July 2, 2012

TeleMate.Net Software Announces General Availability NetSpective Mobile Browser for Apple iPads

TeleMate.Net Software released NetSpective Mobile Browser today. The NetSpective Mobile Browser will be available as a free application in the Apple App Store. This App is compatible with NetSpective version 3.9 running on model 6D, 6Q, and 7Q 1RU appliances. If your appliance is not on version 3.9, please contact Technical Support to discuss upgrade options.

The NetSpective Mobile Browser ensures safe, monitored Internet access on school-owned or business-issued iOS devices both on and off the network. NetSpective Mobile Browser is an alternate Internet browser application that controls and monitors Internet browsing when used in combination with NetSpective Internet Content Filtering appliances in a school network as well as hosted offerings.

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The NetSpective Mobile Browser App provides a seamless Internet experience with popular features including:

- CIPA-compliant Internet filtering and control
- Multiple tab support
- Search bar
- History and cache management
- Bookmarks
- Link for emailing website URLs
- Printing
- Policy control enables Access, Access & Log, and Block & Log control of more than 120 internet categories by time of day and day of week
- Control and report auditing of all internet activity for ON and OFF network browsing
- Ability to block all anonymous proxy servers
- Forced SafeSearch on popular search engines
- LDAP integration with Active Directory, Open Directory, and eDirectory
- Works from any location with any kind of Internet connection

General description of how it works.

When using the Mobile Browser for iOS devices, students and staff do not need to login with network credentials; user to Internet access policy association is determined by assigning a device to a person within the NetSpective appliance.

The Mobile Browser communicates URL requests from the device back to your ON Network NetSpective appliance or your hosted NetSpective service (depending on your implementation). Upon recognition of the request to access a web page NetSpective will compare the student's assigned policy to the category of the requested URL. The combination of the user, policy, and requested URL, date & time, will determine how the Mobile Browser will interpret the request either by permitting access, permitting and logging for reporting purposes, or blocking and redirect the request to a policy based message. In this way, administrators have visibility and control on how school issued equipment is accessing age appropriate Internet content.

NetSpective iPad Browser Settings

NetSpective Mobile Browser has a few settings on the NetSpective appliance. By accessing Remote Agent → Client Settings under the System Control menu, the administrator can configure how the Mobile Browser will authenticate with NetSpective. Options include LDAP Authentication, where NetSpective brokers the request, or by iPad Device Name. Administrators also have the ability to tailor the logon prompt text users on the portal screen.

iPad Browser Settings	
User ID scheme:	LDAP Authentication ▾
LDAP Logon Prompt:	Mobile Filter Authentication
Logon Agent Inactivity:	20 Minute(s) ▾

NetSpective Mobile Browser Deployment Guide

We recommend that you use the Apple Configurator to deploy the NetSpective Mobile Browser. You may use other Enterprise deployment tools if you feel they are necessary to meet the needs of your organization, but our support staff may not have experience with those tools, and they may not be able to assist you with problems specific to them. If you decide to use the Apple Configurator, we strongly recommend that you read Apple's IOS 5 Educational Deployment Guide:
http://images.apple.com/education/docs/IOS_5_Education_Deployment_Guide.pdf

This guide will explain the simplest steps you can take to deploy the NetSpective Mobile Browser using the Apple Configurator. The Apple Configurator has quite a few more complex options and features, and it is up to you to read Apple's documentation to understand the ramifications of using (and not using) those features. The four basic steps required to deploy the NetSpective Mobile Browser are:

1. Prepare a clean "template" iPad device with the shared apps and settings you want to make available on all of your devices.
2. Use iTunes to sync installed apps to the Mac server running the Apple Configurator.
3. Use the Configurator to create a profile to install shared apps, settings, and restrictions.
4. Apply and verify your profile on other devices.

Prepare a clean "template" iPad device

1. If you haven't already done it, update an iPad device to the desired iOS version and reset it to factory defaults.

2. Launch the App Store on that iPad, log in with a valid Apple ID, and install any apps you want to make available on all iPads (including the NetSpective Mobile Browser).

3. After installing the NetSpective Mobile Browser, you must configure it to connect to your NetSpective device. If you haven't already configured the Remote Agent settings on your NetSpective appliance, log into its admin interface and read the documentation for configuring remote agents. If you have, we have added three new settings specific to the iPad browser you should look at:

Connection Settings | **Connection Failures** | **Client Settings**

You may enable or disable automatic upgrades of the Remote Agent client software. If you are using a disk image freezing technology, you should turn off automatic upgrades. You may also set an uninstallation password so users with local Administrator privileges can not uninstall the agent.

Settings

☑ Automatically Send Software Upgrades to Clients

☑ Require Uninstallation Password

Password: ●●●●●●●●●●●●

iPad Browser Settings

User ID scheme: LDAP Authentication

LDAP Logon Prompt: TeleMate Authentication

Logon Agent Inactivity: 20 Minute(s)

Downloads

To download the Remote Agent installation package and configuration file, go to the Utilities download page.

4. Once you have saved your Remote Agent settings in your NetSpective admin interface, you need to apply those settings to your iPad browser. You can do this in one of 3 ways:
   a. Open the Settings app on your template iPad and look for the "Mobile Browser" app settings. Enter the Remote Agent IP address and port you set up in NetSpective. The next time you open our "Mobile Browser" app, it will attempt to connect and auto-configure the iPad browser.
   b. Launch Safari on your template iPad and log into your NetSpective admin interface. Select the "Utilities" link and then the "Remote Agent Configuration File" link (see screenshot below). Safari will ask if you want to use the "Mobile Browser" app to open it. Click "Open".
   c. Email the "Remote Agent Configuration File" to yourself and open it in the iPad Mail app.

5. Launch the Mobile Browser app and verify that it is being monitored and blocked by NetSpective. If you chose "LDAP Authentication" for your iPad browser settings, you will be required to log in first. Check the NetSpective statistics page to ensure that it can see the traffic, and try to access a few blocked sites.

6. Set up any bookmarks or other settings you want all iPads to have within NS Mobile Browser

7. Before you close the Mobile Browser app, tap the Bookmarks button, tap History, and tap "Clear". This will clear your LDAP login to prepare the browser for the next user to log in. Review all iPad settings and make sure you log out every account you don't want to have all your iPads use (App Store, Email, Face Time, etc.)

Use iTunes to sync installed apps

8. Plug your template iPad into the Mac server you installed the Configurator on. Make sure that the Configurator is NOT running and launch iTunes (iTunes won't be able to see your iPad if the Configurator is running).
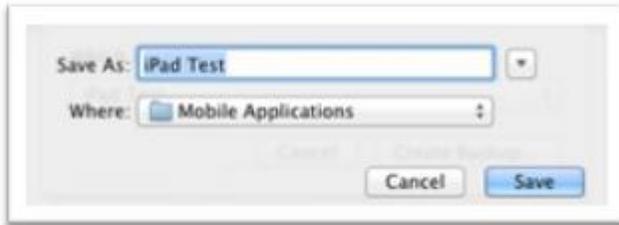   a. Go to Store -> Authorize Computer
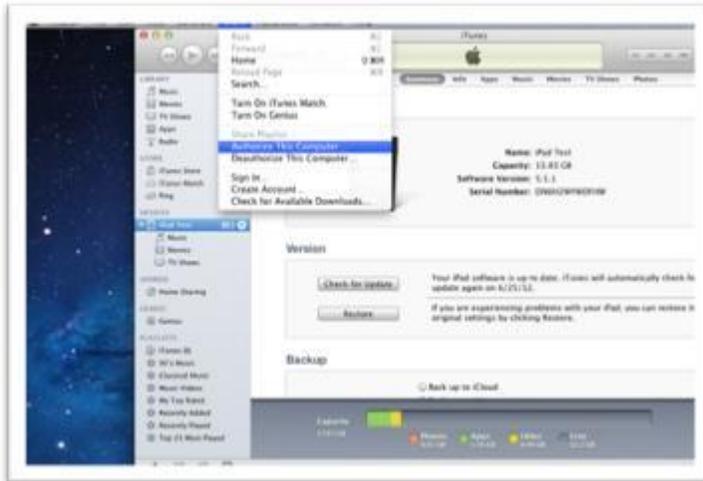
   b. Enter the same iTunes account you used to install apps to your template iPad and click "Authorize".

   c. Under the summary option scroll down and select backup to this computer.
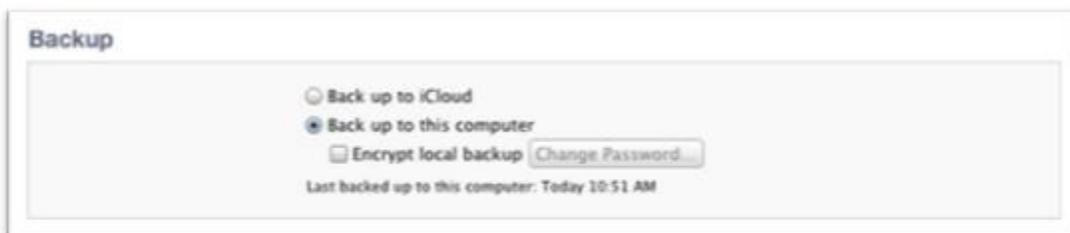
d. Select your device from the list on the left

e. Select the Apps tab, check the "Sync Apps" checkbox, and click "Apply".

f. Click "Sync" and wait for the process to complete. This is necessary to make the app files available to the Configurator on your local hard drive.

Use the Apple Configurator to create a configuration profile

9. Leaving the iPad plugged in and unlocked, close iTunes and launch the Apple Configurator.

10. On the Prepare-Settings screen, enter a default iPad device name and check the box to add a sequential number starting at 1.

11. Disable Supervision, set the iOS version to "No Change", and select "Back Up" (see screenshot below).

12. The Apple Configurator backup only includes application settings, not apps. To get the Configurator to install apps, select the "Apps" tab (near the top next to "Settings"). Then click the "+" button and select the apps you want the Configurator to install.

13. Go back to the "Settings" tab, click the "+" button under the "Profiles:" box, and select "Create New Profile".

14. Walk through all profile options in the Apple Configurator documentation to decide what profile restrictions and settings to apply. At a minimum, you will need to disable Safari and the ability to install new apps (to prevent users from installing additional browsers like Opera Mini).

Note: When you disable the ability to install apps, it even prevents the Configurator from installing apps. Fortunately, profiles get installed last, so the first time you apply this profile, it will succeed. However, if you modify this profile and attempt to re-apply it, it will fail. To get around that problem, you must remove the profile from the device (which you can do from the iPad Settings app).

Note: When it fails, the Configurator will not tell you why. You have to launch the Console App to find out.

Apply and verify your profile on other devices:

15. Unplug your template iPad, plug in another one, and click "Prepare". Follow any steps that appear on the iPad screen (like choosing an unlock password and entering the password when the profile is installed). When it has completed successfully, test the iPad to make sure it is properly locked down.
16. If something is not right, plug the template iPad back in and make the necessary changes to fix it.
17. When everything looks good, apply the profile to as many iPad devices as you need (including the template iPad if you wish to lock it down and add it to the pool of devices).

If additional assistance is required, please contact TeleMate.Net Software Technical Support at +1(678) 589-7100 or NetSpectiveSupport@telemate.net, or visit our web site at http://www.telemate.net/support.   Thank you for allowing us to serve your Internet content management needs.

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