iOS App with TouchDown User Guide

ZENworks® Mobile Management 2.7.x

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Novell®

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ZENworks Mobile Management for iOS Devices

The *ZENworks Mobile Management* application for iOS devices interfaces with the *ZENworks Mobile Management* server.

ZENworks Mobile Management was designed to enable iOS users to keep up-to-date with company security policies and management features, ensuring confidentiality and integrity of wirelessly transmitted corporate information. The *ZENworks Mobile Management* application enables an IT administrator to push out configuration profiles to various iOS devices for easy VPN and Wi-Fi access. The *ZENworks Mobile Management* application also enables you to access your company's recommended applications and shared file list, and use the self-servicing dashboard to locate a misplaced device or issue a lock/wipe command to a potentially compromised device.

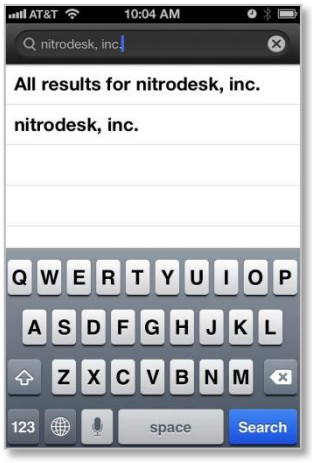
Requirements

- User account on the *ZENworks Mobile Management* server
- TouchDown for iOS version 1.3.8
- iOS 5.0 - 6.1 devices (iPhone, iPod touch, and iPad).
    - iPad mini: OS 6.0.1, 6.1, 6.1.2, 6.1.3
    - iPad 4: OS 6.0 - 6.0.1, 6.1, 6.1.2, 6.1.3
    - iPad 3: OS 5.1, 6.0 - 6.0.1, 6.1, 6.1.2, 6.1.3
    - iPad 2: OS 5 - 5.1, 6.0 – 6.0.1, 6.1, 6.1.2, 6.1.3
    - iPad: OS 5 - 5.1
    - iPhone 5: OS 6.0 – 6.0.1, 6.1, 6.1.2, 6.1.3
    - iPhone 4S: OS 5 - 5.1, 6.0 - 6.0.1, 6.1, 6.1.1, 6.1.2, 6.1.3
    - iPhone 4G, 3GS: OS 5 - 5.1, 6.0 – 6.0.1, 6.1, 6.1.2, 6.1.3
    - iPod touch 4th gen: OS 5 - 5.1, 6.0 – 6.0.1, 6.1, 6.1.2, 6.1.3
    - iPod touch 3rd gen (16 GB or higher): OS 5 - 5.1

End-of-Life Notice – *ZENworks Mobile Management* server version 2.7.2 and *ZENworks Mobile Management for iOS* app version 2.7.1.x were the last to support iOS devices not running iOS 5 or above.

Installing TouchDown

Using the Apple App Store requires an iTunes account.



Step 1:

Tap the App Store icon on the device Home screen. Locate the TouchDown application in the App Store by entering "nitrodesk" (no quotes) in the App Store search bar.

Step 2:

When the TouchDown application is found, select it. At the *Info* screen, tap the price button to purchase the app. Sign in with your Apple ID to purchase the app. Then proceed with the installation. Tap ***Install*** to begin the download.

Now install *ZENworks Mobile Management*.

Installation Instructions

Installing the ZENworks Mobile Management for iOS Enterprise App

If your organization is distributing the *ZENworks Mobile Management for iOS* app as an enterprise (in-house) application, rather than an App Store app, your administrator will provide you with a link for obtaining the app. If your organization is using this method of distribution, you should not install from the App Store or iTunes.

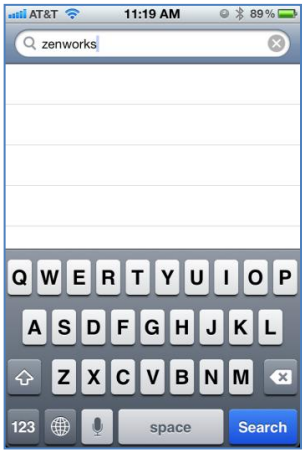
- If your organization houses the app in its own environment, your administrator will provide you with installation instructions and a link for where you can obtain the app.
- If the app is housed at Novell, Inc., use the installation instructions below.
    1. Enter https://zmmupdate.novell.com/apps/ in your device Web browser and select *iOS Enterprise*. The app will begin to download.
    2. When the app finishes downloading, enroll your device with the *ZENworks Mobile Management* server. See Enrollment Instructions.

Installing From the Apple App Store

Using the Apple App Store requires an iTunes account

Access the App Store by tapping the App Store icon in the device Home screen.

Locate the ZENworks Mobile Management application in the App Store by entering `zenworks` in the App Store search bar and tap *Search*.



Tap and install ZENworks Mobile Management. When the *ZENworks Mobile Management* application is found, tap it. At the *Info* screen, tap ***Free***, then tap ***Install*** to begin the download.

You might be prompted to enter your App Store/iTunes account password here.

Now you are ready to enroll *ZENworks Mobile Management* and register TouchDown. See Enrollment Instructions.

Installing From iTunes

Locate the ZENworks Mobile Management application using iTunes. Open iTunes and enter `zenworks` in the *iTunes Store* search bar.

Select and download ZENworks Mobile Management. When the ***ZENworks Mobile Management*** application is found, select it and click on ***Free App*** to begin the download.

> ***Note:*** You might be prompted to enter your App Store/iTunes account password here.

Sync the app to your device.

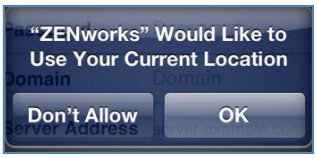
1. Connect your iOS device to your computer workstation
2. In iTunes under ***DEVICES***, select your device.
3. Select the ***Apps*** tab at the top of the page and verify that the *ZENworks Mobile Management* application is selected.
4. Click the ***Sync*** button.

Now you are ready to enroll *ZENworks Mobile Management* and register TouchDown.
See Enrollment Instructions.

Enrollment Instructions

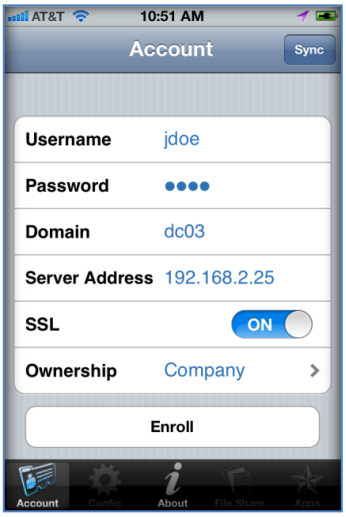
Tap the *ZENworks Mobile Management icon* from the device menu.

The enrollment screen will appear.



If you see a location permissions dialog, tap ***OK*** to allow *ZENworks Mobile Management* to run in the background and synchronize with the *ZENworks Mobile Management* server.

Enrollment Steps



1. Enroll your device with *ZENworks Mobile Management* by entering your **user 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).

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

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

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

   Domain - Enter one of the following:

   - If you are not interfacing with an ActiveSync server, you can leave the Domain field blank.
   - The login you use to access Web mail might 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.

2. Enter the ***Server Address*** of the *ZENworks Mobile Management* server.
3. Leave ***SSL*** turned ON. It is the default setting and it is required.
4. Designate the device ownership. Is it your ***Personal*** device or a ***Company*** owned device?
5. If you are prompted for the *ZENworks Mobile Management* End

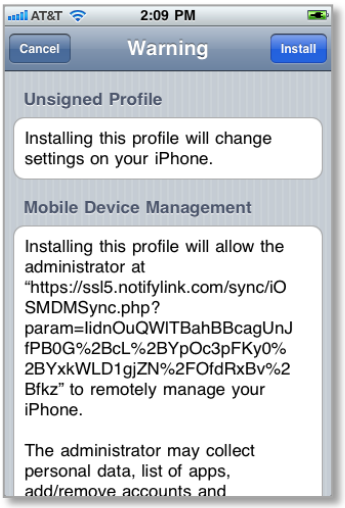
User License Agreement, accept it.

6. Tap the ***Enroll*** button.
7. The application prompts you to load the Configuration File.

Load the Configuration File and Register TouchDown

The last step when enrolling *ZENworks Mobile Management for iOS* is to install the *MDM iOS APN Configuration File*. Installing the profile configures your device with the most current policies and security features and automatically creates your ActiveSync account.

1. When the ***MDM iOS APN Configuration File*** loads, tap the ***Install*** button.



A screen appears, informing you that the application will change settings on your device.

2. Tap the ***Install*** button in the upper right corner

3. Wait a few seconds while the profile loads.

   When you are prompted to enter your Exchange ActiveSync account password, enter the password associated with your user account on the ActiveSync server. The app uses it to create an ActiveSync account for you on the device.

   Tap ***OK.***

   The profile screen will display the message, *Profile Installed,* at the top.

4. Tap ***Done***.

   Note: If your organization requires that you have certain mobile apps on your device, you are prompted to install them. If your Apple ID is not already stored, you might be prompted for it. Your iTunes account is not charged for these types of apps.

To view your *synchronization status*, open *ZENworks Mobile Management* and tap the ***Account*** icon at the bottom of the screen. Your account information screen displays the *synchronization status* information at the top.

Tap the ***Config*** icon. Tap the ***Register TouchDown*** button to initiate the setup of your TouchDown account. *ZENworks Mobile Management* uses the user credentials provided during enrollment to create the TouchDown account.

Using ZENworks Mobile Management

Synchronizing with the ZENworks Mobile Management Server

ZENworks Mobile Management for iOS from the App Store

If you are using the version of *ZENworks Mobile Management for iOS* (v2.3.0.0 or greater) available on the Apple App Store, you should open the *ZENworks Mobile Management* application at least once a day and allow it to complete a synchronization cycle. This ensures that your device is up-to-date with company security policies and management features.

You should also tap the *Configure TouchDown* button to synchronize TouchDown policies.

Open *ZENworks Mobile Management* and tap the ***Config*** icon. Tap the ***Configure TouchDown*** button.

Failure to synchronize on a regular basis might eventually restrict your device's ability to connect to the corporate server and access corporate resources.

ZENworks Mobile Management for iOS Distributed as an Enterprise App

If you are using a version of *ZENworks Mobile Management for iOS* distributed as an Enterprise App by your organization, *ZENworks Mobile Management* can run in the background while you perform other functions, if your device's *Location Services* option is enabled. This ensures that your device synchronizes with the server and has the most current information.

- Tap the device ***Settings*** and tap ***Location Services***. Ensure that the option is enabled.
- In addition, the *ZENworks Mobile Management App* must be enabled under *Location Services*.

Once the *ZENworks Mobile Management* server detects that your device is not synchronizing, you might receive email notifications. When *Location Services* is turned on, however, your device synchronizes and notifications stop.

The *ZENworks Mobile Management* app stops running in the following situations:

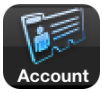
- When the device is turned off
- If the device shuts off because the battery has drained
- When the device is on again, you need to reopen *ZENworks Mobile Management*.

Synchronize TouchDown Policies

At least once a day, you should open the *ZENworks Mobile Management* application and tap the *Configure TouchDown* button to synchronize TouchDown policies.

Open *ZENworks Mobile Management* and tap the ***Config*** icon. Tap the ***Configure TouchDown*** button.

Viewing the Synchronization Status



To view the time of the last synchronization, open *ZENworks Mobile Management* and tap the ***Account*** icon at the bottom of the screen. Your user *ZENworks Mobile Management* account information screen displays the *synchronization status* information.

VPN Connections

Administrators can assign a VPN resource (virtual private network) to your device from the *ZENworks Mobile Management* server. This will require you to install an application appropriate for the type of connection your organization uses. The exception to this is an IPSec VPN connection, which does not require a device application. Consult your administrator for details.

Updating Your Profile

If your administrator alters certain server or policy settings it will be necessary to reload your configuration profile. This does not occur frequently since there are only a few changes on the server that would require this.

Your administrator might inform you when this is necessary, or you can load an updated profile when you see that one is available.

Users with the *ZENworks Mobile Management* App Store application:

1. Open the *ZENworks Mobile Management* app and allow it to complete a synchronization cycle. The *Config* icon at the bottom of the screen displays a red dot and a message that a new profile is ready appears when a new profile is available.
2. Tap the ***Config*** icon.

3. Tap ***Load Configuration File*** to load the changes.

Users with a *ZENworks Mobile Management* Enterprise App distributed by their organization:

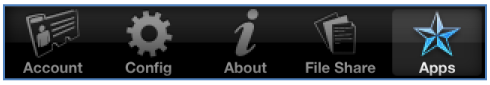
1. Click the *ZENworks Mobile Management* icon on the device's Home screen. The *Config* icon at the bottom of the screen displays a red dot when a new profile is available.
2. Tap the ***Config*** icon.
3. Tap ***Load Configuration File*** to load the changes.

Accessing Mobile Apps

The Corporate Mobile Apps List

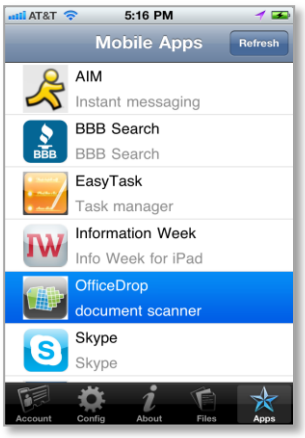
Your administrator can compile and make available a list of recommended mobile applications. The list consists of quick links to the applications in the App Store, making it convenient to install any one of them on the device.

1. To access the Mobile App list, open *ZENworks Mobile Management* and tap the ***Apps*** icon in the bottom right corner of the screen.



2. Tap ***Mobile Apps***.

3. A list of available apps appears. Tap an app to open the App Store to where the application is located.
4. Tap the ***Refresh*** button to refresh the list with newly available apps.

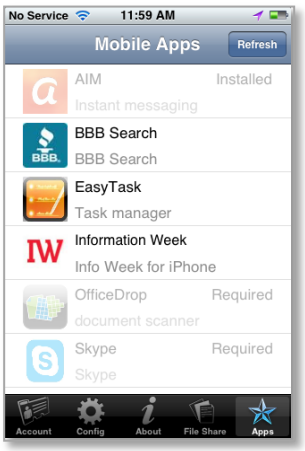


Required Apps

You might see a status message listed beside the app.

- ***Required*** indicates that the app is required by your organization and has automatically prompted an installation.
- ***Installed*** indicates that you have already installed the app on the device. These apps are available, but not required.

If the app is neither required by your organization nor installed by you, it is available to be installed.



How Required Apps Are Installed

When an app is required by your organization, it automatically prompts you to install and continues to prompt until it is installed. If it is an App Store app, it will prompt you for your iTunes credentials. In-house apps do not require iTunes credentials.

Blacklists / Whitelists

Your organization's usage policy may only permit selected mobile applications. All others can be restricted with the use of a blacklist or whitelist.

- **Apps Restricted by a Blacklist:** If an application installed on your device matches a blacklist filter string, your access to email, shared files, app lists, or other organization resources can be blocked.
- **Apps Restricted by a Whitelist:** If an application installed on your device does not match one of the whitelist filter strings, your access to email, shared files, app lists, or other organization resources can be blocked.

If your organization has implemented one of these lists, you can view the criteria used to check the apps installed on your device. The criteria will inform you of the mobile applications you should avoid.

1. To view the Blacklist or Whitelist criteria, open *ZENworks Mobile Management* and tap the ***Apps*** icon in the bottom right corner of the screen.

2. Tap ***Blacklists*** or ***Whitelists***.

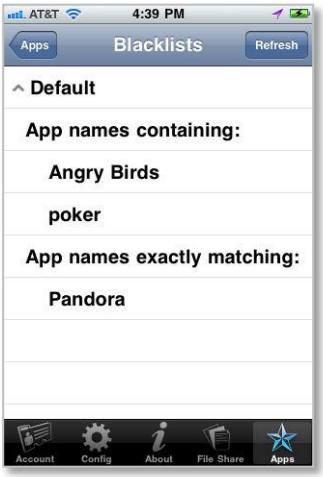
3. Expand the list to see the criteria that will restrict apps.

   For Blacklists:

   - Your device can be blocked if a certain string of characters is contained anywhere in the app name.
   - Your device can also be blocked in the app name exactly matches the string of characters.

   For Whitelists:

   - Your device can be blocked if an app on your device does not contain a certain string of characters anywhere in the app name.
   - Your device can also be blocked if an app on your device does not exactly match the string of characters.



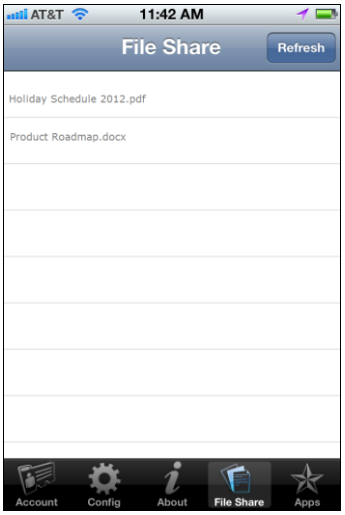
Accessing the Shared File List

Your administrator can compile and make available a list a directory of folders and files. If the policy to which you have been assigned allows access, you will 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* and tap the ***Files*** icon in the bottom right corner.

2. The file directory appears. Folder names appear in bold black. Tap a folder to expand it and view the subfolders and files in it. Tap a file to open it.
3. Tap the ***Refresh*** button to refresh the list with newly available files.



Maintenance Tips

Uninstalling ZENworks Mobile Management

Uninstall the *ZENworks Mobile Management* app and the *ZENworks Mobile Management* profile on the device. All application data files are also removed.

Uninstall the ZENworks Mobile Management Application

1. Locate the *ZENworks Mobile Management* icon on the device's main menu. Press and hold the icon until it wiggles and displays an x.

2. Tap the x and then tap ***Delete***.

Uninstall the ZENworks Mobile Management Profile

1. Tap the ***Settings*** option from the device's main menu.
2. Tap ***General*** and scroll down to Profiles.
3. Tap the *ZENworks Mobile Management* profile and tap ***Remove***.

Clearing the TouchDown Application

1. Open *ZENworks Mobile Management* and tap the ***Config*** button at the bottom of the screen.
2. Tap the ***Wipe TouchDown*** button to remove all mail and PIM (calendar, contacts, tasks) data associated with TouchDown and return the application to a pre-registration state.

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 going 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* below.)

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://<yourZENworksServerAddress>/mobile***

Accessing the Desktop User Self-Administration Portal

In the Web browser of an Internet-enabled desktop computer, enter ***https://<yourZENworksServerAddress>***

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.

Accessing the ZENworks Mobile Management Mobile User Self-Administration portal

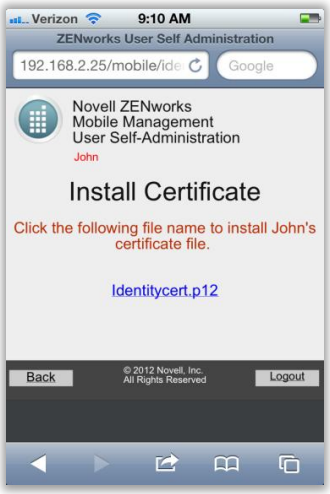
From the device browser, enter ***<yourZENworksServerAddress>/mobile***.

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.

Installing the Certificate

1. Tap ***Install Certificate*** from the *ZENworks Mobile Management* Mobile User Self-Administration portal menu.



2. Tap the certificate ***File Name.*** The file will be in .cer, .pfs, or .p1 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. A pop-up window appears.

   Tap ***Install Now*** to begin installation.

Viewing the Certificate

When installation is complete, go to *Settings* > *General* > *Profile* to view the certificate.

Note: If you view the certificate, it might show a status of Not Trusted. This does not affect the functionality of the certificate and is often the result when the certificate is installed without using the iPhone Configuration Utility.