



ZENworks Mobile Workspace

Administrator - Quick Start

/sense/secserver : Administration of Zenworks MW 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


/sense/pim: Administration of Zenworks MW applications

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

- **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

- Connect to the Zenworks MW security server as domain admin
- Go to SETTINGS -> Security groups
- Click on 

Create a security group

Name




Security settings

Average security, user friendly (Recommended) ▾

Sync group

CN=Test Group ▾

Members

	User-1 Test
	User-2 Test
	User-3 Test

«« «

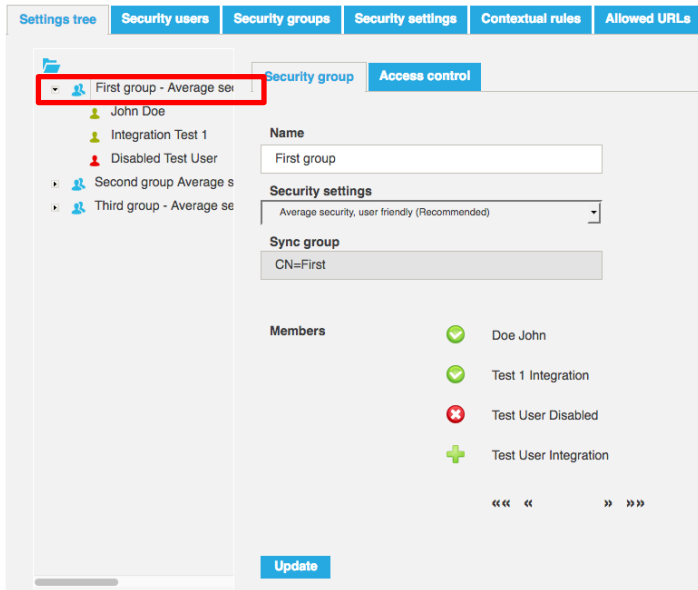
Cancel
Create

- Enter a name
- Domain is the one managed by the admin
- Select a settings
- Select the LDAP group from which the users will be retrieved
- Click on Create

-  New user
-  User already synchronized in another group

Manual

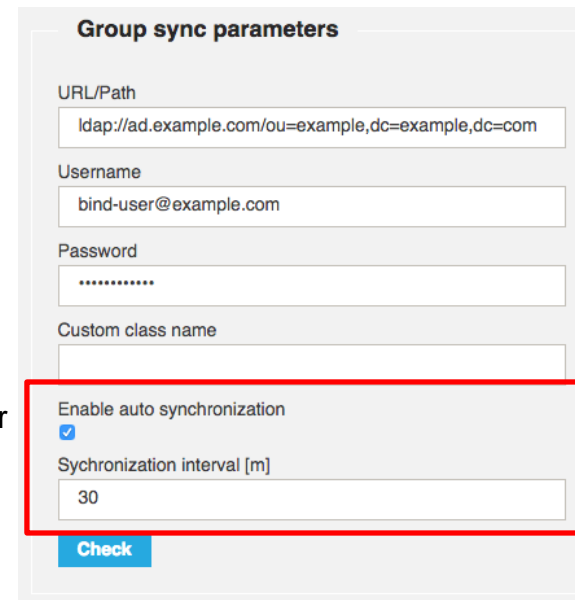
- Add the user in LDAP group (Ask your LDAP administrator)
- Connect to the Zenworks MW security server as domain admin
- Go to SETTINGS -> Settings tree
- Click on group name in the tree
- Click on **Update**



- ✔ Synchronized user
- ✘ Deleted user
- ✚ New user

Automatic

- Connect to the ZMW security server as superadmin
- Go to SERVER -> Domains
- Edit your domain
- Enable auto synchronization with 30 min interval
- Click on **Update**



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

Applications

Name ^	Description ^	Type ^	Platforms	Modification date ^	
Public Store ZENworks	Public Store ZENworks	Public store		06/29/2017 11:44	
ZENworks	ZENworks	In-house		06/29/2017 13:27	

Under APPLICATIONS menu you can:

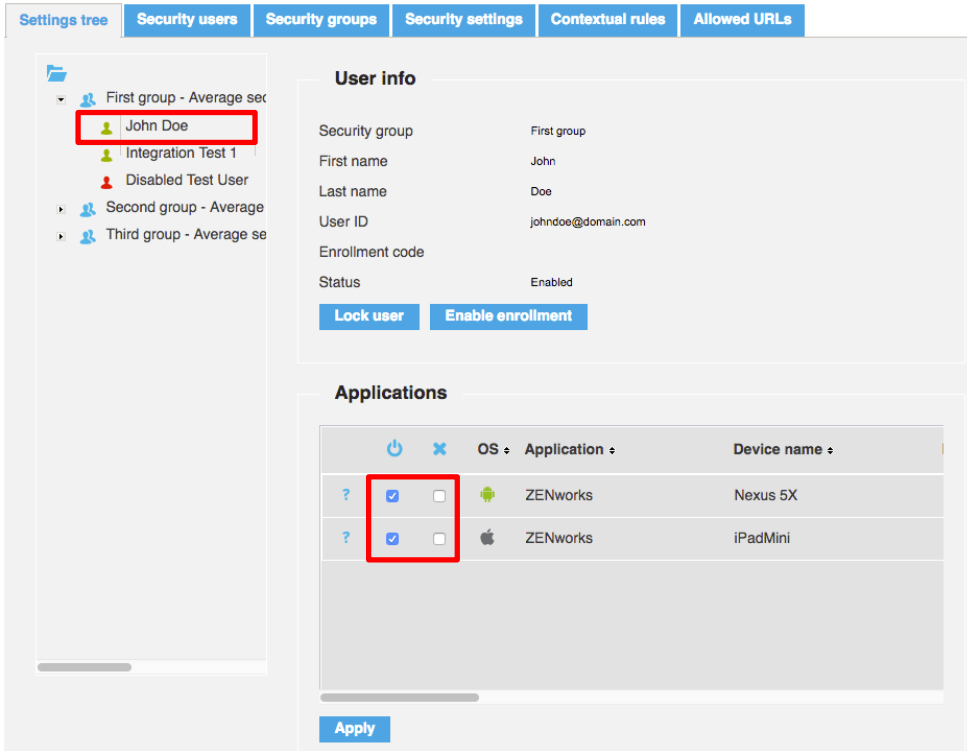
- Create and upload in-house applications
- Link to public store application

Therefore, when selecting a group on the settings tree, you can:

- Give access to applications
- Select application version
- Give access to Zenworks Mobile Workspace components

Settings

The screenshot shows the 'Settings' application with a navigation menu on the left and a main configuration area on the right. The navigation menu includes 'Settings tree', 'Security users', 'Security groups', 'Security settings', 'Contextual rules', and 'Allowed URLs'. The 'Security groups' section is expanded, showing a tree structure with three groups: 'First group - Average se...', 'Second group - Average se...', and 'Third group - Average se...'. The 'First group' is selected, and its 'Access control' settings are displayed. The 'Security group' and 'Access control' tabs are active. Under the 'In-house apps' section, the 'ZENworks' application is selected with a checkbox. The version dropdowns for Android and Apple are set to '3.14.2 (313020)' and '3.14.2 (3.14.2.3)' respectively. Below this, the 'Components' section lists 'Browser', 'Documents', 'Contacts', 'Calendar', and 'Mail', all of which are checked with blue checkboxes. The 'Public store apps' section shows 'Public Store ZENworks' with an unchecked checkbox. An 'Update' button is located at the bottom of the configuration area.



The screenshot shows the 'Security users' tab in the settings. The 'User info' section for 'John Doe' includes fields for Security group (First group), First name (John), Last name (Doe), User ID (john.doe@domain.com), Enrollment code, and Status (Enabled). Below this are buttons for 'Lock user' and 'Enable enrollment'. The 'Applications' section contains a table with columns for OS, Application, and Device name. Two rows are visible, both with the 'ZENworks' application checked. A red box highlights the 'Lock user' button and the checked checkboxes in the Applications table.


OS	Application	Device name
<input checked="" type="checkbox"/>	ZENworks	Nexus 5X
<input checked="" type="checkbox"/>	ZENworks	iPadMini

- Connect to the Zenworks MW security server as domain admin
- Go to SETTINGS -> Settings tree
- Click on user name

Lock user

- Click on **Lock user**

Disable application

- Uncheck 
- Click on **Apply**

Disenroll / remote wipe




- Check 
- Click on **Apply**

Bulk changes can be done to disable/disenroll applications and then click only once on «Apply» button.

Users		Status (1 user(s) connected)	
Login ^	Application ^	Device name ^	OS ^
john doe	ZENworks	Nexus 5X	Android



Remote action

- Connect to the Zenworks MW security server as domain admin
- Go to SERVER -> Status
- To close all sessions, Click on 
- To close user session, Click on 
- To wipe user data, Click on 

Send a message to all users

Message:

[Send](#)

Send notification (Will notify all users belonging to the domain)

- Connect to the Zenworks MW security server as domain admin
- Write your message
- Click on [Send](#)

Zenworks MW error codes sent to the client are restricted to avoid giving information to potential attackers. Therefore, the best way to troubleshoot Zenworks MW are the server logs.

Server

Select	File name	Last modified	Size
<input checked="" type="checkbox"/>	server.log	06/29/2017 14:08	482 B
<input checked="" type="checkbox"/>	catalina.out	06/29/2017 11:10	1.9 MB
<input checked="" type="checkbox"/>	error.log	06/28/2017 15:37	1.8 KB
<input type="checkbox"/>	localhost.2017-06-28.log	06/28/2017 15:34	4.4 KB
<input type="checkbox"/>	server.log.2017-06-27	06/27/2017 21:29	710 B
<input type="checkbox"/>	server.log.2017-05-24	06/12/2017 11:29	543 B
<input type="checkbox"/>	server.log.2017-06-07	06/12/2017 11:29	251 B
<input type="checkbox"/>	server.log.2017-06-01	06/01/2017 01:29	354 B
<input type="checkbox"/>	error.log.2017-05-24	05/24/2017 08:44	21.5 KB
<input type="checkbox"/>	catalina.2017-05-24.log	05/24/2017 08:44	71.0 KB
<input type="checkbox"/>	localhost.2017-05-24.log	05/24/2017 08:44	25.0 KB
<input type="checkbox"/>	server.log.2017-05-03	05/24/2017 08:37	532 B
<input type="checkbox"/>	server.log.2017-05-23	05/23/2017 16:35	405 B
<input type="checkbox"/>	server.log.2017-05-22	05/22/2017 16:35	405 B
<input type="checkbox"/>	server.log.2017-05-21	05/21/2017 16:35	405 B
<input type="checkbox"/>	server.log.2017-05-20	05/20/2017 16:35	405 B

[Download selected files](#)

- Connect to the Zenworks MW security server as superadmin
- Go to SERVER -> Logs
- Check the files you want to download
- Click on [Download selected files](#)