Managing Users, Resources, and Applications
ZENworks® Mobile Management 3.2.x
October 2015
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Accessing the Dashboard

Access the Dashboard

ZENworks Mobile Management dashboard requirements:

- Microsoft Internet Explorer, Firefox, or Safari
- Adobe Flash Player 10.1.0
- Minimum screen resolution: 1024 x 768
- Desktop computer running Windows OS

In your Web browser, enter the server address of the ZENworks Mobile Management server, followed by /dashboard

Example: https://my.ZENworks.server/dashboard

Standard Login

Log in to the ZENworks Mobile Management dashboard using your administrative login credentials in one of the following formats:

- Locally authenticated logins enter: email address and password
- LDAP authenticated logins enter: domain\LDAP username and LDAP password

A system administrator can create additional logins to the dashboard with system administrator, organization administrator, or support administrator privileges. See the System Administration Guide for details.
OpenID Login

Use your OpenID credentials to log in.

1. At the ZENworks Mobile Management login screen, select the icon identifying the OpenID provider you use: ZENworks, Google, Yahoo!, or Facebook.

2. Enter the Zone or Organization, an easy to remember name ZENworks Mobile Management uses to redirect you to the OpenID provider portal.

3. At the provider site, enter your OpenID credentials.

   **Note:** If this is the first time you have logged in to ZENworks Mobile Management with an OpenID or your OpenID information has changed, you will be prompted for a PIN code before entering the ZENworks Mobile Management dashboard.

   Zone Name and new PIN codes are emailed to you from the ZENworks Mobile Management server.

   [Image: Screen shot of Admin Setup Pin Code]

   [Image: Screen shot of OpenID provider portal]
Managing Users

The User/Device Grid

The *Users* view displays a list of all users currently in the ZENworks Mobile Management organization. From this page, you can add a user, remove a user, email a user, move to a profile view with a greater level of detail, and issue remote security commands to a user's device.

You can also customize the user list view or export data from the list.

<table>
<thead>
<tr>
<th>Active</th>
<th>User Name</th>
<th>Policy Suite</th>
<th>Device Connection Schedule</th>
<th>Domain</th>
<th>DeviceSAKey</th>
<th>Ownership</th>
<th>Last ZENwor</th>
</tr>
</thead>
<tbody>
<tr>
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<td>jallen</td>
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<td>Default</td>
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<tr>
<td>Yes</td>
<td><a href="mailto:ylu01@dc03.not">ylu01@dc03.not</a></td>
<td>Default</td>
<td>Default</td>
<td>157</td>
<td>Personal</td>
<td>07/16/2012</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td><a href="mailto:ylu01@dc03.not">ylu01@dc03.not</a></td>
<td>Default</td>
<td>Default</td>
<td>158</td>
<td>Personal</td>
<td>07/16/2012</td>
<td></td>
</tr>
</tbody>
</table>
Customizing the User/Device Grid

Customize the user list view by:

- Rearranging columns
- Sorting columns
- Choosing the visible columns
- Searching for and displaying a distinct category of users
- Limiting the list to members of an LDAP folder or group

**Rearrange columns.** Drag and drop column headings to reorder the columns. The dashboard saves the order in which you arrange the columns.

**Sort columns.** Click the heading of any column to sort the list by the information in that column. Sort in ascending or descending order.
Choose the visible columns. Click the Choose Visible Columns button in the bottom left corner of the User/Device Grid. Using the forward arrow, move items from the Available Columns list to the Displayed Columns list so that they will appear in the User/Device Grid. In the Displayed Columns list, use the up/down arrows to arrange the columns in the order you want them to appear. The Dashboard saves the columns you choose to view.
Search for and display a single user or category of users. Use the search criteria in the drop-down Search panel to search for users by user name, phone number, policy suite, device platform, or custom column name and value. The string entered in the search field returns users that contain the string anywhere in the user name.

Display by User Categories. Limit the display of users in the grid to those in a specific category. There are three major user categories: Users by LDAP, Users by Local Group, and Uncategorized Users. Browse the user category directory and select a local group or LDAP group/folder. The users listed in the grid will contain only the users belonging to the group or folder you chose.

To refresh the grid so that it displays the entire list of users, click the group again, click the refresh button or click the Reset button in the Search option.
Assigning Settings and Resources to Groups/Folders from the Grid

Settings such as Policy Suite, Connection Schedule, and Liability can be assigned to a local group or LDAP group/folder directly from the User/Device Grid. In addition, Android and iOS resources can be assigned to LDAP group/folder directly from the grid.

1. Expand the **Display by User Categories** option on the left panel and navigate to an LDAP group or folder, under **Users by LDAP**, or to a local group under **Users by Local Group**. Right-click on the group or folder.

2. From the pop-up, select the **Group (Folder) Policy** option and choose the Policy Suite, Device Connection Schedule, Liability, and Novell Filr profile* (if applicable) assignments for the group/folder. Click **Save**.

* Users of Android devices not using Google Cloud Messaging (GCM) service must synchronize the ZENworks Mobile Management application to pull down an assigned Novell Filr profile.
3. Right click on an LDAP group/folder and select the **Assign Resources** option to assign resources.
   - Select a device platform from the drop-down: android or iOS
   - Mark the checkbox next to the resource you want to assign to the group/folder.
   - Mark the checkbox labeled **Use credentials from LDAP Server** to assign the resource to the users associated with the group/folder.
   
   Or, leave the option disabled to assign the resource to a single **User Name** from the group or folder.

   ![Android Resource Assignments](image1)
   ![iOS Resource Assignments](image2)
The Device Panel

Select a user/device from the grid. A panel for that user appears in a column to the left of the grid. Only administration options that apply to the device platform will appear in the panel.

Device Panel Content

**Quick Device Stats** - displays last sync time, device platform, ownership, and phone number

**Data Plan Statistics** - Displays the plan name and limit. Also displays data used by device, data used by other devices on the plan, and remaining data for the current billing period.

**Pop-up Views** - provides the following links to pop-up views:

- [See Most Recent Location](#) - Location statistics
- [E-mail User](#) - Compose and send an email
- [Send Notification](#) – Compose and send a notification to an Android or iOS device (160 character limit).
- [View Device Report](#) - Device statistics

**Device Compliance** – allows the administrator to clear a violation restriction or view device violation details and create a User Exception for a violation. See [Monitoring Device Compliance](#) for details.
Monitoring Device Compliance from the Device Panel

If you have implemented the Compliance Manager to monitor and restrict devices or users who are non-compliant with corporate policies, you might want to display the Violation Status column in the Users grid. You can quickly see which devices are restricted. Use the following options in the Device Panel to view details about the restriction or release a user from the restriction.

<table>
<thead>
<tr>
<th>Administrative Action</th>
<th>Description</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clear ZENworks Authorization Failures</td>
<td>A device passes invalid credentials for the ZENworks Mobile Management account of a known user to the server a number of times that exceeds the set limit.</td>
<td>This Clear button releases the device from restrictions imposed by this violation. The counter for the set Failed login attempt limit is reset to zero. A User Exception is not created, so if the device’s ZENworks Mobile Management connections continue to fail, the device is in violation again.</td>
</tr>
<tr>
<td>Clear ActiveSync Authorization Failures</td>
<td>A device passes invalid credentials for the ActiveSync account of a known user to the server a number of times that exceeds the set limit.</td>
<td>This Clear button releases the device from restrictions imposed by this violation. The counter for the set Failed login attempt limit is reset to zero. A User Exception is not created, so if the device’s ActiveSync connections continue to fail, the device is in violation again.</td>
</tr>
<tr>
<td>Clear SIM Card Removed or Changed Violations</td>
<td>A user has removed or changed the SIM card in a device and is in violation of the Restrict if SIM Card is Removed or Changed access restriction.</td>
<td>This Clear button releases the device from restrictions imposed by this violation. A User Exception is not created, so if the SIM card is removed or changed again, the device is in violation.</td>
</tr>
<tr>
<td>Clear Data Usage Statistics Reset by User Violation</td>
<td>A user has rest the data usage statistics on the device and is in violation of the Restrict if data usage statistics reset by user access restriction.</td>
<td>This Clear button releases the device from restrictions imposed by this violation. A user exception is not created, so if the user resets the data usage statistics again, the device will be in violation.</td>
</tr>
<tr>
<td>View Device Violation Details</td>
<td>An administrator can view violations and use the Clear Selected Violations button to release a device from restrictions.</td>
<td>The administrator can select and clear a violation listed in the pop-up dialog box. The device is released from restrictions imposed by the violation. An exception is created for the user, which prevents the device from being restricted again because of this violation.</td>
</tr>
</tbody>
</table>

Administrative Action: Clear ZENworks Authorization Failures

Description: A device passes invalid credentials for the ZENworks Mobile Management account of a known user to the server a number of times that exceeds the set limit.

Result: This Clear button releases the device from restrictions imposed by this violation. The counter for the set Failed login attempt limit is reset to zero. A User Exception is not created, so if the device’s ZENworks Mobile Management connections continue to fail, the device is in violation again.

Administrative Action: Clear ActiveSync Authorization Failures

Description: A device passes invalid credentials for the ActiveSync account of a known user to the server a number of times that exceeds the set limit.

Result: This Clear button releases the device from restrictions imposed by this violation. The counter for the set Failed login attempt limit is reset to zero. A User Exception is not created, so if the device’s ActiveSync connections continue to fail, the device is in violation again.

Administrative Action: Clear SIM Card Removed or Changed Violations

Description: A user has removed or changed the SIM card in a device and is in violation of the Restrict if SIM Card is Removed or Changed access restriction.

Result: This Clear button releases the device from restrictions imposed by this violation. A User Exception is not created, so if the SIM card is removed or changed again, the device is in violation.

Administrative Action: Clear Data Usage Statistics Reset by User Violation

Description: A user has rest the data usage statistics on the device and is in violation of the Restrict if data usage statistics reset by user access restriction.

Result: This Clear button releases the device from restrictions imposed by this violation. A user exception is not created, so if the user resets the data usage statistics again, the device will be in violation.

Administrative Action: View Device Violation Details

Description: An administrator can view violations and use the Clear Selected Violations button to release a device from restrictions.

Result: The administrator can select and clear a violation listed in the pop-up dialog box. The device is released from restrictions imposed by the violation. An exception is created for the user, which prevents the device from being restricted again because of this violation.
The Administration Panel

Administration Panel Content

**Administration** – Security commands and administrative actions can be performed quickly. Only options that apply to the device platform will appear. Administrative actions can also be issued through the User Self Administration Portal.

- **Security Commands** - Gives quick access to reactive security commands, such as Full Wipe. See a list of Remote Security Commands.

- **Send VPP Invitation** - Send an invitation to an iOS 7.0.3+ user to join the Apple Volume Purchase Program if they have not yet been invited or have not yet accepted an invitation. Check user’s status in the VPP Association Status column of the User Grid.

- **Send Welcome Letter** - Send the Welcome Letter email to the user.

- **Reset for Enrollment** - Used for troubleshooting enrollment issues. Clears server data that prevents a user from re-enrolling a device or reloading iOS profiles when a device experiences enrollment issues.

- **Reboot** – Reboots the device. Applicable for Samsung KNOX devices only.

- **Power Off** – Turns the device off. Applicable for Samsung KNOX devices only.

- **Unblock Password Entry** – unblocks the password entry on a device blocked due to a password policy violation. Applicable for Samsung KNOX devices only.
Exporting Data from the User/Device Grid

Exporting data from the list to a comma separated values (CSV) or Excel (XLS) file. Choose the Export Format, then click the Export Data Grid button to save the current grid to a file.

Adding / Removing / Disabling Users

The Add User button launches a window that allows the manual addition of individual users or addition of users via batch import methods (.CSV file or an LDAP server).

For more documentation on adding users, see the Configuration Guide: Adding Users, Enrolling Devices.

The Remove User button deletes the user from the ZENworks Mobile Management server. A user can also be temporarily disabled by using the Disable Device option on the Device Panel. This prevents the device from synchronizing with the ZENworks Mobile Management and ActiveSync servers, but retains the user account.

Note: Shared Users can only be removed when status is Not Enrolled (no devices have been enrolled with the shared user credentials) or all devices enrolled with the shared user credentials have been wiped. The Remove User button will be disabled under any other condition.

Any DEP devices assigned to the shared user will be unassigned when the shared user is removed.

The Disable Device option can be used when you want to disable device synchronization, but not remove the user from the system. Initiate the command from the Device Panel or from the Security option in the Device Profile Administration view.
The Apple DEP User/Device Grid

If your organization has deployed devices through the Apple Device Enrollment Program (DEP) you can view these devices on a grid separate from the standard User/Device Grid.

**Note:** For information on configuring your system for DEP devices, see the [Supervised iOS Devices](#) guide.

From the dashboard, select the **Users** view. Click the **Apple DEP Devices** button in the upper right corner of the User/Device Grid page. This flips the view to a list of the DEP devices. Devices that have already been enrolled with user credentials, appear on the standard User/Device Grid as well.
The Discovered Devices Grid

If you have imported device, user, and policy information from an ActiveSync server using PowerShell capabilities, the information discovered during the retrieval process is displayed in the Discovered Devices grid.

*Note:* For more information on retrieving information from an ActiveSync server, see the PowerShell Configuration guide.

From the dashboard, select the **Users** view. Click the **Discovered Devices** button located in the right corner above the User/Device Grid. This flips the view to a list of the devices discovered on the ActiveSync server. Devices that have already enrolled the ZENworks Mobile Management application appear on the standard User/Device Grid as well.

### Discovered Devices Grid Information

Information unique to the Discovered Devices grid will help you monitor who has not yet enrolled with the ZENworks Mobile Management server.

<table>
<thead>
<tr>
<th>Grid Columns</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access State</td>
<td>A mobile device that is connecting to Exchange ActiveSync can be in one of several “access states” at any given time. The states most often seen in the grid are:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Allowed</strong> – a state in which the device is synchronizing email, calendar, and tasks as long as it is compliant with the ActiveSync mailbox policy.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Quarantined</strong> – the state in which a device is placed when it has reached the quarantine date without enrolling with the MDM server.</td>
</tr>
<tr>
<td>MDM Status</td>
<td>• <strong>Discovered</strong> – the device information has been imported from an ActiveSync server</td>
</tr>
<tr>
<td></td>
<td>• <strong>Enrolled</strong> – the device information has been imported from an ActiveSync server and it has enrolled with the MDM server.</td>
</tr>
<tr>
<td>ActiveSync Server Name</td>
<td>The ActiveSync server from which device information was retrieved.</td>
</tr>
<tr>
<td>ActiveSync User Agent</td>
<td>The ActiveSync device client on the device.</td>
</tr>
</tbody>
</table>
**Discovered Devices Grid: Search**

The *Search* option can be used to filter the discovered devices by Username, Device Platform, or Phone Number.

**Discovered Devices Grid: Administration Panel**

The *Administration Panel* to the left of the grid displays several device management options.

<table>
<thead>
<tr>
<th>Administration Panel</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Devices Statistics</td>
<td>Displays device platform and phone number.</td>
</tr>
<tr>
<td>Hide Device</td>
<td>Removes a device from the grid display. Although the device is not removed from the ActiveSync server, it will not appear in the grid again when subsequent requests for information are made on the ActiveSync server. Should the device eventually enroll with MDM, it will appear on the standard Device/User grid.</td>
</tr>
<tr>
<td>E-mail User</td>
<td>Compose and send an email</td>
</tr>
<tr>
<td>Allow Quarantined Device</td>
<td>The device was not enrolled during the grace period and has been denied access to email. This <em>clear</em> button releases the device from restrictions imposed by this violation.</td>
</tr>
<tr>
<td></td>
<td><em>Note:</em> If the organization is configured to restrict ActiveSync connections (via Compliance Manager) when a device is out of compliance, the device cannot be released from quarantine.</td>
</tr>
<tr>
<td>Show Recovery Password</td>
<td>If a device has the capability to issue a request for a temporary recovery password, this is where you can retrieve the unlock password that has been generated. A user can also view it from the ZENworks Mobile Management Self-Administration portal. See <a href="#">Enabling Password Recovery</a>.</td>
</tr>
</tbody>
</table>

**Discovered Devices Grid: Device Profile**

Select a device and click the device profile button in the action bar above the grid. The profile will display user information and device statistics, along with security actions available for the device type. If the discovered device is enrolled with MDM, the profile will show the same information that is available on a standard user profile.
The Device Profile

Select a user from the list and click the **Device Profile** button on the action bar above the grid (or double-click the user). There are several views to select from in the menu panel to the left.

User Information

Select **User Information** from the left panel of the Device Profile. There are four tabs that display the following user information:

- Configuration
- Custom Column Values
- Certificates
- Local Groups

User Information: Configuration

Select the **Configuration** tab to display basic user information that can be edited.

In addition, server address information obtained by ActiveSync Autodiscover displays for users interfacing with servers using ActiveSync protocol version 12.0 or higher. This information does not display if ZENworks Mobile Management does not resolve a server address via Autodiscover. Failure to resolve might occur if the ActiveSync server is not configured for Autodiscover, if the DNS is not configured for the correct Autodiscover address, or if general network issues occur.

You can also override the organization default setting for **Maximum Number of Devices Per User** by removing the checkmark from the **Auto** box and defining the maximum number of devices this user can enroll.

If the user is a shared user, the configurations permitted on devices enrolled with the user’s credentials are displayed and can be edited.
User Information: Custom Column Values
If custom columns have been configured for users, they will be displayed here. Select this tab to view, add, or edit custom column values for this user.
Custom Columns may also be configured at the device level. See Device Administration: Custom Column Values.

User Information: Certificates
Select the Certificate tab to upload a client authentication certificate for the user or view any ZENworks Mobile Management generated enterprise certificate authority (CA) certificates.

Uploaded Certificates
A certificate can be uploaded here by an administrator or via the ZENworks Mobile Management Desktop User Self-Administration portal by a user. Users can then install the certificate on the device using the ZENworks Mobile Management Mobile User Self-Administration portal.

It is possible to upload more than one certificate to the user’s profile; however, only one certificate at a time can be used. One certificate can be used on multiple devices associated with a single user.

The ZENworks Mobile Management server supports .cer, .pfx, or .p12 format certificates. Functionality of these certificate file formats is dependent upon the device platform or operating system (see the table below listing tested device operating systems). Certificates obtained from VeriSign have been tested and verified as functional. Certificates obtained from other certificate authorities might be functional if the device platform recognizes the certificate authority as trusted.

Test Certificate Validity. Use the Test Now button to test the validity of the client certificate. Initiating the test verifies whether the certificate is in a format that can be read, and it verifies the certificate name and expiration date.

Tests initiated for a .pfx format certificate will require the certificate’s assigned password.

When the ZENworks Mobile Management server is behind your corporate firewall. In this scenario, users must have a client authentication certificate to access your network, but must first acquire the certificate via the ZENworks Mobile Management server, which sits behind the network’s corporate firewall.

Use one of the following methods to make the certificate accessible to the user:

- Instruct users to install the certificate, while in the corporate setting, using Wi-Fi.
- Locate the ZENworks Mobile Management Desktop and Mobile User Self-Administration portals outside the corporate firewall.
  - Assign a second address to the ZENworks Mobile Management server for the User Self-Administration Portal, allowing access to only these user portals.
    - Desktop User Self-Administration Portal: <serveraddress>
- Mobile User Self-Administration Portal: `<serveraddress>/mobile`
  - Create a second Web server (mirroring the ZENworks Mobile Management server) where only the User Self-Administration Portals are available
  - Create a firewall rule that allows the user to access the User Self-Administration Portal URLs without a certificate.

**Upload the Certificate.** When you have obtained a client certificate, upload it to the user’s profile. You must have access to the certificate file itself and know any password associated with it.

Alternatively, you can have a user upload the certificate himself using the ZENworks Mobile Management Desktop User Self-Administration portal. The user must have access to the certificate file and know any password associated with it.

To upload a certificate file:
1. Access the **Users** view of the dashboard. Select a user from the grids and click **Device Profile**.
2. Select **User Information** from the left panel, then select the **Certificates** tab.
3. Select the **Add New Certificate** button to browse and select the certificate file. The certificate will appear in the **Uploaded Certificates** section of the page.
4. Check the box **Accessible By User** to designate this as the active certificate. It is possible to upload more than one certificate to the user’s profile, however, only one certificate at a time can be active. One certificate can be used on multiple devices associated with a single user.
5. If the certificate is protected by a password, enter the **Password** and confirm it.
6. Click **Save Changes**.
Instruct the User to Install the Certificate. When the certificate has been uploaded and associated with a user account, instruct the user to install the certificate on the device via the ZENworks Mobile Management Mobile User Self-Administration Portal. An example of the installation process for each device type is available in Appendix A of every ZENworks Mobile Management device user guide.

<table>
<thead>
<tr>
<th>Certificate Formats Supported on Various Device Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>.cer</strong></td>
</tr>
<tr>
<td><strong>Android</strong></td>
</tr>
<tr>
<td>OS 2.1 update 1</td>
</tr>
<tr>
<td>OS 2.2</td>
</tr>
<tr>
<td>OS 2.3</td>
</tr>
<tr>
<td>OS 2.3.4</td>
</tr>
<tr>
<td><strong>BlackBerry (with GO!NotifySync)</strong></td>
</tr>
<tr>
<td>OS 4.5</td>
</tr>
<tr>
<td>OS 4.6</td>
</tr>
<tr>
<td>OS 5.0</td>
</tr>
<tr>
<td>OS 6.0</td>
</tr>
<tr>
<td>OS 7.0</td>
</tr>
<tr>
<td><strong>iOS</strong></td>
</tr>
<tr>
<td>iOS 6+</td>
</tr>
</tbody>
</table>

ZENworks Mobile Management Generated Enterprise CA Certificates

The lower half of the Certificates page lists any ZENworks Mobile Management generated enterprise certificate authority (CA) certificates. A certificate of this type can be re-issued or revoked from this page. For more information on managing enterprise CA certificates, see the Certificate Management Guide. These certificates provide:

- Authentication of users with Android KNOX and iOS devices accessing ActiveSync mail servers - when ZENworks is configured so that it does not proxy ActiveSync traffic.
- Authentication of users with Android and iOS devices for Wi-Fi access.

Revoke a Certificate
Certificates issued from the organization’s certificate server via ZENworks Mobile Management can be revoked from the user’s profile or from the Certificate Grid (Organization > Certificate Management > Certificates).

Once the Certificate Authority publishes a certificate revocation list, any resource (ActiveSync email, Wi-Fi, etc.) that uses the certificate for authentication will be inaccessible. Please note that in most cases, this does not occur immediately after an administrator has revoked the certificate. A user may still have access to resources for a short time after a certificate has been revoked.

1. Select a certificate and click the **Revoke Certificate** button.
2. Select a **Revocation Reason**.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA Compromised</td>
<td>Certificate authority (CA) that issued the certificate has been compromised</td>
</tr>
<tr>
<td>Cease of Operation</td>
<td>Client no longer qualifies for the certificate</td>
</tr>
<tr>
<td>Certificate Hold</td>
<td>Certificate has been placed on hold</td>
</tr>
<tr>
<td>Change of Affiliation</td>
<td>Subject value associated with the certificate has been modified</td>
</tr>
<tr>
<td>Key Compromised</td>
<td>Certificate’s key has been compromised</td>
</tr>
<tr>
<td>None</td>
<td>No reason specified</td>
</tr>
<tr>
<td>Superseded</td>
<td>Certificate is no longer valid for the intended purpose or has been superseded by another certificate</td>
</tr>
</tbody>
</table>

3. Click **OK** to confirm the revocation.

**Re-Issue a Certificate**

Certificates issued from the organization’s certificate server via ZENworks Mobile Management can be re-issued from the user’s profile or from the Certificate Grid (Organization > Certificate Management > Certificates).

When a certificate is re-issued it is valid for the number of days specified on the template from which the certificate was generated.

1. Select a certificate and click the **Re-Issue Certificate** button.

2. Click **OK** to confirm the action.
User Information: Local Groups

*return to User Information menu*

Select the *Local Groups* tab to view the local groups with which the user is associated.

You can add or remove local group assignments for the user, as well. Changes to a user’s group association will update the user’s policy suite, connection schedule, and liability settings accordingly.
Device Administration

The user’s devices are listed in the selection panel. Select a device and expand the menu underneath it. Choose Administration and choose from tabs to view information about the device.

- Device Information
- Configuration
- Custom Column Values
- Security
- Location
- Phone Calls and Texts
- Viewing Logs
- File List

Device Administration: Device Information

(return to Device Administration menu)

Select the Device Information tab to view device statistics from the latest synchronization. The information available varies by device platform. If a device does not report a statistic, N/A (not available) is displayed. See the document, Device Platform Comparison: Device Statistics for detailed information.

Device Information for iOS devices will also list the iOS Installed Profiles. The device periodically sends a list of all configuration profiles assigned to the device which can be viewed here.
Device Administration: Configuration

*return to Device Administration menu*

Select the **Configuration** tab to view the Policy Suite, Device Connection Schedule, Liability, and Novell Filr profile* (if applicable) assigned to the device. The source from which each setting originated is displayed in parentheses below the drop down box. When the Auto check boxes are marked, the device is assigned the setting based upon local group membership, LDAP group/folder membership, or organization defaults. Changes made to local group settings, LDAP group/folder settings, or organization defaults will automatically update the user’s assignments.

* Users of Android devices not using Google Cloud Messaging (GCM) service must synchronize the ZENworks Mobile Management application to pull down an assigned Novell Filr profile.

If you wish to override the automatic assignments, remove the checkmark and select a new setting from the drop-down list. These direct assignments take precedence over all other provisioning sources and will not change as a result of updates to the groups or defaults.

Ownership, Plan Type, Carrier, and Data Plan are displayed and can be edited. The Blacklist or Whitelist associated with the user’s policy suite can be viewed by clicking the symbol next to the Policy Suite field.
Device Administration: Custom Column Values

* return to Device Administration menu *

If custom columns have been configured for devices, they will be displayed here. Select this tab to view, add, or edit custom column values for this device. Custom Columns may also be configured at the user level. See User Information: Custom Column Values.

Device Administration: Security

* return to Device Administration menu *

The **Security** tab provides the remote security commands available for the user’s device platform. Not all remote security commands are supported on every device type. The functionality of the action might also vary slightly, based on what the device platform supports or even device model. See the table below for specific device functionality.

### How Security Commands are Issued

**Full Wipe** - The Full Wipe command is issued via ActiveSync. It is issued immediately when the user device is configured in a Direct Push mode. When the user’s device is in a scheduled push mode, the device receives the command during the next scheduled device connection session. Apple MDM functionality makes it possible to apply the **Full Wipe** command immediately to iOS devices.

**Selective Wipe, Wipe Storage Card, and Lock Device** - These commands are issued via ZENworks Mobile Management. They are issued immediately when the ZENworks Mobile Management Device Connection Schedule has Direct Push enabled. When the ZENworks Mobile Management Device Connection Schedule has Direct Push disabled, the device gets the command during the next scheduled device connection session. Apple MDM functionality makes it possible to apply **Selective Wipe** and **Lock Device** immediately to iOS devices; however, the device is capable of postponing the action.
Security Action Confirmation Emails

The administrator issuing the security command has the option to send a confirmation email to the user.

Remote Security Commands: Functionality by Device

The table below documents which device types support the security commands and any variation in functionality across device platforms.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
<th>Devices that Support</th>
</tr>
</thead>
</table>
| Full Wipe               | Administrators can issue a Full Wipe command. Once the wipe is completed, the device is removed from the dashboard User/Device Grid. Functionality varies by device.  
  **Note:** See Appendix A for information on recovering user information for devices removed from the grid.  
  **Android w/ native ActiveSync account (requires OS v2.2 or greater):** The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased. Does not erase the SD card.  
  **Android w/TouchDown (requires OS v2.2 or greater):** The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased. Does not erase the SD card.  
  **Android w/TouchDown using OS v2.0 or 2.1:** Full Wipe not available – use the Selective Wipe option to wipe the data associated with TouchDown.  
  **BlackBerry:** Requires the GO!NotifySync for BlackBerry application. Removes all mail and PIM data associated with the GO!NotifySync application and removes the GO!NotifySync account. Locks the device if Require Password is enabled. Erases GO!NotifySync data from the SD card.  
  **iOS:** The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased. Full Wipe is applied immediately.  
  **iOS 7.0.3+ devices enrolled in the Volume Purchase Program:** VPP licenses are reclaimed and the user is retired from the program when it is the last iOS 7.0.3+ device associated with the user. | ZENworks Mobile Management app: Anrd, NS/BB, iOS, TD/iOS, TD/A  
  **ActiveSync only:** BB10, wOS, WP7  
  **Windows 8.1+** |
**Selective Wipe**

- **webOS and WP**: The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased.

- **Windows 8.1+**: the device is unenrolled and returns to factory settings removing all internally stored data and device settings.

- **Un-enrolls the device. Un-enrollment selectively wipes the device, removing mail/PIM associated with the mail application; clears the ZENworks Mobile Management account; and deletes the device from the grid.**

- **Android (native)**: Devices with native mail app only wipe the ZENworks Mobile Management account. Mail/PIM is not wiped.

- **iOS**: Additionally removes managed iOS profiles, thus removing corporate resources and managed apps designated to be removed when the APN profile is removed. (Manually created mail profiles and user-installed apps are not removed.)

- **iOS 7.0.3+ devices enrolled in the Volume Purchase Program**: VPP licenses are reclaimed and the user is retired from the program when it is the last iOS 7.0.3+ device associated with the user.

- **Windows 8.1+**: device is unenrolled and configured policies, apps, etc. are automatically removed.

**Remove User**

- Stops managing all devices associated with the user and subsequently removes the user from the ZENworks Mobile Management server and dashboard grid.

- **Note**: Shared Users can only be removed when status is Not Enrolled or all devices enrolled with the shared user credentials have been wiped. Any DEP devices assigned to the shared user will be unassigned when the shared user is removed.

- **iOS 7.0.3+ devices enrolled in the Volume Purchase Program**: VPP licenses are reclaimed and the user is retired from the program.

**Wipe Storage Card**

- Remotely wipes all data from the device’s storage card.

**Lock Device**

- Remotely locks the device, requiring a password to be entered before the device can be used.

- **iOS allows for Lock Device to be applied immediately to iOS devices.**

- **Windows 8.1+**: Lock is initiated only if the device has a device security password enabled and only when device syncs with the server; Not supported in Windows 10 Desktop.

- **Windows 10 Phones**: Locking the phone generates a new unlock PIN and gives the administrator an opportunity to email it to the user. See also, Email Unlock PIN below. Not supported for Windows 10 Desktop or tablets.

**Disable / Enable Device**

- Device is unmanaged while disabled and thus blocked from all communication with the server. It does not occupy a license seat in this state.

**Disown Device**

- Disown Device should only be used if you want to permanently remove an Apple DEP device from the grid and notify the Apple servers that your organization no longer owns the device. Once a device is disowned, it cannot be reassigned to the server as an Apple DEP device. Disowning removes the DEP profile from the device.

- **Note**: Issue a Selective Wipe prior to disowning a device. *In a future release, disowning a device will initiate a Selective Wipe automatically, as well as remove the DEP profile from the device.*
<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
<th>Supported Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suspend/Resume Device</td>
<td>Device is managed (it can be wiped and continues to send statistics) while suspended, but blocked from corporate resources. User cannot access the application’s Config, Managed Apps, and File Share options and must enter a password to gain full functionality when suspension is lifted.</td>
<td>ZENworks Mobile Management app: Anrd, NS/BB, iOS, TD/iOS, TD/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ActiveSync only: BB10, wOS, WP7</td>
</tr>
<tr>
<td>Show Recovery Password</td>
<td>If a device has the capability to issue a request for a temporary recovery password, this is where you can retrieve the temporary unlock password that has been generated. A user can also view it from the ZENworks Mobile Management User Self-Administration portal. See Enabling Password Recovery.</td>
<td>ZENworks Mobile Management app: NS/BB, TD/A, TD/iOS</td>
</tr>
<tr>
<td>Clear Passcode</td>
<td>iOS device passcode is cleared. If a passcode is required by the user’s policy, the user is prompted to enter a new passcode.</td>
<td>ZENworks Mobile Management app: iOS, TD/iOS</td>
</tr>
<tr>
<td>Trigger APN</td>
<td>Immediately sends an APN to an iOS device causing it to check the server and retrieve any pending commands. This can be used to remedy a situation in which Apple Push Notifications are not synchronizing. A list of pending iOS MDM device commands accompanies this option. Verify that the device is unlocked before issuing this command.</td>
<td>ZENworks Mobile Management app: iOS, TD/iOS</td>
</tr>
<tr>
<td>Trigger GCM</td>
<td>Immediately sends a notification to an Android device causing it to check the server and retrieve any pending commands. This can be used to remedy a situation in which GCM notifications are not synchronizing, allowing the administrator to get the latest stats and location for the device.</td>
<td>ZENworks Mobile Management app: Anrd, TD/A</td>
</tr>
<tr>
<td>Reset to Shared Profile</td>
<td>If a user is signed in to a shared device, issuing this command signs the user out, removes all the user’s profiles, and configures the device with the shared profile settings. The device remains in a managed state.</td>
<td>ZENworks Mobile Management app: Anrd, iOS, TD/iOS, TD/A</td>
</tr>
<tr>
<td>Remote Ring</td>
<td>This action will audibly ring the device to assist in location, even if it is set to vibrate or silent.</td>
<td>Windows 8.1+</td>
</tr>
<tr>
<td>Reset PIN</td>
<td>Resets the PIN that unlocks a device and transmits a new PIN to the server. The new PIN can be viewed on the server via the Desktop User Self-Administration Portal. Only supported for Windows 8.1/10 phones.</td>
<td>Windows 8.1+ phones</td>
</tr>
<tr>
<td>Email Unlock PIN</td>
<td>Sends an email to the user with the unlock PIN from the most recent lock action. Only supported for Windows 10 phones.</td>
<td>Windows 10 phones</td>
</tr>
</tbody>
</table>

**Enabling Password Recovery**

Password Recovery must be enabled on the ZENworks Mobile Management server to function. By default, this feature is enabled in the policy suite. The option can only be enabled if Require Password is enabled. To verify that both Require Password and Enable Recovery Password are enabled:

2. Select Yes for the Enable password recovery option.

When enabled, users with devices that support the feature can generate a temporary recovery password if they forget the unlock password. The recovery password can be viewed by the user via the ZENworks Mobile Management Self-Administration Portal. An administrator can also view the recovery password from the ZENworks Mobile Management dashboard.
Viewing the Recovered Password in Outlook Web Access (OWA)

If Enable Recovery Password is also turned on in Exchange, users can view the recovery password through OWA in addition to the ZENworks Mobile Management dashboard or Self-Administration Portal.

Password Recovery is supported with Exchange 2007 or 2010. It requires ActiveSync protocol 12.0 and 12.1.

To enable it in Exchange, from the Exchange Management Console, select the Client Access node under Organization Configuration in the navigation tree. Right-click the policy and choose the Properties tab. Select the Enable Password Recovery option.
Device Administration: Location

(return to Device Administration menu)

Select the Location tab to view the location of the device reported by the GPS or triangulation on the device. Information is displayed using Google Maps. Select the date and up to ten times that you want to view.

Map viewing options include:
- Choosing the Map Type – Roadmap, Satellite, Terrain, or Hybrid
- Adjusting the Zoom Level

On the action bar, click the Get Most Recent Data button to refresh the location data. Click the Locate on Google Maps button to view a Google Map and the location address.
Device Administration: Phone Calls and Texts

(return to Device Administration menu)

Select **Phone Calls** tab to view phone call logs synchronized from the device. Select the day you want to view.

You can search the phone call log by date, To/From phone number, call origination, call status, roaming status, or call duration. The search results can be exported to a CSV or XLS file.
Select **Texts** tab to view text message logs synchronized from the device. Select the day you want to view. Double-click a text message record to view the body of text in the message with any attachments that were sent or received.

You can search the text message log by date, To/From phone number, message origination, message type, message status, or roaming status. The search results can be exported to a CSV or XLS file.
Device Administration: Viewing Logs

(User level logs assist administrators with diagnosing problems and in understanding the communications between devices and the server. Both server and device logging options are available.

Select the Logs tab to view the logs associated with a user’s device. Choose one of the logs from the Log Type drop-down list.

- **ActiveSync Log** – View events logged during connections between the ZENworks Mobile Management server and the ActiveSync server and between the device’s ActiveSync client and the ZENworks Mobile Management server.

- **GCM Log** – View successful events logged during connections between the ZENworks Mobile Management server and the Google Cloud Messaging (GCM) server and between the ZENworks Mobile Management server and Android devices using GCM service.

- **iOS MDM Sync Log** – View successful events logged during connections between the ZENworks Mobile Management server and the Apple iOS MDM server and between the ZENworks Mobile Management server and the device’s iOS MDM functions. Unsuccessful events (errors) are logged in the Error Chain Log. (iOS device specific)

- **ZENworks Sync Log** - View events logged during connections between the device’s ZENworks Mobile Management app and the ZENworks Mobile Management server.

- **Configuration/Feedback Log** – View results of a request to see managed iOS application configuration and feedback information.

- **Device Log** – to request and view a log from a device running the ZENworks Mobile Management application.

- **Error Chain Log** – to view detailed messages for errors logged in the iOS MDM Sync Log. (iOS device specific)

- **Shared User Log** – View a list of sign in and sign out events for a shared device.

Use the Reset button on the Logs page to reset the date/time range to the last hour and the Log Type to ActiveSync Log.
Configuration/Feedback Log

The Configuration/Feedback Log shows the results of a request to see managed iOS application configuration and feedback information. Request the information by clicking the Request Config/Feedback button on the Device Profile Managed Apps grid.

The log displays:

- **App Name** – Name of the application
- **Time Requested** – Date and time the request for information was made
- **Requester** – Username of the person who made the request
- **Received** – Whether the configuration/feedback
- **Time Received** – Date and time information was received

Select **Configuration/Feedback Log** from the drop-down list.

Set a date/time range, then click the Search button.

When the configuration/feedback log has populated, it can be sorted by any of the grid columns and data can be exported to a .CSV or .XLS file.

![Sample Configuration/Feedback Log Grid](image-url)
Synchronization Logs

Synchronization logs give administrators the ability to view events associated with a particular device that have been logged during connections between servers and between the device and servers. There are three logs of this type.

The ActiveSync Log logs events that occur during connections between the ZENworks Mobile Management server and the ActiveSync server and between the device’s ActiveSync client and the ZENworks Mobile Management server.

The GCM Log logs successful events that occur during connections between the ZENworks Mobile Management server and the Google Cloud Messaging server and between the ZENworks Mobile Management server and Android devices using GCM service.

The iOS MDM Sync Log logs successful events that occur during connections between the ZENworks Mobile Management server and the Apple iOS MDM server and between the ZENworks Mobile Management server and the device’s iOS MDM functions. Unsuccessful events (errors) are logged in the Error Chain Log. (iOS device specific)

The ZENworks Sync Log logs events that occur during connections between the device’s ZENworks Mobile Management app and the ZENworks Mobile Management server.

The logs display:

- Log code – Code number associated with the logged event
- Description – Description of the log event
- Function Name – Displays a returned error; blank when log event is successful
- Details – Description or reason for the error; blank when log event is successful
- Time stamp – Date and time of the log event

Select ActiveSync Log, ZENworks Sync Log, GCM Log, or iOS MDM Sync Log from the drop-down list. Set the Log Level (Normal or Verbose) and a date/time range, then click the Search button.

When the server log has populated, it can be sorted by any of the grid columns and data can be exported to a .CSV or .XLS file.

Sample Synchronization Log Grid
Device Logs

The device logging option can be used to request a log from any device running the *ZENworks Mobile Management* application or a BlackBerry device running the *GO!NotifySync* application. Administrators should instruct users to turn on the logging feature of the device, so they can obtain the log.

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Device Requirements / Behavior</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>The device sends only the logcat log to the dashboard. <strong>ZENworks</strong> logging must be enabled on the device <em>(Log Settings)</em>. The <strong>ZENworks</strong> log is written to the SD card.</td>
</tr>
<tr>
<td>BlackBerry (with GO!NotifySync)</td>
<td>BlackBerry devices must have logging enabled on the device <em>(Log Settings)</em> and must have an SD card.</td>
</tr>
<tr>
<td>iOS</td>
<td>No special requirements. Logging is always enabled on iOS devices.</td>
</tr>
</tbody>
</table>

Select **Device Log** from the drop-down list.

Set a date/time range.

Click the **Request** button. The screen displays a *Log Request Pending* message until the device sends the log the next time it connects to the *ZENworks Mobile Management* server.

The dashboard grid does not display log records, but gives information on whether a log has been received. The grid displays:

- Time Requested and Requester
- Received – whether or not log has been received
- Time Received – date / time a response was received
- Error – error message if log could not be obtained

*Device Grid*

When the log has been received, select the log file and click the **Download Log** button. Save the log file on the Desktop or in another designated folder. The file can be viewed in the .txt format.

Edit the date and time filters in order to access logs you previously requested. Click **Search**. This filters the timestamp of the logs, not the records in the log. When you edit the date/time filter, the system maintains the changes as preferred settings for all user level log views until you change the settings or log out of the dashboard.
**Error Chain Log** (iOS device specific)

The error chain log provides a view of messages detailing errors logged in the *iOS MDM Sync Log*.

The log displays:

- **Error Code** – Code number associated with the error
- **Error Domain** – Contains internal codes used by Apple useful for diagnostics (might change between Apple releases)
- **Localized Description** – Description of codes
- **Time stamp** – Date and time the error occurred

Select *Error Chain Log* from the drop-down list.

Set a date/time range, then click the *Search* button.

When the error chain log has populated, it can be sorted by any of the grid columns and data can be exported to a .CSV or .XLS file.
**Shared User Log**

The Shared User Log shows a list of sign in and sign out events for a shared device.

The log displays:

- **Event Type** – The event that occurred was a *Sign-In* or a *Sign-Out*
- **User** – Username of the individual that signed in/out
- **Timestamp** – Date and time of the Sign-In/Sign-Out

Select **Shared User Log** from the *Log Type* drop-down list.

Set a date/time range, then click the *Search* button.

When the Shared User Log has populated, it can be sorted by any of the grid columns and data can be exported to a .CSV or .XLS file.
Device Administration: File List

(return to Device Administration menu)

Select the Archive device file list tab to view the file list sent up from the device. The Archive files on device policy rule must be enabled in the policy suite to which the user belongs. When the rule is enabled, the device periodically sends a list of all folders and files stored on the device and the SD card, to the server. Administrators can view the list here.

The Archive device file list on device policy rule is located in the Audit Tracking category of each policy suite. You can enable file archiving here and specify how often devices send the file list.

The device file directory is displayed in the Device Profile.
Corporate Resource Assignments

Corporate Resources are a collection of servers, networks, and other resources that you can make available to users. From an iOS user’s profile you can Manage apps, associate a device with servers or networks in the enterprise system, and configure user account settings to push out to the device. You can also push out resources such as Provisioning Profiles, Subscribed Calendars, Web Clips, and an Access Point Name.

For Android devices, you can manage apps, and assign a Wi-Fi network or VPN connection. Managed Apps, Wi-Fi and VPN are the only supported resources for Android devices at this time.

Note: Configuration of these resources is done from the Organization view. See the Organization Administration Guide. Reference the sections, Corporate Resource Management and Application Management.

Removal of a resource that has been assigned via LDAP group or folder is temporary, since LDAP periodic updates will keep reassigning the resource.

Access Point Names. Assign a new Access Point Name to a user only when necessary. The Access Point Name (APN) identifies the external network a phone accesses for data. When you assign a new APN, it you must have the correct settings for the carrier and account provisioning. Incorrect settings can result in a loss of functionality or additional charges. See the Organization Administration Guide: Resource Configuration.

CalDAV or CardDAV Servers. Associate the user with a CalDAV/CardDAV server and configure contact account settings (username, password and principal address) to push out to the user’s device.

Exchange Servers*. Associate the user with an Exchange server or a server utilizing the Exchange ActiveSync protocol and configure ActiveSync account settings to push out to the user’s device.

LDAP Servers. Associate the user with an LDAP server and configure LDAP settings so the user can access corporate directory information via the device.

Mail Servers*. Associate the user with a mail server and configure email account settings to push out to the user’s device.

Managed Apps. View a list of installed and/or managed apps on Android, BlackBerry, and iOS devices. Assign an app to an Android or iOS device from lists of managed applications.

Provisioning Profiles. Associate an iOS device user with a provisioning profile in order to enable him/her to install an in-house iOS app.

SCEP Server. Associate the user with a SCEP server in order to issue digital certificates to devices using an automatic enrollment technique. This provides a method of delivering encrypted configuration profiles to iOS devices.

Subscribed Calendars. Associate the user with Subscribed Calendars to push out to the user’s device. When the device synchronizes, the Subscribed Calendar account is automatically set up on the device.

VPN. Associate an iOS or Android user with a VPN Network and define the network credentials to push out to the user’s device.

Web Clips. Assign Web Clips to be pushed out to the user’s device. When the device synchronizes, the web clip is automatically added to the user’s device Home screen.

Wi-Fi Networks. Associate an iOS or Android user with a Wi-Fi Network and define the wireless network credentials to push out to the user’s device.

*Mail Servers and Assign Exchange Servers have two options that can be enabled/disabled to govern how the mail account can be used by an iOS user. If they are set when the resource is created, however, they cannot be changed at the user level.
- **Allow Move** – When disabled, this option prevents an iOS device user from moving messages from corporate mail account folders to folders associated with other mailbox accounts. For example, a user could not move a message from the corporate mail account Inbox to a folder associated with his or her personal mail account.

- **Use Only in Mail (iOS+)** – When enabled, this option prevents an iOS device user from setting the corporate mail account as the default. The corporate mail account can then only be used in conjunction with the device’s Mail application.

  This prevents messages created outside of the device’s native Mail application from being sent from the corporate account. For example, if the user sends a photo from the device’s Photo application, it is not be sent from the corporate mail account; nor can the user send an attached contact file from the device’s Contacts application using the corporate mail account.

---

**Corporate Resources: Servers, Networks, etc.**

1. To assign resources, expand the **Corporate Resources** option on the left panel of the Device Profile. Click the resource you want to assign.

2. Select a resource from the grid and enter any required user information or credentials.
Corporate Resources: Managed Apps

Assigning Managed Apps to a Device

1. To make an app assignment, expand the **Corporate Resources** option on the left panel of the **Device Profile**. Select **Managed Apps**.

2. Use the **Assign Managed Apps** button to make an app assignment at the user level.

   ![Assign Managed Apps](image)

3. A pop-up grid appears listing all apps available for the user’s device type. Check boxes for apps that have already been assigned to the user via an LDAP Group/Folder or Local Group will be grayed out and cannot be edited. An administrator can check any box that is not grayed out to make a new app assignment for the user. Subsequently, the administrator can remove any assignment made at the user level (check boxes not grayed out).

   ![Assign Managed Apps](image)

   **Assign apps that have not already been assigned**

   **Remove only the apps assigned at the user level**

4. Click **Update Resources** when you have finished making a selection from the grid.

Assignments made at the user level are not affected by changes in app assignments associated with LDAP Groups/Folders or Local Groups.
The App Grids: Policies that Control Application Reporting and Management

Expand the Corporate Resources option on the left panel of the Device Profile and select Managed Apps to view the lists of applications on the device. For Android, BlackBerry, and iOS devices, you can view Managed Apps and/or Installed Apps.

Certain policies must be enabled in order for app information to be reported in the grids.

**ANDROID POLICIES**

A policy rule must be enabled in the policy suite to which the user belongs in order for an Android device to send application lists.

In the Audit Tracking > General category of each policy suite, enable one of the following policy rules:

- **Record Installed Applications** – to require devices to send data usage statistics for all apps on the device.
- **Record Managed Applications** – to require devices to send app information for only managed apps. Turning this off will disable Managed App functionality for Android devices.

**iOS POLICIES**

Two policy rules must be enabled in the policy suite to which the user belongs in order for an iOS device to send application lists and for the administrator to be able to manage the apps from the server.

The Record Installed Applications and Allow app management policy rules are located in the iOS Devices: Applications category of each policy suite. Changes to these access rights will require iOS device users to reload a new APN profile.
The App Grids: Managed Apps

The *Managed Apps* grid lists all applications available to an Android or iOS user.

When administrators add applications to the Android or iOS managed app list, a user can access the list on the device and conveniently installed apps from the list. If the policy suite also has the *Allow app management* policy enabled, an administrator can install, reinstall, or uninstall an app on the user’s device, using the option buttons below the *Managed Apps* grid. Administrators can also remove, from an iOS device, an invalid Redemption Code for a Volume Purchase Program (VPP) app.

For Android devices, any app can be managed.

For iOS devices, a managed app is one that has been installed on the device through MDM by either the user, an administrator, or by a forced push of the application. Applications that are not installed through MDM appear on the *Installed Apps* list and cannot be managed. If the server detects that an app published as managed is already installed on the device as unmanaged, it issues a command that changes the app’s state from unmanaged to managed. This happens automatically on supervised devices without input from the user. On unsupervised devices, users must acknowledge the change if it involves a non-VPP app.

**Information in the iOS Managed Apps Grid**

**Status**

The most common status messages include:

- **Managed** – Indicates that the app is installed on the device
- **Not Installed via MDM** –
  - Indicates that the app is available through ZENworks Mobile Management, but is not required and has not been installed by ZENworks.
  - OR
  - Indicates the app was installed prior to the device being enrolled with MDM or prior to the app being designated as a managed app. MDM is not able to manage it unless the user removes the app and then re-installs it through MDM.
- **Managed, but Uninstalled** – Indicates an app that is not installed; possibly because it was removed by the user or is not required.

Other status messages give additional information about apps on the device.
<table>
<thead>
<tr>
<th><strong>Rejection Reason</strong></th>
<th>If the app is not installed, look here to see if installation of the app was attempted and why it was rejected.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Remove with MDM</strong></td>
<td>Whether this app is removed, along with its data, if the MDM profile is removed.</td>
</tr>
<tr>
<td><strong>Prevent Backup</strong></td>
<td>Whether the user is prevented from backing up this app via iTunes.</td>
</tr>
<tr>
<td><strong>Redemption Code</strong></td>
<td>The redemption code associated with a Volume Purchase Program (VPP) app.</td>
</tr>
<tr>
<td><strong>Has Configuration</strong></td>
<td>Whether the app has a server-provided configuration.</td>
</tr>
<tr>
<td><strong>Has Feedback</strong></td>
<td>Whether the configured app has feedback for the server.</td>
</tr>
<tr>
<td><strong>Timestamp</strong></td>
<td>Last update of the app’s status.</td>
</tr>
<tr>
<td><strong>Install App button</strong></td>
<td>Issues a command that prompts the user to install the app.</td>
</tr>
<tr>
<td><strong>Reinstall App button</strong></td>
<td>Issues a command that prompts the user to reinstall the app.</td>
</tr>
<tr>
<td><strong>Uninstall App button</strong></td>
<td>Issues a command that prompts the user to uninstall the app. The <em>Force Push</em> option should be disabled first, so that the app does not get pushed back to the device after the user uninstalls it.</td>
</tr>
<tr>
<td><strong>Remove Redemption Code button</strong></td>
<td>Remove an unused redemption code so that it can be reused. A redemption code is sent with volume purchase apps, however, if it is not, it can be reclaimed in this way.</td>
</tr>
<tr>
<td><strong>Request Config/Feedback button</strong></td>
<td>If an app in the Managed Apps list has a server-provided configuration or feedback, click this button to request information about whether the app received the configuration file.</td>
</tr>
<tr>
<td><strong>View Config/Feedback button</strong></td>
<td>Links to the <em>Logs</em> tab so that you can view the information the app received via the configuration file and any available feedback information.</td>
</tr>
</tbody>
</table>
### Information in the Android Managed Apps Grid

| **Version** | Application version number. |
| **Status** | Status messages include: |
| | - *Not Installed* – Application is not installed |
| | - *Pending Install* – Server has issued a *Force Push* for the application |
| | - *Attempting Install* – Device has received the *Force Push* and is in the process of installing the app |
| | - *Managed* – Application is installed and managed |
| | - *Pending Uninstall* – Server has pushed an uninstall command for the app |
| | - *Attempting Uninstall* – Device has received the uninstall command and is in the process of uninstalling the app |
| **Remove with MDM** | Whether this app is removed, along with its data, if the MDM profile is removed. |
| **Required** | Whether the application is one that has been Force Pushed to the device. |
| **Timestamp** | Date and time of the last update of the app's status. |
| **Last Attempted Install** | Date and time of the last attempted installation of the app. |
| **Last Attempted Uninstall** | Date and time of the last attempted removal of the app. |
| **Install App** button | Issues a command that prompts the user to install the app. |
| **Reinstall App** button | Issues a command that prompts the user to reinstall the app. |
| **Uninstall App** button | Issues a command that prompts the user to uninstall the app. The *Force Push* option should be disabled first, so that the app does not get pushed back to the device after the user uninstalls it. |
The App Grids: Installed Apps

The *Installed Apps* grid lists all non-system applications that have been installed on a device.

- An iOS device will only report its applications if the *Record Installed Applications* policy rule is enabled on the policy suite with which the user is associated.
- An Android device will only report its applications if the *Record Installed Applications* and *Record Managed Applications* policy rules are enabled on the policy suite with which the user is associated.

The *Installed Apps* grid is updated each time the device connects with the server.

### iOS Installed Apps Grid

<table>
<thead>
<tr>
<th>App Name</th>
<th>Version</th>
<th>Identifier</th>
<th>Bundle Size</th>
<th>Dynamic Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crosswords</td>
<td>1.8.3</td>
<td>com.macromedia.nycCrossword</td>
<td>19009536</td>
<td>8192</td>
</tr>
<tr>
<td>LOEMDM</td>
<td>3.6.34</td>
<td>com.notifylink.mdem2</td>
<td>2461696</td>
<td>77824</td>
</tr>
<tr>
<td>ZENworks</td>
<td>2.9.1.5</td>
<td>com.notifylink.zenwork</td>
<td>3342336</td>
<td>286720</td>
</tr>
</tbody>
</table>

### Android Installed Apps Grid

<table>
<thead>
<tr>
<th>App Name</th>
<th>Version</th>
<th>Installed By</th>
<th>Version Code</th>
<th>Package Name</th>
<th>Data Downloaded (KB)</th>
<th>Data Uploaded (KB)</th>
<th>Container Id</th>
</tr>
</thead>
<tbody>
<tr>
<td>MDM</td>
<td>3.7.0.3759</td>
<td>System</td>
<td>3759</td>
<td>net.notifylink.mdem</td>
<td>0</td>
<td>0</td>
<td>None</td>
</tr>
<tr>
<td>Active Apps Manager</td>
<td>1.0.0</td>
<td>System</td>
<td>1</td>
<td>com.sec.android.widgetapp.activeapp</td>
<td>0</td>
<td>0</td>
<td>None</td>
</tr>
<tr>
<td>Adapt Sound</td>
<td>1.0</td>
<td>System</td>
<td>1</td>
<td>com.sec.hearing.adjust</td>
<td>0</td>
<td>0</td>
<td>None</td>
</tr>
<tr>
<td>Alarm</td>
<td>1.0</td>
<td>System</td>
<td>1</td>
<td>com.sec.android.widgetapp.alarm</td>
<td>0</td>
<td>0</td>
<td>None</td>
</tr>
<tr>
<td>AllShare Cast Dongle SW/Upe</td>
<td>1.2.3717</td>
<td>System</td>
<td>1800011</td>
<td>com.sec.android.wuupgrade</td>
<td>1697</td>
<td>1662</td>
<td>None</td>
</tr>
<tr>
<td>AllShare Control Share</td>
<td>1.0.0</td>
<td>System</td>
<td>10</td>
<td>com.sec.android.allshare.service.conta</td>
<td>0</td>
<td>0</td>
<td>None</td>
</tr>
<tr>
<td>AllShare File Share Service</td>
<td>1.4-476</td>
<td>System</td>
<td>16</td>
<td>com.sec.android.allshare.service.file</td>
<td>0</td>
<td>0</td>
<td>None</td>
</tr>
<tr>
<td>Amazon Kindle</td>
<td>4.6.0.128</td>
<td>System</td>
<td>1142423680</td>
<td>com.amazon.kindle</td>
<td>0</td>
<td>0</td>
<td>None</td>
</tr>
<tr>
<td>Android System</td>
<td>4.4-2.3373</td>
<td>System</td>
<td>19</td>
<td>android</td>
<td>1897</td>
<td>1662</td>
<td>None</td>
</tr>
</tbody>
</table>
Device Summary

Select **All Devices Summary** from the *Device Profile* panel to see a list of the devices the user has enrolled. The columns displayed in the grid can be rearranged and the data can be exported to a .CSV or .XLS file.
Local Groups

Local Groups are groups created on the ZENworks Mobile Management server for the purpose of categorizing users. Users with similar roles, functions, hierarchical levels, etc. can be assigned the same policy suite, device connection schedule, and liability through their group membership.

The functionality of Local Groups is similar to that of LDAP Folders/Groups. Organizations that utilize an LDAP server can leverage LDAP information and the LDAP folder and group structure to provision categories of ZENworks Mobile Management users. Groups created locally on the ZENworks Mobile Management server give similar functionality to organizations that do not use an LDAP server. See the Organization Configuration Guide for information LDAP Folders/Groups.

A user may belong to multiple groups. The groups can be prioritized to determine the order in which the settings are inherited. See Prioritizing Groups below,
Managing Local Groups

Add or edit local groups from the dashboard’s Organization view.

Select *Organization > Organization Control > Local Groups*. Use this page to:

- add groups
- assign group membership
- configure a group with Policy Suite, Device Connection Schedule, Liability settings, and Novell Filr profile (if applicable).
- prioritize groups (necessary only when users belong to multiple groups)
- change group membership or a group name
- remove a group

### Local Groups

A user’s individual settings are determined first by any direct user assignments, then by any assignments associated with the user’s highest prioritized local group, then by any assignments made to the user’s highest prioritized LDAP group, and finally by any assignments made to the user’s LDAP folder. Organization defaults are applied if none of these have associated assignments.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Group Name</th>
<th>Policy Suite</th>
<th>Connection Schedule</th>
<th>Liability</th>
<th>Novell Filr</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Department Heads</td>
<td>Default</td>
<td>Default</td>
<td>Corporate</td>
<td>&lt;Not Assigned&gt;</td>
</tr>
<tr>
<td>2</td>
<td>School of Business</td>
<td>&lt;Not Assigned&gt;</td>
<td>&lt;Not Assigned&gt;</td>
<td>&lt;Not Assigned&gt;</td>
<td>&lt;Not Assigned&gt;</td>
</tr>
<tr>
<td>3</td>
<td>School of Engineering</td>
<td>&lt;Not Assigned&gt;</td>
<td>&lt;Not Assigned&gt;</td>
<td>&lt;Not Assigned&gt;</td>
<td>&lt;Not Assigned&gt;</td>
</tr>
</tbody>
</table>

Select a group to make or edit Policy Suite, Connection Schedule, or Liability assignments. Use the arrows to change group priority. Priorities determine settings when a user belongs to more than one group.

Group Name: Department Heads

- Policy Enforcement Type: Standard
- Policy Suite: Default
- Connection Schedule: Default
- Liability: Corporate
- Novell Filr: Select One...
Add a Group and Assign Users

1. To add a group and assign users to it, click the **Add Group** button.
2. Enter a name for the group.
3. Select user names from the **List of available users** on the left. Click the right arrow to move your selections to the **List of assigned users**.
4. Click the **Add Group** button.

![Add a New Local Group dialog box](image1)

Edit a Group Name or Change Group Membership

1. To edit the name of a group or change the members of the group, click the **Edit Group** button.
2. Edit the name of the group if necessary or change the group members by using the arrows to move users to/from the available and assigned user columns.
3. Click the **Update Group** button.

Changes to a user’s group association will update the user’s policy suite, connection schedule, and liability settings accordingly.

![Edit Department Heads Local Group dialog box](image2)
Prioritizing Groups

A user may belong to multiple groups. The groups can be prioritized to determine the order of inheritance. The group with the highest priority will determine the user’s policy suite, device connection schedule, and liability settings.

A user’s assignments can be pulled from several sources. The sources are consulted in the following order:

1. Direct assignments applied to the user’s record by an administrator (Group updates do not affect these assignments.)
2. The group(s) to which the user belongs – the user’s highest priority group is consulted first
3. Organization defaults

Note: If a user is a member of an LDAP group as well as a local group, local group assignments will take precedence over LDAP group assignments.

A Prioritization Example

John belongs to the SalesTeam group and the Management group. The Management group has a higher priority, thus any policy suite, device connection schedule, or liability, setting associated with the Management group will be assigned to John. If any of these assignments are not defined for the Management group, John will get assignments from those defined for the SalesTeam group. If an assignment is not defined in either of the groups, it can then be pulled from the organization defaults. An administrator can also override all these prioritized assignments by manually making direct assignments to John’s record.
Configure the Group Settings

1. Select a group from the grid.
2. Below the grid, select the settings for the group: Policy Suite(s), Device Connection Schedule, Liability, and Novell Filr profile* (if applicable).
   You can view the Whitelist/Blacklist permissions associated with a policy suite by clicking the symbol next to the Policy Suite field.

   * Users of Android devices not using Google Cloud Messaging (GCM) service must synchronize the ZENworks Mobile Management application to pull down an assigned Novell Filr profile.

3. Click **Save Changes**.
4. Use the **Reset All** button if you need to clear all the settings.
Remove a Group

1. To remove a group, select a group from the grid and click the Remove Group button.
2. At the confirmation prompt, click Yes.
Application Management

Application Management is located in the Organization view of the dashboard.

The Manage Categories option allows you to create application categories so that apps can be grouped and assigned in bundles to LDAP group/folders or local groups.

The Managed Apps option gives you the ability to make available to users a list of recommended applications. Android and iOS applications can be designated as mandatory so that users are automatically prompted to install them. In addition, Android and iOS apps can be assigned to the LDAP groups/folders or local groups to which users belong.

Novell Filr, a secure system for mobile file access and sharing, is integrated with ZENworks Mobile Management for Android devices and iOS 7.1 or higher devices using the Filr app version 1.0.4 or higher. The integration gives you the ability to create a configuration profile from the dashboard that, when assigned to users, will configure the Novell Filr app on devices.

Whitelists/Blacklists gives you the ability to restrict a user based on the applications he or she has installed on the device. Users’ access to email, shared files, app lists, or other organization resources can be blocked when they are not in compliance with restrictions.
Application Categories

Managed Android and iOS applications can be grouped into categories so that multiple apps can be assigned in bundles to LDAP groups/folders or local groups.

You can create your own categories or use the categories in the Manage Categories grid. The existing categories in the grid reflect categories used by App Stores. They can be removed from the list, but not edited. You can sort the list by clicking on either of the column headings.

Creating, Editing, or Removing Categories

From the dashboard, navigate to Organization > Application Management > Manage Categories. A list of categories displays. The list initially consists of App Store Categories, however, you can create additional ones. You can edit the categories that you create, but the App Store categories cannot be edited. Click on the column headers to sort the list of categories.

- **Add a category**: Enter a name that describes a group of applications in the Category Name field. Click Add.
- **Edit a category name**: Select a category that you created (App Store category names cannot be edited) and click Edit. Type a revised category name in the text box and click OK.
- **Remove a category**: Select a category and click Remove. Confirm the removal.

Associating an Application with a Category

You can associate an Android or iOS app with a category when you add the app to your managed app list. When adding an iOS application, you can apply the categories used by iTunes or you can choose the category(ies) yourself.

Choosing a Category for an Android App
Choosing a Category for an iOS App
**View Managed Apps by Category**

The *Managed Apps* grid can be sorted by application categories.

From the dashboard, navigate to *Organization > Application Management > Managed Apps*.

From the *View* drop-down, select *Category* to view the managed apps by their associated categories. Since an app can be assigned to multiple categories, some apps may be listed under more than one category.

---

**Assigning a Category to LDAP Groups/Folders or Local Groups**

You can assign a category of applications to all members of an LDAP group/folder or local group.

1. From the dashboard, navigate to *Organization > Application Management > Manage Categories*.
2. From the *Manage Categories* grid, select a category to assign to groups.
3. Click the *Assign to Groups/Folders* button on the action bar at the top of the page.
4. From the *App Categories* drop-down, select a category to assign.
5. If you are assigning a category to an LDAP group or folder, select a server from the *LDAP Server* drop-down.
6. In the table, select the **LDAP Groups**, **LDAP Folders**, or **Local Groups** tab.

7. In the group list, locate the group to which you are assigning the category and mark the check box. You must make this selection for corporate device and personal device users separately.

8. Click **Save Assignment** before you assign another category. Click **Save Assignment & Close** when you are finished.
Managing Apps

Managed Apps enables the administrator to create a recommended list of applications to be made available to users with devices that have installed a ZENworks Mobile Management device application or BlackBerry devices with the GO!NotifySync application.

When an administrator creates an app list for each supported device, users can access the recommended applications from the ZENworks Mobile Management device agent. For Android and iOS users, the managed apps list can be customized by grouping users via an LDAP group/folder or local group and specifying which apps will appear on the group’s list.

Enforced application management is supported for the Android and iOS device platforms. Administrators can force push Android and iOS applications on the Managed App list to devices. Users are automatically prompted to install the required applications.

- For iOS devices, MDM functionality makes it possible to add and enforce free App Store apps, enterprise apps, and apps that have been pre-purchased through the Apple Volume Purchase Program (VPP).
- For Android devices, MDM functionality makes it possible to add and enforce free Google Play Store apps and enterprise apps. (ZENworks Mobile Management version 2.7.1 or higher is required.)

If Managed Apps are accessed by users in different countries or regions, see this Knowledge Base article.

Accessing Managed Apps on a Device

Users can access the recommended apps from the ZENworks Mobile Management device agent:

- Android users select Managed Apps from the ZENworks main screen.
- BlackBerry (with GO!NotifySync) users select Managed Apps from the GO!NotifySync pop-up menu.
- iOS device users select the Managed Apps icon from the ZENworks main screen.

In this section you will find information on:

- Adding and Managing Apps for Android Devices
- Kiosk Mode Apps
Adding and Managing Apps for Android Devices

Apple MDM functionality makes it possible for an administrator to manage the Android applications in the Mobile App list.

Management functionality includes:

- Installing/reinstalling/uninstalling apps at the user level
- Force pushing an app so that all users associated with an LDAP group/folder or local group are automatically prompted to install
- Adding Enterprise (in-house) apps to the list

In this section:

- Permission for Managed Android Apps
- Adding an Android Enterprise App
- Updating Android Apps
- Android Kiosk Mode Apps
Permission for Managed Android Apps

The following policy suite rule must be enabled for Managed Android App functionality.
Select Organization > Policy Management > Policy Suites > (select policy suite).
Choose the policy suite category Audit Tracking and verify that the following option is enabled:

- Record managed applications – required for Force Push and administrator-initiated app installations.

Adding Google Play Store Apps

1. Select Organization > Application Management > Managed Apps.
2. Select Android from the left panel, then click Add Managed App.
3. Choose Google Play Store as the Method to add the app.
4. Enter the App Name, Version, and Description for the app. What you enter displays on the device.
5. Enter the Play Store URL in the Link to App field.
6. Browse your image files at the Icon File field and select an icon to associate with the application.
7. Select Remove With MDM if you want the app to be deleted from the device when the MDM configuration profile is removed.
8. Enter the Download Limit if you want to track downloads of a managed app purchased in bulk. Users can no longer download the app once the limit has been reached.

Download Limit and Download Count are shown in the Managed Apps grid and a compliance alert can be set for when availability is low.
9. If you want to assign the app to an application category, click the Add button next to the Categories field. Mark check boxes to assign categories. Click Submit.
10. Click Add Android App to add the App to the Android Managed App list.
Adding an Android Enterprise App

An enterprise (or in-house) app is one that has been created by an organization using Android API development tools.

1. Select **Organization** > Application Management > **Managed Apps**.

2. Select **Android** from the left panel, then click **Add Managed App**.

3. Choose **File** or **Link** as the **Method** to add the app. Apps can be added as a link to the download page where the user can obtain the app, or as an actual app file that the user can install.

4. Enter the **App Name**, **Version**, and **Description** for the app. What you enter displays on the device.

5. For **Links**, provide a URL for the application in the **Link to App** field. For **Files**, browse to select an .apk file at the **App File** field.

6. Enter the **Package Name** for the app. This is the unique identifier associated with the app. It must be accurate. For the **Novell Filr** app, enter: com.novell.filr.android

   **Note**: When Force Push is on, ZENworks Mobile Management uses this to verify whether the app is installed on the device. If entered incorrectly, it will try to verify by comparing the value in the **App Name** field with the actual application name sent from the device. If Force Push fails to verify that the app is installed, the user will be continually prompted to install.

7. Browse your image files at the **Icon File** field and select an icon to associate with the application.

8. Select **Remove With MDM** if you want the app to be deleted from the device when the MDM configuration profile is removed.

9. Enter the **Download Limit** if you want to track downloads of a managed app purchased in bulk. Users can no longer download the app once the limit has been reached.

   **Download Limit** and **Download Count** are shown in the **Managed Apps** grid and a compliance alert can be set for when availability is low.
10. If you want to assign the app to an application category, click the Add button next to the Categories field. Mark check boxes to assign categories. Click Submit.

11. Click Add Android App to add the App to the Android Managed App list.

Updating Android Apps

Edit Android App Information

Select an app from the grid and click the Edit Managed App button. Edit the original app information and click Update Android App.

Update Android App Versions

Select an app from the grid and click the Update App on Devices button above the grid to push the latest version of the app from Google Play Store to devices. Users will be prompted to update the app.
Assigning Android Apps to Members of LDAP Groups/Folders or Local Groups

You can assign Android managed apps to all members of an LDAP group/folder or local group.

*Note:* You can also assign Android managed apps to individual user devices. See Corporate Resources: Managed Apps.

To assign Android apps to all members of an LDAP group/folder or local group:

1. From the Managed Apps data grid, select an app to assign to groups or use CTRL+click to select multiple apps.
2. Click the Assign to Groups/Folders button on the action bar at the top of the page.
3. From the Managed App drop-down, select an app to assign or select All to assign all apps selected from the Managed Apps data grid.
4. If you are assigning apps to an LDAP group or folder, select a server from the LDAP Server dropdown.
5. In the table, select the LDAP Groups, LDAP Folders, or Local Groups tab. You can search the groups by entering a value in the search box and clicking the Search button. The group Name column can be sorted by clicking the column header.
6. In the group list, locate the group to which you are assigning the app(s) and determine whether or not the app(s) will be required on user devices.

- Check the **Recommend** box to make the app(s) available to users in this group.
  
  Or check the **Recommend** box in the header to make the app(s) available to users in all groups.

- Check the **Force** box to force push the app(s) to devices. Users will be required to install the app(s). Checking this box will automatically mark the **Recommend** box as well.
  
  Or check the **Force** box in the header to force push the app(s) to devices of all groups.

You must make this selection for corporate device and personal device users separately.

7. Click **Save Assignment** before you make assignments for another group.

Click **Save Assignment & Close** when you are finished.

---

**Android Kiosk Mode Apps**

Kiosk Mode provides a way for administrators to specify a single application to which KNOX (Samsung SAFE) devices will be locked. The device returns to the specified app upon wake or reboot and blocks device features that permit navigation and task management.

There can only be one kiosk app named at a time. Since device navigation buttons are disabled, the kiosk app should be one that is completely navigable from within the app.

**To Define a Kiosk Mode App**

1. Add the app to the Android Managed Apps list. It must contain a **Package Name**. Select **Organization > Application Management > Managed Apps**.

2. From the dashboard, select **Organization > Policy Management > Policy Suites**.

3. From the panel, select **Samsung KNOX Device Policies**.

4. Select an app by clicking the blue plus symbol.
5. Select an app from the pop-up and click the **Update Assignment** button.

The **App name** and **Package name** will populate the Kiosk Mode fields.

**To Remove the Kiosk Mode App**
1. From the dashboard, select **Organization > Policy Management > Policy Suites**.
2. From the panel, select **Samsung KNOX Device Policies**.
3. Select an app by clicking the red x symbol.
4. Click **Yes** to confirm the deletion of the Kiosk Mode app.
Adding and Managing Apps for iOS Devices

Apple MDM functionality makes it possible for an administrator to manage the iOS applications in the Managed App list.

Management functionality includes:

- Installing/reinstalling/uninstalling apps at the user level
- Force pushing an app so that all users associated with a policy are automatically prompted to install
- Adding Enterprise (in-house) apps to the list
- Managing redemption codes associated with volume-purchased App Store applications.

In this section:

- Permissions for iOS Managed Apps
- Adding iOS App Store Apps
- Adding an iOS Enterprise App
- Updating iOS App Versions
- Assigning Apps to Individual Users
- Assigning iOS Apps to LDAP Groups/Folders or Local Groups
- Volume Purchase Program Apps
- Managing Volume Purchase Program Licenses
- Managing Volume Purchase Program Redemption Codes
- Web Clips
- Configuration File Format
Permissions for iOS Managed Apps

Several policy suite rules must be enabled for Managed iOS App functionality.

Select Organization > Policy Management > Policy Suites (select policy suites).

1. Choose the policy suite category iOS Devices > Applications and enable the following option:
   - **Allow app management** – Required for Force Push and administrator initiated app installations.
   - **Allow managed applications installation** – Required for Force Push and administrator initiated app installations.
   - **Allow iTunes** – Required for Force Push and administrator initiated App Store app installations.

2. If you want to use a Configuration File to configure a third party iOS application, verify that the following policy is enabled
   Select Organization > Policy Management > Policy Suites (select policy suite) > iOS Devices > Management. Enable:
   - **Allow Management of Settings**
Adding iOS App Store Apps

If Managed Apps are accessed by users in different countries or regions, read this Knowledge Base article.

1. Select Organization > Application Management > Managed Apps.
2. Select iOS from the left panel, then click Add Managed App.
3. Choose App Store as the Mobile app Type.
4. Choose Search iTunes or Input Manually as the Method by which to add the app.

If searching iTunes, enter a string to search on and the region in which the app is available, then click Search. Select iPad Only if you need to search exclusively for iPad applications, then click Search.

If adding manually, enter an App Name, Version, and Description for the app. What you enter is displayed on the device in the managed app list.

Enter the App Store URL. (The app URL can be obtained on iTunes by clicking the drop-down arrow below the app icon and selecting Copy Link.)

At the Icon File field, browse your image files and select an icon to associate with the application. This also displays on the device in the managed app list.
5. Select **Remove With MDM** if you want the app to be deleted from the device when the MDM configuration profile is removed.

6. Select **Prevent Backup** if you want the user to be able to save the app via iTunes.

7. Enter the **Download Limit** if you want to track downloads of a managed app purchased in bulk. Users can no longer download the app once the limit has been reached.

   *Download Limit* and *Download Count* are shown in the *Managed Apps* grid and a compliance alert can be set for when availability or VPP licenses/redemption codes are low.

8. If you want to assign the app to an application category, click the **Add** button next to the **Categories** field.

   If you want the app to inherit the categories in which it is found in iTunes, select **Yes** at the *iTunes Category* prompt and the categories will be pre-selected for you. Select **No** to mark the categories yourself.

9. Click **Add iOS App** to add the App to the iOS Managed App list.
Adding an iOS Enterprise App

An enterprise (or in-house) app is one that has been created by an organization by using development tools available through the Apple Developer Enterprise Program (iDEP).

1. Select **Organization > Application Management > Managed Apps**.
2. Select **iOS** from the left panel, then click **Add Managed App**.
3. Choose **Enterprise App** as the mobile app **Type**.
4. Fill out the required fields of information, based on the location of the enterprise app.

<table>
<thead>
<tr>
<th>Location of the Enterprise App</th>
<th>Manifest File Field</th>
<th>App File Field</th>
<th>Other Required Fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manifest and app files are on the ZENworks Mobile Management server</td>
<td>Select Upload File Upload the appropriate .plist file</td>
<td>Select Upload File Upload the appropriate .ipa file</td>
<td>Description</td>
</tr>
<tr>
<td>The manifest file is on the ZENworks Mobile Management server and the app file is contained within the manifest.</td>
<td>Select Upload File Upload the appropriate .plist file</td>
<td>Select Read from Manifest</td>
<td>Description, Icon File</td>
</tr>
<tr>
<td>Manifest and app files are hosted remotely</td>
<td>Select Provide URL Enter the Manifest URL</td>
<td>Not Applicable</td>
<td>App Name, Version, Description, Icon File</td>
</tr>
</tbody>
</table>

5. If an **Icon File** is required, browse your image files to select an icon to associate with the application.
6. Select **Remove With MDM** if you want the app to be deleted from the device when the MDM configuration profile is removed.
7. Select **Prevent Backup** if you want a user to be able to save the app via iTunes.
8. Enter the **Download Limit** if you want to track downloads of a managed app purchased in bulk. Users can no longer download the app once the limit has been reached.

*Download Limit and Download Count are shown in the Managed Apps grid and a compliance alert can be set for when availability or VPP licenses/redemption codes are low.*

![Add Managed App](image-url)
9. If you want to assign the app to an application category, click the **Add** button next to the **Categories** field. Mark the check boxes to assign categories. Click **Submit**.

10. Click **Add iOS App** to add the app to the iOS Managed App list.

### Assigning iOS Apps to Individual Users

Assign apps to an individual at the user level. From the dashboard, navigate to **Users** > (select a user) > **Device Profile** > **Corporate Resources** > **Managed App**. Click the **Assign Managed Apps** button.

### Assigning iOS Apps to Members of LDAP Groups/Folders or Local Groups

You can assign iOS managed apps to all members of an LDAP group/folder or local group.

**To assign iOS apps to all members of an LDAP group/folder or local group:**

1. From the **Managed Apps** data grid, select an app to assign to groups or use CTRL+click to select multiple apps.

2. Click the **Assign to Groups/Folders** button on the action bar at the top of the page.
3. From the *Managed App* drop-down, select an app to assign or select **All** to assign all apps selected from the Managed Apps data grid.

![Assign to Groups/Folders](image1)

4. If you are assigning apps to an LDAP group/folder, select a server from the *LDAP Server* drop-down.

5. In the table, select the **LDAP Groups**, **LDAP Folders**, or **Local Groups** tab. You can search the groups by entering a value in the search box and clicking the *Search* button. The group *Name* column can be sorted by clicking the column header.

![Assign to Groups/Folders](image2)

6. In the group list, locate the group to which you are assigning the app(s) and determine whether or not the app(s) will be required on user devices.
   - Check the **Recommend** box to make the app(s) available to users in this group.
     
     Or check the **Recommend** box in the header to make the app(s) available to users in all groups.
   
   - Check the **Force** box to force push the app(s) to devices. Users will be required to install the app(s). Checking this box will automatically mark the **Recommend** box as well.
     
     Or check the **Force** box in the header to force push the app(s) to devices of all groups.

You must make this selection for corporate device and personal device users separately.
7. Click **Save Assignment** before you make assignments for another group. Click **Save Assignment & Close** when you are finished.

Updating iOS App Versions

**Edit iOS App Information**

Select an app from the grid and click the **Edit Managed App** button. Edit the original app information and click **Update iOS App**.

![Update Managed App window](image)

**Update iOS App Versions**

Select an app from the grid and click the **Update App on Devices** button above the grid to push the latest version of the app from the App Store to devices. Users will be prompted to update the app.

![Managed Apps for iOS devices](image)
Volume Purchase Program Apps

Apple's Volume Purchase Program (VPP), available in over 25 countries/regions, enables organizations to purchase applications in bulk. ZENworks Mobile Management provides an efficient way to distribute and manage those applications.

Enroll in the Apple VPP at:  
https://deploy.apple.com  
Other helpful VPP websites:  
http://www.apple.com/education/it/vpp/

Once you are enrolled in the program, Apple will issue your organization a VPP token. When this token is uploaded to the ZENworks Mobile Management server, all apps associated with the token populate the Managed Apps data grid and users with a qualifying device (running iOS 7.0.3 or higher) who have been assigned the apps, receive an invitation to join the Volume Purchase Program. Once the invitation has been accepted, the application(s) are pushed out to the device.

VPP apps have a status of Yes in the VPP column on the Managed Apps grid (Organization > Application Management > Managed Apps). The grid also displays the number of Available Licenses for each app.

VPP Token Upload

An APNs certificate must be uploaded on the Organization Settings page before managing the VPP token. The VPP token will be deleted if the APNs certificate is removed.

1. Select Organization > Application Management > Managed Apps.
2. Select iOS from the left panel, then click the Upload button beside VPP Token.
3. Assuming you have already signed in to Apple’s web portal and downloaded your VPP token, click Browse to navigate to the location where the token is stored and select it.
4. Enter an E-mail address for communications about your VPP account.

5. Click **Submit**. Apps associated with the token are retrieved from the Apple server and the Managed Apps grid will begin to populate. Qualifying users are invited to join the VPP.

6. The **VPP Settings** appear after the token has been uploaded.

   a. Configure **ZENworks Mobile Management** to poll the App Store for version updates to the VPP apps at a set interval. Enter a value in hours at **Check for Updates Every**:

   b. If you want devices to be automatically updated when a new version is available for any VPP app, enable **Auto Update All VPP Apps on Devices**.

      If you leave this disabled, you can use the **Auto Update on Devices** button, located under **VPP App Settings**, to automatically update individual apps.
### Managing the VPP Token

| **Upload/Edit** | Click the **Upload** button to upload the VPP token issued by Apple. Apps associated with the token are retrieved from the Apple server and qualifying users are invited to join the VPP. Click **Edit** to upload a new token or edit/add the E-mail address associated with the VPP account. |
| **Remove** | Removes the token from the server. Apps remain intact in the **Managed Apps** grid and on user devices. License count and automatic discovery of apps, however, no longer function. |
| **Sync Now** | Initiates a connection with the Apple server to retrieve the latest information about apps associated with the VPP token. An automatic check is done each time the token is uploaded or edited and each time the **Managed Apps** grid (iOS section) is accessed. |
| **Invite Users** | Resends the invitation to join VPP to all qualifying users (iOS 7.0.3 or higher) that have not yet enrolled. Once a user accepts the VPP invitation, the application will be pushed out to the device. **Note:** From the **User/Device Grid**, you can invite an individual user. Select the user, then, on the left panel, click **Send VPP Invitation**. On the **User/Device Grid**, check the **VPP Association Status** column to determine the status of the user’s association with the program: **New** (not yet invited), **Invited** (invitation sent, but not yet accepted), or **Associated** (user enrolled in the program). |
Managing Volume Purchase Program Licenses

If you have uploaded an Apple VPP Token to the ZENworks Mobile Management server, all apps associated with the token populate the Managed Apps data grid and users with a qualifying device (running iOS 7.0.3 or higher) receive an invitation to join the Volume Purchase Program. See also Organization Configuration and Management guide: VPP Token Upload.

VPP apps can be differentiated from other apps on the Managed Apps grid by the available licenses listed for the app and by looking at the app’s status (Yes) in the column labeled VPP. The apps can be assigned to an individual user through their Device Profile or to groups of users via a Policy Suite, LDAP Group/Folder, or Local Group. While the user has the app, one license seat is occupied. (Users running iOS versions less than 7.0.3 will consume one redemption code when assigned a VPP app.)

When VPP app assignments are removed from the user device (and given it is the last iOS 7.0.3+ device associated with the user), they are also removed from the user’s iTunes account and the VPP app license is reclaimed for reuse.

Note: Licenses will not show as reclaimed on the ZENworks Mobile Management server until the information has been processed and reported by the Apple server.

Note: The Application Ratings policy must be configured so that users can install VPP apps without having to enter their Apple ID credentials. From the Policy Suite, navigate to iOS Devices > Ratings > Application Ratings and select Allow All.

To View VPP License Counts:

1. Select the app and click Manage Volume Purchase.

2. Select the View Licenses tab.

The number of Licenses Purchased and Licenses Available are displayed. Users to which the licenses have been assigned are listed in the grid.

Note: Changes in the license count information will not show until the information has been processed and reported by the Apple server.

To Synchronize VPP Applications:

The MDM server automatically connects to the Apple server to retrieve the list of licenses associated with the VPP token when: a VPP token is added to the MDM server, a VPP token is edited, and each time you access the iOS section of Managed Apps.

You can also initiate this synchronization by clicking the Sync Now button under the VPP Settings section.

A message pops up on the screen while the retrieval is in progress:
Managing Volume Purchase Program Redemption Codes

For applications obtained through the Volume Purchase Program that carry redemption codes, add the redemption codes to the server. There will be one redemption code for every copy of the app purchased.

Apple’s Volume Purchase Program is available in over 25 countries/regions. Redemption codes are different for each country, so you must add multiple sets of codes if you have purchased apps for users in more than one country.

When assigned a VPP app, users with devices running iOS versions less than 7.0.3 will consume one redemption code. Users running iOS 7.0.3 or higher will occupy a VPP app license.

To Add Redemption Codes:

1. Add the app to the iOS Managed App list.
2. Select the app, then click Manage Volume Purchase.
3. Select the Add Redemption Codes tab.
4. Select Manual or XLS (for XLS, proceed to step 6). If you are entering each code individually, choose Manual.
   
   If you are entering each code individually, choose Manual.
   
   Enter each code on a new line.
5. Click the Add Redemption Codes button.

6. Select XLS if you will enter multiple codes from a spreadsheet.

   Browse to select the .xls file containing the redemption codes. The number of codes detected in the file displays.

   There are volume purchase details at the top of the spreadsheet. Specify the column and row where the actual redemption codes begin.

7. Click the Add Redemption Codes button.
To View or Remove Redemption Codes:

1. Select an app from the iOS Managed App list, then click Manage Volume Purchase.
2. Select the View Redemption Codes tab.
3. Choose to view either the Unused or Redeemed codes.
   You can remove unused redemption codes from the list if necessary.
   Select one or more codes and click the Remove Selected button or click Remove All to delete all unused codes from the list.

Web Clips

Managed Apps can be pushed to iOS devices via a web clip. A web clip icon appears next to the ZENworks Mobile Management application on the device Home screen. Users access the recommended app list when they tap the icon. Required apps do not appear on the list.

Note: Users can also access the managed app list by opening the ZENworks Mobile Management application and tapping the Apps icon at the bottom of the screen. This list will include both required and recommended apps.

<table>
<thead>
<tr>
<th><strong>Web Clip Label</strong></th>
<th>Label which appears bellows the web clip icon on users’ devices.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Web Clip Icon</strong></td>
<td>Browse to select your own icon for the web clip.</td>
</tr>
<tr>
<td><strong>Removable</strong></td>
<td>Determines whether or not users will be permitted to remove the icon.</td>
</tr>
</tbody>
</table>
### Configuration File Management

#### Format

If you are using a Configuration File to configure a third party app, the file should follow the general format displayed here:

**General Format**

```xml
<dict>
  <key>key1</key>
  <string>value1</string>
  <key>key2</key>
  <string>value2</string>
</dict>
```

**Example**

```xml
<dict>
  <key>username</key>
  <string>username</string>
  <key>password</key>
  <string>password</string>
</dict>
```

Since tags and values will be specific to each app, you should contact the app developer for a suitable file.

#### Applying the Configuration File

If you are using a configuration file to configure a third party iOS app, select an app from the Managed Apps grid and click the Manage Configuration File button on the action bar at the top of the page.

Click the Browse button and select your configuration file.
Adding Managed Apps for BlackBerry Devices

1. Select Organization > Application Management > Managed Apps.
2. Select BlackBerry from the left panel, then click Add Managed App.

![Add Managed App](image)

3. Enter a Name, Version, and Description for the app. What you enter displays on the device.
4. Browse your image files in the Icon File field to associate an icon with the application. This also displays on the device.
5. Provide the application store URL in the Link to App field.
6. Click the Add App button.

In the dashboard, there is an app list grid for each device type. Select the device type from the left panel to view the list to which the app was added.

You can select an individual app from a grid and click the Edit Managed App or Remove Managed App button to edit or delete an app.

Assigning BlackBerry Apps to Members of LDAP Groups/Folders or Local Groups

You can assign BlackBerry managed apps to all members of an LDAP group/folder or local group.

1. From the Managed Apps data grid, select an app to assign to groups or use CTRL+click to select multiple apps.
2. Click the **Assign to Groups/Folders** button on the action bar at the top of the page.

3. From the **Managed App** drop-down, select an app to assign or select **All** to assign all apps selected from the Managed Apps data grid.

4. If you are assigning apps to an LDAP group or folder, select a server from the **LDAP Server** drop-down.

5. In the table, select the **LDAP Groups**, **LDAP Folders**, or **Local Groups** tab.

6. In the group list, locate the group to which you are assigning the app(s) and determine whether the app(s) will be recommended for Corporate or Individual owned devices or both.

7. Click **Save Assignment** before you make assignments for another group. Click **Save Assignment & Close** when you are finished.
Novell Filr

Novell Filr, a secure system for mobile file access and sharing, is integrated with ZENworks Mobile Management for Android devices or iOS devices running iOS 7.1 or higher and Novell Filr app version 1.0.4 or higher. ZENworks Mobile Management ensures that only tracked, managed, and authorized devices can access Novell Filr. The Filr app itself can be uploaded to devices via the ZENworks Mobile Management Managed Apps. The integration gives you the ability to create a configuration profile from the ZENworks Mobile Management dashboard that, when assigned to users, will configure the Novell Filr app on devices. The profile also allows you to limit the following functions for secure files:

- **Disable cut and copy** – Use this option to ensure that users do not circumvent Filr sharing limitations by cutting and copying file content.
- **Disable Screen Capture** – Use this option to ensure users do not circumvent Filr sharing limitations by taking screen shots of file content.
- **Disable Open-in** – Ensure that users do not open a secure file in a non-secure application.
- **Whitelist applications** – Limit users so that they can only open secure files in the applications you have whitelisted.

**Assigning the Profile.** Novell Filr profiles can be assigned to individual users (see Adding Users Guide) or to groups of users via LDAP groups/folders (see Organization Configuration Guide) or local groups, or as organization default settings (see Organization Configuration Guide).

**Note:** Users of Android devices not using Google Cloud Messaging (GCM) service must synchronize the ZENworks Mobile Management application to pull down an assigned Novell Filr profile.

**Configuration.** The Novell Filr server and the ZENworks Mobile Management server must be configured so that user credentials are the same on each server.

To create a Novell Filr configuration

1. From the dashboard, select **Organization > Application Management > Novell Filr**.
2. Click **Add New Novell Filr**.

![Add New Novell Filr Wizard](image)
3. Enter a **Display Name** for the profile.

4. Determine how usernames will be applied:
   - Prompt for username – Prompt the user to enter a username.
   - Enter generic username – Enter a generic username in the **Username** field.
   - Use ZMM username – Apply the username used for authentication with ZENworks Mobile Management.

   **Note:** iOS 7.1 or higher users associated with an ActiveSync or LDAP server will be required to enter user credentials when enrolling the Filr app, regardless of what is chosen here.

5. Determine how user passwords will be applied:
   - Prompt for password – Prompt the user to enter a password.
   - Enter generic password – Enter a generic password in the **Password** field.
   - Use ZMM password – Apply the password used for authentication with ZENworks Mobile Management.

   **Note:** iOS 7.1 or higher users associated with an ActiveSync or LDAP server will be required to enter user credentials when enrolling the Filr app, regardless of what is chosen here.

6. Enter the **Filtr Server Address**. You might need to enter the address in the format, serveraddress:port

7. Set additional security options.
   - **Allow Cut/Copy** – Leave this unchecked to ensure that users do not circumvent Filr sharing limitations by cutting and copying file content.
   - **Allow Screen Capture** – Leave this unchecked to ensure users do not circumvent Filr sharing limitations by taking screen shots of file content. *(Applicable only for Android devices running OS 4.0.x or higher.)*
   - **Allow File to open in** – Ensure that users do not open a secure file in a non-secure application by selecting **No apps**, or choose **Whitelisted apps** and designate the application in which they are permitted to open secure file.
8. Click **Finish**.
Whitelists/Blacklists

**Blacklists** enable the administrator to create a list of character strings that filter blacklisted applications on Android and iOS devices. When one or more blacklisted applications are installed on a device, the user’s access to email, shared files, app lists, or other organization resources can be blocked. You will specify these restrictions using the Compliance Manager.

**Whitelists** enable the administrator to create a list of strings that filter applications on Android and iOS devices. When one or more applications are installed on a device that are not on the whitelist a user’s access to email, shared files, app lists, or other organization resources can be blocked. You will specify these restrictions using the Compliance Manager.

**Android KNOX Devices.** On Android KNOX devices, Blacklist/Whitelist restrictions will prevent apps that do not meet the criteria from being installed on the device.

On Android KNOX Workspace devices, Blacklist/Whitelist restrictions will prevent apps that do not meet the criteria from being installed in the Workspace container. Workspace devices require KNOX v2.0.

Apps installed on a device, prior to restrictions being applied, cannot be restricted.

So that they are informed about which apps should not be installed, users can view the blacklist and whitelist filters via the ZENworks Mobile Management app on their device or the Self-Administration portals.

Add Strings to the Blacklist/Whitelist

First, create the list of strings. Select **Organization > Application Management > Whitelists/Blacklists > Blacklists** or **Whitelists**.

Choose to add a filter string that will match against **App Names** or **App Identifiers**. **App Identifier** is the ID the application’s developer has assigned to the app.

Choose **containing** or **exactly matching** from the drop-down list, then enter a string and click the **Add** button.

*Note:* An exact match of the app identifier must be provided for apps to be restricted on Android KNOX compatible devices.

Add iOS Apps to the Blacklist/Whitelist via an iTunes Search

You can also select iOS apps for the list by searching and selecting from iTunes. Click the **Add by iTunes Search** button. Enter a string to search on and the region in which the app is available. Select **iPad Only** if you need to search exclusively for iPad applications, then click **Search**. Apps added in this way are matched against their **App Identifier**.
Activating a Blacklist or Whitelist

Blacklists or Whitelists will not affect users until the *Restricted App Permissions* and the Blacklist or Whitelist Compliance Restriction option have been enabled.

**Enable the Whitelists/Blacklists Permissions.** Once the list is created, enable the *Blacklist Permissions* in the policy suite(s). Select **Organization > Policy Management > Policy Suites > (expand a policy suite) > Whitelists/Blacklists Permissions.** Enable either the Blacklist or Whitelist permissions. You cannot enable the Blacklist and Whitelist simultaneously.

*Note:* When you enable either the blacklist or the whitelist permission, the *Record installed applications* option (under the policy suite category *Audit Tracking*) is automatically enabled. This option must remain enabled in order to monitor application usage.
Enable the Blacklist or Whitelist Restriction Compliance Option. Set the blacklist restrictions using the Compliance Manager. Select Organization > Compliance Manager > Access Restrictions > Restriction Options. Under Access Restrictions, enable the **Restrict when Blacklist App detected** option or the **Restrict when non-Whitelist App detected** and select the restrictions.

- **Restrict when Blacklist App detected**
  - No configurable options.
  - Restrict the following resources when this access restriction is violated:
    - ActiveSync
    - ZENworks corporate resources
    - File Share
    - Managed Apps
    - iOS corporate resources
    - CardDAV Servers
    - Exchange Servers
    - LDAP Servers
    - Mail Servers
    - Android corporate resources
    - VPNs
    - Wi-Fi Networks

- **Restrict when non-Whitelist App detected**
  - No configurable options.
  - Restrict the following resources when this access restriction is violated:
    - ActiveSync
    - ZENworks corporate resources
    - File Share
    - Managed Apps
    - iOS corporate resources
    - CardDAV Servers
    - Exchange Servers
    - LDAP Servers
    - Mail Servers
    - Android corporate resources
    - VPNs
    - Wi-Fi Networks
Corporate Resource Management

**Corporate Resources** refer to servers, networks, and other resources which are available to iOS and Android users. They include resources such as, LDAP and mail servers, Wi-Fi and VPN networks, or Provisioning Profiles, Subscribed Calendars and Web Clips.

Use the resource tools in the dashboard’s **Organization** view to define credentials for the server and network resources. Then use the resources in the **Device Profile** to associate iOS or Android device users with a resource and configure user account settings to push out to devices.

You can also make resource assignments to members of LDAP groups or folders from these options. User credentials are obtained from the LDAP server, thus saving the administrator from having to make resource assignments per individual user.

Android devices currently support only VPN and Wi-Fi Network resources.
Assigning Corporate Resources to Users

Corporate resources can be assigned to individual devices through the Device Profile. See Corporate Resource Assignments.

You can also assign corporate resources via an LDAP group or folder. Choose the resources for a group or folder. Users are then assigned resources based on their LDAP group/folder association. This can be accomplished from the User/Device Grid or from the resource management page.

iOS Resource Expiration (iOS 6+ devices)

Any iOS resource (with the exception of SCEP Servers) can be configured to expire on a given date or after an interval of time. A user whose iOS 6+ device has been assigned the resource can access it only until it expires.

- Date expirations occur at the beginning of the designated day (12:00 a.m.).
- Interval expirations occur at the end of the day (11:59 p.m.) after the interval has elapsed. For example, a resource available for 5 days will expire at 11:59 p.m. on the fifth day.

If you update the expiration of a resource and save the changes, you can choose to reload the existing installed resources, which will reset the expiration date on devices.

Connection Testing

Use the Test Now button on the server screens to test the general connectivity of the server after you initially add it or if you suspect there is a connection problem. These servers are accessed by devices, not the ZENworks Mobile Management server, so these tests merely verify that the server has a port open to authorized users.

<table>
<thead>
<tr>
<th>Server</th>
<th>Tests:</th>
<th>Credentials entered for the test</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail Servers</td>
<td>General connectivity;</td>
<td>User name and Password of an active user on the mail server</td>
</tr>
<tr>
<td></td>
<td>Accessibility by an authorized user</td>
<td></td>
</tr>
<tr>
<td>Exchange Servers</td>
<td>General connectivity;</td>
<td>A set of active user credentials in the format required by the Exchange server.</td>
</tr>
<tr>
<td></td>
<td>Accessibility by an authorized user;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Autodiscover</td>
<td></td>
</tr>
<tr>
<td>LDAP Servers</td>
<td>General connectivity;</td>
<td>User name and Password of an active user on the LDAP server</td>
</tr>
<tr>
<td></td>
<td>Accessibility by an authorized user</td>
<td></td>
</tr>
<tr>
<td>SCEP Servers</td>
<td>General connectivity</td>
<td>None</td>
</tr>
<tr>
<td>CalDAV Servers</td>
<td>General connectivity;</td>
<td>User name, Password, and Principal Address of an active user on the CalDAV server</td>
</tr>
<tr>
<td></td>
<td>Accessibility by an authorized user</td>
<td></td>
</tr>
<tr>
<td>CardDAV Servers</td>
<td>General connectivity;</td>
<td>User name, Password, and Principal Address of an active user on the CardDAV server</td>
</tr>
<tr>
<td></td>
<td>Accessibility by an authorized user</td>
<td></td>
</tr>
<tr>
<td>Subscribed</td>
<td>General connectivity</td>
<td>User name and Password of an active user of Subscribed Calendars</td>
</tr>
<tr>
<td>Calendars</td>
<td>Accessibility by an authorized user</td>
<td></td>
</tr>
</tbody>
</table>
## Resource Configurations

You can define the following servers and networks:

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description</th>
<th>Devices that Support</th>
</tr>
</thead>
</table>
| Access Point Names (APN) | The Access Point Name identifies the external cellular network a phone accesses for data. When you configure a new APN, you must have the correct settings for the carrier and type of account provisioning. Incorrect settings can result in a loss of functionality or additional charges. Reasons you may need to assign a new APN:  
  - The APN settings are incorrect and user is getting error messages.  
  - You are assigning a different carrier’s APN to a user with an unlocked phone.  
  - A user is traveling outside of the wireless provider’s service area and needs a different APN to avoid data roaming charges. | iOS                  |
| CalDAV Servers         | Define your corporate CalDAV servers. Then associate a user with the server and configure calendar account settings to push out to the user’s device.                                                          | iOS                  |
| CardDAV Servers        | Define your corporate CardDAV servers. Then associate a user with the server and configure contact account settings to push out to the user’s device.                                                          | iOS                  |
| Exchange Servers       | Define your corporate Exchange server or server utilizing the Exchange ActiveSync protocol servers. Then associate a user with the server and configure ActiveSync account settings to push out to the user’s device.          | iOS                  |
| LDAP Servers           | Define your corporate LDAP server(s). Then associate a user with the server and configure LDAP settings to push out to the device so the user can access corporate directory information via the device. LDAP searches can be added to limit the number of users pulled from the LDAP server. Specify the Base DN and search scope, so that only users belonging to a specified group are queried. | iOS                  |
| Mail Servers           | Define your corporate mail servers. Then associate a user with the server and configure email account settings to push out to the user’s device.                                                             | iOS                  |
| Provisioning Profiles  | Define and upload provisioning profiles that enable iOS device users to install in-house iOS apps. You can push out a provisioning profile to individual users or check Apply to Organization to assign to all iOS device users in the organization. | iOS                  |
| SCEP Servers           | Define your Simple Certificate Enrollment Protocol (SCEP) server(s). Then associate a user with a SCEP server in order to issue digital certificates to devices using an automatic enrollment technique. This provides a method of delivering encrypted configuration profiles to iOS devices. See SCEP Servers for more information. | iOS                  |
| SSO Configurations     | Define the Single Sign On configuration. From the Device Profile page, assign the configuration to a user so that it is pushed to the device during enrollment. Single Sign On (SSO) is a session/user authentication process that permits a user to enter one name and password in order to access multiple applications. The process authenticates the user for all the applications they have been given rights to and eliminates further prompts when they switch applications during a particular session. | iOS                  |
| Subscribed Calendars   | Define the subscribed calendars you want to push out to iOS devices. These are read-only calendars that use the iCalendar (.ics) format. Calendars are obtained | iOS                  |
from calendar-based services that support calendar subscriptions, including iCloud, Yahoo, Google, and the Mac OS x iCal application.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Platform</th>
</tr>
</thead>
</table>
| **VPNs (Android)**       | Define your VPN networks. Instruct users to download and install the third party app, available through the Google Play Store (or add to your Managed Apps list), required for the VPN connection type. Then associate a user with the VPN network and define the wireless network credentials to push out to the user's device. Supported connection types are:  
  - Cisco AnyConnect  
  - F5 SSL  
  *Note:* Users installing Cisco AnyConnect should enable *External Control* in the app’s settings prior to receiving a VPN assignment from the ZENworks Mobile Management server. If enabled after the assignment is sent, they must use the *VPN Settings* in the ZENworks Mobile Management settings to establish the connection. | Android (OS 4.0+)        |
| **VPNs (iOS)**           | Define your VPN networks. Instruct users to download and install the third party app, available through the App Store or iTunes (or add to your Managed Apps list), required for the VPN connection type. Then associate a user with the VPN network and define the wireless network credentials to push out to the user's device. Supported connection types are:  
  - IPSec (Cisco)  
  - Cisco AnyConnect  
  - Juniper SSL  
  - F5 SSL  
  - SonicWALL Mobile Connect  
  - Aruba VIA  
  - Checkpoint Mobile VPN  
  - OpenVPN  
  *Note:* IPSec does not require a device application. | iOS                       |
| **Web Clips**            | Define shortcuts to a specific web application or web page that can be pushed to users’ device Home screen. When a user taps the web clip, the web browser automatically launches and takes the user to that application or page. | iOS                       |
| **Wi-Fi Networks**       | Define your Wi-Fi networks using various levels of security, including WEP, WPA, and WPA2. Then associate a user with the Wi-Fi network and define the wireless network credentials to push out to the user’s device. Enterprise certificate authority certificates can be associated with these resources. | iOS, Android              |
### Configuring Server Settings

The credentials for each server are defined using a wizard:

<table>
<thead>
<tr>
<th>Mail Servers</th>
<th>Exchange Servers</th>
<th>LDAP Servers</th>
<th>CalDAV Servers</th>
<th>CardDAV Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Email Server Type</td>
<td>- Exchange Server Name</td>
<td>- LDAP Display Name</td>
<td>- Display Name</td>
<td>- Display Name</td>
</tr>
<tr>
<td>- Account Name</td>
<td>- Exchange Server Address</td>
<td>- LDAP Server Address</td>
<td>- Server Address</td>
<td>- Server Address</td>
</tr>
<tr>
<td>- Server Address</td>
<td>- Exchange Port</td>
<td>- LDAP Port</td>
<td>- Server Port</td>
<td>- Server Port</td>
</tr>
<tr>
<td>- Server Port</td>
<td>- Use SSL</td>
<td>- LDAP Searches</td>
<td>- Use SSL</td>
<td>- Use SSL</td>
</tr>
<tr>
<td>- Use SSL</td>
<td>- Use S/MIME</td>
<td>- Expiration (iOS 6+)</td>
<td>- Expiration (iOS 6+)</td>
<td>- Expiration (iOS 6+)</td>
</tr>
<tr>
<td>- Allow Move</td>
<td>- Allow Only in Mail</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Account Type</td>
<td>- Allow Recent Address Syncing (iOS 6+)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- IMAP Path Prefix</td>
<td>- Expiration (iOS 6+)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Authentication Type</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Expiration (iOS 6+)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Mail Servers and Exchange Servers

Have settings that can be enabled/disabled to govern how the mail account can be used by an iOS user. If they are set when the resource is created, they cannot be changed at the user level.

- **Allow Move** – When disabled, this option prevents an iOS device user from moving messages from corporate mail account folders to folders associated with other mailbox accounts. For example, a user could not move a message from the corporate mail account Inbox to a folder associated with his or her personal mail account.

- **Use Only in Mail** – When enabled, this option prevents an iOS device user from setting the corporate mail account as the default. The corporate mail account can then only be used in conjunction with the device’s Mail application.

  This prevents messages created outside of the device’s native Mail application from being sent from the corporate account. For example, if the user sends a photo from the device Photo application, it is not sent from the corporate mail account; nor can the user send an attached contact file from the device’s Contacts application using the corporate mail account.

- **Allow Recent Address Syncing (iOS 6+)** – When enabled, recently used email addresses are stored on the device. They will then appear in a selection list if the user begins to type the address in a subsequent email.
## Configuring Network Settings

The credentials for each network are defined using a wizard.

<table>
<thead>
<tr>
<th>Wi-Fi Networks (iOS)</th>
<th>Wi-Fi Networks (Android)</th>
<th>VPNs (Android 4.0+)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Resource Name</td>
<td>- Resource Name</td>
<td>Cisco AnyConnect or F5 SSL</td>
</tr>
<tr>
<td>- SSID</td>
<td>- SSID</td>
<td>- Display Name</td>
</tr>
<tr>
<td>- Auto Join</td>
<td>- Hidden Network</td>
<td>- Connection Type</td>
</tr>
<tr>
<td>- Hidden Network</td>
<td>- Security Type</td>
<td>- User Authentication</td>
</tr>
<tr>
<td>- Security Type</td>
<td>- Proxy Type</td>
<td>- Remote Address</td>
</tr>
<tr>
<td>- Password</td>
<td>- Proxy Address, Port, Username, Password</td>
<td>- EAP Method</td>
</tr>
<tr>
<td>- Password Per Connection</td>
<td>- Expiration (iOS 6+)</td>
<td>- Phase2 Authentication</td>
</tr>
<tr>
<td>- Accepted EAP Types</td>
<td>- Certificate Authority</td>
<td>- Certificate Authority</td>
</tr>
<tr>
<td></td>
<td>- Certificate Template</td>
<td>- Certificate Template</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wi-Fi Networks (iOS)</th>
<th>VPNs (iOS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- EAP-FAST</td>
<td>- Settings vary based on connection type</td>
</tr>
<tr>
<td>- Allow Trust Exceptions</td>
<td>- Display Name</td>
</tr>
<tr>
<td>- Inner Identity</td>
<td>- Connection Type</td>
</tr>
<tr>
<td>- Proxy Type</td>
<td>- User Authentication</td>
</tr>
<tr>
<td>- Proxy Address, Port, Username, Password</td>
<td>- Remote Address</td>
</tr>
<tr>
<td>- Expiration (iOS 6+)</td>
<td>- Proxy Type</td>
</tr>
<tr>
<td>- Certificate Authority</td>
<td>- Expiration (iOS 6+)</td>
</tr>
</tbody>
</table>

**Wi-Fi Networks (Android)**

- Resource Name
- SSID
- Hidden Network
- Security Type
- Proxy Type
- Proxy Address, Port, Username, Password
- Expiration (iOS 6+)
- Certificate Authority
- Certificate Template

**VPNs (Android 4.0+)**

- Display Name
- Connection Type
- Remote Address

### Sample Add New Network Wizard

![Sample Add New Network Wizard](image-url)
## Configuring Other Resources

<table>
<thead>
<tr>
<th>Access Point Names</th>
<th>Provisioning Profiles</th>
<th>SSO Configurations</th>
<th>Subscribed Calendars</th>
<th>Web Clips</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Access Point Name</td>
<td>- Display Name</td>
<td>- Name</td>
<td>- Display Name</td>
<td>- Label</td>
</tr>
<tr>
<td>- Proxy</td>
<td>- Provisioning Profile</td>
<td>- Realm</td>
<td>- Host Name</td>
<td>- URL</td>
</tr>
<tr>
<td>- Proxy Port</td>
<td>- Apply to Organization</td>
<td>- URL Prefix Matches</td>
<td>- Use SSL</td>
<td>- Icon</td>
</tr>
<tr>
<td>- Expiration (iOS 6+)</td>
<td>- Expiration (iOS 6+)</td>
<td>- App Identifier Matches</td>
<td>- Expiration (iOS 6+)</td>
<td>- Removable</td>
</tr>
</tbody>
</table>

#### Access Point Name Wizard

#### Provisioning Profile Wizard

#### Subscribed Calendar Wizard

#### Web Clip Wizard
Single Sign On configurations assigned to users are pushed to the device during enrollment. Applications that connect to the corporate network can utilize the single sign on configuration and avoid prompting users for username/password.

Name:
Realm:
URL Prefix Matches:
App Identifier Matches:
Expiration (iOS only):

Finish
Assigning Resources to LDAP Groups and Folders

When the Administrative LDAP server is fully configured, corporate resources can be assigned to users via the LDAP group or folder to which they belong. User credentials are obtained from the LDAP server, thus saving the administrator from having to make resource assignments per individual user.

You can also assign resources directly from the User/Device Grid. See Assigning Settings and Resources to LDAP Groups/Folders.

**Note:** These methods cannot be used to assign the SCEP server resource to users, because of the unique challenge code required for each user.

From the Organization view, select a resource from the Android or iOS Corporate Resource drop-down menu option. Click the option, Assign to LDAP Groups/Folders.

1. Select an **LDAP Server** from the drop-down list.
2. Some resources have an option to **Use credentials from the LDAP Server**.
   - Keep the option checked to use credentials from LDAP.
   - Disable this option and enter the user authentication token(s) necessary for your Enterprise setup. Acceptable entries may include {domain}, {username}, or {emailaddress} or a combination of tokens such as, {domain}\{username}.
   - Disable this option to assign a resource to a group email address, then enter the shared User Name or shared User Name and Email Address. The assignment is made to that mail account only.
3. Click the **Groups** or **Folders** tab and navigate through the LDAP directory to select the groups of folders to which you will assign the resource.
4. Click the **Update Assignments** button.
Assigning Network Resources to Local Groups

Several resources can be assigned to users via the local group to which they belong. For network resources (Wi-Fi networks and VPNs), user credentials are obtained from the ZENworks Mobile Management server, thus saving the administrator from having to make resource assignments per individual user.

The following resources can be assigned to local groups:

- Android Wi-Fi
- iOS Wi-Fi
- iOS VPNs
- iOS Web Clips

To Assign Android or iOS Wi-Fi Resources

Note: Wi-Fi network resources that have an enterprise security type cannot be assigned to a local group.

1. From the Organization view, select the Wi-Fi resource from the either the Android or iOS Corporate Resource option. Click the option, Assign to Local Groups.

2. Click to select a local group from the Available column.

3. Click the right arrow to move that group to the Assigned column. Groups in this column will be assigned the resource.

4. Click the Update Assignments button.
To Assign iOS VPN or iOS Web Clip Resources

1. From the Organization view, select the VPN or Web Clips resource from the iOS Corporate Resource option. Click the option, Assign to Groups/Folders.

2. If you are assigning a VPNs, check the box to Use credentials from the MDM server or enter an individual user in the User Name field.

3. Select the Local Groups tab.

4. Check the box beside each group to which you are assigning the resource.

5. Click Save Assignment & Close.
Simple Certificate Enrollment Protocol (SCEP) Servers

What is SCEP?

Simple Certificate Enrollment Protocol (SCEP) is a PKI communication protocol allowing administrators to securely issue certificates to large numbers of devices through an automatic enrollment technique. Devices must be SCEP-enabled and pre-registered to certification authority (CA) domain before they can request certificates. Device use this protocol to send a certificate request to the CA.

Benefits of a SCEP Server in your Environment

A SCEP server provides a way for you to deliver encrypted configuration profiles to iOS devices in your network. The encryption of the configuration profile is unique for each device. Only the device to which it is sent can read it. This provides another layer of security, in addition to SSL encryption, for sensitive corporate information included in iOS profiles. SCEP is supported only on Enterprise or Datacenter versions of Windows 2008 or 2008 R2. One of these versions must be used on the SCEP server.

SCEP Limitations

SCEP offers a convenient and efficient method of issuing authentication certificates to users and devices; however, there are limitations inherent to the overall SCEP model. The ZENworks Mobile Management server delivers the SCEP challenge and SCEP server address to the device securely by using an iOS profile. Although the SCEP challenge can only be used one time, the SCEP challenge does not uniquely identify the user/device for which it was intended and ZENworks Mobile Management has no means to control what is done with the information when it is received by the device. If it is compromised, the challenge can be used even though it was only intended to be used by the device user, because the SCEP server accepts the challenge with no user authentication.

SCEP was originally designed for use in a completely internal environment, but with external devices connecting to an external SCEP server to obtain a certificate, there are potential inroads.

If you use ZENworks Mobile Management to deliver challenge passwords to devices, ensure that the level of trust given to these certificates is appropriate.

If SCEP limitations pose too great a risk, you should deploy client authentication certificates directly from the ZENworks Mobile Management server. Each user is issued a unique certificate that can only be obtained by using ZENworks Mobile Management credentials.

SCEP Servers and the ZENworks Mobile Management System

When there is a SCEP server in an environment where ZENworks Mobile Management has been implemented, administrators can use ZENworks Mobile Management to efficiently provide digital certificates to users with iOS devices. The process is automated and requires very little user input.

Administrators can define the SCEP servers via the Organization view and then associate a user with the SCEP server and configure settings that allow devices to enroll automatically.

The initial configuration profile that the user accepts contains the address of the SCEP server. The device connects with both the ZENworks Mobile Management and SCEP servers to complete several configuration steps:

- The device loads the SCEP profile from ZENworks Mobile Management.
- The device obtains a certificate from the SCEP server.
- The device obtains a uniquely encrypted configuration profile from ZENworks Mobile Management, which can be read exclusively by the device.
Define a SCEP Server

From the dashboard, select **Organization > iOS Corporate Resources > SCEP Servers.**
Click the **Add New SCEP Server** tab and fill in the server credentials to define a server.

<table>
<thead>
<tr>
<th><strong>Display Name</strong> (required)</th>
<th>Name identifying the SCEP server.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SCEP Name</strong> (required)</td>
<td>Common Name of the Certificate Authority</td>
</tr>
<tr>
<td><strong>URL</strong> (required)</td>
<td>The base URL of the SCEP server. Must be accessible from the device browser. The server portion of the address might need to be changed to either the internal IP (Wi-Fi) or the external server address (cellular) in order for SCEP to work.</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>The CommonName (CN) and Organization (O) that you used when setting up the SCEP. For example: CN=iPhoneSCEP,O=YourCompany</td>
</tr>
<tr>
<td><strong>Use Subject Alternative Name</strong></td>
<td>Determines whether an alternative name is used.</td>
</tr>
<tr>
<td><strong>Subject Alternative Name Type</strong></td>
<td>Select the type of subject name alternative from the drop-down: RFC-822 Name, DNS Name, or Uniform Resource Identifier</td>
</tr>
<tr>
<td><strong>Subject Alternative Name</strong></td>
<td>Supply the alternate name for the SCEP server. Valid entries are an email address (RFC-822), the DNS name of the server, or the server’s fully-qualified URL.</td>
</tr>
<tr>
<td><strong>NT Principal Name</strong></td>
<td>NT principal to be used in the request.</td>
</tr>
<tr>
<td><strong>Key Size in Bits</strong></td>
<td>The size of the key to be used: 1024 or 2048.</td>
</tr>
<tr>
<td><strong>Use as Digital Signature</strong></td>
<td>Select the box to use the key as a digital signature.</td>
</tr>
<tr>
<td><strong>Use for Key Encipherment</strong></td>
<td>Select the box if the certificate uses a protocol that encrypts keys.</td>
</tr>
<tr>
<td><strong>Fingerprint</strong></td>
<td>Hex string to be used as a fingerprint. Can be left blank.</td>
</tr>
</tbody>
</table>

Now, use the **Corporate Resource** option in the **Device Profile** to associate users with a SCEP server.
Associating a User with a SCEP Server

From the dashboard, select the Users view and select a user to view his or her profile. Expand the menu under the user’s device and select Corporate Resources. Choose the SCEP Server option and click Assign New SCEP Server.

Select a SCEP server for the user from the drop-down list.

To obtain a challenge password, browse to the SCEP URL. Enter the authentication credentials (by default Integrated Windows Authentication). Copy the Enrollment Challenge Password and paste it into the Challenge field.
Tracking Data Usage

*ZENworks Mobile Management* can be configured to track usage of carrier data plans and assign data plan limits to users sharing a data plan. The *ZENworks Mobile Management* application gathers data usage statistics from the device and sends it to the server. Based on settings defined in the data plan assigned to the user, a notification alerting the user about the usage limit can be sent to the device when the data usage threshold has been reached.

Other features of the *ZENworks Mobile Management* data plan tracking system include:

- Reallocation of available data when a device is removed from a shared plan.
- Data usage report of each device in the data plan to assist administrators in choosing the correct plan for users.
- Alerts when tampering of data usage metrics is detected along with a subsequent compliance restriction.
- Assigned data plan and statistics visible from the Devices Grid.
- Graphic display of data usage statistics for the user through the *ZENworks Mobile Management* app and the User Self-Administration Portals.

Define a Data Plan

Define the data plans that have been procured by your organization for devices. After a data plan has been defined you can assign it to devices for usage tracking.

To Add a Data Plan:

1. From the dashboard, navigate to *Organization* > *Organization Control* > *Data Plans*.
2. Click the *Add Data Plan* button located in the action bar.
3. Enter an identifying *Name* for the data plan.
4. Enter the data limit in the **Total Data in Plan (MB)** field. The default is 1000 MB.

5. Enter additional information about the plan:

<table>
<thead>
<tr>
<th>Quota Reset Day of the Month</th>
<th>The day on which the data plan is reset each month. The default is the 15th day of the month.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan Type</td>
<td>Choose Domestic, International, Unknown, Domestic Roaming, International Roaming</td>
</tr>
<tr>
<td>Carrier</td>
<td>Select a carrier from the drop-down list.</td>
</tr>
<tr>
<td>Shared Plan</td>
<td>Check this box if the data plan is shared by multiple users. If the plan is not shared, it can be associated with only one user.</td>
</tr>
<tr>
<td>Warn at Usage Limit (%)</td>
<td>When data usage reaches this percentage of the total limit, an alert is sent to the device(s) and an email is sent to the email address designated to receive alerts. The default is 80%. Email address and message content can be defined once the plan is added.</td>
</tr>
<tr>
<td>Alert Increments (%)</td>
<td>Once the warning usage limit has been reached, alerts will be sent as usage percentage increases at increment designated here. The default is 10%, i.e. if an alert is initially sent at 80%, it repeats at 90% and 100% usage.</td>
</tr>
<tr>
<td>Alert Devices</td>
<td>Check this box if you want devices, in addition to an administrator, alerted when data usage reaches a percentage of the total limit.</td>
</tr>
</tbody>
</table>

6. Click **Add** to save the data plan entry.
7. Once the plan has been added, you can designate the following:
   - Email address to which alerts are sent.
   - Subject for the email sent.
   - Content for the email message.
   - Content for the notification sent to the device(s).
Assigning Devices to a Data Plan

Once a data plan has been defined, you can add a device (or devices for shared plans). On shared plans, when no specific limits are assigned, devices can consume any amount of data.

Adding a device or removing a device can be done from the Data Plan page or from the Device Profile. Adding or changing limits must be done from the Data Plan page.

Assign Devices to a Data Plan

1. From the dashboard, navigate to **Organization > Organization Control > Data Plans**.
2. Click the **Assign Devices to a Data Plan** button located in the action bar.
3. Add devices to the **Available Devices** column.
   - Add a batch of devices using a .CSV file (2 columns labeled and listed in this order: Phone Number, IMEI)
   - Add a single device manually – enter the device phone number
   - Search for an available device on the **ZENworks Mobile Management Device Grid** – enter a string of characters from the username, phone number, or IMEI number associated with the device
4. Select one or more devices from the *Available Devices* column (CTRL+Click or SHIFT+Click for multiple device selection) and click the right arrow to move them to the *Assigned Devices* column.

5. Click **Next** to allocate data usage limits.

6. Select an allocation type:
   a. No specific limits – devices sharing a plan have no specific limits assigned to them and can consume any amount of data up to the plan total
   b. Equally distributed data – the data is equally distributed among all devices sharing the plan

7. Click **Finish** to save the data plan assignment.

8. The devices associated with the plan will display in a grid on the Data Plan main page.
Remove Devices from a Data Plan

When a device with allocated limits is removed from a shared plan, the data allocated to the removed device is evenly distributed among the remaining devices. The device’s unused data for the current billing cycle is distributed immediately and the full allocated amount is distributed evenly in subsequent billing cycles.

Devices can be manually removed from a plan via the Assigned Devices grid on the Data Plan page or from the Device Profile. They are also automatically removed when a full or selective wipe is issued.

To Manually Remove a Device from a Data Plan:

1. From the dashboard, navigate to Organization > Organization Control > Data Plans.
2. Select a data plan from the left panel.
3. Select a device from the grid at the bottom of the page and click the Remove button.
4. Click Yes to confirm the removal.

<table>
<thead>
<tr>
<th>Username</th>
<th>Phone Number</th>
<th>IMEI</th>
<th>Assigned Limit(MB)</th>
<th>Data Used(MB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3301234567</td>
<td></td>
<td></td>
<td>250</td>
<td>0</td>
</tr>
<tr>
<td>4403698741</td>
<td></td>
<td></td>
<td>250</td>
<td>0</td>
</tr>
<tr>
<td>4401478523</td>
<td></td>
<td></td>
<td>250</td>
<td>0</td>
</tr>
<tr>
<td>3309876543</td>
<td></td>
<td></td>
<td>250</td>
<td>0</td>
</tr>
</tbody>
</table>
**File Share**

*File Share* enables the administrator to create a directory of folders and files to be made available to users with devices that have installed a *ZENworks Mobile Management* device app or a BlackBerry 4.5-7.1 device with the *GO!NotifySync* application.

The first step is to create folders and add files to them. Each folder can be enable or disabled via the policy suites.

Next, enable the permissions in the policy suite. The file directories are not available to users until you enable the *File Share Permissions* for each folder you add to the list.

The user can then access the files from the *ZENworks* application on the device.

- Android users select *File Share* from the *ZENworks* main screen.
- BlackBerry (with *GO!NotifySync*) users select *Files* from the *GO!NotifySync* pop-up menu.
- iOS device users select the *Files* icon from the *ZENworks* main screen.
Adding Folders and Files to the Directory

To manage the file directory, select **Organization**. From the drop-down menu, select **Organization Control > File Share**.

Adding Folders

The parent folder for the directory is named *File Share Folders* by default. You can add subfolders to this parent folder to categorize the files you add.

1. In the left panel, highlight the parent folder to which you are adding a subfolder.
2. Click the **Add Folder** button.
3. Enter a name for the new folder.
4. Click **Create Folder**.

You can edit a folder label by highlighting a folder and clicking the **Change Folder Name** button.

Adding Files

1. In the left panel, highlight the folder to which you are adding files.
2. Click **Add Files to Folder**.
3. A window for browsing and selecting a file pops up. Select a file or files and click **Open**.
   
   The **Upload Status** shows the number of files that added successfully.

If you want, highlight the new folder and add a *description* or *notes* about the purpose or content of the folder.
The addition of folders and files results in a directory tree. The tree is duplicated in the File Share Permissions, where you can allow or disallow access folder by folder.

Enabling the File Share Permissions

Make sure that you have enabled the File Share Permissions in the policy suites. From the ZENworks Mobile Management dashboard, select Organization > Policy Management > Policy Suites > (select policy suites) > File Share Permissions.
Group Notifications

*Group Notifications* gives the administrator the ability to select groups of users by criteria in order to send them an email or a message notification pushed via APN/GCM services.

Administrators can also search sent group email to view the message body and the date, time, subject and who sent the email (administrator login associated with the email).

---

**Send Group Notifications**

Administrators can send a notification to all or a selected group of iOS and/or Android devices via the APN/GCM push services.

**Notes:** You must upload a NPNS Certificate to the ZENworks Mobile Management server in order to send Group Notifications to iOS devices. (From the dashboard, select *System > Organization* and click the *Upload* button next to the *NPNS Certificate* field.)

Google Cloud Messaging must be enabled and Android users must be running OS 4.0.4+ or have a Gmail account registered on the device to receive messages.

Administrators can select a group of users with one or any combination of the following criteria:

- Device Platform
- Liability
- Ownership
- Device Connection Schedule
- ActiveSync Server
- Policy Suite

Notification messages are limited to 160 characters or less.

1. To send a group notification, select *Organization*. From the drop-down menu, select *Organization Control > Group Notifications*.
2. Select *Send Group Notifications* from the left panel.
3. Select the recipient criteria, compose your notification message (160 characters or less), and click *Send*. 
Send Group Notifications

Send a notification to targeted iOS/Android devices via the APN/IGM push services.

Note: GCM must be enabled and Android devices must be running OS 4.0.4+ or have a Gmail account to receive messages.

Recipient Criteria

<table>
<thead>
<tr>
<th>Device Platform</th>
<th>Liability</th>
<th>Ownership</th>
<th>ActiveSync Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select One...</td>
<td>Select One...</td>
<td>Select One...</td>
<td>Select One...</td>
</tr>
</tbody>
</table>

Device Connection Schedule

Select One...

Policy Suite(s)

Default

Message (Limited to <= 160 characters)

Send  Clear
Send Group E-mail

Administrators can select a group of the organization’s users to email by using one or any combination of the following criteria:

- Device Platform
- Liability
- Ownership
- Device Connection Schedule
- ActiveSync Server
- Policy Suite

The sender can also elect to copy the organization contact and the organization administrators.

1. To send a group email, select **Organization**. From the drop-down menu, select Organization control > **Group Notifications**.
2. Select **Send Group E-mail** from the left panel.
3. Select the recipient criteria, compose your e-mail, and click **Send**.
Search Group E-mail

The administrator can search the Group E-mail log by date, subject, or text in the message body. Results of the search are displayed in a list. Double-clicking on an email in the list reveals the message body and a list of users who failed to receive the email.

1. To search group email, select **Organization**. From the drop-down menu, select **Organization Control > Group Notifications**.
2. Select **Search Group E-mails** from the left panel.
3. Select a range of dates and click **Search**.

![Search Group E-mails](image)
The Activity Monitor

The ZENworks Mobile Management Activity Monitor provides snapshots of information regarding the wireless devices and users in the enterprise network. Pie charts, bar graphs, and tables display statistics at a glance. In addition, the view can be flipped to display a log of warnings and alerts.

The Activity Monitor is the default view for all logins; however, another view in the dashboard can be designated as the default by editing the login credentials. (See System > Organization Administrators)

The Activity Monitor will always display six graphs at a time.

You can choose which six to display from the following:

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activation/De-Activation History</td>
<td>Bar chart showing the number of devices activated and deactivated in the past seven days.</td>
</tr>
<tr>
<td>Active/Inactive Devices</td>
<td>Pie chart showing the percentage of active devices versus disabled devices.</td>
</tr>
<tr>
<td>Devices by Carrier</td>
<td>Pie chart showing the percentage of devices using a particular carrier.</td>
</tr>
<tr>
<td>Devices by Connection Schedule</td>
<td>Pie chart showing the percentage of devices operating under each device connection schedule.</td>
</tr>
<tr>
<td>Devices by Domain</td>
<td>Pie chart showing the percentage of devices operating under a particular domain.</td>
</tr>
<tr>
<td>Devices by Liability</td>
<td>Pie chart showing the percentage of devices designated as corporate liable vs. individual liable. (Liability refers to ownership of the data on the device.)</td>
</tr>
<tr>
<td>Devices By Ownership</td>
<td>Pie chart showing the percentage of devices owned by the company vs. the percentage of devices personally owned by individuals.</td>
</tr>
<tr>
<td>Devices by Plan Type</td>
<td>Pie chart showing the percentage of devices operating on an international vs. a domestic plan type.</td>
</tr>
<tr>
<td>Devices by Policy Suite</td>
<td>Pie chart showing the percentage of devices operating under each policy suite.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Connectivity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ActiveSync Authorization Failures</td>
<td>Pie chart showing the percentage of devices passing invalid credentials for the ActiveSync accounts of known users to the server.</td>
</tr>
<tr>
<td>ActiveSync Version</td>
<td>Pie chart showing the percentage of devices operating with various ActiveSync protocol versions.</td>
</tr>
<tr>
<td>Device App Authorization Failures</td>
<td>Pie chart showing the percentage of devices passing invalid credentials for the ZENworks Mobile Management accounts of known users to the server.</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Device App Language</td>
<td>Pie chart showing the percentage of devices by their language setting.</td>
</tr>
<tr>
<td>Device App Version</td>
<td>Pie chart showing the percentage of devices by the version of the ZENworks Mobile Management app installed.</td>
</tr>
<tr>
<td><strong>Statistics</strong></td>
<td></td>
</tr>
<tr>
<td>Devices by Battery Level</td>
<td>Pie chart showing the percentage of devices that have battery levels at 0-20%, 21-40%, 41-60%, 61-80%, or 81-100%.</td>
</tr>
<tr>
<td>Devices by Battery Status</td>
<td>Pie chart showing the percentage of devices in various statuses of battery health: charging, not charging – battery health good, etc.</td>
</tr>
<tr>
<td>Devices by Free Memory</td>
<td>Bar chart showing the number of devices with 0-20%, 21-40%, 41-60%, 61-80%, or 81-100% free memory.</td>
</tr>
<tr>
<td>Devices by Memory</td>
<td>Pie chart showing the percentage of devices that have memory capacity of 256 MB, 512 MB, etc.</td>
</tr>
<tr>
<td>Devices by Network Type</td>
<td>Pie chart showing the percentage of devices operating under a particular carrier network.</td>
</tr>
<tr>
<td>Devices by Platform &gt; OS &gt; Model</td>
<td>Pie chart showing the percentage of each device platform in use. Click a <strong>Platform</strong> wedge to show the platform by device operating system version. Click an <strong>OS</strong> wedge to show the operating system version by model. Click the back arrow to return to the previous view.</td>
</tr>
<tr>
<td>Devices by SD Card Free Memory</td>
<td>Bar chart showing the number of devices with 0-20%, 21-40%, 41-60%, 61-80%, or 81-100% free SD card memory.</td>
</tr>
<tr>
<td>Devices by SD Card Installed</td>
<td>Pie chart showing the percentage of devices with an SD card installed versus those that do not have an SD card installed.</td>
</tr>
<tr>
<td>Devices by SD Card Memory</td>
<td>Pie chart showing the percentage of devices that have an SD card memory capacity of 256 MB, 512 MB, etc.</td>
</tr>
<tr>
<td>Devices by SIM Card Removed/Changed</td>
<td>Pie chart showing the percentage of devices on which the SD card has been changed or removed vs. those that have had no change in the SD card status.</td>
</tr>
<tr>
<td>Devices by Timezone</td>
<td>Pie chart showing the percentage of devices by the time zone in which they are used.</td>
</tr>
<tr>
<td>Devices by TouchDown Registered</td>
<td>Pie chart showing the percentage of Android devices that have registered the TouchDown app vs. those that do not have TouchDown.</td>
</tr>
<tr>
<td>Devices by Violation</td>
<td>Pie chart showing the percentage of devices that are restricted vs. those that are not restricted.</td>
</tr>
<tr>
<td>Jailbroken/Not Jailbroken</td>
<td>Pie chart showing the percentages of jailbroken devices vs. those that are not jailbroken. This includes jailbroken iOS devices as well as rooted Android devices.</td>
</tr>
</tbody>
</table>

**ZENworks Mobile Management 3.2.x User Management**
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roaming/Not Roaming</td>
<td>Pie chart showing the percentages of roaming devices vs. those that are not roaming.</td>
</tr>
<tr>
<td>Texts/Minutes Usage</td>
<td>Table listing top consumers in regard to text and minutes usage in the last 30 days.</td>
</tr>
<tr>
<td><strong>Trends</strong></td>
<td></td>
</tr>
<tr>
<td>Trend of Changing Carriers</td>
<td>Line graph showing the number of users who have changed carriers over a week’s time.</td>
</tr>
<tr>
<td>Trend of Changing Device Models</td>
<td>Line graph showing the number of users who have changed device models over a week’s time.</td>
</tr>
<tr>
<td>Trend of Changing Ownership</td>
<td>Line graph showing the number of users whose device ownership has changed over a week’s time.</td>
</tr>
<tr>
<td>Trend of Changing Platforms</td>
<td>Line graph showing the number of users who have changed device platforms over a week’s time.</td>
</tr>
</tbody>
</table>

**Select Graphs.** Click the *Choose Visible Charts* button at the bottom left corner of the Activity Monitor screen. Select the six graphs you want to display on the grid.

The graphs you select and the grid arrangement are maintained for your dashboard login credentials.
When making or hovering over a selection, a preview of the chart appears. The information in the preview chart is sample data.

The Activity Monitor grid always displays six graphs. If fewer are chosen, the most recently deselected graphs will display along with your choices. You cannot select more than six graphs. You must deselect a graph before you can choose a different graph.

Click the Choose Visible Charts button when your selections are complete.

**Chart Group Presets.** You can choose a preset group of charts.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ActiveSync Authorization Failures</td>
<td>Devices by Connection Schedule</td>
<td>Device by Free Memory</td>
<td>Devices by Network Type</td>
</tr>
<tr>
<td>ActiveSync Version</td>
<td>Devices by Domain</td>
<td>Devices by SD Card Free Memory</td>
<td>Devices by Timezone</td>
</tr>
<tr>
<td>Device App Authorization Failures</td>
<td>Devices by Liability</td>
<td>Devices by TouchDown Registered</td>
<td>Roaming/Not Roaming</td>
</tr>
<tr>
<td>Device App Language</td>
<td>Devices by Ownership</td>
<td>Devices by Violation</td>
<td>Text/Minutes Usage</td>
</tr>
<tr>
<td>Device App Version</td>
<td>Devices by Policy Suite</td>
<td>Jailbroken/Not Jailbroken</td>
<td>Devices by SIM Card Removed/Changed</td>
</tr>
<tr>
<td>Devices by Network Type</td>
<td>Devices by Plan Type</td>
<td>Devices by Battery level</td>
<td>Devices by Carrier</td>
</tr>
</tbody>
</table>
**Rearrange Panels.** You can rearrange the panels in the view by selecting a block and dragging it and dropping it where you prefer.

**View Details.** You can see detail of the statistics by hovering over a section of a graph or chart.
**Zoom on a Panel.** You can enlarge a panel to full view with full details by double-clicking it. Double-click on the enlarged view to return to the Activity Monitor view.

**Refresh the View.** You can refresh the Activity Monitor view with the most recent data by selecting *Get Most Recent Data* in the gray option bar.
Flip to the View Alerts Grid. You can flip the Activity Monitor view to a table of alerts listed by user. Select View Alerts in the option bar. Select View Info Charts to return to the Activity Monitor view.

For an alert to trigger, Alert Settings in the Compliance Manager must be enabled. Alerts report violations of device access restrictions. They also monitor and report on device resource levels, connectivity, and administrator or user initiated events. For information on enabling the Alerts Settings, see Configuration Guide: Compliance Manager.

The total number of alerts is displayed at the bottom of the grid. An icon in the top right corner of the ZENworks Mobile Management dashboard gives the number of unread alerts in the grid. Unread alerts are displayed in red text. Alerts that have been read are displayed in black text. Only unread alerts display when you select Hide Read Alerts.

Search the Alert Grid. Search the View Alerts grid by:

- **Date Range**
- **User Name**
- **Keyword(s)**
- **Priority**

Snooze Alerts – You can select one or more alerts in the grid and click the Snooze Alerts button. This temporarily stops the alert from repeating, at the set interval, until you have had an opportunity to investigate. Choose to snooze for 1-60 Minutes, 1-24 Hours, or 1-60 Days.

Disable Alerts – You can select one or more alerts in the grid and click the Disable Alerts button. This disables the Alert Setting. All alerts of this type will cease to trigger. They no longer report on the View Alerts grid and do not send email and SMS notifications to designated administrators.
The *Reporting* view provides statistical reports regarding devices, data usage, compliance rules, and administrator roles.

The reports are as follows:

<table>
<thead>
<tr>
<th>Device Reports</th>
<th>Compliance Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Devices by Liability</td>
<td>• Access Restriction Violations</td>
</tr>
<tr>
<td>• Devices by Network Type</td>
<td>• Device Platform Restrictions by User</td>
</tr>
<tr>
<td>• Device by OS Version and Model</td>
<td>• Exceptions by User</td>
</tr>
<tr>
<td>• Device by OS Version and Platform</td>
<td>• Resource Restrictions by User</td>
</tr>
<tr>
<td>• Devices by Platform</td>
<td>• User by Exceptions</td>
</tr>
<tr>
<td>• Devices by Platform and Model</td>
<td><strong>Administrative Roles Reports</strong></td>
</tr>
<tr>
<td>• Devices by Policy Suite</td>
<td>• Organization Administrators</td>
</tr>
<tr>
<td>• Data Usage by Data Plan</td>
<td>• Organization Roles</td>
</tr>
<tr>
<td><strong>User Reports</strong></td>
<td><strong>System Administrators</strong></td>
</tr>
<tr>
<td>• Data Usage by User</td>
<td>• System Roles</td>
</tr>
<tr>
<td>• Users by Carrier</td>
<td><strong>App Reports</strong></td>
</tr>
<tr>
<td>• Users by Ownership</td>
<td>• App Assignment</td>
</tr>
<tr>
<td>• Users by Expiration Date</td>
<td>• App Statistics</td>
</tr>
<tr>
<td><strong>iOS Resource Reports</strong></td>
<td>• App Assigned to Users</td>
</tr>
<tr>
<td>• Resource by Assignment</td>
<td>• App Statistics by Category</td>
</tr>
<tr>
<td>• Resource By Expiration Date</td>
<td></td>
</tr>
</tbody>
</table>
Using the Reports

**Sort Report Columns.** Most reports are initially sorted by user email address (or administrator/role) within each category mentioned in the report title. You can, however, click other column headings to change the order of the users within each main category.

By clicking multiple column headings you can create a nested sort. For example: Device Platform (the main category), sorted by Carrier Name (first sorting category), sorted by Phone Number (second sorting category).

***Sort Report Columns.***

```
<table>
<thead>
<tr>
<th>Name</th>
<th>Email Address</th>
<th>Domain</th>
<th>Phone Number</th>
<th>Device Model</th>
<th>Carrier Name</th>
<th>Ownership</th>
<th>Liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>+4081132501</td>
<td></td>
<td>DROID3</td>
<td>Amena</td>
<td>Company</td>
<td>Corporate</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>4088391331</td>
<td></td>
<td>iPhone 4S</td>
<td>Amena</td>
<td>Company</td>
<td>Corporate</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>14085284666</td>
<td></td>
<td>iPhone 3GS</td>
<td>None</td>
<td>Company</td>
<td>Corporate</td>
<td></td>
</tr>
</tbody>
</table>
```

**Rearrange Report Columns.** The columns can be rearranged by clicking and dragging a column heading to a new position. Column width can be adjusted by clicking and dragging a column's left dividing line at the header position.

***Rearrange Report Columns.***

```
<table>
<thead>
<tr>
<th>Name</th>
<th>Email Address</th>
<th>Domain</th>
<th>Phone Number</th>
<th>Device Model</th>
<th>Carrier Name</th>
<th>Ownership</th>
<th>Liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>+4081132501</td>
<td></td>
<td>DROID3</td>
<td>Amena</td>
<td>Company</td>
<td>Corporate</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>4088391331</td>
<td></td>
<td>iPhone 4S</td>
<td>Amena</td>
<td>Company</td>
<td>Corporate</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>14085284666</td>
<td></td>
<td>iPhone 3GS</td>
<td>None</td>
<td>Company</td>
<td>Corporate</td>
<td></td>
</tr>
</tbody>
</table>
```

**Export Report Data.** Export data from the report to a comma separated values (CSV) or Excel (XLS) file. Choose the **Export Format**, then click the **Export Report** button to save the current report to a file.

***Export Report Data.***
Sample Reports

Sample Device/User Reports

Information included in most **Device** and **User** reports:

- User Name
- Email Address
- Domain
- Phone Number
- Device Platform
- Device Model
- Carrier Name
- Ownership
- AS Version
- Policy Suite
- Liability
- OS Version
- Device Connection Schedule
- Activation Date

The reports listed below also include discovered devices and display these addition columns: **MDM Status** (Discovered/Enrolled) and **ActiveSync Server Name**.

- Devices by OS Version and Model
- Devices by OS Version and Platform
- Devices by Platform and Model
- Devices by Platform

The **Data Usage by Data Plan** report includes the following information:

- Plan Name
- Total Limit (MB)
- User Name
- Data Used (MB)
- Data Used (%)
- IMEI
- Phone Number
- Removed
Sample iOS Resource Report

Information included in iOS Resource reports:

- Resource Name
- User Name
- Domain
- Expiration Dates

<table>
<thead>
<tr>
<th>Resource Name</th>
<th>Username</th>
<th>Domain</th>
<th>Assignment Expiration Date</th>
<th>User Expiration Date</th>
<th>Resource Expiration Date</th>
<th>Resource A</th>
</tr>
</thead>
<tbody>
<tr>
<td>CallDAV</td>
<td>juwiter</td>
<td>ex10</td>
<td>11/20/2012 (UTC)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zimbra - Date</td>
<td>juwiter</td>
<td>ex10</td>
<td>11/15/2012 (UTC)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zimbra - Interval</td>
<td>juwiter</td>
<td>ex10</td>
<td>11/15/2012 (UTC)</td>
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<td></td>
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<tr>
<td>Email</td>
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<td>11/15/2012 (UTC)</td>
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<tr>
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<td>11/15/2012 (UTC)</td>
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Sample Compliance Report

Information included in Compliance reports:

- User Name
- Device (platform)
- Domain
- Policy Suite

<table>
<thead>
<tr>
<th>User Name / Access Restriction Violation</th>
<th>Device</th>
<th>Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>acostello</td>
<td>ex07</td>
<td>acostello</td>
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<tr>
<td>No violations</td>
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<td>acostello2</td>
<td>ex07</td>
<td>acostello</td>
</tr>
<tr>
<td>No violations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>acrown</td>
<td>IOS</td>
<td>ex07</td>
</tr>
<tr>
<td>ActiveSync connection violation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liability violation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>acrown</td>
<td>IOS</td>
<td>ex07</td>
</tr>
<tr>
<td>Liability violation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>juwiter</td>
<td>IOS</td>
<td>ex07</td>
</tr>
<tr>
<td>ActiveSync connection violation</td>
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<td></td>
</tr>
<tr>
<td>pwalda1</td>
<td>MotoXCHIDEBXKICS</td>
<td>ex07</td>
</tr>
<tr>
<td>No violations</td>
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</table>

ZENworks Mobile Management 3.2.x User Management

Reporting • 130
Sample Administrative Roles Report

Information included in Administrative Roles reports:

- Administrator Name
- Administrative Role Name
- Permissions

<table>
<thead>
<tr>
<th>Organization Roles</th>
<th>Name</th>
<th>Permission</th>
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<tr>
<td></td>
<td>ActiveSync Servers</td>
<td>Full Access</td>
</tr>
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<td></td>
<td>Administrative LDAP Servers</td>
<td>Full Access</td>
</tr>
<tr>
<td></td>
<td>Custom Columns</td>
<td>Full Access</td>
</tr>
<tr>
<td></td>
<td>Device Connection Schedules</td>
<td>Full Access</td>
</tr>
<tr>
<td></td>
<td>Policy Suites</td>
<td>Full Access</td>
</tr>
<tr>
<td></td>
<td>User and Device Reporting</td>
<td>Read Only Access</td>
</tr>
<tr>
<td></td>
<td>System Management</td>
<td>Full Access</td>
</tr>
<tr>
<td></td>
<td>Support Admin</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Activity Monitor and Alerts</td>
<td>Read Only Access</td>
</tr>
<tr>
<td></td>
<td>Smart Devices and Users</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Add User</td>
<td>Full Access</td>
</tr>
<tr>
<td></td>
<td>Administration</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clear Device Enrollment</td>
<td>Full Access</td>
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<tr>
<td></td>
<td>Clear Passcode</td>
<td>Full Access</td>
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<tr>
<td></td>
<td>Disable Device</td>
<td>Full Access</td>
</tr>
<tr>
<td></td>
<td>Full Wipe</td>
<td>Full Access</td>
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<tr>
<td></td>
<td>Lock Device</td>
<td>Full Access</td>
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<tr>
<td></td>
<td>Selective Wipe</td>
<td>Full Access</td>
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<tr>
<td></td>
<td>Send Welcome Letter</td>
<td>Full Access</td>
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<tr>
<td></td>
<td>Show Recovery Password</td>
<td>None</td>
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<tr>
<td></td>
<td>Wipe Storage Card</td>
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<td></td>
<td>Device Compliance</td>
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<tr>
<td></td>
<td>Clear ActiveSync Authorization Failures</td>
<td>Full Access</td>
</tr>
<tr>
<td></td>
<td>Clear SIM Card Removed Or Changed Violation</td>
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<tr>
<td></td>
<td>Clear ZENworks Mobile Management Authorization Failures</td>
<td>Full Access</td>
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</table>
Sample App Reports

Information included in the **App Assignment** report:

- Name
- Email Address
- Domain
- Phone Number
- Device Model
- Carrier Name
- Ownership
- Policy Suite
- Device Connection Schedule
- Liability
- OS Version
- AS Version
- Device Connection Schedule
- Activation Date
- Container ID

### App Assignment

<table>
<thead>
<tr>
<th>Name</th>
<th>Email Address</th>
<th>Domain</th>
<th>Phone Number</th>
<th>Device Model</th>
<th>Carrier Name</th>
<th>Ownership</th>
<th>Liability</th>
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</thead>
<tbody>
<tr>
<td>Android</td>
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<td></td>
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<td>Info Work</td>
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</tr>
<tr>
<td>iOS</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Doc Scan - Scanner to Scan PDF</td>
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<tr>
<td>Skype for iPhone</td>
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<td></td>
</tr>
<tr>
<td>World Clock - Time Zones</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| ext07 | +1330368698 | iPhone 4S | Personal | Individual |

Information included in the **App Statistics** report:

- Name
- Download Count
- Download Limit
- Categories
- Version
- VPP
- Bundle ID
- App Store ID
- Package Name
- Available Redemption Codes
- Available Licenses

### App Statistics

<table>
<thead>
<tr>
<th>Name</th>
<th>Download Count</th>
<th>Download Limit</th>
<th>Version</th>
<th>VPP</th>
<th>Bundle ID</th>
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</thead>
<tbody>
<tr>
<td>Android</td>
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<td></td>
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<tr>
<td>AIM</td>
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<tr>
<td>TouchDown</td>
<td>0</td>
<td>&lt;Unlimited&gt;</td>
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<td>0</td>
</tr>
<tr>
<td>Doc Scan - Scanner to Scan PDF</td>
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<td>Skype for iPhone</td>
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<td>UPS Mobile</td>
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<td>World Clock - Time Zones</td>
<td>0</td>
<td>&lt;Unlimited&gt;</td>
<td>1.6.5</td>
<td>No</td>
<td>0</td>
</tr>
</tbody>
</table>

| ext07 | +1330368698 | iPhone 4S | com.ifiplay.Docs | 453 |
| ext07 | +1330368698 | iPhone 4S | com.skype.skype | 304 |
| ext07 | +1330368698 | iPhone 4S | com.ups.m.iphone | 336 |
| ext07 | +1330368698 | iPhone 4S | com.timesanddateclock | 403 |
Information included in the **App Assigned to Users** report:

- Name
- Version
- Status
- Required
- Rejection Reason
- Last Attempted Install
- Container ID

### Apps Assigned to Users

<table>
<thead>
<tr>
<th>Name</th>
<th>Version</th>
<th>Status</th>
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<th>Rejection Reason</th>
<th>Last Attempted Install</th>
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<td>iOS World Clock-Time Zones</td>
<td>1.6.5</td>
<td>Not Installed via MDM</td>
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</table>

Information included in the **App Statistics By Category** report:

- Name
- Bundle ID
- Download Count
- App Store ID
- Download Limit
- Package Name
- Categories
- Available Redemption Codes
- Version
- Available Licenses
- VPP

### App Statistics By Category

<table>
<thead>
<tr>
<th>Name</th>
<th>Download Count</th>
<th>Download Limit</th>
<th>Categories</th>
<th>Version</th>
<th>VPP</th>
</tr>
</thead>
<tbody>
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<td>&lt;Unlimited&gt;</td>
<td>Productivity, Social Networking</td>
<td>5.2.1</td>
<td>No</td>
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<td>World Clock-Time Zones</td>
<td>0</td>
<td>&lt;Unlimited&gt;</td>
<td>Productivity, Travel</td>
<td>1.6.5</td>
<td>No</td>
</tr>
</tbody>
</table>
Appendix A: Recovering User Information

The following script provides a way to retrieve user information from the database for users who have been removed from the dashboard grid via a Full Wipe.

```
USE [MDM]
GO

DECLARE @NumberOfDays INT
--****************************************************************************************
-- if need be, change value of @NumberOfDays (currently 30) to differ the number of
-- days in the past to search for records.
--****************************************************************************************
SET @NumberOfDays = 30

SELECT *
FROM Devices WITH (NOLOCK)
JOIN [MDMUsers] WITH (NOLOCK) ON [Devices].[UserSAKey] = [MDMUsers].[UserSAKey]
WHERE [FullWipeLastSent] > GETUTCDATE() - @NumberOfDays
```