

Windows Mobile 6 App User Guide

ZENworks® Mobile Management 2.5.x

September 2012

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ZENworks Mobile Management for Windows Mobile 6

The *ZENworks Mobile Management* application for Windows Mobile 6 devices is a component of Novell, Inc.'s enterprise MDM platform. The *ZENworks Mobile Management* application communicates with the *ZENworks Mobile Management* server.

ZENworks Mobile Management was designed to enable Windows Mobile 6 users to keep up-to-date with company security policies and management features, and to ensure the confidentiality and integrity of wirelessly transmitted corporate information.

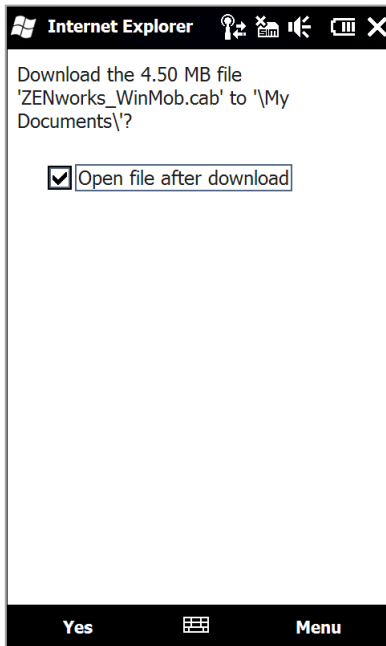
ZENworks Mobile Management also enables you to access your company's recommended applications and utilize the self-servicing dashboard to locate a misplaced device or issue a lock/wipe command to a potentially compromised device.

Requirements

- Windows Mobile 6, version 6.1 or 6.5
- User account on the ZENworks Mobile Management server

Installation Instructions

The instructions below document the installation of *ZENworks Mobile Management* on a Windows Mobile 6 Professional device. The process might be slightly different for other device models and for devices running OS 6.1 or 6.5.



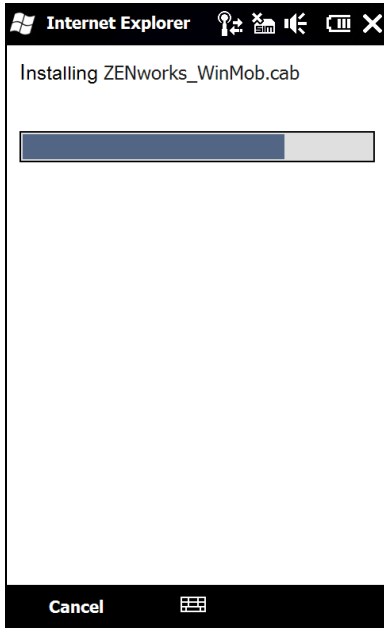
1. Enter <https://zmmupdate.novell.com/apps/> in your device Web browser and select *Windows Mobile*.
2. A prompt to download the *ZENworks_WinMob.cab* file to the *My Documents* folder appears.

Tap the box labeled **Open file after download**, and then tap **Yes**.

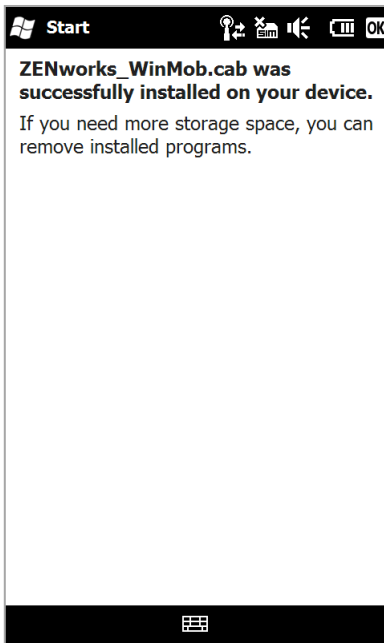
Note: If you want to store the file in a different folder, select the *Menu* button and choose another location.

Installation prompts you might encounter:

- On some **Windows Mobile 6.1 device models**, you might have to initiate the download by selecting **Save** and choosing a folder location. For **Folder**, choose **None** so that the file is downloaded to the \My Documents (default) folder or browse the device's directory to choose another folder. When the file has been successfully downloaded and saved, proceed with the installation by navigating to and opening the folder where you stored the file.
- Users with a SD card will be prompted to specify whether to save the app files on the device or on the card. Always choose **Device** instead of *Storage Card* when you see this prompt. Then, select **Install**.



A progress bar appears as the file downloads and installs.



3. You might be asked to install one or all of the following files containing supplemental software. If your device already has these files, you do not see these prompts. Select **OK** to install each one.

- **NETCFv35.wm.armv4i.CAB**
- **sqlce.phone.wce5.armv4i.CAB**
- **NETCFv35.Messages.EN.wm.CAB**

If you are prompted to select where to install a file, select **Device**.

4. Select **OK** after each file installs.
5. The device displays a message indicating that the installation was successful. The *ZENworks Mobile Management* icon appears in the *Programs* screen on your device.

You are now ready to enroll your *ZENworks Mobile Management* account.

Enrollment Instructions

Enrollment Steps

The screenshot shows the 'Account Settings' screen in the ZENworks application. The fields are as follows:

Field	Value
Username	jsmith
Password	*****
ActiveSync Domain	dc03
Server	192.168.2.25
Use SSL	<input type="checkbox"/>
Device Ownership	Company

Buttons: Enroll, Menu

1. Enroll your device with *ZENworks Mobile Management* by entering your credentials. Obtain the credentials from your *ZENworks Mobile Management* server administrator.

Username - Enter the full email address or username associated with your ActiveSync server account (usually everything before the @ sign).

Note: If you are entering only a username, you will also need to enter the *ActiveSync Domain*. If you are using a full email address, the domain field will be dimmed.

If you are not interfacing with an ActiveSync server, enroll using the username of the account set up for you on the ZENworks Mobile Management server. Obtain this from your administrator.

2. **Password** - Enter the password associated with your ActiveSync user server account.

If you are not interfacing with an ActiveSync server, enroll using the password of the account set up for you on the ZENworks Mobile Management server. Obtain this from your administrator.

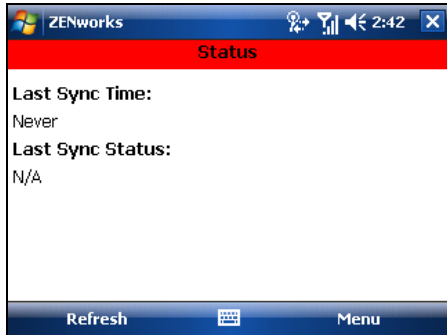
3. **ActiveSync Domain** – Enter one of the following:

- The login you use to access Web mail may contain the domain. It is often in the format: domain\username.
- Sometimes the text that comes after the @ sign in your email address is considered the domain. For example: If your email address is name@company.com, your domain may be company.com.
- Sometimes the domain may use part of the text that comes after the @ sign in your email address, with “.local” appended to it instead of “.com”. For example: If your email address is: name@company.com, your domain may be company.local.

4. Enter the **Server** address of the *ZENworks Mobile Management* server.
5. Select the box to enable the **Use SSL** option if the *ZENworks Mobile Management* server utilizes an SSL certificate.
6. Designate the **Device Ownership**. Is it your **Personal** device or a **Company** owned device?
7. Select the **Enroll** button.



8. If you are prompted for the *ZENworks Mobile Management* End User License Agreement, accept it.
9. A dialog appears indicating that the enrollment was successful. Your next step is to set up an Exchange ActiveSync Account on the device. Select **OK**.



The device displays the *ZENworks Mobile Management Status* screen.

Setting Up an ActiveSync Account

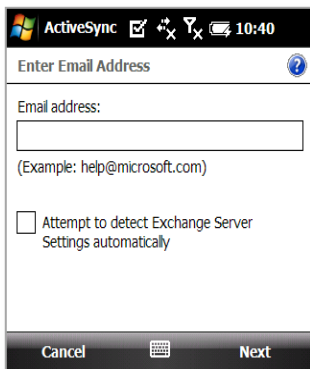
Setting up an ActiveSync account that interfaces with the *ZENworks Mobile Management* server secures corporate information that is transmitted wirelessly to your device. Use the same user credentials and server information to set up the account that you used when enrolling the *ZENworks Mobile Management* application.

- If you are interfacing with an ActiveSync server, use the credentials associated with your ActiveSync account. Your ActiveSync email, calendar, contacts, and tasks, along with company security policies and management features are securely transmitted through the *ZENworks Mobile Management* server.
- If you are not interfacing with an ActiveSync server, use the credentials associated with your *ZENworks Mobile Management* account. Company security policies and management features are securely transmitted through the *ZENworks Mobile Management* server.

Existing ActiveSync Accounts- If you already have an ActiveSync account set up on your device, you need to remove it and re-create it so that your mail can be routed through the secure *ZENworks Mobile Management* server.

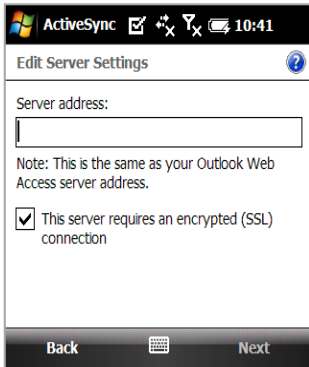
From the Home screen, select **Start > Programs > ActiveSync**. Press the *Menu* button and choose **Add Server Source**.

Note: On some devices, select **Start** and choose the ActiveSync icon. Select the **set up your phone to sync with it** option.



The order in which you enter the following information might vary depending upon your device model.

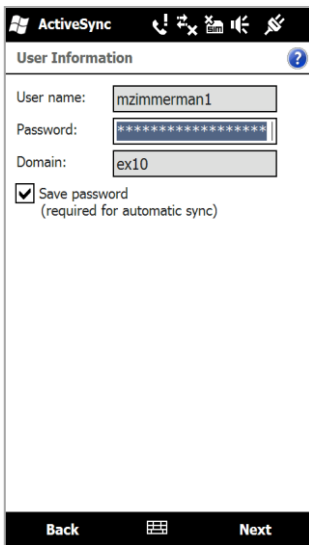
1. Enter your **Email address**. Leave the **Attempt to detect Exchange Server Settings automatically** option disabled. Select **Next**.



- In the *Server Settings* screen, enter the **Server address** of the *ZENworks Mobile Management* server.

Note: You will see a message indicating that the server address is the same as your Outlook Web Access server address. Disregard this and enter the address of the *ZENworks Mobile Management* server.

- Select the box to enable the **SSL** option if the *ZENworks Mobile Management* server utilizes an SSL certificate.
- Select **Next** to continue.



- Enter the following in the *User Information* screen:

User name – Enter the full email address or username associated with your ActiveSync server account (usually everything before the @ sign).

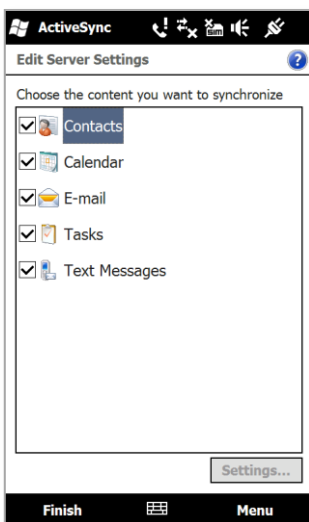
Note: If you are entering only a username, you also need to enter the *Domain*. If using a full email address, the domain field will be dimmed.

Password – Enter the password associated with your ActiveSync server account.

Domain – Enter the domain associated with your *ZENworks Mobile Management* server account.

Select the **Save password** box. This is required for automatic sync (direct push).

Select **Next** to continue.



- Select the data you want to synchronize. Select or deselect the check box beside each type.

- Contacts
- Calendar
- E-mail
- Tasks
- Text Messages (*not supported on all device models*)

- Select **Finish**. A status bar appears indicating that the device has started synchronizing. A pop-up might inform you that the server must enforce security policies on the device. Select **OK**.

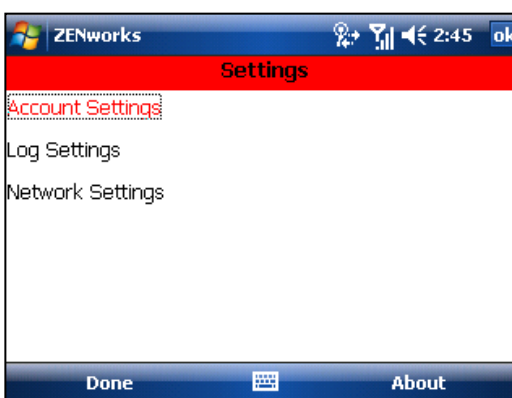
Using ZENworks Mobile Management

ZENworks Mobile Management Settings and Options

When the *ZENworks Mobile Management* app is opened, it displays the latest synchronization time and status. In addition, the *ZENworks* menu offers several options for the user. To access the menu, tap the device **menu** button. The menu option displays *About*, *Settings*, *View Policies*, *Files*, *Applications* and *Close*.

Settings

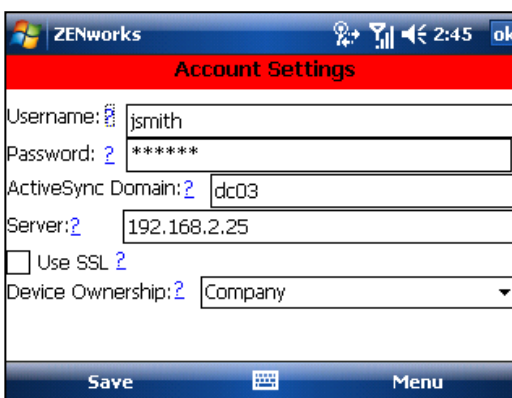
Select the **Settings** option to access the **Account**, **Log**, and **Network Settings**.



Account Settings

When you select the *Account Settings* option, your *ZENworks Mobile Management* account credentials are displayed. Here, you can change your credentials or delete your account.

Your credentials can be changed manually by selecting the appropriate box. Select **Save** to record any changes. While viewing the *Account Settings* screen, select the device menu button and choose the **Delete Account** option if you want to delete your account.

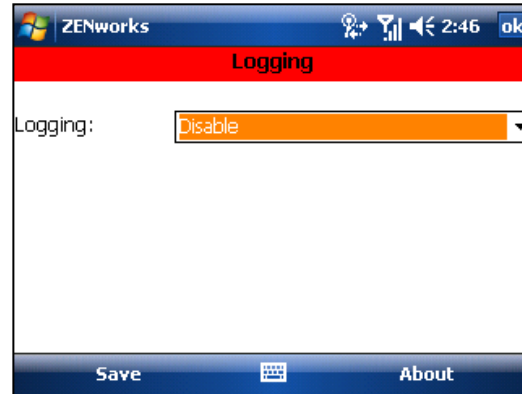


Account Settings screen

Log Settings

Log Settings can be enabled in order to provide troubleshooting information. Enabling the settings impacts device performance and should only be done at the direction of a Technical Support representative.

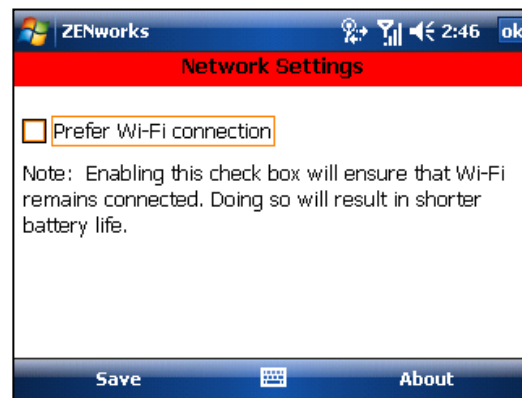
Select Enable/Disable from the drop-down list.



Log Settings screen

Network Settings

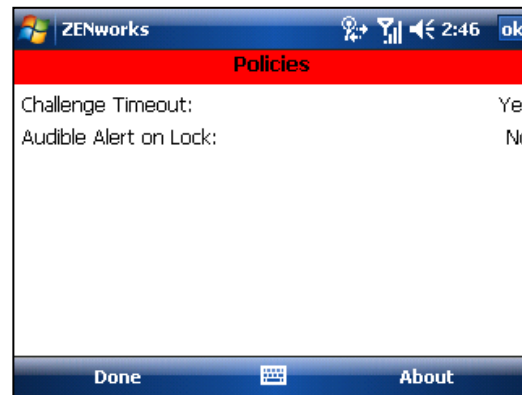
Network Settings provides an option to keep WiFi connected all the time. Enabling this option will ensure that WiFi remains connected; however, doing so will result in shorter battery life.



Network Settings screen

Viewing Policies

Tap the **View Policies** option to view a list of the *ZENworks Mobile Management* policy settings on your device.



View Policies screen

Accessing the Corporate Mobile Apps List

Your administrator might compile and synchronize to your device a list of recommended mobile applications. The list consists of quick links to the applications, making it convenient to install any one of them on the device.

1. To access the Mobile App list, open *ZENworks Mobile Management*, tap the device **Menu** button and select **Applications**.



A list of available apps appears.



2. Select an app.
If you see a link, select the **Install** button to open the link in your device browser and navigate to the download page or app store where you can obtain the app.
If you see a file size such as 2 MB, select the **Install** button to install the app.



Accessing the Shared File List

Your administrator can compile and make available a directory of folders and files. If the policy to which you have been assigned allows access, you have access to these files on your device.

To view the files, you must have viewing applications installed on the device that support the file types. For example, you must have a PDF reader in order to view a PDF file.

1. To access the Shared File directory, open *ZENworks Mobile Management*, tap the device **Menu** button and select **Files**. The **Files** screen appears.



2. The **File Share Folders** from the *ZENworks Mobile Management* server are pulled to the device. Open this folder to display the directory of files to which you have access.

You must have appropriate file viewing applications on the device to open the files available to you.



Maintenance Tips

Uninstalling ZENworks Mobile Management

When you uninstall the *ZENworks Mobile Management* app, all application data files are also removed.

Delete your *ZENworks Mobile Management* account before you uninstall the *ZENworks Mobile Management* app.

Deleting Your ZENworks Mobile Management Account

1. Open *ZENworks Mobile Management* and tap the device **menu** button.
2. Select **Settings > Account Settings**.
3. Select the device *Menu* button again and select **Delete Account**.
4. Confirm the deletion by answering **Yes** to the confirmation question.

Uninstalling the ZENworks Mobile Management App

5. From the device Home screen, select **Settings**
6. Select the **System** tab.
7. Select **Remove Programs**
8. Select *Novell, Inc. ZENworks*
9. Select **Remove**.

What to Do if You Change Devices

If you change devices, your *ZENworks Mobile Management* administrator must clear device enrollment on the server before you can enroll the new device.

- Uninstall the *ZENworks Mobile Management* app from the old device by performing the steps in **Uninstalling ZENworks Mobile Management**.
- After you verify that the administrator has cleared the device enrollment, proceed with enrolling the new device.

Accessing the User Self-Administration Portal

The *User Self-Administration Portal* is a resource for *ZENworks Mobile Management* users. Its primary benefit is that it provides a quick way to perform time-sensitive operations without having to go through an administrator. This means that if your device is lost or stolen you can issue commands to the device to prevent malicious actions or unwanted access to sensitive data as soon as you become aware of a threat.

You can access the portal from your desktop computer or from another mobile device. Both the desktop portal and the mobile portal include a way for you to check the location of your device and retrieve a recovery password to unlock your device.

You also use these portals to upload or install client certificates if access to the server you are interfacing with requires an authentication certificate for security purposes. (See *Appendix A*)

To use the User Self-Administration Portal, you need to obtain the *ZENworks Mobile Management* server address from your administrator. Commit it to memory or note it somewhere.

Accessing the Mobile User Self-Administration Portal

In the browser of an Internet-enabled device, enter
https://<yourZENworksMobileManagementserveraddress>/mobile

Accessing the Desktop User Self-Administration Portal

In a Web browser of an Internet-enabled desktop computer, enter
https://<yourZENworksMobileManagementserveraddress>

Logging In

Once you gain access, log in with your *ZENworks Mobile Management* user account credentials.

- For users interfacing with an ActiveSync server, use your ActiveSync account username, password, and domain.
- For users not interfacing with an ActiveSync server, use your *ZENworks Mobile Management* user account username and password, and leave the domain field blank.

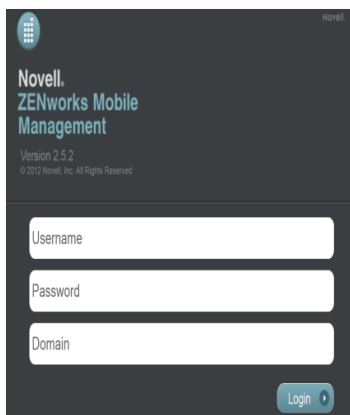
See the [User Self Administration Guide](#) for more information on the use of the portals.

Appendix A: Identity Certificate Installation

The Identity Certificate is not required for everyone. If access to the server you interface with requires an authentication certificate for security purposes, your administrator will instruct you to install the Identity Certificate. Identity Certificates can be installed onto your device via the *ZENworks Mobile Management* Mobile User Self-Administration Portal. A certificate can be installed on multiple devices; however, only one certificate at a time can be used.

What follows is an example of the certificate installation process.

This process may vary depending on the device model.

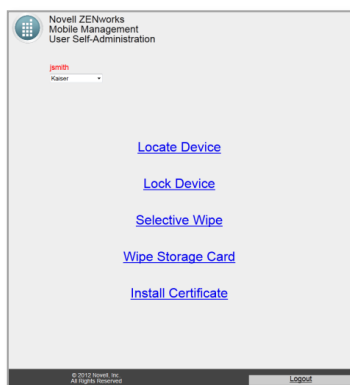


Accessing the *ZENworks Mobile Management* Mobile User Self-Administration portal

From the device browser, enter
<yourZENworksServerAddress>/mobile.

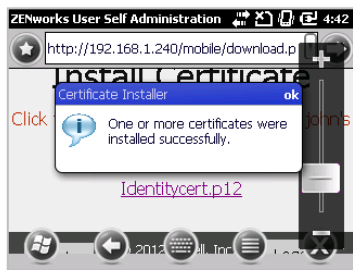
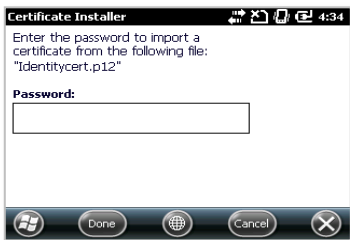
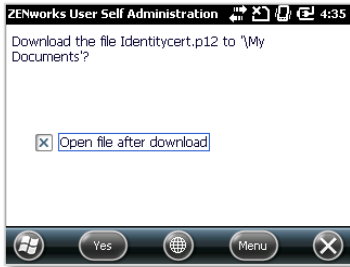
Login with your *ZENworks Mobile Management* user account credentials:

- For users interfacing with an ActiveSync server, use your ActiveSync account username, password, and domain.
- For users not interfacing with an ActiveSync server, use your *ZENworks Mobile Management* user account username and password, and leave the domain field blank.



Installing the Certificate

1. Select **Install Certificate** from the *ZENworks Mobile Management* Mobile User Self-Administration Portal menu.



2. Select the certificate **File Name**. The file will be in .cer, .pfx, or .p12 format.

Note: If you see a message indicating that there is no available certificate, your administrator has not yet uploaded a certificate. Consult your administrator.

3. Select **Yes** to initiate the download.

4. If you have a .pfx/.p12 file, you will be prompted to enter a password.

Enter the password given by your administrator and select **Done**.

5. A pop-up screen appears upon certificate installation, explaining that your device is being asked to install a security certificate.

Select **More** to install the certificate.

6. A second pop up screen displays a warning about knowing the source of the certificate.

Because this is a certificate from a known source, select **Install** to accept it.

7. A message appears, indicating that the certificate installation was successful.

Select **OK**.