Using SonicWALL Mobile Connect for Apple iOS

SonicWALL Mobile Connect for Apple iOS is an app for iPhone, iPod touch, and iPad that enables secure, mobile connections to private networks protected by SonicWALL security appliances.

This document contains the following sections:

How SonicWALL Mobile Connect Works

Modern business practices increasingly require that users be able to access any network resource (files, internal websites, etc.), anytime, anywhere. At the same time, ensuring the security of these resources is a constant struggle. While most users are aware that they must take care to protect computers from network security risks, this security awareness does not always extend to mobile devices like the iPhone, iPod touch and iPad. And yet, mobile devices are increasingly subject to security attacks. Furthermore, mobile devices often use insecure, untrusted, public wi-fi hotspots to connect to the Internet. It is therefore a challenge to provide secure, mobile access while still guarding against the inherent security risks of using mobile devices.

The SonicWALL Mobile Connect app for iPhone, iPod touch, and iPad provides secure, mobile access to sensitive network resources. SonicWALL Mobile Connect establishes a Secure Socket Layer Virtual Private Network (SSL VPN) connection to private networks that are protected by SonicWALL security appliances. All traffic to and from the private network is securely transmitted over the SSL VPN tunnel.

To get started with SonicWALL Mobile Connect:

1. Install SonicWALL Mobile Connect from the App Store.

2. Enter connection information (server name, username, password, etc.).

3. Initiate a connection to the network.

4. SonicWALL Mobile Connect establishes a SSL VPN tunnel to the SonicWALL security appliance.

5. You can now access resources on the private network. All traffic to and from the private network is securely transmitted over the SSL VPN tunnel.

Prerequisites

The following sections describe prerequisites for SonicWALL Mobile Connect:

- "Apple Product Support" on page 2
- "SonicWALL Appliance Support" on page 3
- "Required Network Information" on page 3

Apple Product Support

SonicWALL Mobile Connect is supported on the following devices:

- iPhone 4S – running Apple iOS 5 or higher
- iPhone 4 – running Apple iOS 4.2 or higher
- iPhone 3GS – running Apple iOS 4.2 or higher
- iPhone 3G – running Apple iOS 4.2 or higher
- iPad 2 – running Apple iOS 4.2 or higher
- iPad – running Apple iOS 4.2 or higher
- iPod touch (2nd Generation or later) – running Apple iOS 4.2 or higher

SonicWALL Appliance Support

SonicWALL Mobile Connect is a free app, but requires a concurrent user license on one of the following SonicWALL solutions in order to function properly:

- SonicWALL firewall appliances including the TZ, NSA, E-Class NSA running SonicOS 5.8.1.0 or higher
- SonicWALL SRA appliances running 5.5 or higher
- SonicWALL Aventail E-Class Secure Remote Access (SRA) appliances running 10.5.4 or higher

Required Network Information

In order to use SonicWALL Mobile Connect, you will need the following information from your network administrator or IT support:

- Server name or address – This is either the IP address or URL of the SSL VPN server that you will connect to.
- Username and password – Typically, you will be required to enter your username and password, although some connections may not require this.
- Domain name – The domain name of the SSL VPN server. SonicWALL Mobile Connect may be able to automatically determine this when it first contacts the server, or there may be multiple domains that can be selected.

DNS Domain Settings on SonicWALL Appliances for Mobile Connect

In order for SonicWALL Mobile Connect users to be able to access the private network, the network administrator must configure the DNS Domain on the SonicWALL appliance. When the Mobile Connect user accesses a URL on the private network, the configured DNS domain is used to resolve the hostname lookup. For public domains that do not match the configured DNS domain, the DNS server for the wi-fi or 3G network is used.

Note The SonicWALL Mobile Connect user does not need to perform any configuration tasks related to DNS. The following information is for SonicWALL network administrators.

The DNS Domain configuration process varies, depending on the type of SonicWALL appliance being used:

- **SonicWALL firewall appliances** – On the **SSL VPN > Client Settings** page, enter the DNS domain name in the **DNS Domain** field.
- **SonicWALL SRA appliances** – The DNS domain can be configured either globally, at the group level, or at the individual user level:
  - Global level: On the **Network > DNS** page, enter the DNS domain name in the **DNS Domain** field.
  - Group level: On the **Users > Local Groups** page, click the edit icon for the group. Click on the **NX Settings** tab and enter the DNS domain the **DNS Domain** field.
  - User level: On the **Users > Local Users** page, click the edit icon for the user. Click on the **NX Settings** tab and enter the DNS domain the **DNS Domain** field.

- **SonicWALL Aventail E-Class SRA appliances** – The DNS domain can be configured either globally or for specific IP address pools:

    – Global level: From the main navigation menu in the Aventail Management Console (AMC), click **Network Settings**. In the **Name resolution area**, click **Edit**. The **Configure Name Resolution** page appears. Enter the DNS domain name in the **Search domains** field.

    – IP address pool level: From the main navigation menu in the AMC, click **Services**. Under **Access services**, in the Network tunnel service area, click **Configure**. The **Configure Network Tunnel Service** page appears. Click the name of the IP address pool you want to edit. The **Configure IP Address Pool** page appears. To the right of the **Advanced** heading, click the ⌄ arrow icon. Select the **Customize default settings** checkbox and enter the DNS domain name in the **Search domains** field.

Installing SonicWALL Mobile Connect

SonicWALL Mobile Connect is installed through the Apple App Store.

1. On your iPhone, iPod touch, or iPad, tap on the App Store icon.
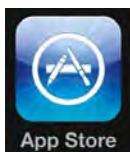
2. Go to the **Search** tab, enter **SonicWALL Mobile Connect**, and tap **Search**.

3. In the search results, select **SonicWALL Mobile Connect**.

4. Tap **Free** and then **Install**. The app will install on your device. When installation is complete, the SonicWALL Mobile Connect icon will appear on your device.

Note   If you encounter an error when attempting to download SonicWALL Mobile Connect, please see iTunes Store Customer Support, where you can find troubleshooting procedures and instructions on how to report the issue using your iTunes account: http://www.apple.com/support/itunes/

Using SonicWALL Mobile Connect

The following sections describe how to use SonicWALL Mobile Connect:

- *"Creating a Connection" on page 5*
- *"Connecting to the Mobile Connect Server" on page 17*
- *"Configuring SonicWALL Mobile Connect Settings" on page 20*
- *"Configuring Connect on Demand" on page 23*
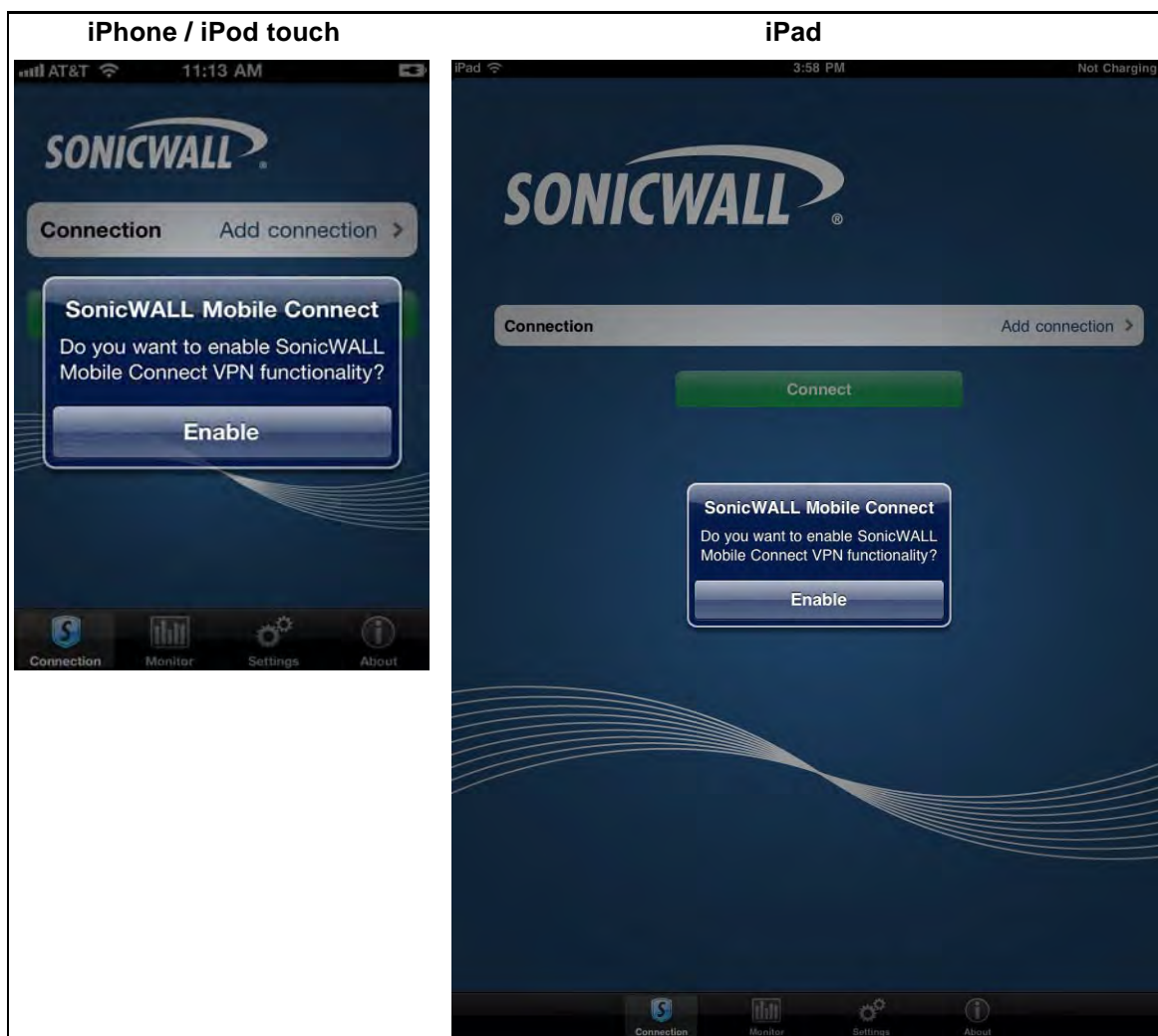- *"Using the iPhone Configuration Utility with SonicWALL Mobile Connect" on page 25*

Creating a Connection

The process of creating a Mobile Connect connection is slightly different depending on which type of SonicWALL appliance you are connecting to. The following sections describe how to create a connection:

- *"Creating a Connection to SonicWALL Firewall and SRA Appliances" on page 6*
- *"Creating a Connection to SonicWALL Aventail Appliances" on page 11*

# Creating a Connection to SonicWALL Firewall and SRA Appliances

1. The first time you launch SonicWALL Mobile Connect, you will be prompted to enable VPN functionality. Tap **Enable**.

2. You will then be presented with the screen to begin your first connection. Tap **Add connection**.

- **Name**: Enter a descriptive name for the connection.
- **Server**: Enter the URL or IP address of the server.

iPhone / iPod touch	iPad

3. Tap **Next**. SonicWALL Mobile Connect will then attempt to contact the SonicWALL appliance. If the attempt fails, a warning message will display, asking if you want to save the connection.

iPhone / iPod touch	iPad
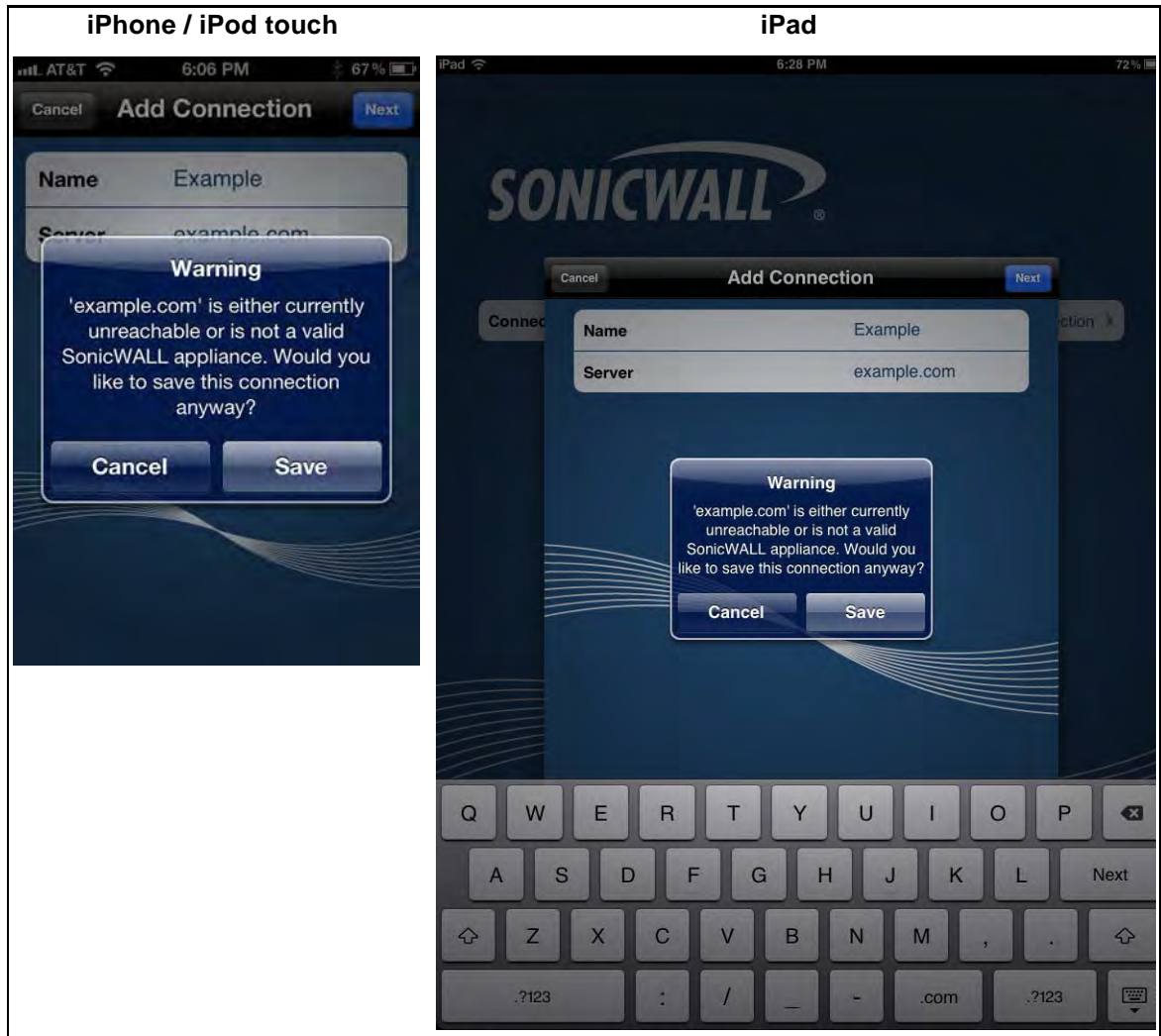
4. Before tapping **Save**, verify that the server address or URL is spelled correctly.

5. If SonicWALL Mobile Connect successfully contacts the server, you will be prompted to enter your **Username** and **Password** (unless the server does not require this information).

iPhone / iPod touch	iPad

Note If the screenshots above do not match what is displayed on your device, you are connecting to a SonicWALL Aventail appliance. Proceed to "Creating a Connection to SonicWALL Aventail Appliances" on page 11, step 5.
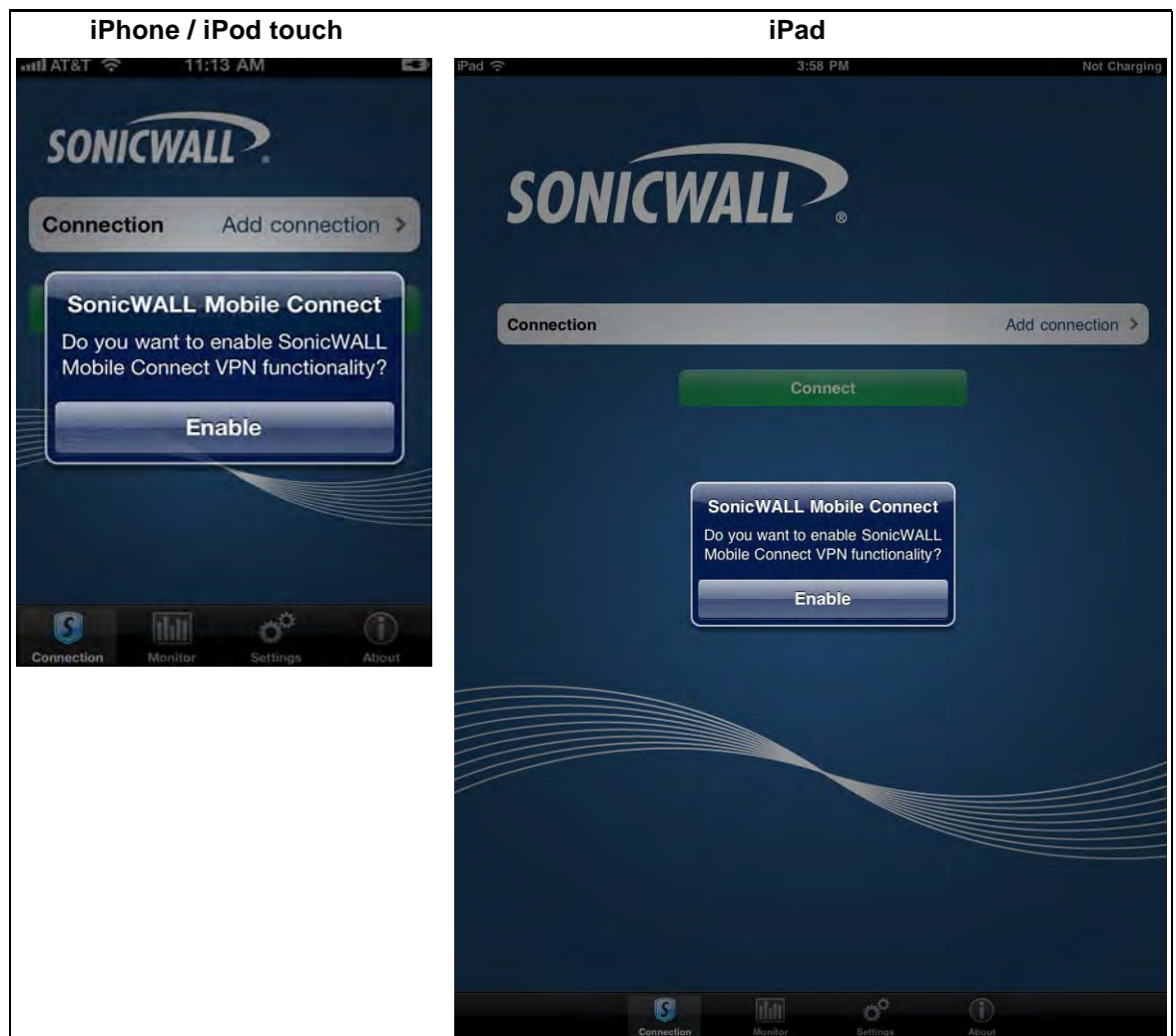
6. The **Domain** field is auto-populated with the default domain from the server. To select a different domain, tap on **Domain** to display a dropdown menu of the available options.

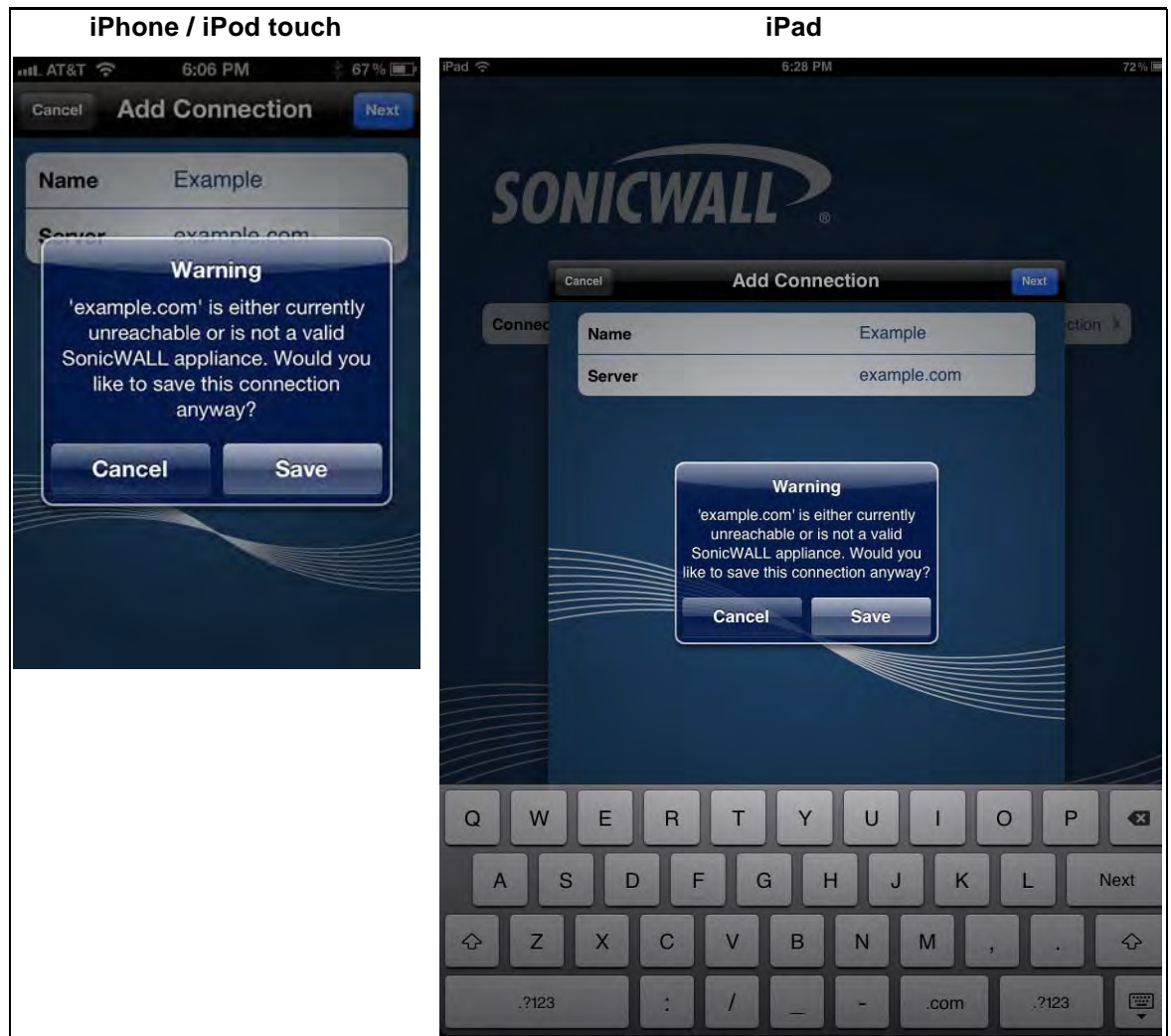| iPhone / iPod touch	iPad

7. Tap **Save**.

Creating a Connection to SonicWALL Aventail Appliances

1. The first time you launch SonicWALL Mobile Connect, you will be prompted to enable VPN functionality. Tap **Enable**.

iPhone / iPod touch	iPad

2. You will then be presented with the screen to begin your first connection. Tap **Add connection**.

   – **Name**: Enter a descriptive name for the connection.

   – **Server**: Enter the URL or IP address of the server.

| iPhone / iPod touch	iPad

3. Tap **Next**. SonicWALL Mobile Connect will then attempt to contact the SonicWALL appliance. If the attempt fails, a warning message will display, asking if you want to save the connection.

iPhone / iPod touch	iPad

4. Before tapping **Save**, verify that the server address or URL is spelled correctly.

5. If SonicWALL Mobile Connect successfully contacts the server, you will be prompted to select which Login Group on the appliance you want to connect to. If you do not know which Login Group to connect to, contact your network administrator.
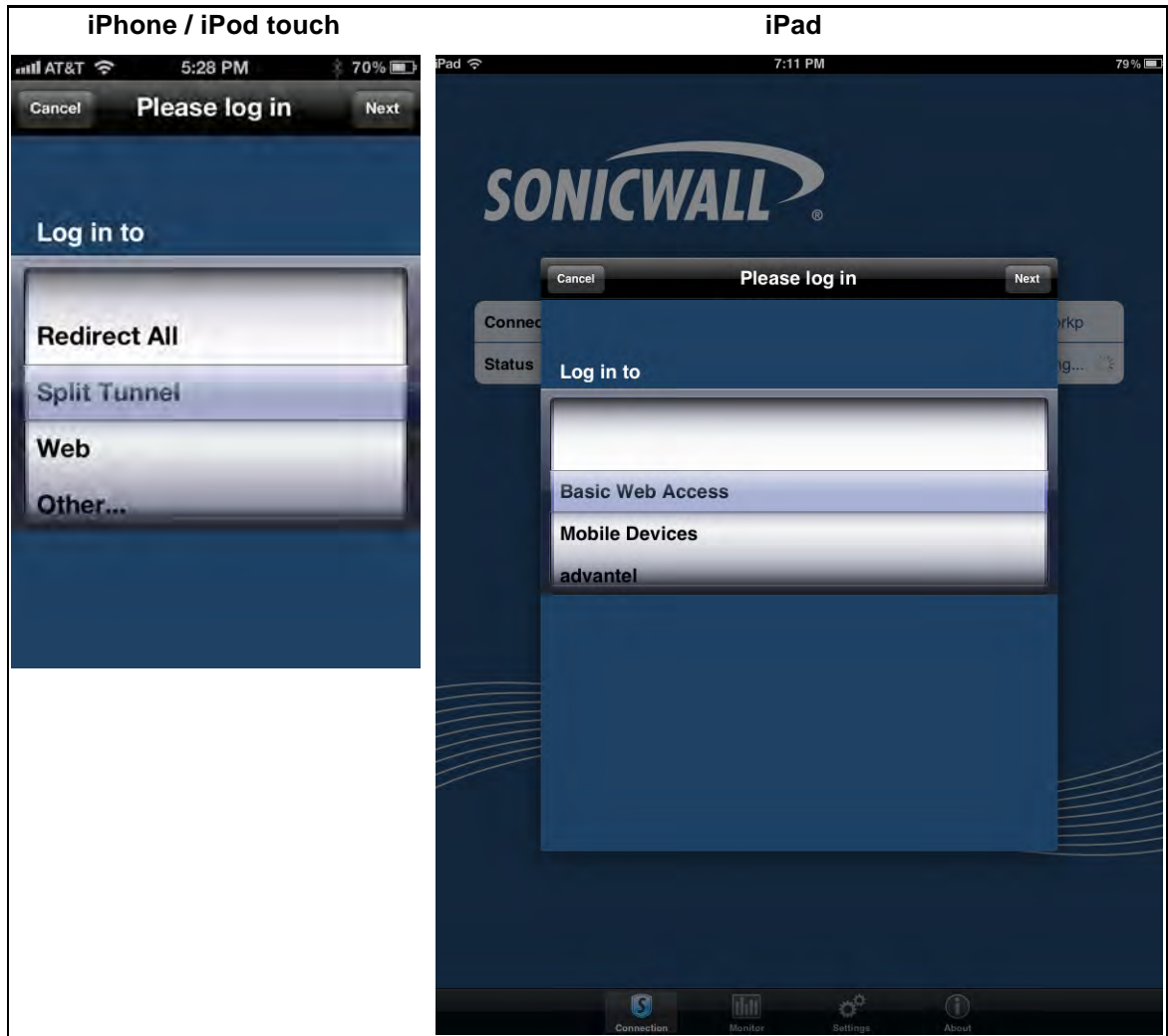
iPhone / iPod touch	iPad

Note   If the screenshots above do not match what is displayed on your device, you are connecting to a SonicWALL firewall or SRA appliance. Proceed to "Creating a Connection to SonicWALL Firewall and SRA Appliances" on page 6, step 5.

6. If the Login Group you connect to is not listed, select **Other...** to manually type in the group name.

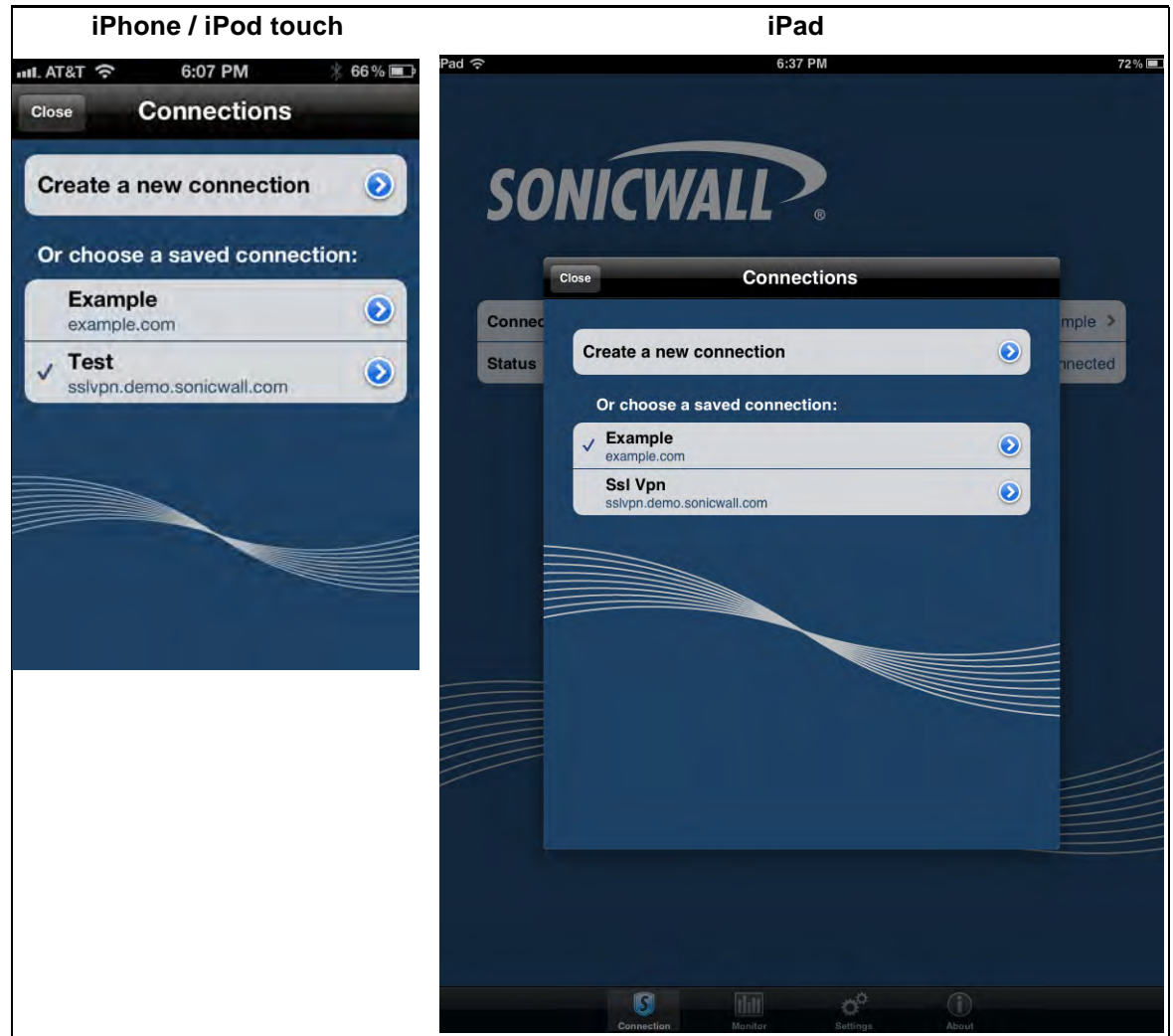| iPhone / iPod touch	iPad
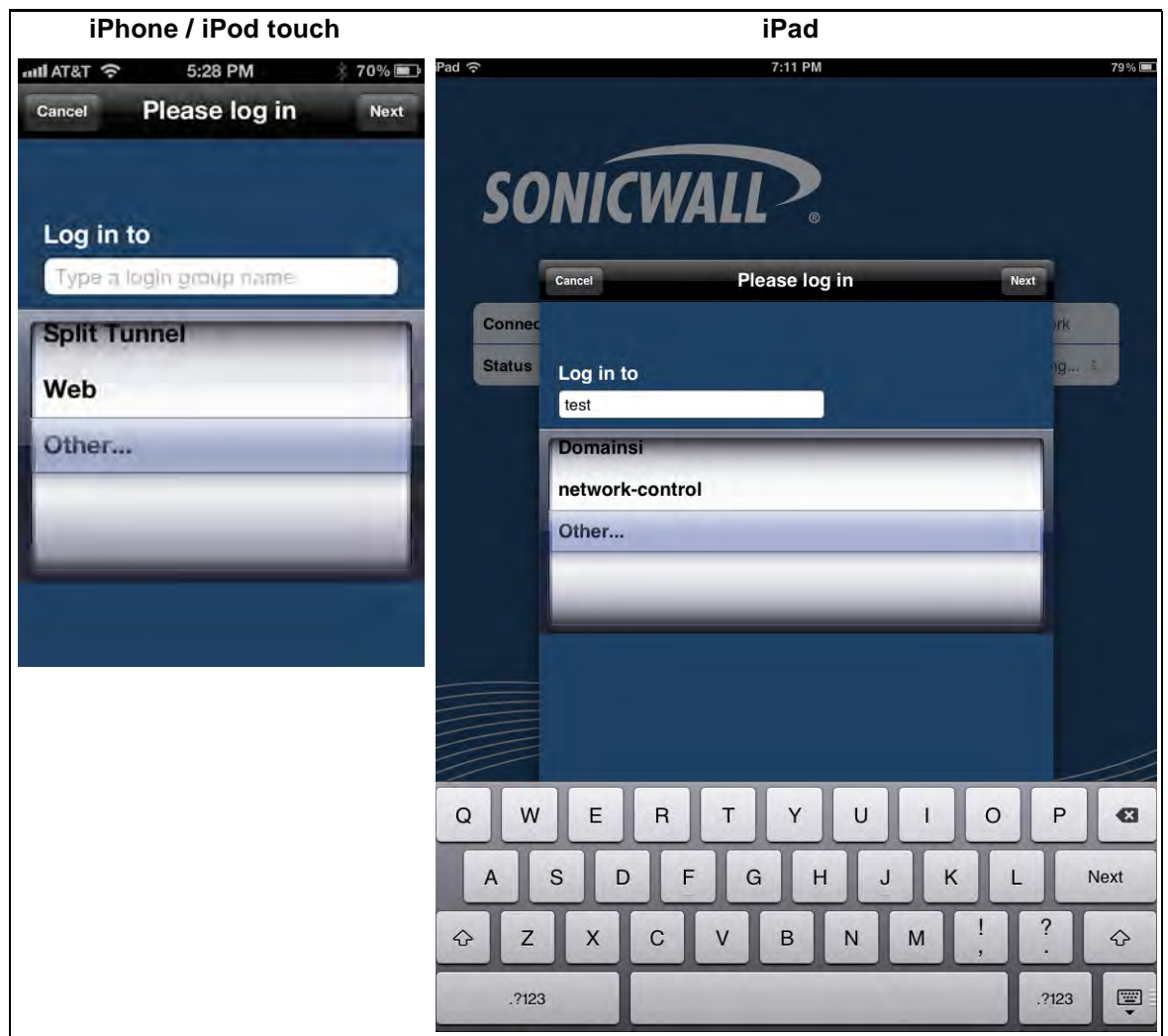
7. You will then be prompted to enter your **Username** and **Password** (unless the server does not require this information).

| iPhone / iPod touch	iPad

8. Tap **Login**.

Connecting to the Mobile Connect Server

After you save a new connection, the list of all configured connections displays.

To establish a SonicWALL Mobile Connect session, perform the following tasks:

1. Tap on the connection in the list that you want to initiate. The **Connection Status** page displays. Tap **Connect**.

iPhone / iPod touch	iPad
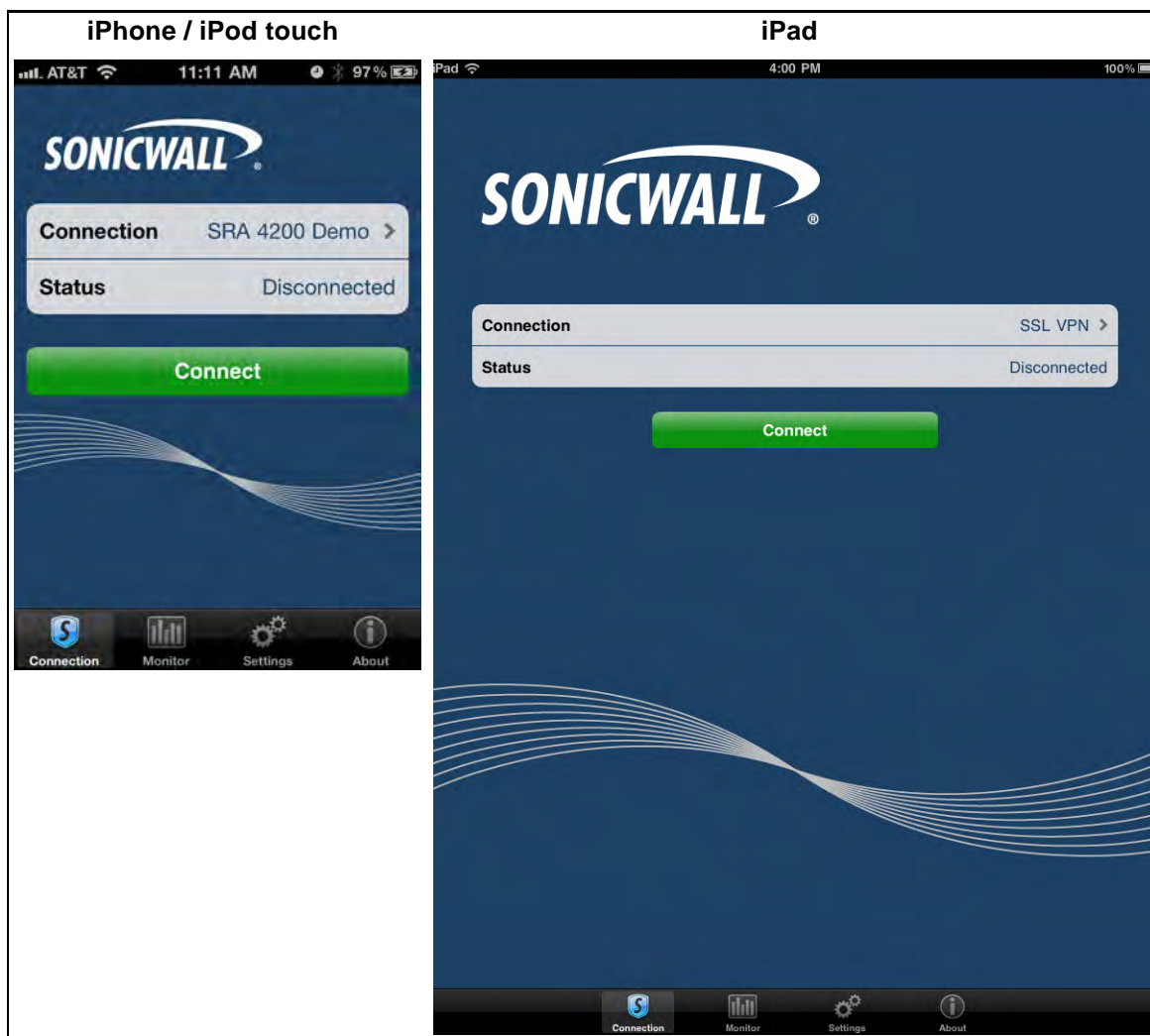
2. Enter your username and password if prompted (depending on whether the SonicWALL appliance you are connecting to allows for saving usernames and passwords).

3. When the connection is successfully established, the **Status** changes to **Connected**.

iPhone / iPod touch	iPad
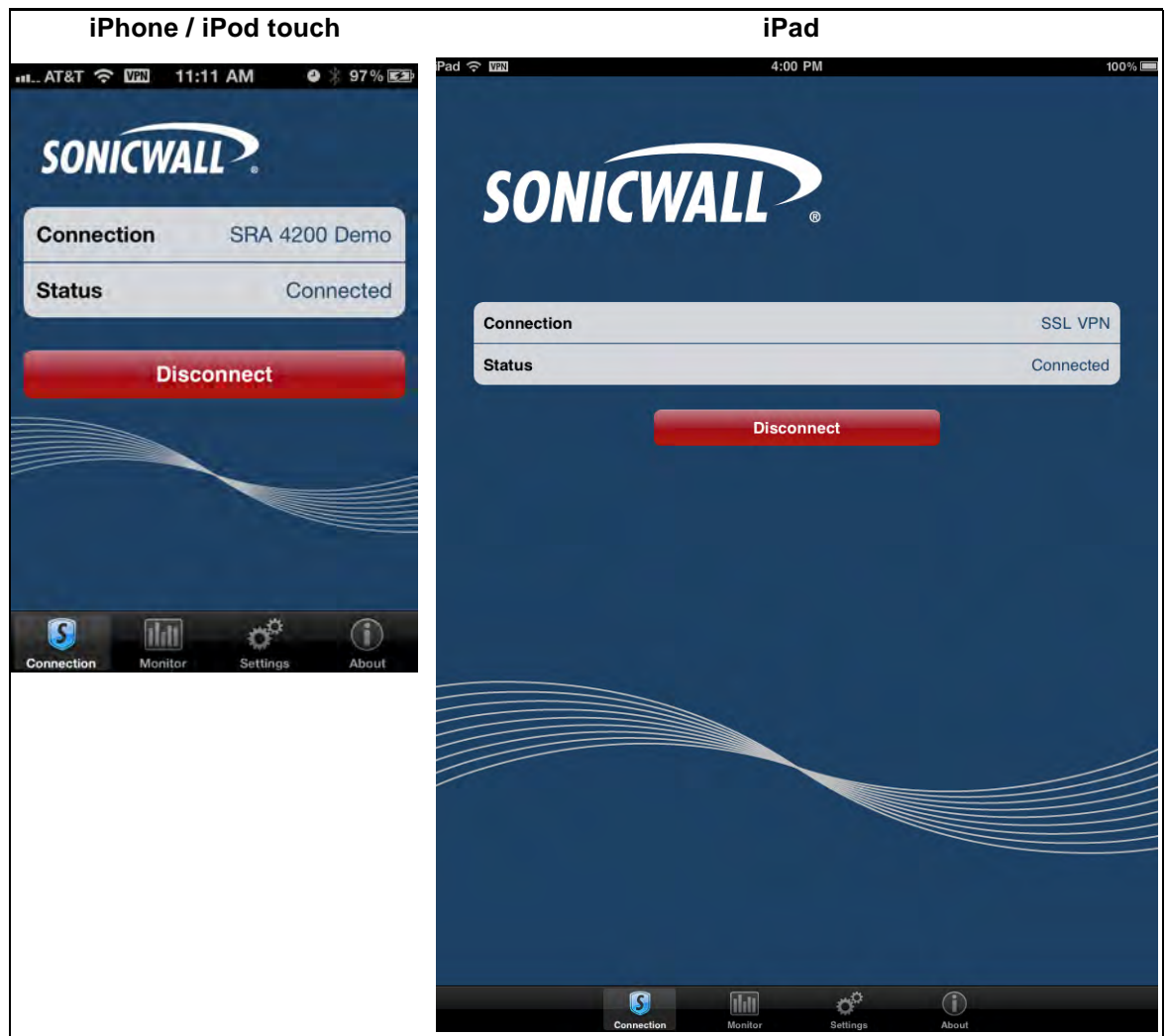
4. Press the **Home** button to return to your iPhone, iPod touch, or iPad's home screen. You can now navigate to other apps to access your Intranet network. The status bar at the top of the iPhone, iPod touch or iPad will display a VPN icon to indicate that the session is still connected.

iPhone / iPod touch	iPad

If the VPN connection is interrupted, the VPN icon will disappear and you will no longer be able to access the Intranet network. This can happen if your device's connection transitions from wi-fi to 3G or to another network type.

Return to SonicWALL Mobile Connect to reestablish the connection. Optionally, you can configure the **Automatic Reconnect** option on the **Settings** tab to have SonicWALL Mobile Connect automatically attempt to reestablish interrupted connections.

Configuring SonicWALL Mobile Connect Settings

SonicWALL Mobile Connect provides several settings for connection and logging options.


The **Settings** tab provides the following options:

- **Connect on Launch** - Sets Mobile Connect to automatically initiate a connection to the last-used profile when it is launched.
- **Automatic Reconnect** - Sets Mobile Connect to automatically attempt to reconnect if the connection is lost. The SSL VPN connection can be disrupted when your device's connection transitions to a different network type (for example, from wi-fi to 3G). This setting lets applications rely on a sustained VPN connection. There is no limit on the amount of time it takes to reconnect.

- **Debug Logging** - Enables full debug log messages of Mobile Connect activity. Leave this setting disabled unless instructed to enable it by SonicWALL support staff.
- **Email Logs** - Launches an email to send the Mobile Connect log to SonicWALL support staff. Tap **Send** to send the email.

There are two additional options that can be modified for connections to SonicWALL Aventail appliances. To view these options, go to the **Connection** tab and tap on the **Connection** line to bring up the list of connections. Tap on the blue arrow to the left of the connection you want to modify. The **Edit Connection** window displays.

iPhone / iPod touch	iPad
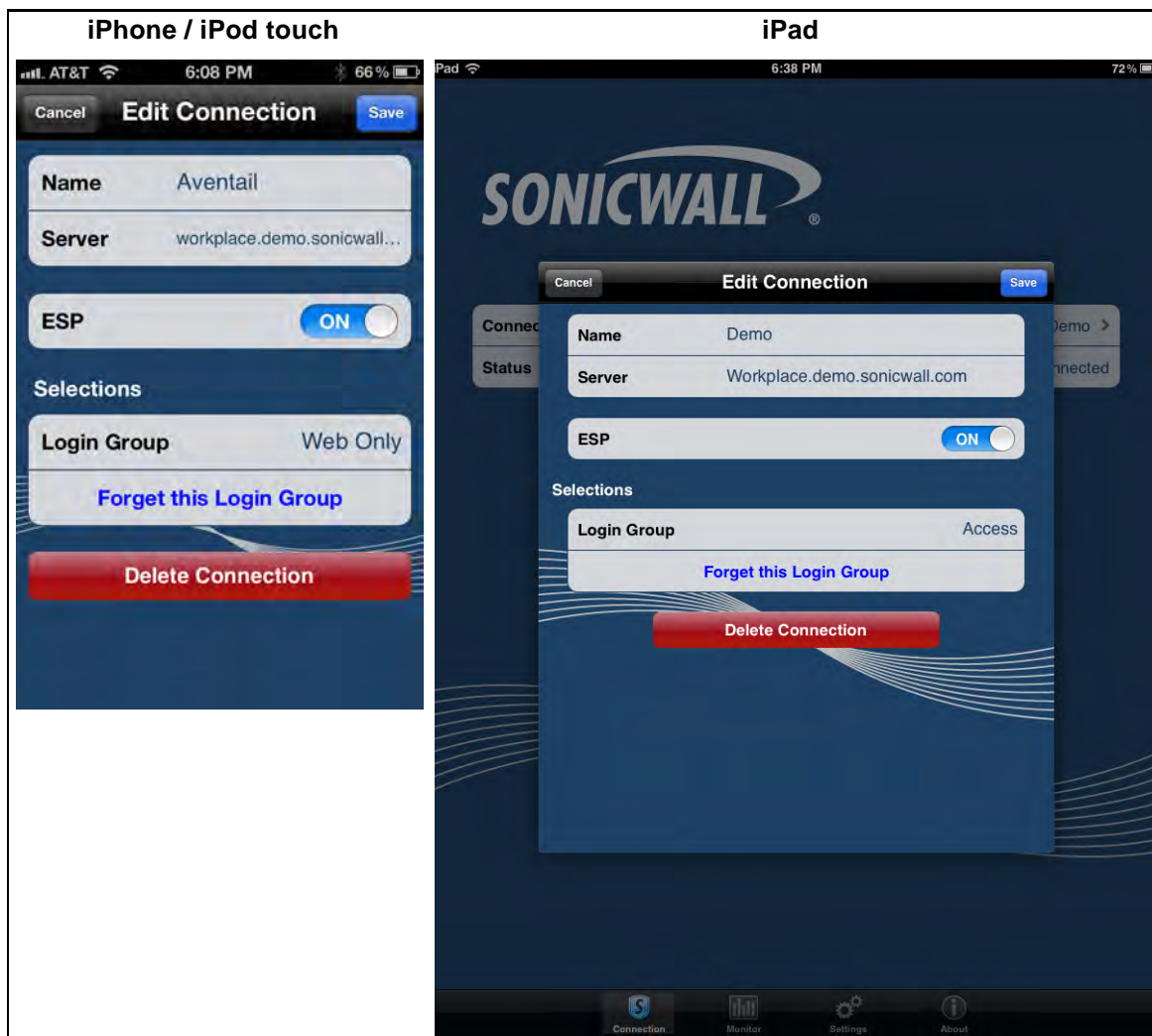
The following options can be configured:

- **ESP** - Enables Encapsulating Security Payload (ESP) to improve the performance of UDP streaming applications like VoIP and FaceTime. This is enabled by default; however, some networks may require this option be disabled. ESP requires that UDP port 4500 be open on the network firewall. If this port cannot be opened, the ESP option should be disabled. Also, in rare cases where the network environment does not properly implement PMTU discovery (see RFC 1191), certain applications may run inefficiently or perhaps not at all when using ESP encapsulation.

- **Forget this Login Group** - SonicWALL Mobile Connect remembers the Login Group that you specified when configuring the connection. To change to a different Login Group, tap **Forget this Login Group**. The next time you connect to the server, you will be prompted to select a new Login Group.

Note If these options are not displayed, then you are connecting to either a SonicWALL firewall or SRA appliance.
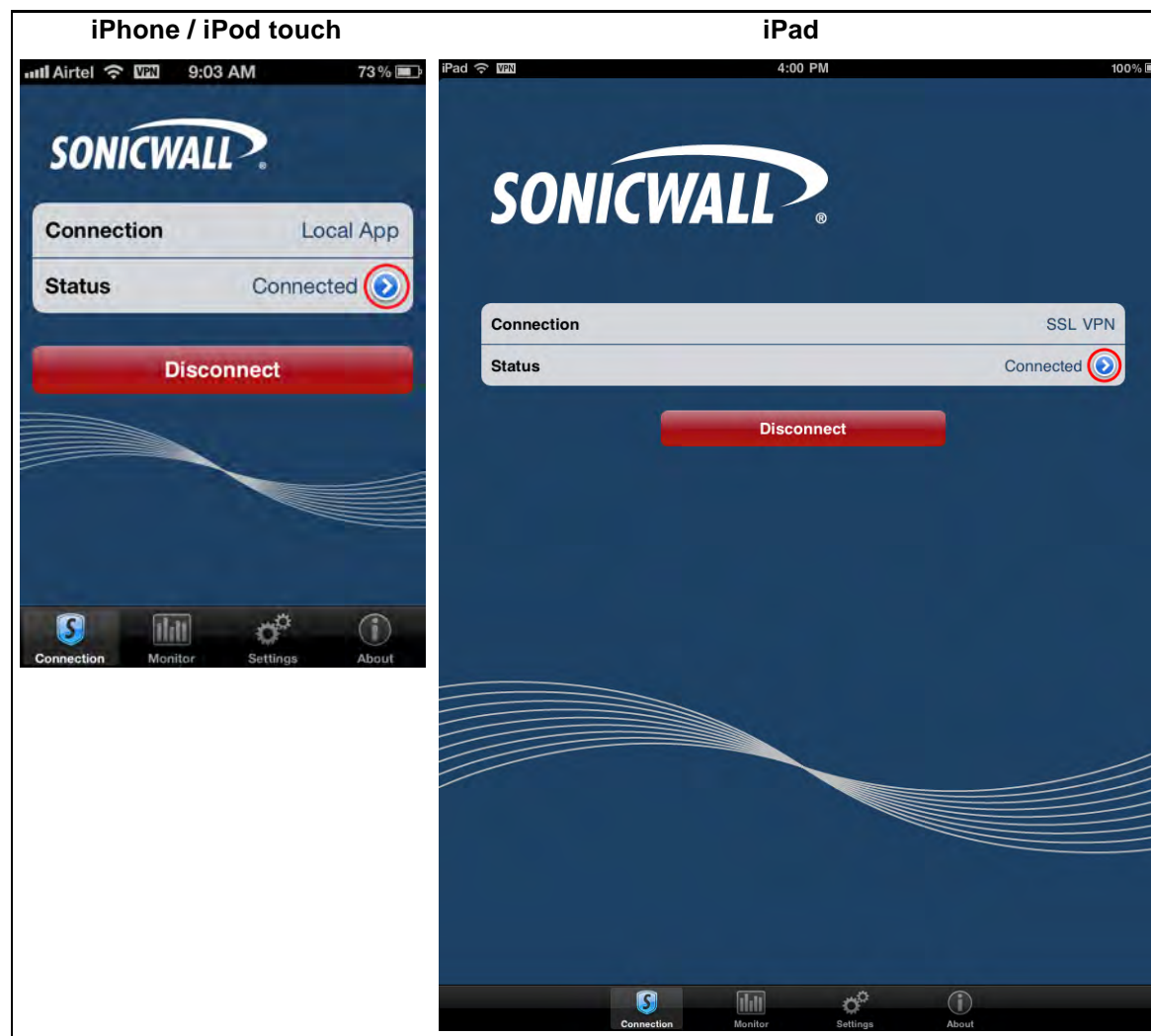
Configuring Connect on Demand

Note Connect on Demand is only available for connections to SonicWALL Aventail E-Class SRA appliances.

The Connect on Demand feature provides the ability for SonicWALL Mobile Connect to automatically establish a VPN connection when you attempt to access a domain on the private network. This provides a seamless VPN connectivity experience without the need to manually launch SonicWALL Mobile Connect.

The easiest way to determine if Connect on Demand is available for your connection is to look at the Connection tab when a VPN session is active. If a blue arrow appears to the right of the Status line, as shown in the screenshots below, Connect on Demand is available.


A VPN configuration must meet the following requirements to support Connect on Demand:

- The server must be a SonicWALL Aventail E-Class SRA appliances.
- The VPN tunnel must not be configured for Redirect-All mode.

- The realm must be configured to use client certificates for authentication. Chained authentication (where a second authentication server is used) does not support Connect on Demand.
- The valid client certificate for the realm must be present.
- The user must successfully connect to the appliance at least once.

To configure Connect on Demand, perform the following tasks:

1. Tap on the blue arrow ⊙ in the status line on the Connection tab.

iPhone / iPod touch	iPad
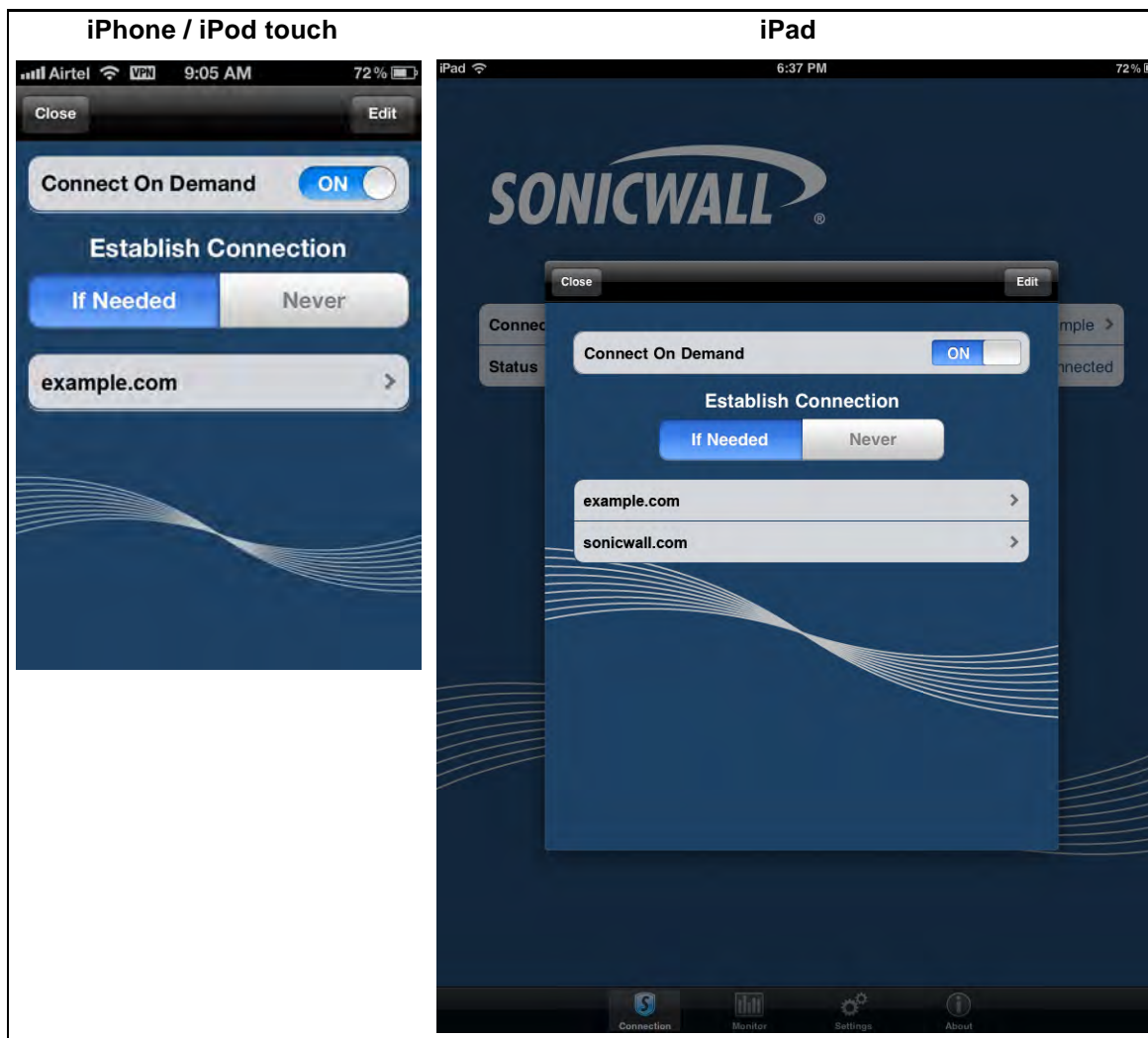
2. Tap on **Connect on Demand**.

3. Set the **Establish Connection** option to **If Needed** to have SonicWALL Mobile Connect establish a VPN connection when accessing a resource with any of the domain suffixes listed.

4. Setting the **Establish Connection** option to **Never** disables Connect on Demand for the domain suffixes listed.

5. If more than one domain is listed, you can enable Connect on Demand for individual domains by tapping on the domain name.

6.   Set **Always Establish** to **ON** to enable Connect on Demand for that domain.

# Using the iPhone Configuration Utility with SonicWALL Mobile Connect

The iPhone Configuration Utility provides the ability for administrators of enterprise environments to create configuration profiles for the iPhone, iPod touch, and iPad. These profiles provide the ability for administrators to preconfigure the device settings for enterprise policies, such as VPN configuration, security policies, Wi-Fi settings, etc.

The iPhone Configuration Utility enables administrators to configure SonicWALL Mobile Connect profiles for their users' iOS devices. The iPhone Configuration Utility can be downloaded here:

http://www.apple.com/support/iphone/enterprise/

To configure a SonicWALL Mobile Connect profile using the iPhone Configuration Utility, perform the following steps.

1. Download, install and launch the iPhone Configuration Utility.

2. Click on **File > New Configuration Profile**.
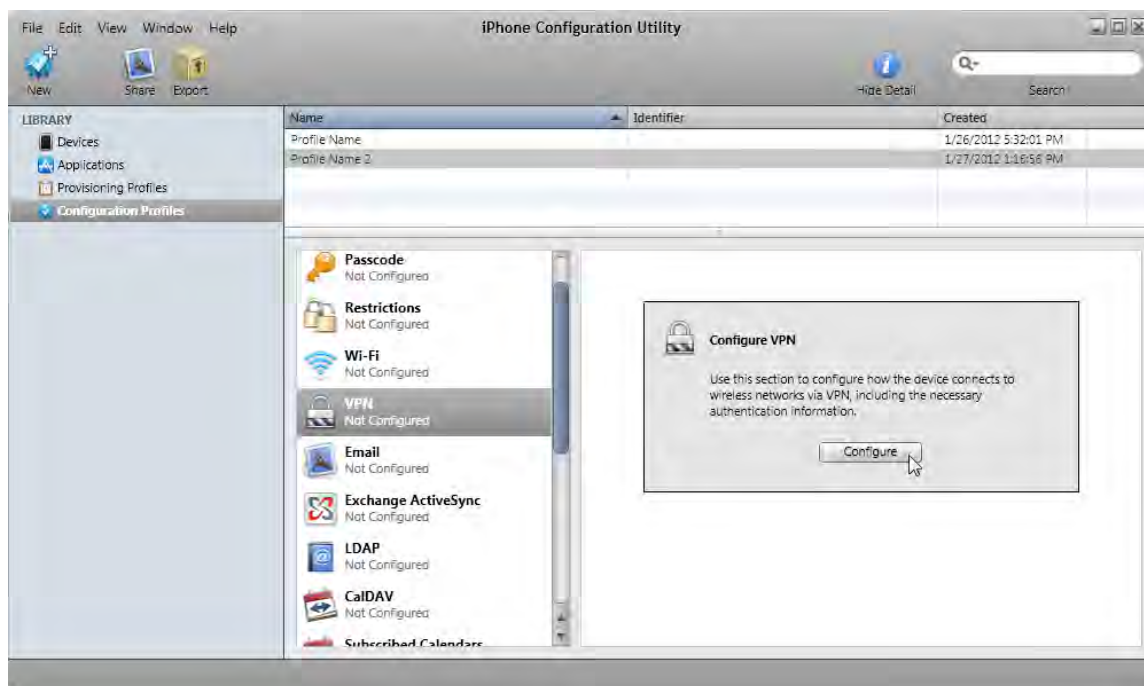
3. Click on the **VPN** tab, and then click the **Configure** button.

4. In the **Connection Name** field, enter **Connection Name**.

5. In the **Connection Type** pulldown menu, select **Custom SSL**.

6. In the **Identifier** field, enter the following value:
   com.sonicwall.SonicWALL-SSLVPN.vpnplugin

7. In the **Server** field, enter the hostname or IP address for the SonicWALL appliance.

8. (Optional) In the **Account** field, enter the username for the account.

9. Under the **Custom Data** window, click the plus sign to add a key and value.

10. For the **Custom Data Key**, enter:
    LoginGroupOrDomain

11. The value of the **Custom Data Value** depends on the

    – For profiles connecting to SonicWALL UTM or SRA appliances, the **Value** is the **Domain** field that is shown in the Edit Connection window of the SonicWALL Mobile Connect app.

    – For profiles connecting to SonicWALL Aventail appliances, the **Value** is the value selected in the **Log in to** window, when initiating a connection in SonicWALL Mobile Connect.

12. In the **User Authentication** pulldown menu, select **Password**.

13. (Optional for connections to UTM or SRA appliances) In the **Password** field, enter the password for the user account, if the SonicWALL appliance you are connecting to is configured to allow for saving passwords. Note that only SonicWALL UTM or SRA appliances can store passwords. SonicWALL Aventail E-Class SRA appliances cannot allow for stored passwords.

14. (Optional for connections to Aventail E-Class SRA appliances) If a proxy server is used for the connect, in the **Proxy** pulldown menu, select either **Manual** or **Automatic**. If a proxy server is not used, leave this set to **None**. Note that only SonicWALL Aventail E-Class SRA appliances support SonicWALL Mobile Connect over proxy. Currently, SonicWALL UTM and SRA appliances do not support Mobile Connect over proxy.

Monitoring SonicWALL Mobile Connect

The **Monitor** tab displays additional details about the connection, statistics on traffic transmitted, DNS information, and routes that have been installed.
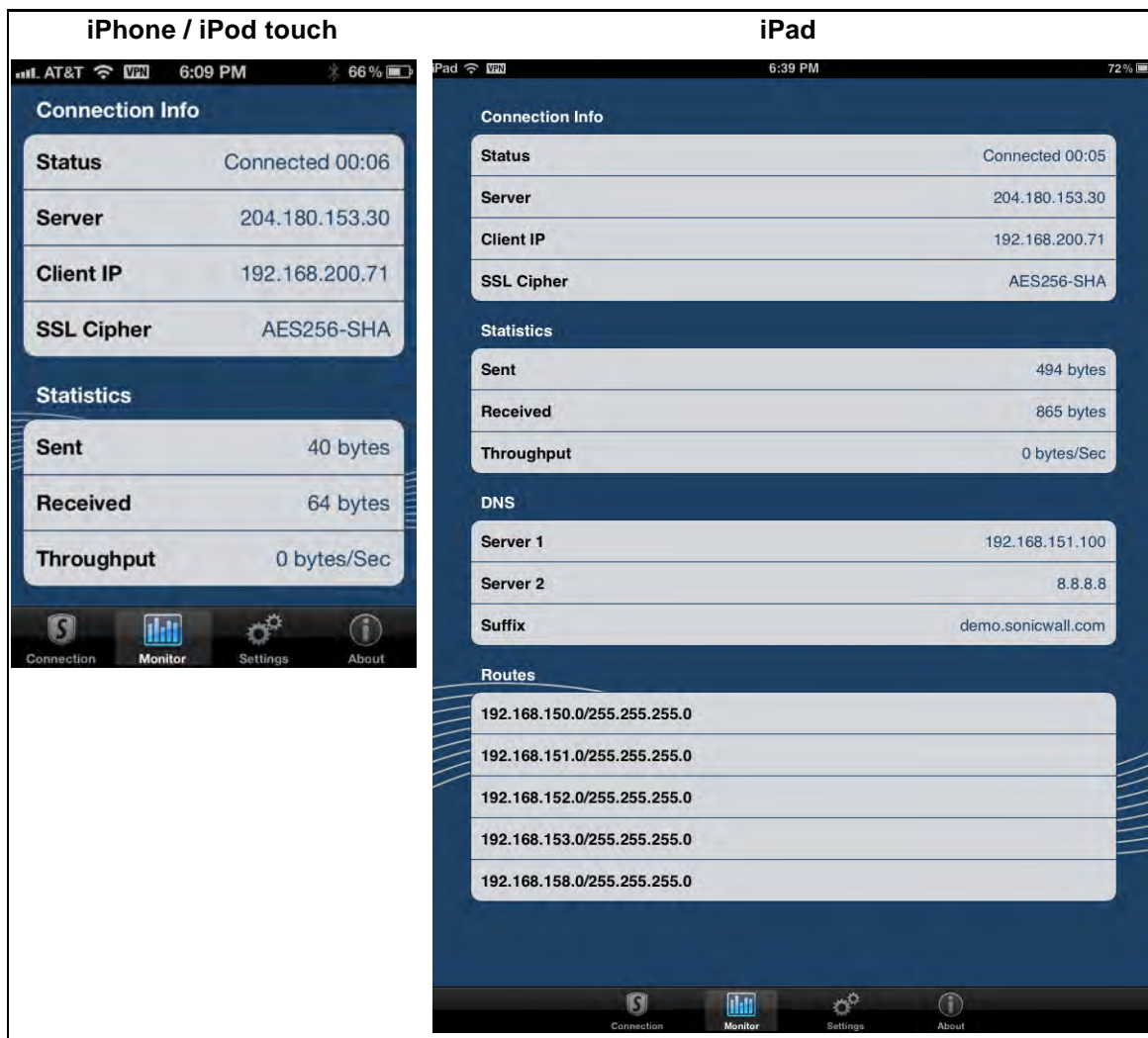
The **About** tab of SonicWALL Mobile Connect displays the version number and legal text.

iPhone / iPod touch	iPad

Troubleshooting SonicWALL Mobile Connect

If you are unable to connect to the SonicWALL server, perform the following steps to troubleshoot the connection.

1. Double check that you have entered the server name properly in the connection configuration.

1. Go to the Safari browser on your iPhone, iPod touch, or iPad and attempt to navigate to the SSL VPN appliance web portal.

2. If you are unable to load the web portal, the problem is with the SonicWALL appliance. Contact your network administrator if the problem persists.

3. If the web portal loads successfully on the Safari browser and you still cannot establish a SonicWALL Mobile Connect connection, notify SonicWALL support, as follows:

   a. On the **Settings** tab, enable the **Debug Logging** option.

   b. Attempt a connection to the server again to ensure that full debugging messages are logged for the attempt.

   c. Then return to the **Settings** tab and tap the **Email Logs** button. An email will launch in your mail client with the SonicWALL Mobile Connect log attached. Add any additional comments to the email and tap **Send**. SonicWALL support staff will contact you after reviewing your case.

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