ZENworks Mobile Workspace 3.17.1 Readme

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The information in this Readme pertains to ZENworks Mobile Workspace (ZMW), which is a secure data container for Android and iOS devices. It allows you to provide email, calendar, contact, file, tasks and browser access to corporate users and ensures that the data within the container remains secure both in transit and at rest. ZENworks Mobile Workspace consists of the Workspace Server and the Workspace app.

The following information is included in this Readme:

1 Key Features

ZENworks Mobile Workspace (ZMW) provides you with the following features:

- Change Password: You can now enable users to change their password when they log on to the app for the first time, or when their password expires. ZMW will notify users when their password is going to expire.

- Secure Caller Identification: ZMW displays the caller ID for all calls made by contacts within the user's ZMW Contacts list. Hence, users can ensure that their professional contacts' details are secure by not syncing them with the native app's Contacts list.

- Unified Settings: Users no longer have to access each app, individually, to configure the related settings. Using the new unified Settings page, users can now access the settings of all apps from a single location. The Settings page includes the following features: Mail, Calendar, Contacts, Change Password and Logout.

- Push Web Applications: Using this feature you can define the home page of the ZMW secure browser and you can also configure web apps that users need to access. Using the web apps link within the ZWM app, users can directly access the web apps without having to type the URLs in the browser.

- Client Log Access: If users are facing issues while using ZENworks Mobile Workspace, you can enable the client logs on their device and view the log details within the ZMW administration console for troubleshooting.

2 Product Documentation

The following link provide information about ZENworks Mobile Workspace:

- ZENworks Mobile Workspace Documentation website (http://www.novell.com/documentation/zenworks-mobile-workspace-317)

3 Downloading and Deploying ZENworks Mobile Workspace 3.17.1

3.1 Installing the Server Application

To install the server application:

1 Based on whether you are installing the application on a Windows or Linux server, download the relevant ZENworks Mobile Workspace zip or tar file from the Micro Focus Downloads site.

2 Extract the file to the required location on your system.

3 Run the installation file.

4 Follow the on-screen instructions of the installer wizard and complete the installation.

NOTE: For more information, see the Installation Guide.

3.2 Updating the Server Application

For information on how to update to ZENworks Mobile Workspace 3.17.1 see the System Update Reference.

NOTE: You can only perform a direct upgrade to ZENworks Mobile Workspace 3.17.1 from ZMW 3.15 and later versions.

3.3 Mobile App

Download the mobile app from the following location:

- For the Android version, download the APK file from the following location: https://play.google.com/store/apps/details?id=com.microfocus.zenworksmobileworkspace&hl=en
- For the iOS version, download the IPA file from the following location: https://itunes.apple.com/us/app/micro-focus-zenworks-mobile-workspace/id1223030496?ls=1&mt=8

For information on how to install the mobile app, see:

- Android: Installing on Android devices
- iOS: Installing on iOS devices

4 Known Issues

ZENworks Mobile Workspace 3.17.1 includes the following known issues:

4.1 The latest email entry is not visible on some iOS devices

The latest email entry is not visible on some iOS devices because the Search box hides the entry.

Workaround: Select the Search box and click the cancel button. The latest mail entry is visible.

4.2 Files in the Root folder are not visible on the device

Using the ZENworks Mobile Workspace app, when you remotely access the shared folder's root directory on the device, the sub folders and the files within the sub folders can be viewed. However the files that are present at the root level cannot be viewed.

Workaround: None.

4.3 Export events and Export contacts options do not work on some iOS devices

On some iOS devices, in the ZENworks Mobile Workspace Calendar app, when you click **Export events**, the `No local contact group available` error message is displayed and in the Contacts list, when you click **Export contacts**, the `No local contact group available` error message is displayed.

Workaround: Perform the following steps:

1 On iOS versions 10 and below, navigate to **Settings** > **Mail, Contacts, Calendars**, or if you are using an iOS version 11 or higher device, navigate to **Accounts & Passwords**> **Settings** > **Mail**, **Contacts**, **Calendars**.

2 Select a remote account and disable the **Calendar** and **Contacts** option.

3 Repeat for all remote calendars and all contact lists.

4 In your Calendar app add a local calendar and in your Contacts list add a contacts group.

5 Export meetings and contacts from ZENworks Mobile Workspace.

Enable synchronization of your remote calendar but when prompted to keep the local calendar, select **Yes**.

4.4 Unable to download large files from the remote document folder

On some devices, when you try to download files of a large size (greater than 25 MB) from a remote document folder, the download fails with an error.

Workaround: None

4.5 On HTC 7.0 devices the ZMW app crashes while importing/exporting contacts or the calendar

On HTC 7.0 devices, while importing or exporting contacts or the calendar, the ZMW app crashes.

Workaround: None. This issue occurs because there is a mismatch between the device OS version and the phone book database, which is based on an older version of Android.

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