

# **Device Application User Guide: Installation and Configuration for Symbian S60 3<sup>rd</sup> Edition Devices ZENworks® Mobile Management 2.5.x**

July 2012

**Novell.**

## Legal Notices

Novell, Inc., makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc., makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. See the [Novell International Trade Services Web page \(http://www.novell.com/info/exports/\)](http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2012 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc.  
1800 South Novell Place  
Provo, UT 84606  
U.S.A.  
[www.novell.com](http://www.novell.com)

*Online Documentation:* To access the latest online documentation for this and other Novell products, see the [Novell Documentation Web page \(http://www.novell.com/documentation\)](http://www.novell.com/documentation/).

## Novell Trademarks

For Novell trademarks, see [the Novell Trademark and Service Mark list \(http://www.novell.com/company/legal/trademarks/tmlist.html\)](http://www.novell.com/company/legal/trademarks/tmlist.html).

## Third-Party Materials

All third-party trademarks are the property of their respective owners.

## Table of Contents

<b>ZENworks Mobile Management for Symbian Series 60, 3<sup>rd</sup> Edition</b>	<b>4</b>
<b>Installation Instructions</b>	<b>5</b>
<b>Enrollment Instructions</b>	<b>6</b>
<b>Setting up an ActiveSync Account</b>	<b>8</b>
<b>Using ZENworks Mobile Management</b>	<b>11</b>
Accessing the Corporate Mobile Apps List .....	13
Accessing the Shared File List.....	14
<b>Maintenance Tips</b>	<b>15</b>
Uninstalling ZENworks Mobile Management .....	15
What to Do if you Change Devices .....	15
Accessing the User Self-Administration Portal .....	16
<b>Appendix A: Identity Certificate Installation</b>	<b>17</b>

# ZENworks Mobile Management for Symbian Series 60, 3<sup>rd</sup> Edition

The *ZENworks Mobile Management* application for Symbian S60 3<sup>rd</sup> Edition devices is a component of Novell, Inc.'s enterprise MDM platform. The *ZENworks Mobile Management* application communicates with the *ZENworks Mobile Management* server.

*ZENworks Mobile Management* was designed to enable Symbian S60 3<sup>rd</sup> Edition 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 utilize the self-servicing dashboard to locate a misplaced device or issue a lock/wipe command to a potentially compromised device.

## Requirements

- You must be set up with a user account on the *ZENworks Mobile Management* server
- From the OVI store, install the ***Mail for Exchange ActiveSync*** application if you have a device that was not shipped with the app preinstalled
- Supported Symbian devices using version 9.1

# Installation Instructions

## Installing from the ZENworks Mobile Management Portal

1. Enter <https://zmmupdate.novell.com/apps/> in your device Web browser and select *Symbian S60*.



2. Select **Yes** when you are asked to install *ZENworks Mobile Management*.



3. At the *Details* screen, select **Continue**.



4. The device displays a message indicating that the installation was successful. The *ZENworks Mobile Management* icon appears in the *Installations* screen on your device.

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

# Enrollment Instructions



## Enrollment Steps

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

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

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.

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

3. **ActiveSync 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 may contain the domain. It is often in the format: domain\username.
- Sometimes the text that comes after the @ sign in your email address is considered to be the domain. For example: If your email address is name@company.com, your domain might 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 might be company.local.



4. Enter the **Server** address of the *ZENworks Mobile Management* server.
5. Designate device ownership. Is this your **Personal** device or a **Company** owned device?
6. **Use Secure Connection (SSL)**: Enter **Yes** in this field if the *ZENworks ZENworks Mobile Management* server utilizes an SSL certificate. Ask your IT administrator if SSL is available to you.
7. Select the **Options** menu. Select **Enroll**.
8. If you are prompted for the *ZENworks Mobile Management* End User License Agreement, accept it.
9. The device displays the *Sync Status* screen when enrollment is complete.  
Your next step is to set up an Exchange ActiveSync Account on the device.

# Setting up an ActiveSync Account

## Downloading and Installing Mail for Exchange

Use **Mail for Exchange** to setup an ActiveSync account that interfaces with the *ZENworks Mobile Management* server.

Some devices have the Mail for Exchange application at the time of purchase. If you already have *Mail for Exchange*, skip this section and proceed to **Create an Account**.

### Check your device to see whether you have *Mail for Exchange*:

- If you have a folder on the device's main menu called *Messaging*, open it and look for the Mail for Exchange icon.
- Look for Mail for Exchange in the list of *Installed Applications* on the device's main menu.

### To install Mail for Exchange from the OVI Store:

1. Select the OVI store icon on the device menu.
2. Create an OVI user account or sign in with one you created previously. To create an account, select **Options > Account > Sign in/Register**.
3. When you have registered, select **Options** and search for the *Mail for Exchange* application.
4. Select the application and download it. The application will begin to install itself when the download completes.
5. Select the **Launch** button to create an account.

## Creating an Account

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

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

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

### Step 1:



From the Home screen, select the **Menu** option. Locate and open the **Mail for Exchange** application on the device menu.

You are asked to create a profile. Select **Yes**.



### Step 2:

Enter the **Incoming Mail Server** information:

- Email address** – Enter your full email address.
- Domain** – Enter the domain associated with your *ZENworks Mobile Management* server account.
- Username** – Enter your full email address or user name associated with your ActiveSync server account (usually everything before the @ sign).
- Password** – Enter the password associated with your ActiveSync server account.
- Access Point** – Press Enter to bring up a list of access points and select the method for accessing the Internet.
- Select **OK**.





### Step 3:

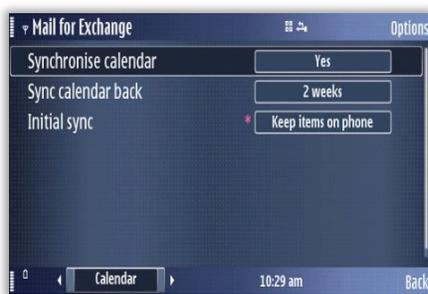
In the **Connection** screen, enter the following server information.

**Exchange server** – Enter the server address of the *ZENworks Mobile Management* server. Choose **OK**.

**Secure Connection** – Enter **Yes** in this field if the *ZENworks Mobile Management* server utilizes an SSL certificate. Ask your IT administrator if SSL is available to you.

**Access Point** – Edit the Access Point here if necessary.

Save these settings: **Options > Save**. Your profile will be completed. You are returned to the Mail for Exchange main screen.



### Step 4:

Synchronization for calendar, contacts and tasks might be turned off by default. You can turn synchronization on for items you want to sync via the Mail for Exchange account. Sync schedules can also be set.



At the Mail for Exchange main screen, select the **Options** menu and choose **Edit Profile**. Select the data you want to synchronize:

- **Calendar**
- **Tasks**
- **Contacts**
- **E-mail**



# Using ZENworks Mobile Management

Select the **ZENworks Mobile Management** icon from the device menu. You see a round symbol at the top right, above the ZENworks Mobile Management logo. This symbol indicates that the *ZENworks Mobile Management* app is running in the background.



*ZENworks Mobile Management* displays the latest synchronization time and status when the **Status** tab is selected. It also gives you the option to view *Account Settings* or retrieve the latest information (*Refresh*).

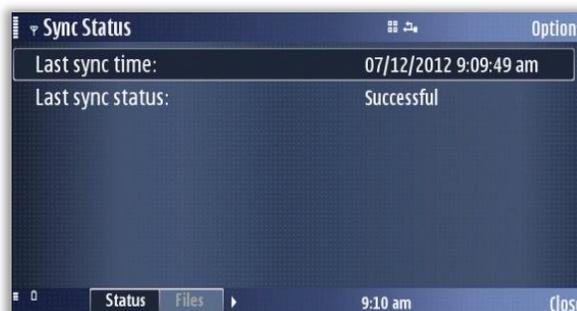
You can view a list of some of the policy settings on your device when the **Policy** tab is selected.

You can enable logging when the **More** tab is selected.

## View the Sync Status and Account Settings

Use the device's left and right arrow keys to navigate to the **Status** tab. The latest synchronization time and status displays.

Select the *Options* menu and choose **Refresh** to retrieve the latest *ZENworks Mobile Management* information.



Select the *Options* menu and choose **Account Settings** to view your *ZENworks Mobile Management* account credentials.

You can change your password or other credentials by selecting a field, or you can delete your account by choosing *Delete Account* from the *Options* menu.





## View Device Policies

Use the device's left and right arrow keys to navigate to the **Policy** tab.

A list of some of the policy settings on your device is displayed.



## Enable or Disable Logging

Use the device's left and right arrow keys to navigate to the **More** tab.

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

Toggle the logging option **On** or **Off**.

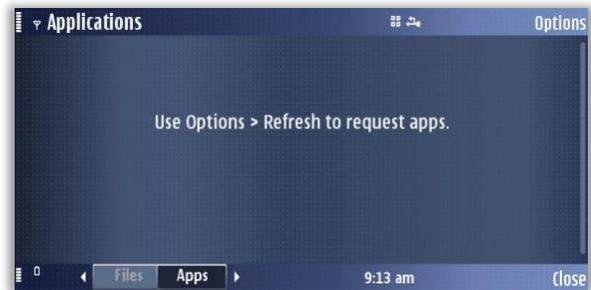


---

## Accessing the Corporate Mobile Apps List

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

1. To access the Mobile App list, open *ZENworks Mobile Management* and use the device's left and right arrow keys to navigate to the **Apps** tab.



2. Select the *Options* menu and choose **Refresh** to request the apps. A list of available apps displays.



3. Select an app to navigate to where it is located on the download page, or if the link is the actual URL of the app, you can select it and install the app on your device.



---

## Accessing the Shared File List

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

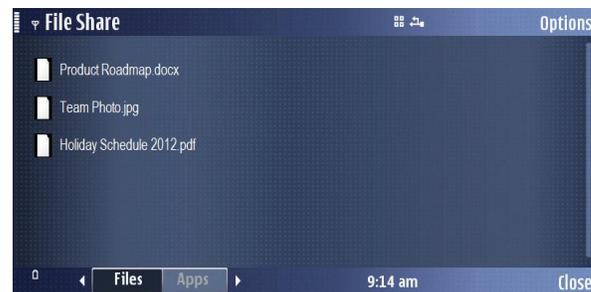
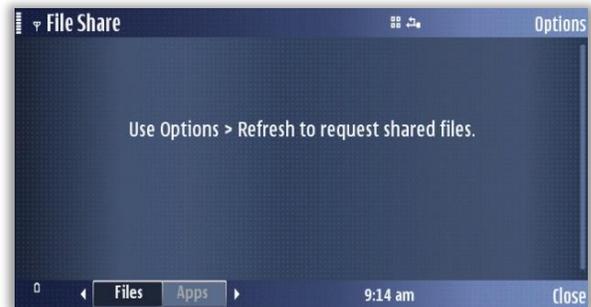
To view the files, you must have viewing applications installed on the device that support the file types. For example, you must have a PDF reader in order to view a PDF file.

1. To access the Shared File directory, open *ZENworks Mobile Management*. Use the device's left and right arrow keys to navigate to the **Files** tab.
2. Select the *Options* menu and choose **Refresh** to refresh the list with newly available files.

The **File Share** Directory appears.

3. The **File Share Folders** from the *ZENworks Mobile Management* server are pulled to the device. Tap a folder to expand it and view the subfolders and files in it to which you have access.

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



# Maintenance Tips

---

## Uninstalling ZENworks Mobile Management

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

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

### Deleting Your ZENworks Mobile Management Account

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

### Uninstalling the ZENworks Mobile Management App

1. From the device Home screen, select **Menu**
2. Select the **Installation** icon.
3. Select the ZENworks Mobile Management icon.
4. Select **Options**
5. Select **Remove**.

---

## What to Do if you Change Devices

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

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

---

## Accessing the User Self-Administration Portal

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

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

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

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

### Access the Mobile User Self-Administration Portal

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

### Access the Desktop User Self-Administration Portal

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

### Logging In

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

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

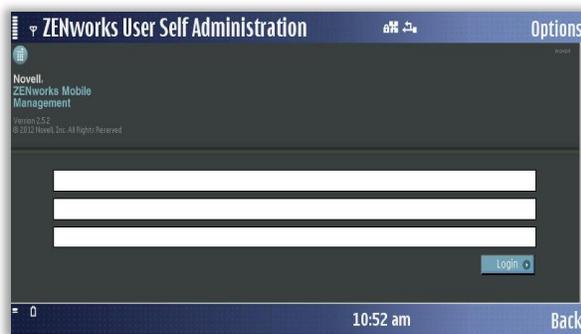
See the [User Self Administration Guide](#) for more information on the use of the portals.

# Appendix A: Identity Certificate Installation

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

What follows is an example of the certificate installation process.

This process varies depending on the device model.



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

From the device browser, enter **<yourZENworks Mobile Managementserveraddress>/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. Select ***Install Certificate*** from the ZENworks Mobile Management Mobile User Self-Administration portal menu.



2. To install the certificate file, click the **File Name**. The file will be in .cer, .pfx, or .p12 formats.

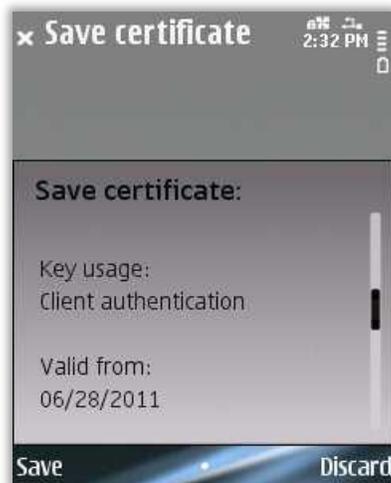
**Note:** If you see a message indicating that there is no available certificate, your administrator has not yet uploaded a certificate. Consult your administrator.

3. If you are using a pfx/p12 file, you are prompted to enter a password.  
Enter and confirm the password given by your administrator.  
Depending on your device model, select **Save** or **OK**.



The content of the file is displayed.

4. Select **Save**.



A prompt to save the certificate will display.

5. Select **Save**.



6. Label for components of the certificate is displayed.

You might see several label screens. Select **OK** to accept all default labels. You might also see options that the certificate will authenticate. Select all options if you are unsure, or consult your administrator. Then select **OK**.



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