

February 2020

## Version Information

Forescout eyeExtend for VMware AirWatch® version 2.0.

This section describes requirements for this version.

## Forescout Requirements

- Forescout version 8.2.
- A module license for Forescout eyeExtend for VMware AirWatch. See [Forescout eyeExtend \(Extended Module\) Licensing Requirements](#) for details.

## Forescout eyeExtend (Extended Module) Licensing Requirements

This Forescout eyeExtend product requires a valid license. Licensing requirements differ based on which licensing mode your deployment is operating in:

- [Per-Appliance Licensing Mode](#)
- [Flexx Licensing Mode](#)

### To identify your licensing mode:

- From the Console, select **Help > About Forescout...**

## Per-Appliance Licensing Mode

When installing the module you are provided with a 90-day demo module license.

If you would like to continue exploring the module before purchasing a permanent license, you can request a demo license extension. Consult with your Forescout sales representative before requesting the extension. You will receive email notification and alerts at the Console before the demo period expires.

When the demo period expires, you will be required to purchase a permanent module license. *In order to continue working with the module, you must purchase the license.*

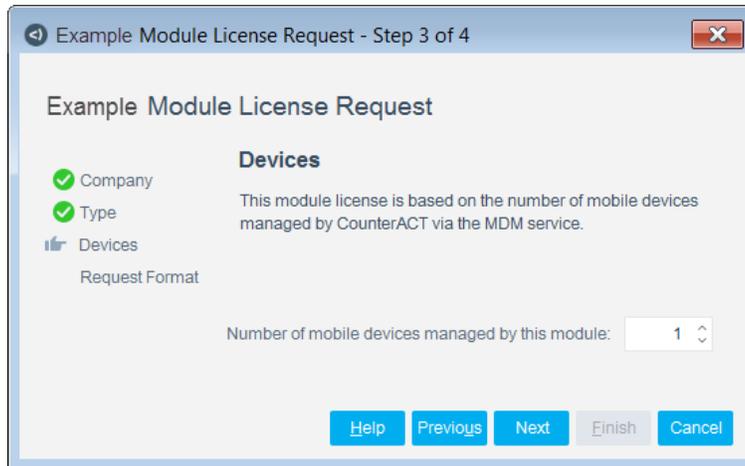
Demo license extension requests and permanent license requests are made from the Console.

- 📖 *This module may have been previously packaged as a component of an Integration Module which contained additional modules. If you already installed this module as a component of an Integration Module, you can continue to use it as such. Refer to the section about module packaging in the Forescout Administration Guide for more information.*

### Requesting a License

When requesting a demo license extension or permanent license, you are asked to provide the device *capacity* requirements. This is the number of devices that you want this license to handle. Licenses for this module are based on the number of mobile devices managed by Forescout via the MDM service.

Enter this number in the **Devices** pane of the Module License Request wizard, in the Console Modules pane.



### Flexx Licensing Mode

When you set up your Forescout deployment, you must activate a license file containing valid licenses for each product you want to work with in your deployment, including eyeExtend products. After the initial license file has been activated, you can update the file to add additional eyeExtend licenses or change endpoint capacity for existing eyeExtend products. For more information on obtaining eyeExtend licenses, contact your Forescout sales representative.

*No demo license is automatically installed during system installation.*

License entitlements are managed in the [ForeScout Customer Portal](#). After an entitlement has been allocated to a deployment, you can activate or update the relevant licenses for the deployment in the Console.

Each eyeExtend license has an associated capacity, indicating the number of endpoints the license can handle. The capacity of each eyeExtend license varies by module, but does not exceed the capacity of the Forescout eyeSight license.

*Integration Modules, which package together groups of related licensed modules, are not supported when operating in Flexx Licensing Mode. Only eyeExtend products, packaging individual licensed modules are supported. The Open Integration Module is an eyeExtend product even though it packages more than one module.*

### More License Information

For more information on eyeExtend (Extended Module) licenses:

- **Per-Appliance Licensing.** Refer to the *Forescout Administration Guide*.
- **Flexx Licensing.** Refer to the *Flexx Licensing How-to Guide*.

You can also contact your Forescout sales representative for more information.

## Supported Vendor Requirements

- To take advantage of the fixes in this version and subsequent releases, you must upgrade to AirWatch 9.1.x.
- For information about the vendor models (hardware/software) and versions (product/OS) that are validated for integration with this Forescout component, refer to the [Forescout Compatibility Matrix](#).

## Networking Requirements

The following ports must be open on enterprise firewalls to support communication between the Forescout platform and the AirWatch service.

- 443/TCP (default) or the port used to communicate with the AirWatch service. Specify this port when you configure the module.
- The port used to communicate with a proxy server, if one is used. Specify this port when you configure the module.
- Additionally, define exceptions to the Virtual Firewall action for these ports.

## Endpoint Requirements

Queries to MDM services are based on endpoint MAC addresses. As such, the Forescout platform must learn endpoint MAC addresses in order to initiate the query process. MAC addresses can be learned from the following sources:

- Wireless Plugin (Client table)
- Packet-Engine (ARP and DHCP traffic)
- L3 switches (ARP table)

## About This Release

This section describes updates and important information related to the component delivered in this version. This release also includes enhancements and fixes provided in previous versions. See [Previous Releases](#).

## Fixed Issues

This section describes the fixed issues for this version of Forescout eyeExtend for VMware AirWatch.

Defect #	Description
<b>VMA-129</b>	Forescout eyeExtend for VMware AirWatch now supports Certification Compliance mode. For information about this mode, refer to the <i>Forescout Installation Guide</i> .

## Known Issues

This section describes the known issues for this version of Forescout eyeExtend for VMware AirWatch.

Defect #	Description
<b>VMA-75</b>	<p>AirWatch Agent is not able to get the MAC address of some models of Android® 7 devices. Because it is a known issue in AirWatch, the Forescout platform cannot resolve the AirWatch properties for these devices.</p> <p>Once AirWatch adds the feature to get MAC address for Android devices, the Forescout platform should be able to resolve AirWatch properties as normal.</p>
<b>VMA-76</b>	<p>It is a known issue that AirWatch REST API for push notification only supports iOS® devices and not Android devices. As a result, the Forescout platform is not able to send push notifications to Android devices. However, a user can send push notification from the AirWatch Console.</p> <p>Once AirWatch fixes this REST API issue, the Forescout platform should be able to send push notification to Android devices as well.</p>

## How to Install

### To install the module:

1. Navigate to one of the following Forescout download portals, depending on the licensing mode your deployment is using:
  - [Product Updates Portal](#) - **Per-Appliance Licensing Mode**
  - [Customer Portal, Downloads Page](#) - **Flexx Licensing Mode**

To identify your licensing mode, select **Help > About ForeScout** from the Console.

2. Download the module `.fpi` file.
3. Save the file to the machine where the Console is installed.
4. Log into the Console and select **Options** from the **Tools** menu.
5. Select **Modules**. The Modules pane opens.

6. Select **Install**. The Open dialog box opens.
7. Browse to and select the saved module .fpi file.
8. Select **Install**. The Installation screen opens.
9. Select **I agree to the License Agreement** to confirm that you have read and agree to the terms of the License Agreement and select **Install**. The installation cannot proceed unless you agree to the license agreement.
  - 📖 *The installation begins immediately after selecting Install and cannot be interrupted or canceled.*
  - 📖 *In modules that contain more than one component, the installation proceeds automatically one component at a time.*
10. When the installation completes, select **Close** to close the window. The installed module is displayed in the Modules pane.
  - 📖 *Some components are not automatically started following installation.*

## More Release Information

This section provides additional release information.

### Rollback Support

Rollback is not available for this module. This means that if you upgrade to this module version and the module does not operate as expected, you cannot roll it back to a previous release.

### Previous Releases

Installing this release also installs fixes and enhancements provided in the releases listed in this section. To view Release Notes of previous version releases, see:

<https://www.forescout.com/company/resources/eyeextend-for-vmware-airwatch-1-9-release-notes/>

<https://www.forescout.com/company/resources/forescout-extended-module-for-vmware-airwatch-1-8/>

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## About the Documentation

- Refer to the Resources page on the ForeScout website for additional technical documentation: <https://www.forescout.com/company/resources/>
- Have feedback or questions? Write to us at [documentation@forescout.com](mailto:documentation@forescout.com)

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