

Adding Users and Enrolling Devices

ZENworks® Mobile Management 2.6.x

January 2013

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Accessing the Dashboard

Accessing the Dashboard

ZENworks Mobile Management dashboard requirements:

- Microsoft Internet Explorer or Firefox
- Adobe Flash Player 10.1.0
- Minimum screen resolution: 1024 x 768
- PC 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>

Login

Log in to the *ZENworks Mobile Management* dashboard by using the email address and password you designated as administrative login credentials when installing the *ZENworks Mobile Management Web/Http Server Component*.

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

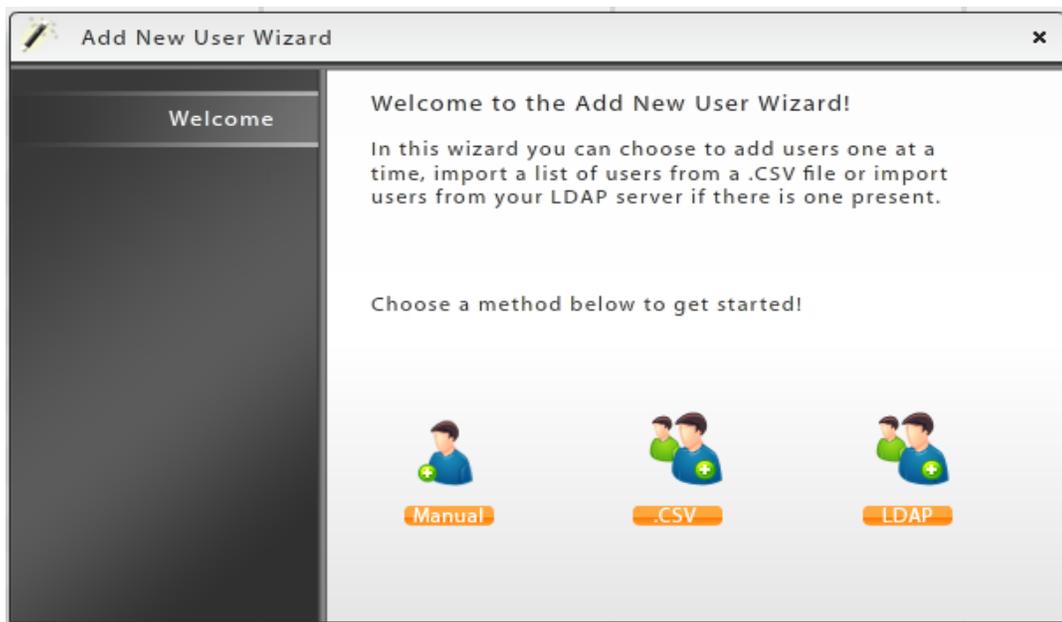


The screenshot shows the login interface for Novell ZENworks Mobile Management. At the top left is the Novell logo, and at the top right is the word "Novell.". Below the logo, the text "Novell. ZENworks Mobile Management" is displayed in a large, bold font. Underneath, it says "Version 2.6.1" and "© 2012 Novell, Inc. All Rights Reserved". The main part of the form consists of two input fields: "Username" and "Password". The "Username" field has a cursor in it. At the bottom right of the form is a "Login" button with a right-pointing arrow.

Adding Users

There are several ways to initially add users.

- **Manual** - Add individual users manually
- **Batch Import Methods** - User credentials can be imported from an LDAP directory or via a Comma Separated Values or .CSV file. All users imported in a single batch are assigned the same device ownership and liability, plan type (domestic or international) policy suite, device connection schedule, ActiveSync server (if defined), LDAP server (if defined), and carrier (if desired).
- **Hands-Off Enrollment** - Configure the organization for Hands-Off enrollment. To free the administrator from the task of adding users either manually or by batch import, *ZENworks Mobile Management* can auto-provision any user with an account on the corporate ActiveSync server, when they enroll a device against *ZENworks Mobile Management*. Users are added with the default *Policy Suite* and *Device Connection Schedule*.



Add New User Wizard

Welcoming New Users to ZENworks Mobile Management

You can use a Welcome Letter to get information to new users when they are added to the *ZENworks Mobile Management* system. Before you start adding users to *ZENworks Mobile Management*, create Welcome Letters and configure the organization so that they are sent automatically. You can also manually issue the email to individual users at any time.

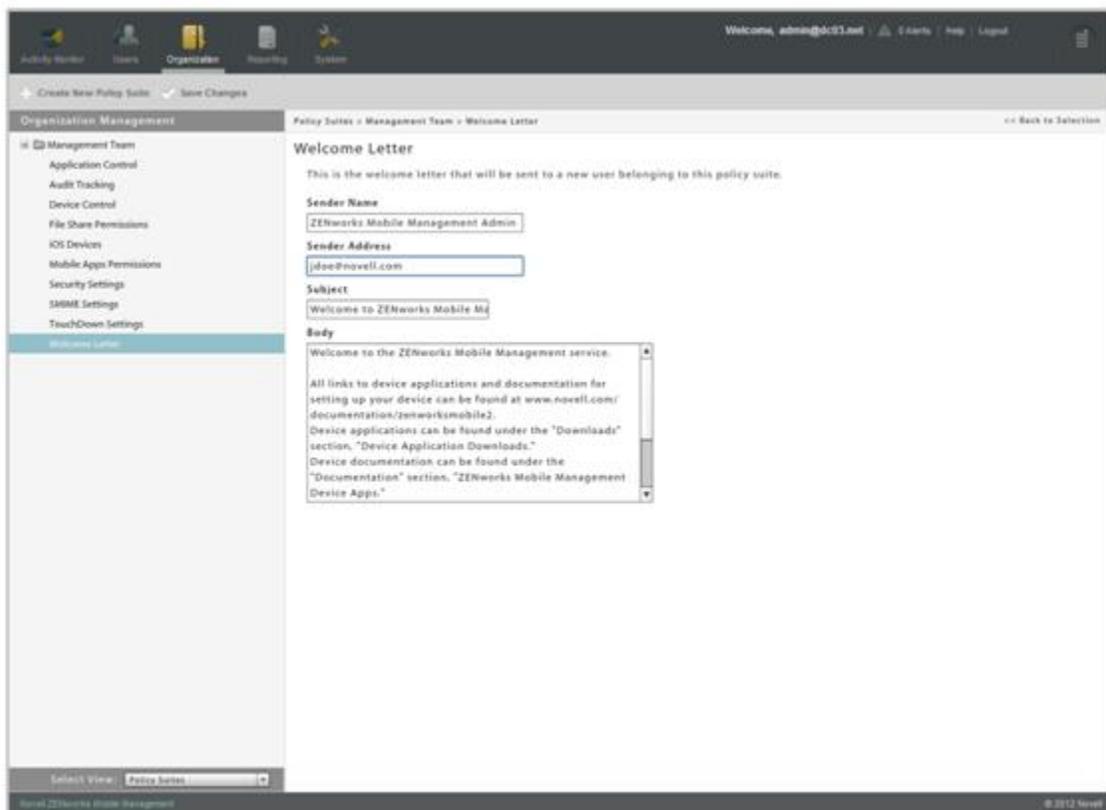
Information you might include in a Welcome Letter:

- Links to resources, such as the device app downloads, user documentation, and the user self-administration portal
- Details of policies that may change device functionality
- New features that make devices more secure

Creating a Welcome Letter

There is a Welcome Letter associated with each policy suite so that users under that policy receive information that pertains specifically to them.

Select **Organization > Policy Suites**. Highlight a policy and select the Welcome Letter option in the left panel to edit the letter.

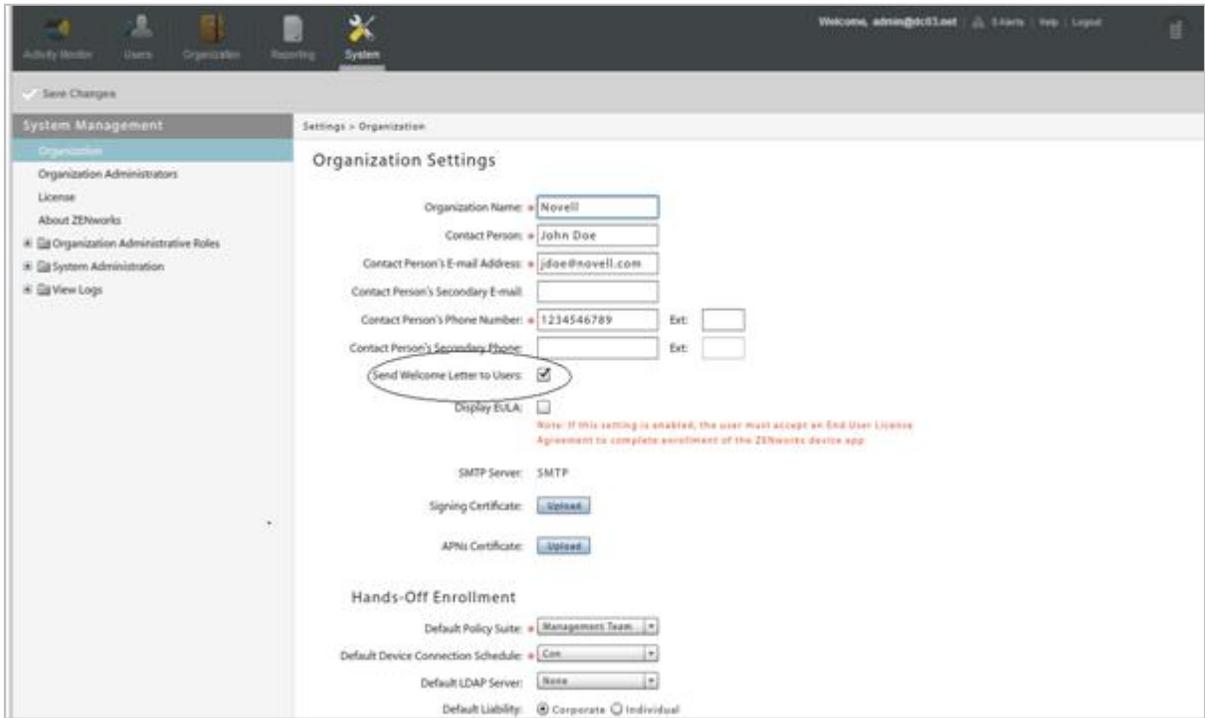


Welcome Letters will not be sent automatically unless the organization is configured to do so. See ***Automating the Welcome Letters*** below.

Automating the Welcome Letters

Configure the organization so that *Welcome Letters* are automatically emailed to every user that is added to the *ZENworks Mobile Management* server.

Select **System** > **Organization** and select the **Send Welcome Letter to Users** option.



Sending the Welcome Letter to Individual Users

You can also issue the Welcome Letter as needed, on a per user basis.

Select **Users** and highlight a user. Click the **Send Welcome Letter** option in the *User Detail* panel.



Adding Users Manually

Administrators can manually create individual user accounts in an organization. When a user account is created on the *ZENworks Mobile Management* server, one or more devices can be enrolled.

To Add Users Manually

1. From the *ZENworks Mobile Management* dashboard header, select **Users**.
2. Click the **Add User** option to use the Add New User Wizard.
3. Select **Manual** from the Add New User Wizard dialog.
4. Enter the user information, then click **Finish**.
For details about the user information, see the following table.

* = required field

ActiveSync server *	Select an ActiveSync server for the user or select <i>None</i> .
LDAP Server *	Select an LDAP server for the user or select <i>None</i> . This server can be used to import additional user information into customized fields.
Device Ownership	Choose <i>Company</i> (the user's device is company owned) or <i>Personal</i> (the user's device is personally owned).
Device Liability	Liability refers to who owns the data on the device. Liability determines whether the corporate or individual component of the policy suite is assigned to the user. Choose <i>Corporate</i> (corporate liable) or <i>Individual</i> (individual liable).
Plan Type	Choose International, Domestic, or Unknown.
User Name *	For users associated with an ActiveSync server, enter their ActiveSync account user name. For users on systems that do not use the ActiveSync protocol, enter a unique user name for their <i>ZENworks Mobile Management</i> user account.
First Name and Last Name	Enter the user's name.
Domain	If the ActiveSync server to which the user has been assigned requires a domain, enter it here. This also provides one way to configure the user for enrolling multiple devices against a single account. (See, Enrolling Multiple Devices on a Single Account .)
Password	* Required for users on systems that do not use the ActiveSync protocol. Enter a unique password for their <i>ZENworks Mobile Management</i> user account.
E-mail Address *	Enter the user's email address.
Policy Suite *	Select a policy suite for the user.
Device Connection Schedule *	Select the Device Connection Schedule for the user.

Expiration	Select a date for the user to be disabled or removed from the system. Choose <i>Never</i> , or a date on which to expire the user. Specify the action to take upon expiration: <i>Disable</i> or <i>Remove</i> . Expirations occur at the beginning of the designated day (12:00 a.m.) Note: Setting expirations for users in an organization configured for Hands-off enrollment is counterproductive. Users will be able to re-enroll the device app.
Phone Number	Enter the phone number of the user's mobile device. This can be used for sending an SMS notification to the user regarding their enrollment.
Carrier	Select the user's carrier from the drop-down list. See a list of supported carriers .
Send Enrollment Message (SMS)	Select the SMS box to send an SMS enrollment message.
Enrollment Message	Enter the SMS enrollment message. You might want include links to resources, such as the device app downloads, user documentation, and the user self-administration portal. There is a 160-character limitation.

Adding Users via Comma-Separated Values (CSV) Files

An administrator can import a group of users to the *ZENworks Mobile Management* server via a .CSV file.

User names, email addresses, and passwords of users are entered into a spreadsheet template. Using the *Add New User Wizard*, the administrator chooses a default policy suite, device connection schedule, ActiveSync server (if used), and LDAP server (if used), and carrier (if desired) for the group being added. The file is then uploaded to the *ZENworks Mobile Management* server where user credentials from the file and the defaults specified by the administrator are merged to create new *ZENworks Mobile Management* user accounts.

Importing Users from .CSV Files

1. From the *ZENworks Mobile Management* dashboard header, select **Users**.
2. Click the **Add User** option to use the Add New User Wizard.
3. Select **.CSV** from the Add New User Wizard dialog.

4. Download the .CSV spreadsheet template and save it in the desired location. Leave the headings in row 1 of the spreadsheet and begin entering user information in row 2.

Enter the following information for each user and save the changes to your file.

- user name
 - first name
 - last name
 - domain
 - email address
 - password
5. In the Add New User Wizard, select the default information for users in this file:
 - Device Liability
 - Device Ownership
 - Plan Type
 - ActiveSync Server (required)
 - LDAP Server (required)
 - Policy Suite (required)
 - Device Connection Schedule (required)
 - Carrier
 - Expiration
 6. Upload the .CSV file with the users' credentials by clicking the **Upload File** button.
 7. Click **Add Users** when the file has finished uploading. The *Users* grid begins to populate with new users.

Adding Users via LDAP

When an Administrative LDAP server is defined for an organization, an administrator can retrieve user information from the corporate LDAP directory and use it to add users to *ZENworks Mobile Management*.

All users imported in a single batch are assigned the same policy suite, device connection schedule, domain, ActiveSync server (if defined), carrier (if desired), plan type, device liability, and ownership.

TIP: To limit the number of users pulled from the LDAP server, edit the LDAP Base DN to include a group when you configure the Administrative LDAP Server. This limits the users returned from the query to only those in the group. See the [Organization Configuration Guide: Managing SMTP, ActiveSync, and Administrative LDAP Servers](#).

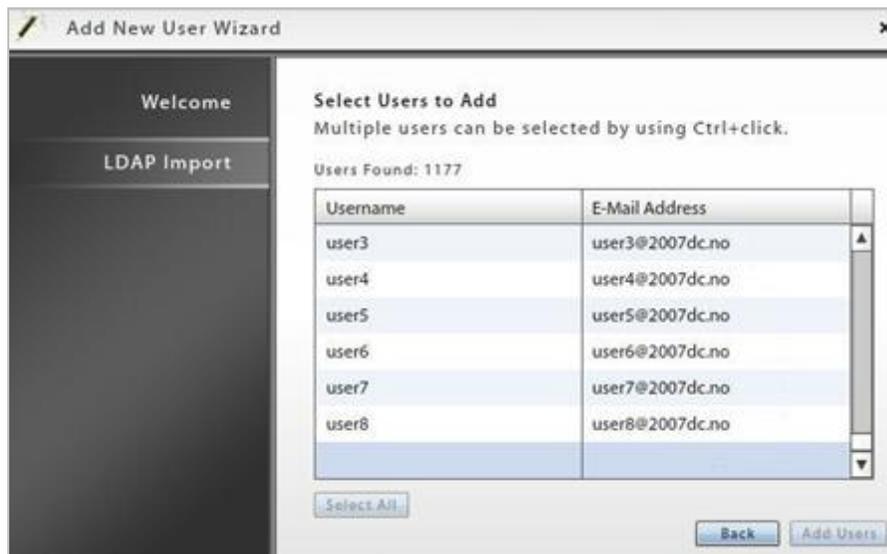
Importing Users from an LDAP Directory

1. From the *ZENworks Mobile Management* dashboard header, select **Users**.
2. Click the **Add User** option to use the Add New User Wizard.
3. Select **LDAP** from the Add New User Wizard dialog.

4. Select an **LDAP Server** to query.



5. Select the default information for users added via LDAP:
 - Device Liability
 - Device Ownership
 - Plan Type
 - Domain
 - ActiveSync Server (required)
 - Policy Suite (required)
 - Device Connection Schedule (required)
 - Carrier
 - Password (if *ActiveSync Server* is None, create a global authentication password)
 - Expiration
6. Select the **Username Format** to be used.
 - **Trim e-mail address before '@'** – For example: If e-mail address is jstewart@company.com, user name will be jstewart
 - **Use entire email address** – The user name will be the full email address
7. Click **Next** to display a list of the users pulled from the LDAP server. Select multiple lines by holding the down the Ctrl key as you select users or click **Select All**.



8. Click **Add Users** when you have finished selecting users. The *Users* grid begins to populate with new users.

Configuring the Organization for Hands-Off Enrollment

Enabling User Self-Enrollment

Enabling the *Hands-Off Enrollment* option when defining an ActiveSync server provides a method of auto-provisioning users on the *ZENworks Mobile Management* server, which frees the administrator from the task of adding users either manually or by batch import.

You must also enter a domain that is configured on this server. Hands-off enrollment requires users to enroll with the domain in the **domain\username** or **user@domain** format.

With hands-off enrollment, users will be automatically added to the *ZENworks Mobile Management* server, as long as their credentials are recognized by the ActiveSync server. *ZENworks Mobile Management* creates the new account using the ActiveSync user account credentials and the default servers, policy suite, and device connection schedule specified for the organization.

Note: Setting expirations for users in an organization configured for Hands-off enrollment is counterproductive. Users will be able to re-enroll the device app.

Enabling Hands-Off Enrollment for an ActiveSync Server

1. From the *ZENworks Mobile Management* dashboard header, select **Organization**.
2. From the menu, select **ActiveSync Servers**.
3. From the left panel, select an existing ActiveSync server or create a new ActiveSync server by choosing **Add ActiveSync Server**.
4. Select the box labeled **Allow Hands-Off Enrollment** and make sure you have specified at least one **Domain** for the server. You can enter multiple domains if necessary for your configuration.
5. Click **Finish** or **Save Changes**.

ActiveSync Servers > ex 2007

ActiveSync Servers

ActiveSync Server Name:

ActiveSync Server Address:

ActiveSync Server Port:

Use SSL:

Allow Hands-Off Enrollment:

ActiveSync Server Domain:

Enter all domains configured on this server. Hands-off enrollment requires users to enroll with one of these domains.

Domain	Remove	Rename
ex2007	<input type="button" value="Remove"/>	<input type="button" value="Rename"/>

Enrolling Multiple Devices on a Single Account

Users can enroll multiple devices with a single *ZENworks Mobile Management* account. For example, a user might have a smartphone, but also use a companion device, such as a tablet or a second smartphone for foreign travel.

Multiple device enrollment is accomplished by creating an account on the *ZENworks Mobile Management* server and instructing the user to completely enroll one device at a time.

There is no limitation on the number of devices enrolled against a user's account.

You can prevent groups of users from enrolling multiple devices by disallowing a policy rule in the policy suites. Select **Organization** > choose a policy suite > **Device Control** > **Multiple Devices**. Set **Allow Multiple Devices** to NO.

Successful enrollment of multiple devices requires the following:

- Each device must be fully enrolled and complete its first synchronization before another device can be successfully enrolled.
- The user must enroll each device with the same Username, Password, Domain, Server Address, and SSL setting
- The account protocol used on each device associated with the user's account must be the same. For example:
 - **When the first device has the *ZENworks Mobile Management* app and an ActiveSync user account:**
 - Each device must be fully enrolled (have the *ZENworks Mobile Management* app enrolled and the ActiveSync account created and registered) before another device can be added.
 - All subsequently enrolled devices must have the *ZENworks Mobile Management* app and an ActiveSync user account.
 - **When the first device has an ActiveSync account only and does not have the *ZENworks Mobile Management* app:**
 - Each device must have the ActiveSync account created and registered against *ZENworks Mobile Management* before another device can be added.
 - All subsequently added devices must have only an ActiveSync account.

Administration of Multiple Devices

Each device appears as a separate line item in the *Users* grid. Sort the grid by the User Name column to see all devices associated with a single user.

Administrators can select any of a user's devices and view the User Profile associated with the item.

The administrator might change the following for any of a user's multiple devices.

Liability
Ownership
Plan Type
Policy Suite
Device Connection Schedule
Carrier

The administrator should not change the following, unless he/she is changing the information on all of the user's devices:

First Name
Last Name
Domain
ActiveSync Server
Email Address
LDAP Server

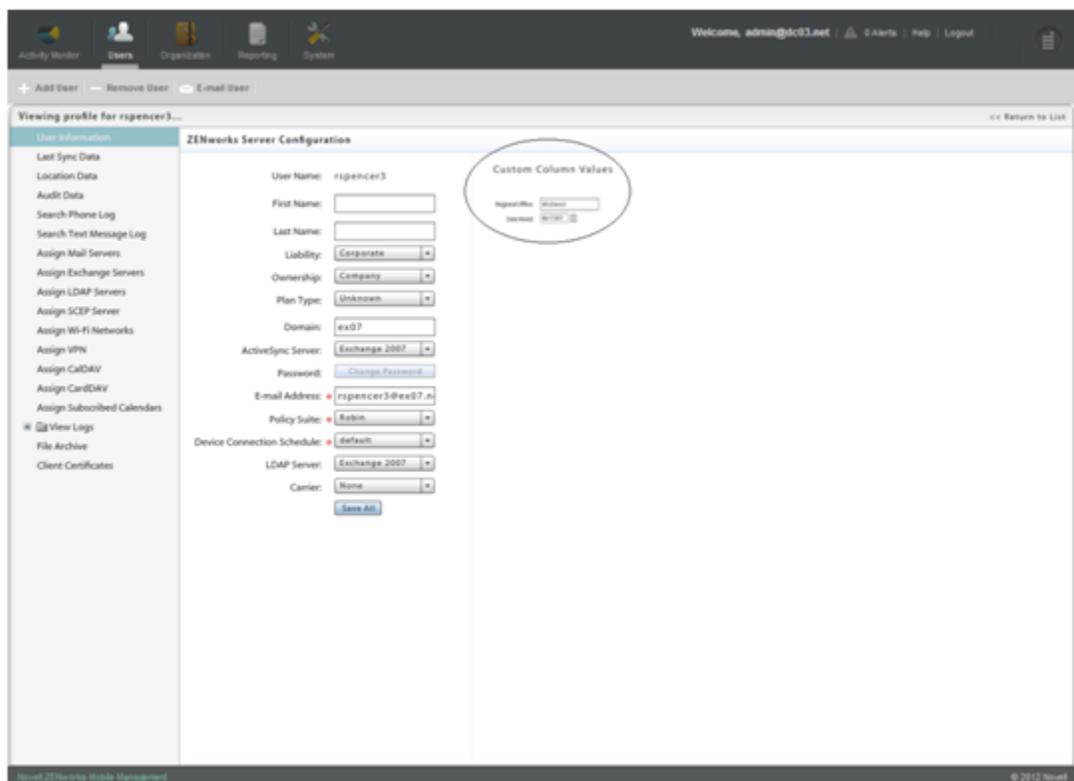
User Self-Administration

Users can view and manage all of their enrolled devices from the desktop or mobile User Self-Administration Portal.

Custom Columns

Administrators can create user information fields that are specific to their organization, but are not part of the *ZENworks Mobile Management* System base installation. These fields can then be viewed in the **User Profile** and can be displayed as columns in the user list.

There is a limit of ten Custom Columns for each organization. Information for the fields might be one of five types, including an LDAP type field, which will pull information from an Administrative LDAP server defined for the organization. The administrator must manually enter values for other field types. The field types are Text, Dropdown, Numeric, Date, and LDAP.



View of the Custom Columns in the User Profile

Adding Custom Columns

1. From the *ZENworks Mobile Management* dashboard header, select **Organization**.
2. From the menu, select **Custom Columns**.
3. Click the **Add Custom Column** option.
4. Select the **Custom Column Type** and the **Custom Column Name**.

- The *Type* you select determines the parameters you define for the field.

Type	Parameters
Text	Maximum number of alphanumeric characters.
Dropdown	Enter the choices that appear in a drop-down list.
Numeric	Minimum and maximum numeric values.
Date	None
LDAP	LDAP attribute and LDAP server (at least one must be defined for the organization). <i>ZENworks Mobile Management</i> checks the LDAP server daily and automatically applies any updates to custom column LDAP data. An individual user's LDAP data is updated automatically whenever his or her user profile is opened via the dashboard.

- Click the **Finish** button to save.

Modifying Custom Columns

Custom Columns can be modified after they are defined, but on a limited basis. For example, you cannot change the *Type* of the column, because this would prevent you from entering correct values in the future.

The administrator can modify custom columns in the following ways:

- Change the custom column name
- Add values to a drop-down type
- Decrease minimum values
- Increase maximum values

- From the *ZENworks Mobile Management* dashboard header, select **Organization**.
- From the menu, select **Custom Columns**.
- Select the column you want to modify from the left panel and edit the name of the column or other parameters that are editable.
- Click **Save Changes**.

The screenshot shows the 'Custom Columns' configuration page for 'Regional Office'. The page has a header with three buttons: '+ Add Custom Column', '- Remove Custom Column', and '✓ Save Changes'. Below the header, there is a navigation pane on the left with 'Organization Management' and 'Regional Office' selected. The main content area is titled 'Custom Columns' and contains the following fields:

- Custom Column Name:
- Custom Column Type:
- New Dropdown Value:
- Existing Dropdown Values:

User Enrollment

The ZENworks Mobile Management App

Direct users to where they can obtain the *ZENworks Mobile Management* device application. The *ZENworks Mobile Management* app is available for Android, iOS, Windows Mobile 6.1/6.5, and Symbian S60 3rd Edition users.

BlackBerry users can install the *NotifySync for BlackBerry* application, which interfaces with *ZENworks Mobile Management* and provides functionality comparable to the *ZENworks Mobile Management* app. (Requires a *NotifySync* license)

Windows Phone and webOS users must enroll by creating an ActiveSync account on the device and specifying the *ZENworks Mobile Management* server in the server address.

ZENworks Mobile Management for iOS: App Store or Enterprise Version

The *ZENworks Mobile Management for iOS* device application is distributed via the Apple App Store. In accordance with Apple privacy regulations, however, App Store applications do not permit background processing to initiate a connection to a server for the purpose of tracking statistics. Thus, the *ZENworks Mobile Management* app obtained from the App Store requires iOS users to initiate synchronization of user/device statistics and location data by opening the application on a daily or more frequent basis.

Because Enterprise (proprietary, in-house) Applications do not fall under the same privacy regulations as App Store applications, organizations can opt to distribute the *ZENworks Mobile Management for iOS* device app as an Enterprise App. Applications distributed in this manner can run on a device in the background without user interaction.

Distributing the application as an Enterprise App requires that your organization maintain an annual Apple iOS Developer Enterprise Program (iDEP) membership. Novell, Inc. will work with organizations who want to pursue this solution. For information, see [Distributing ZENworks for iOS as an Enterprise App](#).

ZENworks Mobile Management for iOS App Store Version Functionality

The functionality of *ZENworks Mobile Management for iOS* obtained through the App Store is outlined below. Recommendations for administrators and users are also included.

- The *ZENworks Mobile Management for iOS* device application cannot run in the background on a user's iOS device, so users should be instructed to open the *ZENworks Mobile Management* app on a daily basis and allow it to complete a synchronization cycle. Location and the following device statistics are not updated unless the device application synchronizes:
 - Battery/Charging Status
 - ZENworks App Version

- Downloaded Data (any network)
 - Downloaded Data (cellular network)
 - Downloaded Data (WiFi)
 - GMT Offset
 - Jailbroken
 - Device UID
 - ZENworks App Language
 - OS Language
 - Timezone
 - Uploaded Data (any network)
 - Uploaded Data (cellular network)
 - Uploaded Data (WiFi)
 - Last Device Boot Time (Device Local)
- Because Jailbroken status might not be regularly reported, the Compliance Manager setting that restricts jailbroken devices cannot be reliably enforced. You might want to disable this restriction.
 - You might want to disable several Compliance Manager *Device Platform Restrictions* for iOS devices, to alleviate issues caused by infrequent *ZENworks* connections.
 - Restrict if policy out of date
 - Restrict if location not updated
 - Restrict user ZENworks connections

Devices without a ZENworks Mobile Management App

Devices for which a ZENworks device application is not yet available can still enroll with the *ZENworks Mobile Management* server. The devices must have an ActiveSync application. Devices supported for this type of enrollment include webOS and Windows Phone.

Functionality

Mobile device management functionality for these devices is limited to only the ActiveSync security policies supported by the device platform. Device statistics accessible via the *ZENworks* dashboard display limited information. In addition, there is no audit tracking or location data available for these devices.

Device statistics in the **Users** view for these devices are limited to:

- User Name
- Domain
- Active
- Policy Suite
- Device Connection Schedule
- Ownership
- Last ActiveSync Sync
- AS Version
- AS User Agent
- Device Type

Users with Android, iOS, Symbian S60 3rd edition, and Windows Mobile 6 devices should install the *ZENworks* app. Without the *ZENworks* app, these devices are limited to the functionality outlined above. Users with BlackBerry devices should install *NotifySync for BlackBerry*. BlackBerry devices do not have native ActiveSync capabilities and are not supported without the *NotifySync* app.

The **Device Type** field might display various descriptions based on the model of the device:

Device platform	Device Type column:
webOS devices	Palm
Windows Phone devices	WP

Information on policy functionality: [Device Platform Functionality](#)

Instructions for other devices: [ActiveSync Device Enrollment](#)