ZENworks Mobile Management 3.1.x Deployment Quick Start

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This Quick Start helps you deploy ZENworks Mobile Management in your environment. It includes the following sections:

- Install Your System: Helps you install a ZENworks Mobile Management system consisting of one server.
- Create an Organization: Helps you add an organization to your system. An organization is the basic management unit of a ZENworks Mobile Management system.
- Enroll Devices: Helps you enroll users' devices in the organization so that the devices can be managed.
- Optimize Your System Performance: Helps you evaluate whether you need additional ZENworks Mobile Management servers to provide optimal performance for the number of users and devices in your system. If you decide that more servers are needed, provides instructions for installing the servers and options for load-balancing the servers.

Install Your System

Task	Details
☐ Review the ZENworks Mobile Management overview.	The overview introduces the ZENworks Mobile Management components and explains the options for using ZENworks Mobile Management with or without ActiveSync servers to manage mobile devices.
	See ZENworks Mobile Management Overview in the *Server Installation* guide.
☐ Review the system architecture diagrams.	ZENworks Mobile Management supports both a single-server configuration and a multiple-server configuration. The architecture diagrams make you familiar with each configuration.
	See System Architecture in the *Server Installation* guide.
☐ Prepare to install the ZENworks Mobile Management server and database.	Satisfy all server and database requirements before beginning installation.
	For hardware requirements, see Hardware Requirements for Scaling ZENworks Mobile Management in the *System Performance: Sizing and Tuning* guide.
	For software and system requirements, see System Requirements in the *Server Installation* guide.

Task	Details
☐ Install the ZENworks Mobile Management server and database.	Initial installation requires both the server and the database. Only one database is needed per ZENworks Mobile Management system; subsequent installations for the same system require only the server (see Optimize Your System Performance below). See ZENworks Mobile Management Installation in the *Server Installation* guide.

Create an Organization

Task	Details
☐ Create an organization.	An organization is the basic management unit in the ZENworks Mobile Management system. It includes the users and mobile devices to be managed, the policies and schedules used to managed the devices, and additional management and configuration resources You can have a single organization for your entire company, or you can have separate organizations for individual divisions or departments if they need to be managed separately. The *Organization Setup Wizard* helps you create an organization. Using it, you do the following: ◆ Name the organization and provide basic organization information (contacts, license keys, and so forth). ◆ Define an SMTP server. The organization requires access to at least one SMTP server to send administrative e-mails. ◆ (Optional) Define an ActiveSync server if you want ZENworks Mobile Management to manage ActiveSync users' access, security, policies, email, and PIM. ◆ (Optional) Define an LDAP server if you want ZENworks Mobile Management to leverage LDAP information and the LDAP folder and group structure. The LDAP server can be used to provision and authenticate users and administrators, update user information, and control which users can use hands-off enrollment. ◆ Define the default suite of policies to apply to mobile devices. ◆ Define the default schedule that determines when devices request policy updates and send device statistics. See Organization Setup Wizard in the *Configuring Organizations, Device Connection Schedules, and Policy Suites* guide.
☐ (Optional) Add additional ActiveSync and LDAP servers.	The *Organization Setup Wizard* lets you connect to one ActiveSync server and one LDAP server. You can connect to additional servers as needed to provide mobile device management for your users. See Managing SMTP, ActiveSync, and Administrative LDAP Servers in the *Configuring Organizations, Device Connection Schedules, and Policy Suites* guide.

Task	Details
☐ Configure GroupWise MobilityService to support ZENworks Mobile Management.	If you define GroupWise Mobility servers as ActiveSync servers in your ZENworks Mobile Management system, you must also define the ZENworks Mobile Management servers in the GroupWise Mobility system. This allows ZENworks Mobile Management servers to communicate with the GroupWise Mobility system. See the *Adding ZENworks Mobile Management Servers to a GroupWise Mobility System* guide.
☐ Add users to the organization.	In order to manage a user's mobile device, the user must have an account in the organization. There are several ways to add users: ◆ **Configure the organization for hands-off enrollment:** Hands-off enrollment allows users with accounts on the organization's ActiveSync and LDAP servers to enroll devices without already having existing ZENworks Mobile Management accounts. During enrollment, a user's ActiveSync or LDAP account is used to create a ZENworks Mobile Management account. ◆ **Manually add users:** Add user accounts by manually creating the accounts and entering user information. ◆ **Import users:** Add user accounts by importing user information from LDAP or from a .CSV file. See Adding Users in the *Adding Users and Enrolling Devices* guide.
☐ Create the policy suites for the devices in your organization.	A policy suite is a set of rules and permissions that enforce an organization's mobile device security and usage standards. You created a default policy suite when creating the organization. You can customize the default policy suite and, if necessary, create additional policy suites for different groups of users. See Policy Suites in the *Configuring Organizations, Device Connection Schedules, and Policy Suites* guide.
☐ Create the connection schedules for the devices in your organization.	A connection schedule determines when devices connect to the ZENworks Mobile Management server to send device statistics and receive updates. You created a default connection schedule when creating the organization. You can customize the default connection schedule and, if necessary, create additional schedules for different groups of users or devices. See Device Connection Schedules in the *Configuring Organizations, Device Connection Schedules, and Policy Suites* guide.
☐ Configure Apple Push Notification service (APNs) for the iOS devices in your organization.	Apple Push Notification service (APNs) enables the ZENworks Mobile Management server to notify an iOS device when the server requires information from the device or has changes for the device. If you have iOS devices to manage, we strongly recommend that you use Apple Push Notification service. See the *Configuring Apple Push Notification Service for iOS Devices* guide.

Task	Details
☐ Configure Google Cloud Messaging (GCM) service for the Android devices in your organization.	Google Cloud Messaging (GCM) service enables the ZENworks Mobile Management server to notify an Android device when the server requires information from the device or has changes for the device. See the *Configuring Google Cloud Messaging Services for Android Devices* guide.
☐ Define the compliance criteria required for devices to maintain access to ZENworks Mobile Management resources and ActiveSync data.	The Compliance Manager lets you restrict access to ZENworks Mobile Management and ActiveSync resources based on a device's state of compliance. For example, if a device does not have the current policy suite applied, you can block the device's ActiveSync connection until it has updated to the current policy suite. See the *Compliance Manager* guide.

Enroll Devices

Task	Details
☐ Review the list of supported devices.	Supported devices have been tested and verified to work with ZENworks Mobile Management. See the *Supported Devices* guide.
☐ Enroll Android mobile devices.	For Android devices, see the *Android App User Guide*. For Android devices using TouchDown, see the *Android App with TouchDown User Guide*.
☐ Enroll iOS mobile devices.	For iOS devices, see the *iOS App User Guide*. For iOS devices using TouchDown, see the *iOS App with TouchDown User Guide*. For iOS devices issued through the Apple Device Enrollment Program (DEP, see Apple Device Enrollment Program in the *iOS Supervised Devices* guide. For iOS devices you want to enroll via Apple Configurator, see Apple Configurator in the *iOS Supervised Devices* guide.
☐ Block users direct access to ActiveSync servers.	After users have had an opportunity to enroll their devices with ZENworks Mobile Management, you should configure ActiveSync so that users cannot directly access ActiveSync servers. This ensures that all management is performed through your ZENworks Mobile Management system. See the *Blocking Mobile Devices from Accessing ActiveSync Servers Directly* guide.

Optimize Your System Performance

Task	Details
☐ Review the system sizing and scaling guidelines.	The sizing and scaling guidelines help you determine how many ZENworks Mobile Management servers are needed to ensure the best performance for your system.
	See Sizing for Best Performance and Hardware Requirements for Scaling ZENworks Mobile Management in the *System Performance: Sizing and Tuning* guide.
☐ Review the network load balancing and server failover options.	Network load balancing and server failover can help ensure continuous availability of the ZENworks Mobile Management services to your users.
	See the *High Availability Configuration* guide.
☐ Install additional servers to meet your system performance needs.	You can install as many ZENworks Mobile Management servers as are needed to ensure the best performance and highest service availability for your mobile device users.
	For an overview of the multi-server system configuration, see System Architecture in the *Server Installation* guide.
	For server installation instructions, see ZENworks Mobile Management Installation in the *Server Installation* guide.

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