

ZENworks Mobile Workspace Android Installation

September 2017

Legal Notice

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see <https://www.novell.com/company/legal/>.

Copyright © 2017 Micro Focus Software Inc. All Rights Reserved.

TABLE OF CONTENTS

- 1 Overview 3**
- 2 Standard installation (from Play Store) 3**
 - 2.1 Downloading ZENWorks Workspace 3
- 3 IN-HOUSE installation 4**
 - 3.1 Downloading ZENWorks Workspace 4
- 4 Enroll the application 7**
 - 4.1 Request an enrollment code 7
- 5 Update 12**
- 6 Disenroll 13**
- 7 Delete 14**

1 OVERVIEW

Aim of this document is to guide you through the installation, update and deletion of ZENworks Mobile Workspace Android application.

1.1 Pre-requirements

- ✓ You must have a device with Android 4.4 or higher (high-end device are recommended)
- ✓ You must have an high speed internet connection through WiFi or 3G connection
- ✓ You must have a WEB browser installed such as Chrome (cookies must be accepted)
- ✓ Your device must not be rooted

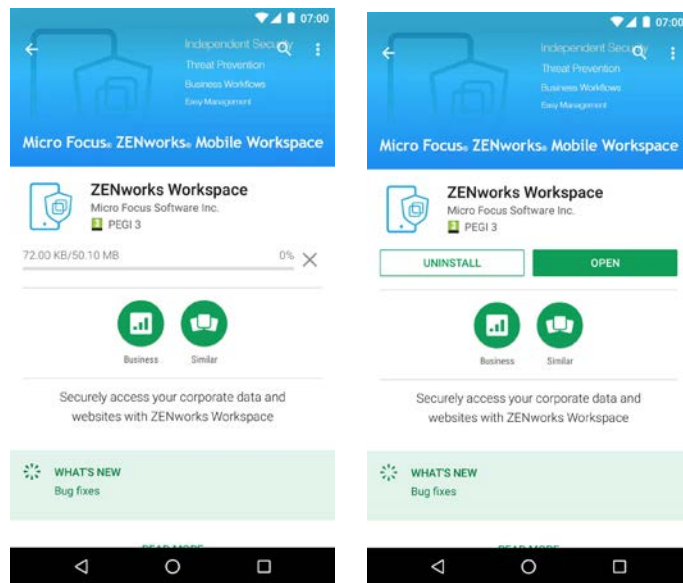
2 STANDARD INSTALLATION (FROM PLAY STORE)

2.1 Downloading ZENWorks Workspace

1. Start the Play Store and search for “ZENWorks Workspace”:



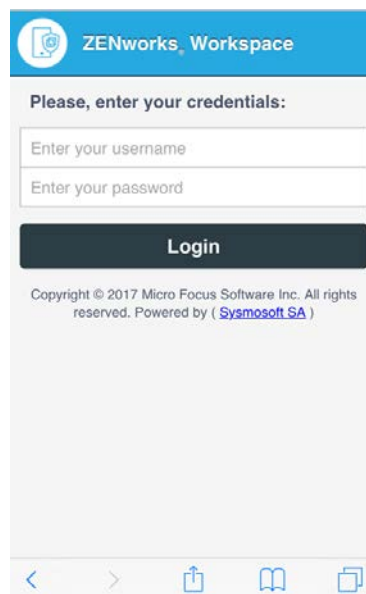
2. Press INSTALL to start the download and the installation process:



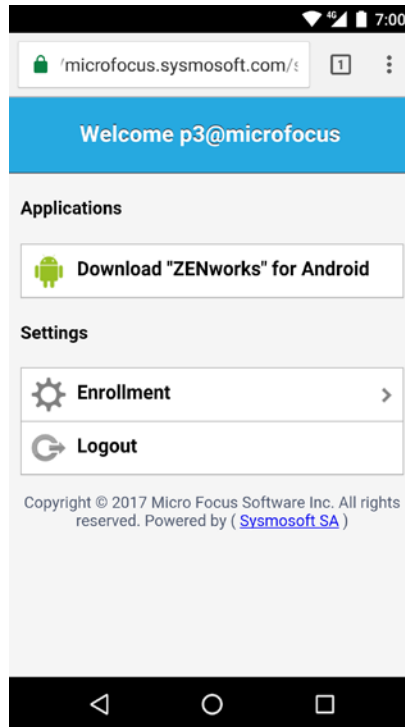
3 IN-HOUSE INSTALLATION

3.1 Downloading ZENWorks Workspace

1. Get to your enterprise store by entering the URL provided by your company in your favorite mobile WEB browser (E.g.: <https://zenworks.company.com/sense/install>). You should see the following login page:

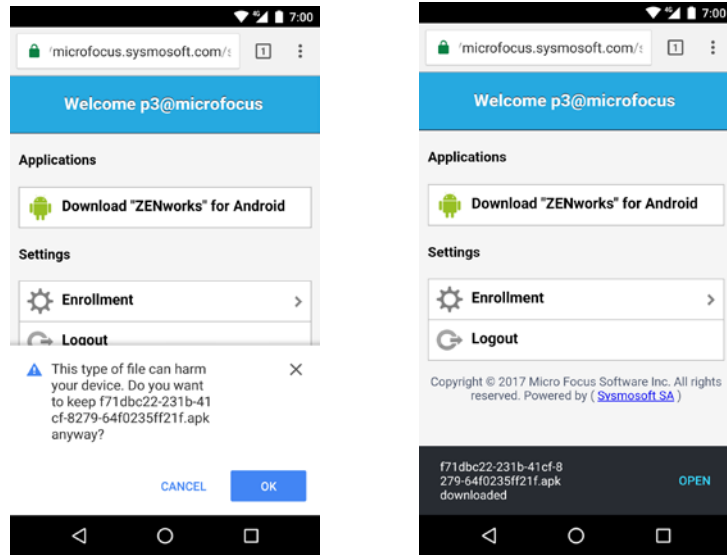


2. Enter your enterprise credentials and log in. After you have logged in, the download option is displayed for your mobile platform:

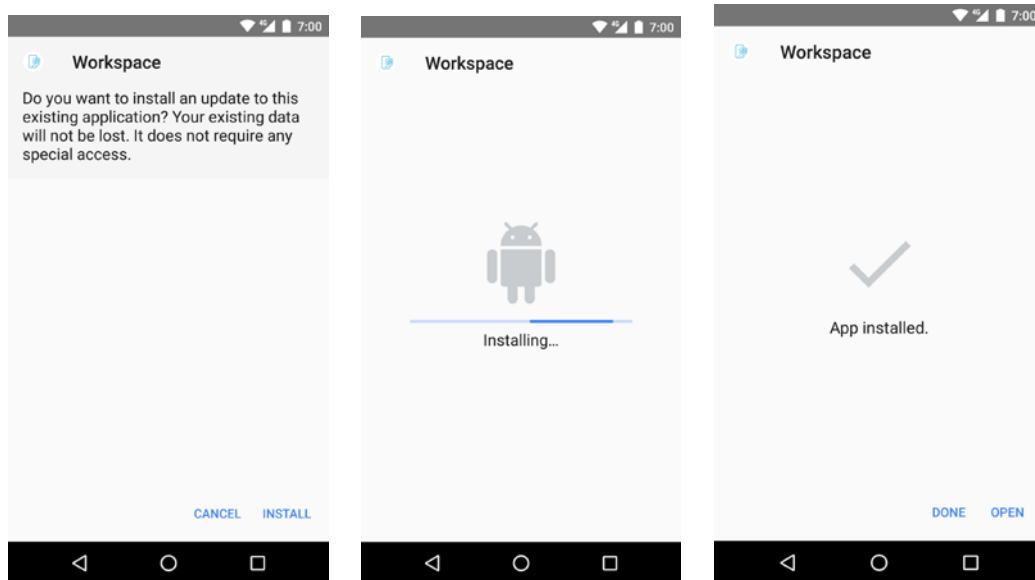


Note: If the same page is displayed even after pressing Login, **ensure that cookies are accepted.**

3. Press Download “ZENworks” for Android. You will be asked to confirm that you want to download the app. Press OK to confirm that you want to download the application. When the download is completed, press OPEN to install the application.



4. Your device will now guide you through the installation process (Process may change depending of your device):

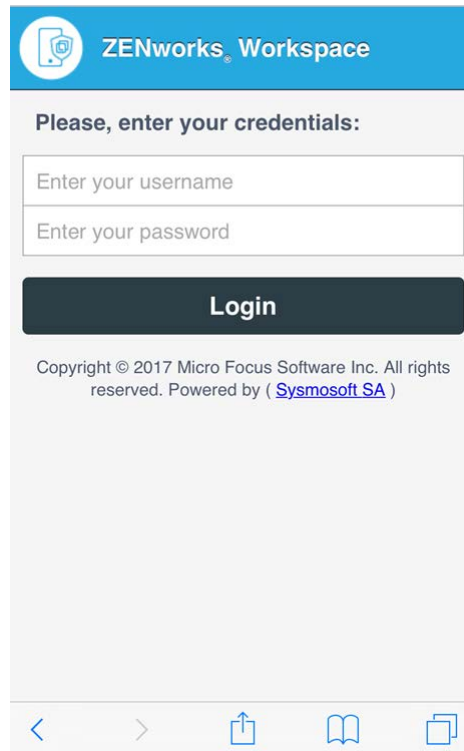


Note: If a security alert is displayed after opening the downloaded app, you will need to open device security settings, and allow installation of apps from unknown sources.

4 ENROLL THE APPLICATION

4.1 Request an enrollment code

1. Get to your enterprise store by entering the URL provided by your company in your favorite mobile WEB browser (E.g.: <https://zenworks.company.com/sense/install>). You should see the following login page:



ZENworks Workspace

Please, enter your credentials:

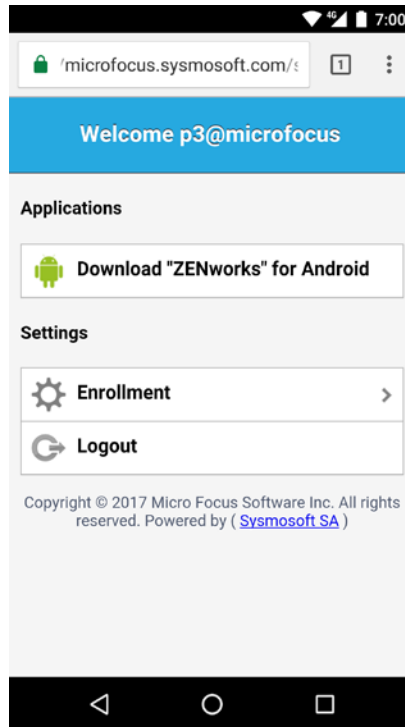
Enter your username

Enter your password

Login

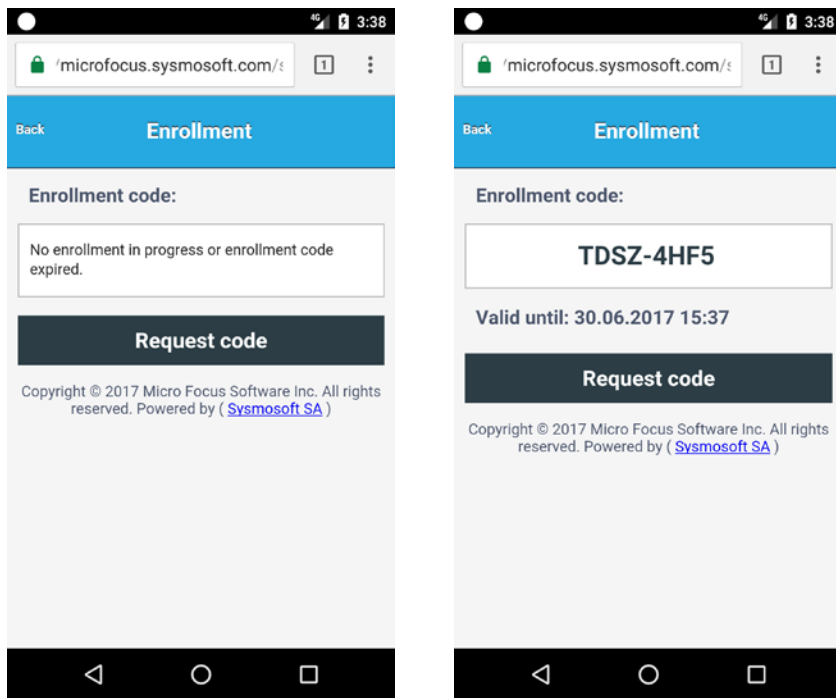
Copyright © 2017 Micro Focus Software Inc. All rights reserved. Powered by ([Sysmosoft SA](#))

2. Enter your enterprise credentials and log in. After you have logged in, press “Enrollment” in the Settings section:



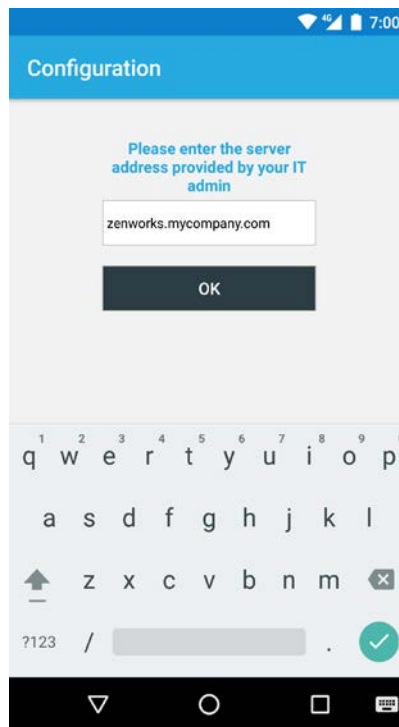
Note: If the same page is displayed even after pressing Login, **ensure that cookies are accepted.**

3. Press “Request code” to enable the enrollment process and get an enrollment code:

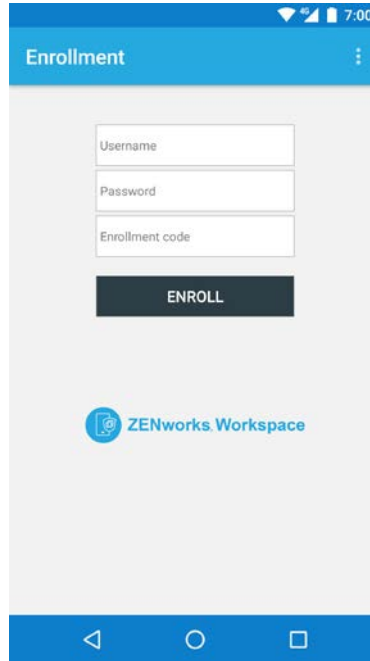


4. Start the application previously installed and enter the server address provided by your IT admin. One of the following has been provided:

- Advanced encryption (Zenworks encryption + SSL)
 - Zenworks mobile server behind proxy
 - Enter **mobile.company.com**
 - Zenworks mobile server in front
 - Enter **mobile.company.com:8443**
- Standard encryption (Zenworks encryption only)
 - Zenworks mobile server behind proxy
 - Enter **http://mobile.company.com**
 - Zenworks mobile server in front
 - Enter **http://mobile.company.com:8080**



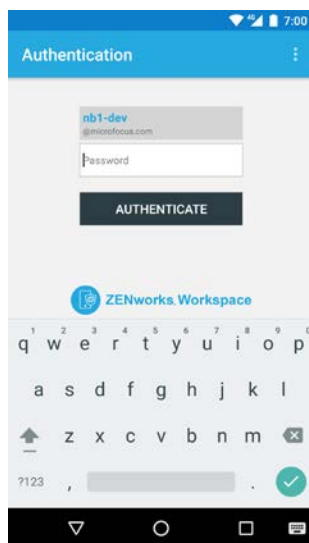
5. When the server address has been verified you will be invited to enter your enterprise credentials and enrollment code:



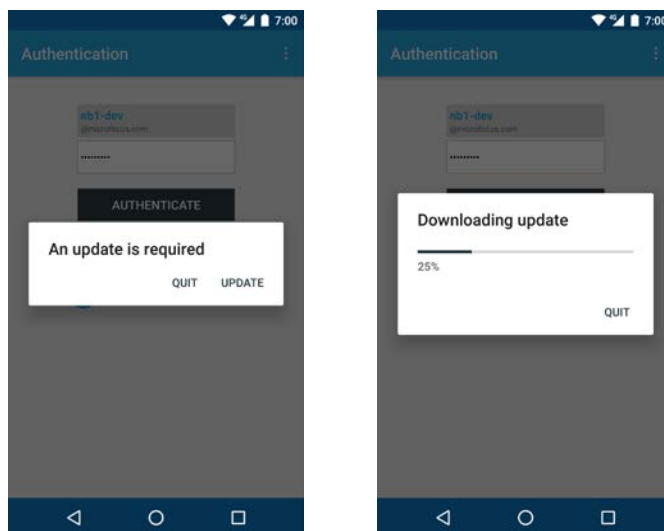
5 UPDATE

This section is only for user that downloaded the application from the enterprise store. User that downloaded the application from the Play Store, will be notified to do the update automatically as any other application.

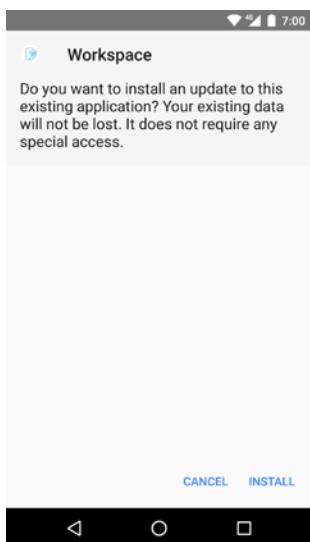
1. Start the application. If you are already logged in, please log out and restart the application. Enter your enterprise password:



2. At session opening, you will be invited to update the application. Press UPDATE to start the update process:



3. When the download is completed, press **INSTALL** to install the downloaded update:



6 **DISENROLL**

If for any reason the user is not able to enroll and login anymore even after IT admin action, disenrollment could be used as the last resort.

On Android, you just need to erase the application's data (the following steps are for a Samsung device):

1. Long press on your application.
2. Select "Application information".
3. Select "Data storage".
4. Select "Delete data".

When you restart the application, you will be requested to start the enrollment process.

7 DELETE

Uninstalling the ZENworks Mobile Workspace app is as easy as deleting any other Android app.

1. Select ZENworks Mobile Workspace from your applications list.
2. Press uninstall. A dialog is displayed asking you to confirm.
3. Press the confirmation button.

The app is uninstalled and a message is displayed informing you that the ZENworks Mobile Workspace application has been uninstalled.