# Table of Contents

Overview .................................................................................................................. 1
  Pre-requisites ........................................................................................................... 1
App Store Installation ................................................................................................. 1
In-House installation .................................................................................................. 2
  Go to web distribution server .................................................................................. 2
  Download the iOS application .................................................................................. 2
  Launch the application ............................................................................................. 3
  Trust the enterprise certificate ................................................................................ 4
Launch the application ................................................................................................. 5
  Configure server address ......................................................................................... 5
Enroll a user .................................................................................................................. 6
  Get the enrollment code ........................................................................................... 7
Disenroll ....................................................................................................................... 10
Overview

Aim of this document is to guide you through the installation, updating and deleting of ZENworks Mobile Workspace iOS application.

Pre-requirements

1. You must have a device with iOS 10.0 or higher (high-end device are recommended)
2. You should have an high speed internet connection through WiFi or 3G connection
3. Your device must not be jailbroken

App Store Installation

Start the App Store and search for ZENworks Mobile Workspace.

Then touch GET or the cloud to start the download and the installation process.

When the download is completed, the ZENworks Mobile Workspace application should be available in your SpringBoard.
In-House installation

Go to web distribution server

With your iOS device, open your browser and go the address provided by your company.

**Web server address example**

```
https://mobile.example.com/sense/install/
```

You will be presented with login page. Enter your credentials and touch **Login**.

⚠️ If, after touching **Login**, you are going back to the same page, ensure cookies are accepted.

Download the iOS application
As soon as you log in, you will be offered to download all available applications.

Touch Install "ZENworks Mobile Workspace" for iOS.

You will be asked to confirm that you want to download the app.

Touch Install to confirm that you want to download the application.

When the download is completed, the ZENworks Mobile Workspace application should be available in your SpringBoard.

Launch the application
The first time you launch the ZENworks Mobile Workspace application, you need to trust manually the enterprise certificate.

Trust the enterprise certificate
Trust the enterprise certificate:

1. Open Settings → General → Profiles & Device Management → Sysmosoft SA
2. Touch Trust "Sysmosoft SA"
3. Touch Trust

Now you can launch the ZENworks Mobile Workspace application.

Launch the application

When you open the ZENworks Mobile Workspace application, you can have three different views

1. The login view
2. The enrollment view
3. The server address configuration view

follow the different action for each specific view.

Configure server address
Enter the server address provided by your IT admin and touch Verify.

One of the following has been provided:

- Advanced encryption (Zenworks encryption + SSL)
  - Zenworks mobile server behind proxy
    - mobile.company.com
  - Zenworks mobile server in front
    - mobile.company.com:8443

- Standard encryption (Zenworks encryption only)
  - Zenworks mobile server behind proxy
    - http://mobile.company.com
  - Zenworks mobile server in front
    - http://mobile.company.com:8080

**Enroll a user**

When you launch for the first time the ZENworks Mobile Workspace application, you need to enroll yourself.
For that you need:

- Your username
- Your password
- Your enrollment code

Get the enrollment code
To get your enrollment code, log in to the web server.

Touch Enrollment.
You see your enrollment code. If not, ask your IT Admin to generate one for you.

Enrollment code:

**EF1V-D4HJ**

Valid until: 09.11.2017 11:38

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Disenroll

If for any reason the user is not able to enroll and login anymore even after IT admin action, disenrollment could be used at last resort.
Open ZENworks Mobile Workspace application.
Touch the wheel on the upper-left corner.
Touch **Disenroll device**.

Confirm the disenrollment by touching **Ok** or cancel it.

⚠️ **Disenroll device** disenroll all the users enrolled on the device.