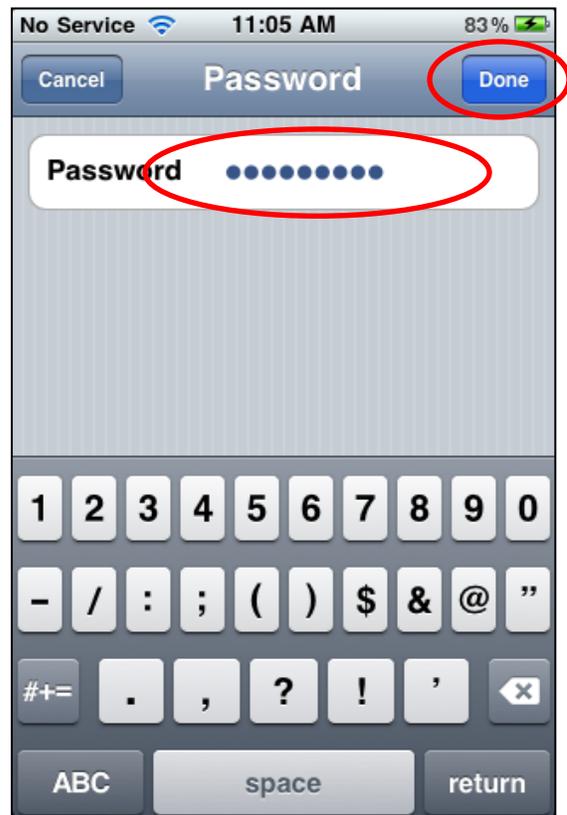
The VPN connection progress.

The VPN switch will be in the ON position once you have been authenticated. You will see the VPN icon on your status bar.

CONTACTING THE ANX HELP DESK

There are several ways that you can contact the ANX Support Center:

Support Channel	Point of Contact	Hours of Operation
Phone	800-393-7969	24x7
Email	support@anx.com	7 a.m. to 11 p.m. EST (Monday through Friday)
Chat	http://www.anx.com/content/support	7 a.m. to 11 p.m. EST (Monday through Friday)