



MobileIron Integrated Sentry 6.4.0 Installation and Upgrade Guide

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The following provide information for installing and upgrading MobileIron Integrated Sentry:

- [About Integrated Sentry](#)
- [Before you begin installing Integrated Sentry](#)
- [Installing Integrated Sentry](#)
- [Configuring Integrated Sentry](#)
- [Stopping or re-starting the Integrated Sentry service](#)
- [Upgrade Integrated Sentry](#)

About Integrated Sentry

Integrated Sentry is a Windows service that connects the Microsoft Exchange Server ActiveSync service and MobileIron Core. Integrated Sentry is a program that you install on a Windows server. It can run on Windows Server 2008R2 or 2012R2.

The Windows server can be a physical machine or a virtual machine. For virtual machine requirements, see [Virtual Integrated Sentry requirements](#).

For supported and compatible Microsoft Exchange servers, see the *MobileIron Integrated Sentry Release Notes*.

Before you begin installing Integrated Sentry

Before installing Integrated Sentry review the following information:

- [Virtual Integrated Sentry requirements](#)

- [Local Exchange Support \(Exchange 2010\)](#)
- [Hosted Exchange support \(Office 365, Exchange 2013, Exchange 2016\)](#)
- [Verify connectivity with MobileIron Core](#)
- [SSL and Hosted Exchange](#)

Virtual Integrated Sentry requirements

If you are installing a virtual Integrated Sentry, confirm the following requirements before beginning setup of the MobileIron Integrated Sentry on VMware:

- 64-bit VM
- Windows Server 2008R2
- 4 GB Memory
 - Shares: Normal
 - Reservation: 512MB
 - Limit: Unlimited (maximum assigned)
- 10GB Disk
- CPU Settings
 - 1 virtual CPU (2 recommended)
 - Shares: Normal
 - Reservation: 2.4 GHz
 - Limit: Unlimited (maximum assigned)

Local Exchange Support (Exchange 2010)

If you are using Microsoft Exchange Server 2010, make sure the following prerequisites are in place before installing Integrated Sentry:

- A user account that is a member of the Exchange Active Directory group “Organization Management group”.
[See http://technet.microsoft.com/en-us/library/dd335087.aspx](http://technet.microsoft.com/en-us/library/dd335087.aspx)
- Windows PowerShell 2.0.
- Exchange Management Tools 2010
- .NET 3.5

The Integrated Sentry Installer will check if PowerShell, Exchange Management tools, and .NET 3.5 are installed, and help you install them if they are missing.

NOTE: .NET 3.5 full installation is required even if .NET 4.0 is installed on the same machine. Also, the .NET client profile alone may not be sufficient.

Hosted Exchange support (Office 365, Exchange 2013, Exchange 2016)

If you are using Office 365, a hosted Exchange Server, make sure the following prerequisites are in place on the server on which you will install Integrated Sentry:



- Windows PowerShell 4.0.
- .NET 4.5.1 through the most recent version as supported by MobileIron.

The Integrated Sentry Installer will check if PowerShell and .NET are installed, and will prompt you if they are missing. Exchange Management tools do not have to be installed.

Also, for Office 365 support, enable WSMAN in PowerShell using the following command:

```
> Enable-PSRemoting -force
```

Verify connectivity with MobileIron Core

Make sure that MobileIron Core can connect to the server on which you will install Integrated Sentry. The Core server connects to the Integrated Sentry via https on port 443.

SSL and Hosted Exchange

If you are using a hosted Exchange Server (Office 365), we recommend using SSL for the remote shell operation, which is the connection from Integrated Sentry to the hosted Exchange server. You enable and disable SSL configuration on the Sentry configuration page in the MobileIron Admin Portal.

See the following if you cannot use SSL:

- [Allowing unencrypted traffic](#)
- [Cleaning up local SSL configuration](#)

Allowing unencrypted traffic

If you **cannot** use SSL for the connection between Integrated Sentry to the hosted Exchange server, complete the following configurations on the machine where you install the Integrated Sentry.

Before you begin

Ensure that the local machine configuration allows unencrypted traffic.

Procedure

1. Run PowerShell as local administrator.
2. Allow unencrypted traffic, using the following PowerShell commands:

```
> Get-Item WSMan:\localhost\Client\AllowUnencrypted
> Set-Item WSMan:\localhost\Client\AllowUnencrypted $true
```

If you are not using SSL and you don't execute these commands, when Integrated Sentry attempts to communicate with the hosted Exchange, an error occurs which provides a message similar to the following:

```
The WinRM client cannot process the request. Unencrypted traffic is currently disabled in the client configuration.
```



NOTE: For Office 365, unlike for previously supported hosted Exchange Servers such as BPOS-D, you do **not** need to add an entry to the WSMAN TrustedHosts store. The Exchange Server hosted by Office 365 is reachable at ps.outlook.com. The server certificate at this server is signed by a CA whose root certificate is in the certificate database on the server on which Integrated Sentry is installed. Because of these certificates, no entry needs to be added to the WSMAN TrustedHosts store.

Cleaning up local SSL configuration

If you had configured your Windows machine to not use SSL for the connection between Integrated Sentry to the hosted Exchange server, and now want to start using SSL, a best practice is to clean up the local configuration.

Procedure

1. Enter the following PowerShell commands:

```
> Get-Item WSMAN:\localhost\Client\AllowUnencrypted  
> Set-Item WSMAN:\localhost\Client\AllowUnencrypted $false
```

Installing Integrated Sentry

Run the installation program to install the Integrated Sentry service.

Before you begin

Download the MobileIron Integrated Sentry package from the following location:

<https://support.mobileiron.com/support/CDL.html>

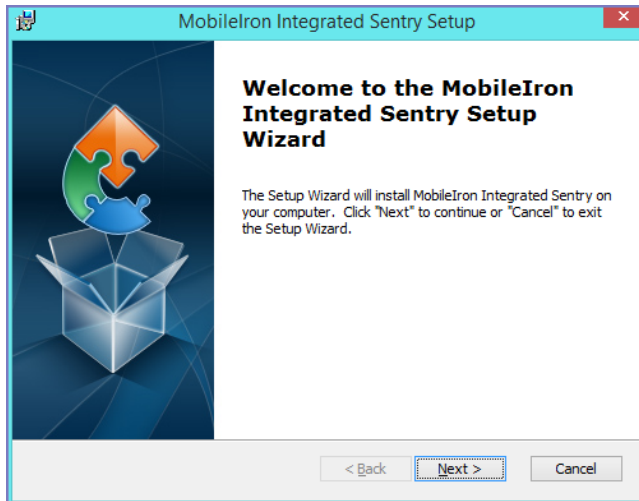
Procedure

1. Execute the installer **as an administrator**.

If you are not logged on with an administrator account, right-click the installer file and select **Run As Administrator**.



FIGURE 1. WELCOME SCREEN FOR THE INTEGRATED SENTRY SETUP WIZARD



2. Click **Next** to open the prerequisite wizard.
3. Read the instructions on the wizard and click **Next** again to check that prerequisites are in place. If missing prerequisites are detected, the wizard opens the following screen.

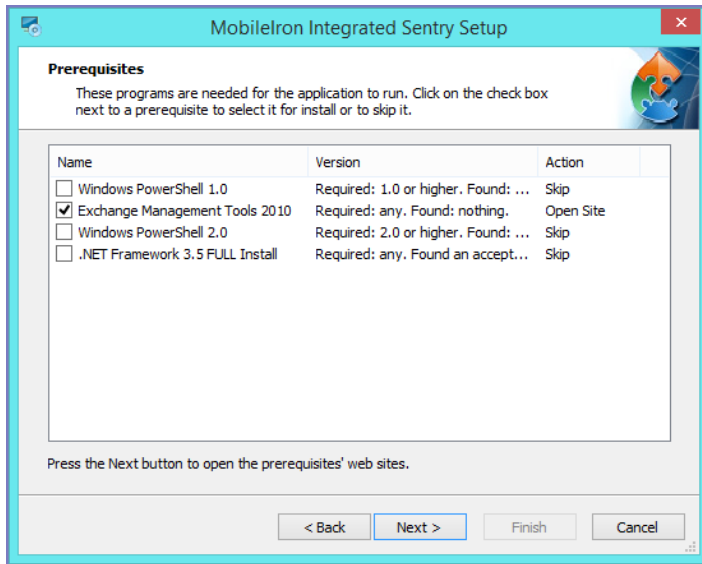
FIGURE 2. PREREQUISITES WIZARD



4. Click **Next** to continue. Any prerequisites for the selected configuration are displayed with missing (if any) prerequisites selected.

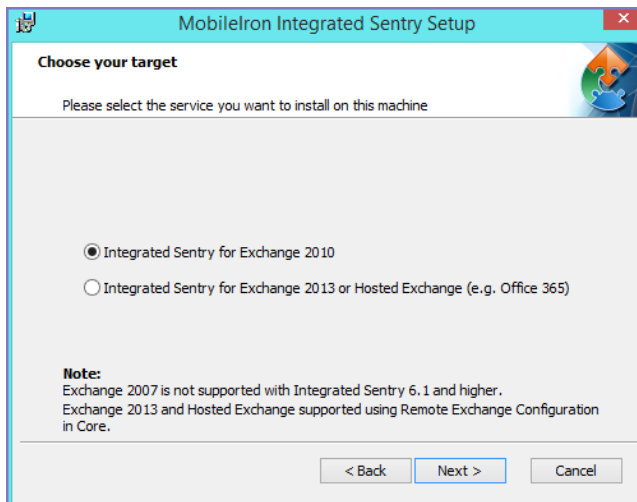


FIGURE 3. INTEGRATED SENTRY PREREQUISITE SCREEN



5. Click **Finish**, if no prerequisites are selected, or **Next** to begin installation of the missing items. If you install prerequisites, restart the Integrated Sentry installer before resuming.
6. Select your Exchange configuration and click **Next**. Hosted Exchange servers include Office 365.

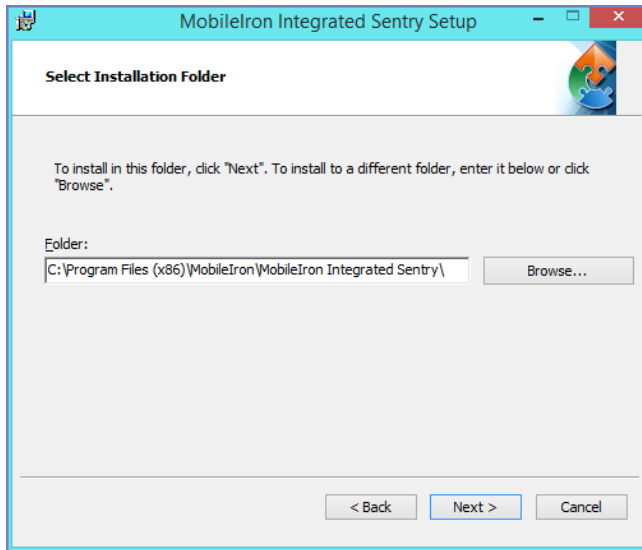
FIGURE 4. INTEGRATED SENTRY EXCHANGE SELECTION SCREEN



7. Confirm the install folder and click **Next**. We recommend using the default install folder.



FIGURE 5. INTEGRATED SENTRY INSTALLATION FOLDER SELECTION SCREEN



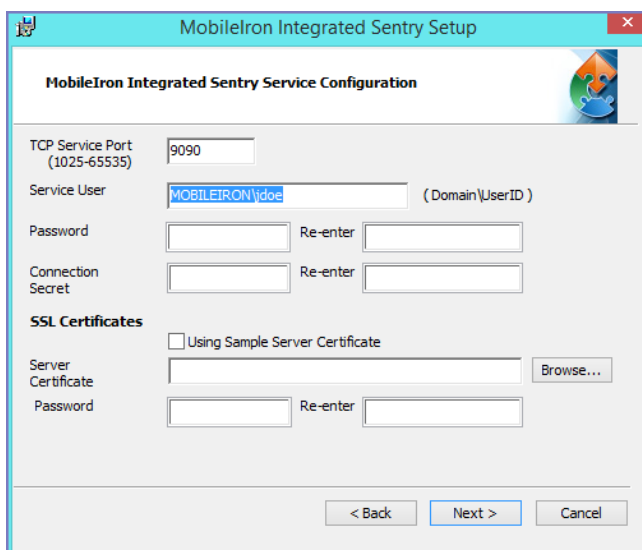
Configuring Integrated Sentry

After completing the Integrated Sentry installation, continue with the setup configuration of Integrated Sentry in the setup wizard.

Procedure

1. Enter the information requested in the configuration screen.

FIGURE 6. INTEGRATED SENTRY CONFIGURATION SCREEN



2. Click **Next**



3. Click **Finish**.

Next steps

- Add an entry for Integrated Sentry to MobileIron Core. See “Adding an entry for Integrated Sentry in MobileIron Core” in the *MobileIron Sentry Guide* for MobileIron Core.
- If you were upgrading, see [Reconfiguring Integrated Sentry on MobileIron Core](#).

Related topics.

See [Description of Integrated Sentry service configuration fields](#) for a description of the fields in the Integrated Sentry configuration screen

Description of Integrated Sentry service configuration fields

The following table describes the configuration fields for Integrated Sentry.

TABLE 1. INTEGRATED SENTRY SERVICE OPTIONSE CONFIGURATION

Item	Description
TCP Service Port	Default is 9090, but you can set it to any port not already in use. Make sure MobileIron Core can communicate to the MobileIron Integrated Sentry on this port.
Service User	Specify a user account that is on the server on which you are installing Integrated Sentry. The user account will run the windows service. By default the user account is the user logged on to the Windows machine when running the installer. If you are using Microsoft 2010, the account should also be available on the Exchange server where it should have Exchange Admin privileges. If you are using Office 365, the service account for Integrated Sentry is different from the account used to sync with Office 365. The service account for Office 365 is configured in MobileIron Core.
Password	Specify the password for the Service User.
Re-enter	Enter the password for the Service User again.
Connection Secret	Enter a password to use as a connection secret. You enter the same value when you configure this Integrated Sentry on MobileIron Core with the Admin Portal. If you are connecting this version of Integrated Sentry to the same Microsoft Exchange 2010 server as your previous Integrated Sentry version, use the same connection secret. By using the same secret, you don't have to change the secret on Core.
Re-enter	Enter the connection secret again.
SSL Certificates	Select “Using Sample Server Certificate” to use the default certificate provided in the installation.



TABLE 1. INTEGRATED SENTRY SERVICE OPTIONSE CONFIGURATION(CONT.)

Item	Description
	NOTE: We strongly recommend installing a certificate that MobileIron Core trusts on Integrated Sentry. The certificate can be issued by a publicly trusted certificate authority (CA) or a CA that Core trusts.

Stopping or re-starting the Integrated Sentry service

Integrated Sentry is a Windows program that runs as a Windows service. The program and the service have the same name. The installer automatically starts the service. You can stop and re-start the Integrated Sentry service using the Windows Control Panel.

Procedure

1. Open the Windows Control Panel,
2. Select **System And Security > Administrative Tools**.
3. Double-click **Services** to see one of the following service name:
 - Microsoft Exchange 2010
 - A hosted Exchange Server
4. Right-click the MobileIron Integrated Sentry service name and select **Stop** or **Start**.

NOTE: Make sure the MobileIron Integrated Sentry service is started before you configure the Integrated Sentry on MobileIron Core.

Related topics

For information on configuring Integrated Sentry in MobileIron Core see the *MobileIron Sentry Guide*.

Upgrade Integrated Sentry

The following provide information on upgrading Integrated Sentry:

- [Overview of upgrade tasks for Integrated Sentry](#)
- [Backup mi.xml](#)
- [Uninstalling Integrated Sentry](#)
- [Installing Integrated Sentry](#)
- [Reconfiguring Integrated Sentry on MobileIron Core](#)

An upgrade path is not available for MobileIron Integrated Sentry. For new versions, MobileIron Integrated Sentry is always a new install. You will have to uninstall the older version and install the new version of Integrated Sentry.



Overview of upgrade tasks for Integrated Sentry

The following provides an overview of the tasks for upgrading Integrated Sentry:

1. Before you upgrade, make sure the server on which you will install Integrated Sentry:
 - meets the necessary system requirements. See [Virtual Integrated Sentry requirements](#).
 - contains the necessary software and accounts. See [Local Exchange Support \(Exchange 2010\)](#), [Hosted Exchange support \(Office 365, Exchange 2013, Exchange 2016\)](#).
 - can connect to MobileIron Core and vice-versa. See [Verify connectivity with MobileIron Core](#).
 - Backup the mi.xml file. If you implemented custom configurations to your Integrated Sentry environment, engage MobileIron Support for assistance with your upgrade. See [Backup mi.xml](#).
2. Uninstall Integrated Sentry.
See [Uninstalling Integrated Sentry](#).
3. Install Integrated Sentry.
See [Installing Integrated Sentry](#).
4. Reconfigure Integrated Sentry in the MobileIron Core Admin Portal.
See [Reconfiguring Integrated Sentry on MobileIron Core](#).

Backup mi.xml

Backup the mi.xml file. The mi.xml file is located in the Integrated Sentry installation folder. The default installation folder for Integrated Sentry is

C:\Program files (x86)\MobileIron\ MobileIron Integrated Sentry.

If you implemented custom configurations to your Integrated Sentry environment, you will require the mi.xml backup file, and you must engage MobileIron Support for assistance with your upgrade.

WARNING: After you complete installing Integrated Sentry, do not overwrite the mi.xml file in the new installation with the backup file. You must work with MobileIron Support to make any changes to the mi.xml file.

Uninstalling Integrated Sentry

Integrated Sentry is a Windows program that runs as a Windows service. The program and the service have the same name. The name of the service and program for Integrated Sentry is one of the following:

- MobileIron Integrated Sentry 4.2 (2007)
- MobileIron Integrated Sentry 6.0 (2007)
- MobileIron Integrated Sentry 4.2 (2010)
- MobileIron Integrated Sentry 6.0 (2010)
- MobileIron Integrated Sentry 6.0 (Remote)
- MobileIron Integrated Sentry 6.1 (2007)
- MobileIron Integrated Sentry 6.1 (2010)
- MobileIron Integrated Sentry 6.1 (Remote)
- MobileIron Integrated Sentry 6.1.1 (2007)



- MobileIron Integrated Sentry 6.1.1 (2010)
- MobileIron Integrated Sentry 6.1.1 (Remote)
- MobileIron Integrated Sentry 6.2.2 (2007)
- MobileIron Integrated Sentry 6.2.2 (2010)
- MobileIron Integrated Sentry 6.2.2 (Remote)

Procedure

1. Go to **Control Panel > System And Security > Administrative Tools**.
2. Double-click **Services**.
3. Right-click the MobileIron Integrated Sentry service name and select **Stop**.
4. Go to **Control Panel > Programs > Programs And Features**.
5. Right-click MobileIron Integrated Service and select **Uninstall**.
6. If this server is the same server on which you will install Integrated Sentry, restart the server.

Next steps

Go to [Installing Integrated Sentry](#).

Installing Integrated Sentry

See [Installing Integrated Sentry](#).

NOTE: If you are using the same configuration, use the same secret as the Integrated Sentry you uninstalled. If you use the same secret, you will not have to reconfigure Integrated Sentry on MobileIron Core.

Reconfiguring Integrated Sentry on MobileIron Core

If you are using the same configuration (servers, ports, secret, LDAP groups) for Integrated Sentry 6.4.0 as you did for the Integrated Sentry you uninstalled, and you used the same secret, you do not have to reconfigure Integrated Sentry on Core. However, in the Core Admin Portal, you have to click edit for the Integrated Sentry entry and Save the entry. This action pushes the configuration to the newly installed Integrated Sentry.

If you are not using the same configuration, you have to edit the Integrated Sentry settings on MobileIron Core.

Procedure

1. Login to the Admin Portal using a user account that has the **Manage Settings** role.
2. Select **Settings > Sentry**.
3. Select the entry for the server on which you installed Integrated Sentry.
4. Click the edit icon next to the entry.
5. Make the necessary changes.
6. Click **Save**.



Related topics

For information about the configuration fields for Integrated Sentry, see “Adding an entry for Integrated Sentry in MobileIron Core” in the *MobileIron Sentry Guide* for MobileIron Core.



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