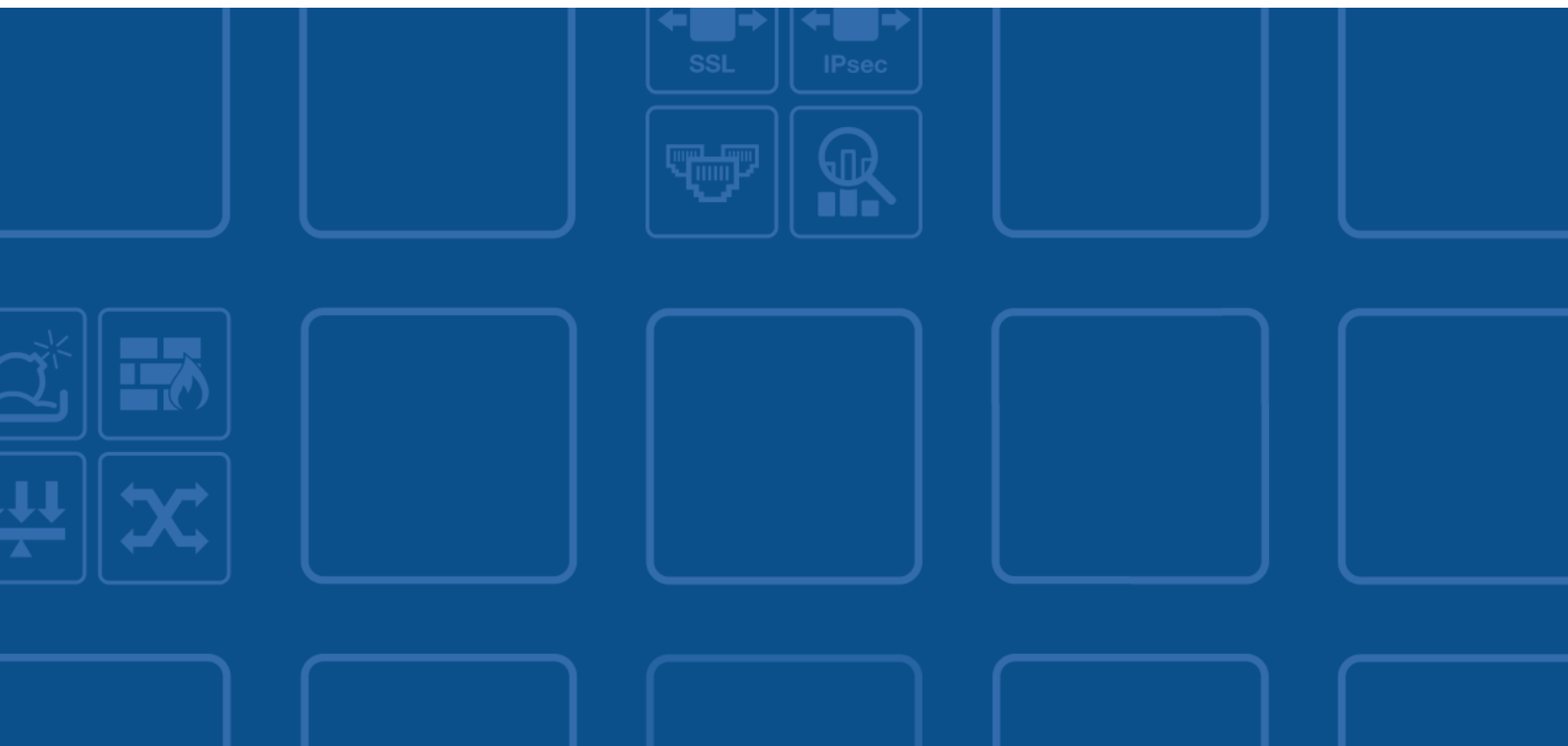
FORTINET
High Performance Network Security

FortiClient iOS - User Guide

VERSION 5.4.4



FORTINET DOCUMENT LIBRARY

http://docs.fortinet.com

FORTINET VIDEO GUIDE

http://video.fortinet.com

FORTINET BLOG

https://blog.fortinet.com

CUSTOMER SERVICE & SUPPORT

https://support.fortinet.com

FORTIGATE COOKBOOK

http://cookbook.fortinet.com

FORTINET TRAINING SERVICES

http://www.fortinet.com/training

FORTIGUARD CENTER

http://www.fortiguard.com

END USER LICENSE AGREEMENT

http://www.fortinet.com/doc/legal/EULA.pdf

FEEDBACK

Email: techdocs@fortinet.com

September 22, 2017

FortiClient iOS 5.4.4 User Guide

04-544-404683-20170922

TABLE OF CONTENTS

Change Log **4**
Introduction **5**
FortiClient (iOS) Features 5
SSL DNS server for split tunnel 5
Supported Platforms 6
Initial Configuration **7**
Running FortiClient iOS 7
Mobileconfig Profile 10
Web Filtering 12
FortiTelemetry **15**
Pre-configuring a FortiClient Telemetry Preferred Host 17
Logs **19**

Change Log

Date	Change Description
2017-07-11	Initial Release.
2017-09-22	Updated Supported Platforms section.

Introduction

FortiClient is an all-in-one comprehensive endpoint security solution that extends the power of Fortinet's Advanced Threat Protection (ATP) to end user devices. As the endpoint is the ultimate destination for malware that is seeking credentials, network access, and sensitive information, ensuring that your endpoint security combines strong prevention with detection and mitigation is critical.

This guide describes how to install and set up FortiClient iOS for the first time.

FortiClient (iOS) Features

Feature	Description
SSL VPN (Tunnel Mode)	SSL VPN in Tunnel Mode supports the following: • IPv4 Example: `https://24.1.20.17` • IPv6 Example: `https://[1002:470:71f1:63::2]` • Full tunnel & split tunnel (IP and subnet based) • SSL realm, custom DNS server, DNS suffix • Username & password authentication • PKI user with a personal certificate, FortiToken & Client Certificate
Web Filter	All browser traffic is supported.
FortiTelemetry	Connect to FortiGate and FortiClient EMS for central management.
mobileconfig	Use the mobileconfig file to pre-configure a FortiClient Telemetry preferred host. Once FortiClient starts, it will use this preferred host to register.

SSL DNS server for split tunnel

In order to use the SSL DNS server for split tunnel, the DNS suffix must be configured on the FortiGate side. Following is an example of configuring SSL DNS server for split tunnel by using FortiOS:

```
config vpn ssl settings
   set dns-suffix
"domain1.com;domain2.com;domain3.com;domain4.com;domain5.com;domain6.com;domain7.com;domai
    n8.com"
   set dns-server1 10.10.10.10
   set dns-server2 10.10.10.11


config vpn ssl web portal
   edit "full-access"
      set dns-server1 10.10.10.10
```

```
set dns-server2 10.10.10.11
set split-tunneling enable
```

If the split tunnel is configured, only DNS requests that match DNS suffixes will use the DNS servers configured in the VPN. Due to iOS limitations, the DNS suffixes will not be used for search as in Windows. Using short (not FQDN) names may be not possible.

Supported Platforms

FortiClient iOS is supported by iOS v9.x and 10.x.

FortiClient iOS does not support iOS 11.x.

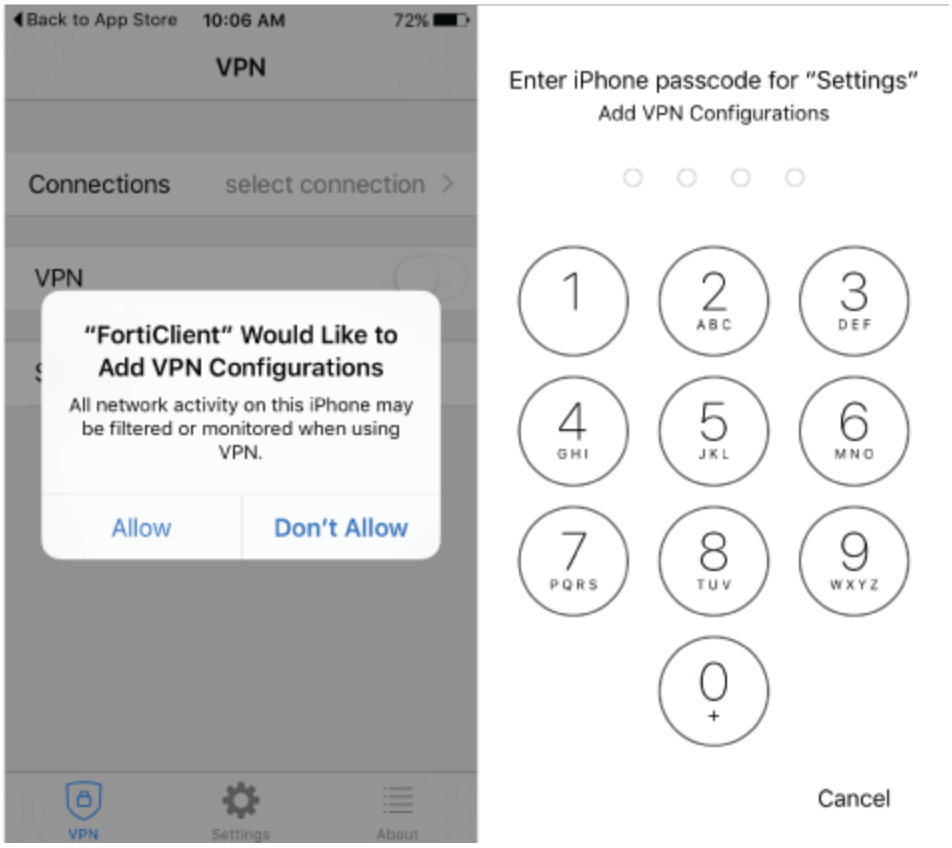
Initial Configuration

Running FortiClient iOS

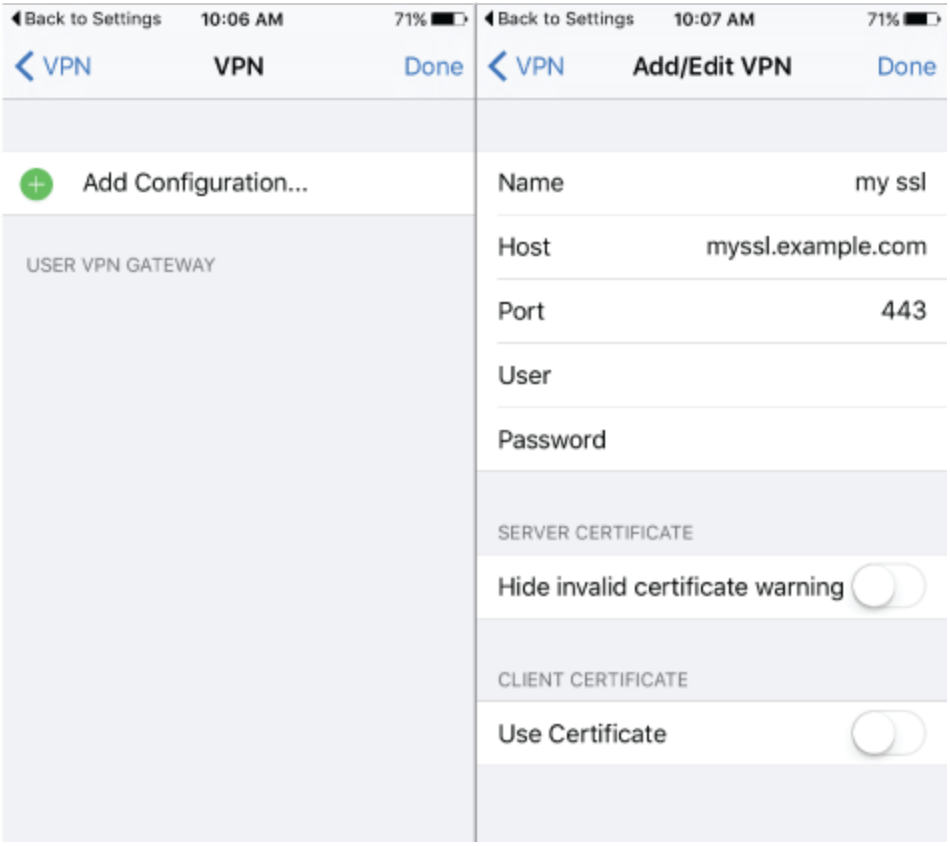
After downloading the FortiClient installer and running the application for the first time, a request to add a VPN configuration is sent.

To add a VPN Connection:

1. In the *Add VPN Configurations* pop up window, tap *Allow* and enter your passcode.



2. Tap the *VPN* icon at the bottom of the screen to switch to VPN page.
3. Tap *Add Configuration* and configure the following:

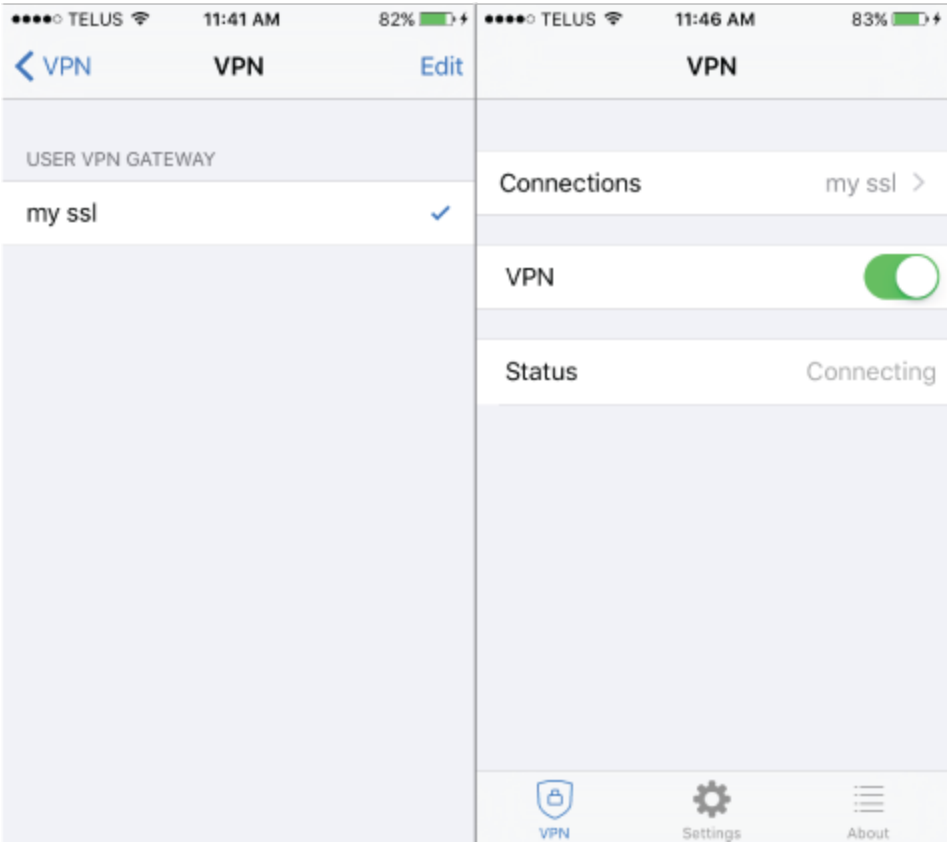


4. Tap *Done* twice.

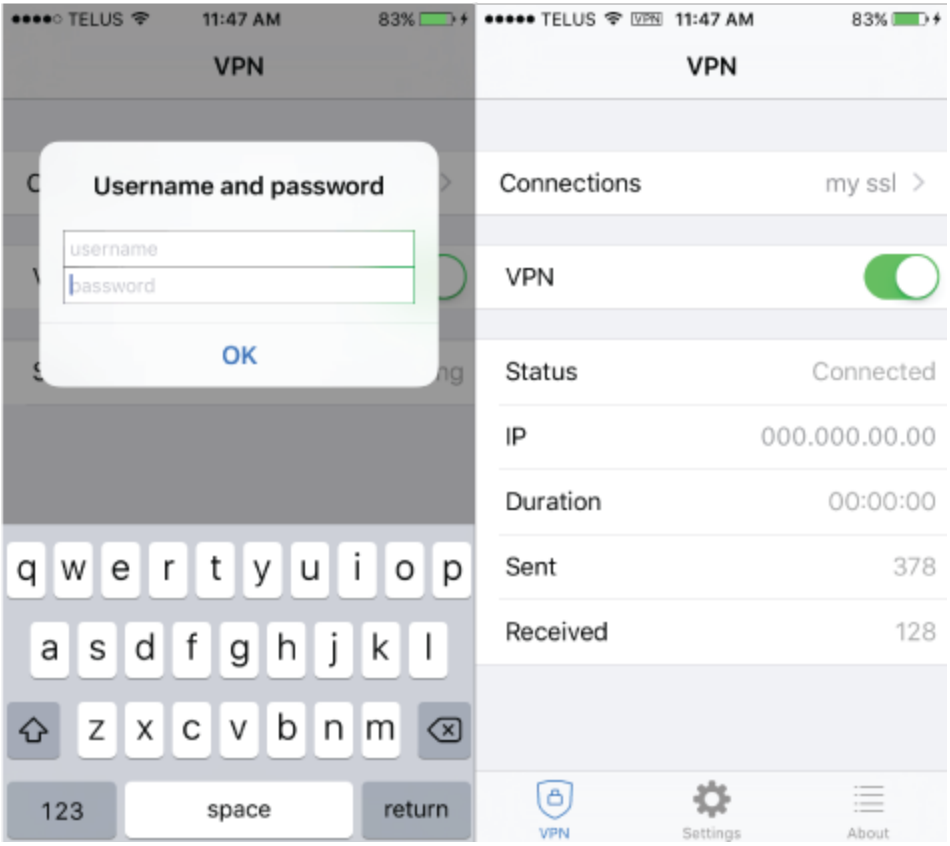
The Name, Host and Port fields are required, but User and Password, Hide invalid certificate warning, User Certificate are optional.

To enable a VPN connection:

1. Tap a *VPN connection*.
   A check mark will appear beside the VPN connection to indicate it was selected.
2. Tap the < button.
3. Swipe right to enable the VPN connection.



4. If the user and password are not already configured, enter the *username and passcode* in the pop up window.



5. Tap *OK*.
   When it is connected, the tunnel interface IP, duration, bytes sent and received information will be displayed.

To disable a VPN connection:

1. Select the VPN connection.
2. Swipe left to disable the VPN connection.

To edit or delete a VPN connection:

1. Select a VPN connection.
2. Tap *Edit* or *Delete*.
3. Tap *Done* twice.

Mobileconfig Profile

In order to enable Web Filtering, the iOS device will need to be supervised and a Mobileconfig Profile with Content Filter will need to be installed on the device.

Requirements:

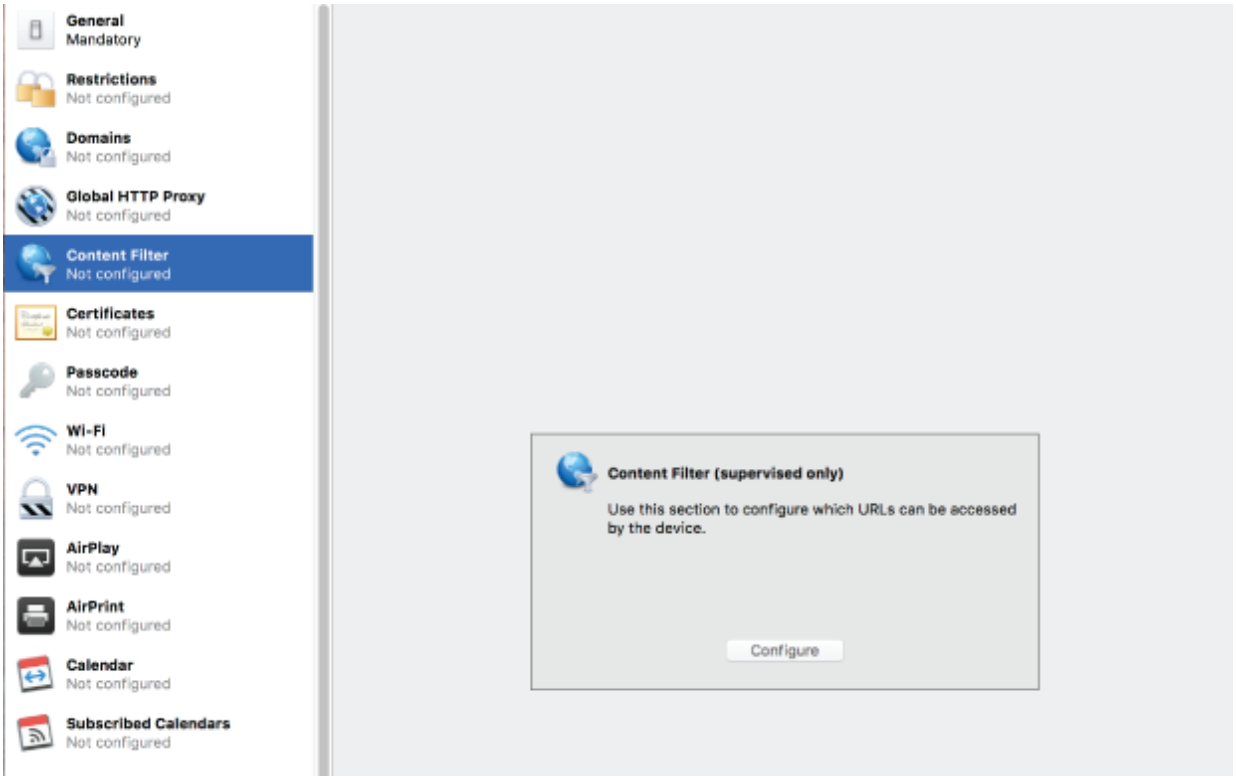
1. Apple Configurator 2 installed
2. iOS devices are supervised

How to supervise your iOS devices:

Instructions on how to supervise your iOS devices can be found on the Apple Configurator 2 Help website.

How to create a mobileconfig profile for FortiClient Web Filtering:

1. Launch *Apple Configurator 2*.
2. Go to *File* > *New Profile*.
3. Enter a *Name* for the profile.
4. Select *Content Filter* from the left panel.



5. Click *Configure*.
6. Select *Third Party App* from the *Filter Type* drop down.

7. Configure the following:

Filter Name	FortiClient
Identifier	com.fortinet.forticlient
Service Address	fgd1.fortigate.com
Organization	Fortinet, Inc.
Certificate	Not applicable Certificate payload is configured.
Filter WebKit Traffic	Check the Filter WebKit Traffic box.
Custom Data	N/A.

9. Click *Save*.

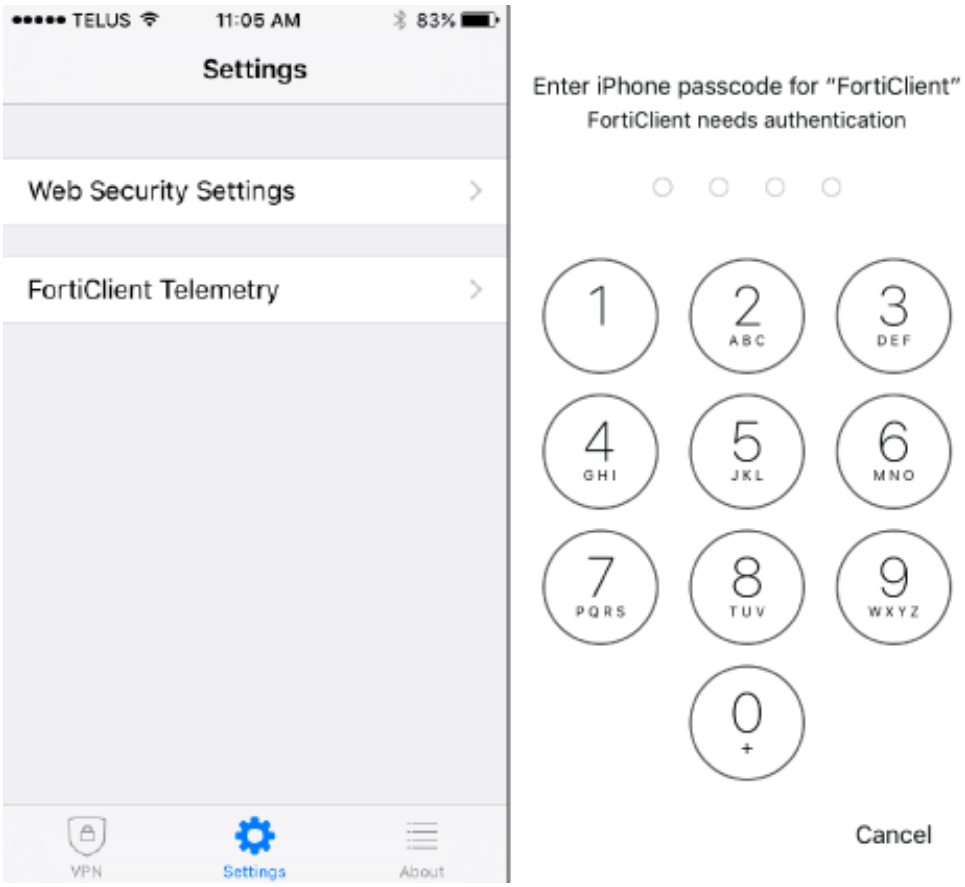
Web Filtering

Web Filtering is disabled by default.

In order to enable Web Filtering, the iOS device will need to be supervised and a Mobileconfig Profile with Content Filter will need to be installed on the device. See Create a Mobileconfig Profile.

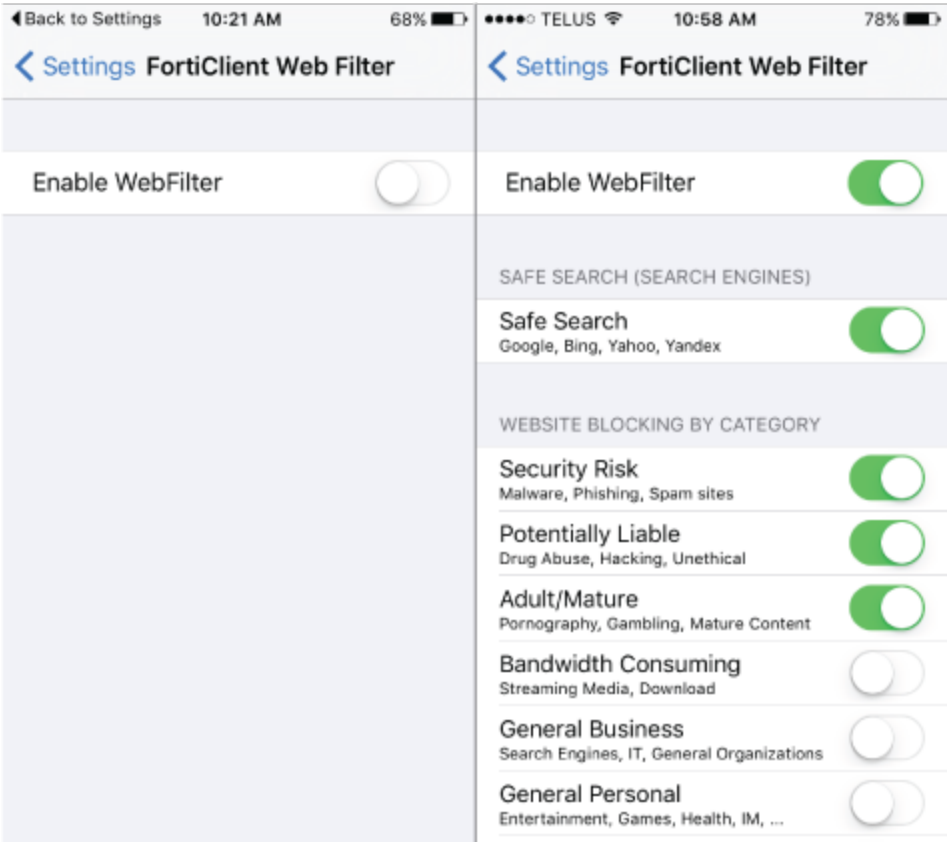
To configure the Web Filtering settings:

1. Tap *Settings* at the bottom of the screen.



2. Tap *Web Security Settings*.
3. Enter the passcode in the *FortiClient Authentication* pop up window.
4. Enable the *Web Filter* by swiping right.

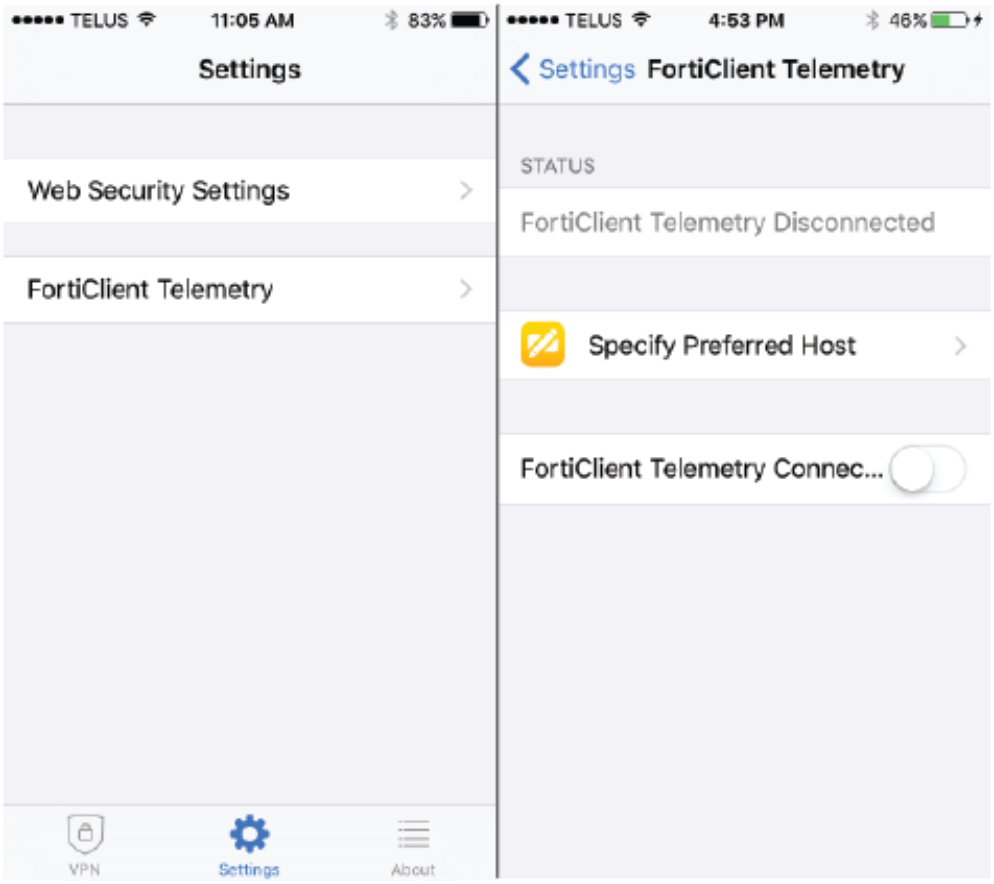
5. Configure the *Website Blocking by Categories* to suit requirements.



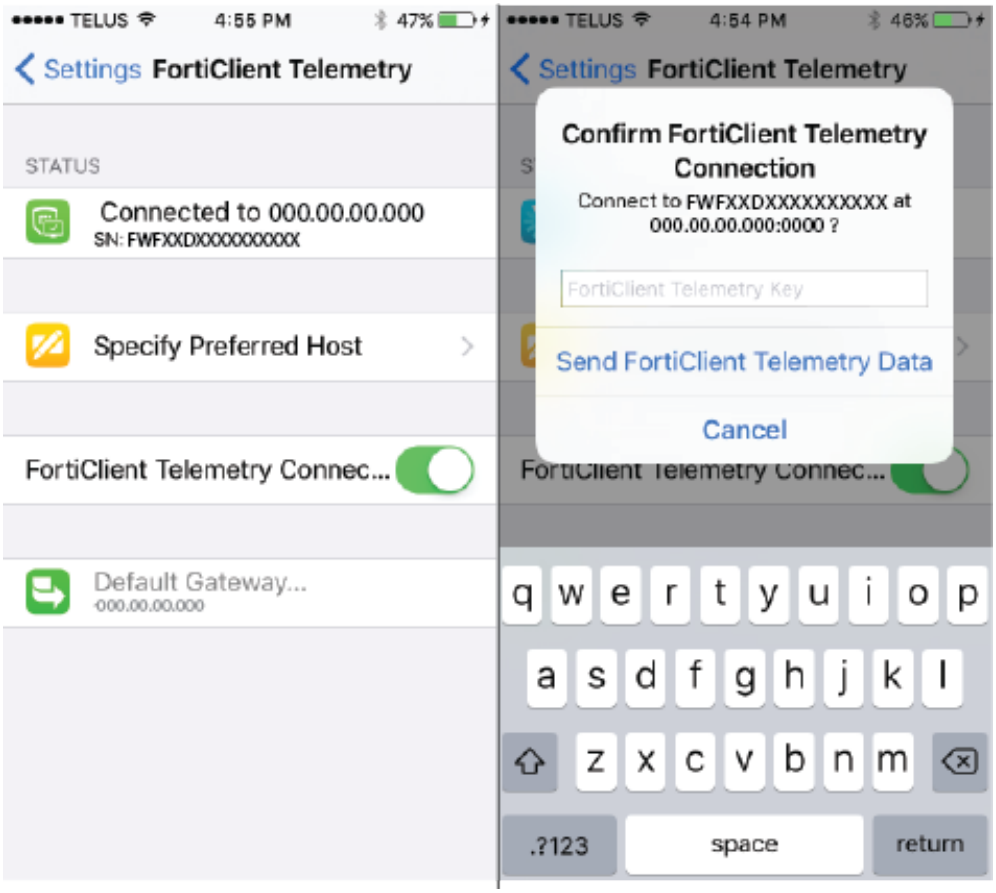
When a website is blocked, a restricted website error page will appear.

FortiTelemetry

To configure the FortiClient Telemetry settings:

1. Tap *Settings* at the bottom of the screen.
2. Tap *FortiClient Telemetry*.
3. 

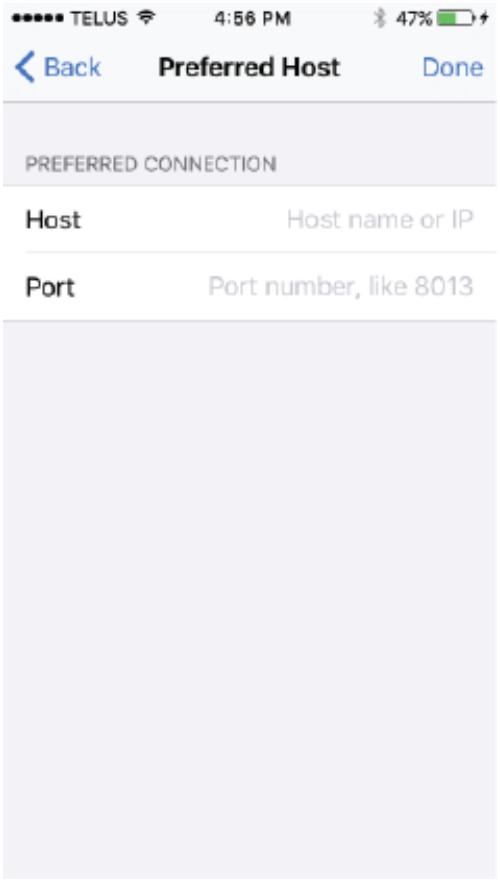
4. Enable *FortiClient Telemetry* by swiping right.
When FortiClient detects a FortiTelemetry server, a confirmation pop up window will appear.



5. Tap *Send FortiClient Telemetry Data* to connect to the FortiTelemetry server.

To specify a FortiTelemetry server:

1. Tap *Specify Preferred Host*.



2. Enter *Host* and *Port*.
3. Tap *Done*.

Pre-configuring a FortiClient Telemetry Preferred Host

You can use mobileconfig file to pre-configure a FortiClient Telemetry preferred host. Once FortiClient starts, it will use this preferred host to register.

To pre-configure a FortiClient Telemetry Preferred Host:

In the mofileconfig profile *Content Filter* payload, configure the following:

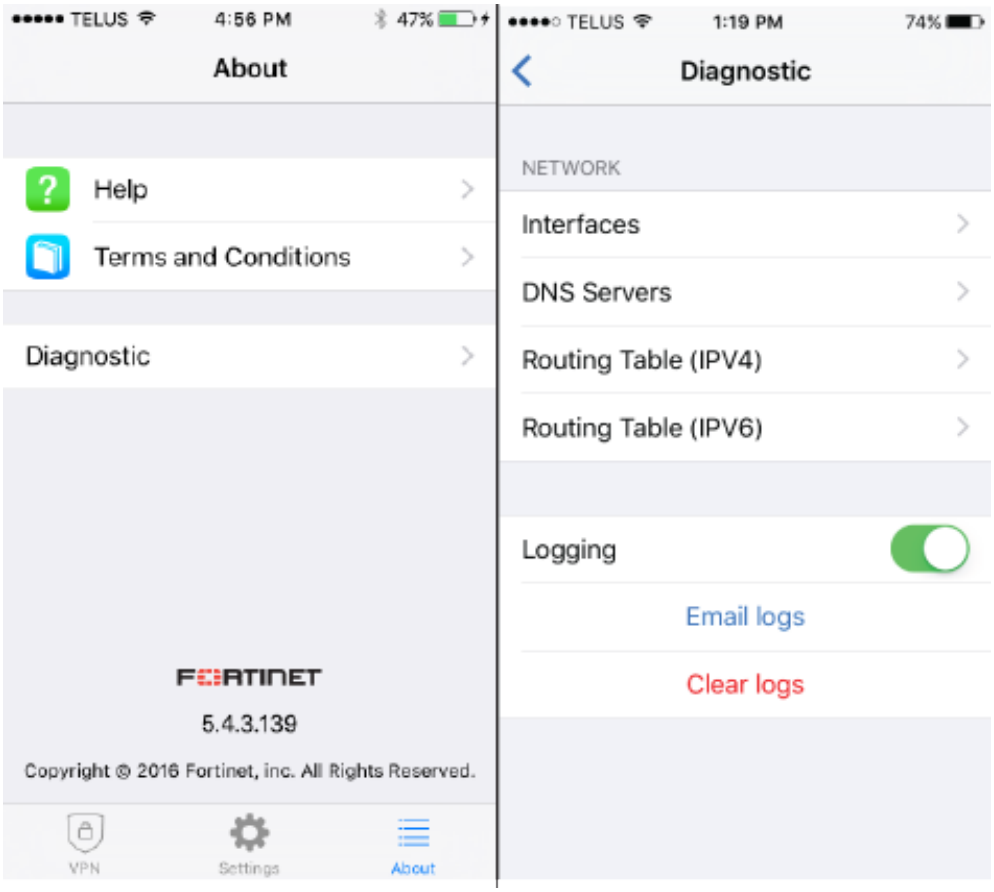
Filter Name	FortiClient
Identifier	com.fortinet.forticlient
User Name	FortiClient Enterprise Management Server IP address, port, and connection key. E.g., ems.mycompany.com:8013 12345678

The Web Filter configuration and FortiClient Telemetry configuration can be in one single mobileconfig profile.

Logs

You can email FortiClient iOS logs to Fortinet.

To email logs to Fortinet:



1. Tap *About* at the bottom of the screen.
2. Tap *Diagnostic*.
3. Swipe right to enable *Logging*.
4. Tap *Email Logs*.

FORTINET®

High Performance Network Security

Copyright© 2017 Fortinet, Inc. All rights reserved. Fortinet®, FortiGate®, FortiCare® and FortiGuard®, and certain other marks are registered trademarks of Fortinet, Inc., in the U.S. and other jurisdictions, and other Fortinet names herein may also be registered and/or common law trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Performance and other metrics contained herein were attained in internal lab tests under ideal conditions, and actual performance and other results may vary. Network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with a purchaser that expressly warrants that the identified product will perform according to certain expressly-identified performance metrics and, in such event, only the specific performance metrics expressly identified in such binding written contract shall be binding on Fortinet. For absolute clarity, any such warranty will be limited to performance in the same ideal conditions as in Fortinet's internal lab tests. In no event does Fortinet make any commitment related to future deliverables, features or development, and circumstances may change such that any forward-looking statements herein are not accurate. Fortinet disclaims in full any covenants, representations, and guarantees pursuant hereto, whether express or implied. Fortinet reserves the right to change, modify, transfer, or otherwise revise this publication without notice, and the most current version of the publication shall be applicable.