ZENworks Mobile Workspace

Workspace Configuration Guide

May 2017

Legal Notice

TABLE OF CONTENTS

1 OVERVIEW

This user guide provides instructions on how to administer your DESK configuration server.

From the PIM server you are able to:

- Set PIM server parameters and define rules that govern the data
- Set document parameters

From the Security server, the ***Server*** menu option gives you access to server administration settings. It enables you to:

- Define access control
- Set parameters to communicate with the security server (for push notifications)
- Set parameters to communicate with your backend server such as mail server, CMS.

Administrator Roles

Roles have been defined in order to tailor the permissions associated with login credentials according to a user's responsibilities and the tasks performed. Currently, three roles have been predefined:

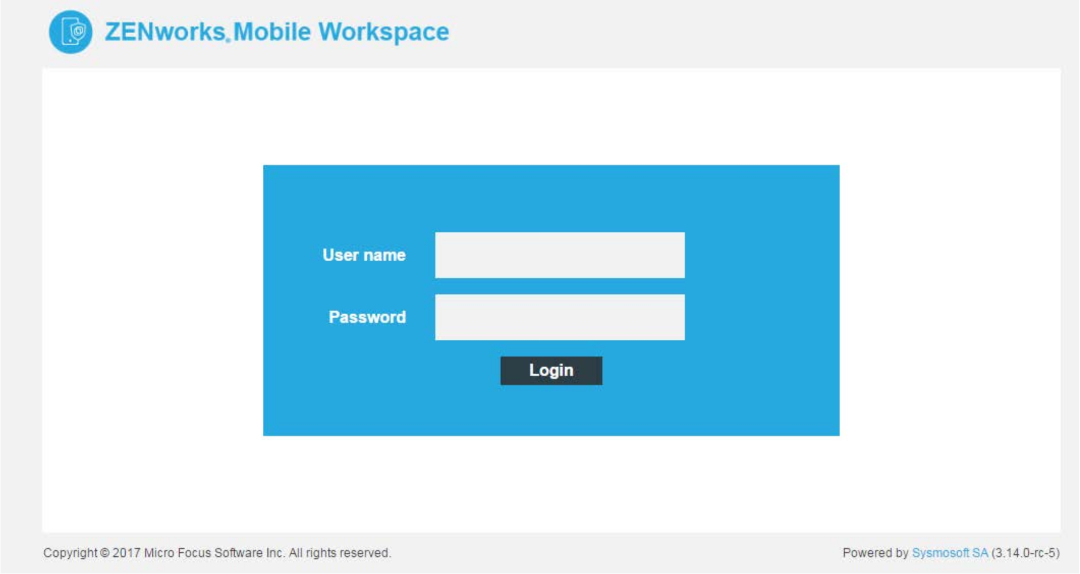
- **Administrator:** (domain administrator) Can access all sections of the domain except the definition of the domain itself.
- **Provisioner:** Can only access security user management.
- **Super administrator:** Can only access the security server to manage domains and create a domain administrator.

To administer the DESK configuration server, you must have the role of domain administrator.

2 LOGIN

To access the web console, open a web browser* and navigate to the following location:
http://<server name or ip>:8080/sense/pim or
https://<server name or ip>:8443/sense/pim *

The login page will be displayed.


ZENworks Mobile Workspace
User name
Password
Login
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** Minimum requirement: Google Chrome, Firefox and Safari. Some refreshing issues may occur with Internet Explorer, but IE8 works well or IE in compatibility view IE8.*

***Tip:** If the server has just been installed, the web console can be accessed from anywhere. (*See also, Security Server Administrator Guide*).*

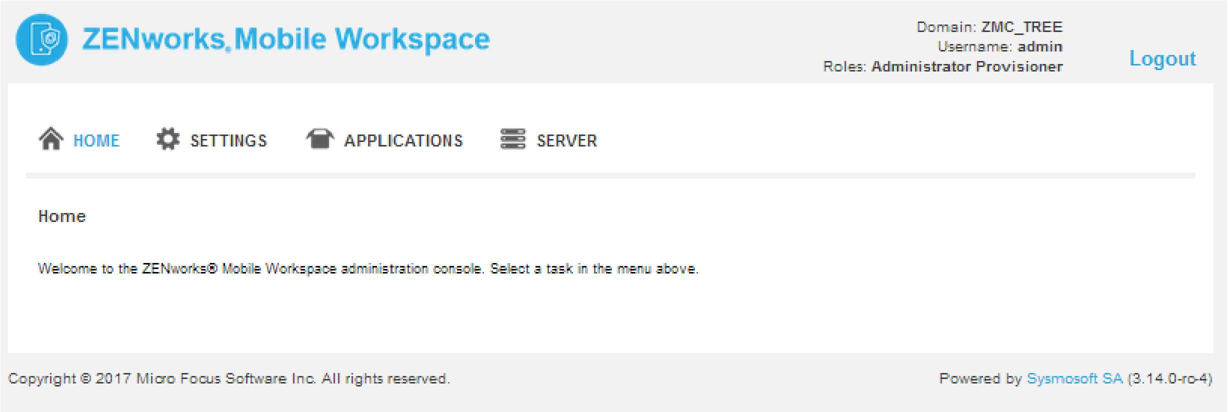
You must give credentials to access the server web console. Enter the user name and password assigned to you by the administrator and click “Login”.

***Tip:** If the server has just been installed, access the web console with the default user name **“admin”** and the default password **“admin”**. (You might want to change the default admin login password once the system is configured.)*

If an error message is shown, either your credentials are wrong or someone is already logged in with the same credentials.

2.1 Main View

If you have entered the right credentials and no one else is logged in with the same user name, you will be redirected to the home page of the web console.



Home

Welcome to the ZENworks® Mobile Workspace administration console. Select a task in the menu above.

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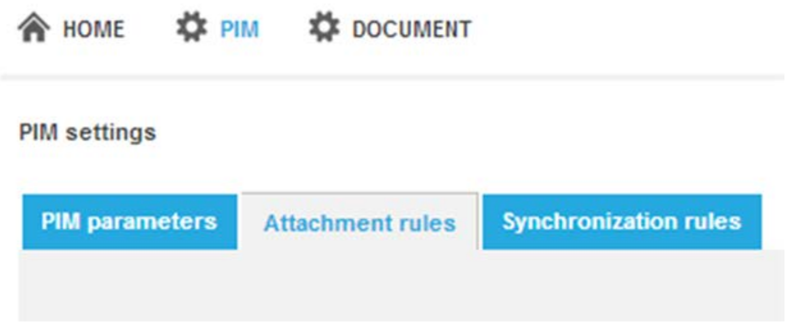
The message panel is used to display confirmation, warning, or error messages. These messages are displayed when a user has created, updated or deleted information.

3 MANAGE

3.1 PIM

Select the **PIM** icon from the dashboard header. The following settings are available:



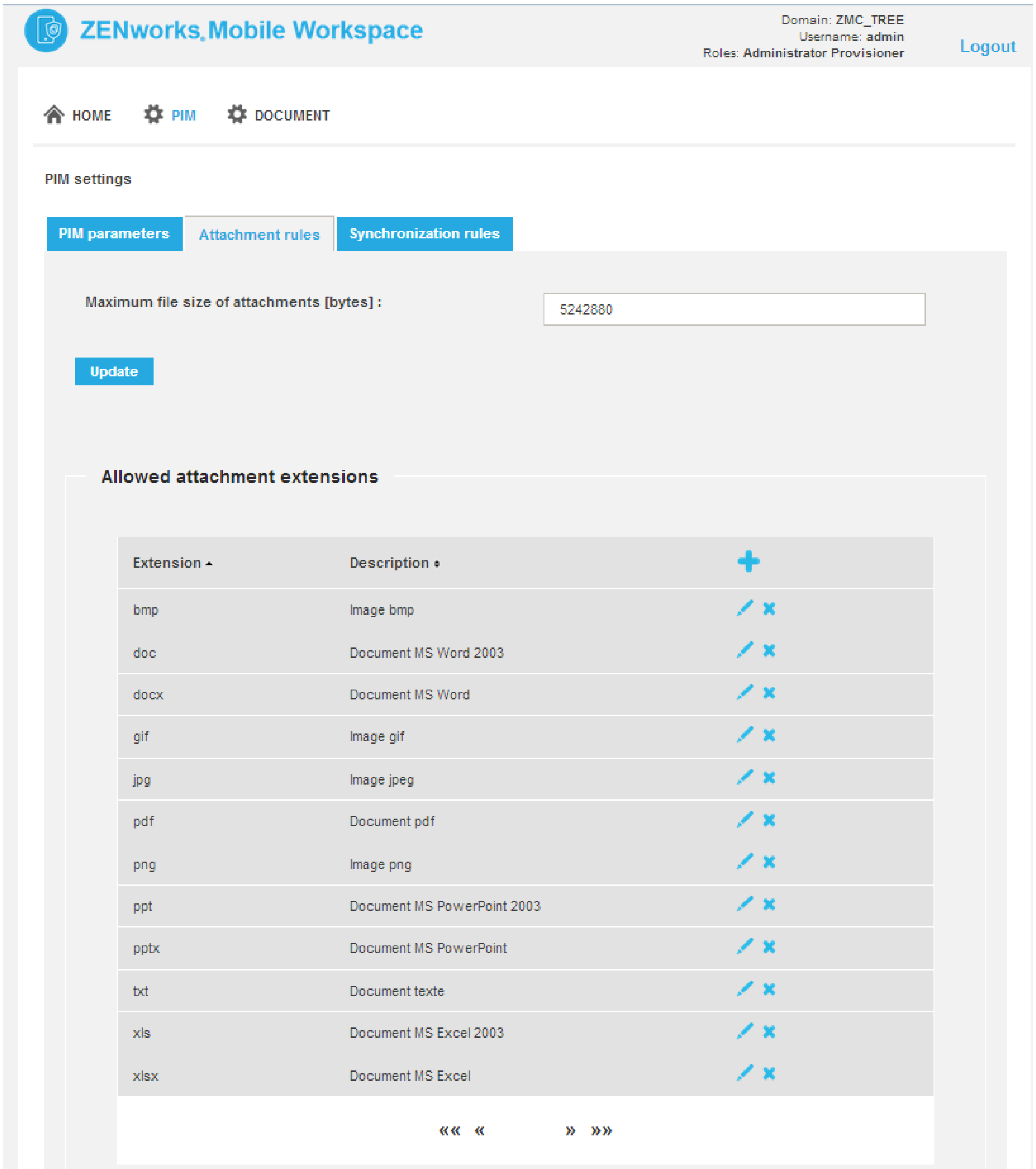
PIM parameters (PIM connection configuration): Set parameters needed by the PIM server to establish a connection with MS Exchange or Lotus Domino.

Attachment rules (Attachment rule definitions): Define the kind of attachments that can be downloaded by security users and a file size limit.

Synchronization rules (Synchronization rule definitions): Define which information to import from the native application and which anonymized professional information to export to the native application.

3.1.1 PIM Parameters

PIM (Personal Information Manager) parameters allow the domain administrator to set mail server parameters that will be used by the connector to establish a session. Select the ***PIM parameters*** tab.



Domain: ZMC_TREE
Username: admin
Roles: Administrator Provisioner

PIM settings

Maximum file size of attachments [bytes] : 5242880

Allowed attachment extensions

Extension ▴	Description ♦	✚
bmp	Image bmp	✎ ✖
doc	Document MS Word 2003	✎ ✖
docx	Document MS Word	✎ ✖
gif	Image gif	✎ ✖
jpg	Image jpeg	✎ ✖
pdf	Document pdf	✎ ✖
png	Image png	✎ ✖
ppt	Document MS PowerPoint 2003	✎ ✖
pptx	Document MS PowerPoint	✎ ✖
txt	Document texte	✎ ✖
xls	Document MS Excel 2003	✎ ✖
xlsx	Document MS Excel	✎ ✖

Figure 1: PIM server settings

Mail server: Select the type of mail server that you use.

MS Exchange

Exchange server name: Name of the server

Server address: Name of the exchange server host

Server prefix: Server prefix that should be used to access the server (If you do not know the prefix, use **“**exchange”).

Connect using SSL: Select this checkbox if ZENworks Mobile Workspace must use SSL to establish a connection with the Exchange server.

Disable NTLM: Select this checkbox if the server should not use the NTLM authentication scheme.

Always trust TLS connection: If you select this checkbox, any certificate will be accepted (the validity of the certificate will not be checked). **This option must not be used in production** (use during software previews only). Request that a Micro Focus SA specialist adds your certificate in the ZENworks Mobile Workspace trust-store.

IBM Lotus Domino

Domino server name: Name of the sever

Server address: Name of the Domino server host

Connect using SSL: Select this checkbox if ZENworks Mobile Workspace must use SSL to establish a connection with the Domino server.

Use DB name automatic resolution: If you select this checkbox, the database name of the user will be resolved from the Domino Session.

LDAP field name to find DB file name: If the server cannot resolve the database name, use this field to let ZENworks Mobile Workspace know in which LDAP field this information can be found (If you do not know the field name, use “mailfile”).

Mailbox seeker

Account field name: It is mandatory to define which LDAP field contains the user account name to establish a session. Most of the time, the field “sAMAcountName” is used for MS Exchange and “cn” for IBM Lotus Domino.

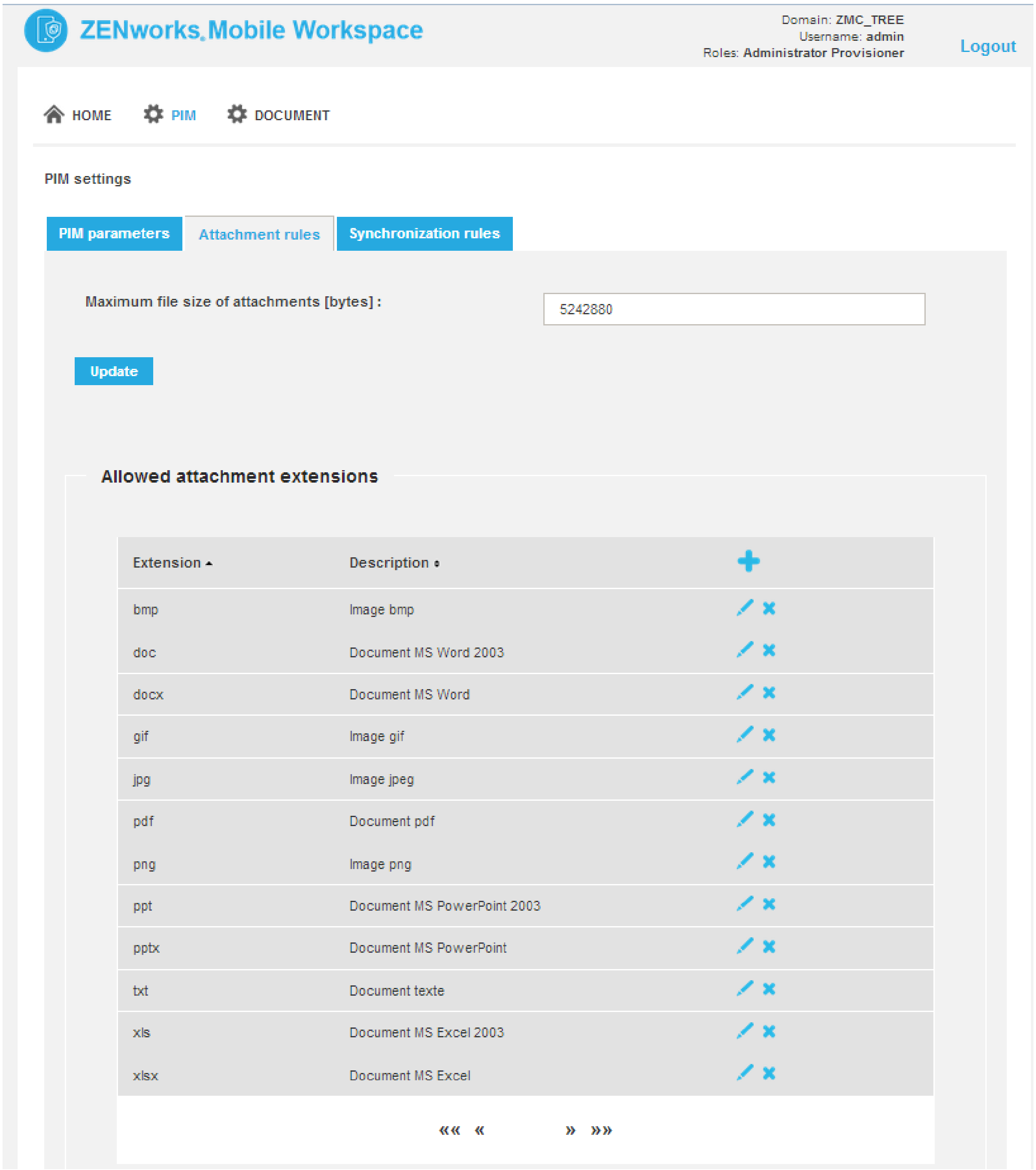
Splitter and User name part No: Sometimes only a part of the field value is needed. In these cases, you can specify a splitter that will be used to separate field parts and a part number to retrieve the right part.

For example, if the value is james.stewart@microfocus.net and only the user name is needed, the parameters **Splitter = @** and **User name part no = 0** would result in the following behavior:

- Retrieve the value in the “sAMAcountName” field -> **james.stewart@microfocus.com**
- Split it accordingly to the splitter –> **james.stewart** and **microfocus.com**
- Get part 0 -> **james.stewart** (part 1 would be microfocus.com)

Mailbox field name: It is mandatory to define which LDAP field contains the mailbox name. This is used to set the sender when sending a message. Most of the time, the field “mail” is used.

3.1.2 Attachment Rules



Maximum file size of attachments [bytes] : 5242880

Allowed attachment extensions

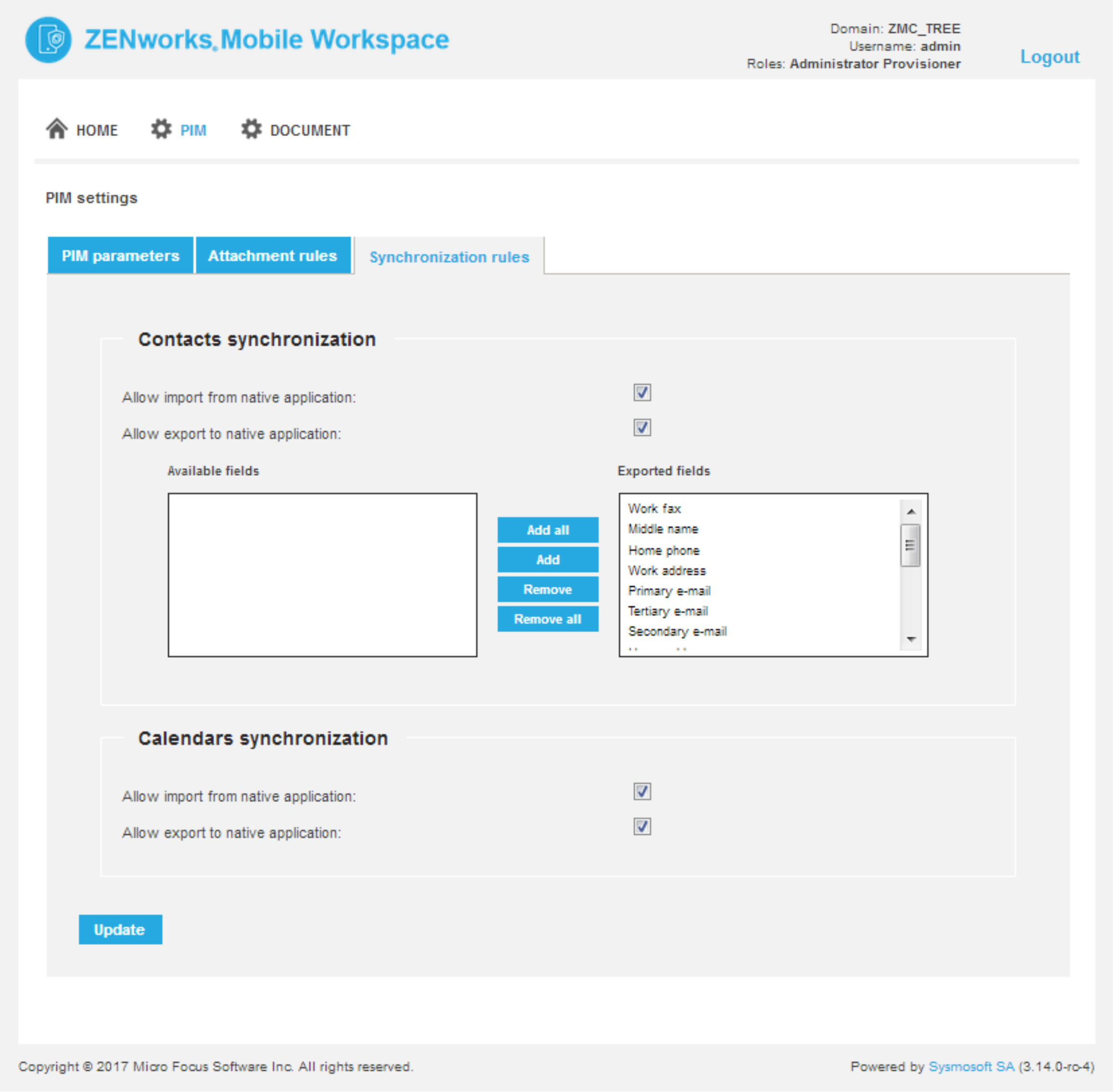
Extension ▲	Description ⬥	✚
bmp	Image bmp	✎ ✖
doc	Document MS Word 2003	✎ ✖
docx	Document MS Word	✎ ✖
gif	Image gif	✎ ✖
jpg	Image jpeg	✎ ✖
pdf	Document pdf	✎ ✖
png	Image png	✎ ✖
ppt	Document MS PowerPoint 2003	✎ ✖
pptx	Document MS PowerPoint	✎ ✖
txt	Document texte	✎ ✖
xls	Document MS Excel 2003	✎ ✖
xlsx	Document MS Excel	✎ ✖

To increase the security, users will be unable to download an attachment unless a domain administrator explicitly authorizes that type of attachment file. To maintain the attachment authorizations, select the ***Attachment rules*** tab. Add a new attachment type by clicking the plus sign icon. Edit or delete an attachment type using the edit/delete icons.

Rules are not retroactive! Rules that have been already applied on stored mails will not be changed.

3.1.3 Synchronization Rules

Synchronization allows users to import personal contacts and meetings into ZENworks Mobile Workspace and export professional contacts and meetings into the native application. **Imported and exported items are read only**. **Imported items will never be synchronized with the remote server**. When activated, this feature must be also be enabled by the user. To setup synchronization, select the ***Synchronization rules*** tab.


ZENworks Mobile Workspace
Domain: ZMC_TREE
Username: admin
Roles: Administrator Provisioner
Logout
HOME
PIM
DOCUMENT
PIM settings
PIM parameters
Attachment rules
Synchronization rules
Add all
Add
Remove
Remove all
Update
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Contacts synchronization

Allow import from native application: ☑

Allow export to native application: ☑

Available fields

Exported fields

Work fax
Middle name
Home phone
Work address
Primary e-mail
Tertiary e-mail
Secondary e-mail

Calendars synchronization

Allow import from native application: ☑

Allow export to native application: ☑

While imports retrieve *all* information from native applications, exports are controlled.

Export contacts: Only authorized fields will be exported. The name of the exported contact will be created from the first name and last name or the company name. If none of these fields are available, “Professional Contact” will be used instead.

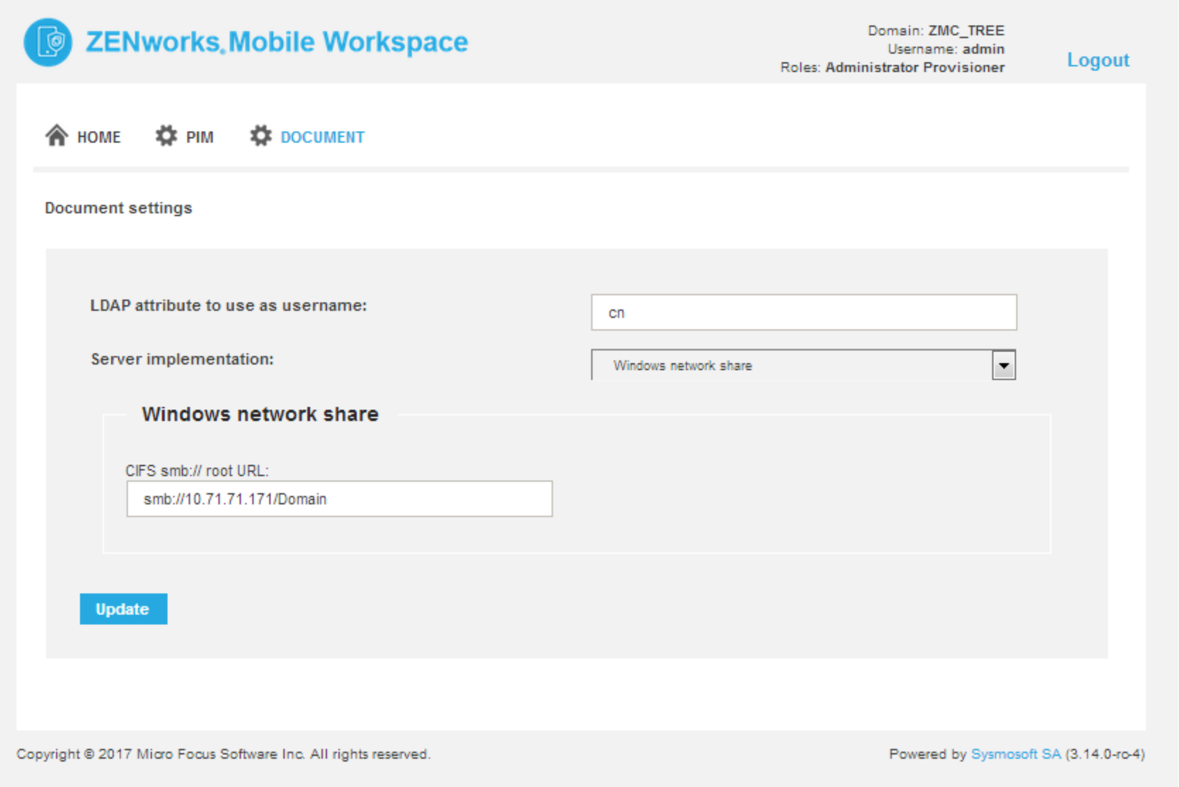
Export meetings: Meetings will be anonymized before exportation. The subject of the meeting will be "Professional meeting" and only the meeting date and time will be exported.

3.1.4 HTML mail security

Based on OWASP AntiSamy projet, ZENworks Mobile Workspace helps make sure that senders do not supply malicious cargo code in the HTML they supply. The term "malicious code" in regards to web applications usually means "JavaScript." Cascading Stylesheets are only considered malicious when they invoke the JavaScript engine. However, there are many situations in which "normal" HTML and CSS can be used in a malicious manner. So ZENworks Mobile Workspace takes care of that too. Also, HTML mails that are bigger than 200k are rejected. If the filter has rejected the HTML content, only plain text will be sent to the Client.

3.2 Document

Document parameters allow the domain administrator to set CMS (content management system) server parameters that will be used by the connector to establish a session.


ZENworks Mobile Workspace
Domain: ZMC_TREE
Username: admin
Roles: Administrator Provisioner
Logout
HOME
PIM
DOCUMENT
Update
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Document settings

LDAP attribute to use as username: cn

Server implementation: Windows network share

Windows network share

CIFS smb:// root URL: smb://10.71.71.171/Domain

LDAP attribute to use as username: It is mandatory to define which LDAP field contains the user account name in order to establish a session. Most of the time, the field "sAMAcountName" is used.

Server implementation: Select your back end content management system:

- **CMIS:** CMS with Content Management Interoperability Services available (Alfresco, Documentum, etc.). Even when, on SharePoint 2013, CMIS is also available, you must choose the second option dedicated to SharePoint. Services URL should look like this: *http://alfresco.sysmosoft.local:9080/alfresco/api/-default-/public/cmis/versions/1.0/atom*.
- **Microsoft SharePoint:** Choose this option if you want to access a SharePoint server. To enable CMIS services on SharePoint, please follow instructions in the appropriate Microsoft document:
    - **2010:** https://technet.microsoft.com/en-us/library/ff934619%28v=office.14%29.aspx
    - **2013:**http://sharepoint.stackexchange.com/questions/59189/how-to-activate-and-use-cmis-for-a-sharepoint-2013-server

  Services URL should look like this:
  - **2010**: *http://<server>/_vti_bin/cmis/rest/<library GUID >?getrepositoryinfo*
  - **2013**: *http://<server>/_vti_bin/cmis/rest?getrepositories*
- **Windows network share:** Windows share folder access is based on the smb:// protocol. The Services URL should look like this: *smb://sysmosoft.lan/DATA/.*

Always trust TLS connection: If set to *true*, any certificate will be accepted (the validity of the certificate will not be checked). **This option must not be used in production** (use during software previews only)**.** Request that a Sysmosoft SA specialist add your certificate in the ZENworks Mobile Workspace truststore.

3.4 Server

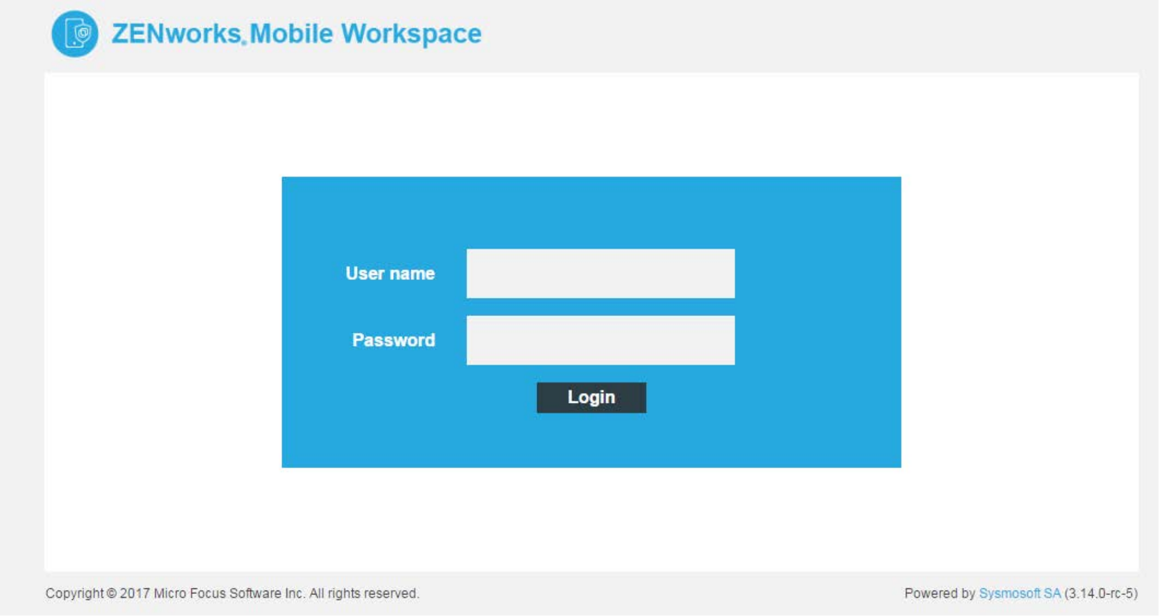
To manage the server's basic parameters, you must be logged in as a Super administrator (default username = superadmin, default password = superadmin). Click on the ***Server*** menu icon.

ALC (Access control list): Define which computer(s) can access the web console (see also: *Security Server Administration Guide: Manage ACL*)

4 WORKSPACE CONFIGURATION

4.1 Prerequisite: Install License File

Navigate to http://localhost:8080/sense/secserver and login with following credentials:



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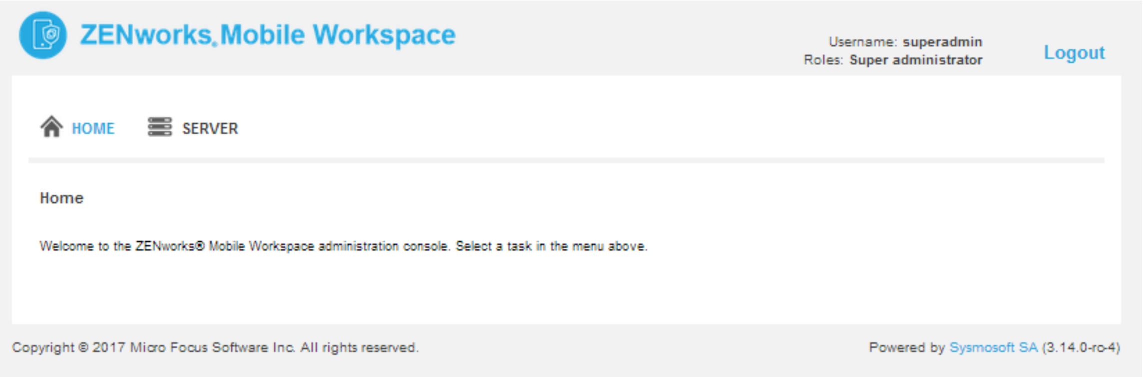
Username: superadmin and **password**: superadmin.

The **Home** page is displayed.



Username: superadmin
Roles: Super administrator

Home

Welcome to the ZENworks® Mobile Workspace administration console. Select a task in the menu above.

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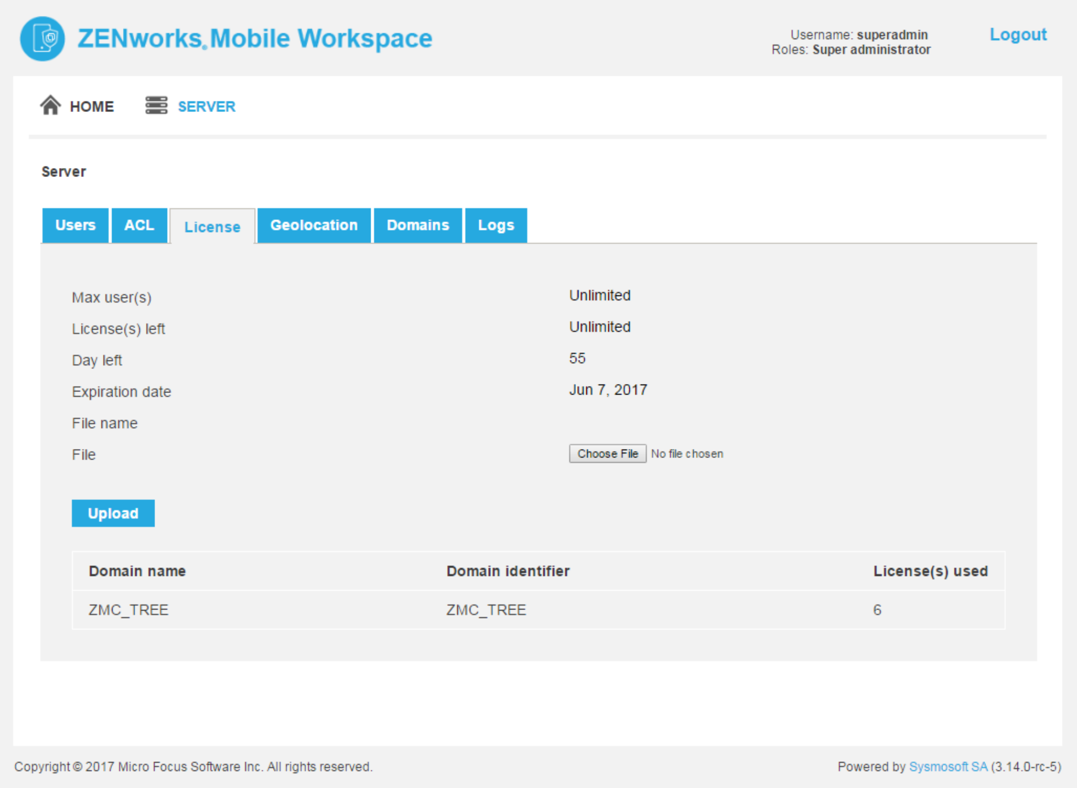
Select the **SERVER** icon and then click on the **License** tab.



ZENworks Mobile Workspace
Username: superadmin
Roles: Super administrator
Logout
HOME
SERVER
Server
Users
ACL
License
Geolocation
Domains
Logs

Max user(s)	Unlimited
License(s) left	Unlimited
Day left	55
Expiration date	Jun 7, 2017
File name	
File	Choose File No file chosen

Domain name	Domain identifier	License(s) used
ZMC_TREE	ZMC_TREE	6

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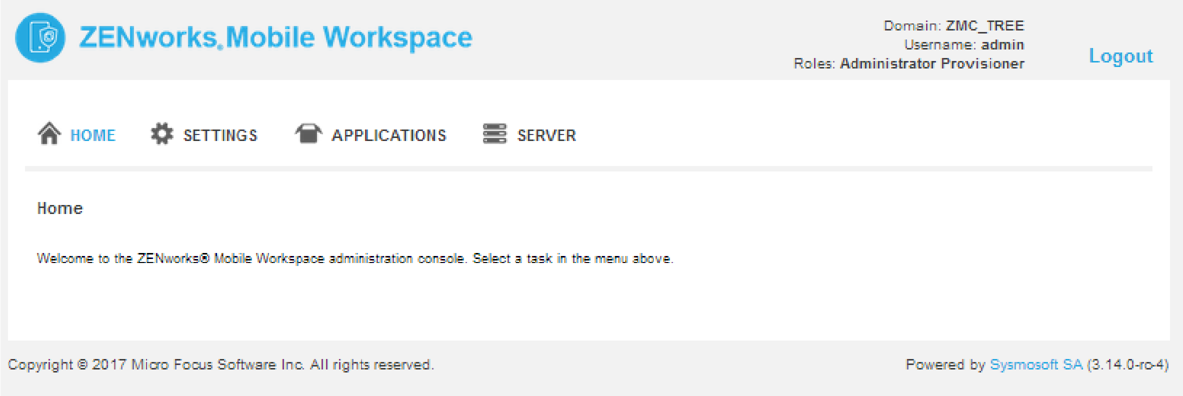
On the *License* page, click **Browse** to select the license file provided by Micro Focus. Click the **Upload** button. Your license file will be uploaded and show licensing details.

4.2 Step 1: Create a Group

If you are still logged in to the security server as *superadmin,* log out and log in again using **username**: admin and **password**: admin. (It is recommended that you eventually change the password for this default login.)

From the Home page, select the **Settings** icon.



Home

Welcome to the ZENworks® Mobile Workspace administration console. Select a task in the menu above.

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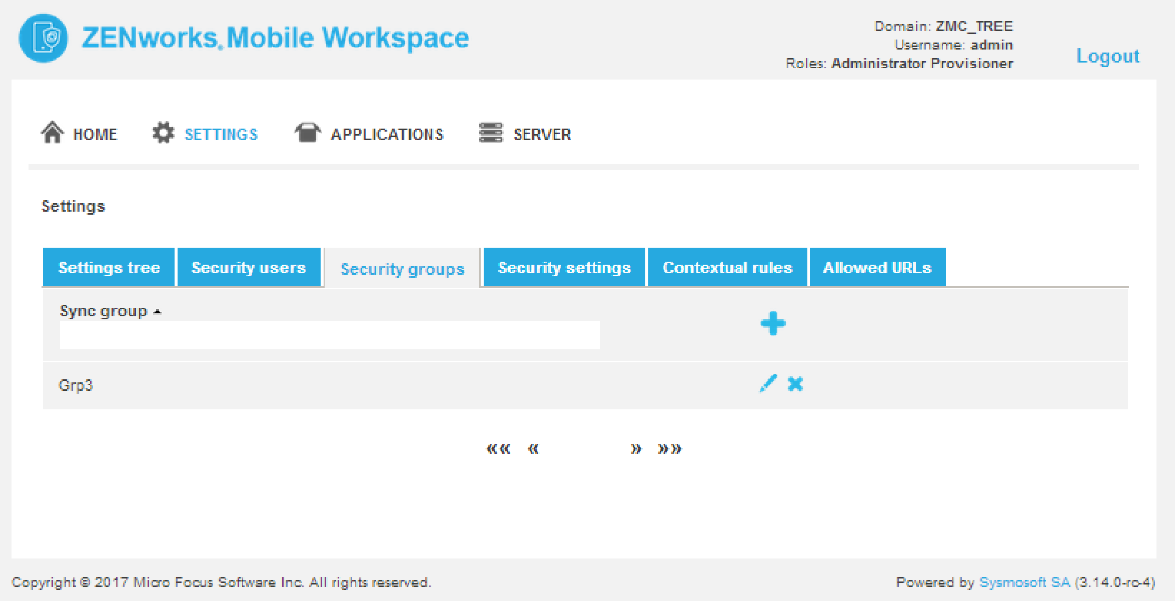
Select the **Security groups** tab. On this page, click the plus sign icon to add a new security group.



Sync group ▲	
Grp3	✎ ✖

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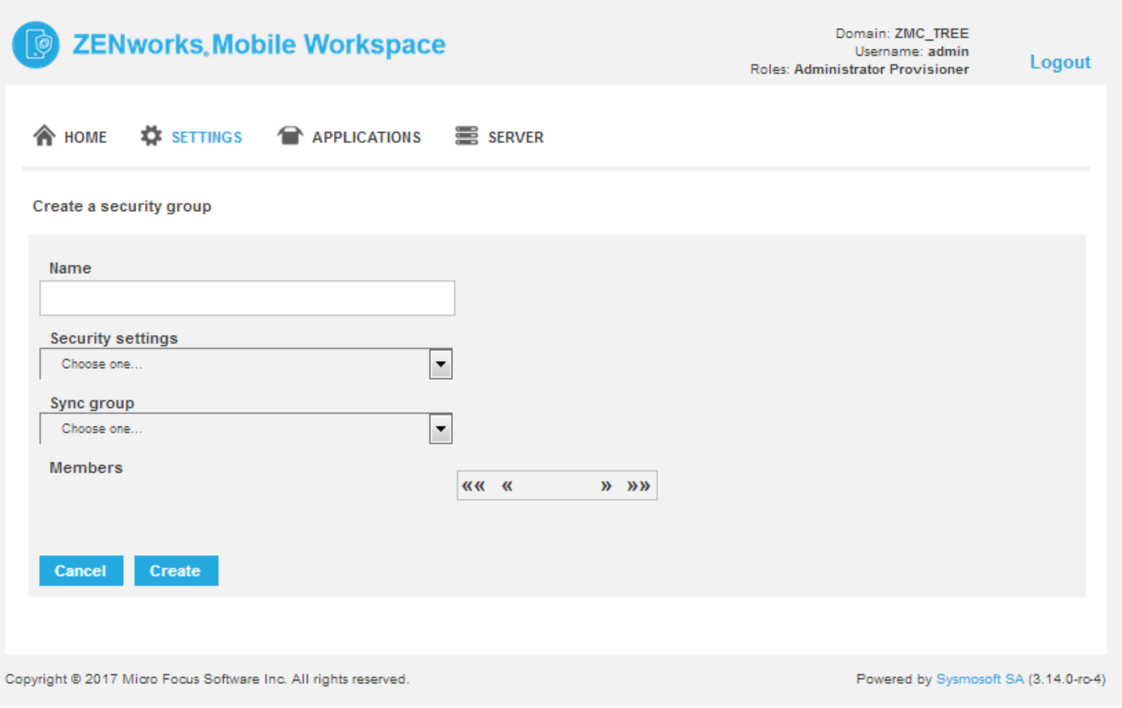
To create a Security Group:

- Enter a **Name** (unique name that will identify the group on the *Settings* pages).

- Select **Security settings** (there are four predefined groups) – the recommended setting is *Average security*, as it provides a good ratio of usability and security features.
- Select **Sync group**. Specify the group on the sync server (usually Active Directory) that will be used to provide user details.


ZENworks Mobile Workspace
Domain: ZMC_TREE
Username: admin
Roles: Administrator Provisioner
Logout
HOME
SETTINGS
APPLICATIONS
SERVER

Create a security group

Name

Security settings: Choose one...

Sync group: Choose one...

Members

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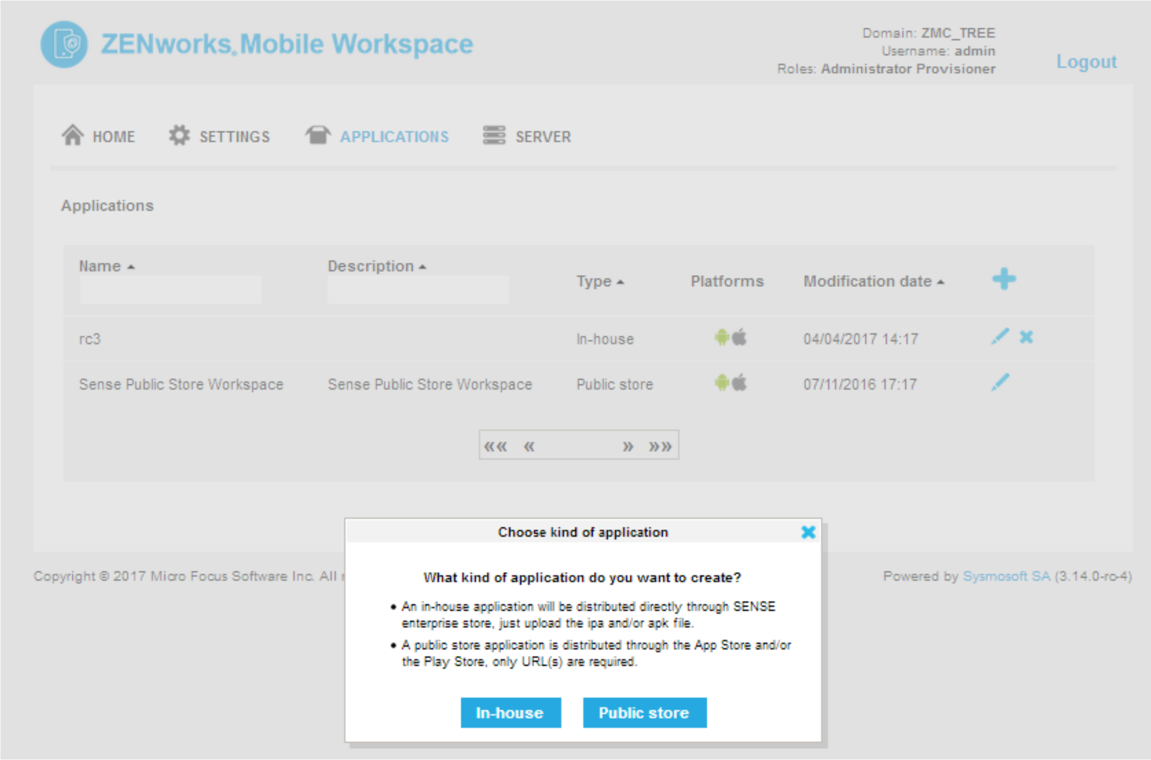
When you are satisfied with the settings you have chosen, click the **Create** button.

4.3 Step 2: Upload Workspace Binaries

To upload the client binaries provided by Micro Focus, click the **Applications** tab of the menu, then on the plus sign icon and select **In-house**.



Domain: ZMC_TREE
Username: admin
Roles: Administrator Provisioner

Applications

Name ▲	Description ▲	Type ▲	Platforms	Modification date ▲
rc3		In-house		04/04/2017 14:17
Sense Public Store Workspace	Sense Public Store Workspace	Public store		07/11/2016 17:17

Choose kind of application

What kind of application do you want to create?

- An in-house application will be distributed directly through SENSE enterprise store, just upload the ipa and/or apk file.
- A public store application is distributed through the App Store and/or the Play Store, only URL(s) are required.

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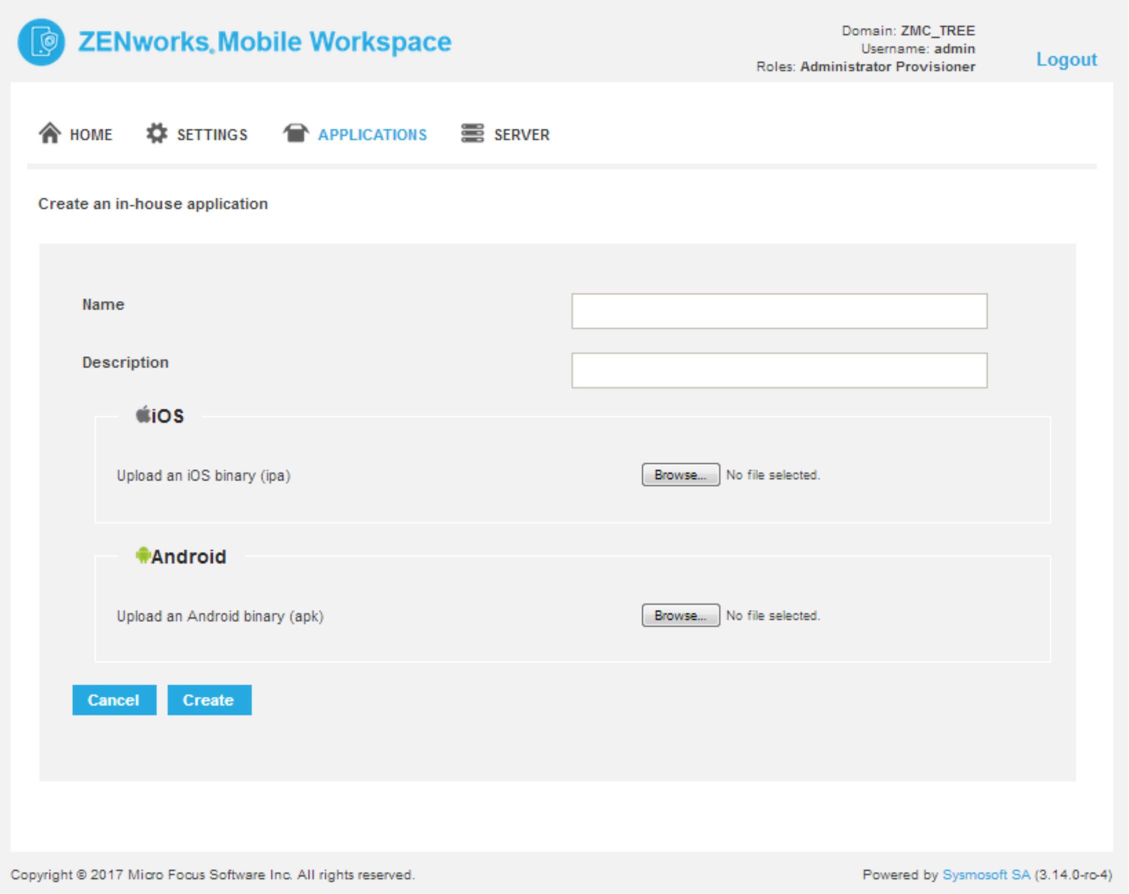
Enter the name “*ZENworks Mobile Workspace*” for both **Name** and **Description** and browse to the client files (“.ipa” for iOS and “.apk” for Android):



ZENworks Mobile Workspace

Domain: ZMC_TREE
Username: admin
Roles: Administrator Provisioner

Create an in-house application

Name

Description

iOS

Upload an iOS binary (ipa) Browse... No file selected.

Android

Upload an Android binary (apk) Browse... No file selected.

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4.4 Step 3: Assign Workspace to the Group

To assign a workspace to the group you will need to go to the **Settings tree** and select the newly created group:

1. Select: Settings > Settings tree
2. Click on the name of the group that you created.
3. Select SENSE workspace.
4. Click the Update button.

After you complete these three steps, the message, *"Update successful"* is displayed.

Users in the group can now download the app to devices.

4.5 Step 4: Download the App

Open a browser on the device and navigate to the website from which you can download the app. The web address will look something like this: https://yourdomain.com/sense/install
OR

If using a defined port number other than 8443: https://yourdomain.com:<port#>/sense/install

You will be presented with a login screen where you will enter user credentials. The username must be entered exactly as it was imported from Sync/LDAP server. Credentials can be verified by looking at the user details on the security server under *Settings* > *Security users*.

Tap the **Login** button.

Follow the instructions for download and installation provided in the following guides:

- ***Android Installation Guide***
- ***iOS Installation Guide***