



FAQ on Data Loss Prevention Endpoint support for macOS 11 and Apple Silicon

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2. Scope and Purpose of this document

Apple made a couple of important announcements at the WWDC recently:

- Availability of macOS 11 in Fall 2020.
- Transitioning Macs from Intel to Apple Silicon starting at the end of the year with the transition taking up to two years to complete.

This document addresses questions that Data Loss Prevention customers are likely to have in the context of the announcements made at the WWDC.

3. Frequently Asked Questions

Question 1

Subsequent to Apple's WWDC announcement on transitioning from Intel to Apple Silicon, what are Broadcom's plans on extending DLP Endpoint support to new Macs running Apple Silicon?

Response

Apple has announced that they will make available new Macs running Apple Silicon by the end of the year 2020. Our endeavor is to support the new Macs with Apple Silicon right from the get go. Our support will come in two phases.

In the beginning, our aim will be to support the upcoming DLP 15.7 MP2 on the new Macs. Since the 15.7 MP2 agent will be compiled for the x86_64 processor, we will have to rely on the built-in Rosetta 2 translation layer of the new Macs to convert x86_64 instructions at run time to Apple Silicon.

However, we recognize that this approach might not be as performant as software that is natively built for the new Mac. We are therefore also working on building a native version of the

Endpoint software to run on Apple Silicon. Our goal is to release the native version of the DLP Endpoint as a new maintenance pack on top of 15.8, which is our next big release of DLP.

The new Macs will run macOS 11, which is expected to be released this fall. We are working on a new DLP version that will support macOS 11.

At Broadcom, we recognize that new platform support, particularly on Endpoint, is critical for our customers. Our endeavor is to therefore support new mainstream browsers and operating system versions on the day that the new version is released.

Question 2

Will there be performance issues running the 15.7 MP2 agent on the new Macs?

Response

The short answer is we do not know for sure if there will be performance issues running the 15.7 MP2 agent on the new Macs. We are in the process of procuring and setting up the new Mac machines for testing. Once we complete the testing we will know for sure what the experience will be.

However our expectation, based on documentation available from Apple is the following: To the user, we expect Rosetta will be mostly transparent. Since the DLP Endpoint software contains only Intel instructions, we expect the new Macs to automatically launch Rosetta and begin the translation process. When translation finishes, we expect the system to launch the translated executable in place of the original. Since the translation process might take time, it might take the DLP Endpoint agent some time before it is running on the new Mac. At this point we do not know if this translation process happens just once or every single time the DLP Agent will be started. We also do not expect to see performance issues once the agent is running.

Question 3

What versions of DLP will support the new macOS 11 (Big Sur) and when?

Response

Our goal remains to support the new macOS 11 on the day it is released. However, supporting macOS 11 is not just about testing the DLP Endpoint on the new OS and claiming support. macOS 11 has some changes that are very disruptive for the DLP Agent. Kernel Extensions (KEXT) are extensively used today by the DLP agent for many of the features and Apple will no longer be supporting them in macOS 11. System Extensions are their replacement. However, it is not a one-to-one replacement. The change requires a major re-architecture of the DLP Agent to switch from KEXT to System Extensions. We are currently working on this agent

re-architecture and are planning to release a new software update on top of 15.7 MP1 (likely to be 15.7 MP2) to support macOS 11 on the day it is released.

Question 4

I see that macOS 11 support is being planned for 15.7 MP2. When will 15.5 or 15.1 support macOS 11?

Response

Supporting macOS 11 is not just about testing the DLP Endpoint on the new OS and claiming support. macOS 11 has some changes that are very disruptive for the DLP agent and these changes require the mac agent to be re-architected. Because of the nature of the software update required we are extending support only with DLP 15.7 MP2. Older versions of DLP will not support macOS 11. Customers will need to plan an upgrade to 15.7 in time for their use of macOS 11.

Question 5

Do I have to upgrade all my servers and agents to 15.7 before I can start deploying the new mac agent that supports macOS 11?

Response

No, you only have to upgrade the servers to 15.7. Agents can remain on whatever version they currently are for the time being. You can start with deploying the 15.7 MP2 agent to only macOS 11 Endpoints and then expand the rollout to Windows systems and other Macs.

Question 6

I will not be able to upgrade my environment to 15.7 in time for the release of macOS 11 (Big Sur). However, having DLP support is still critical. What are my options in this case?

Response

Options in this case can be one or a combination of the following

- (1) Hold macOS 11 deployment.
- (2) Expedite DLP 15.7 server upgrade.
- (3) Carve out a different 15.7 environment for the macOS 11 endpoints.

Question 7

Will there be a Beta of the new Mac agent for customers to test with and by when is that expected?

Response

Yes, a Beta build is expected to be made available to customers roughly by mid-to-late August. You can reach out to your account teams or support to express interest in the beta.

Question 8

Can Enforce and Endpoint Servers be running the older 15.5 version, if this is only an agent-side change?

Response

No. 15.7 MP2 agents will only be supported with a 15.7 server infrastructure.

Question 9

Can 15.7 MP2 agent be deployed on all macOS versions I have in my environment, e.g., 10.15.x, 10.14.x?

Response

No. 15.7 MP2 agents will initially be supported only on macOS 11 Endpoints. So you should not deploy them on machines that are running older OS.

The reason we will have this restriction in the beginning is so that we are able to focus all our engineering efforts in ensuring zero day support for macOS 11. After extending zero day support, our teams will shift focus to testing 15.7 MP2 on other supported macOS versions. We plan to remove this restriction after we have had a chance to validate the new agent on the older macOS versions.

Question 10

My Enforce Server and Endpoint Server are currently on 15.7. Do I need to upgrade my Enforce and Endpoint Servers to 15.7 MP2 before I can deploy the 15.7 MP2 agents?

Response

Our goal will be to support 15.7 MP2 agents with the 15.7 Enforce and Endpoint Servers.. However, there might be some macOS 11 use cases that may require Enforce and Endpoint Servers to also be on 15.7 MP2. We will provide a more specific guidance as and when our engineering teams complete working through some aspects in this area.

Question 11

Are there any other considerations I should be aware of and plan for before I upgrade my Macs to 15.7 MP2?

Response

Besides the architectural changes required to switch from KEXT to System Extensions, we are making a couple of other critical changes.

1) Outlook Monitoring - We are improving our Outlook monitoring solution to move away from the hooking-based approach to a Microsoft recommended add-in approach. Microsoft today supports the add-in model starting with Outlook client v16.30 and the mailbox from Exchange Online or O365. For the Outlook solution to work, you will need to make sure that your Macs use Outlook version that supports add-ins. You will additionally have to work with your organization's O365 admin to make sure that the DLP add-in is deployed to all the Endpoints running macOS 11.

Note: The add-in is not supported in certain scenarios listed below. With 10.15 and lower, the fallback option is hooking. With macOS 11, that won't be an option. In a nutshell, customers will not be able to use the Outlook channel if they don't upgrade to an add-in supported Outlook client and move away from the on-prem exchange server.

Scenarios where the add-in won't be supported, are:

- Outlook 2016 (MSFT is ending support on 13-Oct-2020)
- Outlook 2019 (version < 16.30)
- Mailbox is Exchange server on-prem

2) Browser Monitoring (Firefox and Chrome) - We are improving the Firefox and Chrome monitoring solution by moving away from a hooking-based approach to a new approach that uses a browser extension and System Extensions. The browser extension needs to be deployed using MDM software. You will have to therefore work with your MDM administrator to get the browser extensions installed.

Question 12

Will there be any public-facing documentation on macOS 11 for customers to know our plans and progress against supporting macOS 11?

Yes. We have published the following update to our DLP System Requirements page for macOS. Our intent is to update this page on a regular basis (monthly) with observations and high-level results from our testing with Beta macOS builds.

macOS 11 compatibility and testing

https://techdocs.broadcom.com/content/broadcom/techdocs/us/en/symantec-security-software/information-security/data-loss-prevention/15-7/DLP_system_requirements_1/endpoint-computer-requirements-for-the-symantec-dl-v55834781-d366e3354/macos-operating-system-requirements-for-endpoint-s-v135311679-d366e4337/macos-11-compatibility-and-testing.html

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