# ZENworks Mobile Workspace 3.16.3 Readme

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The information in this Readme pertains to ZENworks Mobile Workspace, which is a secure data container for Android and iOS devices. It allows you to provide email, calendar, contact, file and browser access to corporate users and ensures that the data within the container remains secure both in transit and at rest. ZENworks Mobile Workspace consists of the Workspace Server and the Workspace app.

The following information is included in this Readme:

# 1 Key Features

ZENworks Mobile Workspace provides you with the following features:

- Ability to take pictures within ZENworks Mobile Workspace: You can now take pictures within ZENworks Mobile Workspace and share them using email and other document apps. You can also resize pictures before sharing or saving them.

- Easy administration of the solution: Workspace and the Security Console have been merged to reduce the complexity in administering the solution. This release also includes improved entitlements between the admin and superadmin roles.

- Simplified certificate handling: With the Sense Trust Store, the certificate handling process is OS independent making it much simpler to install the solution. Also, when certificates are not valid, a clear message is displayed for administrators.

- Ability to forward GroupWise emails as attachments: You can now forward emails as attachments in GroupWise. Attachments can be opened in a recursive mail.

- Support for all audio and video formats: You can now access all OS-supported, native, audio and video formats within ZENworks Mobile Workspace.

- Support for GroupWise Authentication: GroupWise authentication is supported and the user name can be synchronized with an LDAP attribute. This is useful for scenarios in which the user credentials with which a user logs into GroupWise to retrieve emails is different from the credentials that he/she uses to log into the LDAP directory. You can now define the LDAP attribute that ZENworks Mobile Workspace must query and use as the user name while retrieving emails from GroupWise.

# 2    Product Documentation

The following link provide information about ZENworks Mobile Workspace:

- ZENworks Mobile Workspace Documentation website (http://www.novell.com/documentation/zenworks-mobile-workspace-316)

# 3    Downloading and Installing the Application

- Section 3.1, "Server Application," on page 2
- Section 3.2, "Mobile App," on page 2

## 3.1    Server Application

To download the server application:

1  Based on whether you are installing the application on a Windows or Linux server, download the relevant ZENworks Mobile Workspace zip or tar file from the Micro Focus Downloads site.

2  Extract the folder to the required location on your system.

3  Run the installation file.

4  Follow the on-screen instructions of the installer wizard and complete the installation.

**NOTE:** For more information, see the Installation Guide.

## 3.2    Mobile App

Download the mobile app from the following location:

- For the Android version, download the APK file from the following location: https://play.google.com/store/apps/details?id=com.microfocus.zenworksmobileworkspace&hl=en
- For the iOS version, download the IPA file from the following location: https://itunes.apple.com/us/app/micro-focus-zenworks-mobile-workspace/id1223030496?ls=1&mt=8

For information on how to install the mobile app, see:

- Android: Installing on Android devices
- iOS: Installing on iOS devices

# 4    Known Issues

ZENworks Mobile Workspace 3.16.3 includes the following known issues:

- Section 4.1, "The latest email entry is not visible on some iOS devices," on page 3
- Section 4.2, "Files in the Root folder are not visible on the device," on page 3
- Section 4.3, "Export events and Export contacts options do not work on some iOS devices," on page 3
- Section 4.4, "Sometimes notifications are not displayed on devices," on page 3
- Section 4.5, "Unable to download large files from the remote document folder," on page 4
- Section 4.6, "ZENworks Mobile Workspace might display an error if multiple administrators are created with the same first name and last name," on page 4

## 4.1 The latest email entry is not visible on some iOS devices

The latest email entry is not visible on some iOS devices because the Search box hides the entry.

Workaround: Select the Search box and click the cancel button. The latest mail entry is visible.

## 4.2 Files in the Root folder are not visible on the device

Using the ZENworks Mobile Workspace app, when you remotely access the shared folder's root directory on the device, the sub folders and the files within the sub folders can be viewed. However the files that are present at the root level cannot be viewed.

Workaround: None.

## 4.3 Export events and Export contacts options do not work on some iOS devices

On some iOS devices, in the ZENworks Mobile Workspace Calendar app, when you click **Export events**, the `No local contact group available` error message is displayed and in the Contacts list, when you click **Export contacts**, the `No local contact group available` error message is displayed.

Workaround: Perform the following steps:

1 On iOS versions 10 and below, navigate to **Settings** > **Mail, Contacts, Calendars**, or if you are using an iOS version 11 or higher device, navigate to **Accounts & Passwords**> **Settings** > **Mail**, **Contacts**, **Calendars**.

2 Select a remote account and disable the **Calendar** and **Contacts** option.

3 Repeat for all remote calendars and all contact lists.

4 In your Calendar app add a local calendar and in your Contacts list add a contacts group.

5 Export meetings and contacts from ZENworks Mobile Workspace.

Enable synchronization of your remote calendar but when prompted to keep the local calendar, select **Yes**.

## 4.4 Sometimes notifications are not displayed on devices

Sometimes notifications for calendar events and new emails are not displayed on devices.

Workaround: None

## 4.5 Unable to download large files from the remote document folder

On some devices, when you try to download files of a large size (greater than 25 MB) from a remote document folder, the download fails with an error.

Workaround: None

## 4.6 ZENworks Mobile Workspace might display an error if multiple administrators are created with the same first name and last name

If you create more than one administrator (having the Provisioner role) with the same first name and last name, an error might be displayed when these administrators log into ZENworks Mobile Workspace and navigate to General > Browser > Security group.

Workaround: When you create administrators, having the Provisioner role, ensure that administrators do not have the same first name and last name.

## 4.7 After an update the Push Notification and Send Message to User settings are not available in the ZENworks Mobile Workspace server

After updating ZENworks Mobile Workspace from 3.14 to 3.16, the **Push Notification** and the **Send Message to User** settings are not available in the ZENworks Mobile Workspace server.

Workaround: Add the NPNS certificate to the lib folder in the ZENworks Mobile Workspace server.

## 4.8 After exceeding the maximum number of attempts to log into ZENworks Mobile Workspace, the app is not automatically getting locked

On a Google Pixel device (Android version 8.0) when you incorrectly enter the login credentials and you exceed the maximum number of incorrect attempts to log into ZENworks Mobile Workspace, the application does not get automatically locked.

Workaround: None on 5.1 Android, Nexus 7 tablets

## 4.9 Cannot download the ZENworks Mobile Workspace app on some devices

On some devices (for example, 5.1 Android Nexus 7 tablets), when you try to download the ZENworks Mobile Workspace app from Google Play Store, an error message is displayed indicating that the device is not compatible with the current version of the app.

Workaround: None.

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