MICRO FOCUS

ZENworks Mobile Workspace
Android installation guide

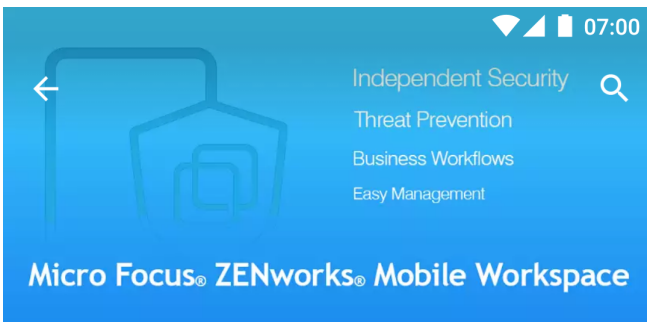Version 3.18.4 - February 2019

Table of Contents

Overview

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

Pre-requirements

1. You must have a device with Android 4.4 or higher (high-end device are recommended)

2. You should have an high speed internet connection through WiFi or 3G connection
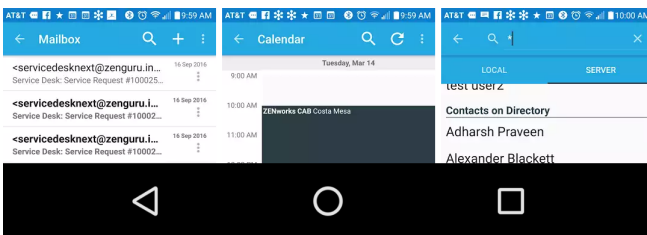
3. Your device must not be jailbroken

Play Store Installation

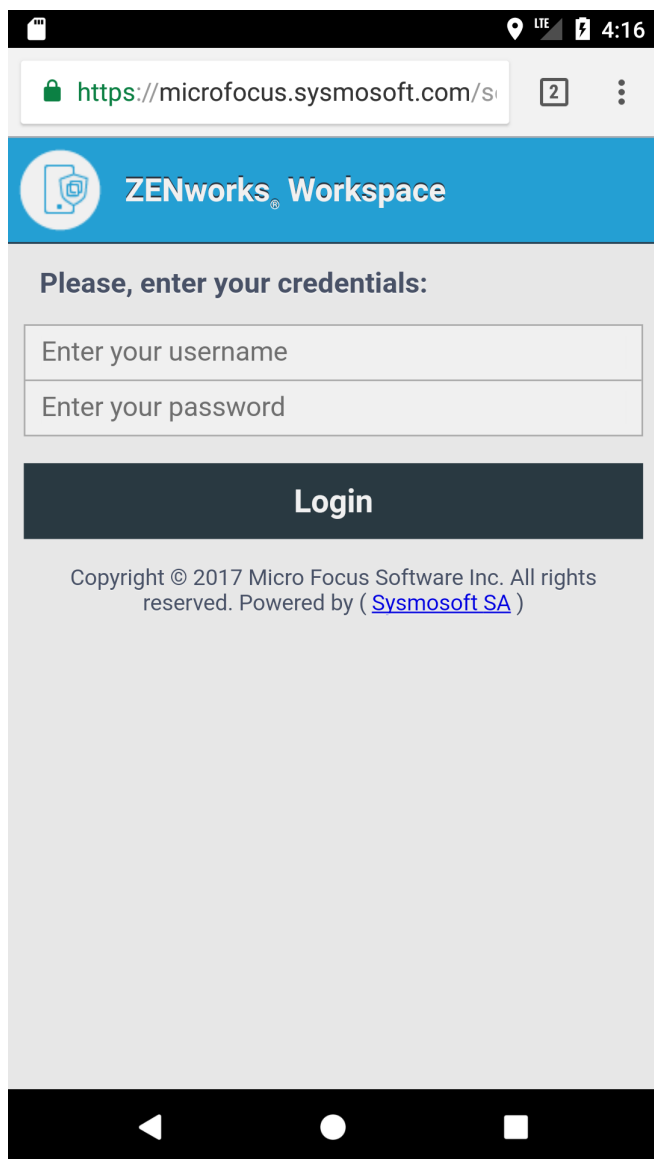Start the Play Store and search for ZENworks Mobile Workspace.

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

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

In-House installation

Go to web distribution server

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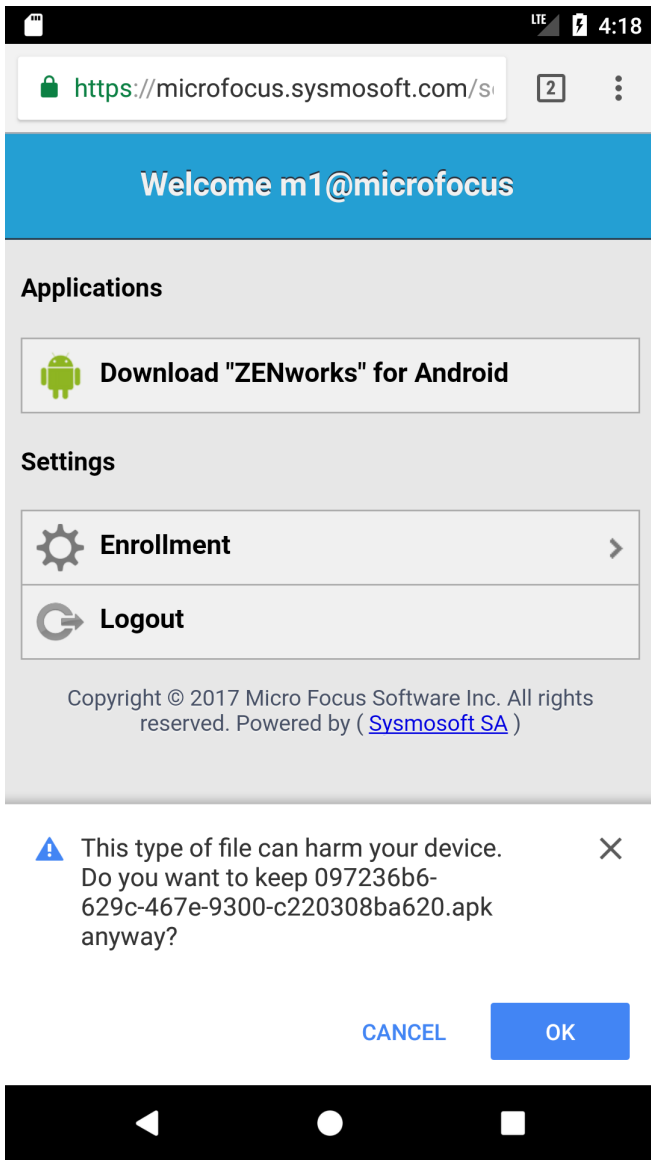
Web server address example

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

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

❗ If, after touching `Login`, you are going back to the same page, ensure cookies are accepted.
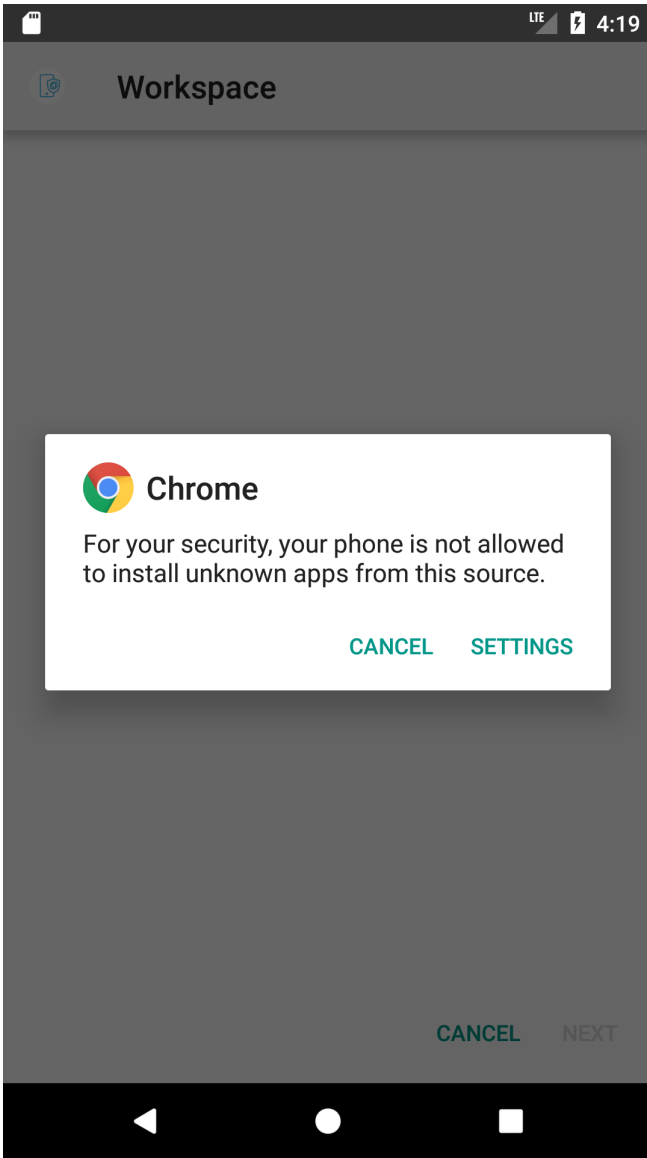
Download the Android application

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

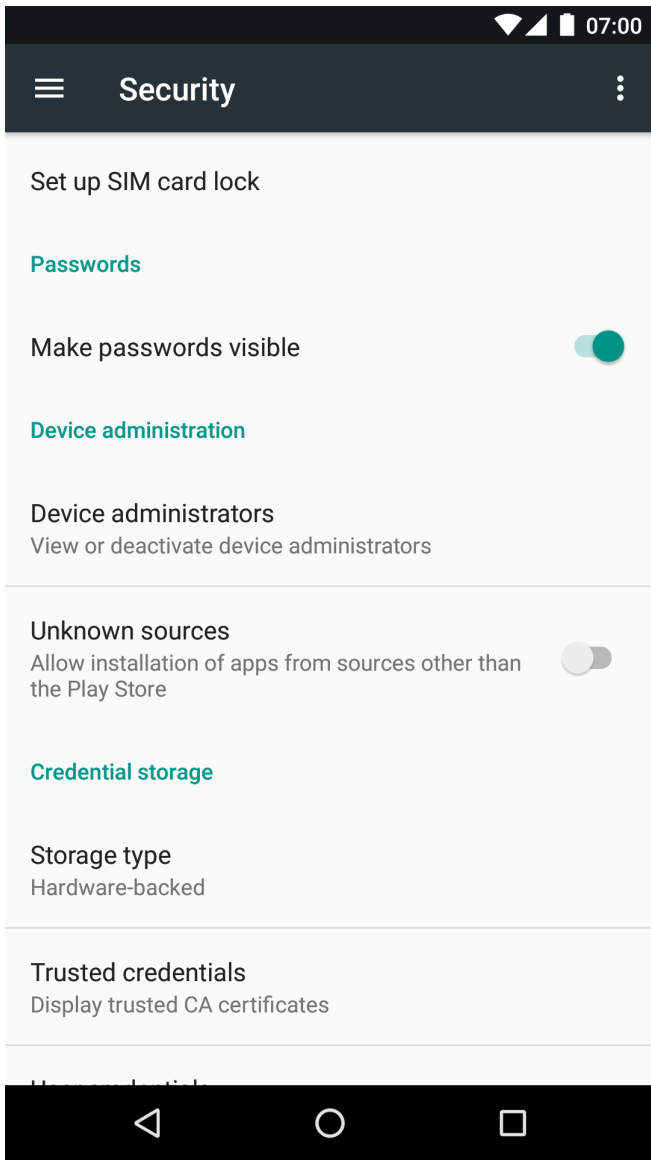Touch `Install "ZENworks Mobile Workspace" for Android` will show information popup to confirm the installation.

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

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

Trust the enterprise certificate

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

Allow installation of apps from unknown sources.

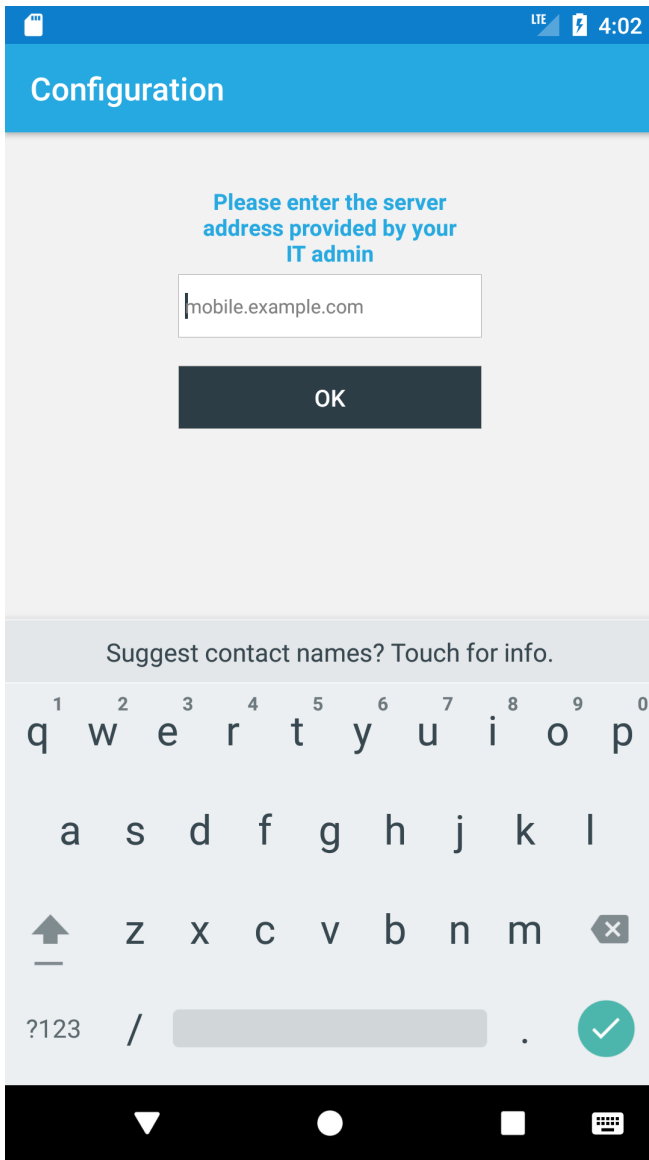Now your able to launch the ZENworks Mobile Workspace application.

Launch the application

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

1. The login view

2. The enrollment view

3. The server address configuration view

follow the different action for each specific view.

Configure server address

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

One of the following has been provided:

- Advanced encryption (Zenworks encryption + SSL)
  - Zenworks mobile server behind proxy

    mobile.company.com

  - Zenworks mobile server in front

    mobile.company.com:8443

- Standard encryption (Zenworks encryption only)
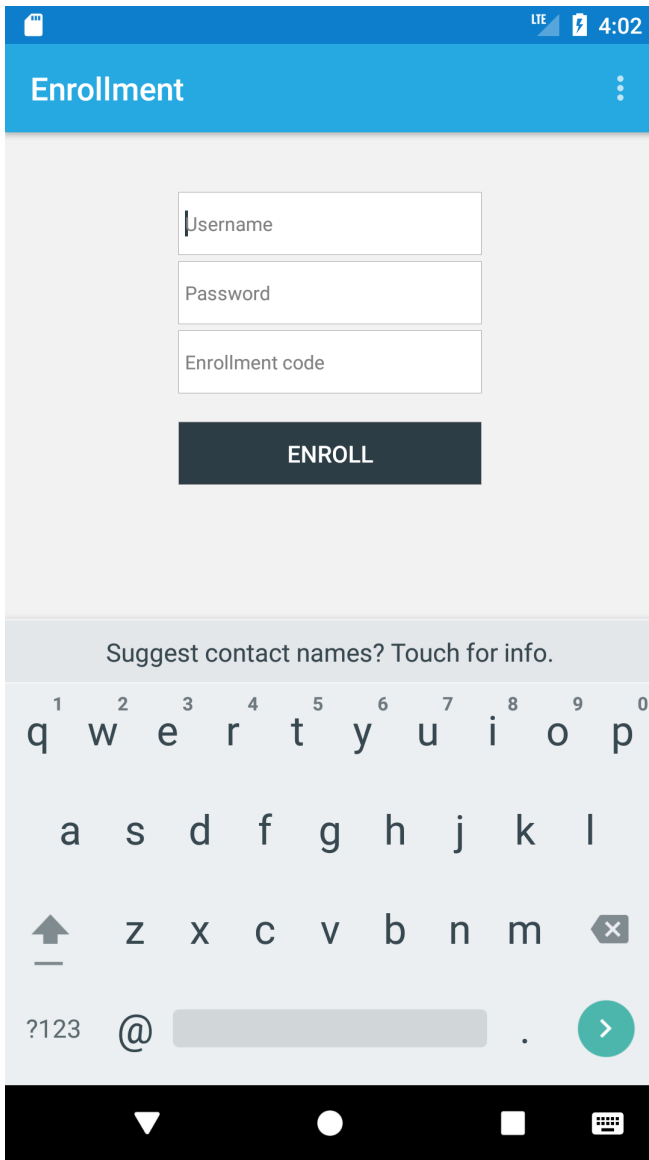 - Zenworks mobile server behind proxy

    http://mobile.company.com

  - Zenworks mobile server in front

    http://mobile.company.com:8080
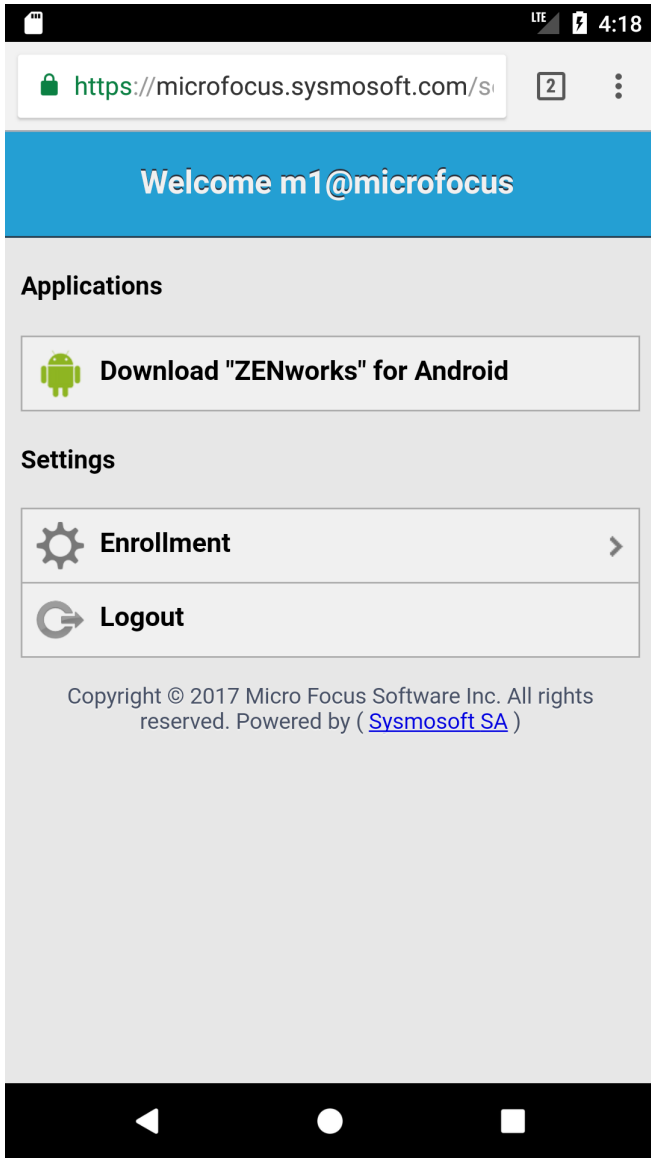
Enroll a user

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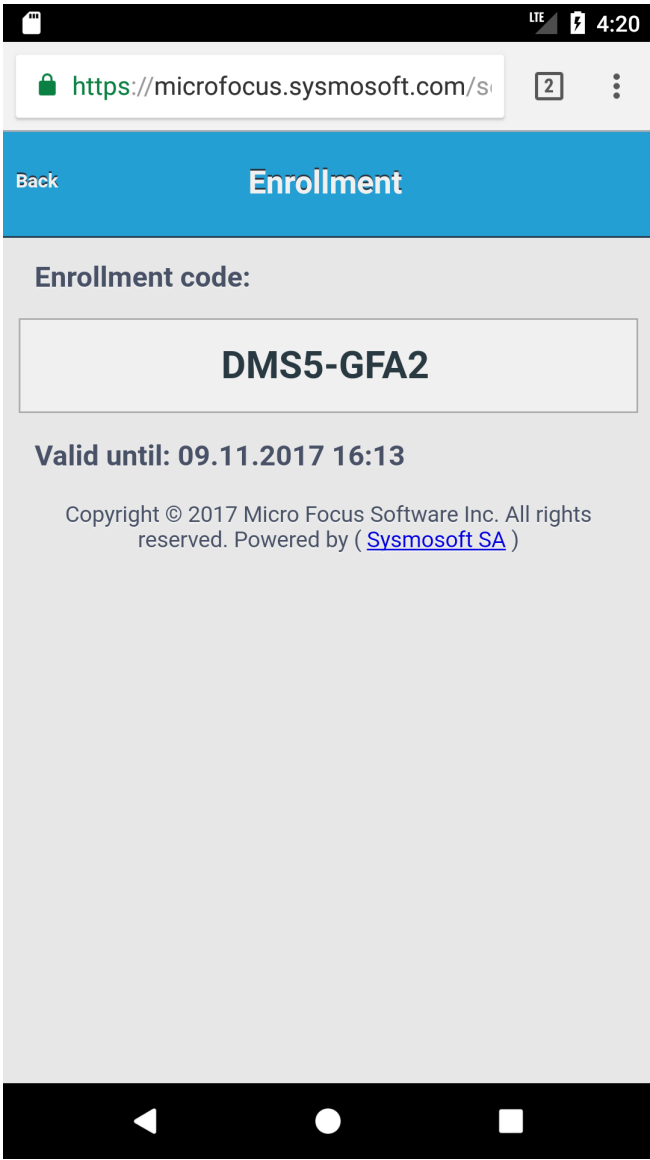
For that you need

- Your username
- Your password
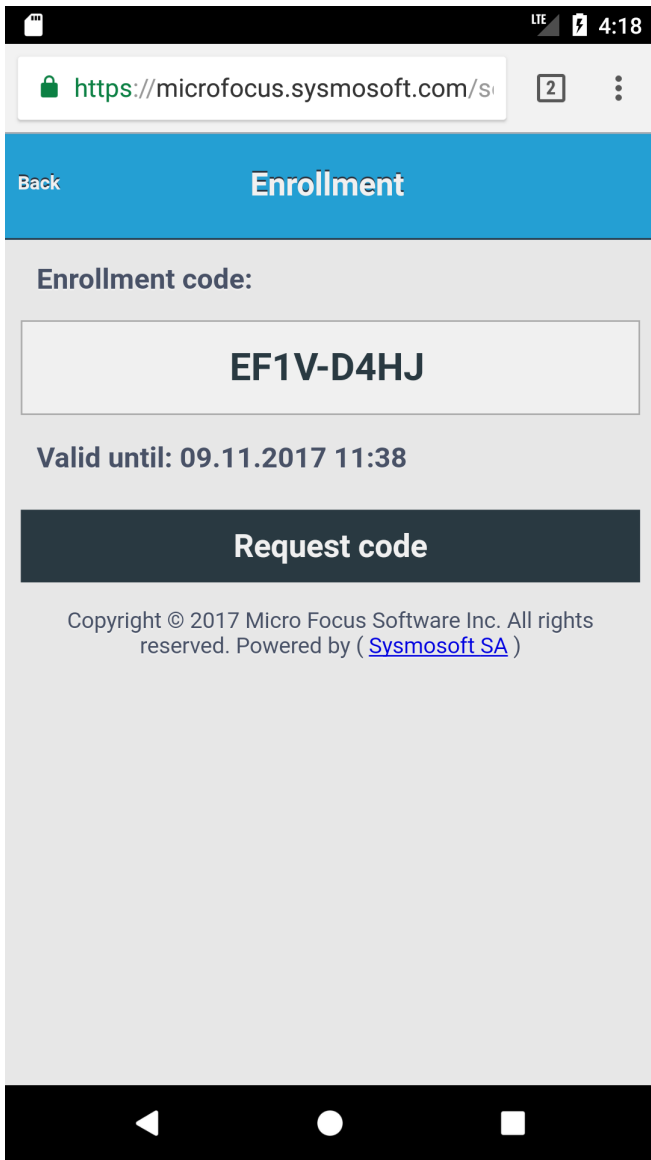- Your enrollment code

Get the enrollment code

To get your enrollment code, log in to the distribution server.
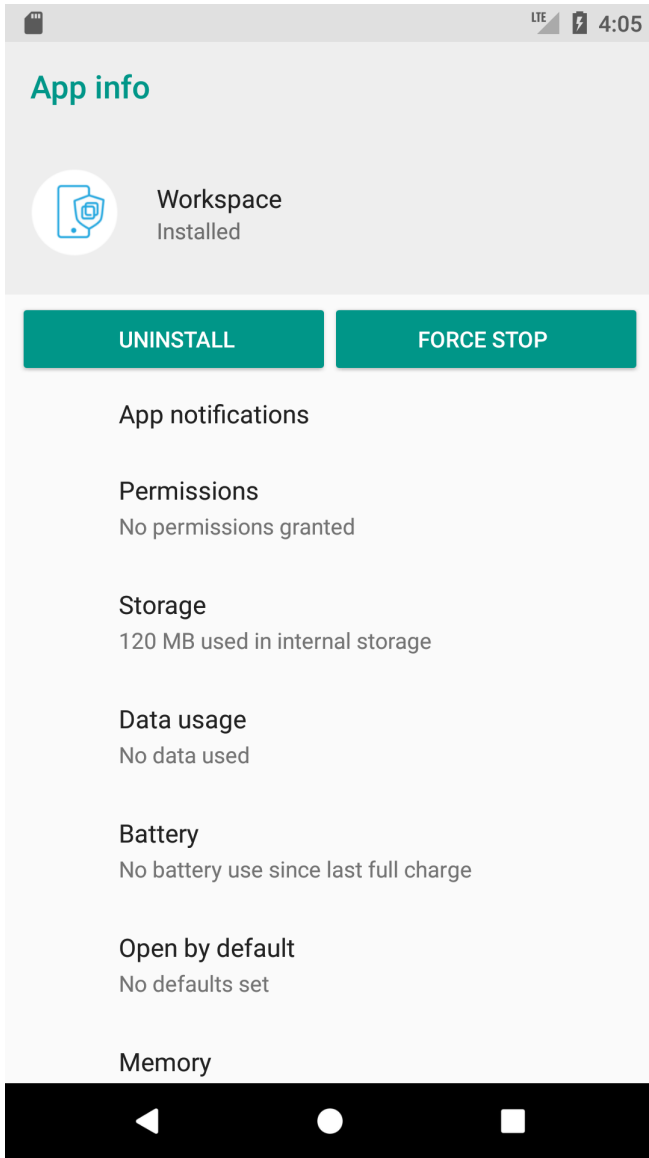
Touch Enrollment.

You see your enrollment code.

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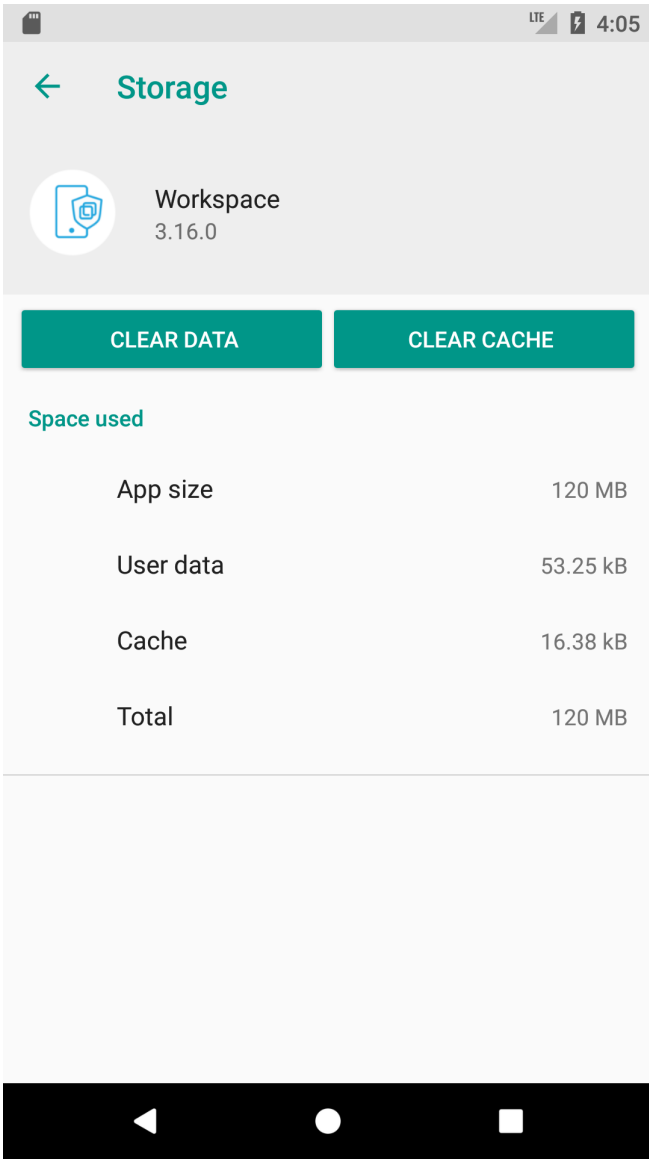
Disenroll

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

App info

Workspace
Installed

UNINSTALL   FORCE STOP

App notifications

Permissions
No permissions granted

Storage
120 MB used in internal storage

Data usage
No data used

Battery
No battery use since last full charge

Open by default
No defaults set

Memory

Long press on your application icon.

Select App info.

Touch Storage.

Touch CLEAR DATA.

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