MICRO FOCUS

ZENworks Mobile Workspace

Administration quick start guide

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ADMINISTRATION CONSOLE

Administration of ZENworks Mobile Workspace security server:

- Manage domains and domain admin as super admin
- Manage security policies and access control
- Manage users and groups
- Manage In-house and public store applications

Administration of ZENworks Mobile Workspace applications:

- Manage mail server settings
- Manage mail access rules
- Manage contact and calendar import/export rules
- Manage CMS server settings
- Manage Windows share settings

ROLES

Super administrator:

- Can manage Zenworks MW license
- Can access generic server configuration section
- Can manage domain and domain administrator

Domain administrator:

- Can manage security settings
- Can manage groups
- Can manage users
- Can manage applications
- Can manage access control
- Can manage sessions

Provisionner:

*Can manage users *Can manage access control

ADD NEW GROUP

- Connect to the security server as administrator

- Go to GENERAL → Groups

- Click on `plus` icon

Then:

- Enter a name

- Select a settings

- Select the LDAP group from which the users will be retrieved

- Click on `Create` button

ADD NEW USERS

Manual:

- Add the user in LDAP group (Ask your LDAP administrator)
- Connect to the security server as administrator
- Go to GENERAL → Browser
- Click on group name
- Click on `Update` button

Automatic:

- Connect to the security server as superadmin
- Go to DOMAINS
- Edit your domain
- Under Identities tab
- Enable auto synchronization with 30 min interval
- Click on `Update` button

Therefore, existing groups will be automatically updated when a user is added in LDAP group

GROUP ACCESS CONTROL

Under APPLICATIONS menu you can:

- Create and upload in-house applications

- Link to public store application

Therefore, when selecting a group under GENERAL → Browser, you can:

- Give access to applications

- Select application version

- Give access to Workspace components

USER ACCESS CONTROL

When selecting a user under GENERAL → Browser → Open a group, you can:

- Lock / Unlock a user

- Enable / Disable enrollment for a user

And also:

- Disable an application by unchecking first checkbox (under `power button` icon)

- Disenroll an application by checking second checkbox (under `cross` icon)

- Click on `Apply` button (bulk changes can be done)

REMOTE CONTROL

- Connect to the security server as administrator

- Go to DOMAIN → Status (n users connected)

Then you can:

- Close all sessions (`two devices with a power button` icon)

- Close one session (`power button` icon)

- Send a message to all users (only when push enabled)

LOGS

Error codes sent to the client are restricted to avoid giving information to potential attackers. Therefore, the best way to troubleshoot ZENworks Mobile Workspace are the server logs.

- Connect to the security server as superadmin
- Go to SERVER → Logs
- Check the files you want to download
- Click on `Download selected files` button