

ZENworks 2017Update 3

Mobile Management Reference-End User

August 2018

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About This Guide

This guide includes information to help an end user enroll their mobile devices to ZENworks Configuration Management.

The information in this guide is organized as follows:

- ♦ [Chapter 1, “Overview,” on page 7](#)
- ♦ [Chapter 2, “Enrolling iOS Devices,” on page 9](#)
- ♦ [Chapter 3, “Enrolling Android Devices,” on page 19](#)
- ♦ [Chapter 4, “Enrolling Email-only Devices,” on page 43](#)

Audience

This guide is intended for end users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Additional Documentation

ZENworks 2017 is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [Online Documentation](#) site.

1 Overview

The mobile management feature in ZENworks Configuration Management helps organizations manage mobile devices being used in the workplace. ZENworks supports management of the following devices:

- ♦ **Android Devices:** Android version 4.4 and newer versions.
- ♦ **iOS Devices:** iOS version 9.0 and newer versions.
- ♦ **Devices using ActiveSync 12.0 and newer** that include:
 - ♦ Windows version 8 and newer versions.

ZENworks lets you enroll your devices in either of the following ways:

- ♦ **Managed Device:** Enables ZENworks to fully manage a device by performing various device management operations such as apply policies to the device, deploy applications on the device, synchronize email for Exchange ActiveSync accounts, and capture device information (inventory). Only iOS or Android devices can be enrolled as fully managed devices. Full management of an Android device is performed through the ZENworks Agent App that is hosted on the Google Play Store. Full management of an iOS device is performed through the device's in-built MDM client.
- ♦ **Email Only (ActiveSync Only):** Enables ZENworks to manage only the corporate email account on the device. Also, certain policies that are enforceable through the ActiveSync protocol can be applied. Android, iOS, and Windows devices can be enrolled as Email Only devices.

2 Enrolling iOS Devices

iOS devices can be enrolled to ZENworks through:

- ♦ **Apple Device Enrollment Program**
- ♦ **ZENworks User Portal**
- ♦ [“Enrolling using Apple Device Enrollment Program” on page 9](#)
- ♦ [“Enrolling using ZENworks User Portal” on page 9](#)

Contact your system administrator to identify the manner in which your device should be enrolled.

Enrolling using Apple Device Enrollment Program

Procedure

Switch on the device and follow the setup prompts to enroll the device. After you configure the Wi-Fi settings on your device, log-in to the device with your credentials. The device automatically enrolls to ZENworks.

Enrolling using ZENworks User Portal

Prerequisites

Before enrolling your device as a fully managed device or an email only device, you need to ensure that the following prerequisites are met:

- ♦ ZENworks supports devices running on iOS version 8 and newer.
- ♦ Enrollment of iOS devices using the Safari browser running in the private mode is supported only on iOS versions 11 or newer.

Procedure: Enrolling an iOS Device

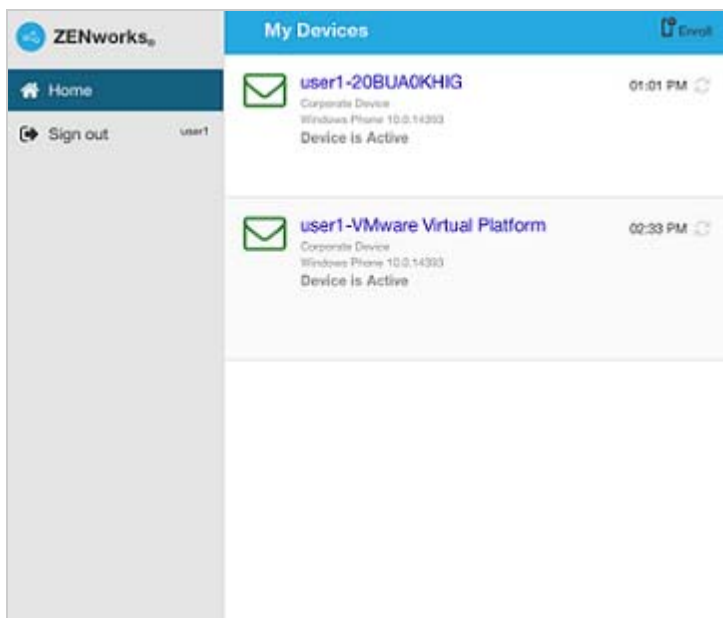
This scenario shows you how to enroll an iOS device as a fully managed device in your ZENworks Management Zone.

- 1 In the Safari browser on the iOS device, enter `ZENworks_server_address/zenworks-eup`, where `ZENworks_server_address` is the DNS name or IP address of the ZENworks MDM Server.

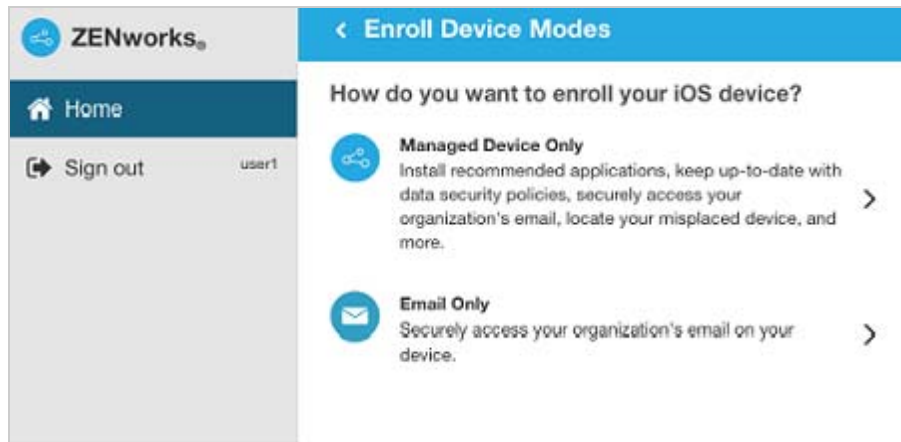
The login screen for the ZENworks User Portal is displayed.



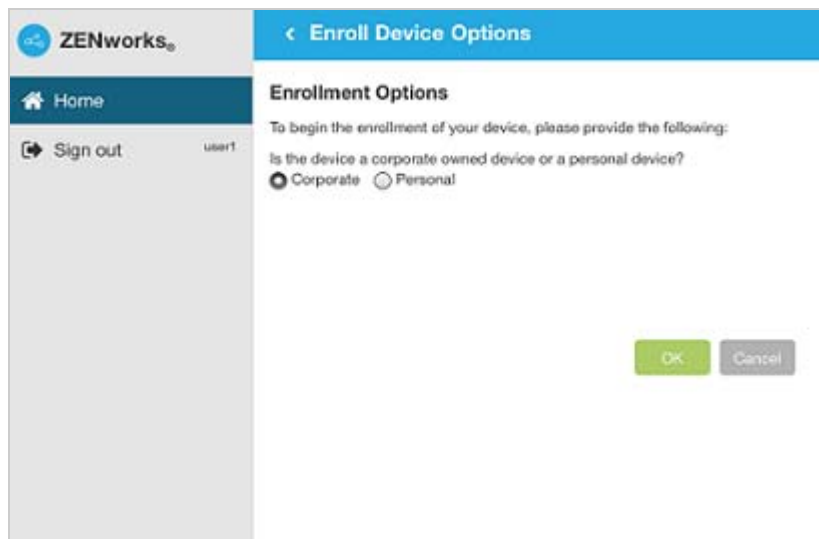
- 2 Enter your username, password, and the registration domain (if required). You can obtain this information from the invite letter or you can contact your system administrator. Tap **Sign In**. All devices associated with the user are displayed in the ZENworks User Portal.



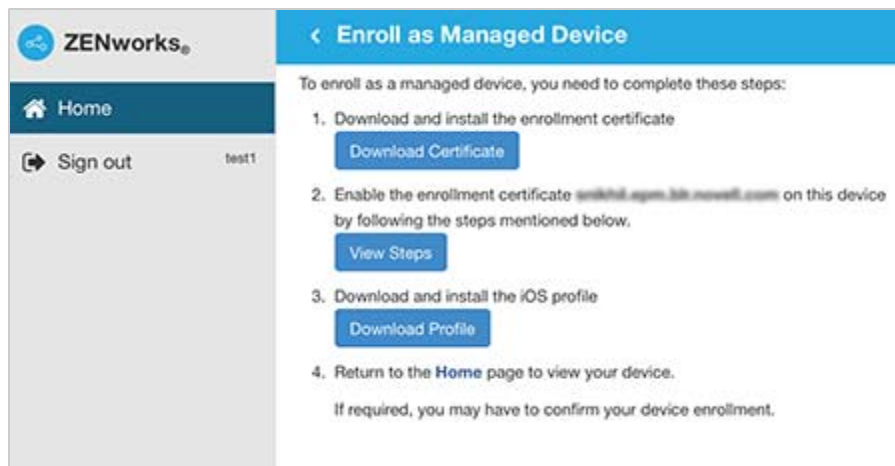
- 3 Tap **Enroll** in the upper-right corner to display the enrollment options for the device. These options are displayed only if it is enabled by the system administrator.



- 4 Tap **Managed Device Only** to display the **Enroll Device Options** screen. If the administrator has enabled the setting that allows you to select the device ownership type, that is Personal or Corporate, then the following screen is displayed. Tap the appropriate ownership and proceed further.

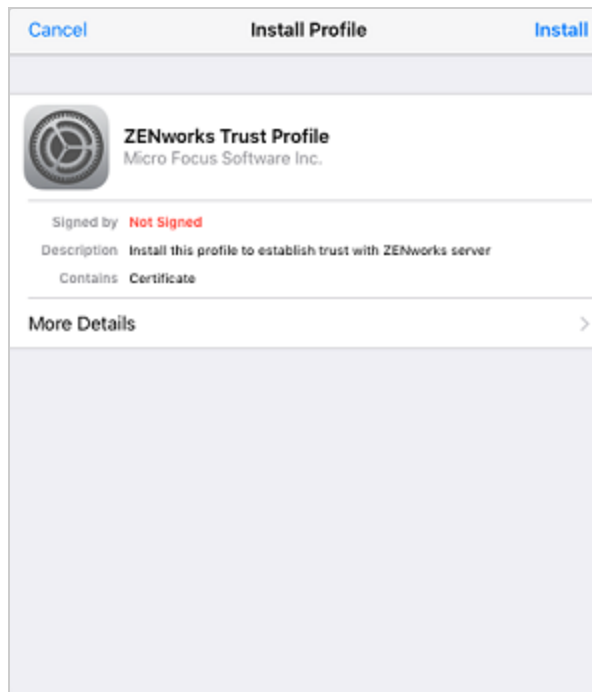


- 5 Tap **Download Certificate** to display the **Install Profile** screen.



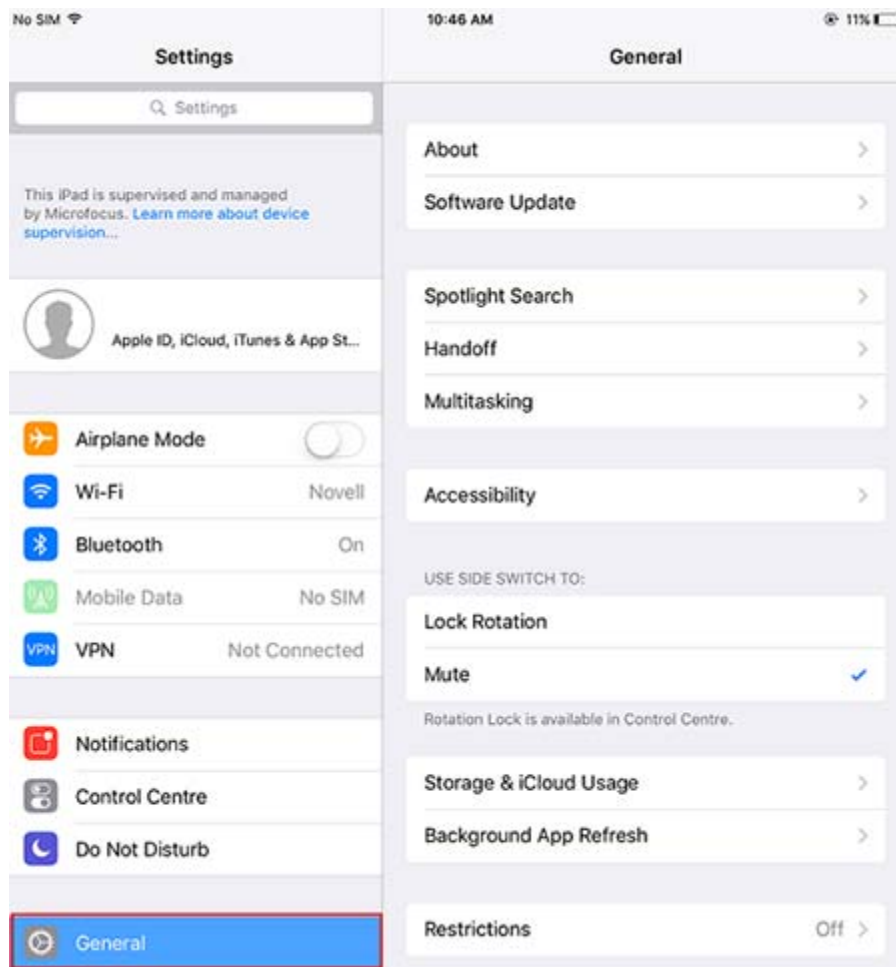
- 6 Tap **Install** and follow the prompts to install the certificate and return to the Enroll as Managed Device screen.

The ZENworks Trust Profile contains the certificate required for secure communication between the device and the ZENworks Primary Server.

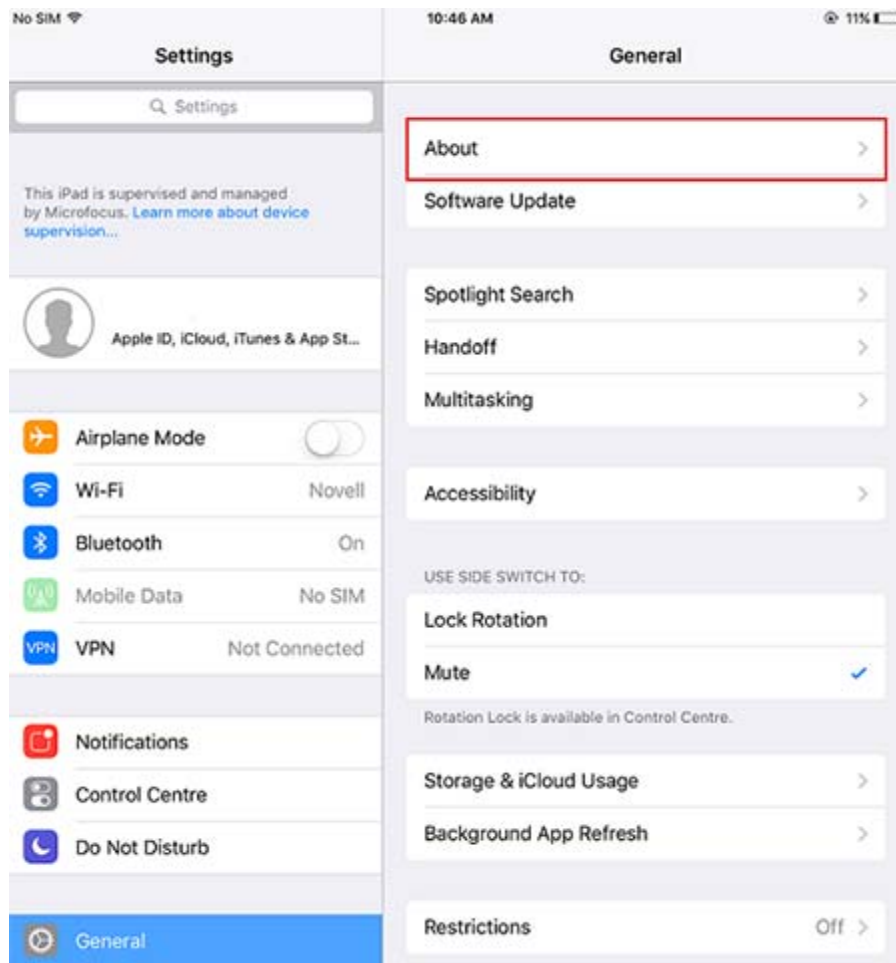


- 7 (Conditional) Enable the enrollment certificate on the device. This step will appear on devices running on iOS versions 10.3 or newer. To enable the certificate:

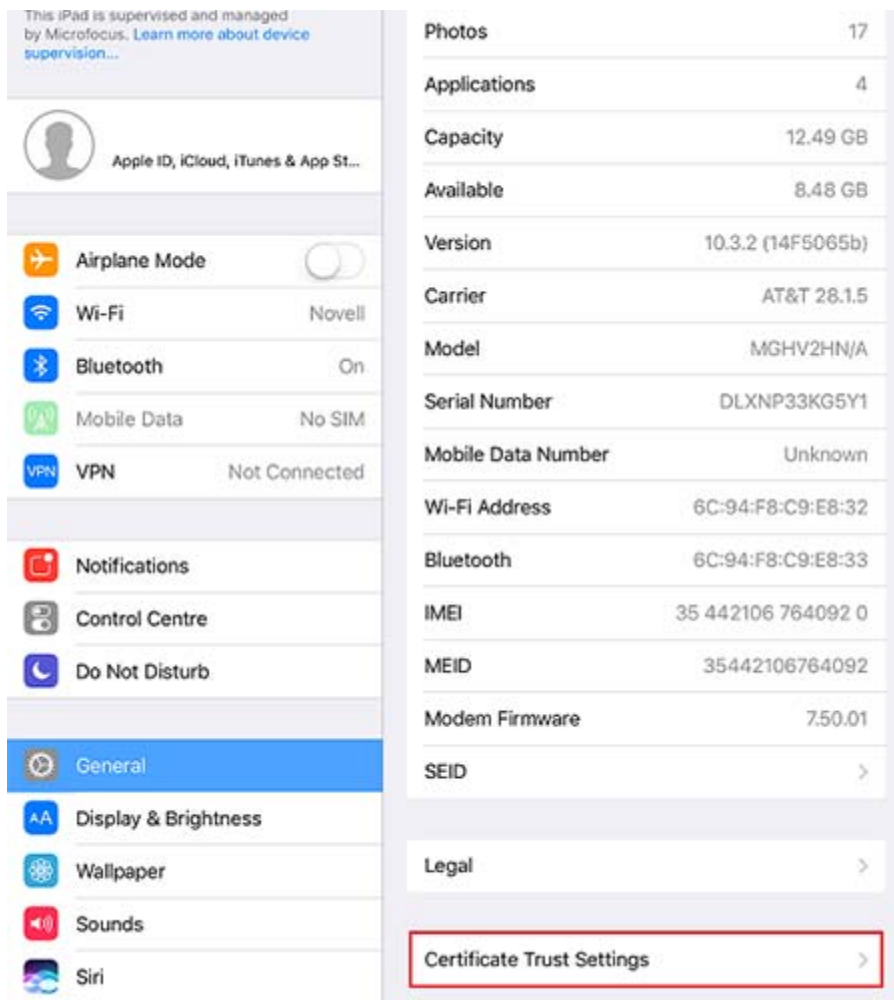
- 7a Navigate to the **Settings** menu on the device and click **General**.



7b Click About.



7c Click Certificate Trust Settings.

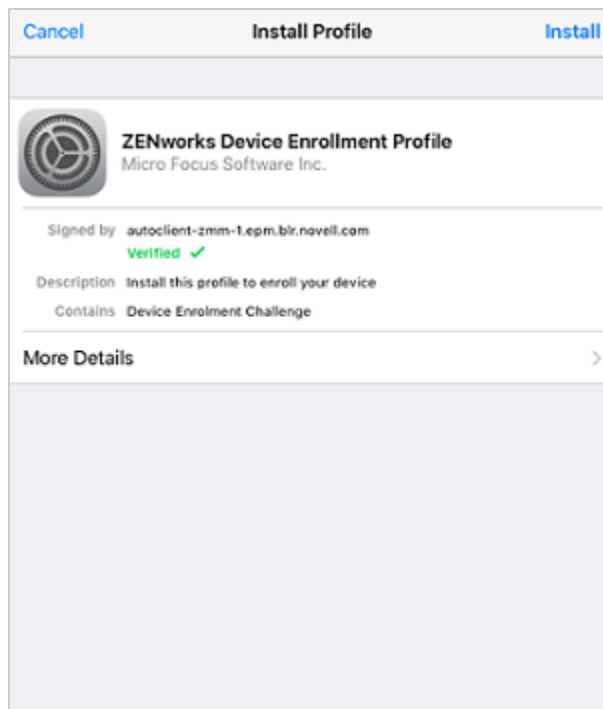


7d Enable the root certificate displayed on the screen.



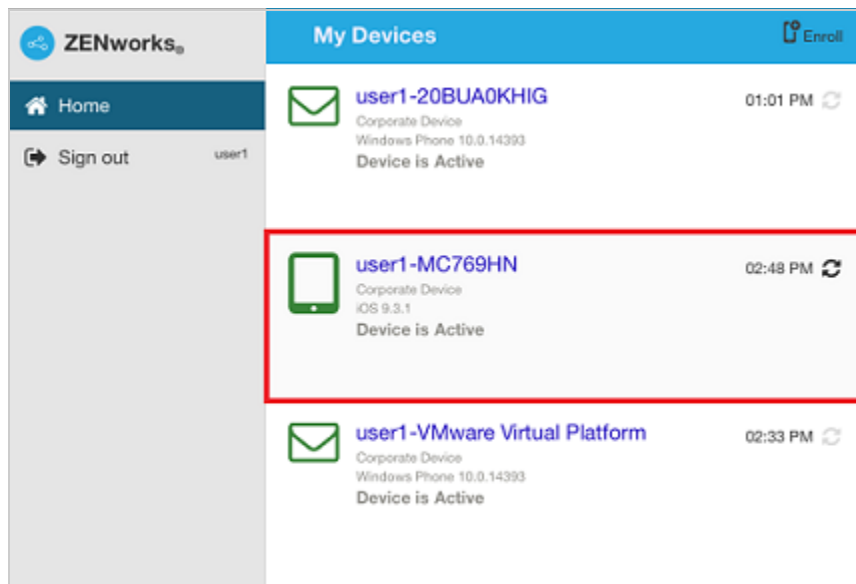
- 8 Tap **Download Profile** in the Enroll as Managed Device screen, to display the profile install screen. Tap **Install** and follow the prompts to install the profile and return to the Enroll as Managed Device screen.

The ZENworks Device Enrollment Profile contains the MDM profile required for ZENworks to manage the device.



- 9 Tap **Home** to return to the Home page. The device is displayed in the My Devices list with the status as **Enrollment in Progress**. You need to refresh the browser to update the status to **Device is Active**.

NOTE: If the device remains in **Enrollment in Progress** state for a considerable amount of time, then in the ZENworks User Portal, tap the refresh icon appearing against the device or refresh the browser.



- 10 An email account is automatically setup on the device.

NOTE: If an Exchange ActiveSync account was manually configured on the iOS device before it was enrolled, then it should be deleted as an email account will be automatically configured on the iOS device.

3 Enrolling Android Devices

An Android device can be enrolled using the ZENworks Agent App. ZENworks supports the following types of enrollment for Android devices:

- ♦ **Basic Mode:** In this mode the basic policies can be applied on the device. However, the administrator will not be able to deploy apps on the device.
- ♦ **Work Profile Mode:** As a part of the Android in the enterprise program, in this mode a dedicated container is created on the device that separates corporate data from personal data, so that administrators can manage corporate data while employees can keep their personal data private.
- ♦ **Work-managed Device Mode:** As a part of the Android in the enterprise program, in this mode your organization manages the entire device and has full control over the data and apps installed on it, thereby restricting the device to corporate use only.
- ♦ [“Prerequisites” on page 19](#)
- ♦ [“Enrolling Devices in the Basic Mode” on page 19](#)
- ♦ [“Enrolling Devices in the Work Profile Mode” on page 27](#)
- ♦ [“Enrolling devices in the work-managed device mode” on page 36](#)

Prerequisites

Before enrolling your device, you need to ensure that the following prerequisites are met:

- ♦ ZENworks supports devices running on Android version 4.4 and newer (for the basic mode of enrollment)
- ♦ ZENworks supports devices running on Android version 5.0 or newer versions (for the work profile mode of enrollment) or 6.0 or newer devices (for work-managed device mode of enrollment).

Enrolling Devices in the Basic Mode

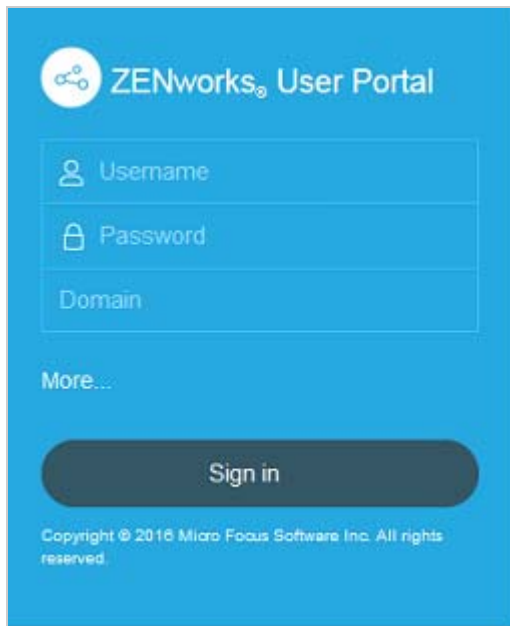
This scenario shows you how to enroll an Android device as a fully managed device using the basic mode of enrollment.

- 1 In the Google Chrome browser on your Android device, enter `ZENworks_server_address/zenworks-eup`, where `ZENworks_server_address` is the DNS name or IP address of the ZENworks MDM Server.

NOTE: You must use Google Chrome. The built-in Internet browser is not supported.

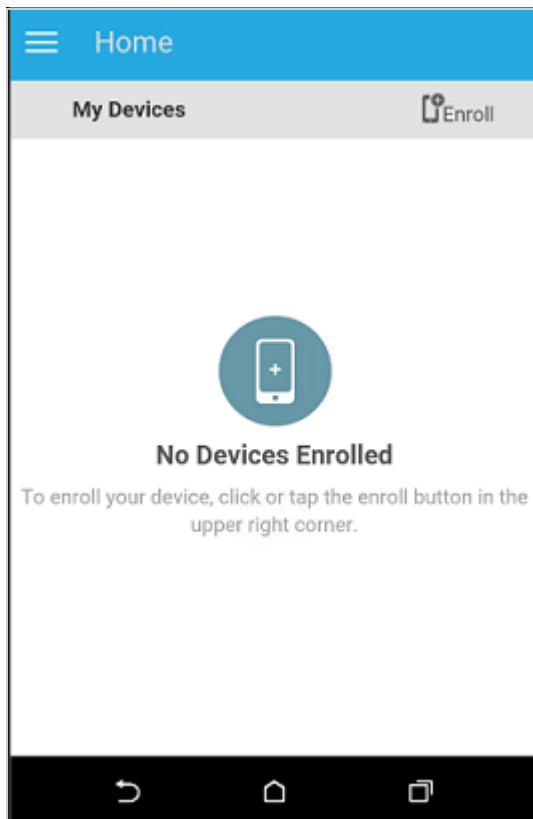
If you have received an invite letter with a link to download the ZENworks Agent app, then you can skip this step and directly proceed to [Step 6](#).

The login screen for the ZENworks User Portal is displayed. You use the user portal to enroll devices to the zone.

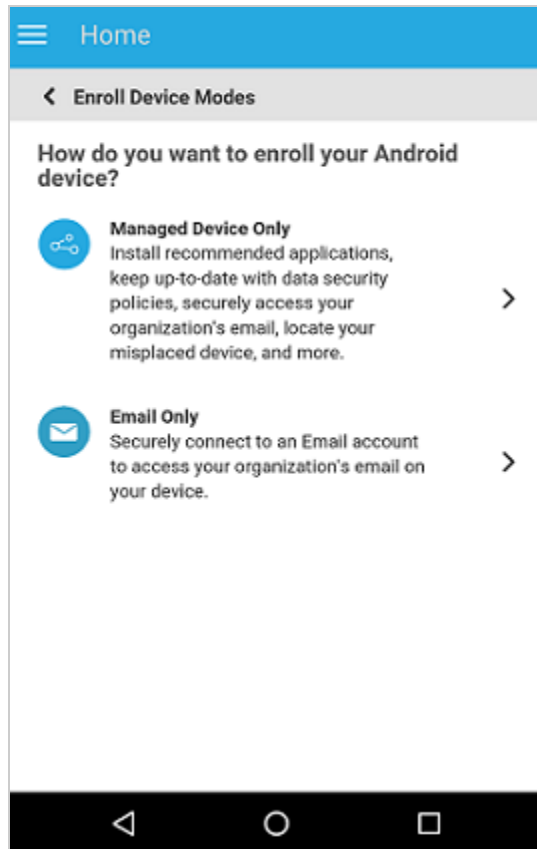


All associated devices are displayed in the ZENworks User Portal.

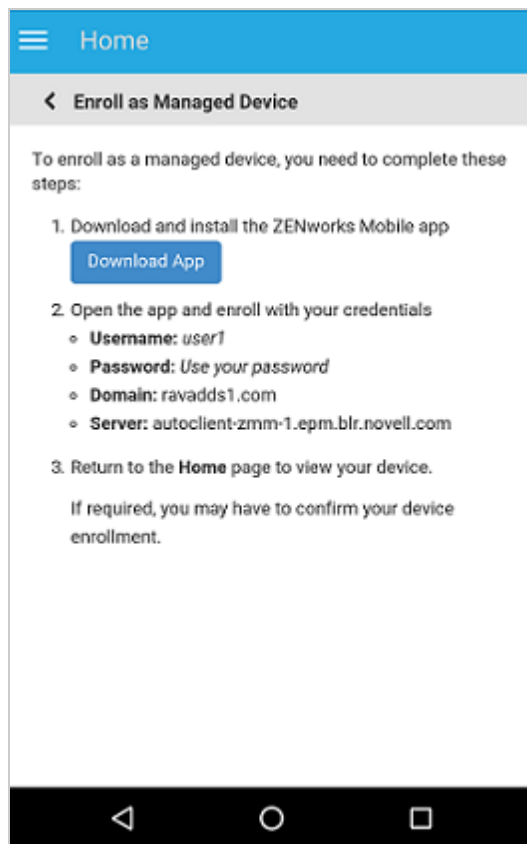
- 2 Enter your username, password and the registration domain (if required). You can obtain this information from the invite letter or you can contact your system administrator.



3 Tap **Enroll** in the upper-right corner to display the enrollment options for the device.

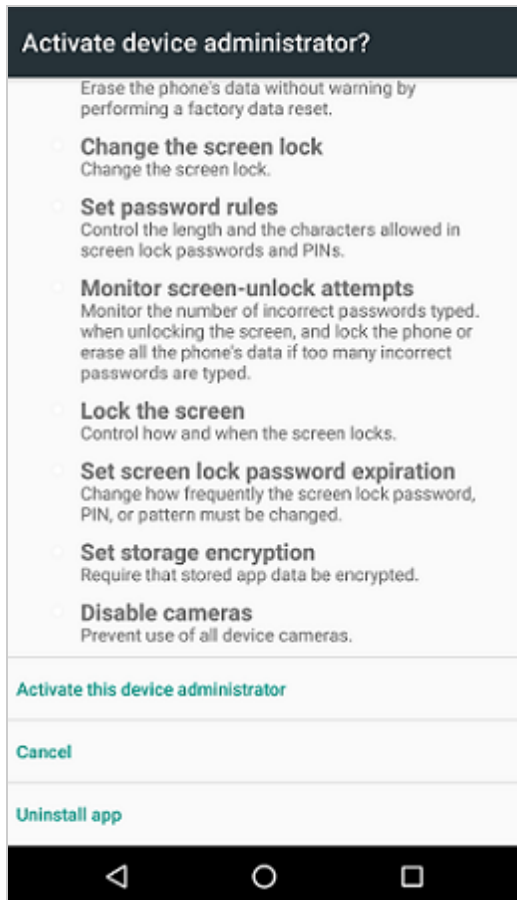


4 Tap **Managed Device Only**.



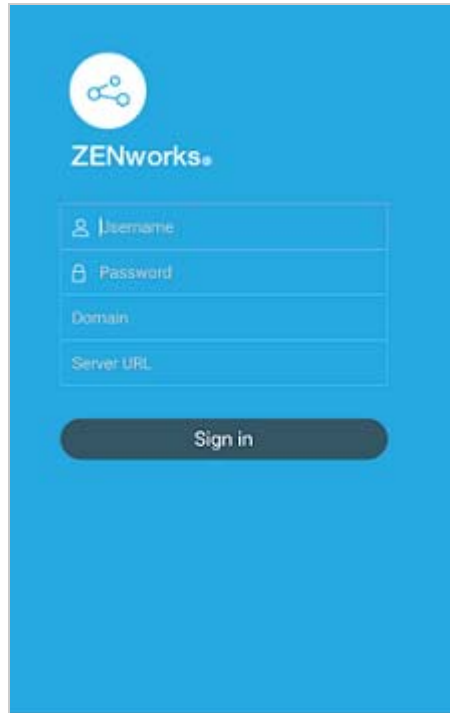
- 5 Tap **Download App**. You will be directed to the Google Play Store, where you need to click **Install** to install the ZENworks Agent app.

6 After installation, click **Open**. Click **Activate this Device Administrator**.



NOTE: For Android Marshmallow and subsequent versions, ensure that you accept the relevant permissions that is displayed to allow ZENworks to manage your device.

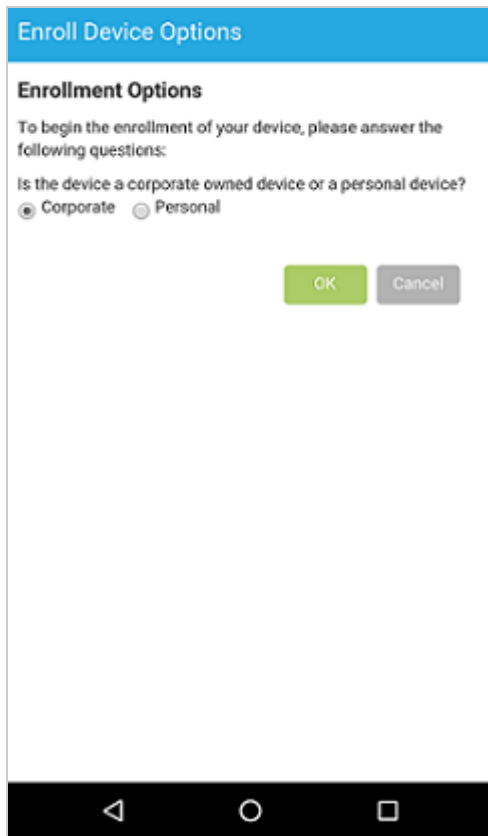
7 The ZENworks Agent app login screen is displayed.



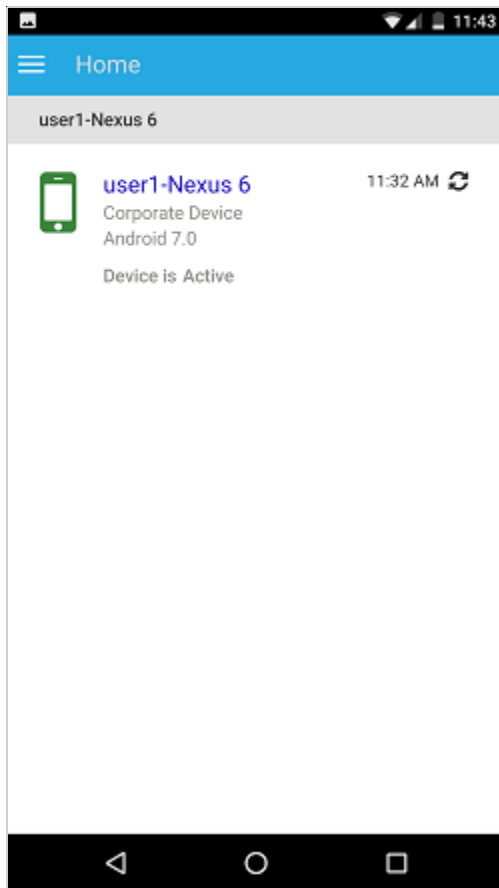
8 Fill in the fields, then tap **Sign In**.

- ◆ **Username, Password, Domain, Server URL:** Use the same username, password, and registration domain (if required) that you had initially used to log in to the ZENworks User Portal along with the server URL of the ZENworks MDM Server. You can obtain this information from the invite letter.

Specify the device ownership (corporate or personal). This screen will appear only if enabled by your system administrator. Tap **OK**. The device will be automatically enrolled to the zone.



- 9 The ZENworks Agent App Home screen is displayed, showing that the device is enrolled and active.



- 10 After the ZENworks Agent app enrollment, an email is sent to the user with the corporate email account settings. This email can be accessed from the email client's web application or from any other device. With this information, manually configure the email account on the device to send or receive corporate emails.

NOTE: After configuring an email account, a screen might be displayed, which will list all your enrolled devices. You need to select the device that you are currently enrolling, from this list of devices.

Enrolling Devices in the Work Profile Mode

The work profile mode, also known as the Profile Owner mode, creates dedicated containers on devices for corporate apps and other related data, thereby enabling the organization to manage only the corporate data without compromising on the security of your personal data. Also, your system administrator can remotely wipe off only the business data on your device without affecting your personal data.

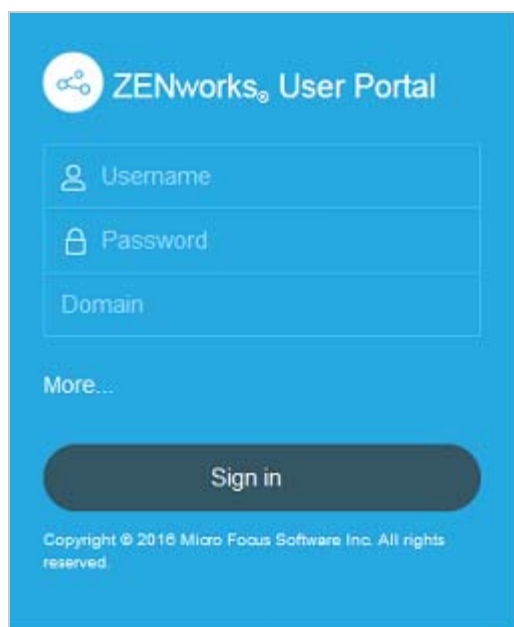
This section explains the procedure to enroll your device in the work profile mode. If you have already enrolled to ZENworks, see [Work Profile Enrollment for Existing Users](#).

- 1 In the Google Chrome browser on your Android device, enter `ZENworks_server_address/zenworks-eup`, where `ZENworks_server_address` is the DNS name or IP address of the ZENworks MDM Server.

NOTE: You must use Google Chrome. The built-in Internet browser is not supported.

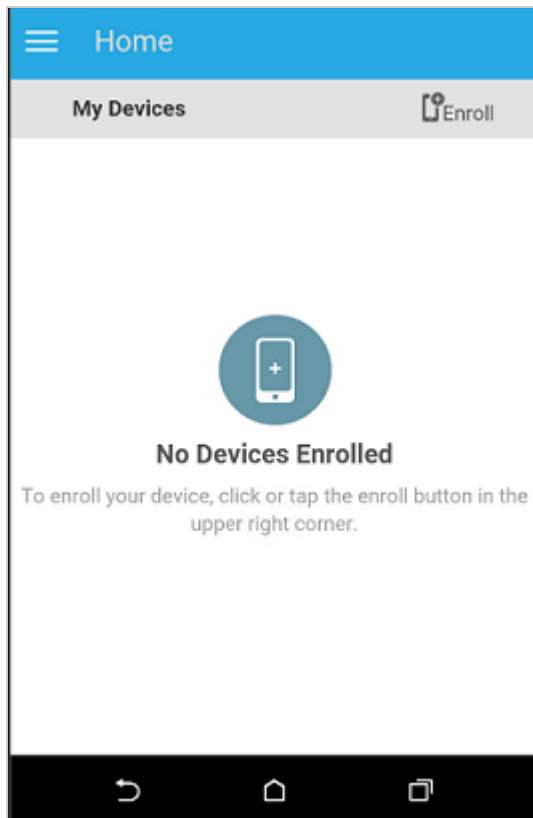
If you have received an invite letter with a link to download the ZENworks Agent app, then click the link and directly proceed to [Step 6](#).

The login screen for the ZENworks User Portal is displayed. You use the user portal to enroll devices to the zone.

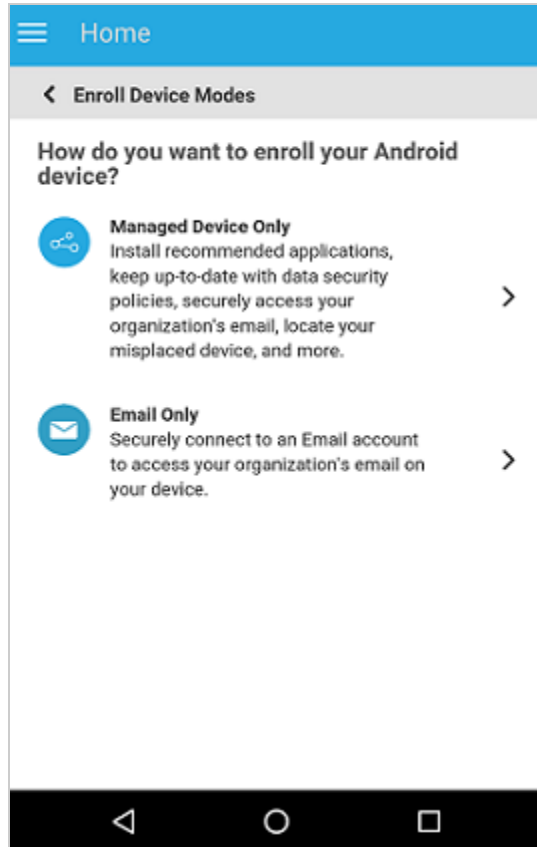


All associated devices are displayed in the ZENworks User Portal.

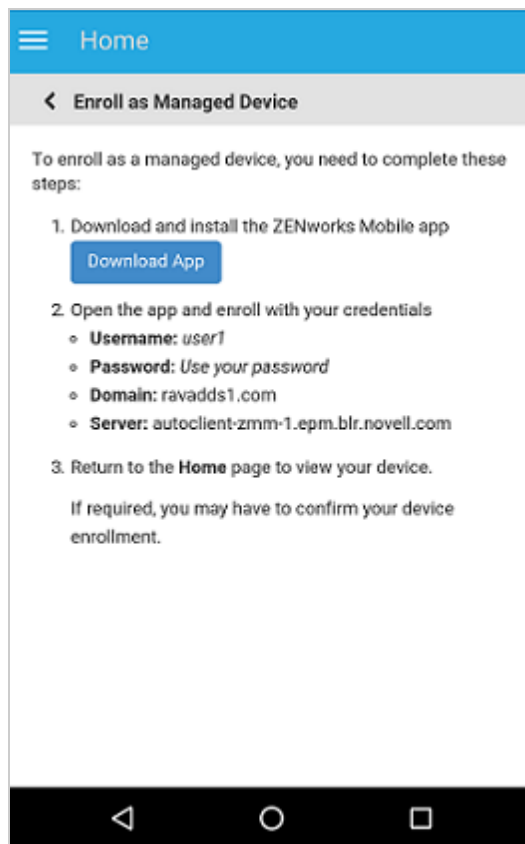
- 2 Enter your username, password and the registration domain (if required). You can obtain this information from the invite letter or you can contact your system administrator.



3 Tap **Enroll** in the upper-right corner to display the enrollment options for the device.

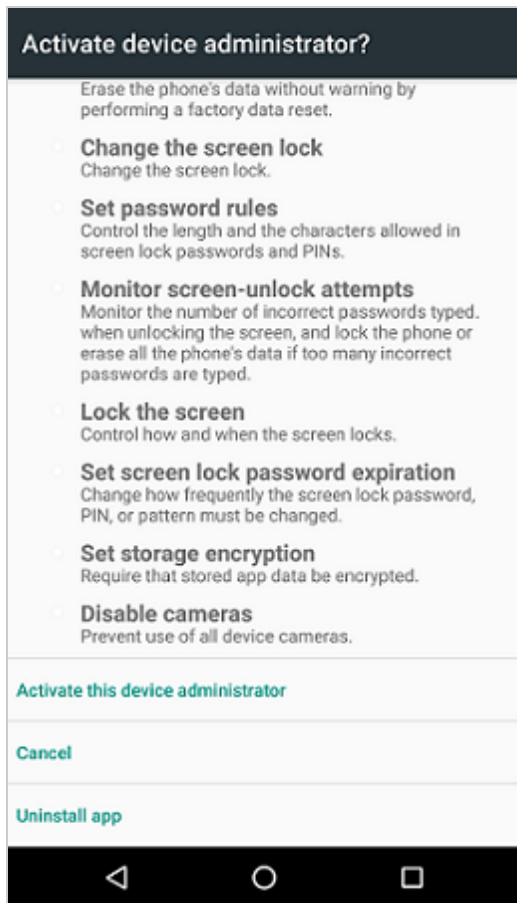


4 Tap **Managed Device Only**.



5 Tap **Download App**.

- 6 You will be directed to the Google Play Store, where you need to click **Install** to install the ZENworks Agent app. After installation, click **Open**. Click **Activate this Device Administrator**.



NOTE: For Android Marshmallow and subsequent versions, ensure that you accept the relevant permissions to allow ZENworks to manage your device.

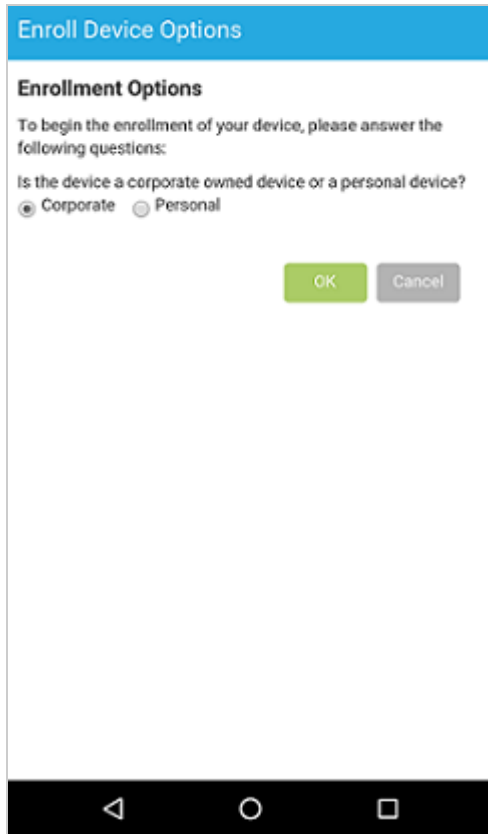
7 The ZENworks Agent app login screen is displayed.



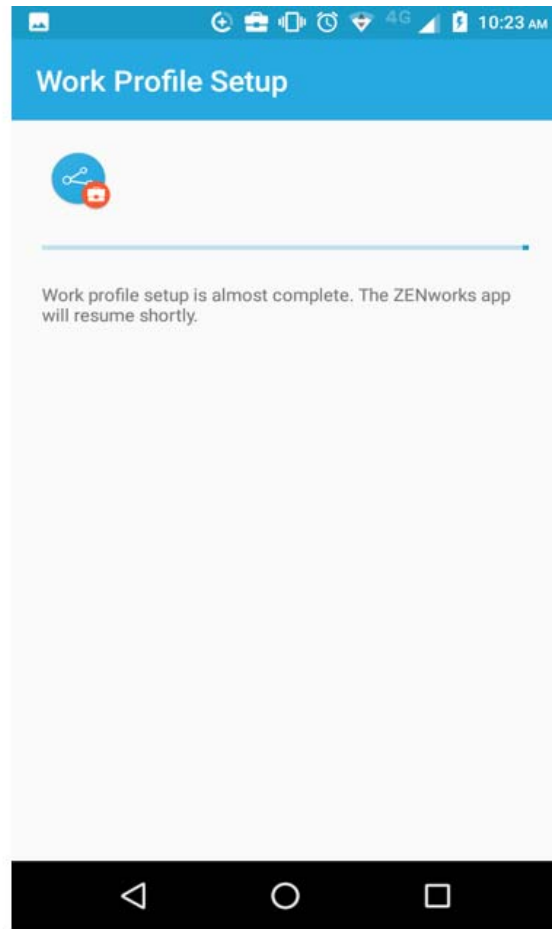
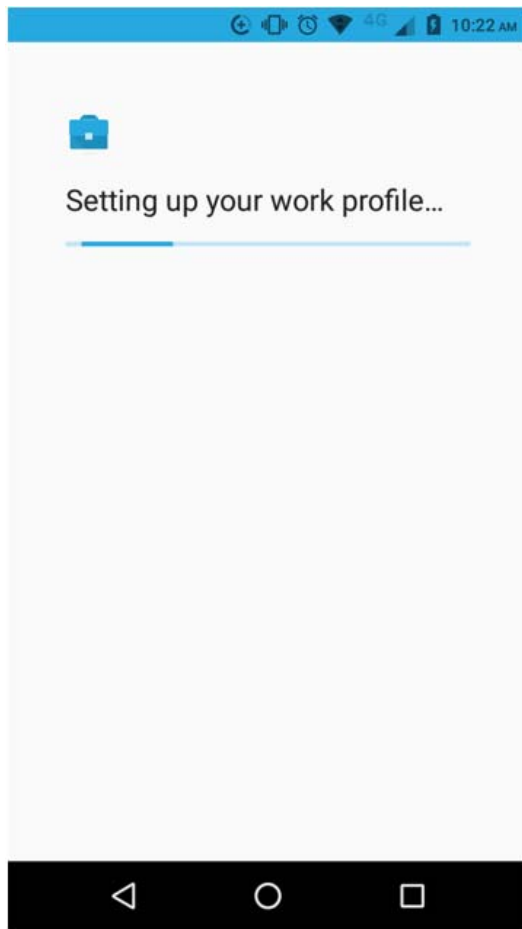
8 Fill in the fields, then tap **Sign In**.

- ◆ **User name, Password, Domain, Server URL:** Use the same user name, password, and registration domain (if required) that you had initially used to log in to the ZENworks User Portal along with the server URL of the ZENworks MDM Server. You can also obtain this information from the invite letter.

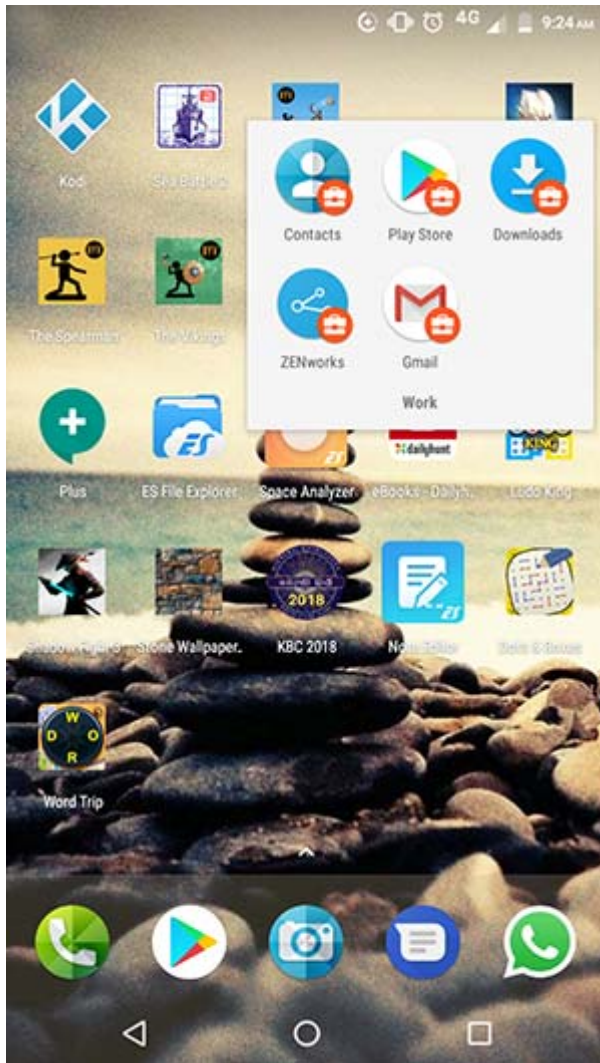
Specify the device ownership (corporate or personal). This screen will appear only if enabled by your system administrator. Tap **OK**. The device will be automatically enrolled to the zone.



Follow the prompts in the remaining screens and the device will automatically set up a work profile and enroll to ZENworks. The following screens are displayed during work profile setup.



- 9 After your device is enrolled, a Badge icon attached to the ZENworks Agent App icon and other system apps will help differentiate work apps from personal apps.

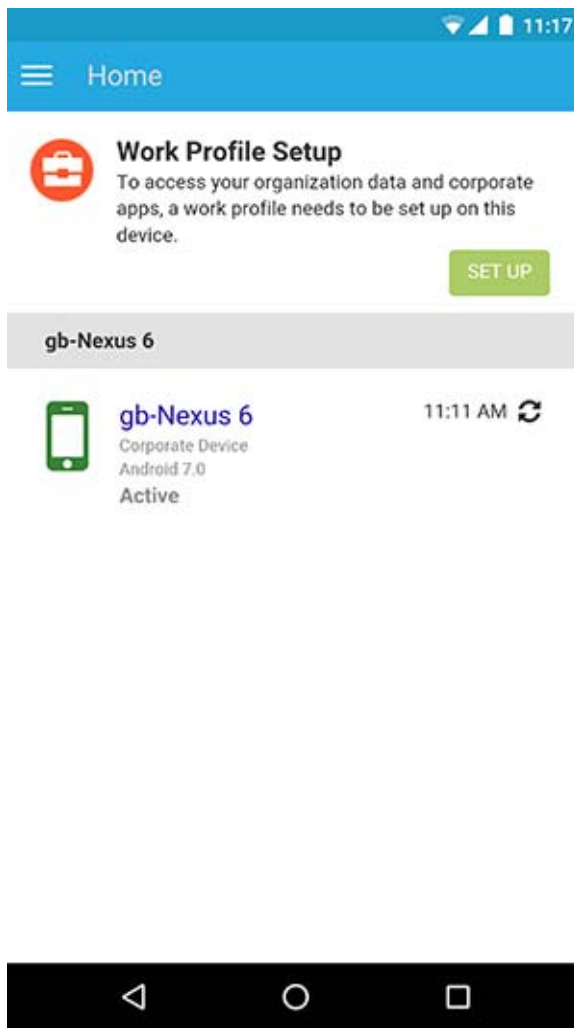


Work Profile Enrollment for Existing Users

This section is meant for users who have already enrolled to ZENworks using the basic mode of enrollment (Android App only) and now want to be enrolled in the work profile mode.

NOTE: If you have already configured an email account, then it is recommended that you remove this account. The email account will be automatically configured in your device.

When your system administrator enables work profile setup for your device, you will receive a notification on your device to set up a work profile.



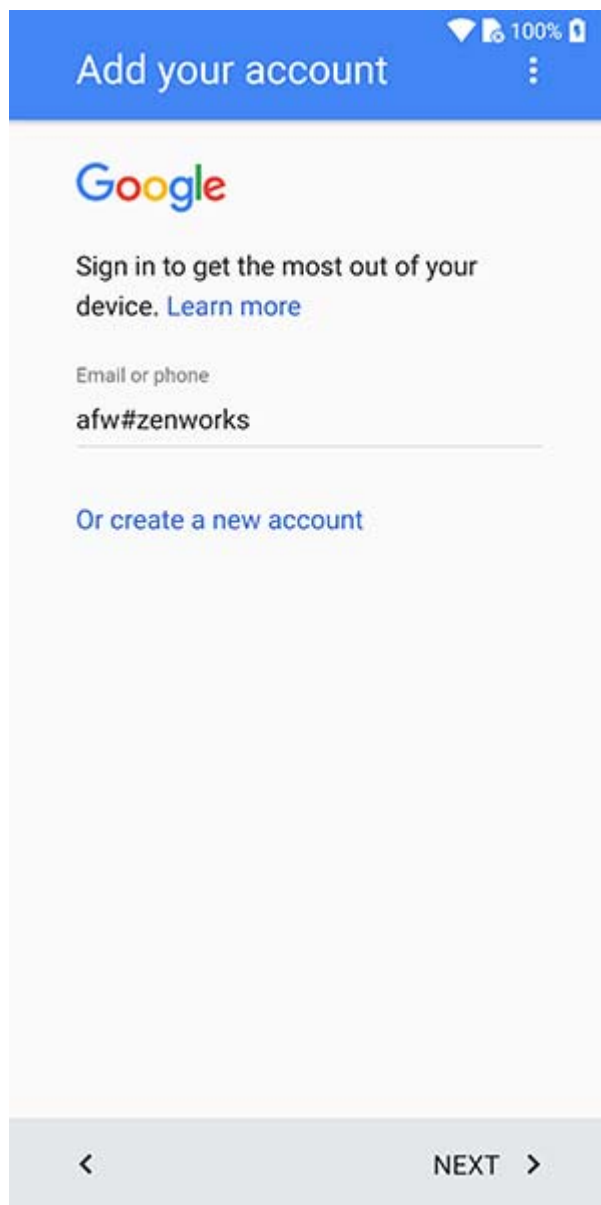
You need to open the ZENworks Agent app and click **Set Up** and follows the prompts to set up the work profile. The device will automatically set up the work profile.

Enrolling devices in the work-managed device mode

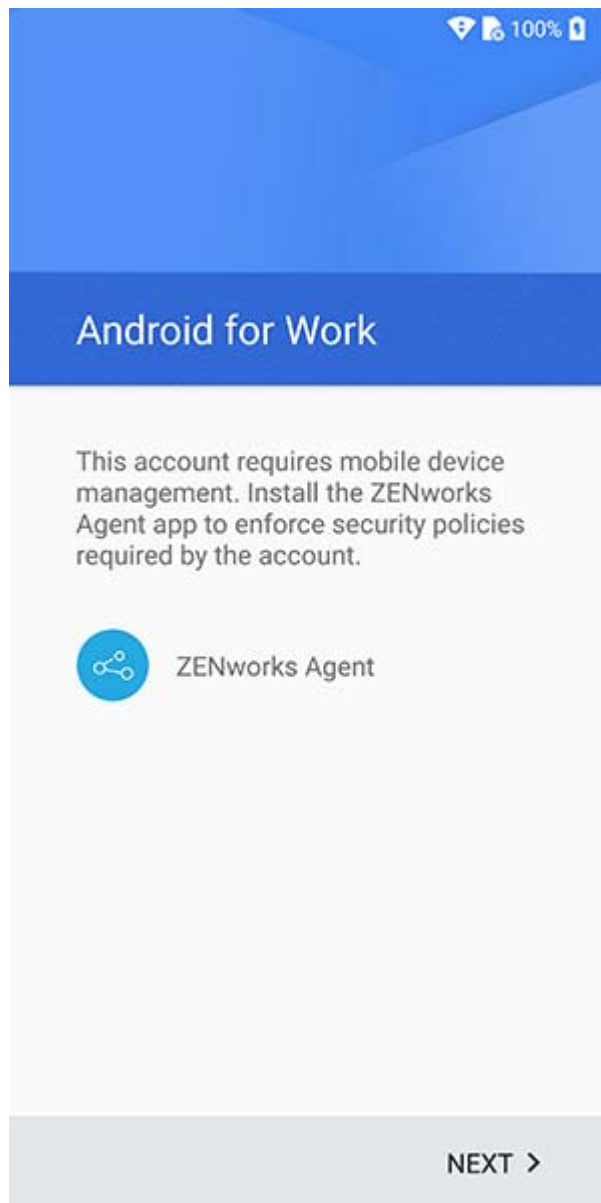
To enroll an Android device as a work-managed device, you need to start up the device. If you have already turned the device on and completed device setup, a factory reset of the device will be required.

Procedure

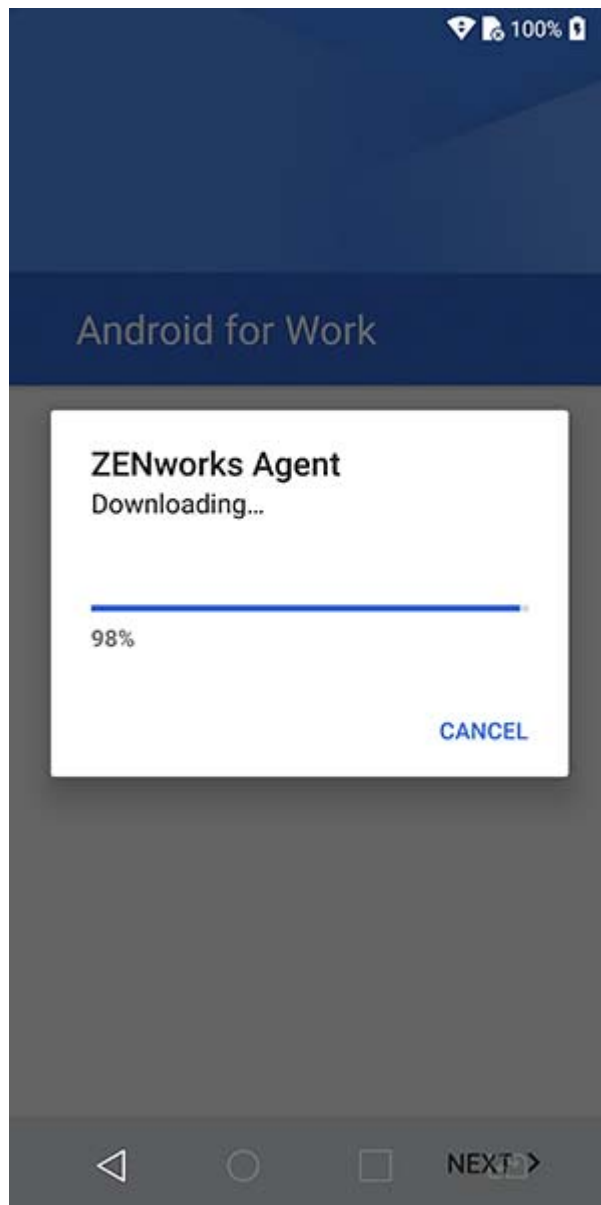
- 1 Follow the initial setup screens such as language setup and Wi-Fi configuration.
- 2 Specify the AFW identifier (afw#zenworks) in the Email field in the Add your Account setup screen.



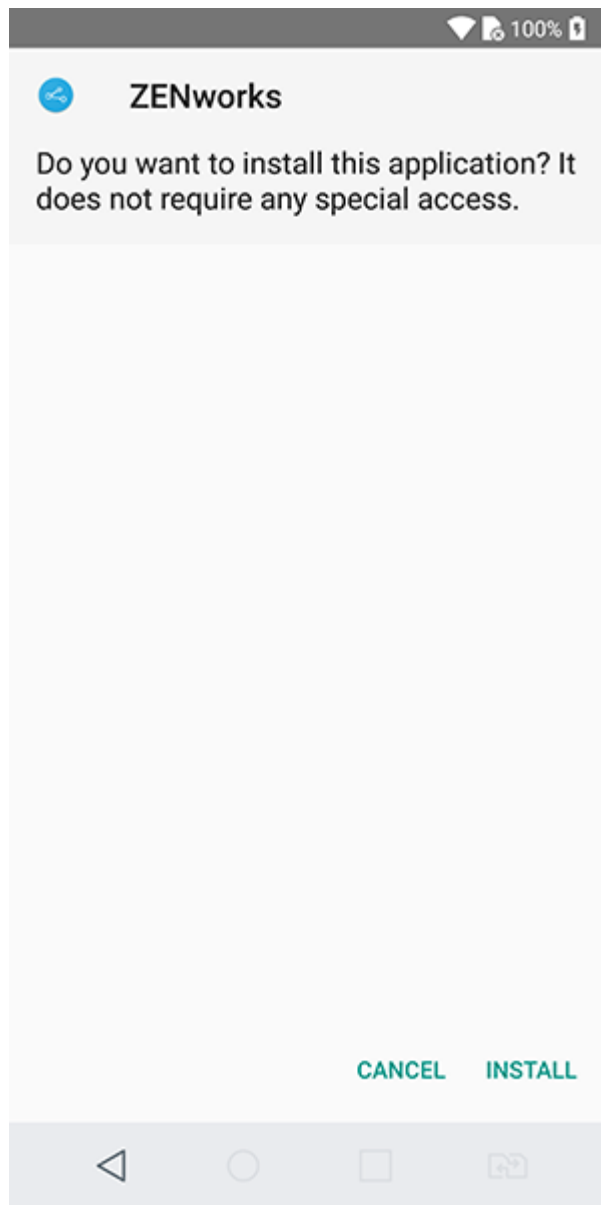
- 3 Click **Next** in the Android for Work page to proceed with the ZENworks App installation.



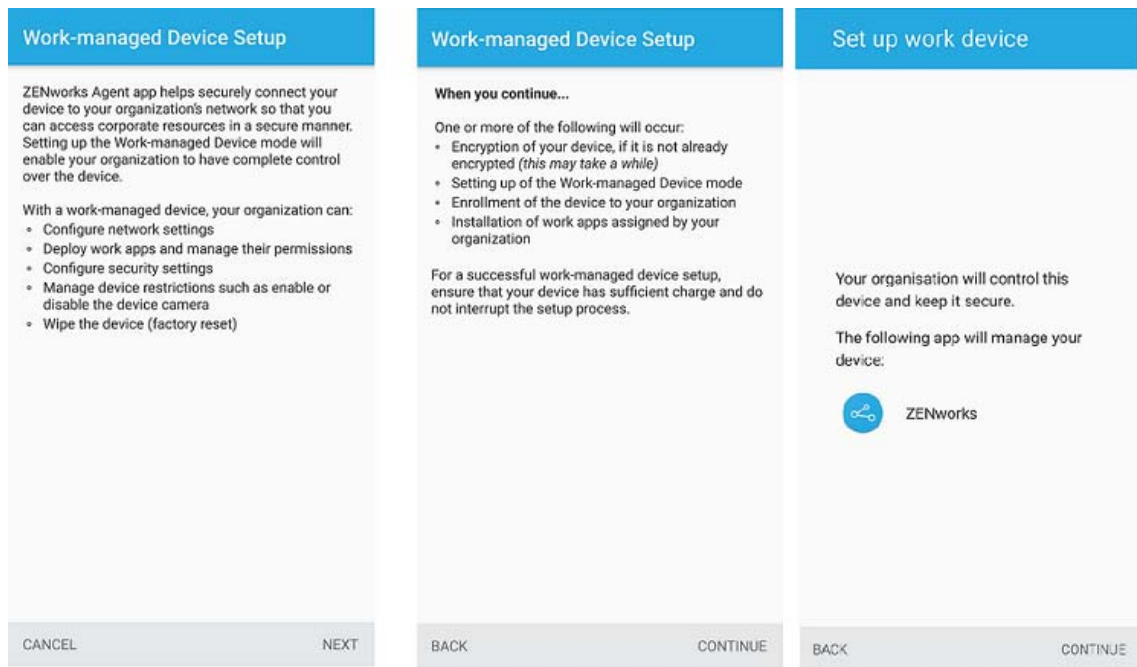
The ZENworks agent app will be automatically downloaded on the device.



- 4 Click **Install** to install the app on the device and follow the prompts to complete setting up the device.



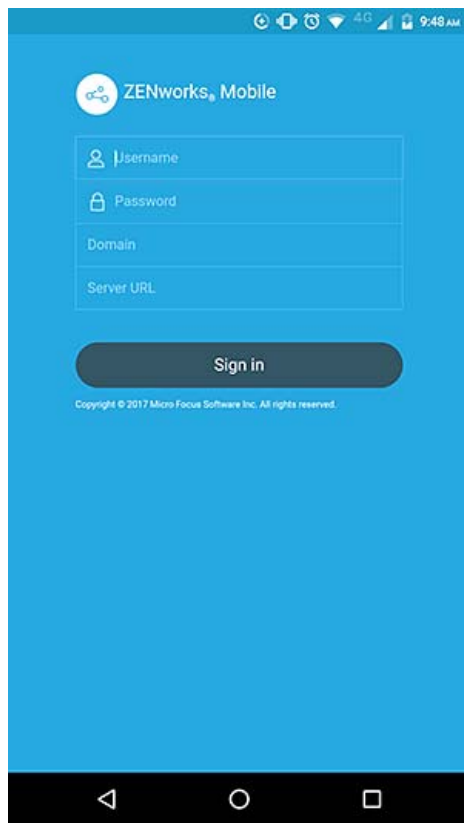
- 5 Follow the prompts appearing in the remaining screens to set up a work-managed device. The following screens are displayed:



- 6 The device is now setup but is yet to be enrolled as a work-managed device. You need to login to the app with the following details:

Username, Password, Domain, Server URL: Specify the username, password, and registration domain (if **Allow Simple Enrollment** is disabled for the user) along with the server URL of the ZENworks MDM Server.

NOTE: If instead of the login screen, the device's home screen is displayed, then open the ZENworks Agent App from the Applications Menu on your device.



The work-managed device is automatically setup on the device.

4 Enrolling Email-only Devices

ZENworks supports email-only enrollment for the following devices:

- ♦ iOS Devices
- ♦ Android Devices
- ♦ Windows Devices

This scenario shows you how to enroll a device as an Email Only device in your ZENworks Management Zone. This scenario details the procedure to enroll an iOS device as an Email Only Device.

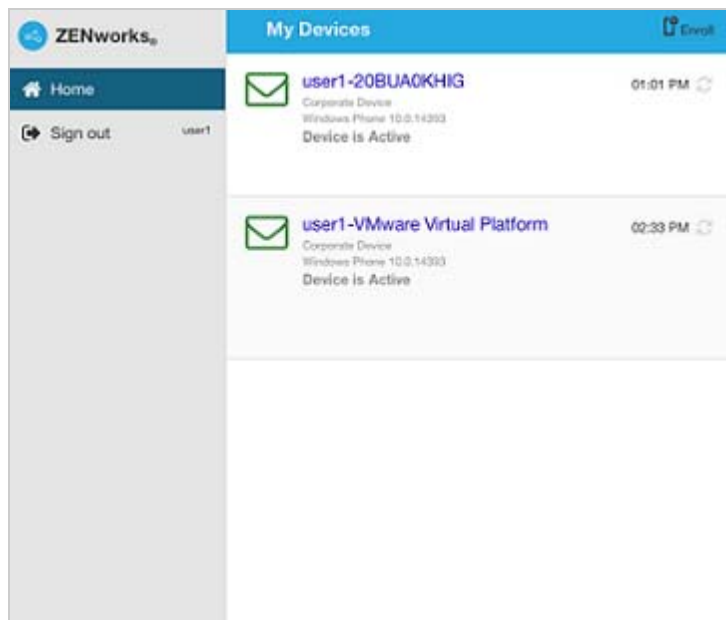
- 1 In a browser on the device, enter *ZENworks_server_address/zenworks-eup*, where *ZENworks_server_address* is the DNS name or IP address of the ZENworks MDM Server. You can obtain these details from invite letter or your system administrator.

The login screen for the ZENworks User Portal is displayed. You use the ZENworks User Portal to enroll the device.

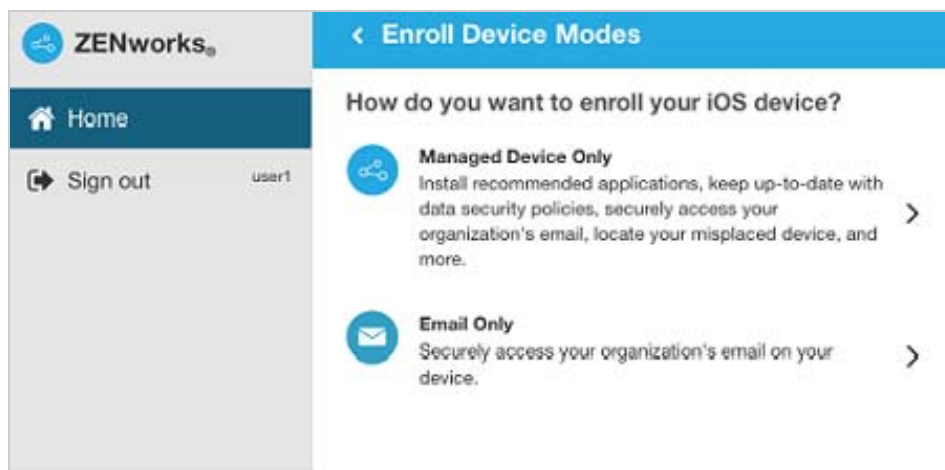


- 2 Enter your username, password, and the registration domain (if required). You can obtain these details from the invite letter or from your system administrator.

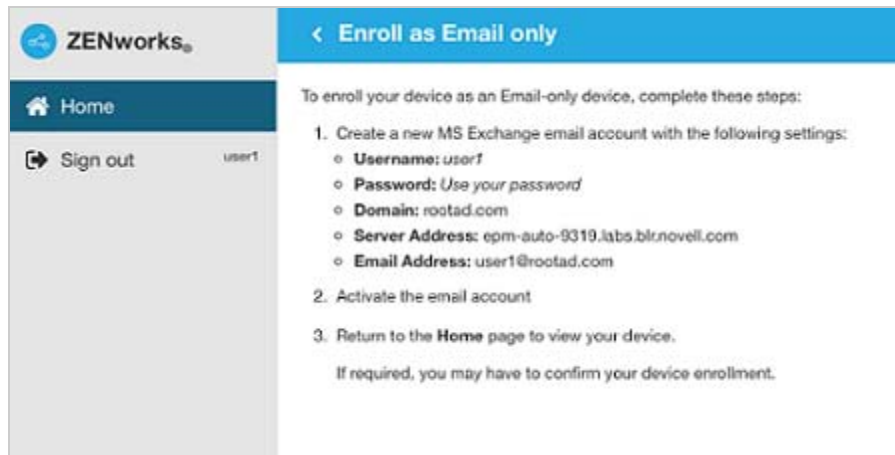
All devices associated with the user, are displayed in the ZENworks User Portal.



3 Tap **Enroll** on the upper-right corner, to display the enrollment options for the device.



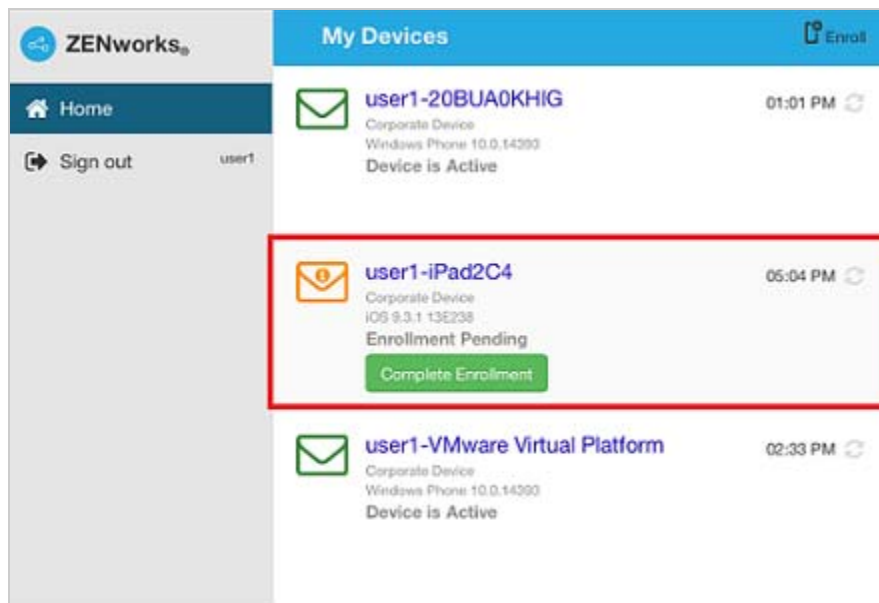
- 4 Tap **Email Only** to display the **Enroll as Email Only** screen. Use the displayed information to create an email account.



- 5 After configuring an email account, an email is sent to the user stating that the enrollment process needs to be completed.

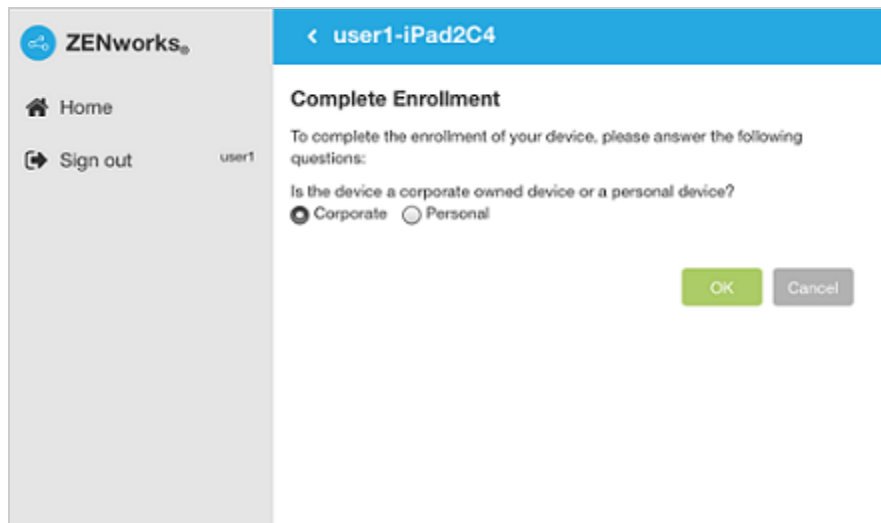
To complete the enrollment process, click the link to the ZENworks End User Portal provided in the email or visit the ZENworks End User Portal as described in [Step 1](#).

- 6 On the ZENworks User Portal, the device is displayed in the My Devices list. At this point, the device has been added to the ZENworks Management Zone but is pending enrollment.



7 On the device, tap **Complete Enrollment**.

Specify the device ownership (corporate or personal) and then tap **OK**.



8 The My Devices list is updated to show that the device is enrolled and active.

