

# ZENworks 2020 Mobile Management Reference-End User

#### **Legal Notices**

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see https://www.novell.com/company/legal/.

#### © Copyright 2008 - 2019 Micro Focus or one of its affiliates.

The only warranties for products and services of Micro Focus and its affiliates and licensors ("Micro Focus") are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Micro Focus shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

## Contents

	About This Guide	5
1	Overview	7
2	Enrolling iOS Devices	9
	Enrolling using Apple Device Enrollment Program	
	Procedure	9
3	Enrolling Android Devices	23
	Prerequisites	23
	Enrolling Devices in the Work Profile Mode	
	Work Profile Enrollment for Existing Users	28
	Enrolling devices in the work-managed device mode	29
4	Enrolling Email-only Devices	37

## **About This Guide**

This guides includes information to help an end user enroll their mobile devices to ZENworks Configuration Management.

The information in this guide is organized as follows:

- Chapter 1, "Overview," on page 7
- Chapter 2, "Enrolling iOS Devices," on page 9
- Chapter 3, "Enrolling Android Devices," on page 23
- Chapter 4, "Enrolling Email-only Devices," on page 37

#### Audience

This guide is intended for end users.

#### Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

#### Additional Documentation

ZENworks 2017 is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the Online Documentation site.

The mobile management feature in ZENworks Configuration Management helps organizations manage mobile devices being used in the workplace. ZENworks supports management of the following devices:

- Android Devices: Android version 5.0 and newer versions.
- iOS Devices: iOS version 9.3 and newer versions.
- Devices using ActiveSync 12.0 and newer that include:
  - Windows version 8 and newer versions.

ZENworks lets you enroll your devices in either of the following ways:

- Managed Device: Enables ZENworks to fully manage a device by performing various device management operations such as apply policies to the device, deploy applications on the device, synchronize email for Exchange ActiveSync accounts, and capture device information (inventory). Only iOS or Android devices can be enrolled as fully managed devices. Full management of an Android device is performed through the ZENworks Agent App that is hosted on the Google Play Store. Full management of an iOS device is performed through the device's in-built MDM client.
- Email Only (ActiveSync Only): Enables ZENworks to manage only the corporate email account on the device. Also, certain policies that are enforceable through the ActiveSync protocol can be applied. Android, iOS, and Windows devices can be enrolled as Email Only devices.

# 2 Enrolling iOS Devices

iOS devices can be enrolled to ZENworks through:

- Apple Device Enrollment Program
- ZENworks User Portal
- "Enrolling using Apple Device Enrollment Program" on page 9
- "Enrolling an iOS Device Manually" on page 9

Contact your system administrator to identify the manner in which your device should be enrolled.

## **Enrolling using Apple Device Enrollment Program**

## Procedure

Switch on the device and follow the setup prompts to enroll the device. After you configure the Wi-Fi settings on your device, log-in to the device with your credentials. The device automatically enrolls to ZENworks.

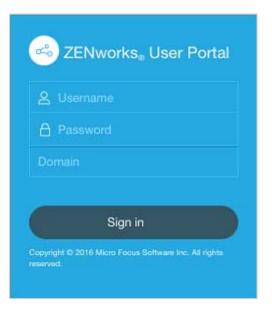
## **Enrolling an iOS Device Manually**

This scenario shows you how to enroll an iOS device as a non-supervised device using the ZENworks User Portal. The following enrollment procedure was performed on an iOS 12.2 device.

1 In the Safari browser on the iOS device, enter *ZENworks\_server\_address/zenworks-eup*, where *ZENworks\_server\_address* is the DNS name or IP address of the ZENworks MDM Server.

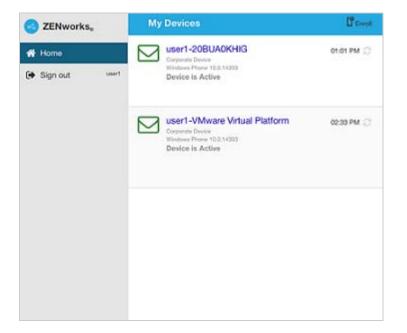
**NOTE:** Ensure that the Safari browser is not running in the private mode if the iOS version of the device is less than 11.

The login screen for the ZENworks User Portal is displayed. You use the ZENworks User Portal to enroll devices to the zone.

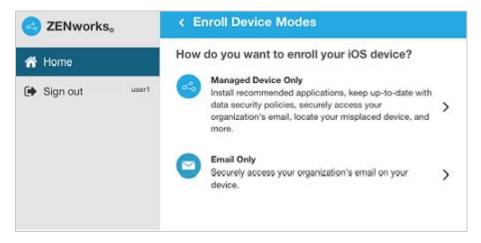


2 Enter the user name and password. Tap Sign In.

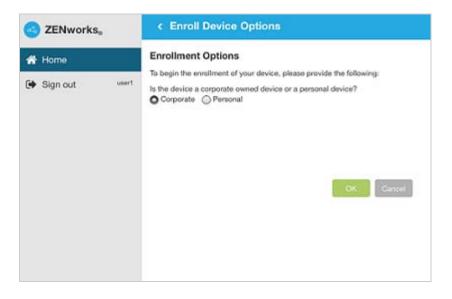
All associated devices are displayed in the ZENworks User Portal.



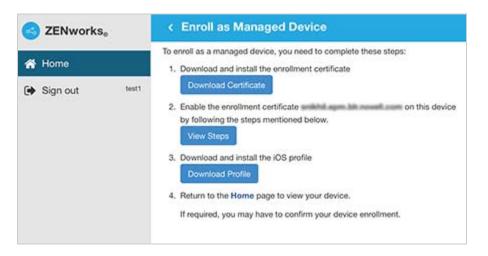
**3** Tap Enroll in the upper-right corner to display the enrollment options for the device.



4 Tap Managed Device Only to display the Enroll Device Options screen and select the relevant option.



5 Tap Download Certificate.

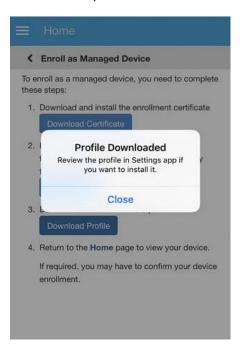


**NOTE:** If you are enrolling an iOS 12.1.2 or older device, on clicking **Download Certificate**, you will be navigated to the **Install Profile** screen. Click **Install** and follow the prompts to install the profile.

5a Allow the website to download the configuration profile.

=			
<	Enroll as Manage	d Device	
	enroll as a managed de se steps:	evice, you nee	d to complete
1.	Download and instal	the enrollmer	nt certificate
	Download Certifica	ite	
0	This website is try configuration profi allow this?	-	12.12.12
		Ignore	Allow
and the second	Course of the second second second second		
	Download Profile		
4.	Download Profile Return to the Home	page to view ;	your device.

**5b** The configuration profile will be downloaded. You can now proceed to the **Settings** menu to download the profile.



5c Navigate to the Settings menu on the device, click General > Profiles.

No Service 🗢 4:31 PM	No Service 🗢 4:31 PM
Settings	Settings General
Do Not Disturb	>
Screen Time	> Date & Time
	Keyboard
🔅 General	> Language & Region
Control Centre	> Dictionary
AA Display & Brightness	>
🛞 Wallpaper	iTunes Wi-Fi Sync
Siri & Search	> VPN Not Connected >
Touch ID & Passcode	> Profile
sos Emergency SOS	>
Battery	Regulatory
Privacy	Reset
	Reset
iTunes & App Store	Shut Down

### **5d** Tap **ZENworks Trust Profile**.

No Servic		4:32 PM	
<b>〈</b> Gen	eral	Profile	
CONFIG	GURATION	PROFILE	
		orks Trust Profile	>
	Micro Fo	ocus Software Inc.	

5e Install the profile.

No Service 🗢	4:31 PM	
Cancel	Install Profile	Install
	ZENworks Trust Profile Micro Focus Software Inc.	
Signed by	Not Signed	
Description	Install this profile to establish trust ZENworks server	with
Contains	Certificate	
More Deta	ails	>
R	emove Downloaded Profile	e

6 Enable the enrollment certificate on the device. To enable the certificate:

**NOTE:** These steps are not applicable for an iOS 10.2 or older device and you need to proceed with installing the ZENworks Device Enrollment Program Profile.

6a Navigate to the Settings menu on the device and click General > About.

No SIM 🕈 Settings		10:46 АМ General	@ 11% 🖸
Q. Settings			
		About	>
This IPad is supervised and mar by Microfocus. Learn more about supervision		Software Update	>
		Spotlight Search	>
Apple ID, iCloud, iTr	unes & App St	Handoff	>
		Multitasking	>
E Airplane Mode	$\bigcirc$		
🛜 Wi-Fi	Novell	Accessibility	>
Bluetooth	On		
Mobile Data	No SIM	USE SIDE SWITCH TO:	
VPN No	ot Connected	Lock Rotation	
		Mute	×
Notifications		Rotation Lock is available in Control Centre.	
Control Centre		Storage & iCloud Usage	Σ.
C Do Not Disturb		Background App Refresh	>
General		Restrictions	< HO

6b Click Certificate Trust Settings.

This IPad is supervised and managed by Microfocus, Learn more about device supervision	Photos	17
	Applications	4
Apple ID, iCloud, iTunes & App St	Capacity	12.49 GB
Apple ID, IGOUG, Hunes & App St	Available	8.48 GB
Airplane Mode	Version	10.3.2 (14F5065b)
Wi-Fi Novell	Carrier	AT&T 28.1.5
Bluetooth On	Model	MGHV2HN/A
Mobile Data No SIM	Serial Number	DLXNP33KG5Y1
VEN VPN Not Connected	Mobile Data Number	Unknown
	Wi-Fi Address	6C:94:F8:C9:E8:32
Notifications	Bluetooth	6C:94:F8:C9:E8:33
Control Centre	IMEI	35 442106 764092 0
C Do Not Disturb	MEID	35442106764092
	Modem Firmware	7.50.01
🚫 General	SEID	2
A Display & Brightness		
🛞 Wallpaper	Legal	>
Sounds	-	
🔜 Siri	Certificate Trust Setting	s >

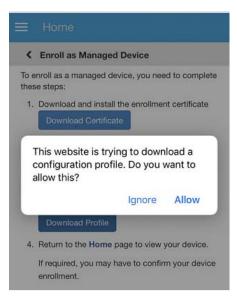
**6c** Enable the root certificate displayed on the screen and follow the prompts to install the root certificate. Navigate back to the EUP page.

No SIM 🕈	10:46 AM 🛞 11% 🗖
Settings	About Certificate Trust Settings
Q. Settings	
This iPad is supervised and managed by Microfocus. Learn more about device supervision	Trust Store Version 2016102100 ENABLE FULL TRUST FOR ROOT CERTIFICATES
Apple ID, iCloud, iTunes & App St	Learn more about trusted certificates
> Airplane Mode	
S Wi-Fi Novell	
Bluetooth On	
Mobile Data No SIM	
VPN Not Connected	
Notifications	
Control Centre	
C Do Not Disturb	
🙆 General	

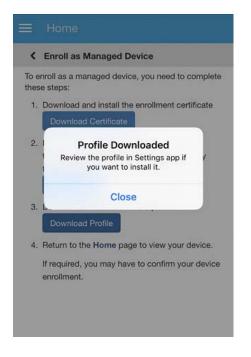
7 Tap Download Profile in the Enroll as Managed Device screen.

**NOTE:** If the user is enrolling an iOS 12.1.2 or older device, then on clicking **Download Profile**, the user will be navigated to **Install Profile** screen. Tap **Install** and follow the prompts to install the profile.

7a Allow the website to download the profile.



**7b** The configuration profile will be downloaded. You can now proceed to the **Settings** menu to download the profile.



7c Navigate to the Settings menu on the device to install the profile and tap General > Profiles.

Settings       Settings       General         Do Not Disturb       >         Screen Time       >       Date & Time         Keyboard        Keyboard         General       >       Language & Region         Control Centre       >       Dictionary	Þ
Screen Time       Date & Time         Keyboard       Keyboard         General       Language & Region         Control Centre       Dictionary	
Keyboard       Control Centre       Dictionary	
General     >     Language & Region       Control Centre     >     Dictionary	>
Control Centre Dictionary	>
	>
	>
AA Display & Brightness	
Wallpaper iTunes Wi-Fi Sync	>
Siri & Search > VPN Not Connected	< k
Touch ID & Passcode > Profile	
sos Emergency SOS	
Battery >	>
Privacy > Reset	>
iTunes & App Store     Shut Down	

### 7d Tap ZENworks Device Enrollment Program Profile.

No Servic		<b>.</b> ,
<b>〈</b> Gene	eral Profiles	
DOWNL	OADED PROFILE	
0	ZENworks Device Enrollment Micro Focus Software Inc.	Pro >
CONFIG	SURATION PROFILE	
	ZENworks Trust Profile Micro Focus Software Inc.	>

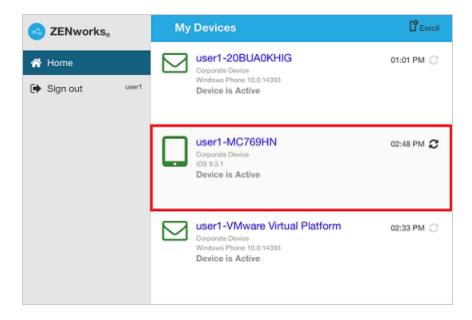
The ZENworks Device Enrollment Program Profile contains the MDM profile required for ZENworks to manage the device.

7e Tap Install and follow the prompts to install the profile.

No Service 🗢	4:33 PM	
Cancel	Install Profile	Install
	ENworks Device Enrollmer	nt Pr
-	tapan.epm.blr.novell.com Verified 🗸	
Description	nstall this profile to enroll your device	•
Contains	Device Enrolment Challenge	
More Deta	ils	>
Re	emove Downloaded Profile	

8 Navigate back to the EUP page. The device is displayed in the My Devices list with the status as Enrollment in Progress. You need to refresh the browser to update the status to Device is Active.

**NOTE:** If the device remains in **Enrollment in Progress** state for a considerable amount of time, then in the ZENworks User Portal, tap the refresh icon appearing against the device.



**9** An email account is automatically set up on the device based on the Mobile Email Policy assigned to the user or the device.

An Android device can be enrolled using the ZENworks Agent App. ZENworks supports the following types of enrollment for Android devices:

- Work Profile Mode: As a part of the Android in the enterprise program, in this mode a dedicated container is created on the device that separates corporate data from personal data, so that administrators can manage corporate data while employees can keep their personal data private.
- Work-managed Device Mode: As a part of the Android in the enterprise program, in this mode your organization manages the entire device and has full control over the data and apps installed on it, thereby restricting the device to corporate use only.
- "Prerequisites" on page 23
- "Enrolling Devices in the Work Profile Mode" on page 23
- "Enrolling devices in the work-managed device mode" on page 29

## **Prerequisites**

Before enrolling your device, you need to ensure that the following prerequisites are met:

• ZENworks supports devices running on Android version 5.0 or newer versions (for the work profile mode of enrollment) or 6.0 or newer devices (for work-managed device mode of enrollment).

## **Enrolling Devices in the Work Profile Mode**

The work profile mode, also known as the Profile Owner mode, creates dedicated containers on devices for corporate apps and other related data, thereby enabling the organization to manage only the corporate data without compromising on the security of your personal data. Also, your system administrator can remotely wipe off only the business data on your device without affecting your personal data.

This section explains the procedure to enroll your device in the work profile mode. If you have already enrolled to ZENworks, see Work Profile Enrollment for Existing Users.

- 1 Install the ZENworks Agent App from Google Play Store. Alternatively, follow the procedure mentioned in the invite letter to download the ZENworks Agent app.
- 2 After installation, click Open. A brief description of the ZENworks Agent is displayed. Click Continue.



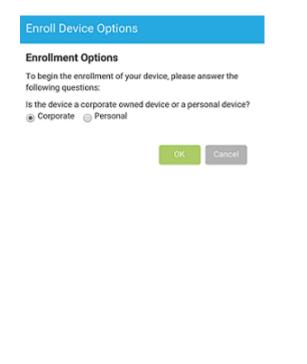
**3** Log in to the app by specifying the following:

*Username, Password, Domain, Server URL*: Specify the username, password, and registration domain (if **Allow Simple Enrollment** is disabled for the user) along with the server URL of the ZENworks MDM Server.

Alternatively, tap Scan to autofill in the ZENworks Agent app, to autofill the login credentials. If you have enabled the permission to allow ZENworks to access the device camera, then the camera will automatically open and you need to point the camera to the QR code appearing in the Invite Email. After scanning the QR code, the user is redirected to the ZENworks Agent App, in which all the login details are automatically filled and you need to only specify the login password.

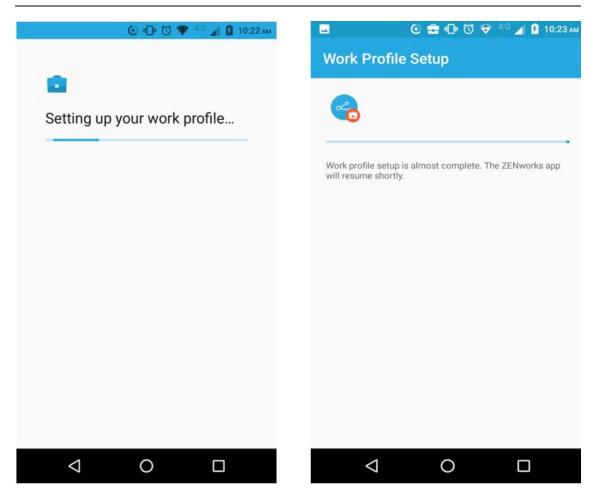
	Scan to autofill	
은 µserna		
A Passw		
Server URL		
	Sign in	

**4** You might be prompted to specify the device ownership (corporate or personal). Select the appropriate ownership and tap OK.



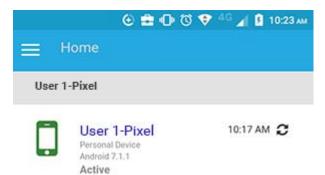


**5** Follow the prompts appearing in the remaining screens and the device will automatically set up a work profile and enroll to ZENworks. The following screens are displayed during work profile setup.



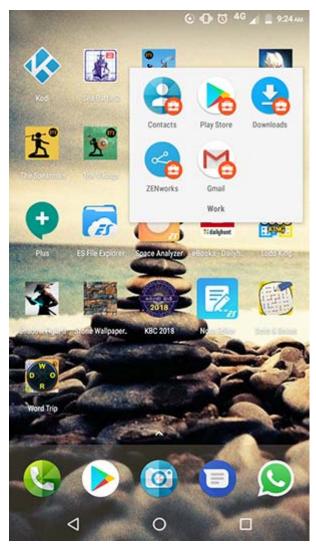
**NOTE:** Ensure that you do not interrupt the work profile setup process.

**6** The ZENworks Agent App Home screen is displayed that shows the device as enrolled and active.





7 After your device is enrolled, a Badge icon attached to the ZENworks Agent App icon and other system apps will help differentiate work apps from personal apps.



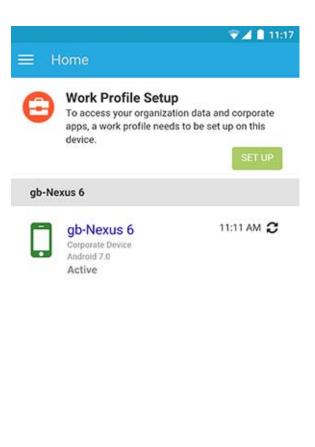
On an Android 8.0+ device that has a device password already enabled, ZENworks will send a notification to confirm the existing device credentials, immediately after enrollment. Confirm your existing device credentials by specifying your PIN, pattern or passcode. This will enable your administrator to unlock your device in case you forget your device credentials in the future.

## **Work Profile Enrollment for Existing Users**

This section is meant for users who have already enrolled to ZENworks using the basic mode of enrollment (Android App only) and now want to be enrolled in the work profile mode.

**NOTE:** If you have already configured an email account, then it is recommended that you remove this account. The email account will be automatically configured in your device.

When your system administrator enables work profile setup for your device, you will receive a notification on your device to set up a work profile.





You need to open the ZENworks Agent app and click **Set Up** and follows the prompts to set up the work profile. The device will automatically set up the work profile.

## Enrolling devices in the work-managed device mode

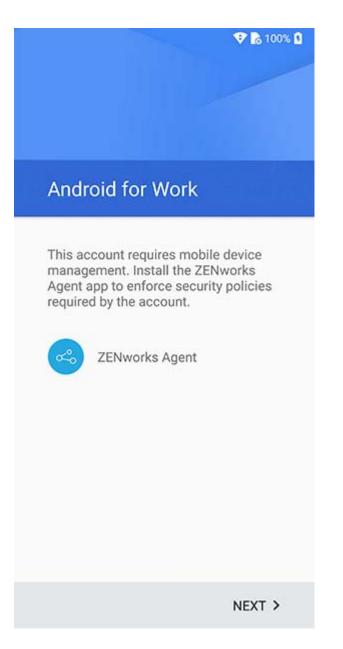
To enroll an Android device as a work-managed device, you need to start up the device. If you have already turned the device on and completed device setup, a factory reset of the device will be required.

#### Procedure

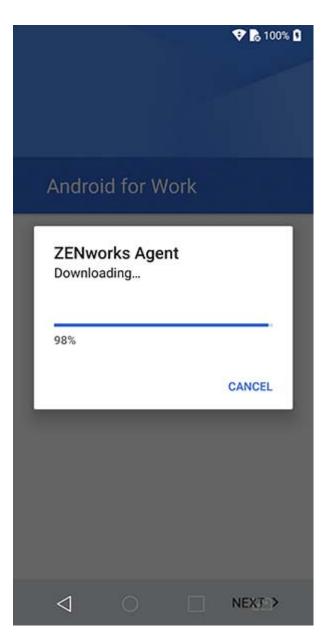
- 1 Follow the initial setup screens such as language setup and Wi-Fi configuration.
- 2 Specify the AFW identifier (afw#zenworks) in the Email field in the Add your Account setup screen.

Add your account	▼ 🖪 100% 🛯 :
Google	
Sign in to get the most out of device. Learn more	your
Email or phone afw#zenworks	
Or create a new account	
<	NEXT >

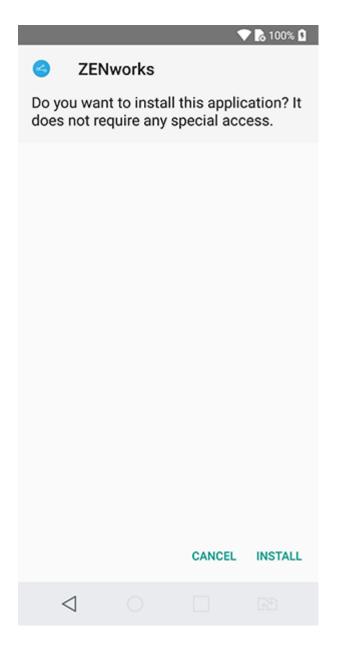
3 Click Next in the Android for Work page to proceed with the ZENworks App installation.



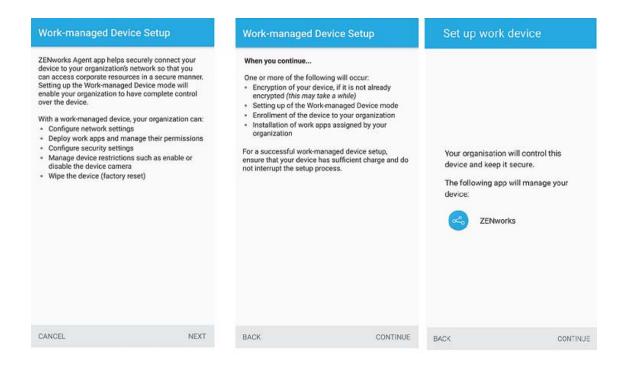
The ZENworks agent app will be automatically downloaded on the device.



4 Click Install to install the app on the device and follow the prompts to complete setting up the device.



**5** Follow the prompts appearing in the remaining screens to set up a work-managed device. The following screens are displayed:



6 The device is now setup but is yet to be enrolled as a work-managed device. You need to login to the app with the following details:

*Username, Password, Domain, Server URL*: Specify the username, password, and registration domain (if Allow Simple Enrollment is disabled for the user) along with the server URL of the ZENworks MDM Server.

Alternatively, tap Scan to autofill in the ZENworks Agent app, to autofill the login credentials. If you have enabled the permission to allow ZENworks to access the device camera, then the camera will automatically open and you need to point the camera to the QR code appearing in the Invite Email. After scanning the QR code, the user is redirected to the ZENworks Agent App, in which all the login details are automatically filled and you need to only specify the login password

**NOTE:** If instead of the login screen, the device's home screen is displayed, then open the ZENworks Agent App from the Applications Menu on your device.

	Scan to autofill	
≳ µsern		
A Passv		
Server UR		
	Sign in	

The work-managed device is automatically setup on the device.

On an Android 8.0+ device that has a device password already enabled, ZENworks will send a notification to confirm the existing device credentials, immediately after enrollment. Confirm your existing device credentials by specifying your PIN, pattern or passcode. This will enable your administrator to unlock your device in case you forget your device credentials in the future.

# 4 Enrolling Email-only Devices

ZENworks supports email-only enrollment for the following devices:

- iOS Devices
- Android Devices
- Windows Devices

This scenario shows you how to enroll a device as an Email Only device in your ZENworks Management Zone. This scenario details the procedure to enroll an iOS device as an Email Only Device.

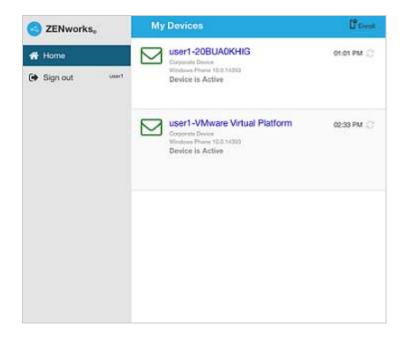
1 In a browser on the device, enter *ZENworks\_server\_address/zenworks-eup*, where *ZENworks\_server\_address* is the DNS name or IP address of the ZENworks MDM Server. You can obtain these details from invite letter or your system administrator.

The login screen for the ZENworks User Portal is displayed. You use the ZENworks User Portal to enroll the device.

<u>ع</u> ۱	Isername	
A P	assword	
Dom	ain	
	Sign in	

2 Enter your username, password, and the registration domain (if required). You can obtain these details from the invite letter or from your system administrator.

All devices associated with the user, are displayed in the ZENworks User Portal.



Tap Enroll on the upper-right corner, to display the enrollment options for the device.

ZENworks <sub>a</sub>	< Enroll Device Modes How do you want to enroll your iOS device?			
A Home				
🗭 Sign out usert	Managed Device Only Install recommended applications, keep up-to-date with data security policies, securely access your organization's email, locate your misplaced device, and more.			
	Email Only Securely access your organization's email on your device.			

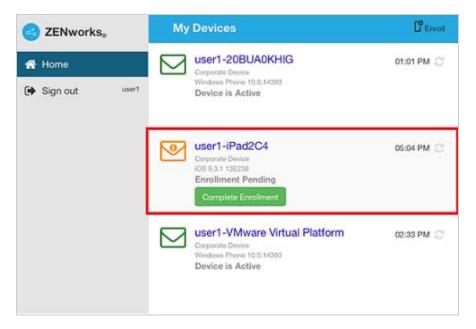
**4** Tap **Email Only** to display the **Enroll as Email Only** screen. Use the displayed information to create an email account.

ZENworks	< Enroll as Email only			
😤 Home	To enroll your device as an Email-only device, complete these steps:			
Sign out user	<ol> <li>Create a new MS Exchange email account with the following settings:         <ul> <li>Username: userf</li> <li>Password: Use your password</li> <li>Domain: rootad.com</li> <li>Server Address: opm-auto-9319.labs.blr.novell.com</li> <li>Email Address: user1@rootad.com</li> </ul> </li> <li>Activate the email account</li> <li>Return to the Home page to view your device. If required, you may have to confirm your device enrollment.</li> </ol>			

**5** After configuring an email account, an email is sent to the user stating that the enrollment process needs to be completed.

To complete the enrollment process, click the link to the ZENworks End User Portal provided in the email or visit the ZENworks End User Portal as described in Step 1.

**6** On the ZENworks User Portal, the device is displayed in the My Devices list. At this point, the device has been added to the ZENworks Management Zone but is pending enrollment.



#### 7 On the device, tap Complete Enrollment.

Specify the device ownership (corporate or personal) and then tap OK.

Contemporate State		< user1-iPad2C4
骨 Home		Complete Enrollment To complete the enrollment of your device, please answer the following
🕒 Sign out	user1	questions:
		Is the device a corporate owned device or a personal device? Corporate O Personal
		OK Cancel

8 The My Devices list is updated to show that the device is enrolled and active.

ZENworks <sub>a</sub>		My Devices		L <sup>o</sup> Enroll
Home		user1-20BUA0KHIG Corporate Device Windows Phone 10.0.14393 Device is Active	01:01 PM 💭	
			user1-iPad2C4 Corporate Device IOS 9.3.1 13E238 Device is Active	05:04 PM 📿
			user1-VMware Virtual Platform Corporate Device Windows Phone 10.0.14393 Device is Active	02:33 PM 💭