Silverback MDM Best Practice

Apple Enterprise Developer Program

January 2014

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1. EXECUTIVE SUMMARY

1.1 INTRODUCTION

To distribute in-house iOS Apps an Enterprise Developer Account and Certificate is required from Apple.

This document provides detailed instructions on how to:

1. Enroll in the iOS Enterprise Developer Program (Section 2)
2. Generate the Developer Distribution Certificate required for signing iOS Apps for distribution. (Section 3)
3. Create a Unique App ID & Generate an APNS Certificate for one of our offered iOS Applications. (Section 4)
4. Generate an iOS Distribution Profile for the iOS App to be created. (Section 5)

1.2 TERMINOLOGY

APNs	Apple Push Notification service
iOS	Apple's mobile operating system for the iPhone and iPad
DUNS Number	Number assigned to a single business entity by Dun & Bradstreet
CSR	Certificate Signing Request, used to request a signed certificate from a certificate authority. In the case of this document, Apple will be the certificate authority.
Agent Account	Account that originally created the Apple Developer Enterprise Account, this account is required to authorize certificate generation.
PKCS12	PKCS12 is a public-key cryptography standard, used to store private keys with public certificates. This is a requirement for push functionality to work.

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2. Apple Enterprise Developer Program

2.1 ENTERPRISE PROGRAM

If you intend to utilize one of the iOS Apps offered in conjunction with Silverback, please note that the **Enterprise** Program is distinct from the Developer Program and only an Enterprise Account can be used for these processes. A Developer Account is not sufficient for these purposes.

As part of the enrollment review process, Apple will review your institution's identity information. Verification requirements and processing times vary so we recommend you commence the enrollment process as soon as possible.

2.2 ENROLLMENT INTO ENTERPRISE DEVELOPER PROGRAM

To begin the enrollment process, navigate, in your web browser to the URL:
https://developer.apple.com/programs/start/enterprise/index.php

You will be required to enter the following information:

- **Apple ID**

  Note: Create a new Apple ID if your existing Apple ID is associated with:
  - *An existing iTunes Connect account*
  - *An existing Standard iOS and/or Mac Developer Program, iOS Developer University Program*
- **Company information**

  This includes, but is not limited to the following:
  - Company Name
  - Website
  - DUNS Number
  - Company Size
- **Contact Information**

  This includes, but is not limited to the following:
  - Your Name
  - Contact Number
  - Address
  - Contact details for a legal representative who has the authority to bind your company to the iOS Developer Program Enterprise License Agreement.

Follow the enrollment process until complete. During the process, Apple will contact you and/or the nominated legal representative to verify information about your company. You may be required during this process to provide more information and/or documentation.

2.3 AGENT ACCOUNT

The account you used to enroll your company in the iOS Developer Enterprise Program will now be the "Agent" Account. This account will be required to complete the rest of the document and to request or approve any future certificates.

Once you have confirmation that your enrollment is complete, you can move onto the next section of the document.

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3. Generate Enterprise Distribution Certificate

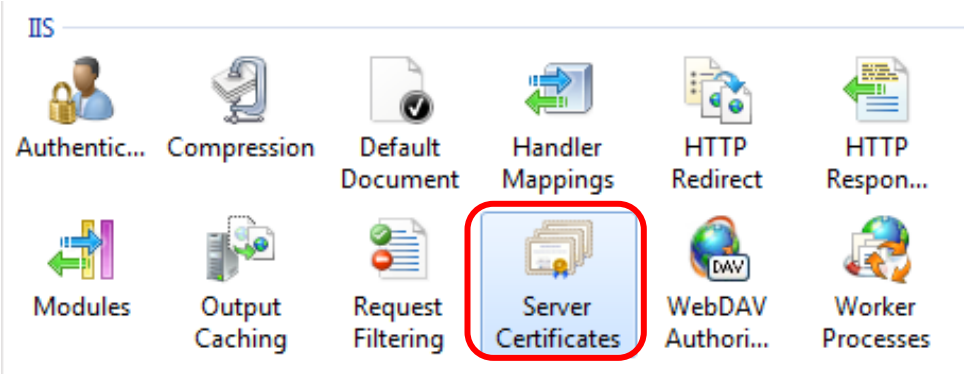
3.1 PREFACE

In order to sign iOS Apps to be used by Silverback, an Enterprise Distribution Certificate generated from the Apple iOS Provisioning Portal is required. The provisioning portal is accessed from https://developer.apple.com.

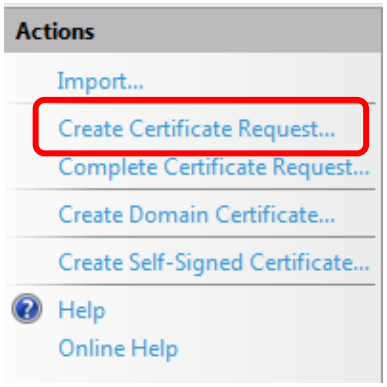
The Team Agent account is required, as only the Team Agent will be able to create this certificate.

3.2 CSR GENERATION

1. Open Internet information Services from Administrative Tools in the Start Menu of your Silverback Server.
2. Open the Server Certificates from the main window of IIS.



3. From the Actions pane, select Create Certificate Request.



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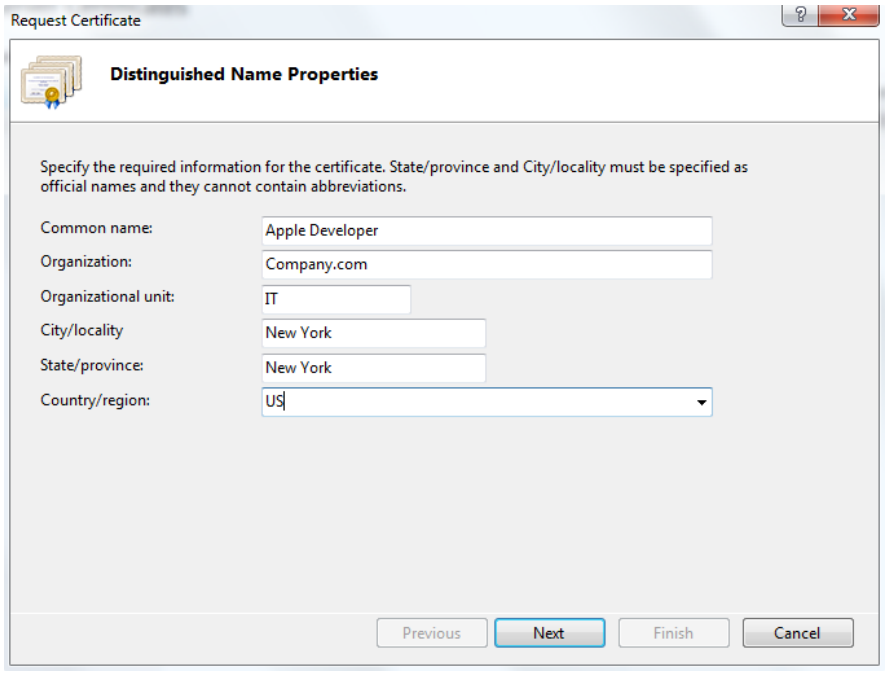
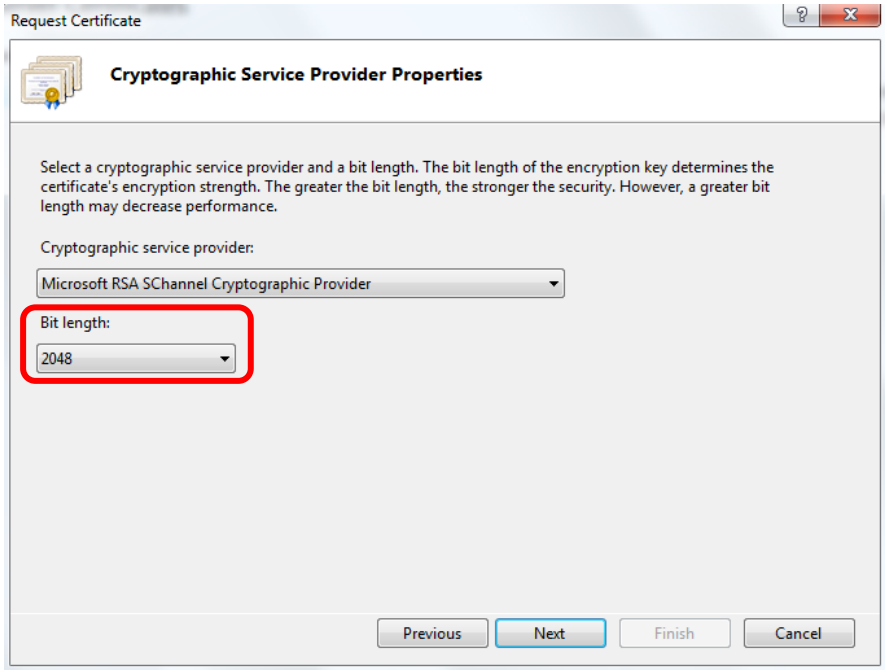
5. In the dialog box presented, fill in the details pertaining to your corporation. (See information below).



6. Change the Bit Length to be 2048 when presented with the Cryptographic Service Provider page).



7. Select the location to save your Certificate Signing Request. This file will be uploaded to Apple in the following section.

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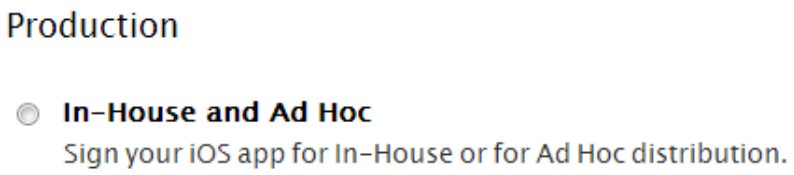
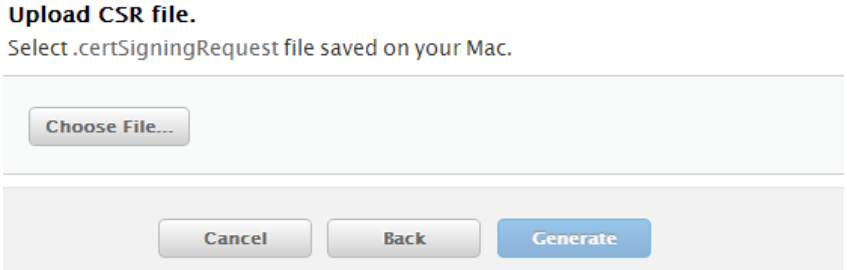
3.3 SIGN AND COMPLETE CERTIFICATE REQUEST

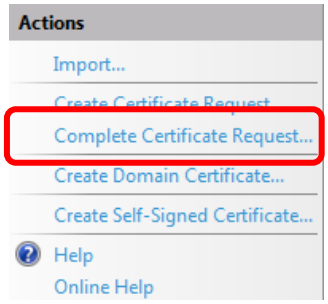
1. Log into the iOS developer portal by navigating to https://developer.apple.com, clicking on **Member Center** and then **Certificates, Identifiers & Profiles.**
2. Click on **Certificates**, then click the **New Symbol (+).**
3. Under the **Distribution** section, select **In-House and Ad Hoc** then click **Continue**.



4. You will be asked to create a CSR File. This was the file created in IIS earlier. Click **Continue**.
5. Next you will be asked to upload the CSR File, click the **Choose File** button and upload the file created earlier then click **Generate**.



6. You will then be asked to **download the completed certificate**. Save this to **the same computer were the CSR file was created** (in IIS).
7. Open **IIS** again and view **Server Certificates**
8. Select the **Complete Certificate Request** link in the Actions Pane.



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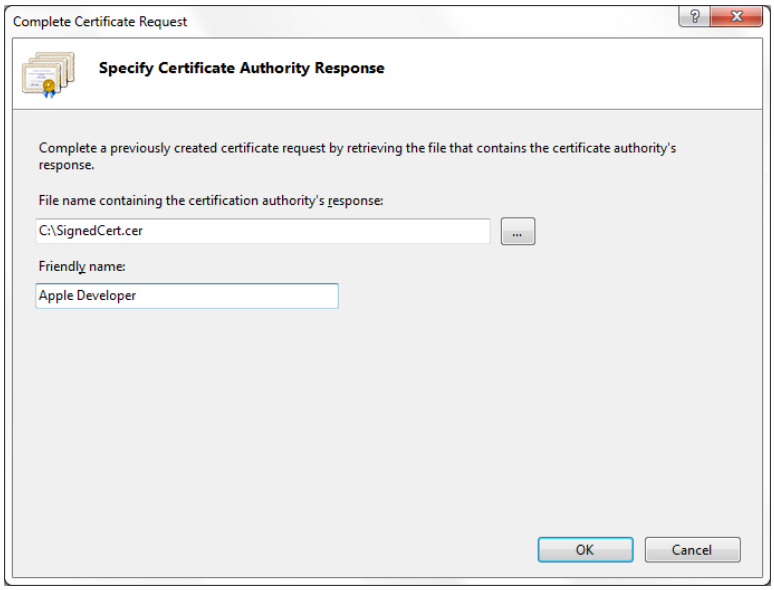
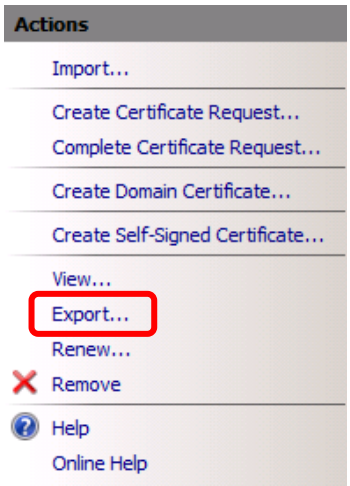
9. Using the **Browse Dialog Box** (…), navigate to where you saved the signed APNS Certificate.



10. Give the Certificate a Friendly Name and click **Finish**.
11. Back in **IIS** -> **Server Certificates**, select the newly imported Apple Developer Certificate and click the **Export** link from the Actions Pane.



12. Choose a location to save the Certificate Bundle, give it a strong password and click OK.

3.4 NEXT STEPS

Please ensure you provide the following, which is required by the SilverbackMDM engineer:

1. Exported certificate and key in either PFX/P12 format
2. Password for the exported certificate file.

Please proceed to section 4 to create the Unique App ID & Generate an APNS Certificate for the desired app.

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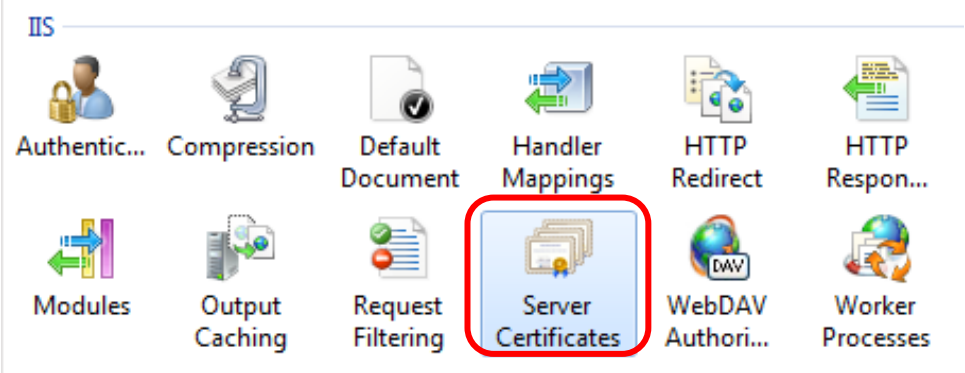
4. Unique App ID & APNS Certificate

4.1 PREFACE

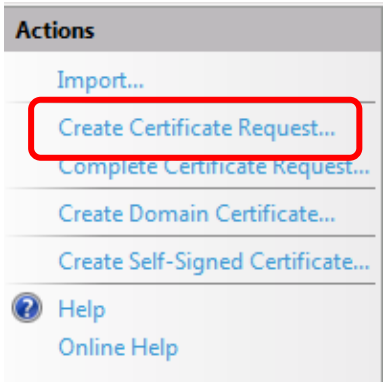
In order to utilize APNS for any of the additional Apps offered by SilverbackMDM, Silverback requires a push certificate generated from the Apple iOS Provisioning Portal. The provisioning portal is accessed from http://developer.apple.com.

4.2 CSR GENERATION

1. Open **Internet information Services** from Administrative Tools in the Start Menu of your Silverback Server.
2. Open the **Server Certificates** from the main window of IIS.



3. From the **Actions** pane, select **Create Certificate Request**.



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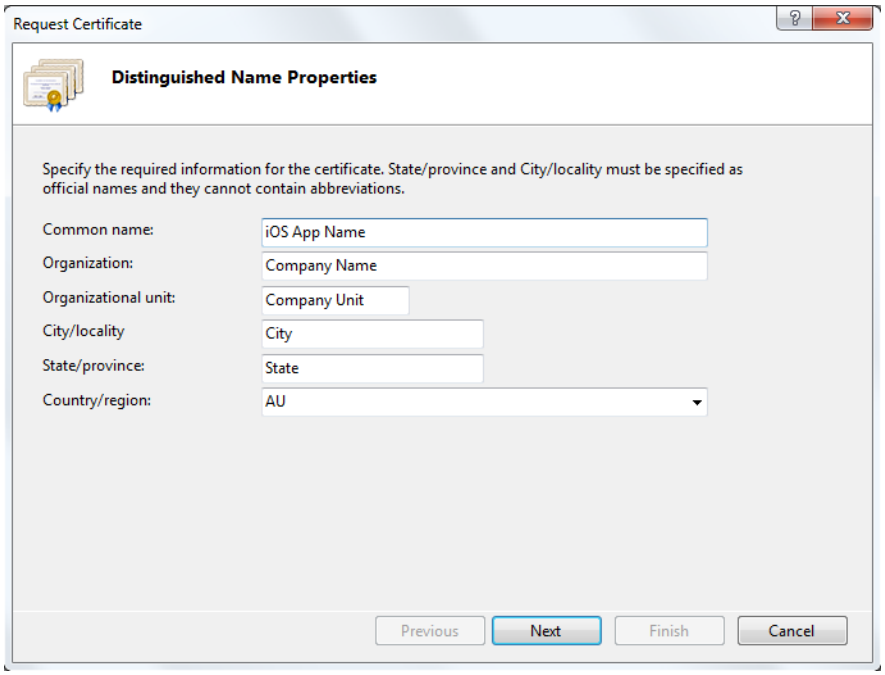
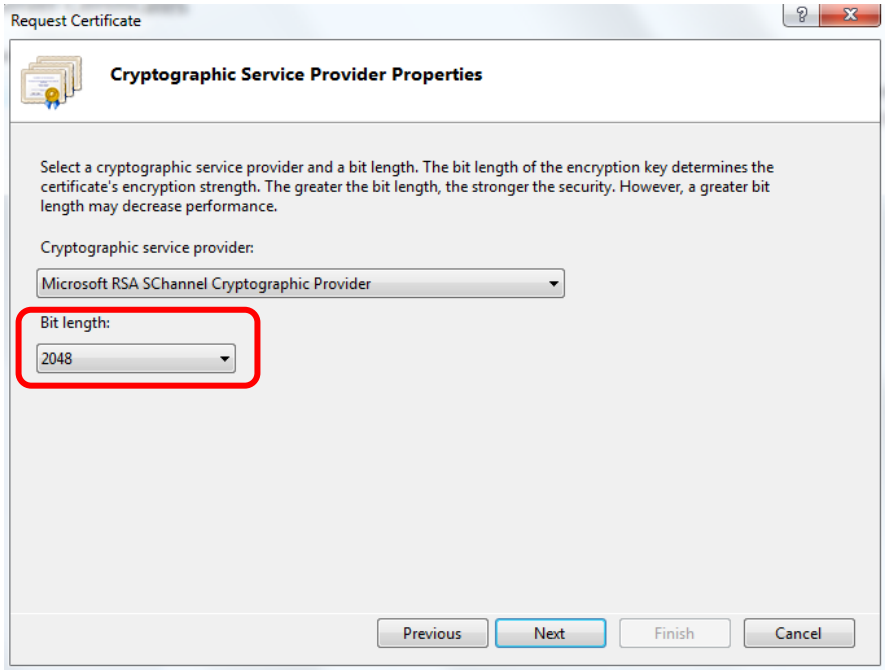
4. In the dialog box presented, fill in the details pertaining to your corporation. (See information below).



5. Change the **Bit Length to be 2048** when presented with the Cryptographic Service Provider page



6. Select the location to save your Certificate Signing Request.

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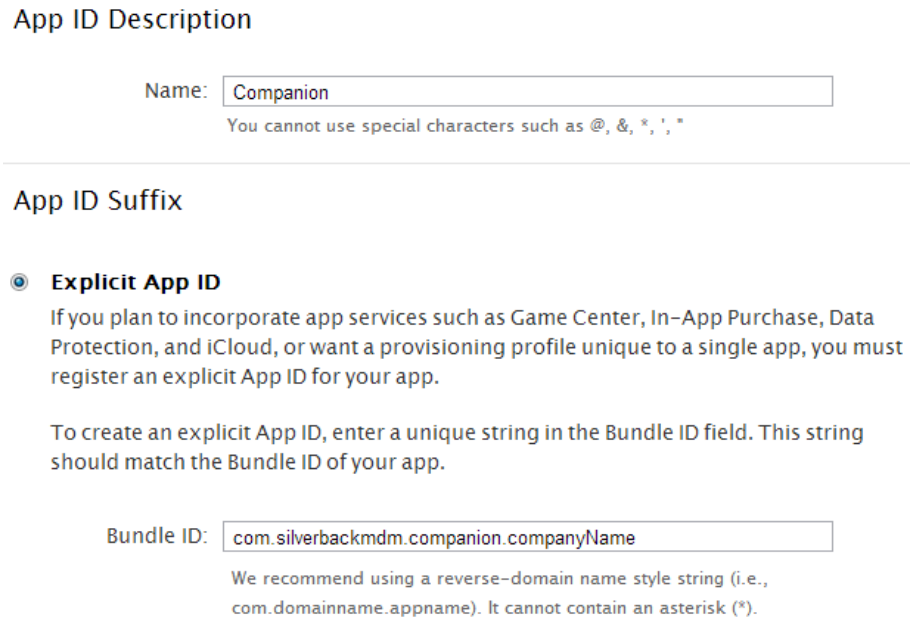
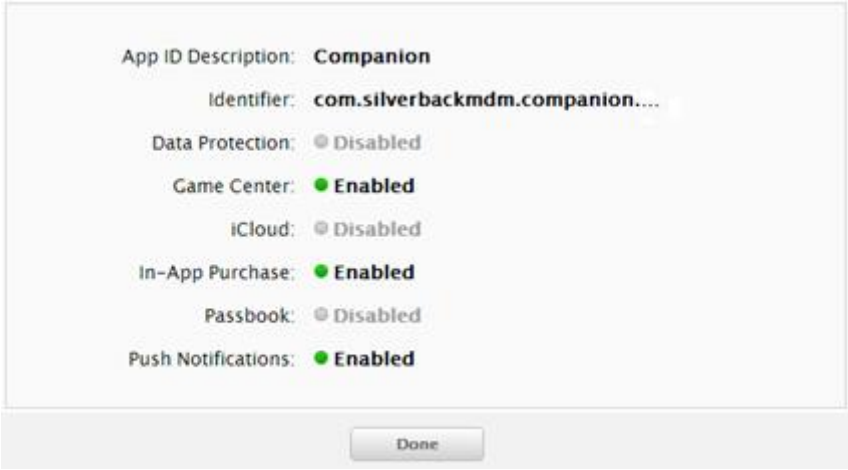
4.3 CREATION OF UNIQUE APP ID

1. Log into the iOS developer portal by navigating to https://developer.apple.com, clicking on **Member Center** and then **Certificates, Identifiers & Profiles.**
2. Click on **Identifiers**, and make sure you are on **App IDs.**
3. Click the **ADD** symbol **(+)**.
4. Enter the **name of the desired app as the description** (e.g. Woolloo, Silversync, Companion).
5. Ensure that the **Push Notifications** checkbox is **Checked**.
6. The Bundle ID of the App must be unique and use the following format:
   com.silverbackmdm.<AppName>.<CompanyName>
   e.g. – com.silverbackmdm.companion.companyName
7. Click **Continue**.



8. You will then be asked to confirm the details of the App ID. Double-Check that you have entered in all details correct and click **Submit**.
9. At the completion screen click **Done**.



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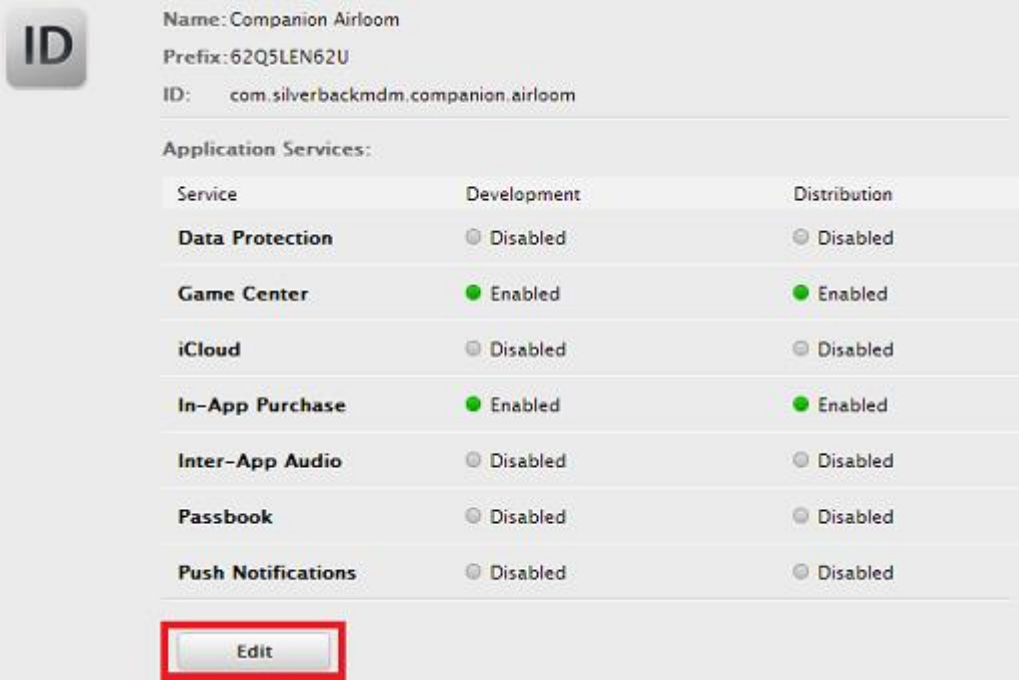
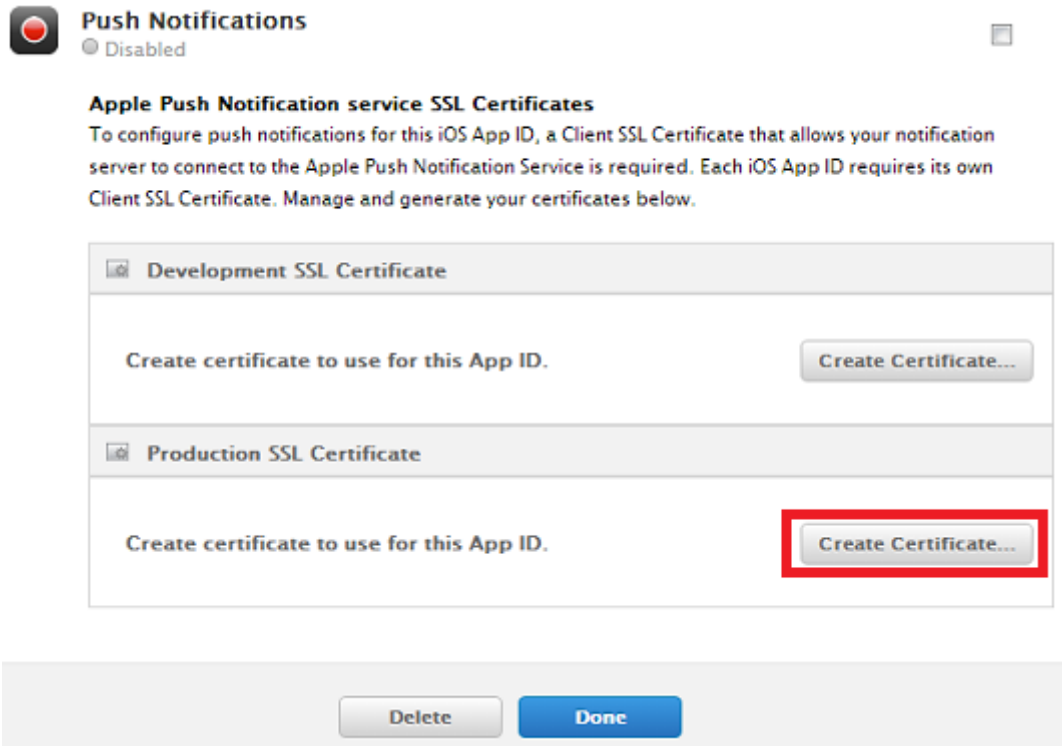
4.4 SIGN AND COMPLETE THE CSR REQUEST

1. Still logged into Apple Developer Portal, in the **Certificates, Identifiers & Profiles** click on **APP IDs** section and find & click on the App ID created in the previous section to display its options. Click **Edit** to configure Push Notifications.



2. Scroll down to the Push Notifications section and locate the **Production SSL Certificate, Create Certificate** button.



3. You will be asked to create a CSR File – this was the file created in Section 4.3. Click **Continue** to progress to the next screen.

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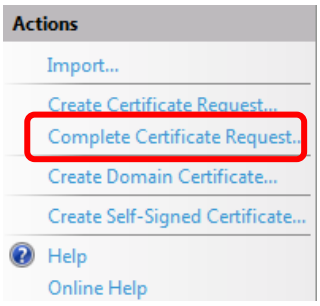
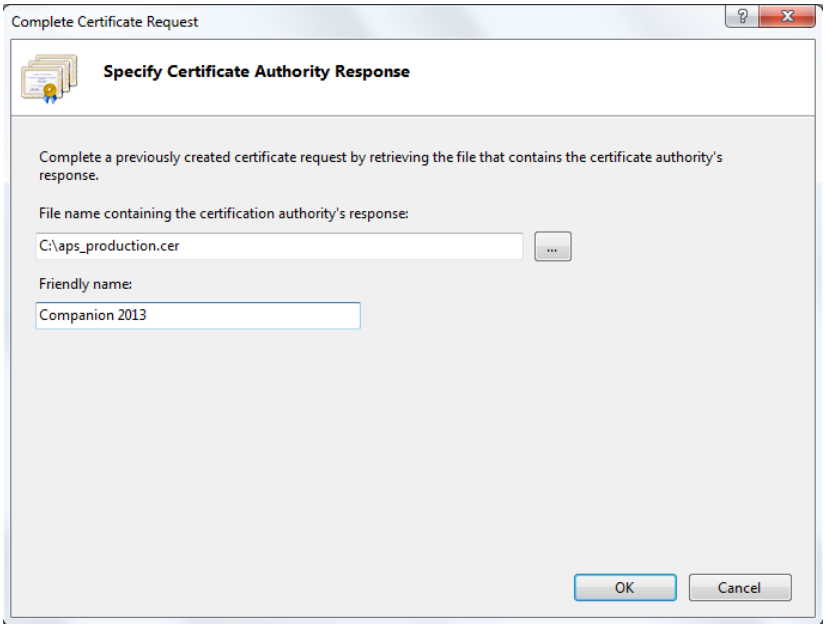
4. Click the **Choose File** button and upload the CSR file created in Section 4.3. Click **Generate** to create the certificate.
5. Once the Certificate has been completed you will be presented with a Complete Screen. Click **Done** to be taken back to the App ID Settings page.
6. Scroll down to the Push Notifications section and you will find that the Production SSL Certificate section now has a **Download** button available. Save this to the same computer that the CSR file was created **(in IIS).**
7. Open **IIS** again and view **Server Certificates**
8. Select the **Complete Certificate Request** link in the Actions Pane.



9. Using the browse dialog box, navigate to where you saved the signed APNS Certificate.



10. Give the Certificate a Friendly Name and click Finish.

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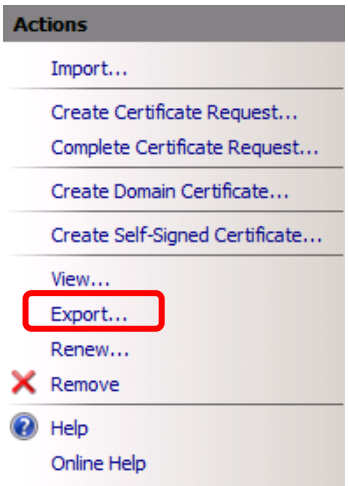
11. Back in **IIS** -> **Server Certificates**, select the newly imported Apple Developer Certificate and click the **Export** link from the Actions Pane.



12. Choose a location to save the Certificate Bundle, give it a strong password and click OK.

4.4 NEXT STEPS

Please ensure you provide the following, which is required by the SilverbackMDM engineer:

1. Exported certificate and key in either PFX/P12 format
2. Password for the exported certificate file.

Please proceed to section 5 to create the Distribution Profile for the desired app.

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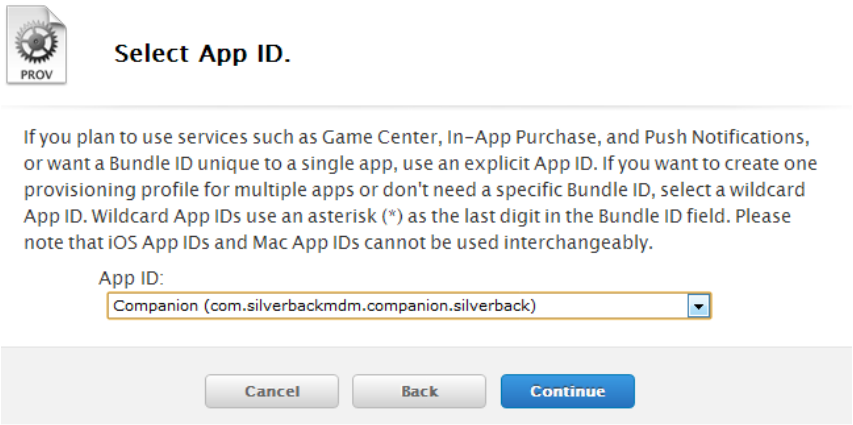
5. iOS Distribution Profile

5.1 PREFACE

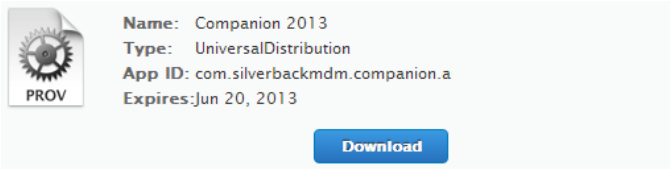
To successfully build an iOS App for distribution, an Enterprise Distribution Profile is required. These are different to the standard development Provisioning Profiles, in that they can be installed on any device.

5.2 CREATING DISTRIBUTION PROFILE

1. Log into the iOS developer portal by navigating to https://developer.apple.com, clicking on **Member Center** and then **Certificates, Identifiers & Profiles.**
2. Click on **Provisioning Profiles**, and make sure you are on **Distribution.**
3. Click the **ADD** symbol **(+)**.
4. Under **Distribution** select **In House** and click **Next.**
5. You will be asked to select an App ID for the Provisioning Profile – (this is the Descriptive Name given in Section 4.3). Select the desired app and click **Continue.**



6. Next, select the **Developer Distribution Certificate** created in Section 3 and click **Continue**.
7. Give the Provisioning Profile a 'Friendly Name'. It is recommended you add the current year to the end of the name to keep track of expiring profiles – then click **Generate.**
8. Click **Download** and save the Provisioning Profile to a safe location along with your other Apple Development files.



5.3 NEXT STEPS

Please ensure you provide the following, which is required by the SilverbackMDM engineer:

1. Distribution Profile

Please send all files created in this document to your SilverbackMDM Engineer.

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