

# VMware AirWatch Remote File Server Guide for Windows

Workspace ONE UEM v9.4

**Have documentation feedback?** Submit a Documentation Feedback support ticket using the Support Wizard on [support.air-watch.com](https://support.air-watch.com).

Copyright © 2018 VMware, Inc. All rights reserved. This product is protected by copyright and intellectual property laws in the United States and other countries as well as by international treaties. VMware products are covered by one or more patents listed at <http://www.vmware.com/go/patents>.

VMware is a registered trademark or trademark of VMware, Inc. in the United States and other jurisdictions. All other

# Table of Contents

---

<b>Chapter 1: Overview</b>	<b>3</b>
Overview for Content Management Enterprise Integration Solution	4
Available Content Management Enterprise Integration Solutions	4
Remote File Storage for Personal Content	5
Remote File Storage Procedural Overview	6
<b>Chapter 2: RFS Architecture and Security</b>	<b>7</b>
Architecture and Security Overview	8
Remote File Storage Architecture	8
<b>Chapter 3: RFS Installation Preparation</b>	<b>9</b>
Remote File Storage Requirements	10
Verify the Remote File Storage Path	12
<b>Chapter 4: RFS Configuration</b>	<b>13</b>
Configure Remote File Storage	14
<b>Chapter 5: RFS Installation</b>	<b>15</b>
Remote File Storage Compatibility Matrix	16
Installing RFS for Windows	16
Verify Remote File Storage Connectivity	17
Upgrade from Remote File Storage v2.4 and Above	17
<b>Chapter 6: RFS Management</b>	<b>19</b>
Add Remote File Storage Nodes	20
Regenerate Remote File Storage Certificates	20
Map User Groups to Remote File Storage Nodes	20
Remote File Storage Manual Utility	20
Upload a Regenerated Remote File Storage for Windows Certificate	21
Troubleshooting Resources for Remote File Storage	22
Set Logging Levels	23

# Chapter 1:

# Overview

Overview for Content Management Enterprise Integration  
Solution .....4

Available Content Management Enterprise Integration  
Solutions .....4

Remote File Storage for Personal Content .....5

Remote File Storage Procedural Overview ..... 6

## Overview for Content Management Enterprise Integration Solution

The Content Management solution provides a suite of enterprise integration components designed to address the unique challenge of securing the content on mobile devices. The available Content Management components include Content Gateway, Remote File Storage (RFS), and Content Rendering Engine (CRE).

### Content Gateway

The Content Gateway, together with VMware Content Locker, lets your end users securely access content from an internal repository. This means that your users can remotely access their documentation, financial documents, board books, and more directly from content repositories or internal file shares. As files are added or updated within your existing content repository, the changes will immediately be reflected in VMware Content Locker, and users will only be granted access to their approved files and folders based on the existing access control lists defined in your internal repository. Using the Content Gateway with VMware Content Locker allows you to provide unmatched levels of access to your corporate content without sacrificing security.

### Remote File Storage

Remote File Storage provides an on-premises storage alternative for Personal Content. Personal Content refers to a repository consisting of files uploaded and managed by end users. End users add files on their devices with VMware Content Locker, from any supported web browser with the Self-Service Portal, and from their personal computer with Content Locker Sync. By default, this content is stored in the Workspace ONE UEM database. For SaaS customers, that means Personal Content stores in the cloud by default. In some use cases, storing certain types of content in the cloud poses a security risk. Use Remote File Storage (RFS) to store Personal Content in a dedicated on-premises location.

### Content Rendering Engine

The Content Rendering Engine (CRE) integrates with Remote File Storage to secure shared Personal Content. When an end user shares Personal Content from the Self-Service Portal, CRE converts the shared content into a rendered image of the source file. These shared images eliminate the need to download shared content, and enforce read-only permissions. CRE enforces read-only permissions for the file types listed below:

- Word (doc, docx)
- Excel (xls, xlsx)
- BMP
- PDF
- Power Point (ppt, pptx)
- JPEG, JPG
- PNG
- Text

## Available Content Management Enterprise Integration Solutions

Before console v8.3, the Mobile Access Gateway (MAG) for Windows or VMware Tunnel for Linux products bundled enterprise proxy, per-app tunnel, and content services together. In console v8.3 and above, administrators looking to leverage the latest updates to content integration must migrate to the standalone content service known as Content Gateway.

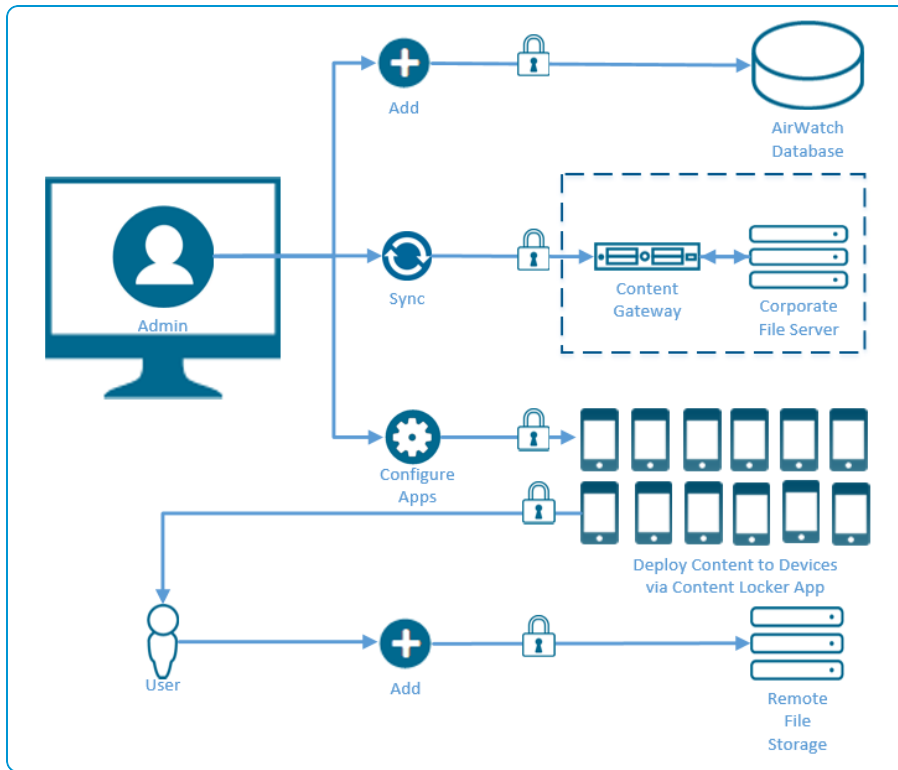
The table below overviews the different versions of Content Gateway and Remote File Storage (RFS) available for install, the corresponding UEM console version, and the availability of combined services.

Component	UEM Console Version					
	7.3	8.0	8.1	8.2	8.3	8.4+
<b>Content Gateway</b>						
VMware Tunnel	✓	✓	✓	✓		
Content Gateway					✓	✓
<b>Standalone RFS</b>						
v1.0*	✓					
v2.0		✓				
v2.1			✓			
v2.2				✓		
v2.3					✓	
v2.4+						✓
<b>RFS with CRE**</b>						
		✓	✓	✓	✓	✓
<b>RFS behind Content Gateway</b>						
						✓
<b>RFS with CRE behind Content Gateway**</b>						
						✓
*No fresh installations - continued support only						
**Linux only						

## Remote File Storage for Personal Content

Personal Content stores in the Workspace ONE UEM database by default. However, SaaS and on-premises customers with concerns about security of personal data can install Remote File Storage to create a dedicated, on-premises storage solution for Personal Content.

Use the diagram to gain insight into how Remote File Storage works for Personal Content.



## Remote File Storage Procedural Overview

Use the overview to gain insight about the overall structure of the Remote File Storage (RFS) installation procedure, as well as the purpose of the different pieces involved in the procedure.



**Configure** Configure an RFS instance in the UEM Console and download the installer.



**Install** Open the installation package on your server, and follow the prompts to install RFS.



**Verify** Perform API healthchecks and other basic procedures to verify installation occurred successfully.

# Chapter 2:

## RFS Architecture and Security

Architecture and Security Overview .....8

Remote File Storage Architecture .....8

## Architecture and Security Overview

The Remote File Storage is a product you can install on physical or virtual servers that reside in either the DMZ or a secured internal network zone.

Remote File Storage offers two architecture models for deployment: stand alone deployment or behind a Workspace ONE UEM Content Gateway deployment for additional security. Both configurations support load-balancing for high availability and SSL offloading.

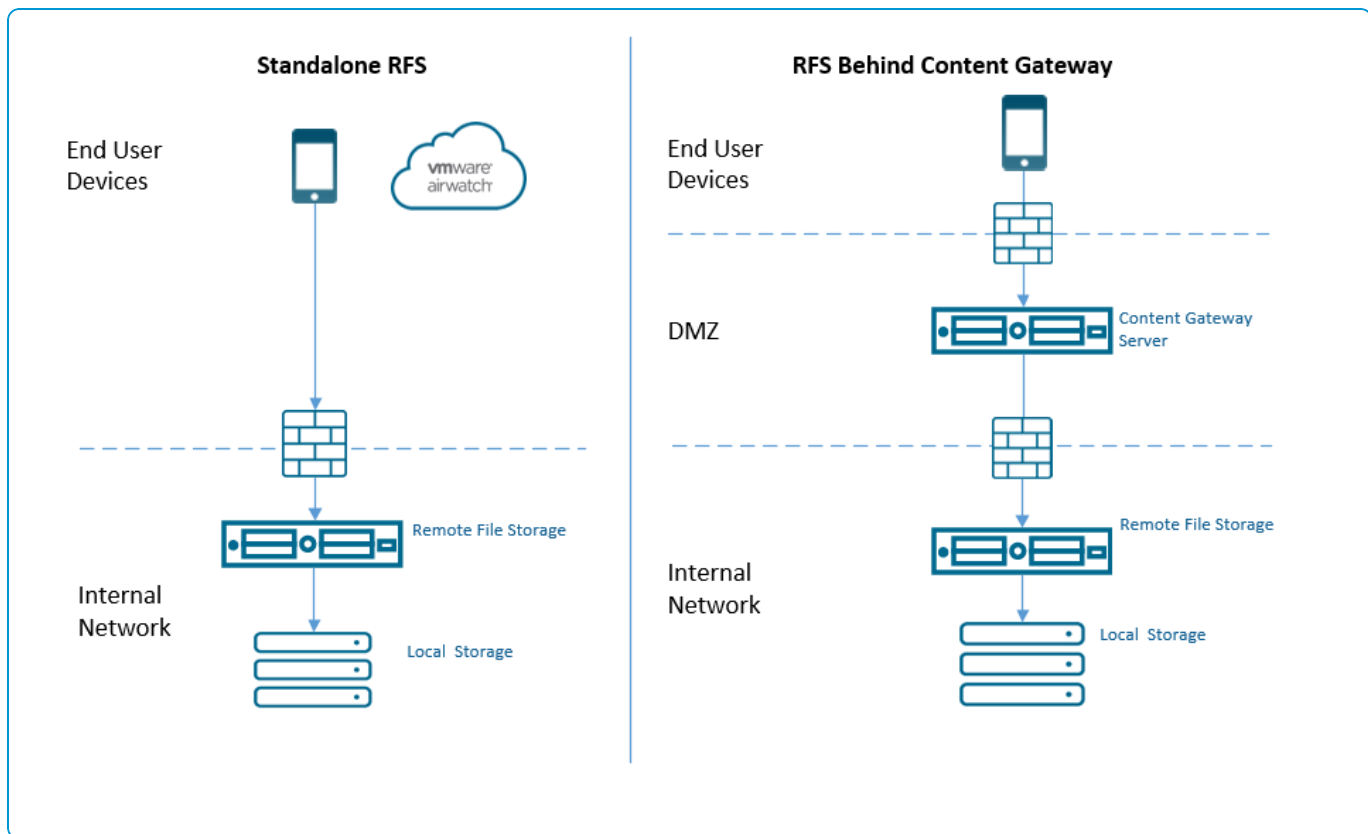
Configure your Remote File Storage deployment in a way that best addresses your security needs and existing setup. The variety of available options provides administrative flexibility when deciding on solution architecture.

Consider using a load balancer in the DMZ to forward traffic on the configured ports to a Workspace ONE UEM component. Also consider using dedicated servers to eliminate the risk of other web apps or services causing performance issues.

## Remote File Storage Architecture

Implement Remote File Storage as a standalone Personal Content storage solution, or integrate it with your Content Gateway solution for additional security. RFS connects directly with the internal resources over non-standard ports, which might raise concerns for administrators who do not want those ports exposed. Directing device traffic to Content Gateway makes RFS an internal only resource by passing off the external exposure to Content Gateway.

Review the basic setup, benefits, and considerations for scalable architecture.





# Chapter 3:

## RFS Installation Preparation

Understand the hardware, general, and software requirements for RFS to ensure a successful installation. You can also verify the RFS path before starting the installation.

- Remote File Storage Requirements ..... 10
- Verify the Remote File Storage Path ..... 12

## Remote File Storage Requirements

Meet the minimum requirements to ensure a successful installation.

### Hardware Requirements

Requirement	CPU Cores	RAM (GB)	Disk Space	Notes
<b>VM or Physical Server (64-bit)</b>	2 CPU Core (2.0+GHz)	4 GB+	20+ GB	Sizing is an estimate and may vary based on your concurrent usage. Consider adding more resources or servers when CPU, RAM, or I/O utilization approaches 70-80%.

Sizing Recommendations				
Number of Devices	1-1,000	1,000-5,000	5,000-25,000	25,000+
<b>CPU Cores</b>	2	4-8 or 2 load-balanced servers w/ 2 CPU cores	2 load-balanced servers w/8 CPU cores or 4 load-balanced w/ 4 CPU cores	4-8+ load-balanced servers with 4-8 CPU cores
<b>RAM (GB)</b>	4	8-16 total	16-32 total	32+ total

### General Requirements

Requirements	Notes
<b>Internally registered DNS record</b>	Register the Endpoint server. Required for Standalone RFS <b>and</b> RFS with Content Gateway.
<b>Externally registered DNS record</b>	Required for Standalone RFS <i>only</i> .
<b>SSL Certificate from trusted third party with subject name of server hostname</b>	Requires a PKCS12 (.pfx) format and the trust of all device types in use. Keep in mind: <ul style="list-style-type: none"> <li>Android does not natively trust all Comodo certificates.</li> <li>PKCS12 (.pfx) format includes the server certificate, private key, root chain, and password protection.</li> </ul>
<b>Dedicated storage location that supports NFS or CIFS</b>	Serves as the location where RFS stores files.
<b>Enable Multi-casting</b>	Recommended, not required. Multi-casting is a network protocol that allows RFS servers to detect and communicate with one another.

## Software Requirements

Windows Requirements	
Requirement	Notes
<b>Windows Server 2008 R2, 2012 or 2012 R2; 64-bit</b>	Basic infrastructure type recommended.
<b>Remote access to Windows servers</b>	Workspace ONE UEM recommends setting up Remote Desktop Connection Manager. Download the installer from: <a href="https://www.microsoft.com/en-us/download/details.aspx?id=44989">https://www.microsoft.com/en-us/download/details.aspx?id=44989</a>
<b>Admin Privileges</b>	Ensure your admin permissions allow you to run the installer, create services, manage services, install features, create folders, and run processes.
<b>Notepad++ (Recommended)</b>	Workspace ONE UEM recommends setting up Notepad++.

## Network Requirements

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

Standalone RFS Network Requirements					
Source Component	Destination Component	Protocol	Port	Configurable	Notes
<b>UEM Console &amp; DS Server</b>	RFS Server	HTTPS	443	Yes	Post-installation, activate RFS in the UEM console to <a href="#">verify</a> connectivity.
<b>Devices (from Internet and Wi-Fi)</b>	RFS Server	HTTPS	443	Yes	Post-installation, use health API's to <a href="#">verify</a> endpoint availability.
<b>RFS Server</b>	Other RFS Servers in cluster	TCP	5701, 5702	Yes	Installing files and tokens on the same server opens two Hazelcast ports. Hazelcast opens the port 5701 by default, and follows this +1 naming convention for all subsequent ports. Post-installation, use diagnostic endpoints to <a href="#">verify</a> availability.
<b>RFS Server</b>	NFS storage component	TCP/UDP	2049, 111	No	Required if using a NFS share. Prior to installation, <a href="#">verify</a> ports.
	-OR- CIFS storage component	TCP	137-139, 445	No	Required if using a CIFS share. Prior to installation, <a href="#">verify</a> ports.

RFS Behind Content Gateway Network Requirements					
Source Component	Destination Component	Protocol	Port	Configurable	Notes
Content Gateway Endpoint	RFS Server	HTTPS/HTTP	443, 80	Yes	
RFS Server	Other RFS Servers in cluster	TCP	5701, 5702	Yes	Installing files and tokens on the same server opens two Hazelcast ports. Hazelcast opens the port 5701 by default, and follows this +1 naming convention for all subsequent ports. Post-installation, use diagnostic endpoints to <a href="#">verify</a> availability.
RFS Server	NFS storage component	TCP/UDP	2049, 111	No	Required if using a NFS share. Prior to installation, <a href="#">verify</a> ports.
	-OR- CIFS storage component	TCP	137-139, 445	No	Required if using a CIFS share. Prior to installation, <a href="#">verify</a> ports.

## Verify the Remote File Storage Path

Verify that the path to the drive you mounted to a NAS share functions properly.

### Verify the Storage Path on Windows

Verify that the path to the drive you mounted to a NAS share functions properly that the complete UNC path is accessible.

# Chapter 4:

## RFS Configuration

Configure Remote File Storage .....	14
-------------------------------------	----

## Configure Remote File Storage

Download the Remote File Storage Server (RFS) executable in the UEM Console. Once downloaded, install RFS by running the executable. Then, return to the UEM Console and verify the installation completed successfully.

1. Navigate to **Groups & Settings > All Settings > Content > Remote Storage**.
2. Select **Configure** if you are setting up the first instance of RFS.
3. Complete the fields in the **Details** screen that appears. Select **Next** to continue.

Settings	Descriptions
Details	
<b>Name</b>	Provide a unique name to identify the RFS server. When installing multiple RFS nodes, provide each with a name specific to the region of installation.
<b>RFS URL</b>	Supply the full URL to the externally accessible RFS. Specify http or https in URL and include the Port if not using 443 or 80.
<b>Access via Content Gateway</b>	Leave disabled to implement standalone RFS. Enable to utilize RFS behind Content Gateway.



For more information about configuring ICAP Proxy, see <https://support.airwatch.com/articles/115001675368>.

4. Complete the fields in the **Storage** screen that appears. Select **Next** to continue.

Settings	Descriptions
<b>Storage Quota</b>	Set the maximum amount of storage in GB that the RFS node accepts. Workspace ONE UEM ensures the storage quota does not exceed the storage location's limits.
<b>Maximum File Size</b>	Set the maximum individual file size allowed for upload to the RFS node. Workspace ONE UEM supports files up to 8 GB in size.

5. Upload the **Public SSL Certificate** associated with RFS URL from the authentication screen.
6. Enter the certificate's password and select **Upload** to continue.
7. Select the appropriate OS **Download** to download the installer.
8. Create a certificate password with a minimum of 6 characters. Confirm your entry.
9. Select **Download**, then **Save**.

# Chapter 5:

## RFS Installation

- Remote File Storage Compatibility Matrix .....16
- Installing RFS for Windows .....16
- Verify Remote File Storage Connectivity .....17
- Upgrade from Remote File Storage v2.4 and Above .....17

## Remote File Storage Compatibility Matrix

The following table provides information about the compatibility of Remote File Storage (RFS) with the current and previous versions of the UEM console and Content Gateway.

### RFS for Windows

Console Version	Content Gateway for Windows Version	RFS Version
9.4	9.2.3	9.2.3
9.3	9.2.3	9.2.3

## Installing RFS for Windows

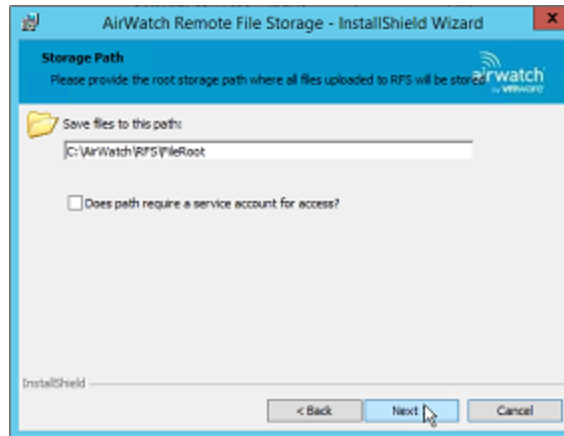
Complete the following steps to install RFS for Windows.

1. Open the file you downloaded from the UEM console and run the installer.
2. Review the welcome page. Select **Next**.
3. **Accept** the end user license agreement.
4. Review the folder location on the **Destination Folder** screen. When finished, select **Next** to continue.
  - **Install AirWatch Remote File Storage to** – Review the default option that automatically populates as the storage location for executable files.
  - **Change** – Select if you have a specific preference for how to organize your server folders, and this default option does not align with your preferences.
5. Complete the fields on the **Remote File Storage Setup** screen. When finished, select **Next** to continue.
  - **Would you like your RFS server(s) to communicate automatically?** – Enable to utilize automatic communication through multi-casting.  
Alternatively, disable to cluster RFS servers by host name, and provide the IP addresses for the servers.
  - **Initial RFS Tokens Server?** – Enable if this is your initial installation to establish trust. Otherwise, leave disabled.
  - **SSL Offloaded?** – Enable if the RFS server gets SSL offloaded behind a load balancer.
6. Enter and confirm the **Certificate Password** you entered when downloading the installer in the console.



7. Make the appropriate selections on the **Storage Path** screen. When finished, select **Next** to continue.

- **Save file to this path** – Enter `\\<servername>\<path>` with the path being the location that personal content stores. The path should match the dedicated storage location established in pre-requisites.
- **Does path require a service account for access?** – Enable if providing a link to an external drive. Then, provide user credentials in the screen that appears.



8. Select **Install** on the **Ready to Install** screen that appears.

## Verify Remote File Storage Connectivity

Post-installation, perform checks to verify the installation completed successfully.

1. Verify the RFS installation completed successfully by checking the `\\<servername>\<path>` for the trust store folder.
2. Use a browser on a different machine within the same network to check the health API endpoint availability.

	HTTP GET request to	Return HTTP status	Service Status
<b>RFS Tokens</b>	<code>&lt;RFS_HOSTNAME&gt;:&lt;PORT&gt;/awhealth</code>	200 status with the RFS version	UP
<b>Hazelcast</b>	<code>http://localhost:60010/diagnostics</code>	200 status with cluster details	UP

3. Navigate to **Groups & Settings > All Settings > Content > Remote Storage** in the UEM console.
4. Check the **Active** column for the appropriate RFS node. The color that displays in the column indicates the node's connectivity status.

Color	Meaning
<b>Blank</b>	Indicates default node status. The blank status appears regardless of connectivity.
<b>Green</b>	Indicates active status.
<b>Red</b>	Indicates an inactive status.

## Upgrade from Remote File Storage v2.4 and Above

Upgrade Remote File Storage(RFS) to access the most current version of the installer.

1. Navigate to **Groups & Settings > All Settings > Content > Remote Storage**.
2. Select the **Download** hyperlink for the RFS node you want to upgrade.

3. Enter and confirm a certificate password and select **Download**.
4. Open the file you downloaded from the UEM console and run the installer.

If upgrading **Remote File Storage for Windows**, follow the Windows [installation procedure](#).

## Opt Out of an Upgrade

Opt out of an upgrade to continue use of the existing implementation without disruption. To opt out, simply leave the installer configurations the same, and do not download the installer available in Workspace ONE UEM v9.4.

# Chapter 6:

## RFS Management

- Add Remote File Storage Nodes ..... 20
- Regenerate Remote File Storage Certificates .....20
- Map User Groups to Remote File Storage Nodes .....20
- Remote File Storage Manual Utility ..... 20
- Upload a Regenerated Remote File Storage for Windows Certificate ..... 21
- Troubleshooting Resources for Remote File Storage ..... 22
- Set Logging Levels .....23


## Add Remote File Storage Nodes

Use multiple RFS instances to store Personal Content in multiple regions.

1. Navigate to **Groups & Settings > All Settings > Content > Remote Storage** in a *Customer Level* Organization Group.
2. Select **Add** (RFS 2.0+).
3. Follow the steps for [configuring RFS](#).

## Regenerate Remote File Storage Certificates

Regenerate certificates in the UEM console. Save the certificate as a .pem file to convert it into the format required when uploading to the RFS-Web server.

1. Select the **Edit** icon  from the actions menu for the RFS node.
2. Select the **Advanced** tab.
3. Under the AirWatch Client Certificate section, select the **Regenerate** button.
4. Copy and record the **Client ID**
5. Select **Generate PEM**. Copy and paste the text into a text editor, saving it as a .pem file.

**Example:** Save the text as **RfsClientCertificate.pem**.

## Map User Groups to Remote File Storage Nodes

By default, your Remote File Storage (RFS) instance stores personal content for the organization group you configured it in. Assign user groups to distinguish assignment within an organization group. Unassigned user groups map to the primary RFS instance.

1. Navigate to **Groups & Settings > All Settings > Content > Remote Storage**.
2. Select **Edit User Group Assignments**.
3. Select **Add Assignment**.
4. Assign a **User Group** and an **RFS Node** from the drop-down menus. Select the **Add** icon to add additional entries if you need to.
5. Select **Save**.

## Remote File Storage Manual Utility

Use the Remote File Storage (RFS) manual utility, pre-packaged within the RFS-Web module, for manually uploading certificates. Client and regenerated certificates for Content Rendering Engine (CRE) and regenerated RFS certificates require the use of the manual utility.

Review the commands and the explanation of the command's components to gain insight about the information needed for manually adding an RFS or CRE certificate to the RFS-Web server.

Command Line and Components		
OS	Command	
Windows	<pre>C:\Airwatch\RemoteFileStorage\rfs-web\etc\windows\rfs-cert-util.bat -cn ALIAS_NAME -cp CLIENT_CERTIFICATE_FILE -fp TRUSTSTORE_PATH -t yes</pre>	
Component	Description	Notes
ALIAS_NAME	The <b>Client ID</b> for the certificate.	Do not use spaces.
CLIENT_CERTIFICATE_FILE	The uploaded .pem file's location.	
TRUSTSTORE_PATH	The path to the directory that contains the truststore folder, located by default under the RFS file storage path at subdirectory: <b>/truststore/</b> .	Verify the file storage or truststore path by reviewing the <b>aw.filesystem.root</b> and <b>aw.truststore.path</b> values found at <b>C:\AirWatch\RemoteFileStorage\rfs-web\config\rfs.properties</b> on Windows.

## Upload a Regenerated Remote File Storage for Windows Certificate

Use the Remote File Storage (RFS) manual utility, pre-packaged within the RFS-Web module, to manually upload certificates to a shared truststore instance. The manual utility handles client certificates for Content Rendering Engine (CRE) as well as regenerated RFS and CRE certificate uploads.

### Process Overview

1. Transfer the .pem file to the truststore path on the appropriate RFS-Web server.
2. Run the appropriate command from a server with the RFS-Web component installed.
3. If the notification **Certificate was added to keystore** appears, restart all services to complete the process.  
If the notification **<name> truststore ... does not exist. Creating <name> truststore path** appears, delete the newly created truststore folder, adjust the **-fp** path, and rerun the command.

### Windows Components

Use the specified component values and associated instructions to gain insight into how the manual certificate upload process works. Do not view the provided values as recommendations. The example defines the components as absolute paths for the sake of clarity.

Component	Windows
Manual Certificate Utility Name	rfs-cert-util.bat
Manual Certificate Utility File Location	C:\Airwatch\RemoteFileStorage\rfs-web\etc\windows\

Component	Windows
ALIAS_NAME	98cfa7ef-4e2f-14d2-8134-efa03e34748c
CLIENT_CERTIFICATE_FILE	C:\AirWatch\RFS\FileRoot\truststore\RfsClientCertificate.pem
TRUSTSTORE_PATH	C:\AirWatch\RFS\FileRoot\truststore\
.pem File Name	RfsClientCertificate.pem

## Upload Process

Review how to upload a new RFS certificate on a Windows RFS-Web server.

1. Transfer the **RfsClientCertificate.pem** file to the **C:\AirWatch\RFS\FileRoot\truststore\** on the RFS-Web server.
2. Run the command from a Windows server with the RFS-Web component installed.

```
C:\Airwatch\RemoteFileStorage\rfs-web\etc\windows\rfs-cert-util.bat -cn
98cfa7ef-4e2f-14d2-8134-efa03e34748c -cp
C:\AirWatch\RFS\FileRoot\truststore\RfsClientCert.pem -fp
C:\AirWatch\RFS\FileRoot -t yes
```

3. Review the **Certificate was added to keystore** notification that appears, indicating the certificate uploaded successfully. Restart all RFS Services to complete the process.

## Troubleshooting Resources for Remote File Storage

To troubleshoot Remote File Storage (RFS), use the available installation logs, server logs, and configuration files. Access these resources from their directory location or enter server commands on the vi editor or WinSCP.

Name	Details
<b>Directories</b>	
Post-Installation Log	/opt/airwatch/rfs/_RemoteFileStorage_installation/Logs/
Server Log	/var/log/airwatch/rfs
RFS Configuration Files Default Directory	rfs_web/config
RFS-Web Property File	/opt/airwatch/rfs/rfs-web/config/rfs.properties
RFS Files Property File	/opt/airwatch/rfs/rfs-files/config/rfs.properties
<b>Commands</b>	
Read a Log File	<pre>[root@localhost ~]\$ cd /log/airwatch/rfs/ [root@localhost vpnd]\$ tail -f rfs-web.log</pre>

Name	Details
View a Directory Listing	<pre>[root@localhost ~]\$ cd /opt/airwatch/rfs [root@localhost vpnd]\$ ls -l</pre>
RFS Service Commands	<pre>sudo service AirWatchRfs {start/stop/restart/status}</pre>

## Set Logging Levels

To change the logging levels, follow the steps:

1. Access the **logback.xml** file contained in the [RFS Configuration Folder](#).
2. Edit the file on using the Linux vi editor or on WinSCP:
3. Write the text in the logback.xml file:
  - Enter **i** to begin writing text.
  - Change the **logging level** XML attribute value in both logger and root XML elements.
  - Press **Esc** to exit edit.
  - Press **:wq!** to write and quit.
4. **Restart** each service after saving changes.