



ZENworks Mobile Workspace

Android installation guide

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Overview

Aim of this document is to guide you through the installation, updating and deleting of ZENworks Mobile Workspace Android application.

Pre-requirements

1. You must have a device with Android 4.4 or higher (high-end device are recommended)
2. You should have an high speed internet connection through WiFi or 3G connection
3. Your device must not be jailbroken

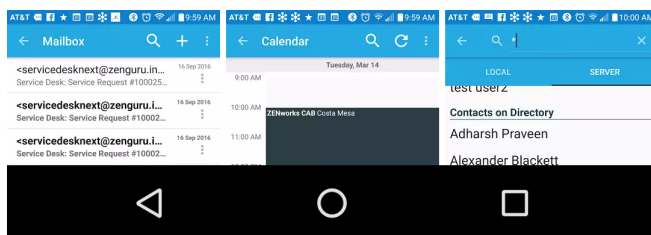
Play Store Installation



Start the Play Store and search for ZENworks Mobile Workspace.

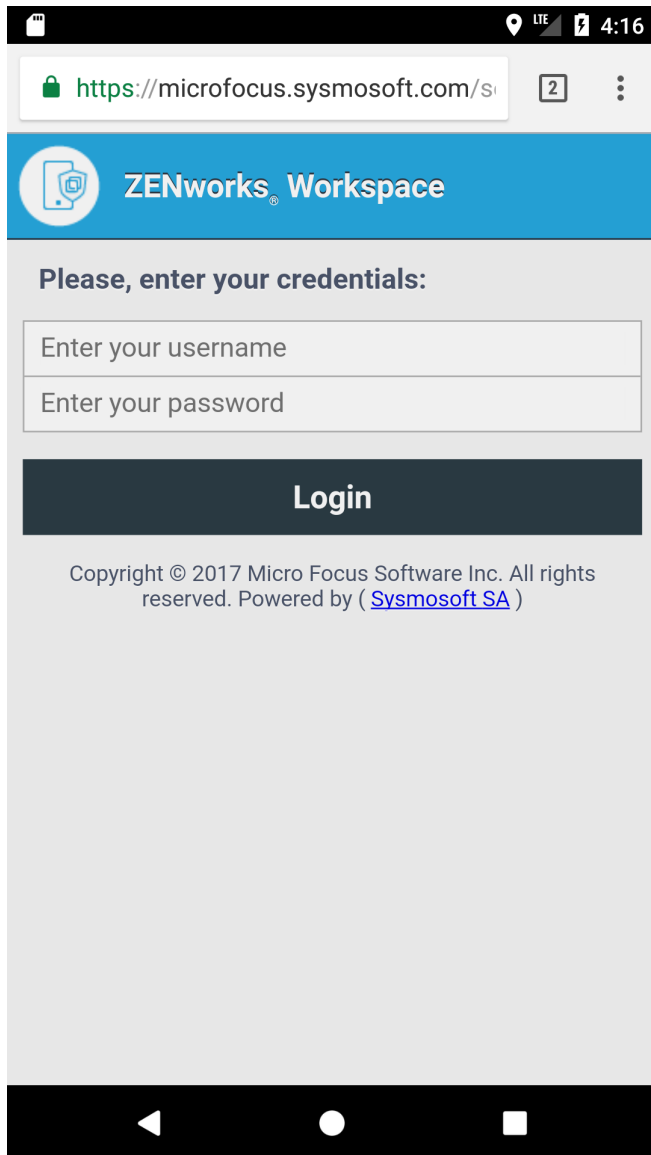
Then touch **INSTALL** to start the download and the installation process.

When the download is completed, the ZENworks Mobile Workspace application should be available.



In-House installation

Go to web distribution server



With your Android device, open your browser and go the address provided by your company.

Web server address example

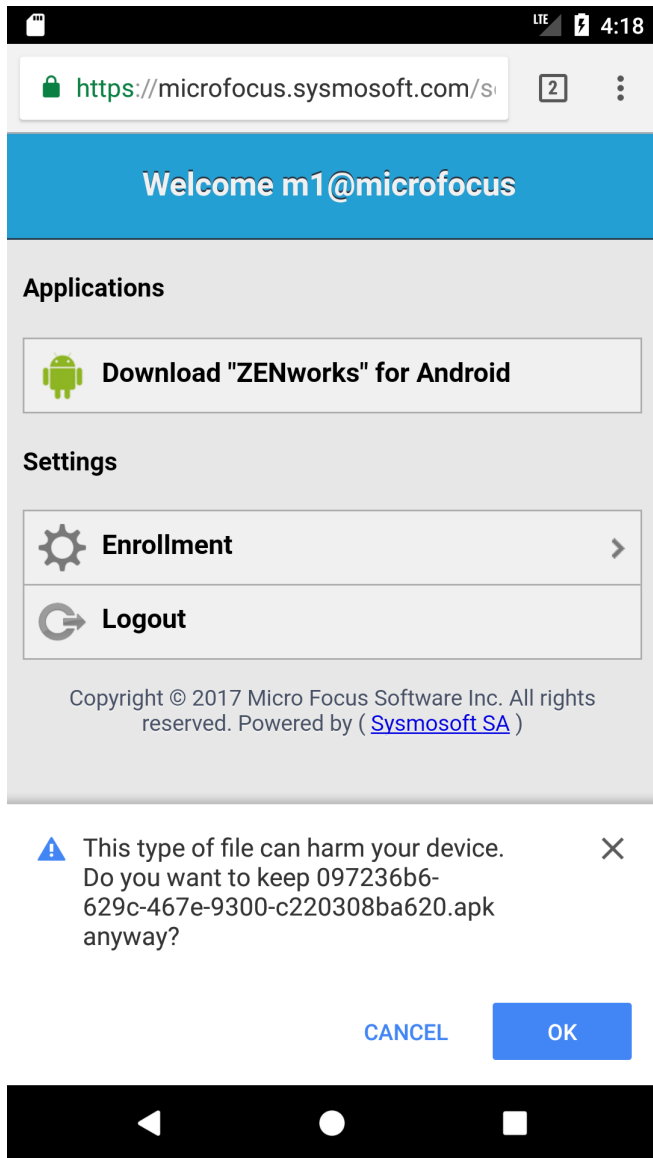
`https://mobile.example.com/sense/install/`

You will be presented with login page. Enter your credentials.



If, after touching **Login**, you are going back to the same page, ensure cookies are accepted.

Download the Android application



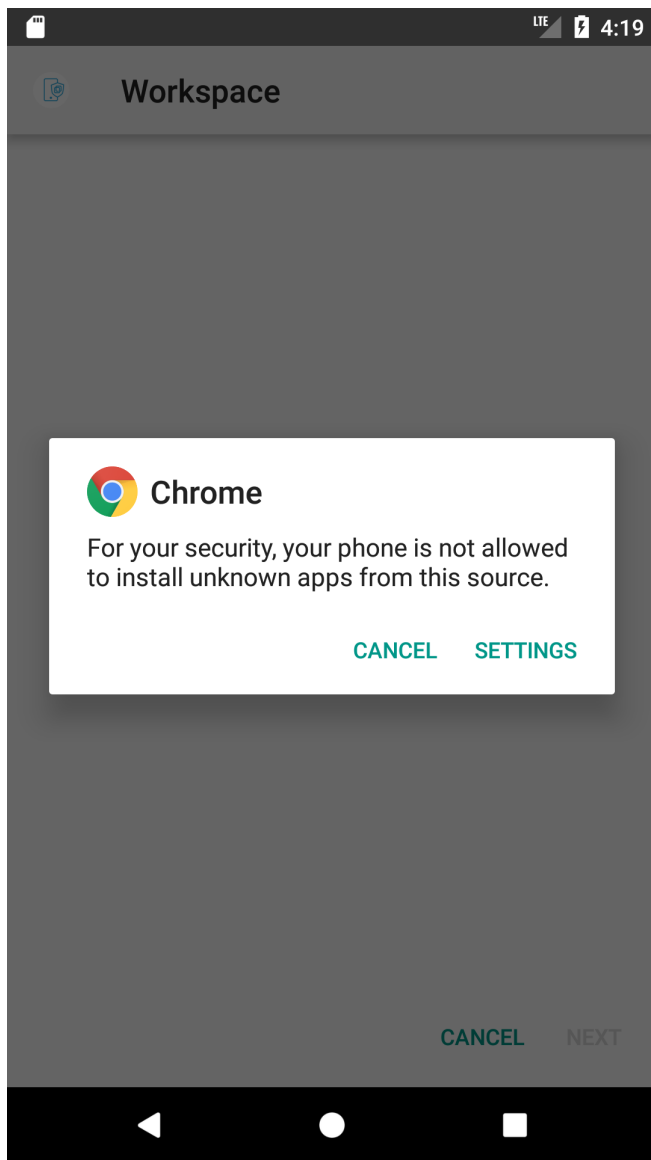
After login, you will be offered to download all available applications.

Touch **Install "ZENworks Mobile Workspace" for Android** will show information popup to confirm the installation.

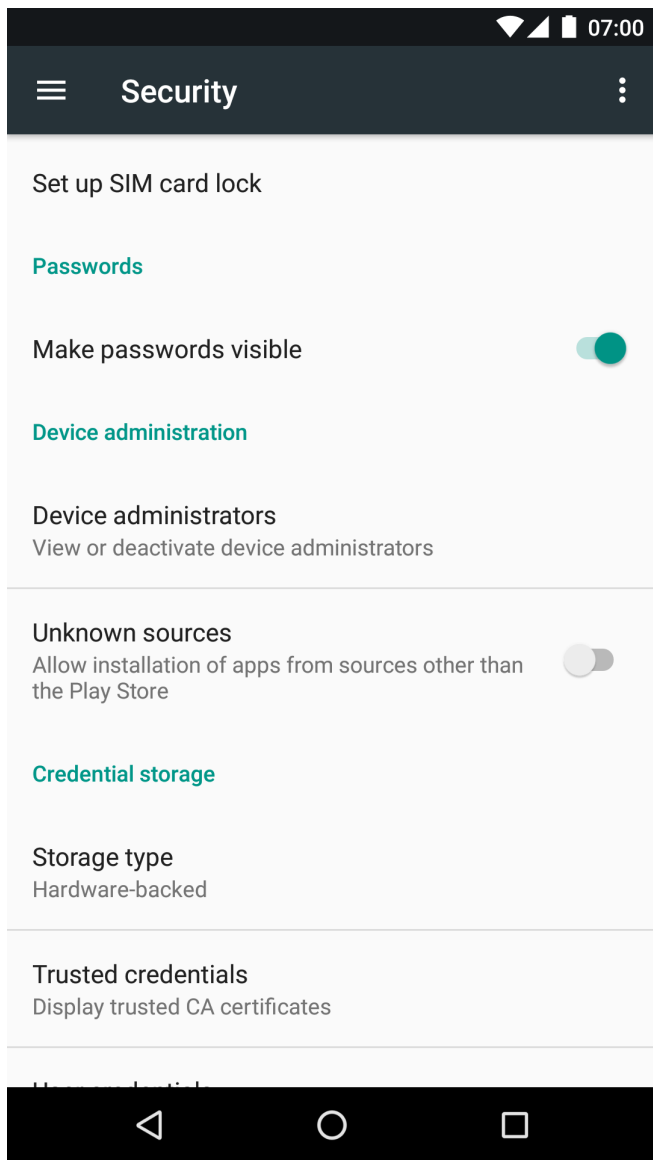
Touch **OK** to confirm that you want to download the application.

When the download is completed, the ZENworks Mobile Workspace application should be available.

Trust the enterprise certificate



If a security alert is displayed after opening the downloaded app, you will need to open device security settings.



Allow installation of apps from unknown sources.

Now you're able to launch the ZENworks Mobile Workspace application.

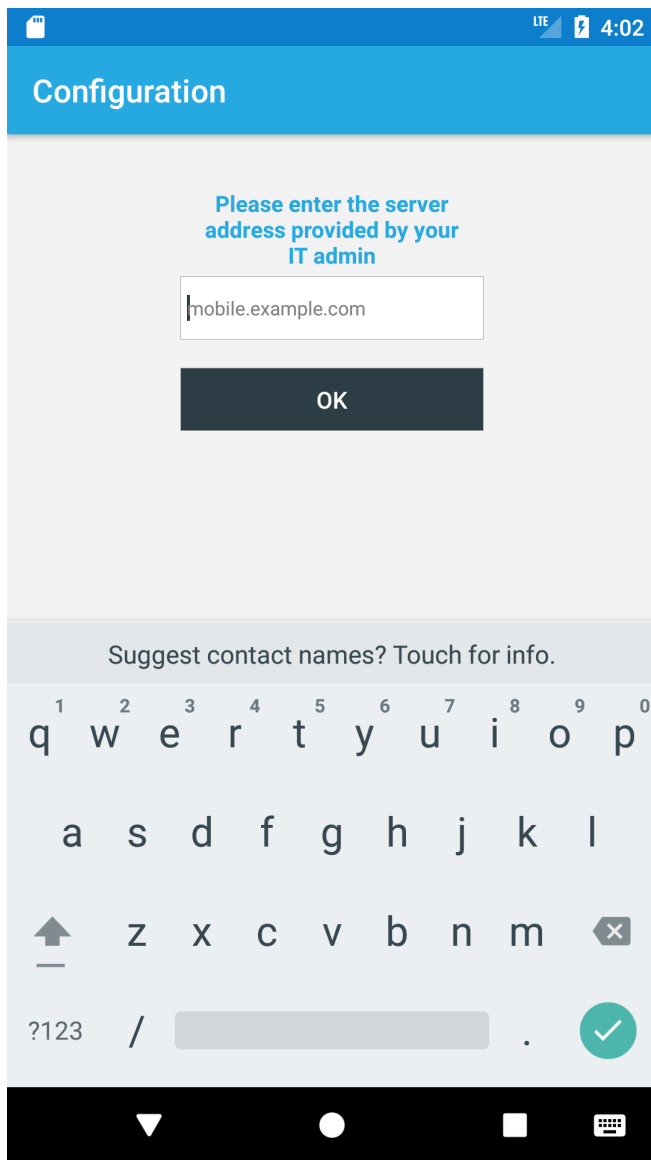
Launch the application

When you open the ZENworks Mobile Workspace application, you can have three different views:

1. The login view
2. The [enrollment view](#)
3. The [server address configuration view](#)

follow the different action for each specific view.

Configure server address



Enter the server address provided by your IT admin and touch **Verify**.

One of the following has been provided:

- Advanced encryption (Zenworks encryption + SSL)

- Zenworks mobile server behind proxy

mobile.company.com

- Zenworks mobile server in front

mobile.company.com:8443

- Standard encryption (Zenworks encryption only)

- Zenworks mobile server behind proxy

http://mobile.company.com

- Zenworks mobile server in front

http://mobile.company.com:8080

Enroll a user

When you launch for the first time the ZENworks Mobile Workspace application, you need to enroll yourself.

Enrollment

Username

Password

Enrollment code

ENROLL

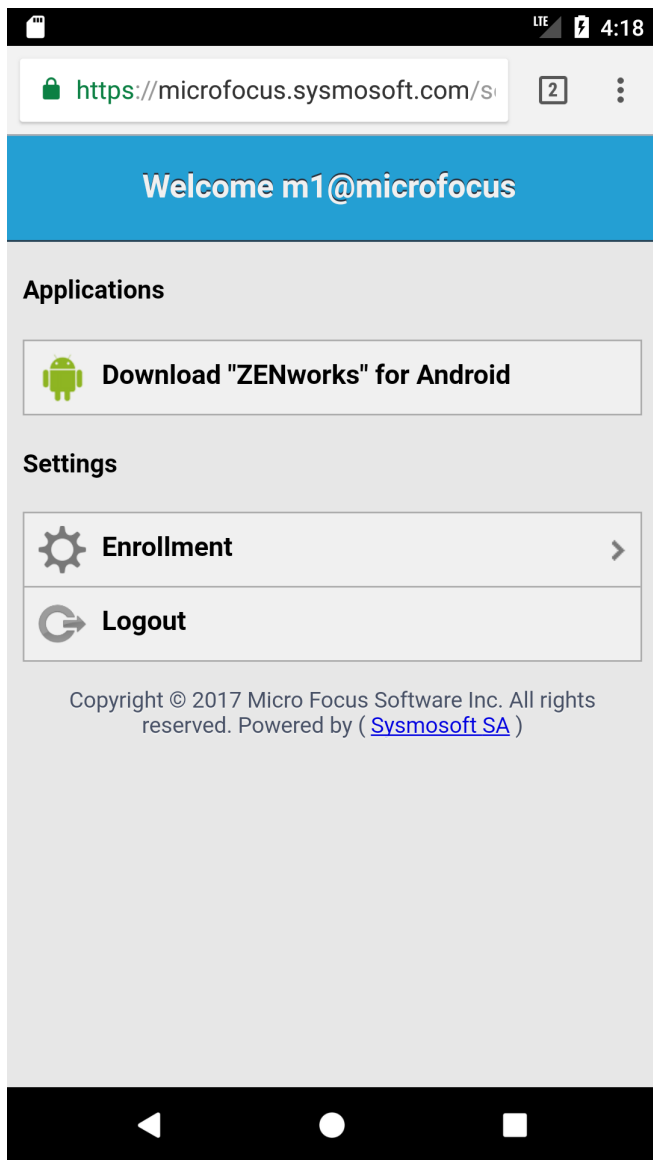
Suggest contact names? Touch for info.

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m ×
?123 @ . >

For that you need

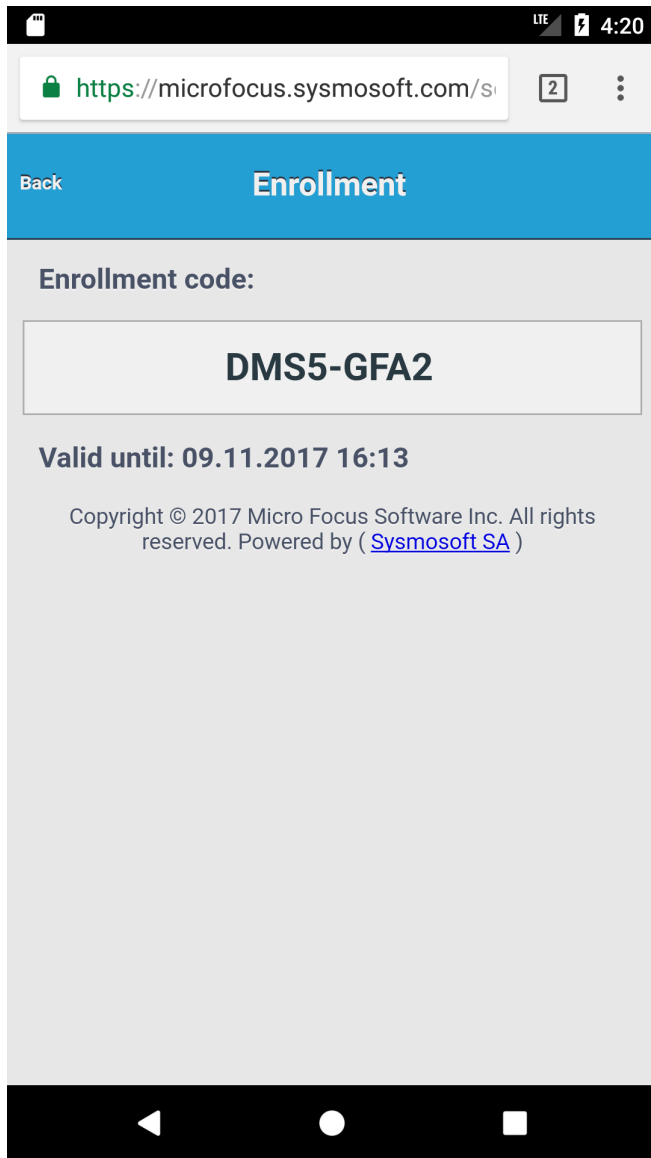
- Your username
- Your password
- Your enrollment code

Get the enrollment code

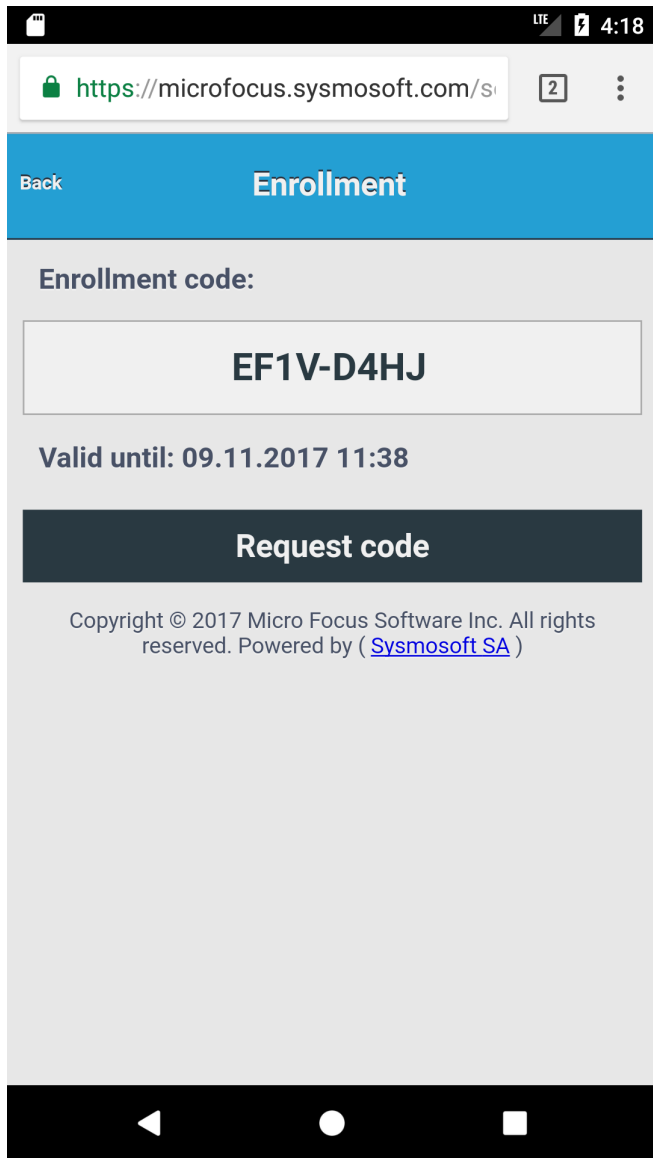


To get your enrollment code, log in to the [distribution server](#).

Touch **Enrollment**.



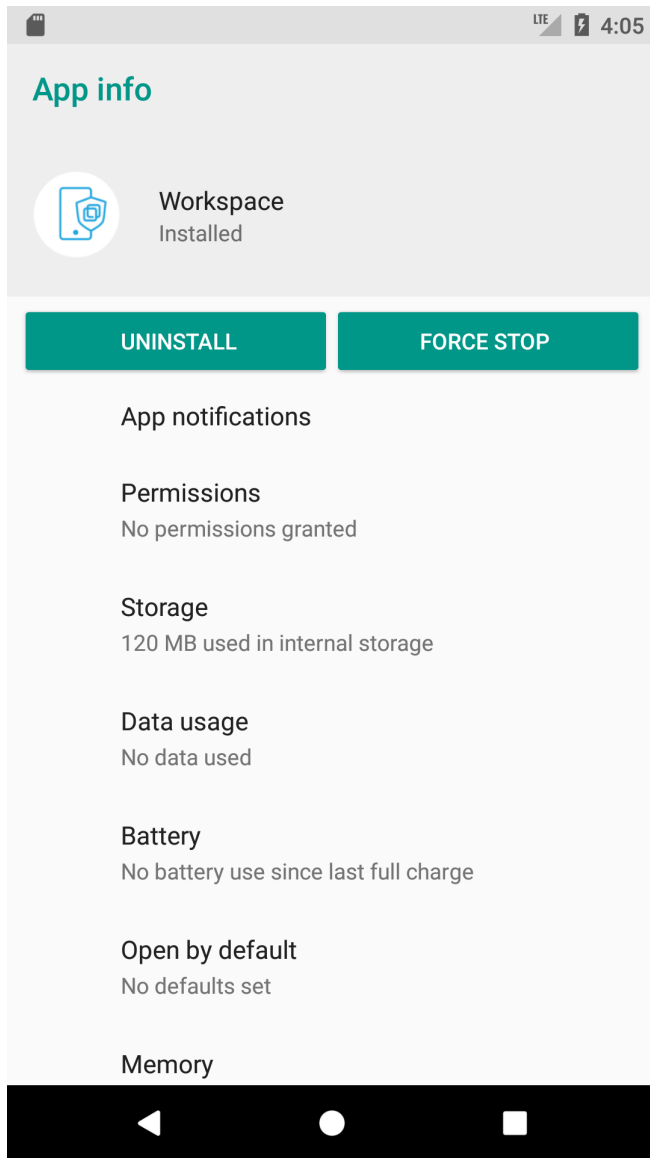
You see your enrollment code.



If it is available, you can generate an enrollment code by touching **Request code**.

Disenroll

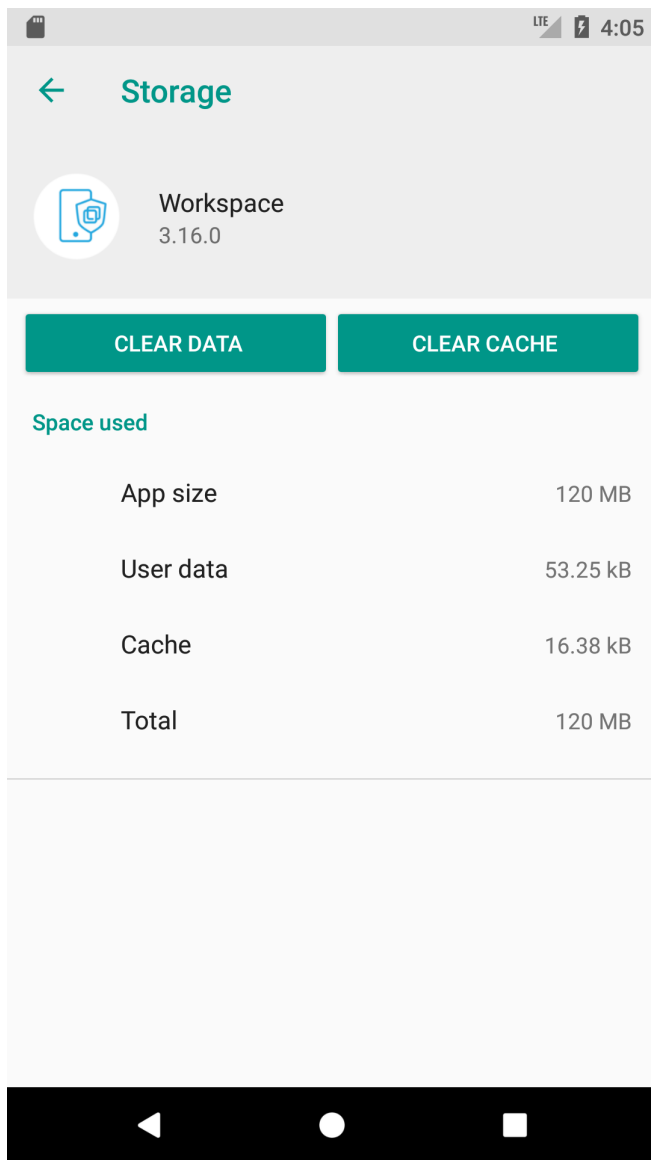
If for any reason the user is not able to enroll and login anymore even after IT admin action, disenrollment could be used at last resort. You need to erase application's data.



Long press on your application icon.

Select **App info**.

Touch **Storage**.



Touch **CLEAR DATA**.

When you restart the application, you will be requested to start the enrollment process.