

Release Notes for Android Device Application

ZENworks® Mobile Management 2.5.x

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ZENworks Mobile Management for Android Release Notes

The *Novell ZENworks Mobile Management* application for Android devices is a component of the *ZENworks Mobile Management* enterprise MDM platform. The *ZENworks Mobile Management* application communicates with the Novell Mobile Management server.

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

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

This document provides a history of releases including dates, known issues, and notes for the *ZENworks Mobile Management* administrator.

Revision History

Date	Author	Description of Changes
2012.07.16	Anthony Costello	2.5.3.0 Release

Installation Information

Date: 07/16/2012

Product: *ZENworks Mobile Management* for Android Devices

Requirements

This is a brief summary of the requirements; see the User Guide for the full set of requirements.

- Android OS version 2.2, 2.2.1, 2.3, 3.x, or 4.x for devices operating with native ActiveSync protocol
- Android OS versions 2.0/2.1, 2.2, 2.2.1, 2.3, 3.x, or 4.x for devices operating with the TouchDown app
 - TouchDown version 7.2.00067b

Installation Package

The *ZENworks Mobile Management* app is available on the Google Play Store.

Known Issues

1. The **Last Sync Data** section of the *ZENworks Mobile Management User Profile* might not display statistics for Android devices as expected. The following list explains how device functionality affects the information displayed for these statistics:
 - a. **Device IMEI**

Only global networks (GSM) give the devices an IMEI (International Mobile Equipment Identity). CDMA networks do not. Therefore, this statistic is blank for devices not using GSM networks.
 - b. **Battery Level**

Some devices might display an incorrect battery level. For example, the battery might be fully charged, but display only 90%. This is a known issue with some Android devices and might indicate that the battery needs to be recalibrated. The recalibration process involves completely draining the battery until it shuts off, turning the device on again and letting it power off, and then completely charging it while powered off.
 - c. **Signal Strength**

Android devices running OS versions 1.5 or 1.6 might not report valid signal strength. Therefore, this statistic might display a zero (0).
 - d. **Device Encrypted**

If Require Device Encryption is enabled, Android devices running the TouchDown app encrypt only the TouchDown data. Because not all data is encrypted, this statistic displays No for Android devices using TouchDown.
2. In the *ZENworks Mobile Management User Profile*, the Status of a call and the Roaming status of a device displays as Unknown on an Android device phone log. This is a limitation of the device platform, because these statistics are not reported.
3. For Samsung Galaxy series devices, the storage card memory might display as double if the external storage card is unmounted. This is also true of the Galaxy Tab.
4. Even when *Minimum Password Length* is set to less than 4 on the server, the Galaxy S 4G device requires at least 4 characters. The device displays a message saying that the "PIN must contain at least 4 numbers."
5. Some Android devices ignore the inactivity timeout value passed to it from the policy suite rules set on the *ZENworks Mobile Management* server. Known devices with this limitation are HTC OS 2.2 (or greater) devices.
 - a. The inactivity timeout requirement can be enforced from the server and the timeout value is a maximum, which normally functions to allow the user to set the timeout on the device to a value up to and including the maximum. However on these devices, the maximum value sent from the server is ignored.
6. If native ActiveSync mail is being used, the enforcement of Allow Camera and Password Expiration might cause conflicts. Changes to these policies might not be implemented on the device as expected, because the device settings take precedence over changes to these policies from the *ZENworks Mobile Management* server. When using TouchDown, however, the policies are enforced as expected. [7366 / 7518]

TouchDown

These known issues apply only when you are using the TouchDown application.

1. Hands-off enrollment should not be used for Android devices with TouchDown. When you are using hands-off enrollment, initiating TouchDown enrollment through the *ZENworks Mobile Management* app does not work properly. [5636]
2. Changing the server name within the TouchDown application can cause decryption processes to fail. If there are server changes, you should re-enroll the *ZENworks Mobile Management* and TouchDown applications. [4896]
3. If a user happens to be in the TouchDown Settings when policies changes are synchronizing to the device, the TouchDown application might stop or display an error message. However, when TouchDown is re-opened, it is evident that the policies have been successfully synchronized. [4967]
4. TouchDown policies do not take effect on the device until the setting that was changed is refreshed. In other words, if you are viewing the setting when it is being updated, you must exit from the TouchDown option and then re-enter it before the update displays. [5007]
5. The functionality of *Show calendar info on notification bar*, *Show email info on notification bar*, and *Show task info on notification bar* policies is dependent upon several other policies. To successfully display notifications, the following TouchDown settings must be configured on the device: In the Advanced TouchDown Settings, enable the *Notify on new mail* and the *Appointment reminders at non-peak times* options; configure *Email Alerts* and *Appointment Alerts* to “use system settings.” [5054]
6. The *Allow speak notification* option policy acts like a suppression policy when disabled, because it suppresses the setting on the device. However, it also turns off the speak notification functionality on the device. A suppression policy does not usually change the configuration on the device. If the Allow speak notification option policy is then enabled, the functionality on the device remains off and the user must turn it on in the TouchDown advanced settings. [4940]
7. On the Droid Pro, the Lock Device command fails. Neither the device or TouchDown is locked and the user does not receive a confirmation email. This is an issue with this particular device model. [5034]
8. If a *Maximum Inactivity Timeout* is set, the user still has the ability to select *Never Timeout* on the device. This is a function of the operating system that, at this time, cannot be controlled. [5097]

Version History

Version: 2.5.3.0

Description: Initial Public Release
Date: 2012.07.16

Key Features

1. Management of policies on the device.
2. Reporting of device statistics to the *ZENworks Mobile Management* server.
3. Rooted device detection.
4. Use of the TouchDown API for enrollment of the TouchDown account and control of policies and suppressions.
5. Handling for the device log request that can be issued by the administrator in the *ZENworks Mobile Management* dashboard.
6. Support for Mobile Apps from the *ZENworks Mobile Management* server.
7. Support for File Share from the *ZENworks Mobile Management* server.