

VMware Enterprise Systems Connector Guide for SaaS Customers

ACC Installation and Integration for SaaS

AirWatch v9.3

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Chapter 1:

Overview

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VMware Enterprise Systems Connector System Requirements (SaaS)

To deploy VMware Enterprise Systems Connector as part of a SaaS deployment, ensure your system meets the necessary requirements.

Hardware Requirements

Use the following requirements as a basis for creating your VMware Enterprise Systems Connector server, which can be a VM or physical server.

Number of Users	1,000 to 10,000	10,000 to 25,000	25,000 to 50,000	50,000 to 100,000
ACC Requirements				
CPU Cores	2 CPU cores	2 load-balanced servers with 2 CPU cores	2 load-balanced servers with 2 CPU cores	3 load-balanced servers with 2 CPU cores
RAM	4 GB	4 GB each	4 GB each	8 GB each
Disk Space	50 GB	50 GB each	50 GB each	50 GB each
The VMware Identity Manager Connector component has the following additional requirements. If you are installing both the ACC and VMware Identity Manager Connector components, add these requirements to the ACC requirements.				
VMware Identity Manager Connector Requirements				
CPU Cores	2 load-balanced servers with 4 CPU Cores			
RAM	6 GB each	8 GB each	16 GB each	16 GB each
Disk Space	50 GB each	50 GB each	50 GB each	50 GB each

Notes:

- VMware Enterprise Systems Connector traffic is automatically load-balanced by the AWCM component. It does not require a separate load balancer. Multiple VMware Enterprise Systems Connectors in the same organization group that connect to the same AWCM server for high availability can all expect to receive traffic (a live-live configuration). How traffic is routed is determined by AWCM and depends on the current load.
- CPU Cores should each be 2.0 GHz or higher. An Intel processor is required.
- Disk Space requirements include: 1 GB disk space for the VMware Enterprise Systems Connector application, Windows OS, and .NET runtime. Additional disk space is allocated for logging.

Software Requirements

Ensure your VMware Enterprise Systems Connector server meets all the following software requirements.

Status Checklist	Requirement	Notes
	Windows Server 2008 R2 or Windows Server 2012 or Windows Server 2012 R2	
	Install PowerShell on the server	PowerShell version 3.0+ is required if you are deploying the PowerShell MEM-direct model for email. To check your version, open PowerShell and run the command <code>\$PSVersionTable</code> .
	Install .NET Framework 4.6.2	The VMware Enterprise Systems Connector auto-update feature will not function correctly until your VMware Enterprise Systems Connector server is updated to .NET Framework 4.6.2. The VMware Enterprise Systems Connector auto-update feature will not update the .NET Framework automatically. Please install .NET 4.6.2 manually on the VMware Enterprise Systems Connector server before performing an upgrade.

General Requirements

Ensure your VMware Enterprise Systems Connector is set up with the following general requirements to ensure a successful installation.

Status Checklist	Requirement	Notes
	Ensure that you have remote access to the servers that AirWatch is installed on	AirWatch recommends setting up Remote Desktop Connection Manager for multiple server management, you can download the installer from https://www.microsoft.com/en-us/download/details.aspx?id=44989 Typically, installations are performed remotely over a web meeting or screen share that an AirWatch consultant provides. Some customers also provide AirWatch with VPN credentials to directly access the environment as well.
	Installation of Notepad++ (Recommended)	AirWatch recommends setting up Notepad++.
	Services accounts for authentication to backend systems	Validate AD connectivity method using LDP.exe tool (See http://www.computerperformance.co.uk/ScriptsGuy/ldp.zip) LDAP, BES, PowerShell, etc.

Network Requirements

For configuring the ports listed below, all traffic is uni-directional (outbound) from the source component to the destination component.

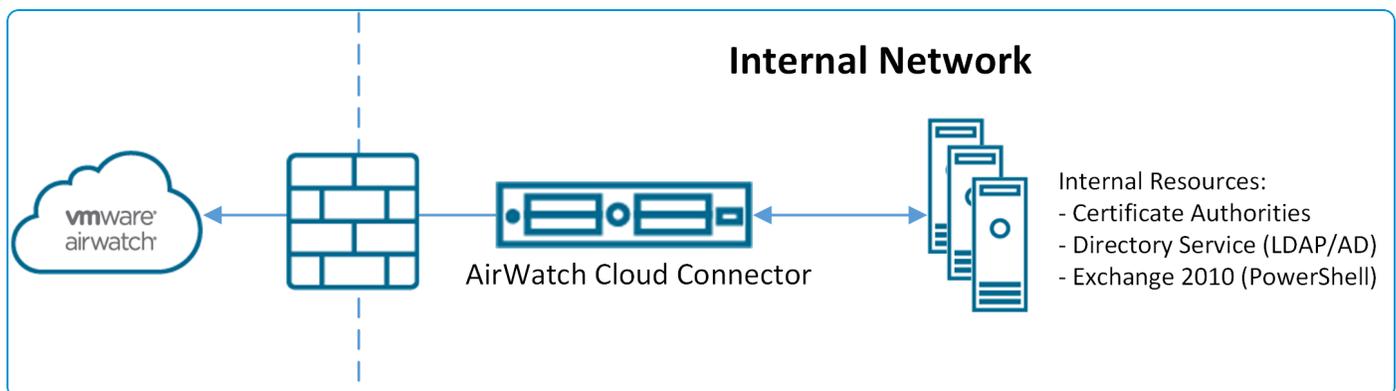
An outbound proxy or any other connection management software or hardware must not terminate or reject the outbound connection from the VMware Enterprise Systems Connector. The outbound connection required for use by VMware Enterprise Systems Connector must remain open at all times.

Source Component	Destination Component	Protocol	Port	Verification
VMware Enterprise Systems Connector Server	AirWatch AWCN For example: (https://awcm274.awmdm.com)	HTTPS	443	Verify by entering https://awcmXXX.awmdm.com/awcm/status and ensure there is no certificate trust error. (Replace 'XXX' with the same number as used in your environment URL, for example, '100' for cn100.)
VMware Enterprise Systems Connector Server	AirWatch Console For example: (https://cn274.awmdm.com)	HTTP or HTTPS	80 or 443	Verify by entering https://cnXXX.awmdm.com and ensure there is no certificate trust error. (Replace 'XXX' with the same number as used in your environment URL, for example, '100' for cn100.) If auto-update is enabled, VMware Enterprise Systems Connector must be able to query AirWatch Console for updates using port 443.
VMware Enterprise Systems Connector Server	AirWatch API For example: (https://as274.awmdm.com)	HTTPS	443	Verify by entering https://asXXX.awmdm.com/api/help and ensure you are prompted for credentials. (Replace 'XXX' with the same number as used in your environment URL, for example, '100' for cn100.) VMware Enterprise Systems Connector to API access is required for the proper functioning of the AirWatch Diagnostics service.
VMware Enterprise Systems Connector Server	CRL: http://csc3-2010-crl.verisign.com/CSC3-2010.crl	HTTP	80	For various services to function properly
Optional Integrations				
VMware Enterprise Systems Connector Server	Internal SMTP	SMTP	25	
VMware Enterprise Systems Connector Server	Internal LDAP	LDAP or LDAPS	389, 636, 3268, or 3269	

Source Component	Destination Component	Protocol	Port	Verification
VMware Enterprise Systems Connector Server	Internal SCEP	HTTP or HTTPS	80 or 443	
VMware Enterprise Systems Connector Server	Internal ADCS	DCOM	135, 1025-5000, 49152-65535	
VMware Enterprise Systems Connector Server	Internal BES	HTTP or HTTPS	80 or 443	
VMware Enterprise Systems Connector Server	Internal Exchange 2010 or higher	HTTP or HTTPS	80 or 443	

VMware Enterprise Systems Connector SaaS Deployment Model

In a SaaS deployment model, the VMware Enterprise Systems Connector resides in your internal network and integrates with your internal systems, allowing AirWatch to leverage them for various functionality (e.g. certificates, directory services).



Accessing Other Documents

While reading this documentation you may encounter references to documents that are not included here.

The quickest and easiest way to find a particular document is to navigate to https://my.air-watch.com/help/9.2/en/Content/Release_Notes/Doc_List_PDFs.htm and search for the document you need. Each release-specific document has a link to its PDF copy on AirWatch Resources.

Alternatively, you can navigate to AirWatch Resources on myAirWatch (resources.air-watch.com) and search. When searching for documentation on Resources, be sure to select your AirWatch version. You can use the filters to sort by PDF file type and AirWatch v9.3.