

# ZENworks Mobile Workspace Installation Guide

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## 1 OVERVIEW

This user guide provides instructions on how to install ZENworks Mobile Workspace with graphical user interface. To facilitate a smooth installation, it is recommended that you first test to ensure that your VM and infrastructure are ready. To ensure you are ready, please follow the check lists of the integration document.

## 2 INSTALLATION

To start installation, browse to the location of the installation files on your computer. To run properly, installation must be started in the privileged mode (as an administrator).

Click on **Run as administrator** to bypass the security warnings.

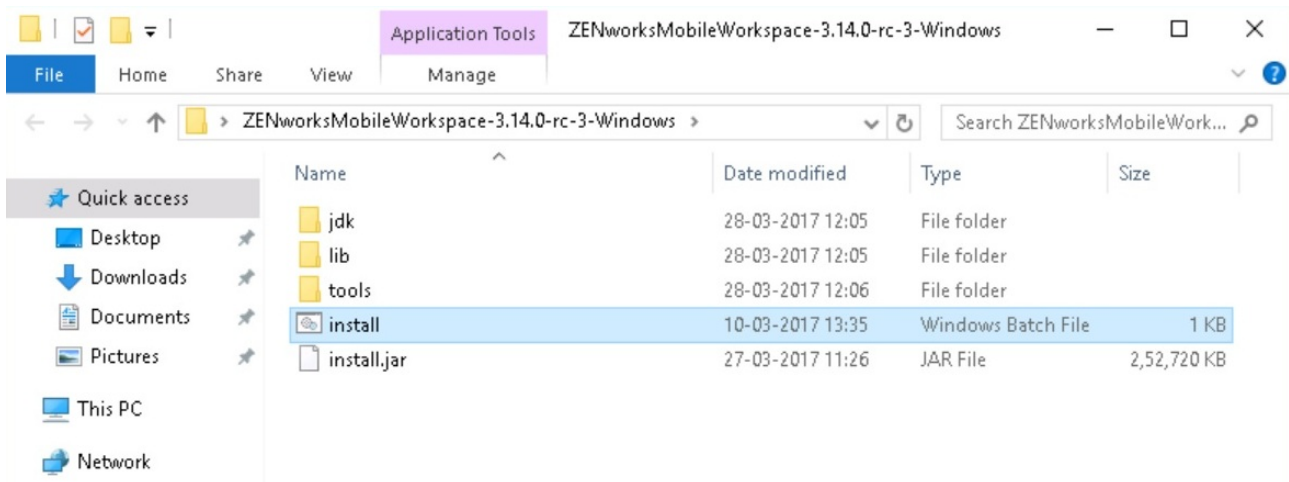


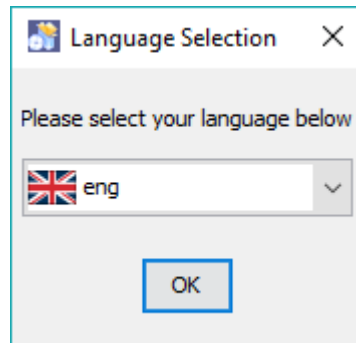
Figure 2-1: Run as administrator

### Prerequisites:

The installer will install C++ 2008 redistributable prerequisites (to install SENSE as a service).

## 2.1 Language selection

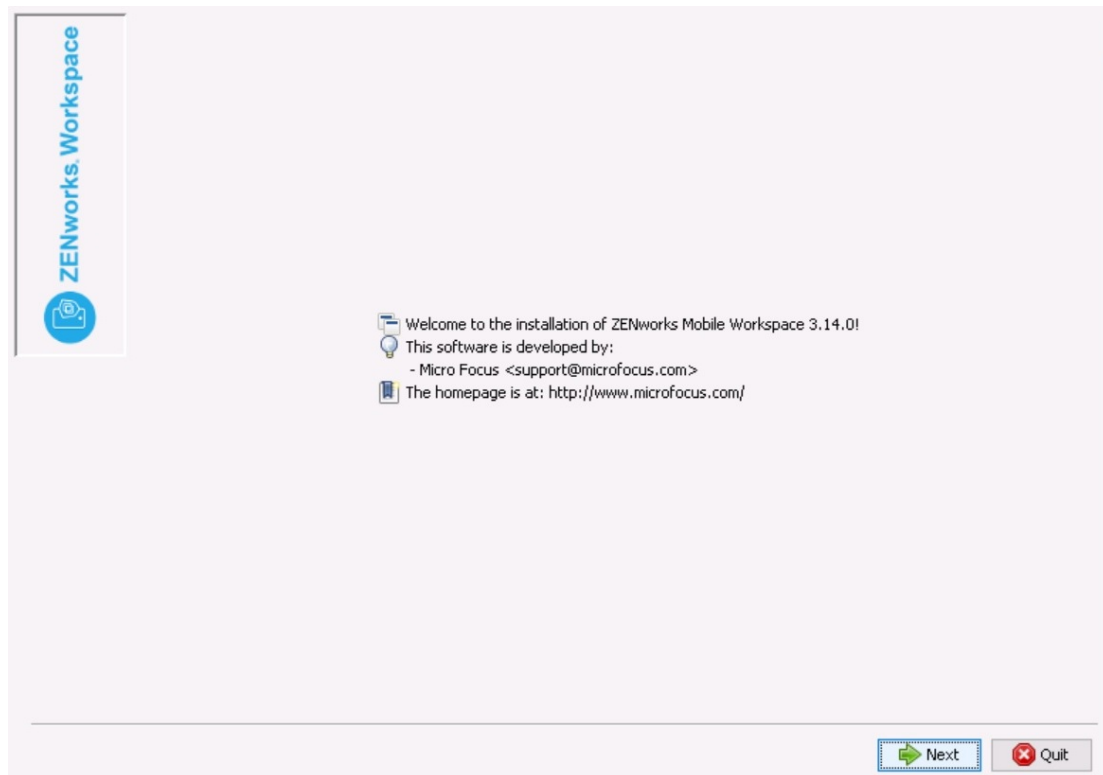
After the prerequisites have been installed, a language selection panel is displayed. Select your language and click **OK**.



*Figure 2-2: Language selection*

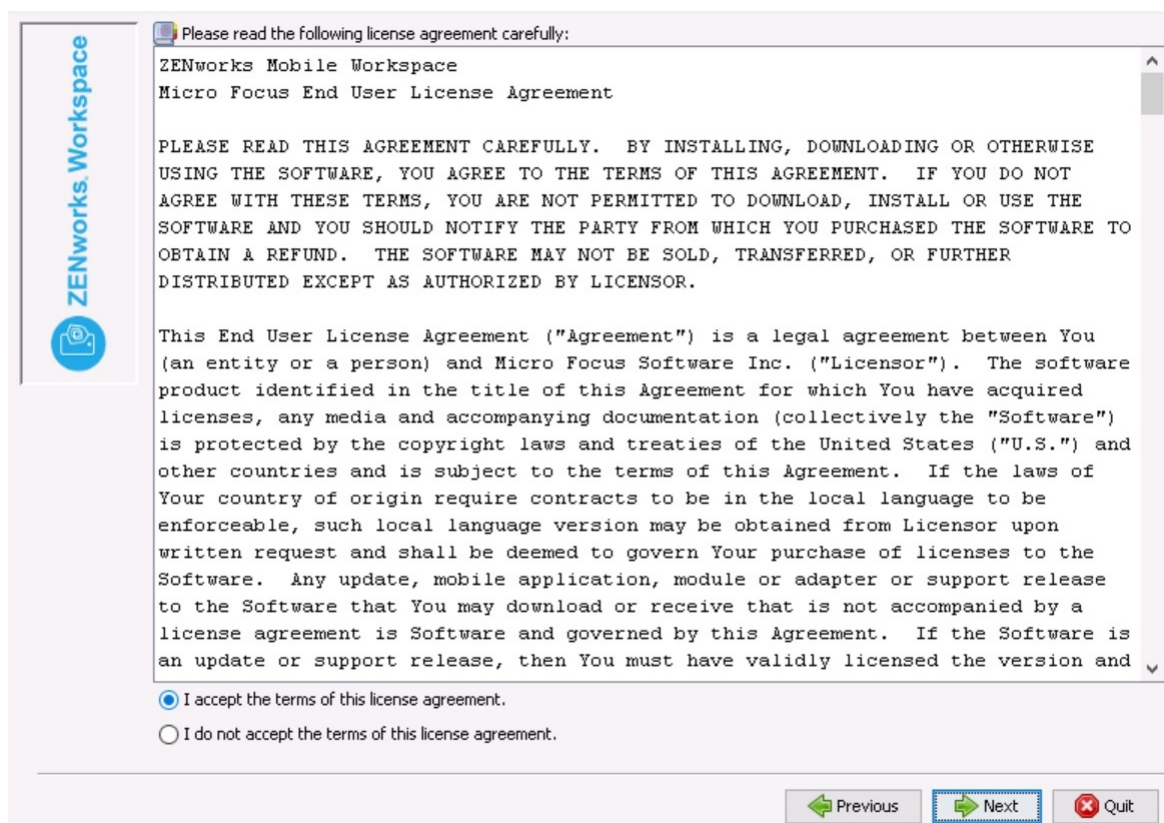
## 2.2 Welcome

The first page gives information about ZENworks Mobile Workspace. Click **Next**.



## 2.3 License

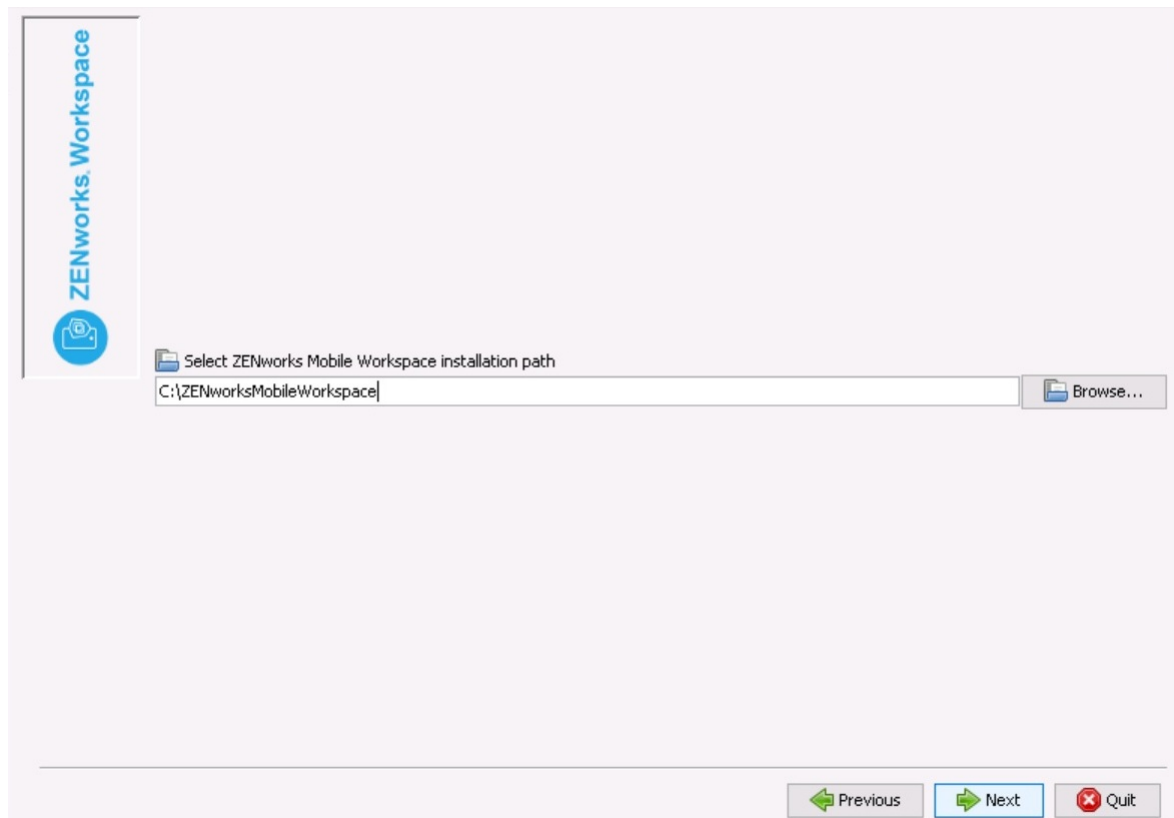
The license page is displayed. Select the “I accept the terms of this license agreement” to continue.



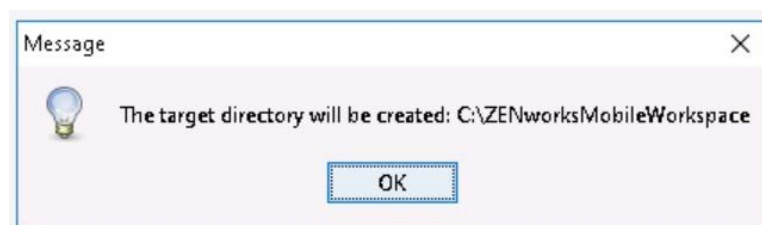
## 2.4 Set installation path

The Installation folder selection screen is displayed. Select the location on your machine where ZENworks Mobile Workspace should be installed.

Click **Browse**, or enter the path in the textbox.



If the folder does not exist, a textbox pops up prompting you to click **OK** in order to create the specified folder.

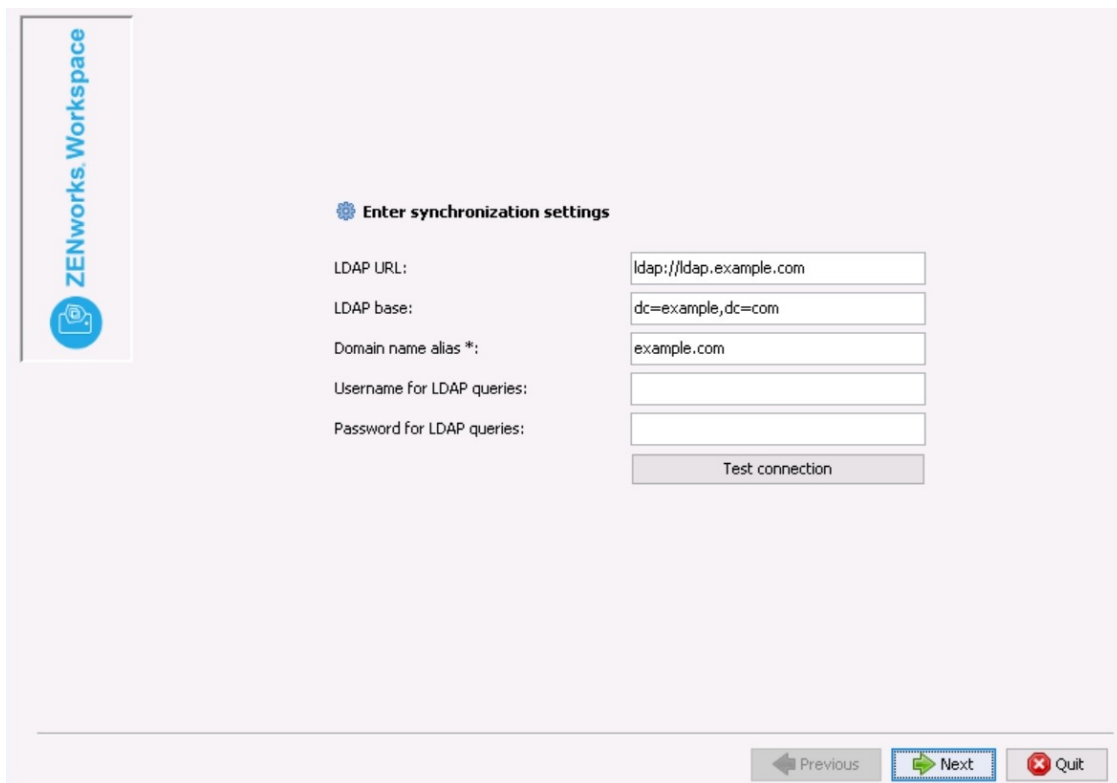




## 2.5 Synchronization settings

Enter the settings for one of the following infrastructure configurations:

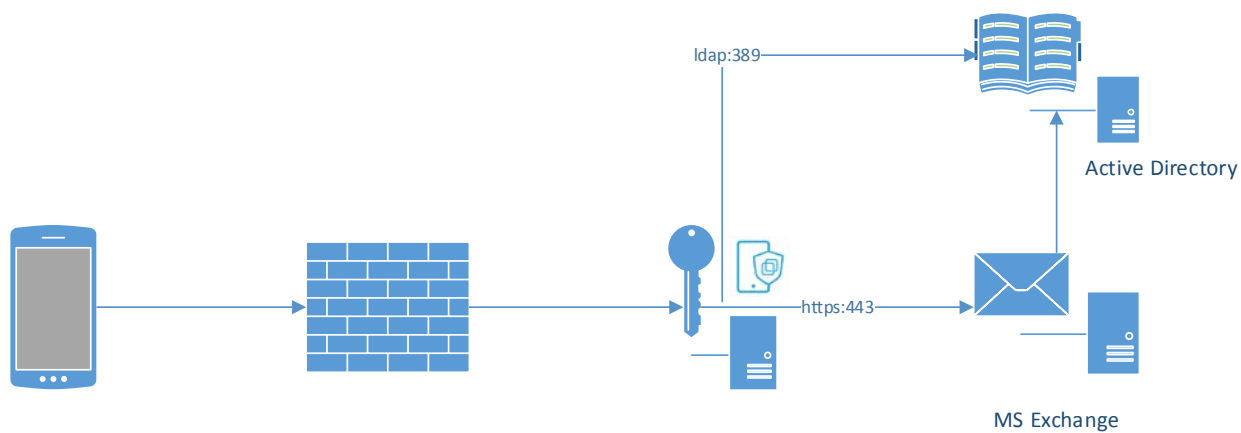
- ZENworks Mobile Workspace with a Microsoft Exchange Server
- ZENworks Mobile Workspace with an IBM Lotus Domino Server
- ZENworks Mobile Workspace with a Novell GroupWise server



The screenshot shows the 'Enter synchronization settings' dialog box in the ZENworks Mobile Workspace application. The dialog has a light purple background and a vertical sidebar on the left with the ZENworks logo and the text 'ZENworks Workspace'. The main area contains the following fields and buttons:

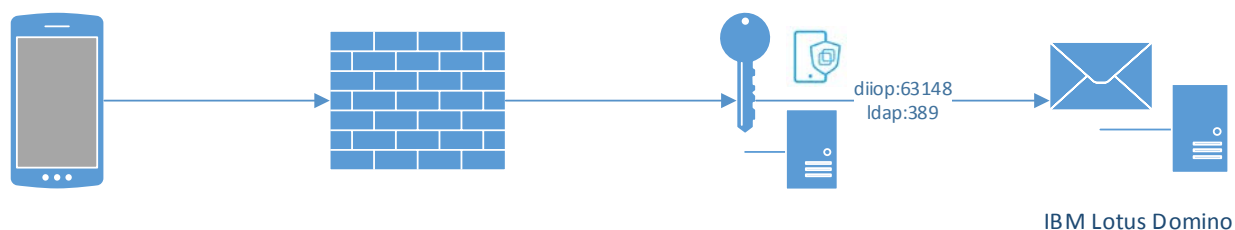
- LDAP URL:**
- LDAP base:**
- Domain name alias \*:**
- Username for LDAP queries:**
- Password for LDAP queries:**
- Test connection** button

At the bottom right, there are three buttons: 'Previous' (disabled), 'Next' (active/highlighted with a green border), and 'Quit' (disabled).

**ZENworks Mobile Workspace with a Microsoft Exchange Server**

ZENworks Mobile Workspace, **when used with your own Exchange server**, will synchronize groups and users from your Active Directory. You will need to enter the following information to accommodate that:

- **LDAP hostname (e.g. *ldap://ldap.company.local*):** The internal URL of your Active Directory.
- **LDAP base (e.g. *dc=company,dc=local*):** The base of your Active Directory.
- **Domain name alias (e.g. *microfocus*):** The SENSE domain that end users may use to login into the workspace. With the domain “microfocus,” end users will be allowed to login with *username* or *username@microfocus*.
- **LDAP Query User:** A query user with read rights (Any LDAP account can work as Query user).
- **LDAP Query Password:** The password of the above query user.

**ZENworks Mobile Workspace with an IBM Lotus Domino Server**

ZENworks Mobile Workspace, **when used with your own Lotus Domino server**, will synchronize groups and users from the LDAP server within your Domino environment. You will need to enter the following information to accommodate that:

- **LDAP hostname (e.g. *ldap://ldap.company.local*):** The internal URL of your Lotus Domino server
- **LDAP base:** Leave blank.
- **Domain name alias (e.g. *company*):** The ZENworks Mobile Workspace domain that end users may use to login into the workspace. With the domain “domino” end users will be allowed to login with *username* or *username@domino*.
- **LDAP Query User:** A query user with read rights (any mail account can work as Query user).
- **LDAP Query Password:** The password of the above query user.

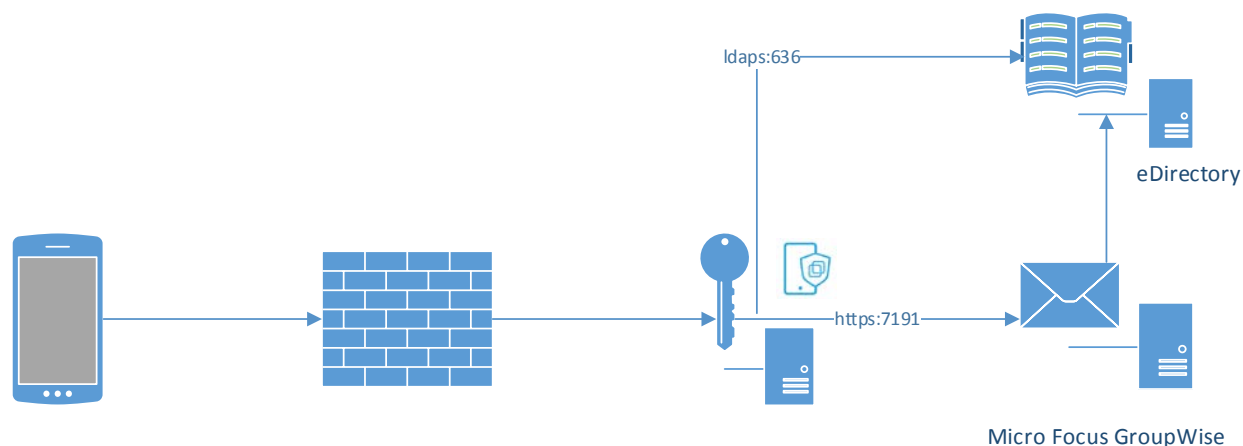
**ZENworks Mobile Workspace with a Micro Focus GroupWise**

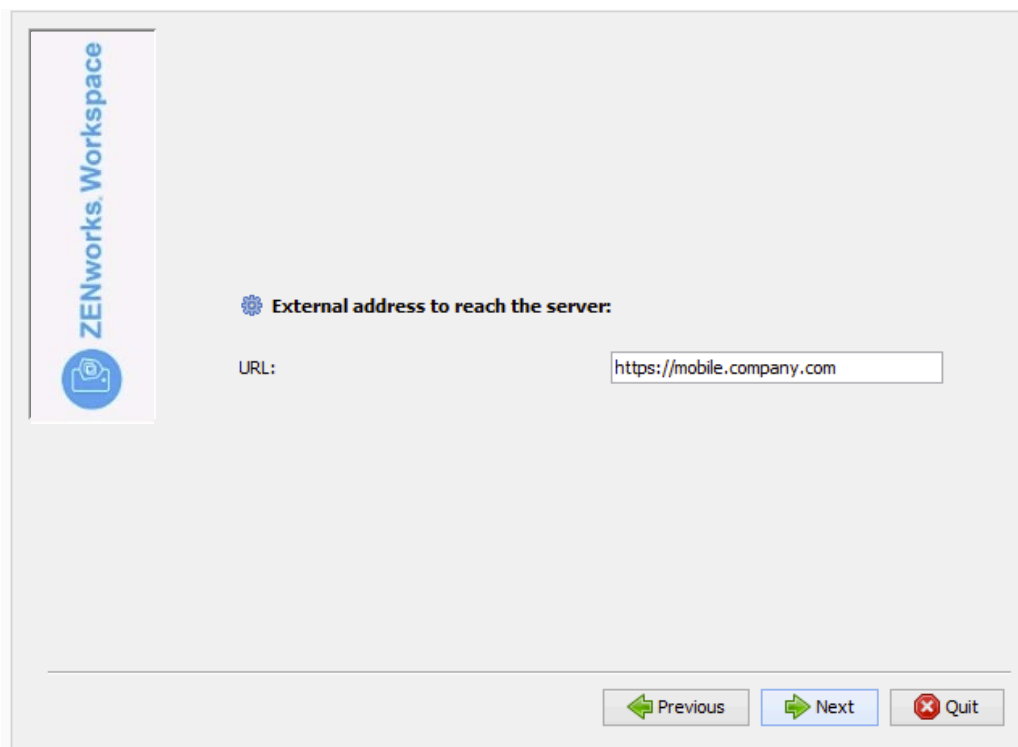
Figure 2-3: ZENworks MW with Micro Focus GroupWise

ZENworks Mobile Workspace, **when used with your own Novell GroupWise**, will synchronize groups and users from your eDirectory LDAP server. You will need to enter the following information to accommodate that:

- **LDAP hostname (e.g. *ldap://edirectroy.company.local*):** The internal URL of eDirectory server
- **LDAP base (e.g. *O=microfocus*):** The base of your eDirectory.
- **Domain name alias (e.g. *microfocus*):** The ZENworks Mobile Workspace domain that end users may use to login into the workspace. With the domain “groupwise” end users will be allowed to login with *username* or *username@groupwise*.
- **LDAP Query User:** A query user with read rights (Any eDirectory account can work as Query user).
- **LDAP Query Password:** The password of the above query user.

## 2.6 ZENworks Mobile Workspace URL

This URL allows you to select the external address (or IP) that will be used by ZENworks Mobile Workspace client to connect to the server. The address must be entered as it will be seen from the internet. Please see the next page to set the URL according to your network configuration.



The image shows a configuration window for ZENworks Mobile Workspace. On the left is a vertical sidebar with the text 'ZENworks Workspace' and a blue circular icon containing a white mobile phone. The main area has a light gray background. In the center, there is a gear icon followed by the text 'External address to reach the server:'. Below this, the label 'URL:' is positioned to the left of a text input field. The input field contains the text 'https://mobile.company.com'. At the bottom right of the window, there are three buttons: 'Previous' with a green left-pointing arrow, 'Next' with a green right-pointing arrow, and 'Quit' with a red square and a white 'X'.

### 2.6.1 Trusted SSL certificate

To follow best practices, MicroFocus strongly recommend to purchase a SSL certificate from a well-known certificate authority. This is mandatory to ensure best in class security and user friendliness.

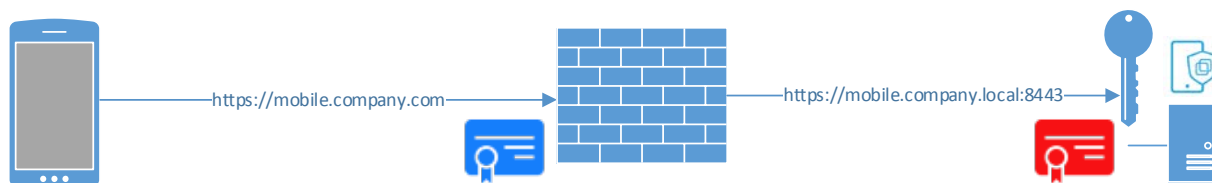
#### **ZENworks Mobile Workspace in front**

The presented certificate will be directly installed on ZENworks Mobile Workspace server. You will be able to provide the certificate in the next panel.



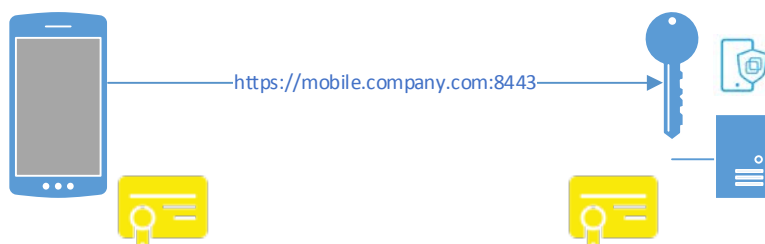
#### **ZENworks Mobile Workspace behind a proxy/FW**

The presented certificate is installed on a reverse proxy/FW. You will be requested to install a self-signed certificate in the next panel.



### 2.6.2 Internally signed SSL certificate

If you have an internal PKI, you could use your certificate signed by your CA but the CA must be installed on the device as well. You will be able to provide the certificate in the next panel.



### 2.6.3 Self-Signed SSL certificate

Self-signed certificates are not accepted by mobile constructor. Therefore, no SSL connection can be established using this method. Use HTTP connection instead.



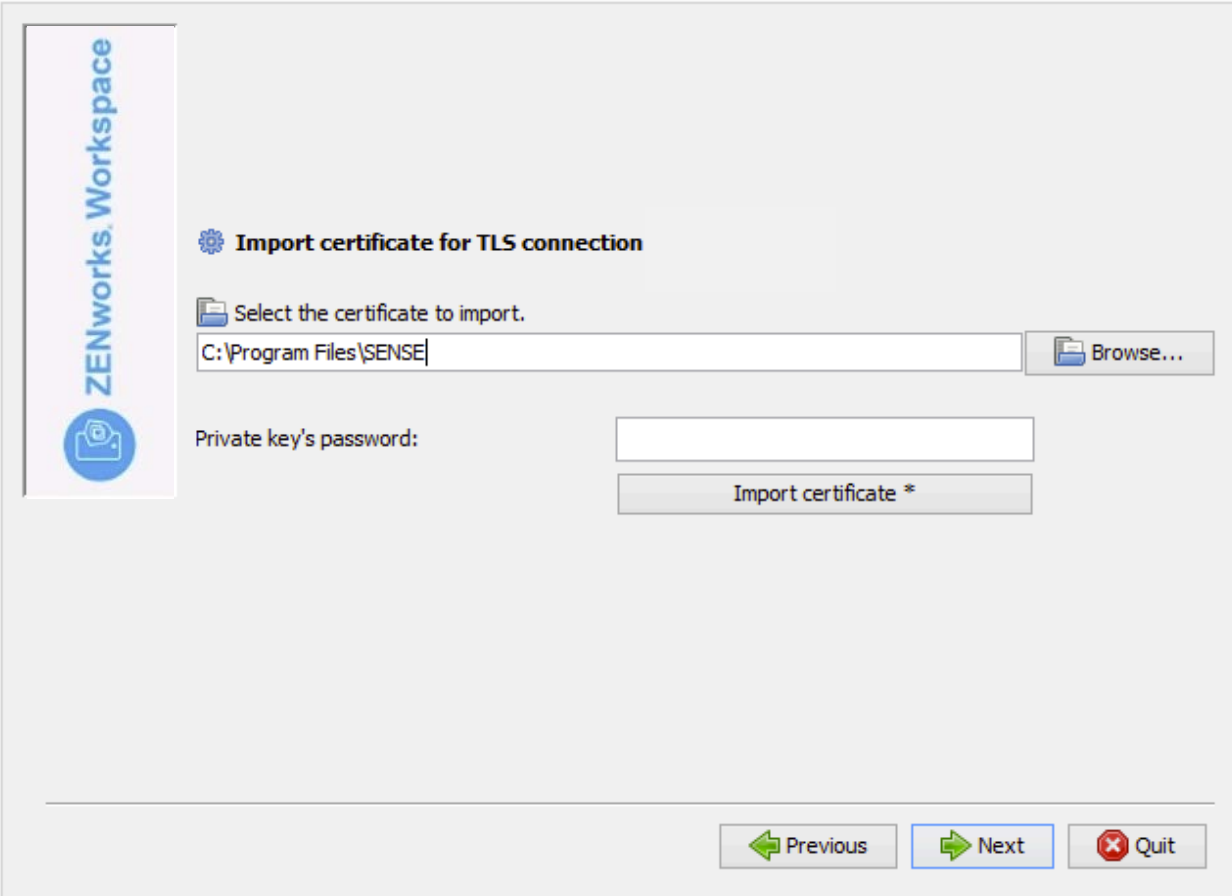
### 2.6.4 ZENworks Mobile Workspace Encryption only

For testing or demonstration purposes, it is possible to use ZENworks Mobile Workspace without SSL connection. Then, only the ZENworks Mobile Workspace encryption will keep your data safe.



## 2.7 Import TLS certificate

If you have chosen to expose an HTTPS connection in the previous panel, please provide the SSL certificate as a PKCS12 file and enter the private key password. If you have chosen to expose an HTTP connection, this screen will not be displayed and a self-signed certificate will be generated automatically.



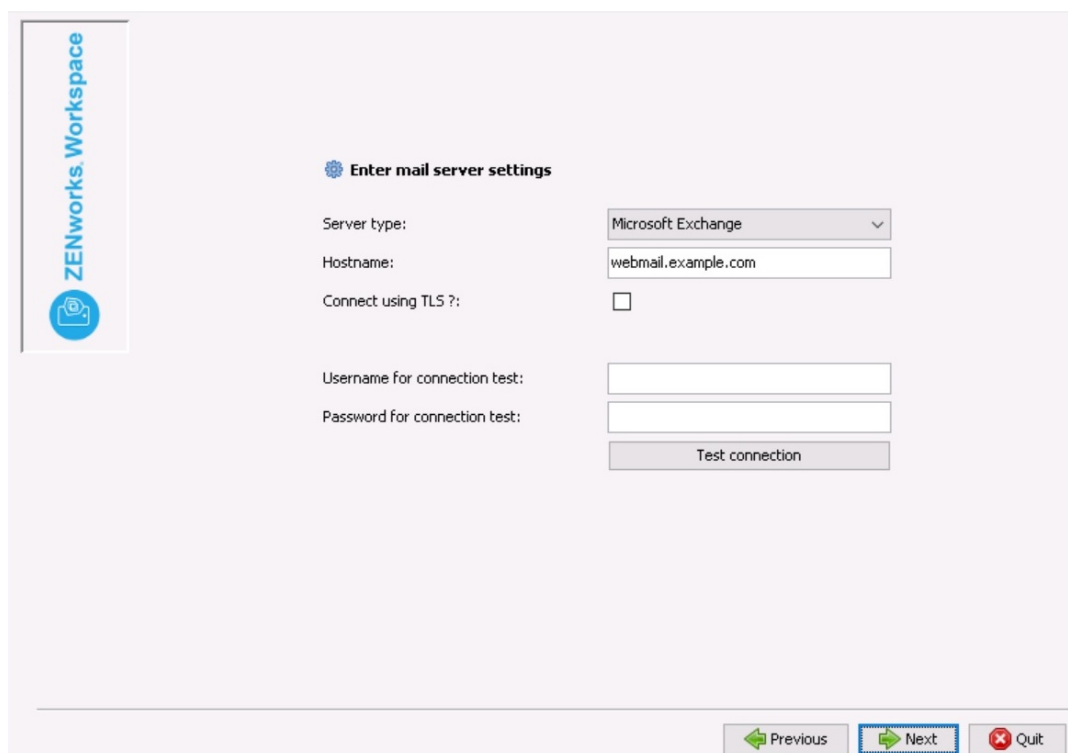
The screenshot shows the 'Import certificate for TLS connection' window in the ZENworks Mobile Workspace installer. On the left is a vertical sidebar with the 'ZENworks Workspace' logo. The main area has a title bar with a gear icon and the text 'Import certificate for TLS connection'. Below this is a section titled 'Select the certificate to import.' containing a text box with the path 'C:\Program Files\SENSE' and a 'Browse...' button. Underneath is a 'Private key's password:' label followed by a password input field. A button labeled 'Import certificate \*' is positioned below the password field. At the bottom right, there are three navigation buttons: 'Previous' (with a left arrow), 'Next' (with a right arrow and a blue border), and 'Quit' (with a red X icon).



## 2.8 Email settings

Enter the settings that match your mail server:

- **Server type (e.g. Exchange, Office365, Domino or GroupWise):** Select the type of mail server you have according to the synchronization parameter you used at step 5. If you select *Office365*, *Use SSL/Bypass SSL - Hostname* options will be automatically filled in.
- **Hostname (e.g. exchange.company.com):** The hostname or IP address of your mail server.
- **Use SSL:** Select it if your server needs to be connected with an SSL connection. For Domino, please follow instructions in the knowledge base article: [Enable SSL Connection Between ZENworks Mobile Workspace and IBM Domino](#)
- **Bypass SSL:** Bypass SSL must be selected if your mail server does not use an SSL certificate signed by a trusted CA or uses a self-signed certificate.
- **Username and password for test:** Enter username or password if you want to test the entered information.



**Enter mail server settings**

Server type: Microsoft Exchange

Hostname: webmail.example.com

Connect using TLS ? ☐

Username for connection test:

Password for connection test:

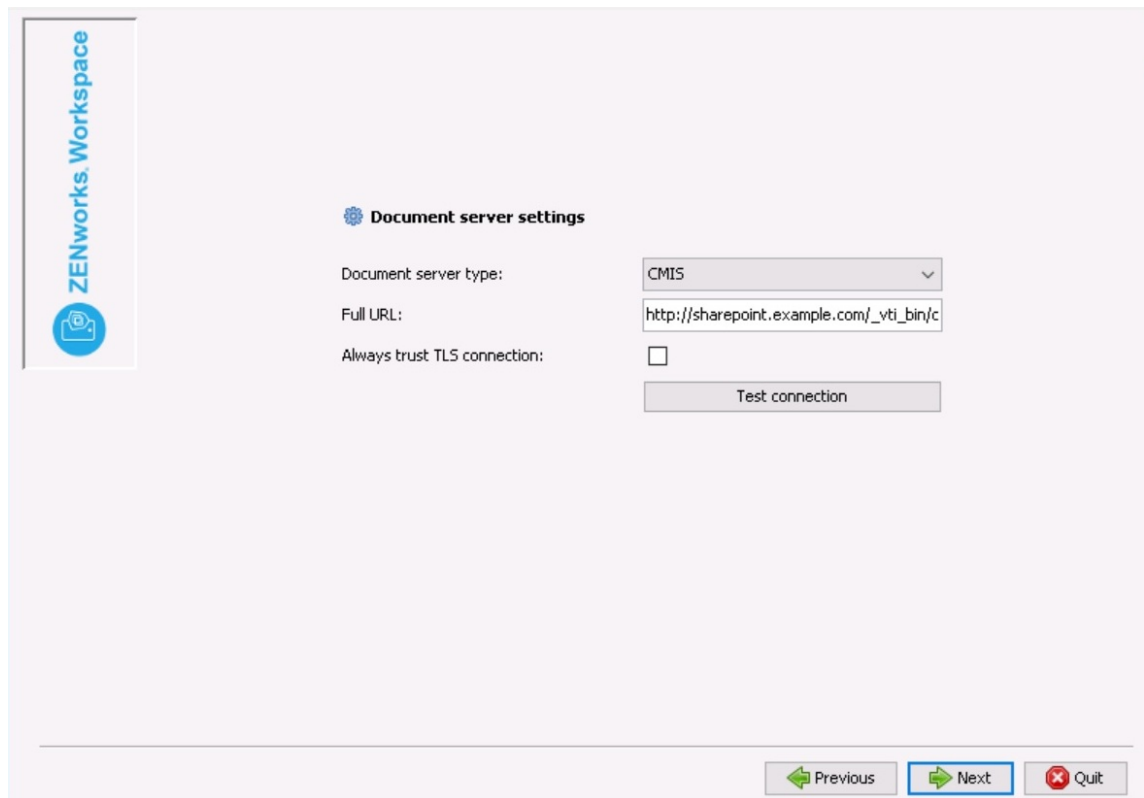
Test connection

Previous Next Quit

## 2.9 Document Server Settings

This screen allows setting of the CMIS connector details:

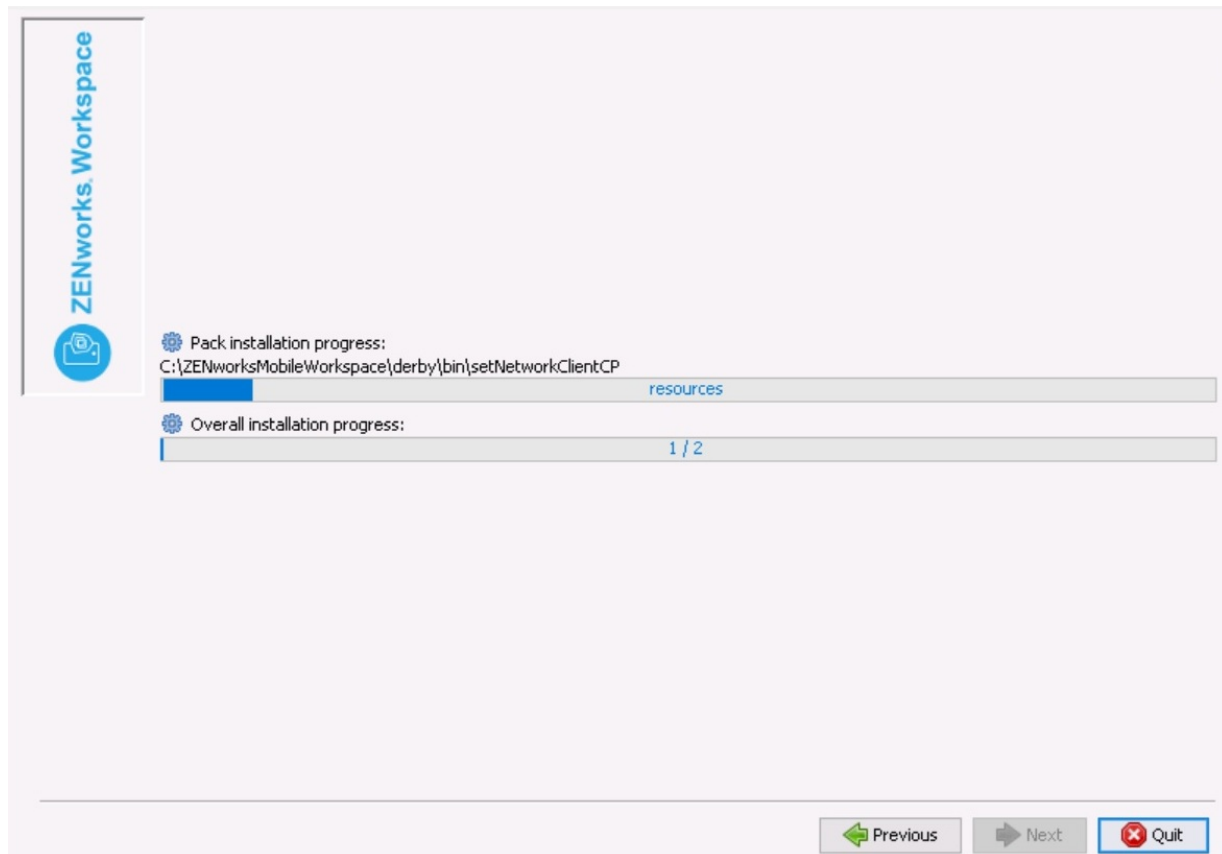
- **Full URL** is the location of the CMIS connector information.
- **Bypass SSL** is used when the connector requires SSL connection, but there are some issues with certificates.
- You can test your connection settings with the **Test Connection** button.



The screenshot shows the 'Document server settings' window in the ZENworks Mobile Workspace application. On the left is a vertical sidebar with the ZENworks logo and the text 'ZENworks Workspace'. The main area is titled 'Document server settings' with a gear icon. It contains three fields: 'Document server type' with a dropdown menu set to 'CMIS', 'Full URL' with a text box containing 'http://sharepoint.example.com/\_vti\_bin/c', and 'Always trust TLS connection' with an unchecked checkbox. Below these fields is a 'Test connection' button. At the bottom right, there are three navigation buttons: 'Previous' (disabled), 'Next' (active/highlighted), and 'Quit' (disabled).

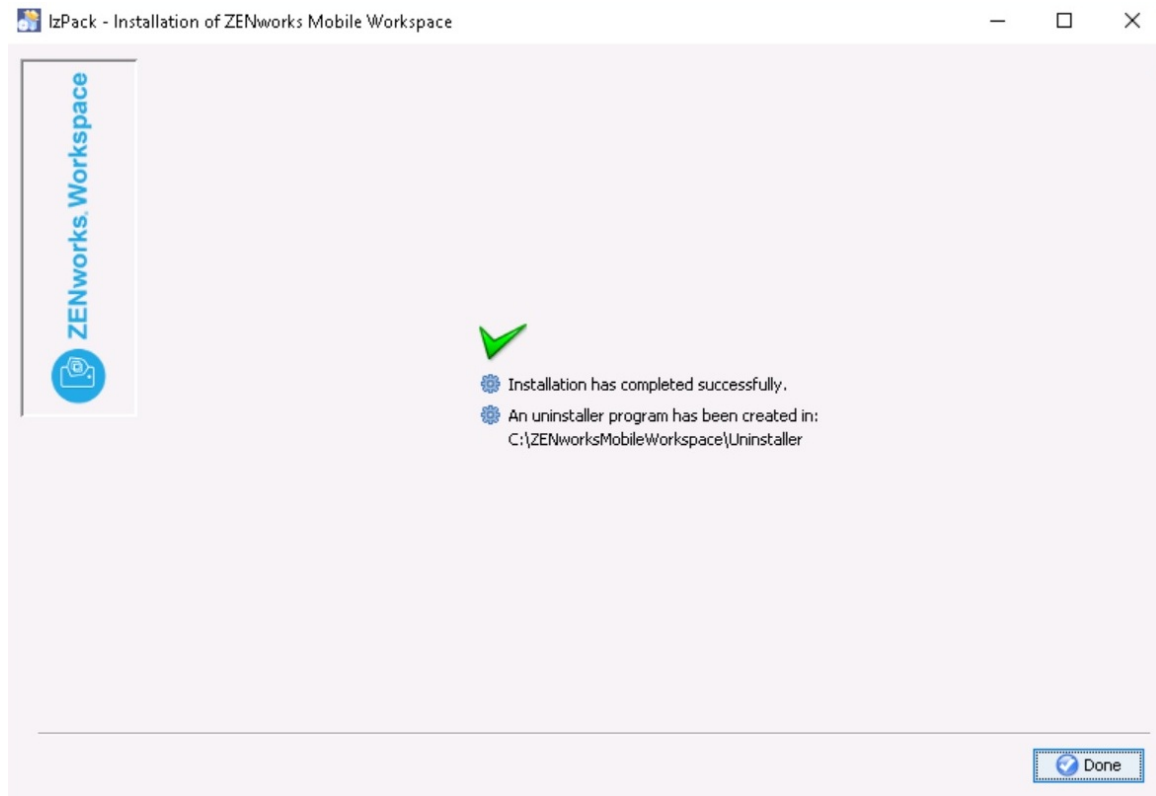
## 2.10 Installer Processes

The Pack installation progress bar will appear and complete. When finished, click **Next**.



The processing installer jobs will scroll and finish.

The installation is complete!



### 3 STARTING THE SERVER

Once the installation completes, the ZENworks Mobile Workspace server service is configured to start automatically when your machine boots.

If you open the 'Services.msc' console, you can manually start the ZENworks Mobile Workspace server without restarting your entire server.

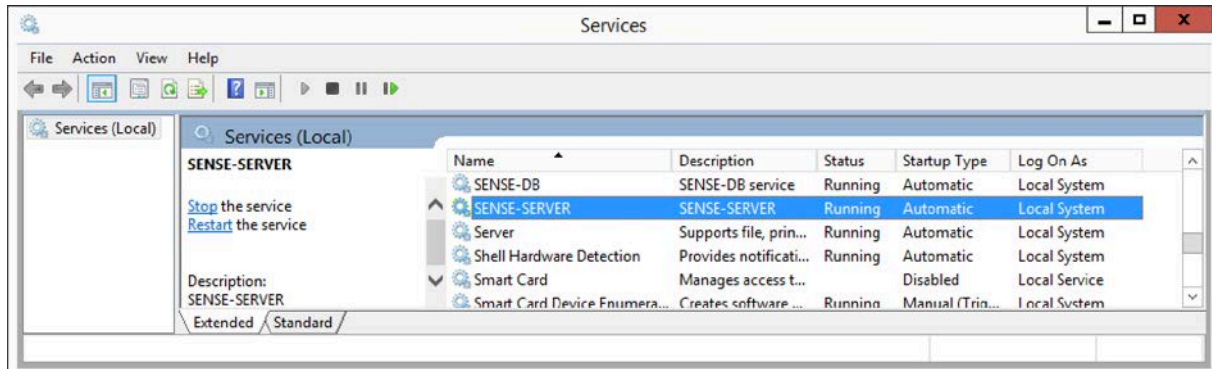


Figure 3-1: starting sense services

Wait until the server starts and then test whether the server is running by going to the web page from your VM <http://localhost:8080/sense/secserver>

If you see the login page, well done, your server is working!