

VMware AirWatch Integration with Palo Alto Networks WildFire

Integrate your application reputation service with AirWatch

Multiple AirWatch versions

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Chapter 1:

Overview

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Introduction to VMware AirWatch Integration With Palo Alto Networks WildFire

VMware AirWatch integrates with Palo Alto Networks WildFire so that you can send unmanaged applications from AirWatch to your app scanning service. App reputation services scan network data, including applications, for vulnerabilities and threats to prevent and block malicious attacks to enterprise networks.

Benefits of integration include consolidating systems in your mobile network and adding a layer of security to unmanaged applications that are used on devices enrolled in AirWatch.

Communication Systems Between Palo Alto Network WildFire and VMware AirWatch

Palo Alto Networks WildFire is a firewall that analyzes network traffic, including applications, using the SHA-256 hash calculator. If you use Palo Alto Networks WildFire as a firewall, it integrates with AirWatch using scheduled communications with the SHA-256 hash calculator to transfer data.

The integration includes these schedulers and communication interactions.

- AirWatch sends application hashes on schedule using the AirWatch Agent for Android on devices and the AirWatch Integration Service.
- WildFire responds with three verdicts: malware, grayware, and benign.
- AirWatch creates two blacklisted app groups using malware and grayware verdicts. It records benign verdicts and does not resend hashes for benign applications.
- AirWatch calls to WildFire are synchronous and responses are immediate.
- Integration uses port 443 for communication.

Note: Integrating with other products offers convenience and flexibility to help manage mobile deployments. However, functionality is not guaranteed and it depends upon the proper functioning of third-party solutions.

App Scan Integration Work Flow

The App Scan Integration system includes alternating actions between AirWatch and WildFire. Actions happen in a sequence so that the system reports accurate results and AirWatch can act against threats identified by the system.

Interactions between the systems occur in the listed order.

AirWatch Pre-requisites	Configure an integration admin.
1. AirWatch Actions	<ol style="list-style-type: none"> 1. Enable communication. 2. Sync either automatically with the scheduler or manually. <p>Result – AirWatch sends applications to WildFire.</p>

2. WildFire Actions	<ol style="list-style-type: none"> Analyze application hashes. Identify offending Android applications. <p>Result – WildFire sends results to AirWatch.</p>
3. AirWatch Actions	<ol style="list-style-type: none"> Creates blacklisted app groups for grayware and malware applications. Configure compliance policies to act on devices with malicious applications. <p>Result – AirWatch acts as per compliance policies on offending devices.</p>
AirWatch Troubleshooting Options	<ul style="list-style-type: none"> View console events for integration activity. Deactivate blacklisted app groups. Reset integration.

Supported Systems

App Scan Integration is available for the listed platforms, application types, and AirWatch deployments. Before configuring App Scan Integration, review the supported lists.

AirWatch integrates with the Palo Alto Networks WildFire version available as of August 2015.

Supported Operating Systems, Application Types, and AirWatch Agents

App Scan Integration is available for only **Android unmanaged applications**.

App Scan Integration works using the **AirWatch Agent for Android v5.3+**. Older agent versions do not support integration.

Supported Deployments

App Scan Integration is available for SaaS and on-premises customers.

Considerations

Review these specific components that belong to the integration of WildFire and AirWatch before you configure the system. Reviewing these components might prevent issues or help solve them.

Blacklisted Apps Remain Blacklisted

Once an application is blacklisted in the AirWatch Console using App Scan Integration it remains blacklisted unless you take action.

- Deactivate the blacklisted app group that includes the application.
- Reset the integration.

Consider how restrictive your WildFire rules are before performing an app reputation scan and edit rules as necessary.

Application Hashes, Application Versions, and Application Package Names

Although WildFire works with application hashes, AirWatch app groups use the application package ID. The use of different components for analysis and management introduces the possibility to have an application version blacklisted in AirWatch while WildFire considers a newer version benign. The new version remains blacklisted in AirWatch due to its unchanged application package ID.

Customer Type Organization Group

You must configure App Scan Integration using a **Customer** type organization group. Integration does not work using any other type of organization group.

Android Application Control Profile and Blacklists

The blacklisted app groups created by this integration are not available to use in the Android application control profile. For information on this profile, see the **AirWatch Android Platform Guide** available through the [AirWatch Resources](#) page on myAirWatch.

Chapter 2:

Pre-Requirement Steps

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Custom Admin Role for App Scan Integration

Create a special admin user with restrictive roles to manage the integration. Special roles help to separate configurations and changes made for integration, so that they do not affect other areas of your AirWatch deployment.

You want this custom admin role to access the **Third Party Integration** page and to add or make edits to app groups. Give integration admins these abilities by adding a custom admin role with the listed categories, also known as permissions.

If you do not want to create an integration admin, ensure that the appointed admin user has the listed categories.

Configure an Integration Admin

Create an integration admin using these steps.

1. Ensure that you are in the desired organization group that is a **Customer** type.
2. Navigate to **Accounts > Administrators > Roles** and select **Add Role**.
3. Complete the following settings and add the following permissions.

Settings	Description
Name	Enter the Name of the role. For example, enter <App Scan Vendor> Admin .
Description	Enter a description of the custom admin role.
Categories	Select the following categories so the custom admin can manage the integration for any vendor. <ul style="list-style-type: none"> • Apps & Books > Application Groups > Application Group Update Active Status (Edit) • Apps & Books > Application Groups > Application Group Add Item (Edit) • Apps & Books > Application Groups > Application Group Edit Item (Edit) • Apps & Books > Application Groups > Application Group View (Read) • Settings > Apps > Catalog > Third Party App Scanning (Edit) • Settings > Apps > Catalog > App Scan (Read)

Chapter 3:

Enable Integration, Sync, and Access Results

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Enable Integration

Add your Palo Alto Networks WildFire information to the AirWatch Console so that the two systems can share applications and scan results.

Enable communication with these steps.

1. Ensure that you are in the desired organization group that is a **Customer** type.
2. Navigate to **Groups & Settings > All Settings > Apps > App Scan > Third Party Integration**.
3. Configure the settings.

Setting	Description
Enable Third Party App Scan Analysis	Select to enable communication between AirWatch and the App Scan Vendor and to display available options on the page.
Choose App Scan Vendor	Select the applicable third-party vendor.

4. Complete the options for WildFire.

Setting	Description
WildFire API Key	Enter the key for your WildFire system so AirWatch can send application hashes directly to WildFire.

5. Use the **Test Connection** option to check that AirWatch and your service can communicate successfully.
6. Select one of the save options.

Setting	Description
Save	Saves configurations and syncs with the App Scan Vendor when the AirWatch scheduler task runs.
Sync Now	Saves configurations and begins a manual sync with the App Scan Vendor without waiting for the scheduler task to run.

Using the UI to Troubleshoot

Use the sync messages on the Third Party Integration page for quick answers to these questions.

- When was the last sync between the systems, either successful or unsuccessful?
- When is the next scheduled sync?
- Is a sync currently in progress?

Sync Options

You can manually sync the App Scan Integration system and AirWatch at any time, or let the AirWatch scheduler task sync the two systems.

The scheduler task runs every 168 hours. On-premises deployments can edit the recurrence, while SaaS environments cannot. However, both environments can initiate a manual sync.

Sync Manually

SaaS and on-premises environments can use the following steps to sync an App Scan Integration system and AirWatch.

1. Ensure that you are in the correct organization group.
2. Navigate to **Groups & Settings > All Settings > Apps > App Scan > Third Party Integration**.
3. Select the appropriate system in the **Choose App Scan Vendor** menu.
4. Select **Sync Now** to send applications to the app scanning system. AirWatch sends only those applications that have not been scanned before or that have no previous result recorded.

Edit the Scheduler Task

On-premises environments can use the following steps to change the frequency of the **Send Apps to App Scan Vendor** task.

You must have system admin credentials to perform this action.

1. Ensure that you are in the correct organization group.
2. Navigate to **Groups & Settings > All Settings > Admin > Scheduler**.
3. Locate the **Send Apps to App Scan Vendor** task and select **Edit** () from the actions menu.
4. Edit the options for **Recurrence Type** and **Range** and then **Save** your edits.

Access Results With App Groups

Use AirWatch to identify those applications that failed an app scan. AirWatch lists them in blacklisted app groups. The system prevents access to applications in blacklisted app groups for security. You can deactivate a group if you know the applications are secure for use.

The system creates app groups by platform. The number of app groups the system creates depends on the vendor and the supported platforms.

Access Blacklisted App Groups

You can identify your results by the **Created By** column on the **App Groups** page. The column labels Blacklisted App Groups created by App Scan Integration as **Palo Alto Networks WildFire**. View your WildFire scan results.

1. Ensure that you are in the correct organization group.
2. Navigate to **Apps & Books > Applications > Application Settings > App Groups**.
3. Use the **Created By** filter to sort the list by **Palo Alto Networks WildFire**.
4. Select the **Name** to view the applications included in the App Group list. This list includes the blacklisted application and its application ID.
5. Select **Edit** from the actions menu to add notes to the **Description** text box on the **Assignment** tab.
6. Select **Finish**.

Deactivate Blacklisted App Groups

If the systems blacklisted an application that you need, deactivate WildFire Blacklisted App Groups. This action is the only way to revert the blacklisted status without resetting integration.

1. Ensure that you are in the correct organization group.
2. Navigate to **Apps & Books > Applications > Application Settings > App Groups**.
3. Locate the Blacklisted App Group with the needed application.
4. Select the drop-down icon from the actions menu and select **Deactivate**.

Results of Deactivation

When you deactivate these blacklisted app groups, AirWatch takes these actions.

- AirWatch does not display them in the list when you build your compliance policy.
- AirWatch removes the deactivated group from all compliance policies.

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Manage Results

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Build an Application Compliance Policy

You can create compliance policies that detect when users have blacklisted applications and configure these policies to resolve non-compliance.

Find more information about the compliance engine in the **Mobile Device Management Guide**, accessible by the [AirWatch Resources](#) page on myAirWatch.

Example of Compliance Policy Actions

The compliance engine detects a user with an application blacklisted by an App Scan Integration Vendor. You can configure the compliance engine to perform various actions.

- Send a push notification to the user prompting them to remove the application.
- Remove certain features such as Wi-Fi, VPN, or email profiles from the device.
- Send an email notification to the user copying IT Security and HR.

Configure Compliance for App Scan

Build an application compliance policy to perform an action on devices with non-compliant applications.

1. Ensure that you are in the correct organization group.
2. Navigate to **Devices > Compliance Policies > List View**, and select **Add**.
3. Select the platform depending on the application reputation scanning service you use.
4. Select **Application List** on the **Rules** tab, and select **Contains Vendor Blacklisted App(s)** for integration.

Add applications from your application reputation scanning system to configure the compliance engine to monitor for their presence on devices.

If the engine detects applications listed in these unique blacklisted app groups on devices assigned to the compliance rule, the engine performs the actions configured in the rule.

5. Move to the **Actions** tab to set escalating actions for the engine to perform.

Setting	Description
Mark as Not Compliant	Enable the check box to tag devices that violate this rule, but once the device is tagged non-compliant and depending on escalation actions, the system might block the device from accessing resources and might block admins from acting on the device. Disable this option when you do not want to quarantine the device immediately.
Application	Select to remove the managed application.
Command	Select to configure the system to command the device to check in to the console, to perform an enterprise wipe, or to change roaming settings.
Email	Select to block email on the non-compliant device.

Setting	Description
Notify	Select to notify the non-compliant device with an email, SMS, or push notification using your default template. You can also send a note to the admin concerning the rule violation.
Profile	Select to use AirWatch profiles to restrict functionality on the device.

6. Move to the **Assignment** tab to assign the compliance rule to smart groups.

Setting	Description
Managed By	View or edit the organization group that manages and enforces the rule.
Assigned Groups	Type to add smart groups to which the rule applies.
Exclusions	Select Yes to exclude groups from the rule.
View Device Assignment	Select to view the devices affected by the rule.

7. Move to the **Summary** tab to name the rule and give it a brief description.
8. Select **Finish and Activate** to enforce the newly created rule.

Results of Resetting Integration

AirWatch offers the option to reset the App Scan Integration system. Resetting the system removes configurations, app groups, and compliance policies. Another way to fix application issues is to deactivate blacklisted app groups. This option might fix issues without removing configurations.

To reset the feature results in numerous actions.

- Disables the Third Party App Scan Analysis.
- Removes the App Scan Integration account information from the AirWatch Console.
- Removes the blacklisted app groups from the AirWatch Console created from third-party vendor scans.
- Removes compliance policies created using the blacklisted app groups.

Reset Alternative

An alternative to resetting the system is deactivating blacklisted app groups that contain needed applications.

Reset the System

You might have need to re-configure the integration between AirWatch and the App Scan Integration system. If you approve of the results to resetting the integration, use this procedure to remove integration configurations.

1. Ensure that you are in the correct organization group.
2. Navigate to **Groups & Settings > All Settings > Apps > App Scan > Third Party Integration**.

3. Select the application option from the **Choose App Scan Vendor** menu.
4. Select **Reset**.

Monitor Integration With Console Events

AirWatch lists events so that you can troubleshoot issues or find general information about systems configured in the console. Review console events to get information on app scans, blacklisted app groups, and errors with the integration process.

Console events specific to the **App Scan Integration** report about various components of the system.

- Scanning modifies applicable blacklisted app groups.
- The vendor adds applications to blacklisted app groups.
- Vendors begin scanning applications.
- The system identifies an error in the process.
- The scanning system resets or is reconfigured.

Access Console Events

Access console events using the following steps.

1. Navigate to **Hub > Reports & Analytics > Events > Console Events**.
2. Select a **Date Range** from the menu.
3. Select **Applications** from the **Category** menu.
4. Find the applicable **Events**.
 - App Scan Vendor Application Group Modified
 - Application Added To App Scan Vendor Application Group
 - Third Party Application Scanning Started
 - Error occurred while Third Party Application Scanning
 - Reset Perform for Third Party Application Scanning Vendor

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 Multiple AirWatch versions.