

# ZENworks Mobile Workspace 3.18.4 Readme

March 2019



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:

- ◆ [Section 1, "Key Features," on page 1](#)
- ◆ [Section 2, "Product Documentation," on page 1](#)
- ◆ [Section 3, "Downloading and Deploying ZENworks Mobile Workspace 3.18.4," on page 1](#)
- ◆ [Section 4, "Known Issues," on page 2](#)
- ◆ [Section 5, "Legal Notices," on page 3](#)

## 1 Key Features

This release of ZENworks Mobile Workspace mainly includes defect fixes and it also supports the reply/forward of HTML content in emails.

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**IMPORTANT:** Administrators should deploy the ZENworks Mobile Workspace Server Update only after the end users download or update to the latest version of the ZENworks Mobile Workspace app on their devices.

If you deploy the server update before end users update the app on their device, when the Exchange mail server users reply to emails or forward emails that include HTML content, instead of the reply or the forwarded content, the email will display a message asking them to update the app. For more information, see the Migration guide.

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## 2 Product Documentation

The following link provide information about ZENworks Mobile Workspace:

- ◆ [ZENworks Mobile Workspace Documentation website](#)

## 3 Downloading and Deploying ZENworks Mobile Workspace 3.18.4

- ◆ [Section 3.1, "Downloading the ZENworks Mobile Workspace App," on page 2](#)
- ◆ [Section 3.2, "Installing the Server Application," on page 2](#)
- ◆ [Section 3.3, "Updating the Server Application," on page 2](#)

## 3.1 Downloading the ZENworks Mobile Workspace 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](#)

## 3.2 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.

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**NOTE:** For more information, see the [Installation Guide](#).

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## 3.3 Updating the Server Application

For information on how to update to 3.18.4, see the [System Update Reference](#).

1. Stop the following services:
  - ♦ **On Windows:** Stop the `SENSE-DB` and `SENSE-SERVER` services.
  - ♦ **On Linux:** Stop the Tomcat and Derby services.
2. 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.
3. Extract the file to the required location on your system.
4. Run the installation file.
5. Follow the on-screen instructions of the installer wizard and complete the update.

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**NOTE:** You can only perform a direct upgrade to ZENworks Mobile Workspace 3.18.4 from ZMW 3.17.1 and later versions.

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# 4 Known Issues

ZENworks Mobile Workspace 3.18.4 includes the following known issues:

- ♦ [Section 4.1, “The latest email entry is not visible on some iOS devices,” on page 3](#)
- ♦ [Section 4.2, “Files in the Root folder are not visible on the device,” on page 3](#)

## **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.

# **5 Legal Notices**

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