



# ZENworks Mobile Workspace

## *Administration quick start guide*

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# ADMINISTRATION CONSOLE

## **Administration of ZENworks Mobile Workspace security server:**

- Manage domains and domain admin as super admin
- Manage security policies and access control
- Manage users and groups
- Manage In-house and public store applications

## **Administration of ZENworks Mobile Workspace applications:**

- Manage mail server settings
- Manage mail access rules
- Manage contact and calendar import/export rules
- Manage CMS server settings
- Manage Windows share settings

# ROLES

## **Super administrator:**

- Can manage Zenworks MW license
- Can access generic server configuration section
- Can manage domain and domain administrator

## **Domain administrator:**

- Can manage security settings
- Can manage groups
- Can manage users
- Can manage applications
- Can manage access control
- Can manage sessions

## **Provisionner:**

\*Can manage users \*Can manage access control

# ADD NEW GROUP

- Connect to the security server as administrator
- Go to GENERAL → Groups
- Click on **plus** icon

Then:

- Enter a name
- Select a settings
- Select the LDAP group from which the users will be retrieved
- Click on **Create** button

# ADD NEW USERS

Manual:

- Add the user in LDAP group (Ask your LDAP administrator)
- Connect to the security server as administrator
- Go to GENERAL → Browser
- Click on group name
- Click on **Update** button

Automatic:

- Connect to the security server as superadmin
- Go to DOMAINS
- Edit your domain
- Under Identities tab
- Enable auto synchronization with 30 min interval
- Click on **Update** button

Therefore, existing groups will be automatically updated when a user is added in LDAP group

# GROUP ACCESS CONTROL

Under APPLICATIONS menu you can:

- Create and upload in-house applications
- Link to public store application

Therefore, when selecting a group under GENERAL → Browser, you can:

- Give access to applications
- Select application version
- Give access to Workspace components

# USER ACCESS CONTROL

When selecting a user under GENERAL → Browser → Open a group, you can:

- Lock / Unlock a user
- Enable / Disable enrollment for a user

And also:

- Disable an application by unchecking first checkbox (under **power button** icon)
- Disenroll an application by checking second checkbox (under **cross** icon)
- Click on **Apply** button (bulk changes can be done)



# REMOTE CONTROL

- Connect to the security server as administrator
- Go to DOMAIN → Status (n users connected)

Then you can:

- Close all sessions (two devices with a power button icon)
- Close one session (power button icon)
- Send a message to all users (only when push enabled)

# LOGS

Error codes sent to the client are restricted to avoid giving information to potential attackers. Therefore, the best way to troubleshoot ZENworks Mobile Workspace are the server logs.

- Connect to the security server as superadmin
- Go to SERVER → Logs
- Check the files you want to download
- Click on **Download selected files** button