Installing the RM SafetyNet Certificate – Managed Chromebooks

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Introduction

This document describes how to deploy the RM SafetyNet certificate to managed Chromebooks.

If your RM SafetyNet devices include unmanaged Chromebooks and other operating systems, make sure you download the files and documentation you need from http://www.rm.com/googlessl

About the RM SafetyNet SSL Certificate

Google searches now utilise encryption technologies for added security. In order to perform filtering on all Google searches the RM SafetyNet filtering service needs to decrypt, analyse, and then re-encrypt all traffic using the RM SafetyNet security certificate. We have recently updated our security certificate to use a stronger SHA-384 hash algorithm.

To prevent browsers showing a warning that the connection is insecure, this certificate must be deployed as a Trusted Root Certificate to all computers and devices that browse via a RM SafetyNet internet connection.

System requirements

- To manage multiple Chromebooks you need to have a G Suite for Education domain (formerly 'Google Apps for Education') with enrolled devices.

- Chromebooks should be running Chrome OS version 54 or later.

- You need to have an administrator account for Chromebook devices.
- You need to use the Google Chrome browser.

Before you start

For best practice we recommend you complete these tasks before you start the installation:

- Ensure you have access to a sample test client of each operating system variant or device type on the network for testing purposes.
- Ensure all devices are up to date in terms of software deployment, and that no restarts are pending.

Server downtime

No downtime is expected during the certificate deployment process.

Internet access for users will remain unaffected if the process is followed correctly.

Deploying the certificate

In a G Suite environment, you can deploy the certificate centrally to all enrolled Chromebooks in your G Suite domain. You can do this from any device with internet access.

Note Where deployment via G Suite is not possible, you can install the certificate manually on each Chromebook. Illustrated instructions are provided in a separate guide, *Installing the RM SafetyNet Certificate on your Chromebook*, which you can download from http://www.rm.com/googlessl.

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1. Browse to http://www.rm.com/googlessl.

2. Under **Managed Chromebooks** click the **Certificate (G Suite)** link.
    (Here you can also download a PDF copy of these instructions.)

3. When the certificate has downloaded, click Show in folder (downloads)
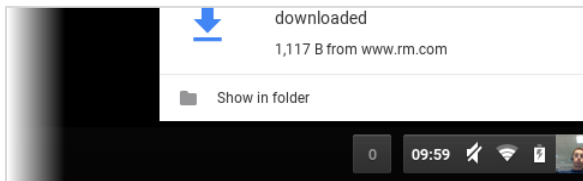
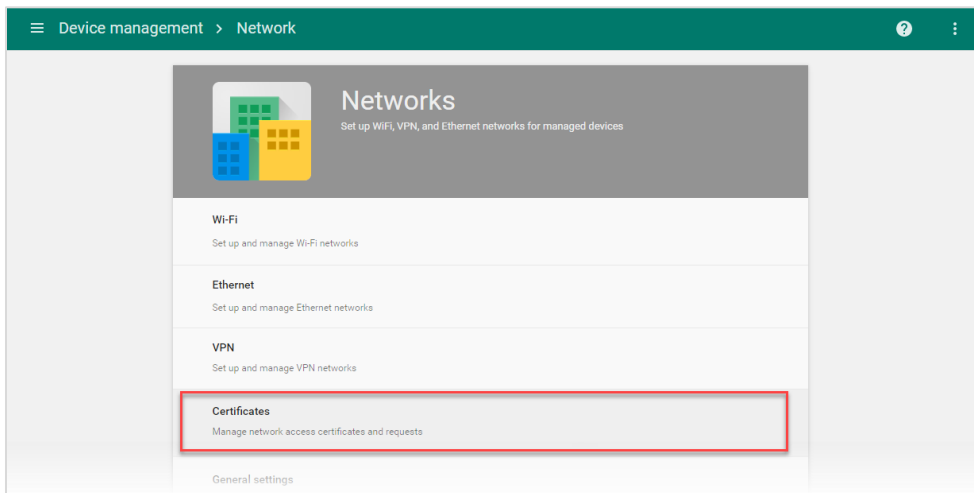   and then double-click the file to mount it.

4. Log in to your Google Admin console at https://admin.google.com as a G Suite administrator.
    Click **Device management**.
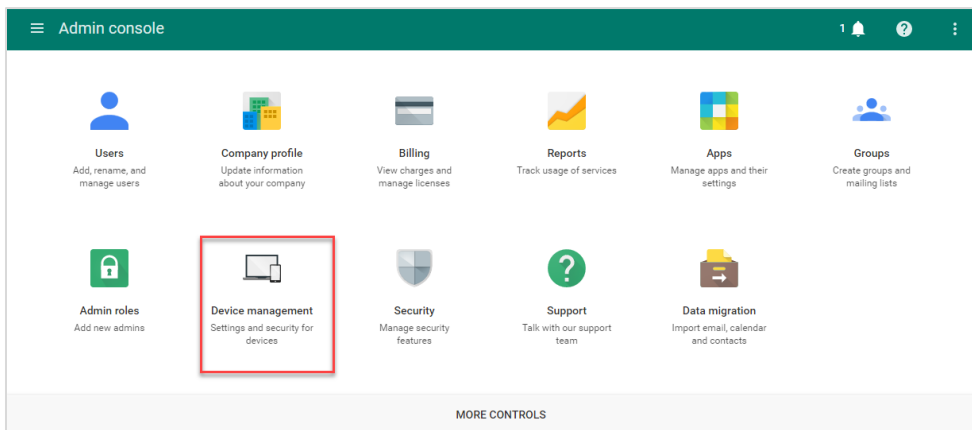
5. In the left-hand pane, under Device Settings choose **Network**.

6. Click **Certificates**.

7. Click the **Add certificate** button, browse to the
   RMEducationCA SHA384_pem_crt.zip file you downloaded and extracted in steps
   2-3, select it and click **Open**.

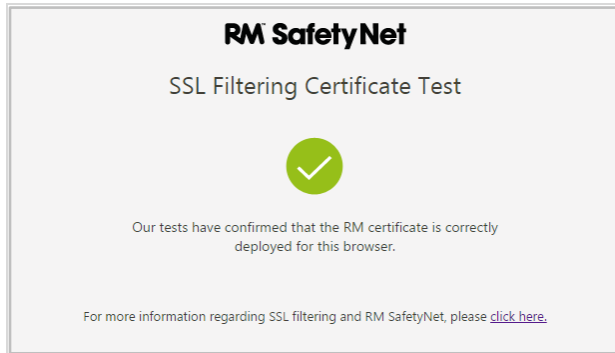8. Tick **Use this certificate as an HTTPS certificate authority**.
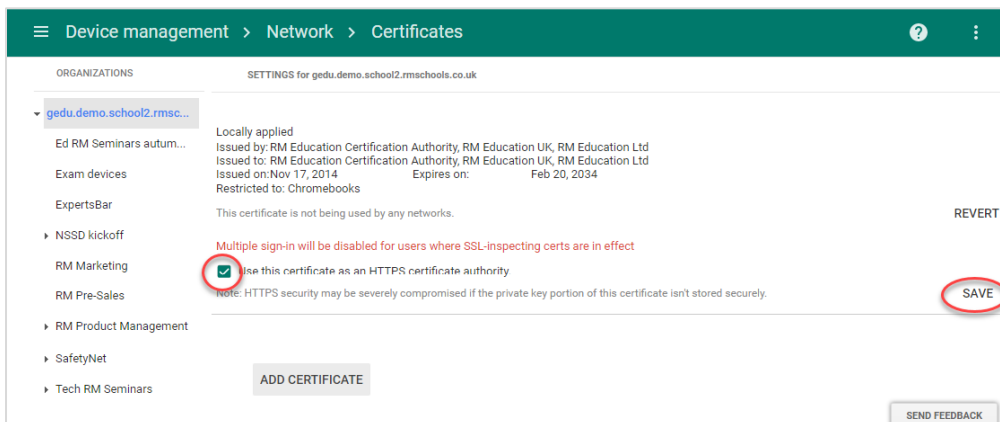
9. Click **Save**.

   Settings typically take effect within minutes, but may take longer to propagate
   through your organisation.

Checking the certificate is deployed

To check that the certificate has deployed on a Chromebook, open Chrome and go to http://certificatecheck.rm.com.

If your browser passes the test, this Chromebook has the certificate correctly installed.

If any security messages are displayed or the certificate is not signed by RM Education, please contact RM support for guidance.