

**WithSecure Cloud Protection for Salesforce
Quick Installation Guide**

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Solution overview

WithSecure Cloud Protection for Salesforce is a cloud-based security solution that is designed to improve and extend the native security capabilities of the Salesforce platforms.

WithSecure Cloud Protection for Salesforce analyzes the content that enters or leaves the Salesforce cloud, so that files and URLs that are uploaded or downloaded from a Salesforce organization cannot be used in cyber attacks against your company, partners, or customers.

The solution comprises a native Salesforce application and WithSecure Security Cloud that provides file and website reputation and security services. The WithSecure Cloud Protection application is installed on Salesforce Sales, Service, or Experience Cloud (previously known as Community Cloud) that your company uses. You do not need to install any other software or make any changes to your network configuration.

WithSecure Security Cloud is a cloud-based threat analysis and response system. It analyzes the threat intelligence that is gathered by our millions of sensor nodes, creating a vast database of digital threats that builds a real-time picture of the global threat situation.

WithSecure Cloud Protection for Salesforce leverages this data to respond to changes in the global or local threat landscape within minutes. For example, when our heuristic and behavior analysis identifies a new zero-day attack, the information is shared with all our customers - rendering the advanced attack harmless very soon after the initial detection.

The solution is designed to reduce delays and it does not hinder the use of Salesforce. When analyzing files or content, the solution uses a multi-stage process that leverages WithSecure Security Cloud. The steps within this process are triggered based on the risk profile of the content. For example, only high-risk files go through a deeper analysis with our Smart Cloud Sandboxing technology, which is designed to prevent attacks using zero-day malware and other advanced threats.

Chapter 2

Deployment

Topics:

- [Supported Salesforce editions](#)
- [Prerequisites](#)

This section provides instructions for deploying WithSecure Cloud Protection in your Salesforce organization.

Deploying the application involves the following steps:

- Installing the application
- Assigning permission sets and licenses
- Configuring the application settings

If you are upgrading from the previous version, see [Upgrading the application](#) on page 13.

2.1 Supported Salesforce editions

The WithSecure Cloud Protection application supports Salesforce Classic and Lightning Experience user interfaces, and can be installed to the Salesforce Editions listed here.

- Enterprise
- Performance
- Unlimited
- Developer Edition

Note: We highly recommend that you verify the application in a sandbox before you deploy it to your production environment.

2.2 Prerequisites

Check the Salesforce settings here before you start to install WithSecure Cloud Protection for Salesforce.

2.2.1 Turn the Chatter feature on

To install and use WithSecure Cloud Protection, the Chatter feature must be on in your Salesforce organization.

To turn on the Chatter feature:

1. Log in to Salesforce with your System Administrator account.
2. Go to your organization settings and select **Setup**.
3. Navigate to **Feature Settings > Chatter > Chatter Settings**.
4. Select **Edit** to change the settings.
5. Select **Enable** under **Chatter Settings** and then select **Save**.

2.2.2 Allow editing of posts and comments in Chatter settings

To prevent broken user mentions in the Chatter posts and comments, we highly recommend that you turn on the **Allow users to edit posts and comments** setting in the Chatter settings.

To turn this setting on in your Salesforce organization:

1. Log in to Salesforce with your System Administrator account.
2. Go to your organization settings and select **Setup**.
3. Navigate to **Feature Settings > Chatter > Chatter Settings**.
4. Select **Edit** to change the settings.
5. Under **Post and Comment Modification**, select **Allow users to edit posts and comments** and then select **Save**.

2.2.3 Allow uploading of attachments as Salesforce files

If you are storing files as attachments and use Salesforce Classic user interface, we recommend that you turn on the **Files uploaded to the Attachments related list on records are uploaded as Salesforce Files, not as attachments** setting.

By turning on this setting, files that are uploaded as attachments are converted to Salesforce files and scanned by WithSecure Cloud Protection when uploaded or downloaded.

To turn this setting on in your Salesforce organization:

1. Log in to Salesforce with your System Administrator account.
2. Go to your organization settings and select **Setup**.
3. Navigate to **Feature Settings > Salesforce Files > General Settings**.
4. Select **Edit** to change the settings.
5. Select **Files uploaded to the Attachments related list on records are uploaded as Salesforce Files, not as attachments** and then select **Save**.

2.2.4 Activating other languages

The default language for WithSecure Cloud Protection is English, but you can also activate other supported languages.

WithSecure Cloud Protection currently supports the following languages:

- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- English
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Polish
- Portuguese
- Russian
- Slovak
- Spanish
- Thai
- Turkish

Note: The administrator's selected language during installation is used as the default language for alerts.

To activate other languages:

1. Log in to Salesforce with your System Administrator account.
2. Go to your organization settings and select **Setup**.
3. Select **User Interface > Translation Workbench > Translation Settings** from the menu.
4. Select the **Active** checkbox for the language that you want.

Users within your organization can now use WithSecure Cloud Protection in the activated language if they have selected that language in their account settings, under **Settings > My Personal Information > Language & Time Zone**.

Chapter 3

Installation

Topics:

- [Installing the application](#)

This section describes how to install the application

If you are upgrading from the previous version, see [Upgrading the application](#) on page 13.

3.1 Installing the application

Follow these instructions to install the application to your Salesforce organization.

1. Log in to Salesforce with your System Administrator account.
2. Go to the Salesforce AppExchange marketplace, find the WithSecure Cloud Protection application, and select **Get It Now** to start the installation.

WithSecure Cloud Protection is listed on Salesforce AppExchange here:

<https://appexchange.salesforce.com/listingDetail?listingId=a0N3A00000EFntJUAT>.

Note: If you are installing a release preview or beta version of the WithSecure Cloud Protection application, you will receive a direct link to the managed installation package. To start the installation, open the link in your web browser.

Note: If you already have a release preview or beta version of the application installed, uninstall it before you install the new version of the application.

3. Depending on whether you are installing the application to your production Salesforce org or Sandbox, choose **Install in production** or **Install in Sandbox**.
4. Check the installation details.
5. Select **I have read and agree to the terms and conditions** and then select **Confirm and Install**.
6. Select **Install for Admins Only** and then select **Install**.
7. Select **Yes, grant access to these third-party web sites** to allow the application to connect to the WithSecure Security Cloud services. Then, select **Continue**.
8. Wait until the installation is complete.

Important: If you receive a message that the app is taking too long to install, wait for a confirmation email from Salesforce that the app has been installed.

9. Select **Done** when the installation is complete.

WithSecure Cloud Protection has been installed successfully.

After you have installed WithSecure Cloud Protection for Salesforce:

1. Assign the permission sets and licenses.
2. Configure the application settings. See the [Administrator's Guide](#) for instructions.

Assigning permission sets and licenses

Topics:

After you have installed the application, you need to assign WithSecure Cloud Protection permission sets and licenses.

- [Assign WithSecure Cloud Protection User permission set](#)
- [Assign WithSecure Cloud Protection Admin permission set](#)
- [Assign WithSecure Cloud Protection licenses](#)

4.1 Assign WithSecure Cloud Protection User permission set

You need to assign the WithSecure Cloud Protection User permission set to all active users within your organization even if you do not have WithSecure software license purchased for some of them.

Follow these instructions to assign the WithSecure Cloud Protection User permission set.

1. Log into Salesforce with your System Administrator account.
2. Go to **App Launcher** and open **Cloud Protection**.
3. Go to **Administration > Tools** and select **Assign** under **Manage user permission set**.

All active users within your Salesforce organization get the WithSecure Cloud Protection User permission set assigned.

Note: The permission set is assigned to active users in the background.

4. Under **Administration > Tools**, select **Enable** to turn on the automatic assignment of the WithSecure Cloud Protection User permission set to new users who are added to your Salesforce organization after the WithSecure application has been installed.

Tip: We recommend that you keep this option turned on.

The app creates informational alerts when the tasks are activated and complete.

If the assignment of the WithSecure permission set fails, the app generates an error alert with a list of user IDs that did not receive the permission set.

4.2 Assign WithSecure Cloud Protection Admin permission set

You need to assign WithSecure Cloud Protection Admin permission set to users who are allowed to access the application settings, analytics, and reports.

Follow these steps to assign the WithSecure Cloud Protection Admin permission set:

1. Log into Salesforce with your System Administrator account.
2. Go to your organization settings and select **Setup**.
3. Select **Users > Permission Sets > WithSecure Cloud Protection Admin**.
4. Select **Manage Assignments**.
5. Select **Add Assignments**.
6. Select all the users who need to access the WithSecure Cloud Protection application, analytics, and reports, and then select **Add Assignments**.

4.3 Assign WithSecure Cloud Protection licenses

WithSecure Cloud Protection licenses must be assigned to all users who administer the application or who are protected against security threats associated with harmful and disallowed content.

Note: Users without assigned WithSecure licenses are not protected by WithSecure Cloud Protection. They are at risk of accessing harmful or disallowed content that may get into your Salesforce organization

Follow the steps below to assign WithSecure Cloud Protection licenses to your users:

1. Log into Salesforce with your System Administrator account.
2. Go to **App Launcher** and open **Cloud Protection**.
3. Go to **Administration > License**.
4. Depending on the number of licenses you have purchased, do one of the following:
 - If you have purchased WithSecure licenses for a limited number of users, set the License mode to **Selected users**, select **Save** and proceed to the next step.
 - If you have purchased WithSecure licenses for all users in your organization, set the License mode to **All users** and select **Save**.
5. Select the **Select licensed users** link.

The **Assign Licenses** window opens.

6. Search by the user name, profile, or department, or scroll through the list to find the users who need the license.
7. Select **Assign** in the Action column to assign the license to the selected user. You can also select **Assign All** to assign WithSecure Cloud Protection licenses to the list of users retrieved by your search.
8. Select **Close** when you are done.

You can consider turning on automatic license assignments on user profiles or other criteria:

a) Click **Manage automatic license assignments...**

b) Define the search criteria to add a new automatic license assignment rule.

You can use Name, Profile, Role, Email, Company, Division, and Licensed values for the search criteria. The search box supports partial and full matches:

- `Profile=System` finds any user whose profile name contains `System`, such as `System Administrator`.
- `Profile="System"` finds only users with a profile named `System`.
- You can use the percent sign as a wildcard to match any characters, for example `Profile=S%A` will find users with profiles like `System Administrator` but also `Standard User` and so on.

c) Click **Add**.

The rule is added to the table, and you can add more rules as needed.

Note: The rules you add are read using "OR" between the lines. In other words, the rules mean that licenses are assigned automatically to new users that only match one of the rules in the table. To define an "AND" condition, write the search criteria on the same line, for example "Profile=System, Department=Sales".

d) Switch on **Automatic license assignments** to take the specified rules into use.

When WithSecure licenses are assigned to a large number of users, the app assigns these licenses in the background and reports the status or any errors as alerts.

Chapter 5

Upgrading

Topics:

This section describes how to upgrade the application.

- [Upgrading the application](#)

5.1 Upgrading the application

The latest version of the WithSecure Cloud Protection application is always available in Salesforce AppExchange. Upgrading the application from the previous version preserves all the existing settings and analytics data.

Note: You cannot upgrade from a release preview or beta version of the application. Uninstall the previous version and then install the new version of the application.

1. Log in to Salesforce with your System Administrator account.
2. Go to the Salesforce AppExchange marketplace, find the WithSecure Cloud Protection application, and select **Get It Now** to start installation.

WithSecure Cloud Protection is listed on Salesforce AppExchange here:

<https://appexchange.salesforce.com/listingDetail?listingId=a0N3A00000EFntJUAT>.

3. Depending on whether you are installing the application to your production Salesforce org or Sandbox, choose **Install in production** or **Install in Sandbox**.
4. Check the installation details.
5. Select **I have read and agree to the terms and conditions** and then select **Confirm and Install**.
6. Select **Install for Admins Only** and then select **Upgrade**.
7. Select **Yes, grant access to these third-party web sites** to allow the application to connect to the WithSecure Security Cloud services, and then select **Continue**.
8. Wait until the installation is complete.

Important: If you receive a message that the app is taking too long to install, wait for a confirmation email from Salesforce that the app has been installed.

9. Select **Done** when the installation is complete.

WithSecure Cloud Protection has been upgraded successfully.

Chapter 6

Uninstallation

Topics:

- [Removing permission set assignments](#)
- [Uninstalling the application](#)

This section provides instructions for removing WithSecure Cloud Protection from your Salesforce organization.

Removing the application involves the following steps:

- Remove permission set assignments
- Uninstall the application

6.1 Removing permission set assignments

Before uninstalling the WithSecure Cloud Protection application, you must remove WithSecure Cloud Protection User and WithSecure Cloud Protection Admin permission sets, which you assigned to users within your Salesforce organization.

To remove the permission sets:

1. Log in to Salesforce with your System Administrator account.
2. Go to **App Launcher** and open **Cloud Protection**.
3. Go to **Administration > Tools** and under **Manage user permission set**, select **Remove**.
4. Go to your organization settings and click **Setup**.
5. Select **Users > Permission Sets > WithSecure Cloud Protection Admin**.
6. Click **Manage Assignments**.
7. Select all users and click **Remove Assignments**.
8. Click **OK** to confirm that you want to remove all users.

6.2 Uninstalling the application

After you have removed all user permissions, you need to uninstall the WithSecure Cloud Protection application.

Follow these instructions to uninstall the WithSecure Cloud Protection application:

1. Log into Salesforce with your System Administrator account.
2. Go to your organization settings and select **Setup**.
3. Go to **Apps > Installed Packages**.
4. Next to WithSecure Cloud Protection, select **Uninstall**.
5. On the **Uninstalling a Package** page, scroll down and select **Yes, I want to uninstall this package and permanently delete all associated components**.

You receive an email notification when the **WithSecure Cloud Protection** application has been uninstalled.