

Managing Users and Groups

ZENworks® Mobile Management 2.8.x

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Accessing the Dashboard

Access the Dashboard

ZENworks Mobile Management dashboard requirements:

- Microsoft Internet Explorer, Firefox, or Safari
- Adobe Flash Player 10.1.0
- Minimum screen resolution: 1024 x 768
- Desktop computer running Windows OS

In your Web browser, enter the server address of the *ZENworks Mobile Management* server, followed by ***/dashboard***

Example: <https://my.ZENworks.server/dashboard>

Standard Login

Log in to the *ZENworks Mobile Management* dashboard using your administrative login credentials in one of the following formats:

- Locally authenticated logins enter:
email address and password
- LDAP authenticated logins enter:
domain\LDAP username and LDAP password

A system administrator can create additional logins to the dashboard with system administrator, organization administrator, or support administrator privileges. See the [System Administration Guide](#) for details.



OpenID Login

Use your OpenID credentials to log in.

1. At the *ZENworks Mobile Management* login screen, select the icon identifying the OpenID provider you use: *ZENworks*, *Google*, *Yahoo!*, or *Facebook*.
2. Enter the **Zone** or **Organization**, an easy to remember name *ZENworks Mobile Management* uses to redirect you to the OpenID provider portal.
3. At the provider site, enter your OpenID credentials.

Note: If this is the first time you have logged in to *ZENworks Mobile Management* with an OpenID or your OpenID information has changed, you will be prompted for a PIN code before entering the *ZENworks Mobile Management* dashboard.

Zone Name and new PIN codes are emailed to you from the *ZENworks Mobile Management* server.



Admin Setup Pin Code

Enter Admin Setup Pin Code

Zone Name

OpenID Identity

OK



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Login with     

Zone

Continue



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Login with     

Organization

Continue

Managing Users

The User Grid

The **Users** view displays a list of all users currently in the *ZENworks Mobile Management* organization.

From this page, you can add a user, remove a user, email a user, move to a user profile view with a greater level of detail, and issue remote security commands to a user's device.

You can also customize the user list view or export data from the list.

Active	User Name	Policy Suite	Device Connection Schedule	Domain	DeviceSAKey	Ownership	Last ZENwor
Yes	jallen	Default	Default	dc03	186	Company	
Yes	abaker	Default	Default	dc03	189	Company	
Yes	bbennett	Default	Default	dc03	195	Company	
Yes	jcaraballo	Julian	Julian	dc03	131	Company	07/10/2012
Yes	mcollins	Default	Default	dc03	192	Company	
Yes	bgarcia	Default	Default	dc03	180	Company	
Yes	jharris	Default	Default	dc03	190	Company	
Yes	mharris	Default	Default	dc03	194	Company	
Yes	clewis	Default	Default	dc03	183	Company	
Yes	rmoore	Default	Default	dc03	182	Company	
Yes	enelson	Default	Default	dc03	188	Company	
Yes	mperez	Default	Default	dc03	185	Company	
Yes	pPhillips	Default	Default	dc03	191	Company	
Yes	mScott	Default	Default	dc03	187	Company	
Yes	jsmith	Default	Default	dc03	178	Company	
Yes	dtorres	Default	Default	dc03	193	Company	
Yes	awilliams	Default	Default	dc03	179	Company	
Yes	lyoung	Default	Default	dc03	184	Company	
Yes	hmartin	Default	Default	dc03	181	Company	
Yes	ylu01@dc03.not	Default	Default		157	Personal	07/18/2012
Yes	ylu01@dc03.not	Default	Default		158	Personal	07/18/2012

Choose Visible Columns ▾
Total Users in View: 21
Export Format ▾
Export Data Grid

Customizing and Searching the User Grid

Customize the user list view by:

- Choosing the visible columns
- Rearranging columns
- Sorting columns
- Searching for and displaying a distinct category of users
- Limiting the list to members of an LDAP folder or group

Choose the visible columns. Click the *Choose Visible Columns* button in the bottom left corner of the User Grid. Using the forward arrow, move items from the *Available Columns* list to the *Displayed Columns* list so that they will appear in the User Grid. In the *Displayed Columns* list, use the up/down arrows to arrange the columns in the order you want them to appear. The Dashboard saves the columns you choose to view.



Rearrange columns. Drag and drop column headings to reorder the columns. The dashboard saves the order in which you arrange the columns.

Active	User Name	Ownership	Last Sync (GMT)	Device Type	Device Model	Policy Suite
Yes	broberts	Corporate	12/15/2010 3:32 PM	Android	Nexus One	NotifyTe
Yes	dbadger	Personal	12/20/2010 4:18 PM	BlackBerry	9630	NotifyTe
Yes	hburkett	Corporate	12/17/2010 11:23 PM	Android	ADR6300	NotifyTe
Yes	iOSTest	Personal	11/23/2010 6:13 PM	iPhone	iPhone 4	NotifyTe
Yes	jconrad	Personal	12/18/2010 1:49 AM	iPhone	iPhone 3GS	Engineer
Yes	jecker@2007dc	Corporate	12/07/2010 7:59 PM	iPhone	iPhone 4	NotifyTe

Sort columns. Click the heading of any column to sort the list by the information in that column. Sort in ascending or descending order.


User Name ▲	User Name ▼
bking1	ylu01
groover	tgeorge
jecker@dc03.no	sli2
sli	sli
sli2	jecker@dc03.no
tgeorge	groover
ylu01	bking1

Search for and display a single user or category of users. Use the search criteria in the drop-down **Search** panel to search for users by user name, phone number, policy suite, device platform, or custom column name and value. The string entered in the search field returns users that contain the string anywhere in the user name.

The Search panel contains the following fields and buttons:

- User Name:
- Phone Number:
- Policy Suite: -- Select One --
- Device Platform: -- Select One --
- Custom Column Name: -- Select One --
- Custom Column Value: -- Select One --
- Buttons: Search All, Search Folder, Reset

Display by User Categories. Limit the display of users in the grid to those in a specific category. There are three major user categories: *Users by LDAP*, *Users by Local Group*, and *Uncategorized Users*. Browse the user category directory and select a local group or LDAP group/folder. The users listed in the grid will contain only the users belonging to the group or folder you chose.

To refresh the grid so that it displays the entire list of users, click the group again, click the refresh button , or click the *Reset* button in the *Search* option.

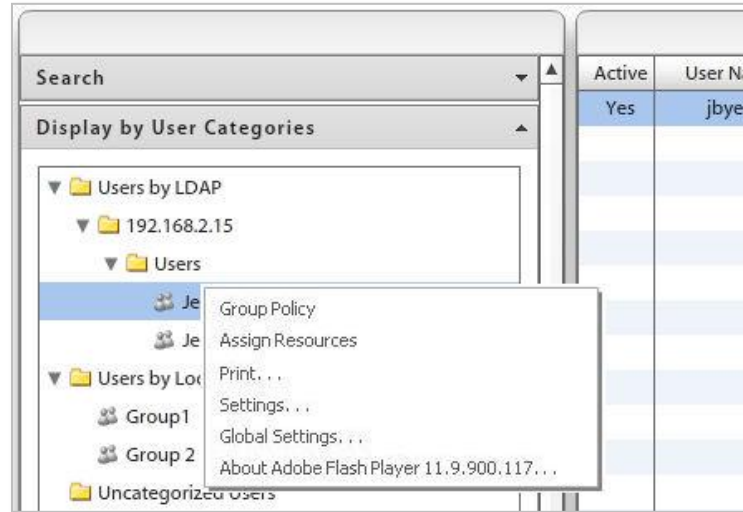
The Display by User Categories panel shows a tree view with the following structure:

- Users by LDAP
- Users by Local Group (expanded)
 - Group 1
 - Group 2
- Uncategorized Users

Assigning Settings and Resources to Groups/Folders from the Grid

Settings such as Policy Suite, Connection Schedule, and Liability can be assigned to a local group or LDAP group/folder directly from the user grid. In addition, Android and iOS resources can be assigned to LDAP group/folder directly from the grid.

1. Expand the **Display by User Categories** option on the left panel and navigate to an LDAP group or folder, under *Users by LDAP*, or to a local group under *Users by Local Group*. Right-click on the group or folder.



2. From the pop-up, select the **Group (Folder) Policy** option and choose the Policy Suite, Device Connection Schedule and Liability assignments for the group/folder. Click **Save**.



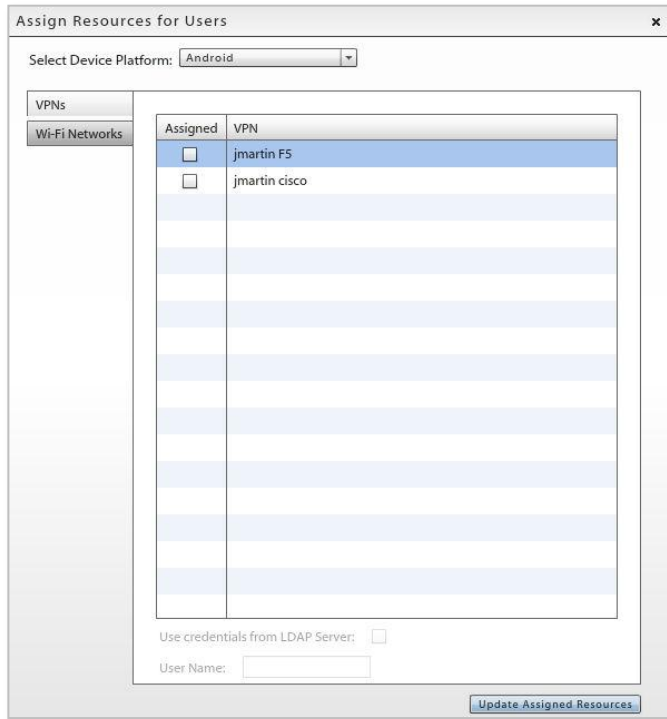
Standard Policy Enforcement



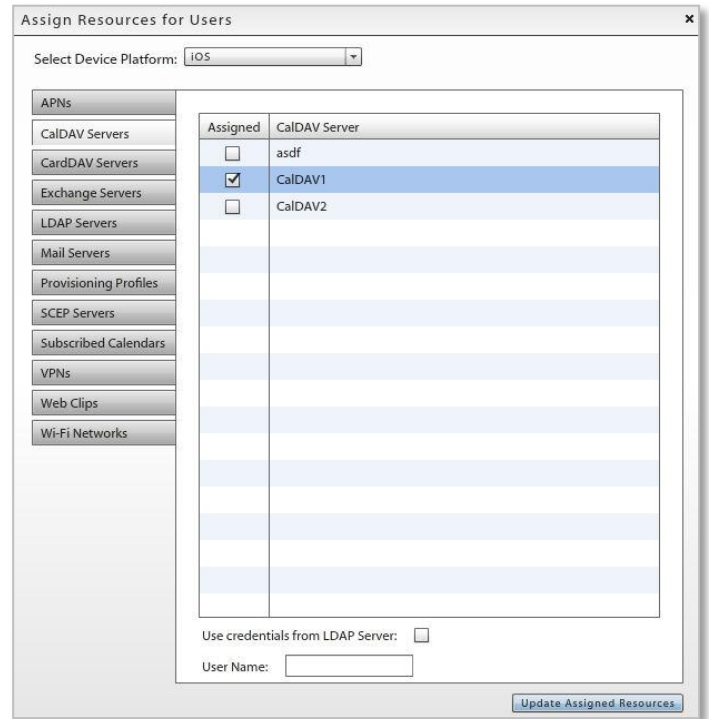
Schedule-Based Policy Enforcement

3. Right click on an LDAP group/folder and select the **Assign Resources** option to assign resources.
 - Select a device platform from the drop-down: android or iOS
 - Mark the checkbox next to the resource you want to assign to the group/folder.
 - Mark the checkbox labeled **Use credentials from LDAP Server** to assign the resource to the users associated with the group/folder.

Or, leave the option disabled to assign the resource to a single **User Name** from the group or folder.



Android Resource Assignments



iOS Resource Assignments

The User Panel

Select a user from the list. A user panel for that user appears in a column to the right of the list. Only administration options that apply to the device platform will appear in the panel.



User Panel

Last Sync: 04/25/2013 9:41 AM (-04:00 GMT)

Device Platform: iOS 

Ownership: Personal

Phone Number: Unknown

Location: [See Most Recent Location](#)

Messaging [E-mail User](#)

Device Reporting: [View Device Report](#)

Device Compliance: [Clear NotifyMDM Authorization Failures](#)
[Clear ActiveSync Authorization Failures](#)
[Clear SIM Card Removed or Changed Violation](#)
[View Device Violation Details](#)

Administration: [Reset for Enrollment](#)
[Disable Device](#)
[Stop Managing Device](#)
[Suspend Device](#)
[Send Welcome Letter](#)

Panel Content

- **Quick Device Stats** - displays last sync time, device platform, ownership, and phone number
- **Pop-up Views** - provides the following links to pop-up views:
 - [See Most Recent Location](#) - Location statistics
 - [E-mail User](#) - Compose and send an email
 - [View Device Report](#) - Device statistics
- **Device Compliance** – allows the administrator to clear a violation restriction or view device violation details and create a User Exception for a violation. See [Monitoring Device Compliance](#) for details.
- **Security Commands** - Gives quick access to reactive security commands, such as *Full Wipe*. See [Remote Security Commands](#) for functionality. Security commands can also be issued through the User Self Administration Portal.
- **Show Recovery Password** - Allows the administrator to view the recovery password issued by a device. User can also view the recovery password through the User Self Administration Portal. See [Enabling Password Recovery](#).
- **Send Welcome Letter** - Gives the ability to send the Welcome Letter email to the user.
- **Reset for Enrollment** – Used for troubleshooting enrollment issues. Clears server data that prevents a user from re-enrolling a device or reloading iOS profiles when a device experiences enrollment issues.
- **Clear Passcode** – The iOS device passcode is cleared. If the passcode is required by the user's policy, the user is prompted to enter a new passcode.

Monitoring Device Compliance from the User Panel

If you have implemented the *Compliance Manager* to monitor and restrict devices or users who are non-compliant with corporate policies, you might want to display the **Violation Status** column in the *Users* grid. You can quickly see which devices are restricted. Use the following options in the *User Panel* to view details about the restriction or release a user from the restriction.

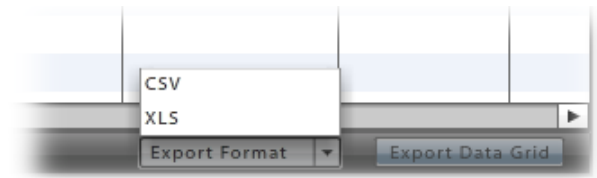
Administrative Action	Description	Result
View Device Violation Details	An administrator can view violations and use the <i>Clear Selected Violations</i> button to release a device from restrictions.	The administrator can select and clear a violation listed in the pop-up dialog box. The device is released from restrictions imposed by the violation. An exception is created for the user, which prevents the device from being restricted again because of this violation.
Clear ZENworks Authorization Failures	A device passes invalid credentials for the <i>ZENworks Mobile Management</i> account of a known user to the server a number of times that exceeds the set limit.	This <i>Clear</i> button releases the device from restrictions imposed by this violation. The counter for the set <i>Failed login attempt limit</i> is reset to zero. A <i>User Exception</i> is not created, so if the device's <i>ZENworks Mobile Management</i> connections continue to fail, the device is in violation again.
Clear ActiveSync Authorization Failures	A device passes invalid credentials for the ActiveSync account of a known user to the server a number of times that exceeds the set limit.	This <i>Clear</i> button releases the device from restrictions imposed by this violation. The counter for the set <i>Failed login attempt limit</i> is reset to zero. A <i>User Exception</i> is not created, so if the device's ActiveSync connections continue to fail, the device is in violation again.
Clear SIM Card Removed or Changed Violations	A user has removed or changed the SIM card in a device and is in violation of the <i>Restrict if SIM Card is Removed or Changed</i> access restriction.	This <i>Clear</i> button releases the device from restrictions imposed by this violation. A <i>User Exception</i> is not created, so if the SIM card is removed or changed again, the device is in violation.



Violation Details Pop-up

Exporting Data from the User Grid

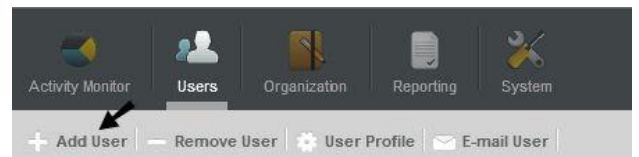
Exporting data from the list to a comma separated values (CSV) or Excel (XLS) file. Choose the *Export Format*, then click the *Export Data Grid* button to save the current grid to a file.



Adding / Removing / Disabling Users

The **Add User** button launches a window that allows the manual addition of individual users or addition of users via batch import methods (.CSV file or an LDAP server).

For more documentation on adding users, see the [Configuration Guide: Adding Users, Enrolling Devices](#).

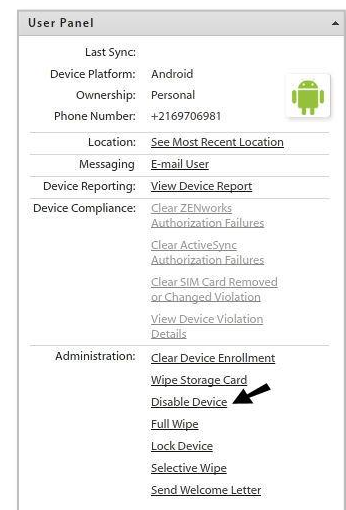


Add User button

The **Remove User** button deletes the user from the *ZENworks Mobile Management* server. A user can also be temporarily disabled by using the *Disable Device* option on the User Panel. This prevents the device from synchronizing with the *ZENworks Mobile Management* and ActiveSync servers, but retains the user account.



The **Disable Device** option can be used when you want to disable device synchronization, but not remove the user from the system. Initiate the command from the *User Panel* or from the *Security* option in the User Profile Administration view.



The User Profile

Select a user from the list and click the **User Profile** button on the action bar above the grid (or double-click the user). There are several views to select from in the menu panel to the left.

User Information

Select *User Information* from the left panel of the User Profile. There are four tabs that display the following user information:

- [Configuration](#)
- [Custom Column Values](#)
- [Certificates](#)
- [Local Groups](#)

User Information: Configuration

Select the *Configuration* tab to display basic user information that can be edited.

In addition, server address information obtained by ActiveSync Autodiscover displays for users interfacing with servers using ActiveSync protocol version 12.0 or higher. This information does not display if ZENworks *Mobile Management* does not resolve a server address via Autodiscover. Failure to resolve might occur if the ActiveSync server is not configured for Autodiscover, if the DNS is not configured for the correct Autodiscover address, or if general network issues occur.

You can also override the organization default setting for **Maximum Number of Devices Per User** by removing the checkmark from the *Auto* box and defining the maximum number of devices this user can enroll.

The screenshot shows the 'Configuration' tab for user 'jwitmer'. The left sidebar contains a tree view with 'User Information' selected, and sub-items: 'Devices (1)', 'iPhone 4', 'Administration', 'Corporate Resources', and 'All Devices Summary'. The main content area has three tabs: 'CONFIGURATION' (active), 'CUSTOM COLUMN VALUES', and 'CERTIFICATES'. The configuration fields are: 'User Name: jwitmer', 'Created On: 2013-09-06 11:41:17.253', 'First Name: [text box]', 'Last Name: [text box]', 'E-mail Address: * [text box]', 'Domain: ex07', 'ActiveSync Server: Exchange 2007', 'LDAP Server: None', 'Password: Change Password', 'Expiration: Never', 'Maximum Number of Devices Per User: 99', and a checked 'Auto (Organization Default)' checkbox.

User Information: Custom Column Values

If custom columns have been configured, they will be displayed here. Select this tab to view custom column values for this user. The values can be edited here, as well.

The screenshot shows the 'Custom Column Values' tab for user 'gcochenour'. The left sidebar contains a tree view with 'User Information' selected, and sub-items: 'Devices (1)', 'ADR6400L', 'Administration', 'Corporate Resources', and 'All Devices Summary'. The main content area has three tabs: 'CONFIGURATION', 'CUSTOM COLUMN VALUES' (active), and 'CERTIFICATES'. The only visible field is 'Regional Office: London'.

User Information: Certificates

Select the *Certificate* tab to upload a client authentication certificate for the user or view any identity certificates that are associated with the user.

A certificate can be uploaded here by an administrator or via the *ZENworks Mobile Management Desktop User Self-Administration* portal by a user. Users can then install the certificate on the device using the *ZENworks Mobile Management Mobile User Self-Administration* portal.

It is possible to upload more than one certificate to the user's profile; however, only one certificate at a time can be used. One certificate can be used on multiple devices associated with a single user.

The *ZENworks Mobile Management* server supports .cer, .pfx, or .p12 format certificates. Functionality of these certificate file formats is dependent upon the device platform or operating system (see the table below listing tested device operating systems). Certificates obtained from *VeriSign* have been tested and verified as functional. Certificates obtained from other certificate authorities might be functional if the device platform recognizes the certificate authority as trusted.

Test Certificate Validity. Use the **Test Now** button to test the validity of the client certificate. Initiating the test verifies whether the certificate is in a format that can be read, and it verifies the certificate name and expiration date.

Tests initiated for a.pfx format certificate will require the certificate's assigned password.

When the ZENworks Mobile Management server is behind your corporate firewall. In this scenario, users must have a client authentication certificate to access your network, but must first acquire the certificate via the *ZENworks Mobile Management* server, which sits behind the network's corporate firewall.

Use one of the following methods to make the certificate accessible to the user:

- Instruct users to install the certificate, while in the corporate setting, using Wi-Fi.
- Locate the *ZENworks Mobile Management Desktop* and *Mobile User Self-Administration* portals outside the corporate firewall.
 - Assign a second address to the *ZENworks Mobile Management* server for the *User Self-Administration Portal*, allowing access to only these user portals.
 - Desktop User Self-Administration Portal: <serveraddress>
 - Mobile User Self-Administration Portal: <serveraddress>/mobile
 - Create a second Web server (mirroring the *ZENworks Mobile Management* server) where only the *User Self-Administration Portals* are available
 - Create a firewall rule that allows the user to access the *User Self-Administration Portal* URLs without a certificate.

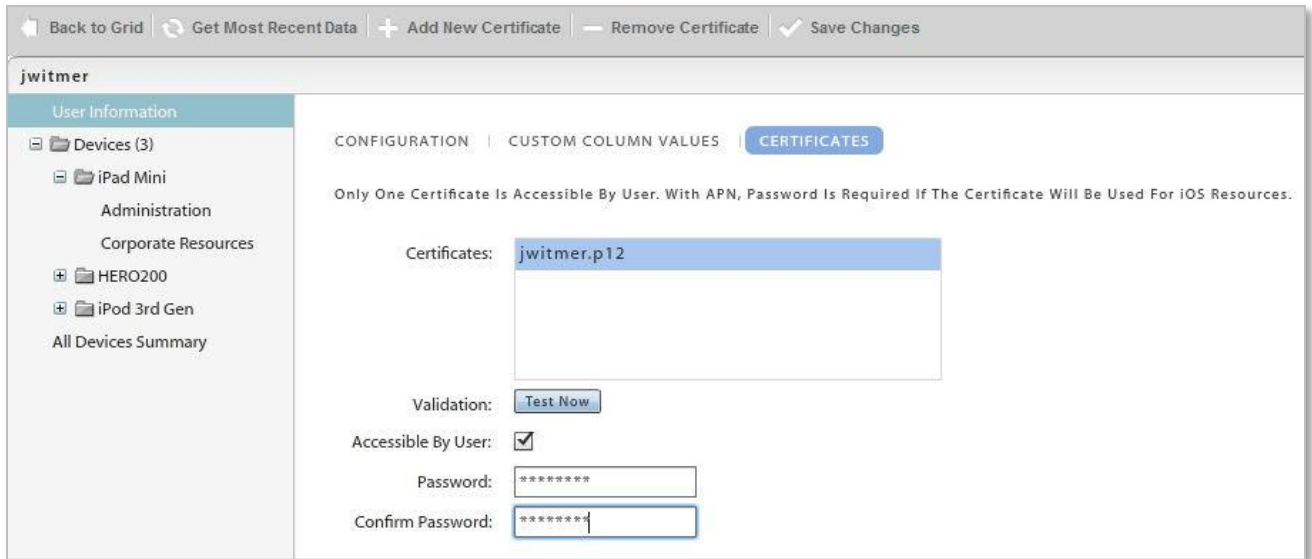
Upload the Certificate. When you have obtained a client certificate, upload it to the user's profile. You must have access to the certificate file itself and know any password associated with it.

Alternatively, you can have a user upload the certificate himself using the *ZENworks Mobile Management Desktop User Self-Administration* portal. The user must have access to the certificate file and know any password associated with it.

To upload a certificate file:

1. Access the **Users** view of the dashboard. Select a user from the grids and click **User Profile**.
2. Select **User Information** from the left panel, then select the **Certificates** tab.
3. Select the **Add New Certificate** button to browse and select the certificate file.

4. Check the box **Accessible By User** to designate this as the active certificate. It is possible to upload more than one certificate to the user's profile, however, only one certificate at a time can be active. One certificate can be used on multiple devices associated with a single user.
5. If the certificate is protected by a password, enter the **Password** and confirm it.
6. Click **Save Changes**.



Instruct the User to Install the Certificate. When the certificate has been uploaded and associated with a user account, instruct the user to install the certificate on the device via the *ZENworks Mobile Management* Mobile User Self-Administration Portal. An example of the installation process for each device type is available in *Appendix A* of every *ZENworks Mobile Management* device user guide.

Certificate Formats Supported on Various Device Platforms		
	.cer	.pfx / .p12
Android	OS 2.1 update 1	
	OS 2.2	OS 2.2
	OS 2.3	OS 2.3
	OS 2.3.4	OS 2.3.4
BlackBerry (with <i>NotifySync</i>)	OS 4.5	
	OS 4.6	
	OS 5.0	
	OS 6.0	OS 6.0
	OS 7.0	OS 7.0
iOS	iOS 4.1	iOS 4.1
	iOS 4.3.5	iOS 4.3.5

	iOS 5+	iOS 5+
Symbian	OS 9.1	OS 9.1
	OS 9.2	OS 9.2
Windows Mobile	OS 6.1 Standard	OS 6.1 Standard
	OS 6.1 Professional	OS 6.1 Professional
	OS 6.5 Professional	OS 6.5 Professional

User Information: Local Groups

[\(return to User Information menu\)](#)

Select the *Local Groups* tab to view the local groups with which the user is associated.

You can add or remove local group assignments for the user, as well. Changes to a user's group association will update the user's policy suite, connection schedule, and liability settings accordingly.

The screenshot shows the 'aeinstein' user management interface. At the top, there are three buttons: 'Back to Grid', 'Get Most Recent Data', and 'Save Changes'. Below these, the user name 'aeinstein' is displayed. The left sidebar contains a tree view with 'User Information' selected, and sub-items for 'Devices (1)', 'Unknown', 'Administration', 'Corporate Resources', and 'All Devices Summary'. The main content area has four tabs: 'CONFIGURATION', 'CUSTOM COLUMN VALUES', 'CERTIFICATES', and 'LOCAL GROUPS' (which is active). Below the tabs, the text 'Add or remove local group assignments for the user.' is displayed. A table with two columns, 'Assigned' and 'Group Name', lists the following groups:

Assigned	Group Name
<input checked="" type="checkbox"/>	Department Heads
<input type="checkbox"/>	School of Graduate Studies
<input type="checkbox"/>	College of Business Administration
<input checked="" type="checkbox"/>	College of S.T.E.M.
<input type="checkbox"/>	College of Liberal Arts & SS
<input type="checkbox"/>	College of Creative Arts & Comm

Device Administration

The user's devices are listed in the selection panel. Select a device and expand the menu underneath it. Choose **Administration** and choose from tabs to view information about the device.

- [Device Information](#)
- [Phone Calls and Texts](#)
- [Configuration](#)
- [Viewing Logs](#)
- [Security](#)
- [File List](#)
- [Location](#)
- [Applications](#)

Device Administration: Device Information

([return to Device Administration menu](#))

Select the **Device Information** tab to view device statistics from the latest synchronization. The information available varies by device platform. If a device does not report a statistic, *N/A* (not available) is displayed. See the document, [Device Platform Comparison: Device Statistics](#) for detailed information.

Device Information for iOS devices will also list the *iOS Installed Profiles*. The device periodically sends a list of all configuration profiles assigned to the device which can be viewed here.

The screenshot displays the 'Device Administration' interface for a device named 'ADR6400L'. The interface is organized into a sidebar on the left and a main content area on the right. The sidebar includes 'User Information', 'Devices (1)', and 'Administration' (selected). The main content area has a top navigation bar with tabs: 'DEVICE INFORMATION' (selected), 'CONFIGURATION', 'SECURITY', 'LOCATION', 'PHONE CALLS', 'TEXTS', 'LOGS', 'FILE LIST', and 'APPS'. The 'DEVICE INFORMATION' tab is active, showing two columns of data: 'Status' and 'About'.

Status

- Last Connections**
Device App: 01/10/2013 6:56 PM (-05:00 GMT)
ActiveSync: N/A
- Battery**
Level: 78%
Status: Unplugged
Last Boot Time: 01/10/2013 4:33 PM (-05:00 GMT)
- Encryption**
Device Encrypted: No
Storage Card Encrypted: No
- Device Memory**
Capacity: 2.60 GB
Available: 2.42 GB
Percent Free: 93%
- External Storage Card**
Capacity: 14.88 GB
Available: 14.88 GB
Percent Free: 100%
- Jailbroken**
Jailbroken: No
- TouchDown**
TouchDown Registered: Yes
- Roaming**
Currently Roaming: No
- Network**
Downloaded Data
Any: 0.018 GB
Cellular: N/A
Wi-Fi: N/A

About

- Device Application**
Version: 2.7.0.2
Language: English (United States)
- ActiveSync**
Version: N/A
User Agent: N/A
- Operating System**
Language: English (United States)
Version: 2.2.1
- Device**
Model: N/A
Ownership: Personal
Platform: Android
UID: 00000000-3ab2-d291-bf24-ed4010e41303
IMEI: N/A
Phone Number: +2169706981
Timezone: Eastern Standard Time
GMT Offset: -05:00
Product Name: N/A

Device Administration: Configuration

[\(return to Device Administration menu\)](#)

Select the **Configuration** tab to view the Policy Suite, Device Connection Schedule, and Liability settings for the device. The source from which each setting originated is displayed in parentheses below the drop down box. When the **Auto** check boxes are marked, the device is assigned the setting based upon local group membership, LDAP group/folder membership, or organization defaults. Changes made to local group settings, LDAP group/folder settings, or organization defaults will automatically update the user's assignments.

If you wish to override the automatic assignments, remove the checkmark and select a new setting from the drop-down list. These direct assignments take precedence over all other provisioning sources and will not change as a result of updates to the groups or defaults.

Ownership, Plan Type, Carrier, and the Blacklist or Whitelist associated with the user's policy suite are also displayed. All fields but those in the Blacklist/Whitelist display can be edited.

The screenshot shows the 'cscluster' Configuration page for a device. The left sidebar contains navigation options: User Information, Devices (1), Unknown, Administration (selected), Corporate Resources, and All Devices Summary. The main content area has tabs for DEVICE INFORMATION, CONFIGURATION (selected), SECURITY, LOCATION, PHONE CALLS, TEXTS, LOGS, FILE LIST, and APPS. The CONFIGURATION tab displays the following settings:

- Policy Enforcement Type: Standard Schedule-Based
- Policy Schedule: General Staff (dropdown)
- Policy Suite During Schedule: Policy A (dropdown)
- Policy Suite Outside Schedule: Policy B (dropdown)
- Device Connection Schedule: CAS (dropdown)
- Liability: Corporate (dropdown)
- Ownership: Company (dropdown)
- Plan Type: Domestic (dropdown)
- Carrier: None (dropdown)

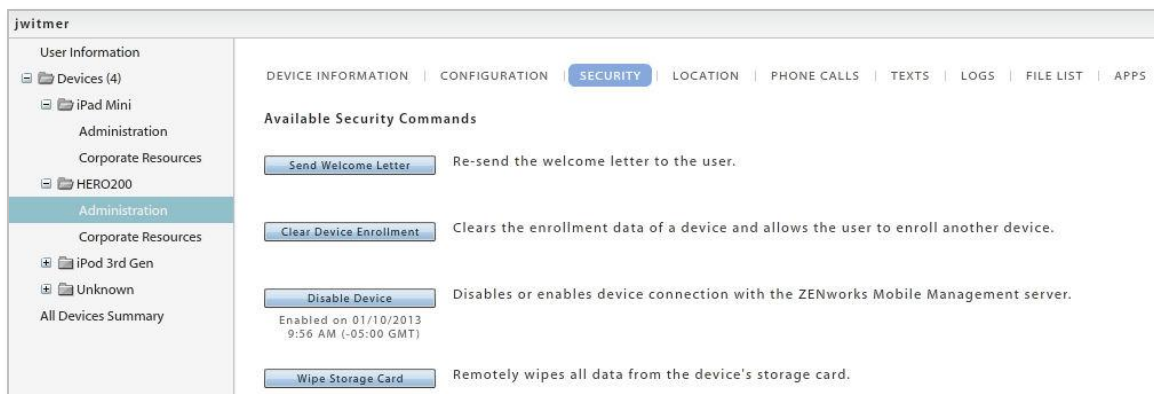
A modal window titled 'Restricted Apps: Policy B' is open, showing the following settings:

- Blacklists: Permissions (NO) (toggle)
- Whitelists: Permissions (YES) (toggle)

Device Administration: Security

[\(return to Device Administration menu\)](#)

The **Security** tab provides the remote security commands available for the user's device platform. Not all remote security commands are supported on every device type. The functionality of the action might also vary slightly, based on what the device platform supports or even device model. See the table below for specific device functionality.



How Security Commands are Issued

Full Wipe - The Full Wipe command is issued via ActiveSync. It is issued immediately when the user device is configured in a Direct Push mode. When the user's device is in a scheduled push mode, the device receives the command during the next scheduled device connection session. Apple MDM functionality makes it possible to apply the *Full Wipe* command immediately to iOS devices.

Stop Managing Devices, Wipe Storage Card, and Lock Device - These commands are issued via *ZENworks Mobile Management*. They are issued immediately when the *ZENworks Mobile Management Device Connection Schedule* has Direct Push enabled. When the *ZENworks Mobile Management Device Connection Schedule* has Direct Push disabled, the device gets the command during the next scheduled device connection session. Apple MDM functionality makes it possible to apply *Stop Managing Devices* and *Lock Device* immediately to iOS devices; however, the device is capable of postponing the action.

Security Action Confirmation Emails

The administrator issuing the security command has the option to send a confirmation email to the user.



Remote Security Commands: Functionality by Device

The table below documents which device types support the security commands and any variation in functionality across device platforms.

Anrd	Android devices	S60	Symbian S60 3 rd edition devices
TD/A	Android devices with TouchDown	WM	Windows Mobile 6.1/6.5 devices
NS/BB	NotifySync for BlackBerry	wOS	webOS devices
iOS	iOS multitasking devices	WP	Windows Phone devices
TD/iOS	iOS multitasking devices with TouchDown	BB10	BlackBerry 10 devices

Action	Description	Devices that Support
Full Wipe	<p>Administrators can issue a Full Wipe command. The device remains on the user grid. Functionality varies by device. (Administrators can issue the <i>Disable</i> or <i>Suspend Device</i> command as well, if the device needs to be temporarily blocked.)</p> <p><i>Android w/ native ActiveSync account (requires OS v2.2 or greater):</i> The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased. Does not erase the SD card.</p> <p><i>Android w/TouchDown (requires OS v2.2 or greater):</i> The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased. Does not erase the SD card.</p> <p><i>Android w/TouchDown using OS v2.0 or 2.1:</i> Full Wipe not available – use the <i>Stop Managing Device</i> option to wipe the data associated with TouchDown.</p> <p><i>BlackBerry:</i> Requires the <i>NotifySync for BlackBerry</i> application. Removes all mail and PIM data associated with the <i>NotifySync</i> application and removes the <i>NotifySync</i> account. Locks the device if <i>Require Password</i> is enabled. Erases <i>NotifySync</i> data from the SD card.</p> <p><i>iOS:</i> The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased. <i>Full Wipe</i> is applied immediately.</p> <p><i>Symbian:</i> The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased. Some models (N95 and 6120c) wipe only <i>Mail for Exchange</i> data. Erases the SD card.</p> <p><i>WM:</i> The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased. Erases the SD card only on Professional devices.</p> <p><i>webOS and WP:</i> The device returns to factory settings. This entails deleting all data and applications from the device. The device returns to the state it was in when purchased.</p>	<p>ZENworks Mobile Management app: Anrd, NS/BB, iOS, TD/iOS, TD/A, WM, S60</p> <p>ActiveSync only: BB10, wOS, WP</p>
Stop Managing Device	<p>Un-enrolls the device. Un-enrollment selectively wipes the device, removing mail/PIM associated with the mail application; clears the ZENworks Mobile Management account; and deletes the device from the grid.</p> <p>Android (native): Devices with native mail app only wipe the ZENworks Mobile Management account. Mail/PIM is not wiped.</p> <p>iOS: Additionally removes managed iOS profiles, thus removing corporate resources and managed apps designated to be removed when the APN profile is removed. (Manually created mail profiles and user-installed apps are not removed.)</p> <p>Devices without ZENworks Mobile Management app: The only action</p>	<p>ZENworks Mobile Management app: Anrd, NS/BB, iOS, TD/iOS, TD/A, S60, WM</p> <p>ActiveSync only: BB10, wOS, WP</p>

	performed is to remove device from the <i>ZENworks Mobile Management</i> server and dashboard grid. Mail/PIM is not wiped.	
Remove User	Stops managing all devices associated with the user and subsequently removes the user from the <i>ZENworks Mobile Management</i> server and dashboard grid.	ZENworks Mobile Management app: Anrd, NS/BB, iOS, TD/iOS, TD/A, WM, S60 ActiveSync only: BB10, wOS, WP7
Wipe Storage Card	Remotely wipes all data from the device's storage card.	ZENworks Mobile Management app: Anrd, NS/BB, TD/A, WM
Lock Device	Remotely locks the device, requiring a password to be entered before the device can be used. <i>Android or Android w/TouchDown:</i> Requires OS v2.2 or greater. <i>iOS</i> allows for <i>Lock Device</i> to be applied immediately to <i>iOS</i> devices.	ZENworks Mobile Management app: Anrd, NS/BB, TD/A, iOS, TD/iOS, WM
Disable / Enable Device	Device is unmanaged while disabled and thus blocked from all communication with the server. It does not occupy a license seat in this state.	ZENworks Mobile Management app: Anrd, NS/BB, iOS, TD/iOS, TD/A, WM, S60 ActiveSync only: BB10, wOS, WP
Suspend/Resume Device	Device is managed (it can be wiped and continues to send statistics) while suspended, but blocked from corporate resources. User cannot access the application's Config, Managed Apps, and File Share options and must enter a password to gain full functionality when suspension is lifted.	ZENworks Mobile Management app: Anrd, NS/BB, iOS, TD/iOS, TD/A, WM, S60 ActiveSync only: BB10, wOS, WP7
Show Recovery Password	If a device has the capability to issue a request for a temporary recovery password, this is where you can retrieve the temporary unlock password that has been generated. A user can also view it from the <i>ZENworks Mobile Management</i> User Self-Administration portal. See <i>Enabling Password Recovery*</i> below.	ZENworks Mobile Management app: NS/BB, TD/A, TD/iOS
Clear Passcode	<i>iOS</i> device passcode is cleared. If a passcode is required by the user's policy, the user is prompted to enter a new passcode.	ZENworks Mobile Management app: iOS, TD/iOS
Trigger APN	Immediately sends an APN to an <i>iOS</i> device causing it to check the server and retrieve any pending commands. This can be used to remedy a situation in which Apple Push Notifications are not synchronizing. A list of pending <i>iOS</i> MDM device commands accompanies this option. Verify that the device is unlocked before issuing this command.	ZENworks Mobile Management app: iOS, TD/iOS

*Enabling Password Recovery

Password Recovery must be enabled on the *ZENworks Mobile Management* server to function. By default, this feature is enabled in the policy suite. The option can only be enabled if *Require Password* is enabled. To verify that both *Require Password* and *Enable Recovery Password* are enabled:

1. Select **Organization** > **Policy Suites** > (select a policy) > **Security Settings**.
2. Select **Yes** for the **Enable password recovery** option.

When enabled, users with devices that support the feature can generate a temporary recovery password if they forget the unlock password. The recovery password can be viewed by the user via the *ZENworks Mobile Management* Self-Administration Portal. An administrator can also view the recovery password from the *ZENworks Mobile Management* dashboard.

Viewing the Recovered Password in Outlook Web Access (OWA)

If *Enable Recovery Password* is also turned on in Exchange, users can view the recovery password through OWA in addition to the *ZENworks Mobile Management* dashboard or Self-Administration Portal.

Password Recovery is supported with Exchange 2007 or 2010. It requires ActiveSync protocol 12.0 and 12.1.

To enable it in Exchange, from the *Exchange Management Console*, select the **Client Access** node under **Organization Configuration** in the navigation tree. Right-click the policy and choose the **Properties** tab. Select the **Enable Password Recovery** option.

Device Administration: Location

[\(return to Device Administration menu\)](#)

Select the **Location** tab to view the location of the device reported by the GPS or triangulation on the device. Information is displayed using Google Maps. Select the date and up to ten times that you want to view.

Map viewing options include:

- Choosing the *Map Type* – Roadmap, Satellite, Terrain, or Hybrid
- Adjusting the *Zoom Level*

The screenshot displays the 'LOCATION' tab in the Device Administration interface. At the top, there is a navigation bar with tabs for DEVICE INFORMATION, CONFIGURATION, SECURITY, LOCATION (selected), PHONE CALLS, TEXTS, LOGS, FILE LIST, and APPS. Below the navigation bar, there is a section titled 'Select up to 10 Times to Map' which includes a calendar for January 2013 and a table of location data. The table has five columns: Server Local Time, Device Local Time, Latitude, and Longitude. Three rows of data are visible, all showing a time of 5:23 PM, 5:18 PM, and 5:13 PM respectively, with coordinates 41.024386, -80.711078. To the right of the table is an 'Export Format' dropdown menu. Below the table, there are controls for 'Map Type' (set to Roadmap) and 'Zoom Level' (a slider). The main area is a Google Map showing the location of the device, with three blue location pins numbered 1, 2, and 3. The map shows a residential area with streets like Boardman Canfield Rd, Lockwood Blvd, and Turbenny Dr. The Google logo and 'Map data ©2012 Google' are visible at the bottom of the map.

Server Local Time	Device Local Time	Latitude	Longitude
5:23 PM (-05:00 GMT)	5:23 PM (-05:00 GMT)	41.024386	-80.711078
5:18 PM (-05:00 GMT)	5:18 PM (-05:00 GMT)	41.024386	-80.711078
5:13 PM (-05:00 GMT)	5:13 PM (-05:00 GMT)	41.024386	-80.711078

On the action bar, click the **Get Most Recent Data** button to refresh the location data. Click the **Locate on Google Maps** button to view a Google Map and the location address.

Device Administration: Phone Calls and Texts

[\(return to Device Administration menu\)](#)


Select **Phone Calls** tab to view phone call logs synchronized from the device. Select the day you want to view.

You can search the phone call log by date, To/From phone number, call origination, call status, roaming status, or call duration. The search results can be exported to a CSV or XLS file.

DEVICE INFORMATION | CONFIGURATION | SECURITY | LOCATION | **PHONE CALLS** | TEXTS | LOGS | FILE LIST | APPS

From: to

Phone Number: Origin: Status: Roaming: Duration:

Search Results 

Device Local Time	Origin	Phone Number	Status	Roaming	Duration

Summary of Search Results

Call Count	Average Call Duration	Calls While Roaming
Total: 0	Overall: --	Total: 0
Incoming: 0	Incoming: --	Incoming: 0
Outgoing: 0	Outgoing: --	Outgoing: 0
Unknown: 0	Unknown: --	Unknown: 0

Select **Texts** tab to view text message logs synchronized from the device. Select the day you want to view. Double-click a text message record to view the body of text in the message with any attachments that were sent or received.

You can search the text message log by date, To/From phone number, message origination, message type, message status, or roaming status. The search results can be exported to a CSV or XLS file.

DEVICE INFORMATION
CONFIGURATION
SECURITY
LOCATION
PHONE CALLS
TEXTS
LOGS
FILE LIST
APPS

From: to

Phone Number

Origin

Type

Status

Roaming

Reset
Search

Search Results ↻

Device Local Time	Origin	Type	Phone Number	Status	Roaming	Subject	Message

Export Format Export Grid

Summary of Search Results

Text Count Total: 0 Incoming: 0 Outgoing: 0 Unknown: 0	Text Type Count SMS: 0 MMS: 0 PIN: 0 Unknown: 0	Texts While Roaming Total: 0 Incoming: 0 Outgoing: 0 Unknown: 0
---	--	--

Device Administration: Viewing Logs

[\(return to Device Administration menu\)](#)

User level logs assist administrators with diagnosing problems and in understanding the communications between devices and the server. Both server and device logging options are available.

Select the **Logs** tab to view the logs associated with a user's device. Choose one of the logs from the *Log Type* drop-down list.

- **ActiveSync Log** – View events logged during connections between the *ZENworks Mobile Management* server and the ActiveSync server and between the device's ActiveSync client and the *ZENworks Mobile Management* server.
- **iOS MDM Sync Log** – View successful events logged during connections between the *ZENworks Mobile Management* server and the Apple iOS MDM server and between the *ZENworks Mobile Management* server and the device's iOS MDM functions. Unsuccessful events (errors) are logged in the Error Chain Log. (iOS device specific)
- **ZENworks Sync Log** - View events logged during connections between the device's *ZENworks Mobile Management* app and the *ZENworks Mobile Management* server.
- **Configuration/Feedback Log** – View results of a request to see managed iOS application configuration and feedback information.
- **Data Usage Log** – Track the amount of data being exchanged:
 - Between the device's *ZENworks Mobile Management* app and the *ZENworks Mobile Management* server
 - Between the device's ActiveSync client and the *ZENworks Mobile Management* server
 - As iOS MDM traffic between the device and the *ZENworks Mobile Management* servers
 - Between the *ZENworks Mobile Management* and ActiveSync servers
- **Device Log** – to request and view a log from a device running the *ZENworks Mobile Management* application.
- **Error Chain Log** – to view detailed messages for errors logged in the *iOS MDM Sync Log*. (iOS device specific)

Use the **Reset** button on the *Logs* page to reset the date/time range to the last hour and the *Log Type* to ActiveSync Log.

Configuration/Feedback Log

The Configuration/Feedback Log shows the results of a request to see managed iOS application configuration and feedback information. Request the information by clicking the **Request Config/Feedback** button on the *User Profile Managed Apps* grid.

The log displays:

- App Name – Name of the application
- Time Requested – Date and time the request for information was made
- Requester – Username of the person who made the request
- Received – Whether the configuration/feedback
- Time Received – Date and time information was received

Select **Configuration/Feedback Log** from the drop-down list.

Set a date/time range, then click the *Search* button.

When the configuration/feedback log has populated, it can be sorted by any of the grid columns and data can be exported to a .CSV or .XLS file.

Configuration/Feedback Log Search Results

App Name	Time Requested	Requester	Received	Time Received

Sample Configuration/Feedback Log Grid

Synchronization Logs

Synchronization logs give administrators the ability to view events associated with a particular device that have been logged during connections between servers and between the device and servers. There are three logs of this type.

The ActiveSync Log logs events that occur during connections between the *ZENworks Mobile Management* server and the ActiveSync server and between the device's ActiveSync client and the *ZENworks Mobile Management* server.

The iOS MDM Sync Log logs successful events that occur during connections between the *ZENworks Mobile Management* server and the Apple iOS MDM server and between the *ZENworks Mobile Management* server and the device's iOS MDM functions. Unsuccessful events (errors) are logged in the Error Chain Log. (iOS device specific)

The ZENworks Sync Log logs events that occur during connections between the device's *ZENworks Mobile Management* app and the *ZENworks Mobile Management* server.

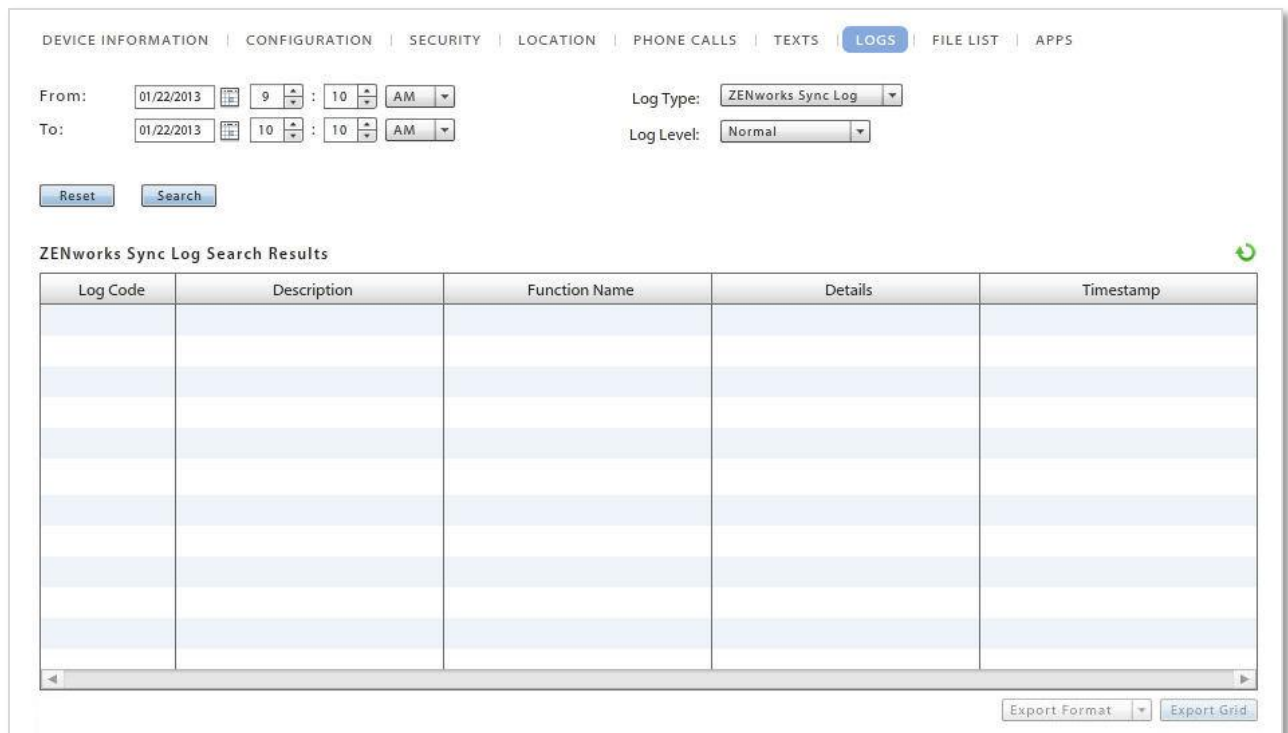
The logs display:

- Log code – Code number associated with the logged event
- Description – Description of the log event
- Function Name – Displays a returned error; blank when log event is successful
- Details – Description or reason for the error; blank when log event is successful
- Time stamp – Date and time of the log event

Select **ActiveSync Log**, **ZENworks Sync Log**, or **iOS MDM Sync Log** from the drop-down list.

Set the Log Level (Normal or Verbose) and a date/time range, then click the *Search* button.

When the server log has populated, it can be sorted by any of the grid columns and data can be exported to a .CSV or .XLS file.



The screenshot displays the 'LOGS' tab in the ZENworks Mobile Management interface. At the top, there are navigation tabs: DEVICE INFORMATION, CONFIGURATION, SECURITY, LOCATION, PHONE CALLS, TEXTS, LOGS (selected), FILE LIST, and APPS. Below these are search filters: 'From' (01/22/2013 9:10 AM) and 'To' (01/22/2013 10:10 AM) date and time pickers, 'Log Type' (ZENworks Sync Log) and 'Log Level' (Normal) dropdown menus, and 'Reset' and 'Search' buttons. The main area is titled 'ZENworks Sync Log Search Results' and contains a table with the following columns: Log Code, Description, Function Name, Details, and Timestamp. The table is currently empty. At the bottom right of the interface, there are 'Export Format' and 'Export Grid' buttons.

Sample Synchronization Log Grid

Data Usage Log

The data usage log displays the amount of data being exchanged between the device and servers, and the amount of data associated with the device that is proxied to and from the ActiveSync server. The types of data traffic that are logged include:

- Data between the device's *ZENworks Mobile Management* app and the *ZENworks Mobile Management* server
- Data between the device's ActiveSync client and the *ZENworks Mobile Management* server
- iOS MDM traffic between the device and the *ZENworks Mobile Management* servers (iOS devices only)
- Data between the *ZENworks Mobile Management* and ActiveSync servers

A summary report of data usage statistics is also available in the *Reporting* section.

The log displays:

- Traffic Type – ActiveSync, iOS MDM Sync, or *ZENworks* sync
- Direction – Incoming or Outgoing
- Size (Bytes) – Size of the data transferred
- Timestamp – Date and time of the data transfer

Select **Data Usage Log** from the drop-down list.

Set a date/time range, then click the *Search* button.

When the data usage log has populated, it can be sorted by any of the grid columns and data can be exported to a .CSV or .XLS file.

DEVICES INFORMATION | CONFIGURATION | SECURITY | LOCATION | PHONE CALLS | TEXTS | LOGS | FILE LIST | APPS

From: 01/22/2013 9 : 10 AM
To: 01/22/2013 10 : 10 AM
Log Type: Data Usage Log

Reset Search

Data Usage Log Search Results

Traffic Type	Direction	Size (Bytes)	Timestamp

Device Logs

The device logging option can be used to request a log from any device running the *ZENworks Mobile Management* application or a BlackBerry device running the *NotifySync* application. Administrators should instruct users to turn on the logging feature of the device, so they can obtain the log.

Device Type	Device Requirements / Behavior
Android	The device sends only the logcat log to the dashboard. <i>ZENworks</i> logging must be enabled on the device (<i>Log Settings</i>). The <i>ZENworks</i> log is written to the SD card.
BlackBerry (with <i>NotifySync</i>)	BlackBerry devices must have logging enabled on the device (<i>Log Settings</i>) and must have an SD card.
iOS	No special requirements. Logging is always enabled on iOS devices.
Symbian S60, 3	<i>ZENworks</i> Logging must be enabled on the device (<i>Log Settings</i>).
Windows Mobile 6	<i>ZENworks</i> Logging must be enabled on the device (<i>Log Settings</i>).

Select **Device Log** from the drop-down list.

Set a date/time range.

Click the **Request** button. The screen displays a *Log Request Pending* message until the device sends the log the next time it connects to the *ZENworks Mobile Management* server.

The dashboard grid does not display log records, but gives information on whether a log has been received. The grid displays:

- Time Requested and Requester
- Received – whether or not log has been received
- Time Received – date / time a response was received
- Error – error message if log could not be obtained

The screenshot shows the 'LOGS' tab selected in the dashboard. Below the navigation tabs, there are search filters for 'From' and 'To' dates and times, a 'Log Type' dropdown set to 'Device Log', and a 'Request Log' button set to 'Request'. There are also 'Reset' and 'Search' buttons. Below the filters is a table titled 'Device Log Search Results' with a refresh icon in the top right corner. The table has five columns: 'Time Requested', 'Requester', 'Received', 'Time Received', and 'Error'. The table is currently empty.

Device Log Grid

When the log has been received, select the log file and click the **Download Log** button. Save the log file on the Desktop or in another designated folder. The file can be viewed in the .txt format.

Edit the date and time filters in order to access logs you previously requested. Click **Search**. This filters the timestamp of the logs, not the records in the log. When you edit the date/time filter, the system maintains the changes as preferred settings for all user level log views until you change the settings or log out of the dashboard.

Error Chain Log (iOS device specific)

The error chain log provides a view of messages detailing errors logged in the *iOS MDM Sync Log*.

The log displays:

- Error Code – Code number associated with the error
- Error Domain – Contains internal codes used by Apple useful for diagnostics (might change between Apple releases)
- Localized Description – Description of codes
- Time stamp – Date and time the error occurred

Select *Error Chain Log* from the drop-down list.

Set a date/time range, then click the *Search* button.

When the data usage log has populated, it can be sorted by any of the grid columns and data can be exported to a .CSV or .XLS file.

DEVICE INFORMATION | CONFIGURATION | SECURITY | LOCATION | PHONE CALLS | TEXTS | LOGS | FILE LIST | APPS

From: 01/22/2013 9 : 10 AM
To: 01/22/2013 10 : 10 AM
Log Type: Error Chain Log

Reset Search

Error Chain Log Search Results

Error Code	Error Domain	Localized Description	Timestamp

Error Chain Log Grid

Device Administration: File List

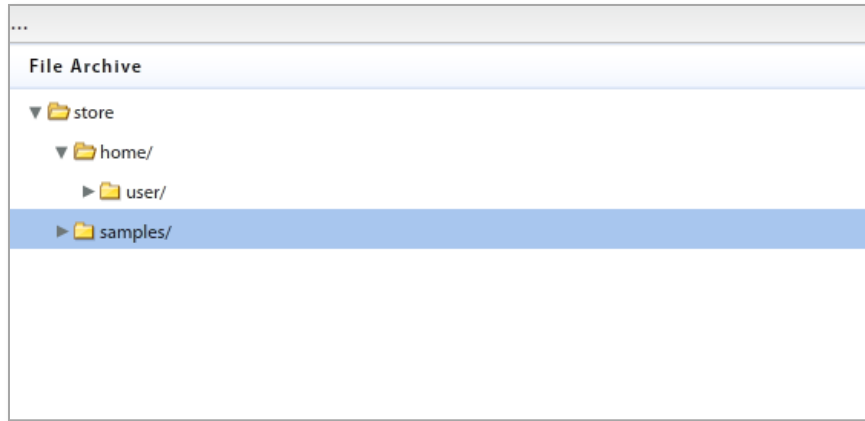
[\(return to Device Administration menu\)](#)

Select the **Archive device file list** tab to view the file list sent up from the device. The *Archive files on device* policy rule must be enabled in the policy suite to which the user belongs. When the rule is enabled, the device periodically sends a list of all folders and files stored on the device and the SD card, to the server. Administrators can view the list here.

The *Archive device file list on device* policy rule is located in the *Audit Tracking* category of each policy suite. You can enable file archiving here and specify how often devices send the file list.



The device file directory is displayed in the User Profile.



Device Administration: Applications

[\(return to Device Administration menu\)](#)

Select the **Apps** tab to view the lists of applications on the device. For iOS devices, you can view *Managed Apps* and *Installed Apps*.

Policies That Control Application Reporting and Management

ANDROID

A policy rule must be enabled in the policy suite to which the user belongs in order for an Android device to send application lists.

In the **Audit Tracking > General** category of each policy suite, enable one of the following policy rules:

- **Record Installed Applications** – to require devices to send data usage statistics for all apps on the device.
- **Record Managed Applications** – to require devices to send app information for only managed apps. Turning this off will disable *Managed App* functionality for Android devices.

Audit Tracking		CORPORATE	INDIVIDUAL
▼ General			
Archive device file list	<input type="checkbox"/>	NO	NO
Frequency for archiving files (in days)	7	7	7
Record phone log	<input type="checkbox"/>	NO	NO
Record text message log	<input type="checkbox"/>	NO	NO
Record installed applications	<input checked="" type="checkbox"/>	YES	YES
Record managed applications	<input type="checkbox"/>	NO	NO

IOS

Two policy rules must be enabled in the policy suite to which the user belongs in order for an iOS device to send application lists and for the administrator to be able to manage the apps from the server.

The **Record Installed Applications** and **Allow app management** policy rules are located in the **iOS Devices: Applications** category of each policy suite. Changes to these access rights will require iOS device users to reload a new APN profile.

▼ Applications			
Allow app management	<input checked="" type="checkbox"/>	YES	YES
Record installed applications	<input checked="" type="checkbox"/>	YES	YES

Managed Apps

The **Managed Apps** grid lists all applications available to an Android or iOS 5+ user as determined by the *Managed App Permissions* on the policy suite with which the user is associated.

When administrators add applications to the Android or iOS app permissions list via the policy suite, a user can access the list on the device and conveniently installed apps from the list. If the policy suite also has the *Allow app management* policy enabled, an administrator can install, reinstall, or uninstall an app on the user's device, using the option buttons below the *Managed Apps* grid. For iOS devices, administrators can also remove an invalid Redemption Code for a Volume Purchase Program (VPP) app.

For Android devices, any app that has been enabled through the Managed App Permissions of the users' policy suite can be managed.

For iOS devices, a managed app is one that has been installed on the device through MDM by either the user, an administrator, or by a forced push of the application. Applications that are not installed through MDM or those already existing on the device before the app was made available through MDM appear on the *Installed Apps* list and cannot be managed.

IOS MANAGED APPS GRID

App Name	Version	Status	Rejection Reason	Remove With MDM	Prevent Backup	Redemption Code	Has Configuration	Has Feedback	Title
ConfigApp	1	Not Installed via MDM					No	No	08

Information in the iOS Managed Apps Grid	
Status	<p>The most common status messages include:</p> <ul style="list-style-type: none"> • <i>Managed</i> – Indicates that the app is installed on the device • <i>Not Installed via MDM</i> – Indicates that the app is available through <i>ZENworks Mobile Management</i>, but is not required and has not been installed by <i>ZENworks</i>. • <i>Managed, but Uninstalled</i> – Indicates an app that is not installed; possibly because it was removed by the user or is not required. <p>Other status messages give additional information about apps on the device.</p>
Rejection Reason	If the app is not installed, look here to see if installation of the app was attempted and why it was rejected.
Remove with MDM	Whether this app is removed, along with its data, if the MDM profile is removed.
Prevent Backup	Whether the user is prevented from backing up this app via iTunes.
Redemption Code	The redemption code associated with a Volume Purchase Program (VPP) app.

Has Configuration	Whether the app has a server-provided configuration.
Has Feedback	Whether the configured app has feedback for the server.
Timestamp	Last update of the app's status.
Install App button	Issues a command that prompts the user to install the app.
Reinstall App button	Issues a command that prompts the user to reinstall the app.
Uninstall App button	Issues a command that prompts the user to uninstall the app. The <i>Force Push</i> option should be disabled first, so that the app does not get pushed back to the device after the user uninstalls it.
Remove Redemption Code button	Remove an unused redemption code so that it can be reused. A redemption code is sent with volume purchase apps, however, if it is not, it can be reclaimed in this way.
Request Config/Feedback button	If an app in the Managed Apps list has a server-provided configuration or feedback, click this button to request information about whether the app received the configuration file.
View Config/Feedback button	Links to the Logs tab so that you can view the information the app received via the configuration file and any available feedback information.

ANDROID MANAGED APPS GRID

App Name	Version	Status	Remove With MDM	Required	Timestamp	Last Attempted Install	Last Attempted Uninstall
7x7	1.0.1	Attempting Install	No	No	03/26/2013 2:42 PM (-04:00 GMT)	03/26/2013 2:42 PM (-04:00 GMT)	
Kobo	4.2	Not Installed	No	No	03/26/2013 3:02 PM (-04:00 GMT)	03/26/2013 2:42 PM (-04:00 GMT)	03/26/2013 3:02 PM (-04:00 GMT)

Information in the Android Managed Apps Grid	
Version	Application version number.
Status	Status messages include: <ul style="list-style-type: none"> • <i>Not Installed</i> – Application is not installed • <i>Pending Install</i> – Server has issued a <i>Force Push</i> for the application • <i>Attempting Install</i> – Device has received the <i>Force Push</i> and is in the process of installing the app • <i>Managed</i> – Application is installed and managed • <i>Pending Uninstall</i> – Server has pushed an uninstall command for the app

	<ul style="list-style-type: none"> • <i>Attempting Uninstall</i> – Device has received the uninstall command and is in the process of uninstalling the app
Remove with MDM	Whether this app is removed, along with its data, if the MDM profile is removed.
Required	Whether the application is one that has been Force Pushed to the device.
Timestamp	Date and time of the last update of the app's status.
Last Attempted Install	Date and time of the last attempted installation of the app.
Last Attempted Uninstall	Date and time of the last attempted removal of the app.
Install App button	Issues a command that prompts the user to install the app.
Reinstall App button	Issues a command that prompts the user to reinstall the app.
Uninstall App button	Issues a command that prompts the user to uninstall the app. The <i>Force Push</i> option should be disabled first, so that the app does not get pushed back to the device after the user uninstalls it.

Installed Apps

The *Installed Apps* grid lists all non-system applications that have been installed on a device.

- An iOS device will only report its applications if the *Record Installed Applications* policy rule is enabled on the policy suite with which the user is associated.
- An Android devices will only report its applications if the *Record application data usage* policy rule is enabled on the policy suite with which the user is associated.

The *Installed Apps* grid is updated each time the device connects with the server.

IOS INSTALLED APPS GRID

App Name	Version	Bundle Size	Dynamic Size
ZENworks	2.5.0.5	1417216	262144

ANDROID INSTALLED APPS GRID

Application Name	Version	Installed By	Version Code	Package Name	Data Downloaded (KB)	Data Uploaded (KB)
File Manager	1.15.7	User	68	com.rhmssoft.fm	0	0
Google Play services	3.0.27 (599131-1)	User	3027110	com.google.android.gms	136.692	71.234
HTC Sync	905	User	905	com.fd.httpd	0	0
MapMyRun+	2.5.3	User	20503	com.mapmyrun.android2	126.453	16.812
My shopping list	1.03	User	5	com.kamax.shopping_list	0	0
NotifyMDM	2.8.0.4	User	46	net.notify.notifymdm	16748.339	365.612
Account and Sync Settings	2.3.6	System	10	com.android.providers.subscribedfee	157.105	1.023
Amazon MP3	1.8.29	System	800029	com.amazon.mp3	0	0
Android keyboard	2.3.6	System	10	com.google.android.inputmethod.lat	0	0
Android Live Wallpapers	2.3.6	System	10	com.android.wallpaper	0	0
Android System	2.3.6	System	10	android	157.105	1.023

Data Display: KB MB GB

Export Format

Corporate Resource Assignments

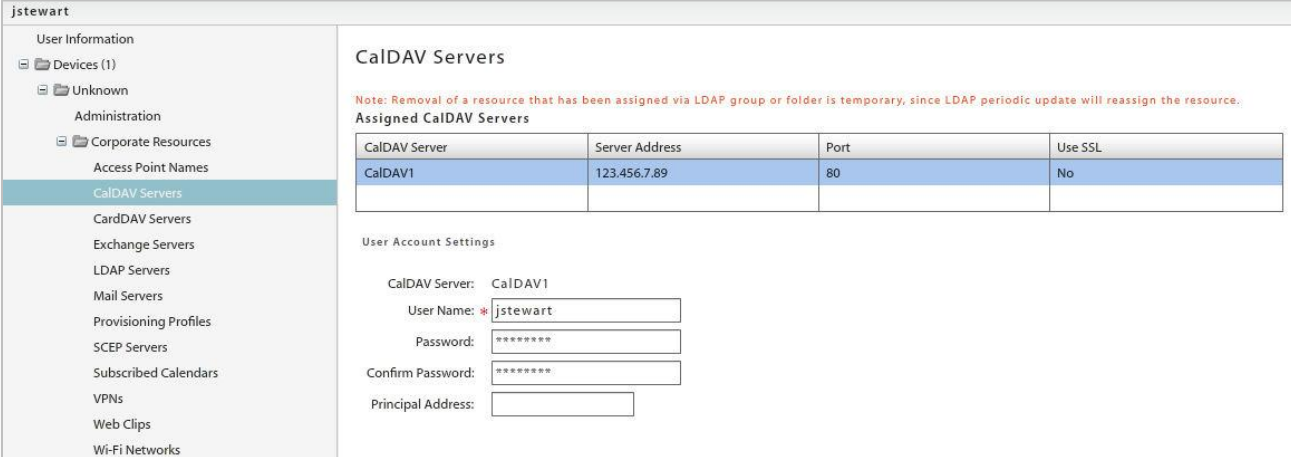
Corporate Resources are a collection of servers, networks, and other resources that you can make available to users. From an iOS user's profile you can associate a device with servers or networks in the enterprise system and configure user account settings to push out to the device. You can also push out resources such as Provisioning Profiles, Subscribed Calendars, Web Clips, and an Access Point Name.

For Android devices, you can assign a Wi-Fi network or VPN connection. Wi-Fi and VPN are the only supported resource for Android devices at this time.

Note: Configuration of these resources is done from the *Organization* view. See [Managing Corporate Resources](#).

Removal of a resource that has been assigned via LDAP group or folder is temporary, since LDAP periodic updates will keep reassigning the resource.

To assign resources, expand the **Corporate Resources** option on the left panel of the *User Profile*. Click the resource you want to assign.



The screenshot shows the user profile configuration for 'jstewart'. The left sidebar lists various resource categories, with 'CalDAV Servers' selected. The main area shows the 'CalDAV Servers' configuration page. A note states: 'Note: Removal of a resource that has been assigned via LDAP group or folder is temporary, since LDAP periodic update will reassign the resource.' Below this is a table of 'Assigned CalDAV Servers' with one entry: 'CalDAV1' with server address '123.456.7.89', port '80', and 'Use SSL' set to 'No'. Below the table is the 'User Account Settings' section, which includes fields for 'CalDAV Server' (set to 'CalDAV1'), 'User Name' (set to 'jstewart'), 'Password' (masked with asterisks), 'Confirm Password' (masked with asterisks), and 'Principal Address' (empty).

Sample iOS Resource Assignment

Access Point Names. Assign a new Access Point Name to a user only when necessary. The Access Point Name (APN) identifies the external network a phone accesses for data. When you assign a new APN, it you must have the correct settings for the carrier and account provisioning. Incorrect settings can result in a loss of functionality or additional charges. See [reasons for changing the Access Point Name](#).

CalDAV or CardDAV Servers. Associate the user with a CalDAV/CardDAV server and configure contact account settings (username, password and principal address) to push out to the user's device.

Exchange Servers*. Associate the user with an Exchange server or a server utilizing the Exchange ActiveSync protocol and configure ActiveSync account settings to push out to the user's device.

LDAP Servers. Associate the user with an LDAP server and configure LDAP settings so the user can access corporate directory information via the device.

Mail Servers*. Associate the user with a mail server and configure email account settings to push out to the user's device.

Provisioning Profiles. Associate an iOS device user with a provisioning profile in order to enable him/her to install an in-house iOS app.

SCEP Server. Associate the user with a SCEP server in order to issue digital certificates to devices using an automatic enrollment technique. This provides a method of delivering encrypted configuration profiles to iOS devices.

Subscribed Calendars. Associate the user with Subscribed Calendars to push out to the user’s device. When the device synchronizes, the Subscribed Calendar account is automatically set up on the device.

VPN. Associate an iOS or Android user with a VPN Network and define the network credentials to push out to the user’s device.

Web Clips. Assign Web Clips to be pushed out to the user’s device. When the device synchronizes, the web clip is automatically added to the user’s device Home screen.

Wi-Fi Networks. Associate an iOS or Android user with a Wi-Fi Network and define the wireless network credentials to push out to the user’s device.

***Mail Servers and Assign Exchange Servers** have two options that can be enabled/disabled to govern how the mail account can be used by an iOS 5+ user. If they are set when the resource is created, however, they cannot be changed at the user level.

- **Allow Move (iOS 5+)** – When disabled, this option prevents an iOS 5+ device user from moving messages from corporate mail account folders to folders associated with other mailbox accounts. For example, a user could not move a message from the corporate mail account Inbox to a folder associated with his or her personal mail account.
- **Use Only in Mail (iOS+)** – When enabled, this option prevents an iOS 5+ device user from setting the corporate mail account as the default. The corporate mail account can then only be used in conjunction with the device’s *Mail* application.

This prevents messages created outside of the device’s native *Mail* application from being sent from the corporate account. For example, if the user sends a photo from the device *Photo* application, it is not be sent from the corporate mail account; nor can the user send an attached contact file from the device’s *Contacts* application using the corporate mail account.

Device Summary

Select **All Devices Summary** from the *User Profile* panel to see a list of the devices the user has enrolled. The columns displayed in the grid can be rearranged and the data can be exported to a .CSV or .XLS file.

UserSAKey	Active	User Name	Email Address	First Name	Last Name	Domain	Liability	Ownership	Last ZENworks Sync
27	Yes	jwitmer	jwitmer@dc03.n	Josh	Witmer		Corporate	Company	01/29/2013 4:25 PM
789	Yes	jwitmer	jwitmer@dc03.n	Josh	Witmer		Corporate	Company	01/29/2013 3:59 PM

Local Groups

Local Groups are groups created on the *ZENworks Mobile Management* server for the purpose of categorizing users. Users with similar roles, functions, hierarchical levels, etc. can be assigned the same policy suite, device connection schedule, and liability through their group membership.

The functionality of Local Groups is similar to that of LDAP Folders/Groups. Organizations that utilize an LDAP server can leverage LDAP information and the LDAP folder and group structure to provision categories of *ZENworks Mobile Management* users. Groups created locally on the *ZENworks Mobile Management* server give similar functionality to organizations that do not use an LDAP server. See the [Organization Configuration Guide](#) for information LDAP Folders/Groups.

A user may belong to multiple groups. The groups can be prioritized to determine the order in which the settings are inherited. See *Prioritizing Groups* below,

Managing Local Groups

Add or edit local groups from the dashboard's Organization Management view.

Select **Organization Management > Organization Control > Local Groups**. Use this page to:

- add groups
- assign group membership
- configure a group with Policy Suite, Device Connection Schedule, and Liability settings
- prioritize groups (necessary only when users belong to multiple groups)
- change group membership or a group name
- remove a group

Local Groups

Configure groups and folders with Policy Suite, Device Connection Schedule, and Liability assignments.

A user's individual settings are determined first by any direct user assignments, then by any assignments associated with the user's highest prioritized local group, then by any assignments made to the user's highest prioritized LDAP group, and finally by any assignments made to the user's LDAP folder. Organization defaults are applied if none of these have associated assignments.

Select a group to make or edit Policy Suite, Connection Schedule, or Liability assignments. Use the arrows to change group priority. Priorities determine settings when a user belongs to more than one groups.

Priority	Group Name	Policy Suite	Connection Schedule	Liability
1	Department Heads	default	default	<Not Assigned>
2	School of Business	<Not Assigned>	<Not Assigned>	<Not Assigned>
3	School of Engineering	<Not Assigned>	<Not Assigned>	<Not Assigned>

Priority

[Add Group](#) [Edit Group](#) [Remove Group](#)

Group Name: Department Heads

Policy Enforcement Type:

Policy Suite: *

Connection Schedule:

Liability: Unknown
 Corporate
 Individual

[Reset All](#)

Add a Group and Assign Users

1. To add a group and assign users to it, click the **Add Group** button.
2. Enter a name for the group.
3. Select user names from the **List of available users** on the left. Click the right arrow to move your selections to the **List of assigned users**.
4. Click the **Add Group** button.

Add a New Local Group

Group Name: *

Search available users

Username: *

Search Reset

List of available users

Username	Domain
aeinstein	
alincoln	
fnightengale	
jstewart	
khepburn	
mcurie	

List of assigned users

Username	Domain

Add Group

Edit a Group Name or Change Group Membership

1. To edit the name of a group or change the members of the group, click the **Edit Group** button.
 2. Edit the name of the group if necessary or change the group members by using the arrows to move users to/from the available and assigned user columns.
 3. Click the **Update Group** button.
- Changes to a user's group association will update the user's policy suite, connection schedule, and liability settings accordingly.

Edit Department Heads Local Group

Group Name: * Department Heads

Search available users

Username: *

Search Reset

List of available users

Username	Domain
alincoln	
fnightengale	
jstewart	
khepburn	

List of assigned users

Username	Domain
aeinstein	
mcurie	

Update Group

Prioritizing Groups

A user may belong to multiple groups. The groups can be prioritized to determine the order of inheritance. The group with the highest priority will determine the user's policy suite, device connection schedule, and liability settings.

A user's assignments can be pulled from several sources. The sources are consulted in the following order:

1. Direct assignments applied to the user's record by an administrator (Group updates do not affect these assignments.)
2. The group(s) to which the user belongs – the user's highest priority group is consulted first
3. Organization defaults

Note: If a user is a member of an LDAP group as well as a local group, local group assignments will take precedence over LDAP group assignments.

A Prioritization Example

John belongs to the *SalesTeam* group and the *Management* group. The *Management* group has a higher priority, thus any policy suite, device connection schedule, or liability, setting associated with the *Management* group will be assigned to John. If any of these assignments are not defined for the *Management* group, John will get assignments from those defined for the *SalesTeam* group. If an assignment is not defined in either of the groups, it can then be pulled from the organization defaults. An administrator can also override all these prioritized assignments by manually making direct assignments to John's record.

Select a group to make or edit Policy Suite, Connection Schedule, or Liability assignments. Use the arrows to change group priority. Priorities determine settings when a user belongs to more than one groups.

Priority	Group Name	Policy Suite	Connection Schedule	Liability
1	Department Heads	default	default	<Not Assigned>
2	School of Business	<Not Assigned>	<Not Assigned>	<Not Assigned>
3	School of Engineering	<Not Assigned>	<Not Assigned>	<Not Assigned>

Priority

Add Group Edit Group Remove Group

Configure the Group Settings

1. Select a group from the grid.
2. Below the grid, select the settings for the group: Policy Suite(s), Device Connection Schedule, and Liability

You can view the Whitelist/Blacklist permissions associated with a policy suite by clicking the symbol next to the *Policy Suite* field.

3. Click **Save Changes**.
4. Use the **Reset All** button if you need to clear all the settings.

Group Name: Department Heads

Policy Enforcement Type: Standard

Policy Suite: * Faculty C

Connection Schedule: a

Liability: Unknown Corporate Individual

Reset All

Standard Policy Enforcement

Group Name: Department Heads

Policy Enforcement Type: Schedule-Based

Policy Schedule: * Fall Semester A

Policy Suite During Schedule: * Faculty A

Policy Suite Outside Schedule: * Default

Connection Schedule: a

Liability: Unknown Corporate Individual

Reset All

Whitelists/Blacklists: Default

	Corporate	Individual
Blacklists		
Default	YES	YES
Whitelists		
Default	NO	NO

Schedule-Based Policy Enforcement

Remove a Group

1. To remove a group, select a group from the grid and click the **Remove Group** button.
2. At the confirmation prompt, click **Yes**.

