

Enrolling Devices without the ZENworks Mobile Management App

ZENworks® Mobile Management 3.0.x

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Enrolling Devices without the ZENworks Mobile Management App

The *ZENworks Mobile Management* device application is not available for some device platforms; however, users can still enroll with *ZENworks Mobile Management* by creating an account through the device's native ActiveSync application.

These device platforms include: **BlackBerry 10 (Z10)**, **Windows Phone** and **webOS**.

Functionality is limited to the ActiveSync security policies supported by the device platform.

For information on policy functionality, see the [Device Platform Comparison](#) table.

Requirements

- A device with a native ActiveSync application.
 - **BlackBerry OS 10 (Z10)**
 - **webOS** operating system versions 1.4.3, 1.4.5, 2.0.0, 2.0.1, or 2.1.2
 - **Windows Phone** version 7, 7.5, or 8

Enrollment

To enroll your device with the *ZENworks Mobile Management* server, create a Microsoft Exchange ActiveSync account.

Some Things to Know

- **Server Address.** When you are prompted for the server address, enter the address of the *ZENworks Mobile Management* server.
- **SSL Encryption.** When you are prompted with the SSL setting, enable it if your administrator has informed you that SSL encryption for securing data-in-motion is required.
- **Windows devices.** When enrolling a Windows Mobile 6.1 or 6.5 device or a Windows Phone 7, 7.5, or 7.8 device, the enrollment process will not complete without entering a domain. Even if your ActiveSync server does not require a domain, the device requires that one be used. The only time a domain is not required is when the username is a full email address.
- The Exchange ActiveSync account name and several entry fields are labeled uniquely depending on the type of device you have (refer to the chart below).

| | ActiveSync Account | Server Address Field Label | SSL Field Label |
|----------------|-------------------------------|---|---|
| BlackBerry Z10 | Microsoft Exchange ActiveSync | Server Address | Use SSL (On/Off switch) |
| webOS | Exchange (EAS) | Incoming Mail Server (after the https://) | When entering the server address, make sure it begins with https:// |
| Windows Phone | Outlook | Server | Server requires encrypted connection (select the box) |