

IBM MaaS360 and your Windows Company Hub Certificate

IBM MaaS360 Client Success Team and Offering Management

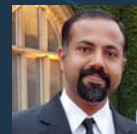
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MaaS360 Offering Management*



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Client Success Manager



21st February, 2019

AGENDA

- 1 What?
- 2 Where?
- 3 Why?
- 4 When?
- 5 Who?
- 6 What's next?

**Business
Update**

IBM MaaS360 functions and features

Q & A

URGENT COMMUNICATION

From: IT Management

To: All Staff

Subject: Your Windows Phone / Windows Mobile devices

Dear all

**You cannot continue to use your Windows Phone 8
and Windows 10 Mobile devices.**

Please follow the [attached](#) instructions to remove MaaS360
from the devices.

Please replace the device asap.

How would your colleagues react to a communication like this?

1 What? ... *is* the Windows Company Hub Certificate?

- A type of 'push certificate'
- Announces "I have authority" to a Windows Phone or Windows Mobile
- Authorises management actions on devices: push apps, settings
- Not required for Windows PC management

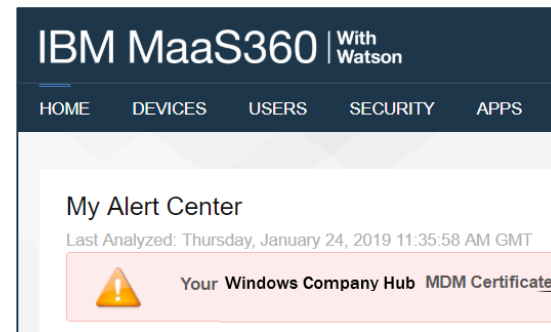
Without it you can ...	With it you can ...
Take basic MaaS360 MDM management actions	Perform advanced MaaS360 MDM management actions
	Enable location services
	Enable push notifications
	Enable application distributions
	Distribute Windows apps to devices without using the Windows Store
	Re-enrol devices

- Your certificate may expire in the near future
- You need to renew this certificate if you want to continue managing Windows Phone / Windows Mobile devices
- The ability to renew the certificate has been limited:

**Deadline to renew the certificate
28th February 2019**

What? ... was I told?

Who	Symantec / DigiCert [®]	MaaS360 Watson Insight Advisor	MaaS360 Alert Center
When	In advance of expiry	December 2018	A period in advance of expiry.
What	Email notification	Notification on screen (admin console)	Notification on screen (admin console)



2 Where? ... do I find my Windows devices?

- Open your MaaS360 portal
- Click into Devices > Inventory
- Filter on the “Platform” field for Windows Phone only

The screenshot shows the IBM MaaS360 portal interface. The top navigation bar includes links for HOME, DEVICES, USERS, SUPPORT, SECURITY, APPS, DOCS, EXPENSE, REPORTS, SETUP, and INTERNAL ONLY. The main content area is titled "Device Inventory" and features a table of devices. A red box highlights the "Platform" column, which is currently filtered to show only "Windows Phone" devices. The table columns include Device Name, Username, Platform, Operatin..., Installed Date, Last Reported, Mailbox M..., Email Add..., Manag..., Usage Pol..., and Usage Pol... The table lists various devices, including Windows 10 Enterprise, Windows Phone 10.0, and Windows 10 Home. The "Platform" column is highlighted in blue, and the "Windows Phone" filter is selected.

Device Name	Username	Platform	Operatin...	Installed Date	Last Reported	Mailbox M...	Email Add...	Manag...	Usage Pol...	Usage Pol...
Windows 10 Enterprise	john.garrett@ibm.com	Windows 10 Enterprise	11/23/2016 05:07 EST	02/19/2019 10:34 EST	No	john.garrett@ibm.com	Enrolled			
Windows Phone 10.0	john.garrett@ibm.com	Windows Phone 10.0	02/13/2019 05:30 EST	02/19/2019 10:31 EST	No	john.garrett@ibm.com	Enrolled	Pending	02/26/2019 09:53 EST	
Android 7.1.1 (NMF26X)	john.garrett@ibm.com	Android 7.1.1 (NMF26X)	01/04/2019 04:32 EST	02/19/2019 10:00 EST	No	john.garrett@ibm.com	Enrolled			
iOS 12	john.garrett@ibm.com	iOS 12	02/18/2019 13:37 EST	02/19/2019 08:22 EST	No	john.garrett@ibm.com	Enrolled			
Android 6.0.1 (MMB20M)	john.garrett@ibm.com	Android 6.0.1 (MMB20M)	02/08/2019 07:32 EST	02/19/2019 07:54 EST	No	john.garrett@ibm.com	Enrolled			
iPad mini	john.garrett@ibm.com	iOS 12	03/20/2015 07:23 EDT	02/19/2019 07:43 EST	No	john.garrett@ibm.com	Enrolled	Accepted		
SM-G925V	john.garrett@ibm.com	Android 7.0 (NRD90M)	01/17/2019 08:04 EST	02/19/2019 06:55 EST	No	john.garrett@ibm.com	Enrolled			
HP 15 Notebook PC	john.garrett@ibm.com	Windows 10 Home	02/05/2018 04:10 EST	02/19/2019 02:55 EST	No	john.garrett@ibm.com	Enrolled			
iPad Air 2	john.garrett@ibm.com	iOS 12	06/02/2015 10:19 EDT	02/19/2019 01:08 EST	No	john.garrett@ibm.com	Enrolled			
iPhone 6	john.garrett@ibm.com	iOS 12	02/03/2016 20:43 EST	02/16/2019 20:45 EST	No	john.garrett@ibm.com	Enrolled			
iPad Pro 10.5 (Wi-Fi, Cellular)	john.garrett@ibm.com	iOS 12	07/11/2018 06:27 EDT	02/18/2019 20:17 EST	No	john.garrett@ibm.com	Enrolled			

2 Where? ... do I check the Windows Company Hub Certificate?

Certificate

Setup > Services > Mobile Device Management

The screenshot displays the IBM MaaS360 console interface. At the top, the header includes the IBM MaaS360 logo with 'With Watson' and navigation links for HOME, DEVICES, USERS, SUPPORT, SECURITY, APPS, DOCS, EXPENSE, REPORTS, SETUP, and INTERNAL ONLY. A 'Mixed mode' notification is visible. On the right, there are links for '?', 'My Groups', and a power icon, along with a 'Users + 113' indicator.

A red rectangular box highlights a notification area containing the following text:

- + Windows Phone Company Hub certificate is enabled (Expires on 04 Jun 2019)**
- Instructions**
 - Upload MDM Certificate(s).
 - Configure User Authentication Mode and other Deployment Settings (SETUP > DEPLOYMENT SETTINGS).

Below this box, a yellow trapezoidal shape partially obscures the content. At the bottom, a smaller yellow box contains a duplicate of the notification text and instructions.

2 Where? ... do I check enrollment settings?

Setup > Settings > Device Enrollment Settings > Advanced –
Device platforms allowed to enroll

IBM MaaS360 | With Watson

Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS SETUP

Settings

History Save

Device Enrollment Settings

- Basic
- Advanced**
- Enrollment Programs
- User Settings
- App Settings
- Doc Settings
- Administrator Settings

Unified Enrollment Flow

- ☐ Enroll On Behalf Of
- ☐ Corporate Usage Policy

Device Platforms allowed to enroll

- ☒ iPhone ☒ iPad ☒ iPod ☒ Android ☒ macOS (10.7.4 and above only) ☐ BlackBerry ☒ Windows Phone ☒ Windows Mobile
- ☒ Windows PCs and Tablets

Limit devices

- ☐ By User: Maximum number of activated or enrolled devices allowed per user. Applies to all device types.

Advanced Management for Apple Devices

- ☒ Setup Supervised Devices using Apple Configurator

Cookie Preferences

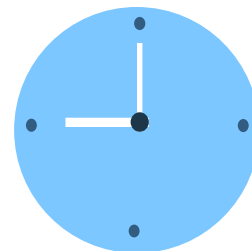
3 Why? ... do I need to pay attention to this?

- Failure to renew the certificate in time can result in:
 - Loss of management control over devices
 - Loss of business control over data and settings



Why should I renew the Company Hub Cert?

- To continue managing these devices
- To manage them after the expiry date
- If you won't get these devices replaced in time



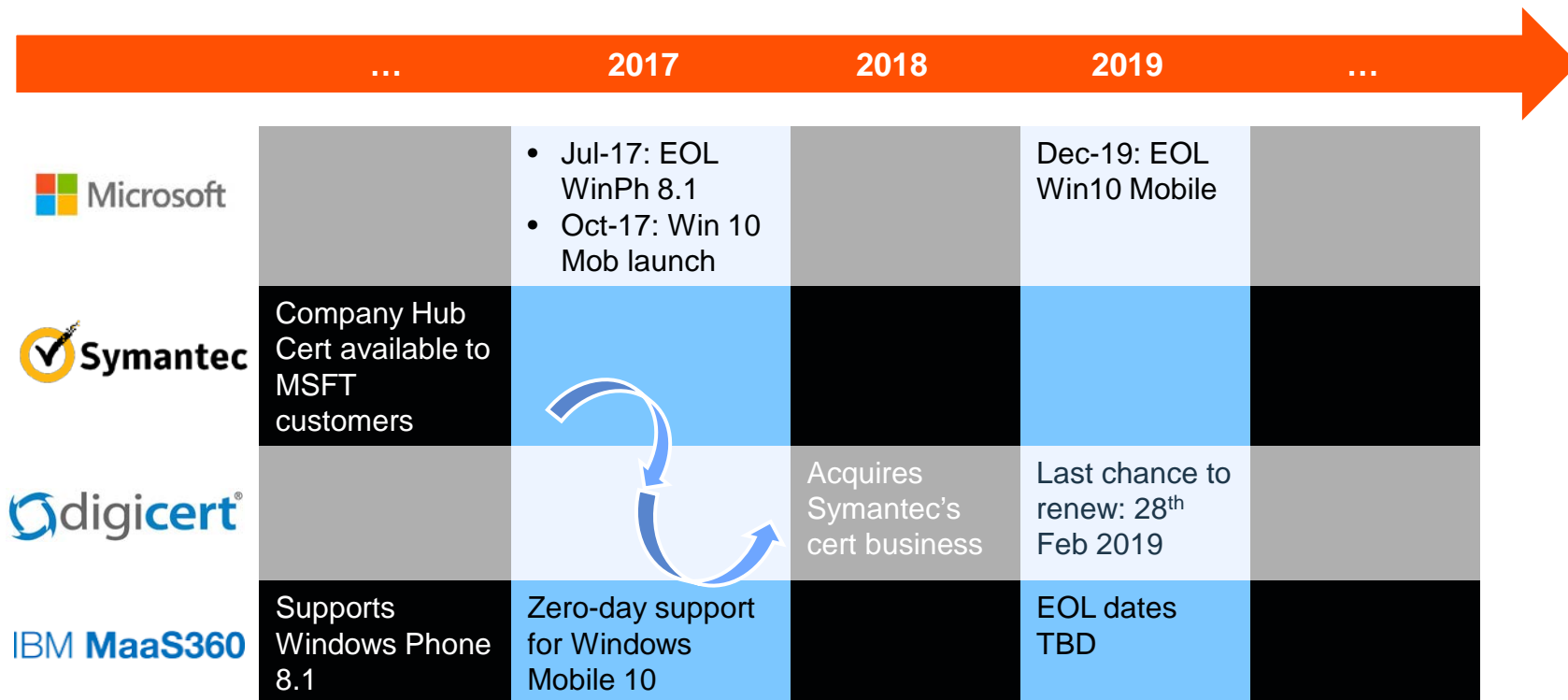
- Paid when you purchased from Symantec
- Symantec has sold the capability to DigiCert ®
- DigiCert ® has decided to end this capability
- This is a 3rd party contract
- You cannot purchase this certificate through IBM



Why can't I just let the certificate expire?

- Because after it expires, you have no control over settings or data on devices

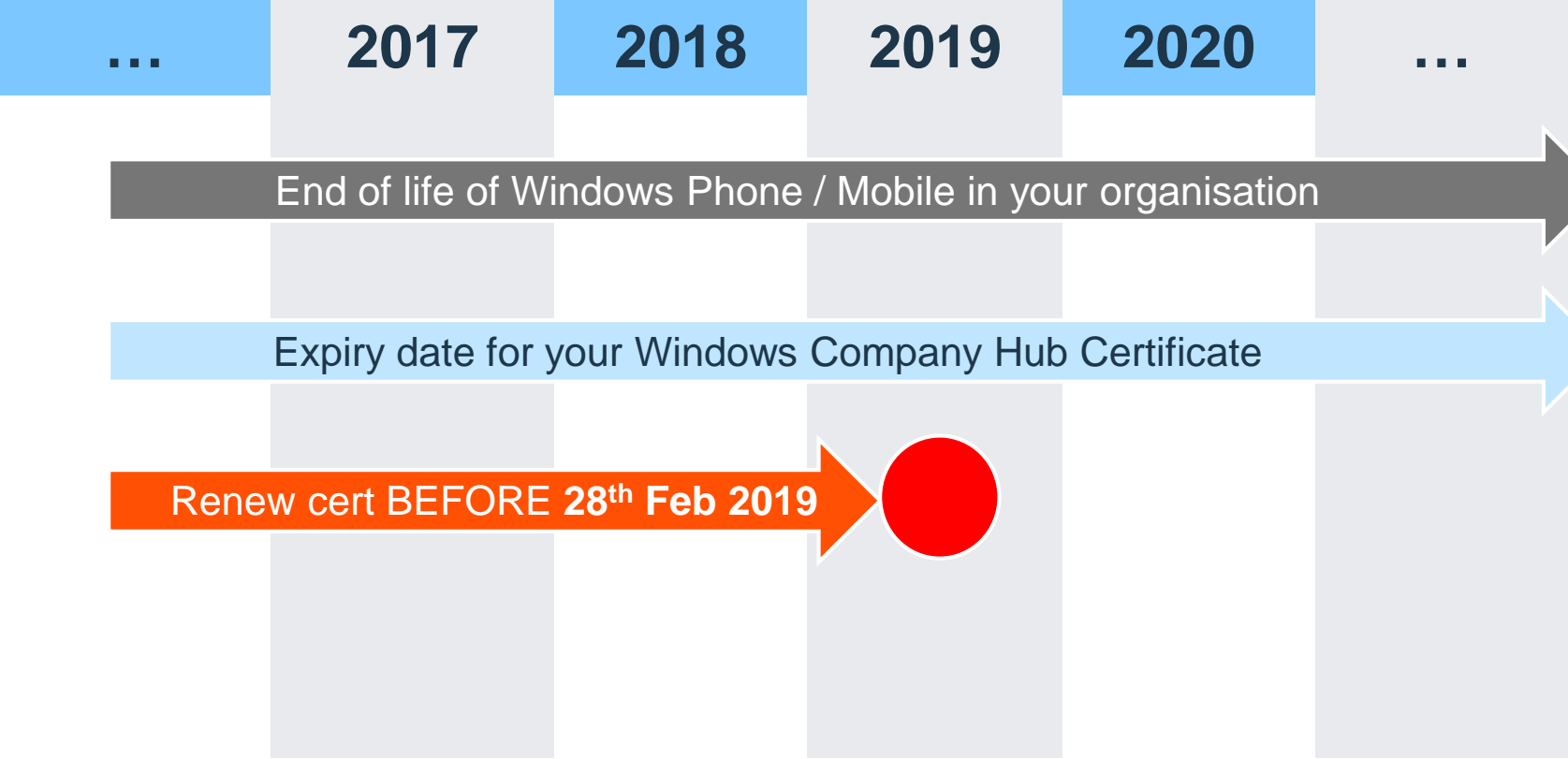
4 When? ... are important milestones happening?



4

When?

By when do I need to take action?



5 Who? ... in my organisation needs to take action?

Who	What	When
IT Mgmt / CIO	Confirm future of Windows Phone / Windows Mobile in your organisation	In the near future
MaaS360 Administrator	<ol style="list-style-type: none">1. Check device requirements2. Renew certificate3. Plan for device replacement	
Purchasing / Finance	<ul style="list-style-type: none">- Purchase renewed certificate- Purchase replacement devices	
Users	<ul style="list-style-type: none">- Communicate time frames to users- Remove MDM control from (old) device- (BYOD) replace device with alternative- Enroll new devices	

6 What's next? Checklist

Item	Detail	Status
1. Verify...	Certificate expiry date	
	No. of Windows Phone / Windows Mobile enrolled	
2. Ask ...	Are these devices still necessary?	
3. Decide ...	Whether to renew the certificate	
	➤ Not renew: No need for devices / all removed already ➤ Renew: Need to manage devices for longer	
4. Obtain approval ...	- For renewal of certificate	
	- For continued use of these devices	
	- Budget for certificate renewal	
	- Agreement for fleet replacement going forward	

6

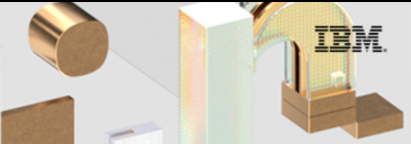
What's next? Talk to us!

Community Day

Monday, Feb. 11, 2019

San Francisco, CA

think 2019



MaaS360

⚙ Settings

Group Home

Discussion 100

Library 35

Blogs 17

Events 3

Members 307

Welcome! Connect with like-minded people that are passionate about our MaaS360 solutions. Please also access our [MaaS360 support forum](#).

MaaS360 Resources

- [MaaS360 Support Home](#)
 - [IBM MaaS360 Support Forum](#)
 - [IBM MaaS360 Login](#)
 - [IBM Security Request for Enhancement Community](#)
 - [IBM Security Product Notifications Subscription](#)
- [IBM MaaS360 developerWorks](#)
 - [IBM MaaS360 Knowledge Center](#)
 - [IBM MaaS360 Security Learning Academy](#)
 - [MaaS360 DevCenter](#)

<https://community.ibm.com/security>

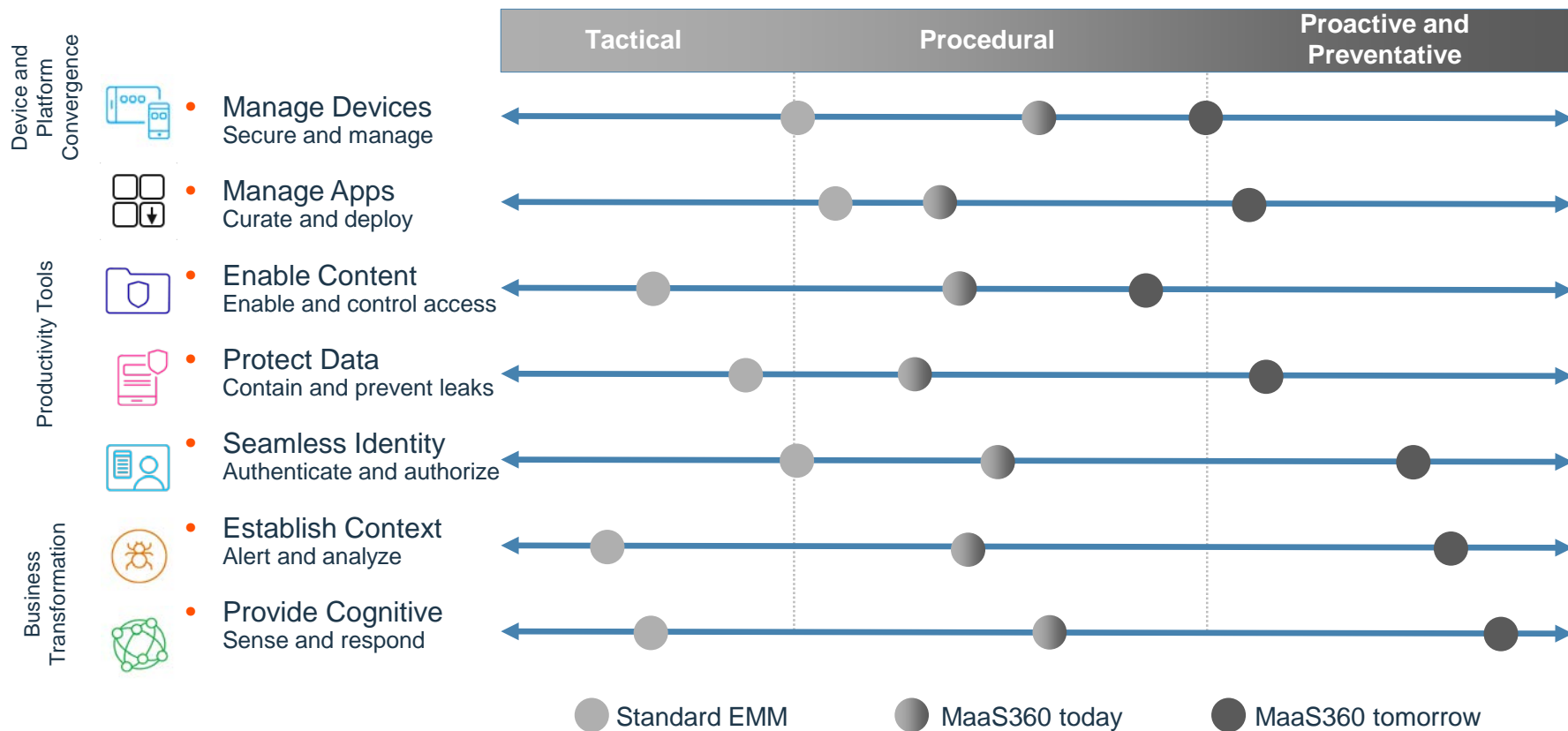


Business Update

#didyounow



The Evolving Needs of End-User Computing



IBM MaaS360 Insights Advisor

Powered by **IBM Watson**

A cognitive engine to improve Mobility Lead's efficiency by providing contextual best practices, productivity improvement opportunities and emerging threat alerts

- Highlight Risks
- Alert on Best Practices & better opportunities
- Take Actions



MaaS360 Insights

- Information: Security Vulnerabilities found in Windows 10**
Devices with Windows 10 could allow an attacker to compromise current user context and run arbitrary code via compromised websites or websites that host user-provided content and advertisements...
[Learn more](#)
- Information: MaaS360 announces new features in 10.59 release on Feb 3, 2017**
As a part of the recent cloud release, MaaS360 announces new features like Windows 10 MDM enhancements, bulk enrollments by admins on behalf of users, enhanced app config community integration, VPP workflow optimization and new macOS policies. Click the link for more details....
[Learn more](#)
- Risk Exposure: 4 of your devices have iOS 9.3.4 or lower making them vulnerable to the Trident Exploit (CVE-2016-4656) for jailbreak**
Users can install unmanaged apps or visit a malicious website that can corrupt the device and intercept communications including email....
[Learn more](#) [What do I do?](#)
- Risk Exposure: Security Vulnerabilities found in iOS 10.2 on 5 devices**
Apple iOS 10.2 could allow a local attacker to gain elevated privileges on the system, caused by a memory corruption issue that can corrupt the device...
[Learn more](#) [What do I do?](#)
- Information: MaaS360 Insights Advisor and Mobile Metrics is now available and enabled for your account**
MaaS360 Insights Advisor is a cognitive engine to advise administrators on contextual best practices and emerging threats. Mobile Metrics is the industry's first mobile benchmarking tool that allows you to compare your EMM deployment against industry vertical and the MaaS360 community....
[Learn more](#)
- Opportunity: Manage your corporate owned iOS devices through DEP**
Manage your Corporate Owned iOS devices with greater control and tighter security through Apple's Device Enrollment Program. DEP allows for Supervised app compliance, which allows admins to actually hide apps on the devices, displaying only approved or managed applications....
[Learn more](#)

How it Works

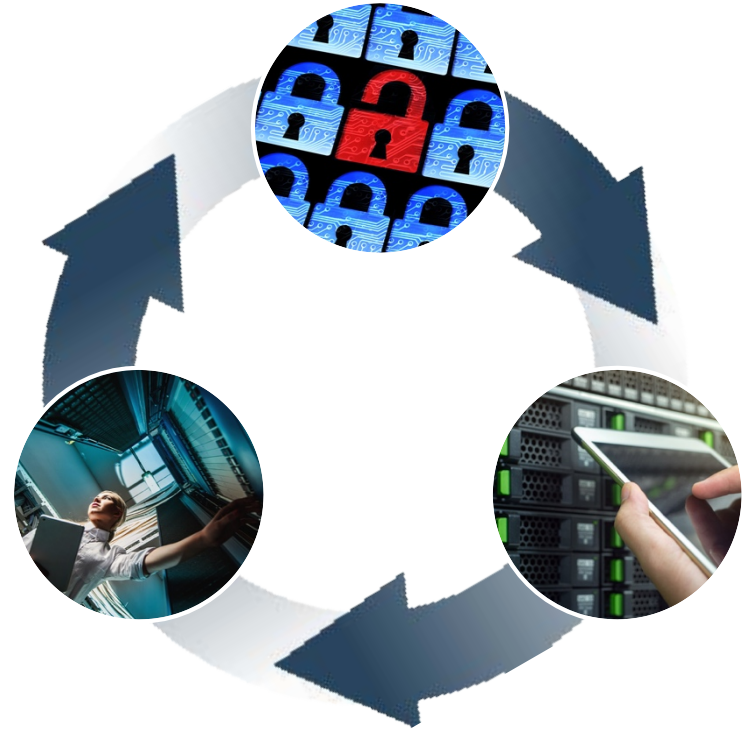
- Data Sources: MaaS360 Data captured from Device and aggregated for Customer & Community; Third Party Sources – Structured & Unstructured
- Insights Generation: **Watson Enabled** + **MaaS360 Mobility Experts**

User Risk based Compliance

Monitor, Identify, Comply..

• Trends/Challenges

- Currently endpoint security and compliance is device centric
- Device based approach limits admin's visibility into risky behaviors/patterns in the organization and the ability to detect advanced threats
- Flexible compliance management based on user's role and device usage pattern




Monitor User & Device Health

User Risk based Compliance:

Monitor, Identify, Comply..

Violations	Explanation	Associated Devices
EULA Compliance	For an active device with latest EULA not accepted	37
Last Reported	Devices which are not reported from 30 days	32
Compliance	Devices with Out of Compliance events	25

My Advisor 



All



Last 180 Days



Risk Exposure: 15 Users identified with Risk Score greater than 4 in the last 7 days



15 Users have been identified with a risk score of greater than 4 in the last 7 days. Users with a high risk score pose higher risk to the organization and will require compliance actions taken on them till they improve their risk scores.

[Learn more](#)



Identify Insights based on Risk Trends

- Based on risks allow admins to identify risky users in the organization
- Identify top trending violations in the organization
- Generate insights based on changes to organization / user risk profile

Device Enrollment Settings

User Settings

App Settings

Administrator Settings

Basic

Advanced

Analytics

Risk based Compliance Management

☒ User Risk Score Compliance

This setting enables the admin to block entitlements like enrollments based on user risk score configured.

Entitlements*

Enrollments

Greater Than

4

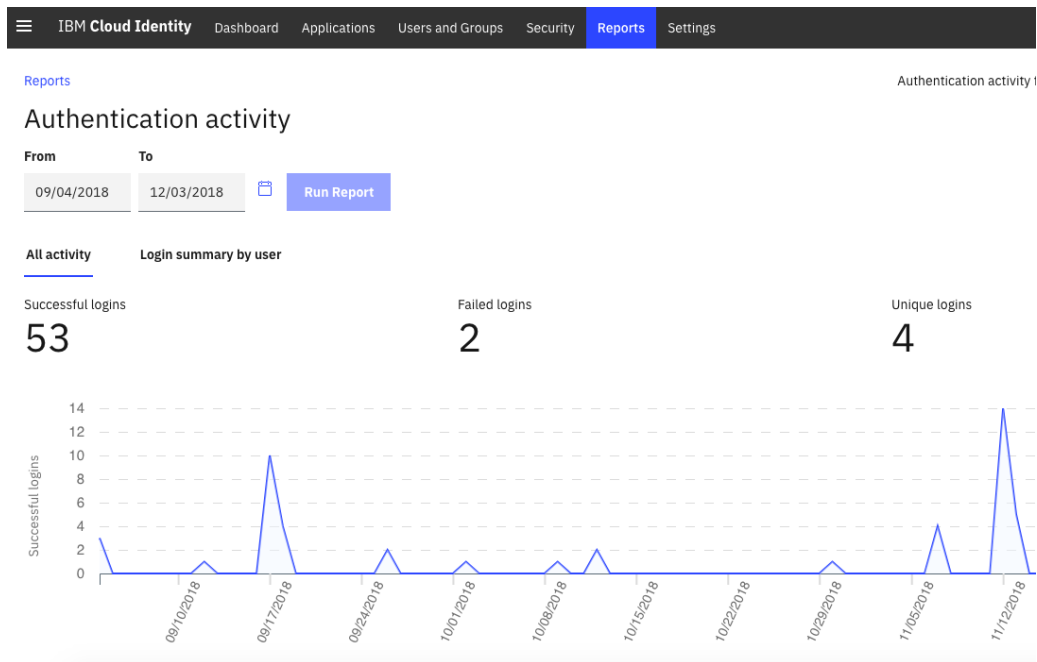
Enforce Compliance

- Block entitlements based on user risk score
- Allow granular controls on entitlements
- Apply to all/risky devices of the user

Username	Risk Score	Full Name	Domain	Email Address
1_1_강남직영점 View Add Device Change Policy More...	 4.2	1_1_강남직영점_사용자	ibmdz	mmmin@gsretail.com
aa336370 View Add Device Change Policy More...	 3.4	User1-Steve	Finance.	-
abanks001 View Add Device Change Policy More...	 4.5	aaron banks	instantmdm5.com	hendrik.jansevanrensburg@gmail.com
abrusr01 View Add Device Change Policy More...	 4.8	-	AABWINSVTST-01	-
acapasso View Add Device Change Policy More...	 1.6	Andrea Capasso	instantmdm5.com	ACapasso@instantmdm5.com

Identity Management

- IBM Cloud Identity support for Windows 10
- Support for sync'ing additional AD/LDAP attributes to CI
- Push Authentication “Passwordless” experience support with IBM Verify



IBM Cloud Identity Dashboard: Security

Authentication Factors

Enable the authentication factors that users can use to sign in to the target applications.

- ☒ Email One-Time Password
- ☒ SMS One-Time Password
- ☒ Time-Based One-Time Password (For API clients only)

Hash Algorithm: HMAC-SHA-1

Generation Interval (seconds)*: 30

Skew Intervals*: 1

Secret Key URL*: otpauth://totp/CloudIdentity:@USER_NAME@?secret=@SECRET,

One Time Use: Off ☒ On

☒ IBM Verify Authentication

User Presence: Off ☒ On

Supported Algorithms:

- ☒ RSA-SHA-256
- ☒ RSA-SHA-512

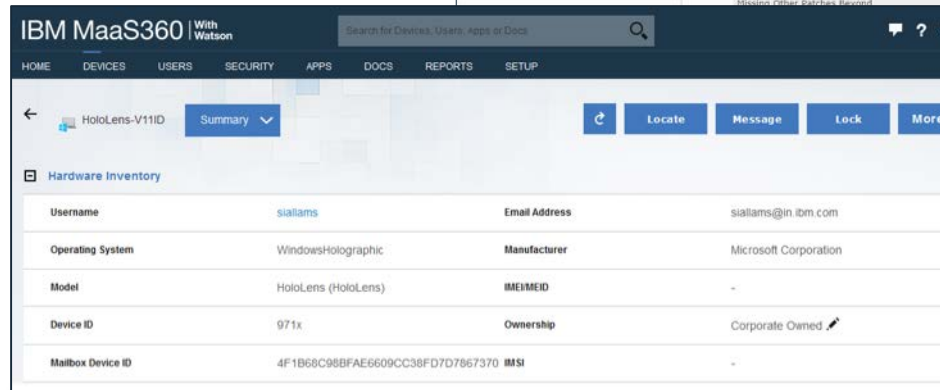
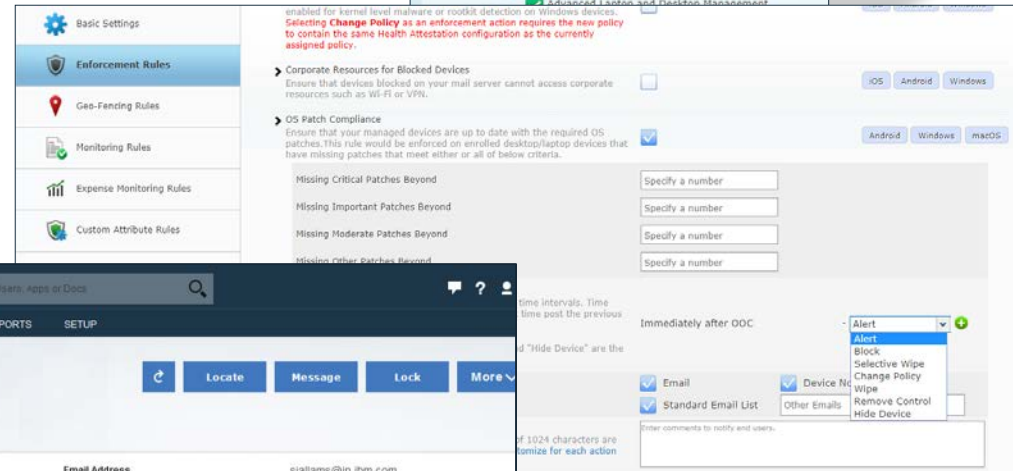
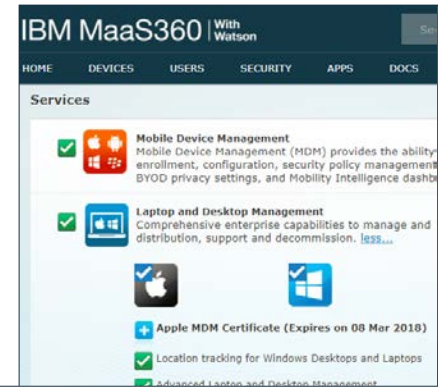
Continuing the investment in UEM

2018 Key Additions

- Day 0 OS Support for core platforms
- HoloLens and Surface Hub support
- Chromebook support
- Security baselines via GPO
- Conditional Access for Azure
- Windows 10 Bulk Provisioning Tool
- Location-based policy performance enhancements and support for Windows and Mac

Coming Soon

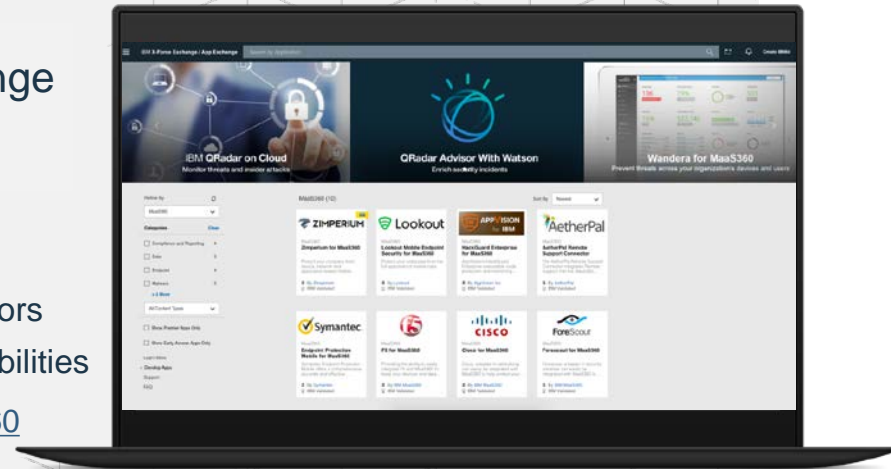
- RedHat
- Additional CMT platform integrations



IBM MaaS360 with Watson Partner Ecosystem

Partner Ecosystem for Unified Endpoint Management

- MaaS360 on IBM Security App Exchange
- Expanded, simplified partner program
- For customers:
 - IBM-certified partner apps
 - Find, download, utilize
 - <https://exchange.xforce.ibmcloud.com/hub/MaaS360>
- For partners:
 - Pre-built connectors
 - Plug & play capabilities





THANK YOU

FOLLOW US ON:

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Statement of Good Security Practices: IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated or misused or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service or security measure can be completely effective in preventing improper use or access. IBM systems, products and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM does not warrant that any systems, products or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.



APPENDIX

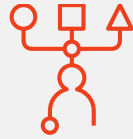
Copyright, Trademarks
Getting help
Resources
Documentation



IBM MaaS360 with Watson cognitive UEM

Trusted Advisor

Augmented intelligence and cognitive computing



Actionable insights



Contextual analytics

Apps and content



Apps



Content



Data



Identity



Threats



Connectivity

Devices and things



Smartphones



Tablets



Laptops



Wearables



Internet of Things

Copyright and Trade Marks

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- Windows Phone, Windows Mobile are registered trademarks of Microsoft, Inc.
- Other names may be trademarks of their respective owners.

Brand names / Trademark sites

Microsoft

<https://www.microsoft.com/en-us/legal/intellectualproperty/trademarks/en-us.aspx>

DigiCert

https://www.DigiCert.com/wp-content/uploads/2017/05/DigiCert_®TrademarkUsageGuidelines_5-10-17.pdf

Symantec

<https://www.symantec.com/about/legal/trademark>

IBM MaaS360 – Get Support

Directly from your MaaS360 portal

The screenshot displays the IBM MaaS360 portal interface. At the top, a dark blue header contains the 'IBM MaaS360 With Watson' logo, a search bar with the placeholder 'Search for Devices, Users, Apps or Docs', and user navigation links including a help icon, 'My Groups', and a profile icon. Below the header is a navigation menu with links for HOME, DEVICES, USERS, SECURITY, APPS, DOCS, EXPENSE, REPORTS, and SETUP. The main content area features three sections on the left: 'Popular Support Pages', 'Primary Support Pages', and 'Contact Support'. On the right, a dropdown menu is open, listing various support resources. Three large orange arrows point from the dropdown menu items to the corresponding sections on the left: 'Popular Support Pages' points to the 'Popular Support Pages' section, 'Primary Support Pages' points to the 'Primary Support Pages' section, and 'Contact Support' points to the 'Contact Support' section.

IBM MaaS360 With Watson Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS SETUP

Popular Support Pages

- Get Help for Current Page
- Popular Support Pages
- iOS Enrollment Guide
- Android Enrollment Guide
- Windows 10 Enrollment Guide
- Apple MDM Certificate Configuration (APNS)
- Apple Device Enrollment Program (DEP)
- Apple Volume Purchase Program (VPP)
- Cloud Extender Installation Guide
- Creating Users and Groups
- Using the App Catalog

Primary Support Pages

- Knowledge Center Home Page
- Getting Started Video (English)
- Training Videos (English)
- New Releases and Features
- Contact Support
- Chat Now
- Engage Professional Services

Contact Support

IBM MaaS360 – Get more, do more

Directly from your MaaS360 portal

The screenshot displays the IBM MaaS360 portal interface. At the top, there is a navigation bar with the IBM MaaS360 logo, a search bar, and user account information. Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'My Alert Center' section showing a grid of alerts. The alerts include: 'Android pre-8.0 OS', 'Older Versions', 'Android risks', 'Malware detected', 'Samsung devices', 'Inactive 7 days +', 'Jailbroken / Rooted', 'Risky apps', and 'New approved location'. On the right, there is a 'My Activity Feed' section. Below the alerts, there is a 'My Advisor' section with a 'Risk Exposure: Deprecation of Google Cloud Messaging (GCM) and movement to FCM (Firebase Cloud Messaging)' notification. An orange arrow points from a red-bordered box around the 'What's New' link in the footer to the risk exposure notification. The footer contains links for 'What's New', 'Feedback for UI', and 'Cookie Preferences'.

IBM MaaS360 | With Watson

Search for Devices, Users, Apps or Docs

HOME DEVICES USERS SECURITY APPS DOCS EXPENSE REPORTS SETUP

My Alert Center

Last Analyzed: Thursday, February 7, 2019 10:55:38 AM GMT

0 Android pre-8.0 OS

0 Malware detected

0 Jailbroken / Rooted

0 Older Versions

0 Samsung devices

0 Risky apps

0 Android risks

13 Inactive 7 days +

0 New approved location

Devices + 13

Users + 113

My Activity Feed

Show All

GMT | What's New | Feed

My Advisor

Risk Exposure: Deprecation of Google Cloud Messaging (GCM) and movement to FCM (Firebase Cloud Messaging)

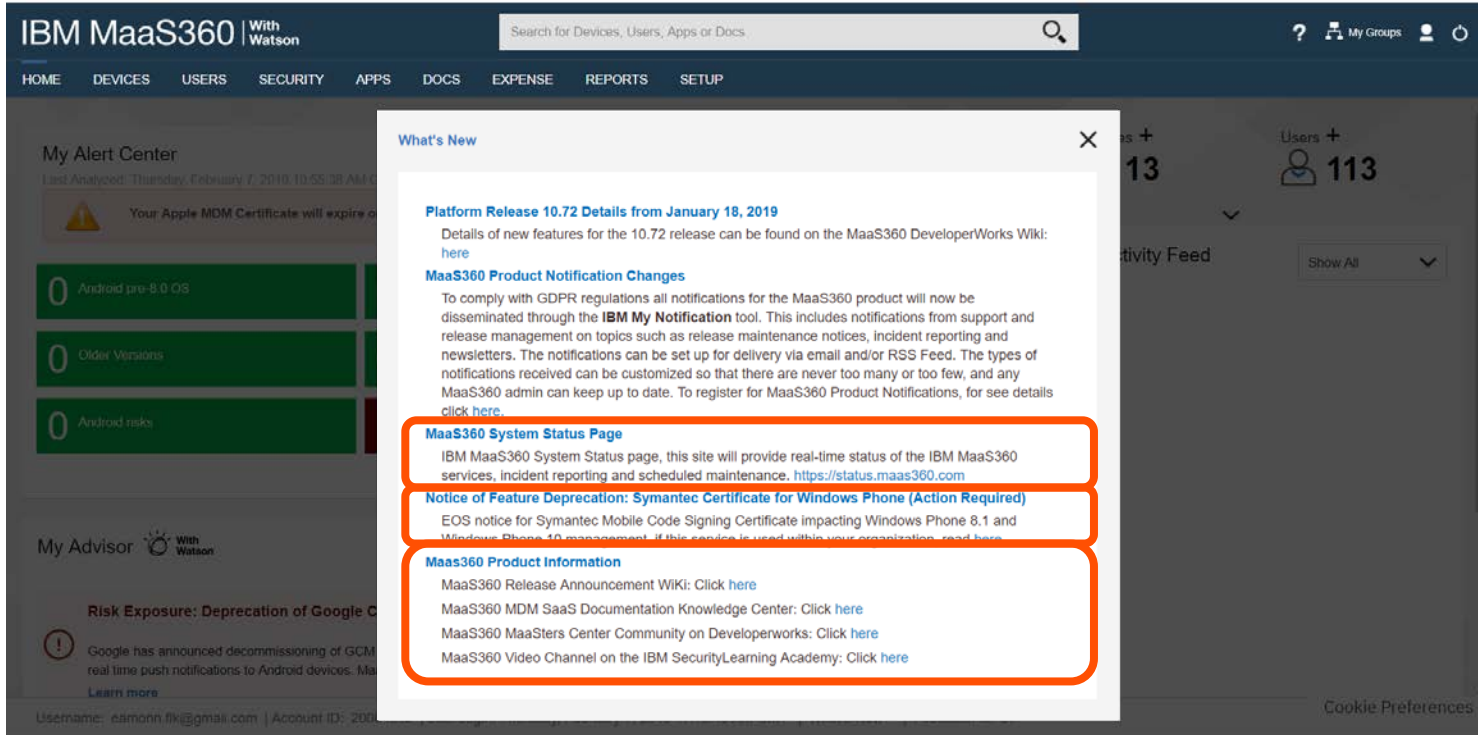
Google has announced decommissioning of GCM on April 11, 2019. EMM vendors are mandated to move to Firebase Cloud Messaging (FCM) for providing real time push notifications to Android devices. MaaS360 supports FCM from MaaS360 Android agent version 6.50 onwards.

Learn more

Username: | Account ID: | Last Login: Thursday, February 7, 2019 11:15:48 AM GMT | What's New | Feedback for UI

Cookie Preferences

IBM MaaS360 – Get more, do more Directly from your MaaS360 portal



Supporting documentation: IBM

Setting up the Symantec Company Hub for MaaS360

https://www.ibm.com/support/knowledgecenter/SS8H2S/com.ibm.mc.doc/pag_source/concepts/pag_setup_upload_winphone_certificate.htm

Managing Windows devices with MaaS360 UEM

<https://www.ibm.com/security/mobile/maas360/windows-management>

Blog on Windows Device Management with MaaS360

<https://securityintelligence.com/windows-device-management-from-xp-to-10-and-everything-in-between/>

Training course on IBM Security Learning Academy: Windows 10 UEM enrollment

<https://www.securitylearningacademy.com/course/view.php?id=698>

Understanding platform messages (notification of certificates about to expire)

https://www.ibm.com/support/knowledgecenter/en/SS8H2S/com.ibm.mc.doc/pag_source/concepts/pag_platform_messages.htm

Uploading the Windows Phone Company Hub certificate

https://www.ibm.com/support/knowledgecenter/en/SS8H2S/com.ibm.mc.doc/pag_source/concepts/pag_setup_upload_winphone_certificate.htm

Locating the services page in MaaS360 portal to manage certificates

https://www.ibm.com/support/knowledgecenter/en/SS8H2S/com.ibm.mc.doc/pag_source/tasks/pag_setup_services.htm

Enroll Windows devices in MaaS360

https://www.ibm.com/support/knowledgecenter/en/SS8H2S/com.ibm.mc.doc/concepts/mc_winphone_container.htm

Supporting documentation: Microsoft

Microsoft End-of-life for Windows Phone 8.1

<https://support.microsoft.com/en-nz/help/4036480/windows-phone-8-1-end-of-support-faq>

Microsoft End-of-life for Windows Mobile 10

<https://support.microsoft.com/en-us/help/4316957/products-reaching-end-of-support-for-2019>

Full version table for all 'flavours' or editions of Windows 10

<https://www.microsoft.com/en-us/windowsforbusiness/compare>

Windows 10 Mobile Specifications and Systems Requirements

<https://www.microsoft.com/en-ie/windows/windows-10-mobile-specifications#primaryR3>

Microsoft Windows 10 Mobile upgrades

<https://www.microsoft.com/en-ie/windows/windows-10-mobile-upgrade>

Microsoft policy on platform life-cycles

<https://support.microsoft.com/en-us/help/18403/lifecycle-faq-device-operating-systems>

Supporting documentation: Company Hub Cert

Discussion around whether the Company Hub / Symantec Certificate is required

<https://social.msdn.microsoft.com/Forums/en-US/f8864317-231c-4c5d-abcf-e962265d4cd7/company-hub-symantec-certificate-the-only-option?forum=wpsubmit>

Microsoft document on FAQ's relating to Windows Phone Company Hub apps

<https://blogs.msdn.microsoft.com/wsdevsol/2014/04/21/frequently-asked-questions-about-windows-phone-company-hub-apps/>

Supporting documentation: Symantec / DigiCert ®

Website for renewal of Symantec Company Hub certificate

<https://products.websecurity.symantec.com/orders/enrollment/microsoftCert.do>