

Discovery, Deployment, and Retirement Reference

Novell. ZENworks® 10 Asset Management SP3

10.3

March 14, 2011

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About This Guide

This *Novell ZENworks 10 Asset Management Discovery, Deployment, and Retirement Reference* helps you add devices to your ZENworks Management Zone and then install the ZENworks Adaptive Agent or Inventory Only Module to the devices. It also helps you install the ZENworks Adaptive Agent to a Linux device in order to make the device a ZENworks Satellite.

The information in this guide is organized as follows:

- ♦ [Part I, “Device Discovery,” on page 11](#)
- ♦ [Part II, “ZENworks Adaptive Agent Deployment,” on page 51](#)
- ♦ [Part III, “Device Removal and Retirement,” on page 113](#)
- ♦ [Part IV, “Appendixes,” on page 121](#)

Audience

This guide is intended for anyone who will configure and manage a ZENworks system.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, or go to the [Novell Documentation Feedback site \(http://www.novell.com/documentation/feedback.html\)](http://www.novell.com/documentation/feedback.html) and enter your comments there.

Additional Documentation

ZENworks 10 Asset Management is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [ZENworks 10 Asset Management documentation \(http://www.novell.com/documentation/zam10/index.html\)](http://www.novell.com/documentation/zam10/index.html).

Device Discovery

The following sections provide information and instructions to help you add devices to your ZENworks database. After a device is added to the database, a ZENworks Server can automatically deploy the ZENworks Adaptive Agent to the device.

- ◆ [Chapter 1, “Basic Concepts,” on page 13](#)
- ◆ [Chapter 2, “Discovering Devices By Using IP Addresses,” on page 23](#)
- ◆ [Chapter 3, “Discovering Devices in LDAP Directories,” on page 37](#)
- ◆ [Chapter 4, “Importing Devices from CSV Files,” on page 43](#)
- ◆ [Chapter 5, “Advertised Discovery,” on page 45](#)
- ◆ [Chapter 6, “Viewing or Updating Device Details,” on page 49](#)

Basic Concepts

1

Device discovery is the process of adding workstation and server information to the Novell ZENworks database so that you can use that information to automatically deploy the ZENworks Adaptive Agent from a ZENworks Server to the devices. The following sections provide information to help you understand the discovery terminology and concepts:

- ♦ [Section 1.1, “Discovery Methods,” on page 13](#)
- ♦ [Section 1.2, “IP and LDAP Discovery Tasks,” on page 13](#)
- ♦ [Section 1.3, “IP Discovery Technologies,” on page 13](#)
- ♦ [Section 1.4, “LDAP Discovery Technology,” on page 19](#)
- ♦ [Section 1.5, “Advertised Devices,” on page 19](#)
- ♦ [Section 1.6, “Discovered Devices,” on page 19](#)
- ♦ [Section 1.7, “Deployable Devices,” on page 21](#)

1.1 Discovery Methods

There are four discovery methods you can use:

- ♦ **IP discovery:** Use the ZENworks discovery engine to collect information about devices on your network. The engine uses various protocols and standards (WMI, WinAPI, MAC Address, NMAP, ZENworks, SNMP, SSH) to discover and collect information from devices that you identify through IP address ranges.
- ♦ **LDAP directory discovery:** Use the ZENworks discovery engine to search Novell eDirectory or Microsoft Active Directory for device objects. You specify the contexts to search and the filter to use for the search.
- ♦ **CSV import:** Import device information from a comma-separated values (CSV) file. At the minimum, the file must contain the IP address or DNS name for each device.
- ♦ **Advertised discovery:** Use the ZENworks discovery engine to collect information about devices that have the ZENworks preagent installed.

1.2 IP and LDAP Discovery Tasks

IP and LDAP discoveries are performed through discovery tasks. You create a discovery task in ZENworks Control Center. LDAP discovery requires Novell eDirectory or Microsoft Active Directory to search for devices.

1.3 IP Discovery Technologies

The ZENworks discovery engine can utilize a variety of different technologies for IP-based discoveries. When more than one technology is used, the discovery engine initiates a discovery request for each technology. This is done for each target IP address. For example, if you use MAC Address, SNMP, and WMI, the discovery engine creates three requests for each target IP address.

The requests are queued and the discovery engine processes five requests at a time until no requests remain. Five requests is the default. You can change the default if necessary (see [Section 2.1, “Configuring Discovery Settings,” on page 23](#)) or override the settings in the discovery task.

Using fewer discovery technologies reduces the time required to complete the discovery task but might also reduce the amount of information received.

By default, the MAC Address, SSH, WinAPI, and ZENworks technologies are enabled; the SNMP, WMI, and NMAP technologies are disabled. You can change the default if necessary; see [Section 2.1, “Configuring Discovery Settings,” on page 23](#).

If more than one technology request returns information for a discovered device, the information is merged together. In the case of conflicting information, the discovery process chooses the “best” information. If a high priority discovery technology is successful and returns the information, then the other lower priority discovery technologies are aborted for better performance. For example, if WinAPI or WMI is successful, then MAC address and NMAP technologies are aborted.

IP discovery tasks require the following information:

- ◆ The range of IP addresses for the devices you want discovered.
- ◆ The credentials required for the SSH, WMI, WinAPI, and SNMP discovery technologies to retrieve information from devices. The NMAP, MAC Address, and ZENworks technologies do not require credentials.

Not all technologies use the same credentials, and all devices might not have the same credentials, so you might need to specify multiple credentials to cover all targeted devices and to utilize all discovery technologies. For example, WMI and WinAPI require Windows credentials, and SNMP requires SNMP credentials.

- ◆ The schedule for running the task. You can schedule it to run immediately or at a specified date and time. Optionally, you can choose to not set a schedule, in which case the task is not run until you manually initiate it or schedule a time.
- ◆ The ZENworks Server that you want to run the task.

The following table provides detailed information about the IP discovery technologies:

Table 1-1 IP Discovery Technologies

IP Discovery Technology	Functionality	Requirements	Prerequisites
WMI (Windows Management Instrumentation)	<p>WMI is the infrastructure for management data and operations on Windows-based operating systems. Discovery issues a remote request to the WMI service on the devices identified by the IP-based discovery task to obtain information. Retrieves the OS type and version, MAC address, Network Adapters, and CPU details of the device.</p> <p>For more information on WMI, see the MSDN Web site (http://msdn.microsoft.com/en-us/library/aa384642(VS.85).aspx).</p>	<p>Because WMI is a Windows-specific technology, the requests generated from a ZENworks Server running on Linux must be routed to a Windows Proxy for processing. For more information, see Section 2.2, "Designating a Discovery and Deployment Proxy Server," on page 26.</p>	<ul style="list-style-type: none"> ◆ Microsoft Windows Management Instrumentation Service to be installed and running on the target Windows device. ◆ Credentials of an administrator account on the target device should be specified as Windows credentials in the discovery task. This is required for connecting to the WMI Service. ◆ To authenticate by using the Windows credentials, set the value of the <i>Network access: Sharing and security model for local accounts</i> Local Security setting to <i>Classic - local users authenticate as themselves</i>. For more information on how to configure the Local Security settings, see "Enabling Classic File Sharing" on page 87. ◆ Since the Remote WMI connection establishes a RPC connection with the target Windows device, the TCP ports 139 and 445 must be allowed by the Windows Firewall of the target device for the WMI discovery technology. For more information on how to open these ports, see "Enabling File and Printer Sharing through Windows Firewall" on page 86.

IP Discovery Technology	Functionality	Requirements	Prerequisites
WinAPI	Issues a request to the registry on the devices identified by the IP-based discovery task to retrieve the OS type and version, and CPU details.	Because WinAPI is a Windows-specific technology, the requests generated from a ZENworks Server running on Linux must be routed to a Windows Proxy for processing. For more information, see Section 2.2, "Designating a Discovery and Deployment Proxy Server," on page 26.	<ul style="list-style-type: none"> ◆ Microsoft Remote Registry Service to be installed and running on the target Windows device. ◆ Credentials of an administrator account with read privileges on the Windows registry of the target device should be specified as Windows credentials in the discovery task. This is required for connecting to the Remote Registry Service. ◆ The <i>File and Printer Sharing for Microsoft Networks</i> option must be enabled. For more information, see "Enabling File and Printer Sharing for Microsoft Networks" on page 85. ◆ To authenticate by using the Windows credentials, set the value of the <i>Network access: Sharing and security model for local accounts</i> Local Security setting to <i>Classic - local users authenticate as themselves</i>. For more information on how to configure the Local Security settings, see "Enabling Classic File Sharing" on page 87. ◆ Since the Remote Registry connection establishes a RPC connection with the target Windows device, the TCP ports 139 and 445 must be allowed by the Windows Firewall of the target device. For more information on how to open these ports, see "Enabling File and Printer Sharing through Windows Firewall" on page 86. If the target device is in a different subnet than the Windows Proxy or the Primary server running the task, then the scope of the Firewall exception should include them.

IP Discovery Technology	Functionality	Requirements	Prerequisites
MAC Address	<p>Retrieves the MAC Address of the discovered device. Uses the <code>ping</code> and <code>arp</code> (Address Resolution Protocol) commands to map the IP addresses of the devices identified by the IP-based discovery task to their associated MAC addresses.</p> <p>The MAC Address discovery gets only the MAC address of the device and does not give any OS information.</p>		<ul style="list-style-type: none"> ◆ For the <code>arp</code> command to be successful, the target devices must reside in the same network as the ZENworks Server that performs the discovery request. ◆ For the <code>ping</code> command to be successful, the incoming ICMP echo requests (<code>ping</code>) must be enabled on the device, and the ICMP echo requests and echo responses must be allowed on the network.
NMAP	<p>Uses NMAP (Network Mapper) to retrieve the OS type and version details of the devices identified by the IP-based discovery task.</p> <hr/> <p>IMPORTANT: NMAP has certain known limitations. For more information on these limitations, see the NMAP Web site (http://www.nmap.org).</p>		<ul style="list-style-type: none"> ◆ NMAP must be installed on the ZENworks Server that is processing the discovery request. <p>NMAP is freely available from InSecure.org (http://www.insecure.org). For more information on how to configure NMAP for ZENworks, see Appendix C, "Configuring NMAP for ZENworks," on page 129.</p>

IP Discovery Technology	Functionality	Requirements	Prerequisites
ZENworks	<p>Issues a request to the ZENworks Adaptive Agent or ZENworks preagent on the devices identified by the IP-based discovery task. If the device has the ZENworks Adaptive Agent, the agent responds with the OS type and version, MAC Address, Network Adapters, CPU, managed device GUID, Management Zone GUID, Management Zone name, Adaptive Agent version, disk space, and memory details. If the device has the ZENworks preagent installed, the preagent responds with the OS type, CPU, disk space, memory, and the GUID details that should be used to register the device in the Management Zone.</p>		<ul style="list-style-type: none"> ◆ The preagent is only installed on OEM devices or on devices whose registration was removed from the zone.
SNMP	<p>Issues a request to the SNMP service on the devices identified by the IP-based discovery task. SNMP versions 2 and 1 are supported, with SNMP version 2 tried first. Retrieves the OS type and version, MAC address, Network Adapters, and CPU details.</p>	<p>Because the discovery process uses a Windows-based SNMP technology, requests generated from a ZENworks Server running on Linux must be routed to a Windows Proxy for processing. For more information, see Section 2.2, "Designating a Discovery and Deployment Proxy Server," on page 26.</p>	<ul style="list-style-type: none"> ◆ To query a device using SNMP, the device must have SNMP enabled. ◆ The SNMP community string must be specified as a SNMP credential in the Discovery Task. ◆ SNMP uses the UDP Port 161. The firewall must be configured to allow access through this port.

IP Discovery Technology	Functionality	Requirements	Prerequisites
SSH	Uses the SSH protocol to communicate with the SSH server on the devices identified by the IP-based discovery task. Depending on the device OS (Linux or NetWare), the device retrieves the OS type, OS or Kernel version, CPU, Network Adapters, and memory details.		<ul style="list-style-type: none"> ◆ To query a device using SSH, the device should have SSH enabled, and the username and password must be specified as General or Linux credentials in the Discovery task.

1.4 LDAP Discovery Technology

For LDAP discoveries, the ZENworks discovery engine issues an LDAP request to the LDAP server. The LDAP request contains the LDAP server name, LDAP port, credentials, the context or group to search, and whether or not to recursively search subcontainers or subgroups.

Device objects that are found are queried for well-known attributes (dnsHostName, OperatingSystem, wmNameDNS, wmNameOS, and so forth) to attempt to determine the OS version and DNS name of the device. If the request specifies a recursive search, the context is searched for well-known container objects. For each container object found, a new LDAP request is created for the container object and appended to the search context of the current request.

LDAP discovery tasks require the following information:

- ◆ The connection information (address and port) for the LDAP server.
- ◆ The credentials required for reading information from the LDAP directory.
- ◆ The directory contexts to search for devices.
- ◆ The schedule for running the task. You can schedule it to run immediately or at a specified date and time. Optionally, you can choose to not set a schedule, in which case the task is not run until you manually initiate it or schedule a time.
- ◆ The ZENworks Server that you want to run the task.

1.5 Advertised Devices

The ZENworks discovery engine allows you to discover devices that have the ZENworks preagent installed, such as OEM devices or devices whose registration was removed from the Management Zone. Only those devices that have the preagent installed respond to an advertised discovery; devices that have the ZENworks Adaptive Agent do not respond to an advertised discovery.

1.6 Discovered Devices

As devices are discovered, they are added to the ZENworks database and listed in the appropriate device type folder in the Discovered panel on the Discovered Devices page.

Figure 1-1 Discovered panel (Devices tab > Discovered page)

Discovered	Inventoried	Managed
Discovered		
		
Type	Discovered	
All Types	4	
Servers	0	
Workstations	0	
Printers	0	
Network Equipment	0	
Thin Clients	0	
Other Devices	0	
Unknown Devices	4	
Deployable Types	4	
Devices created via ZENworks Migration	0	
Devices created via ZENworks Asset Management	0	

Each discovered device is categorized by type.

- ◆ **All Types:** All discovered devices, regardless of type.
- ◆ **Servers:** All discovered devices that have been identified as servers.
- ◆ **Workstations:** All discovered devices that have been identified as workstations.
- ◆ **Printers:** All discovered devices that have been identified as printers. ZENworks does not manage printers; therefore, you cannot deploy the ZENworks Adaptive Agent to them.
- ◆ **Network Equipment:** All discovered devices that have been identified as network equipment. This includes such devices as routers. ZENworks does not manage network equipment; therefore, you cannot deploy the ZENworks Adaptive Agent to network equipment.
- ◆ **Thin Clients:** All discovered devices that have been identified as thin clients.
- ◆ **Other Devices:** All discovered devices that have been identified but don't fit into one of the other categories. This category includes devices that already have the ZENworks Adaptive Agent installed.
- ◆ **Unknown Devices:** All discovered devices whose operating system cannot be identified. The devices might be listed as unknown because the firewall configuration of the device may block the usage of discovery technologies, or invalid credentials are provided to the discovery technology. You can deploy the ZENworks Adaptive Agent to these devices if you can manually ensure that the agent is supported on these devices. For more information on list of supported devices, see “[Managed Device Requirements](#)” in *ZENworks 10 Asset Management Installation Guide*.
- ◆ **Deployable Types:** All discovered devices that have been identified as types to which you can deploy the ZENworks Adaptive Agent.

- ◆ **Devices Created Via ZENworks Migration:** All devices that were migrated from ZENworks 7 through the ZENworks Migration utility.
- ◆ **Devices Created Via ZENworks Asset Management:** All devices that were migrated from ZENworks Asset Management through the ZENworks Asset Management Migration utility.

1.7 Deployable Devices

Devices that meet the requirements for the ZENworks Adaptive Agent are displayed in ZENworks Control Center in the Deployable Devices panel on the Deployment page.

Figure 1-2 Deployable Devices panel (Deployment tab)

Deployable Devices Advanced 					
Delete Action View					
<input type="checkbox"/>	Name	IP Address	Operating System	Discovered Date	Deployment Status
<input type="checkbox"/>	roshambo-t60p.dnsdhcp.provo.novell.com	137.65.164.51	Unknown OS	Jun 25, 2007	Inactive
<input type="checkbox"/>	dvandenbosdp360.dnsdhcp.provo.novell.com	137.65.164.52	Unknown OS	Jun 25, 2007	Inactive
<input type="checkbox"/>	rbf-dell.dnsdhcp.provo.novell.com	137.65.164.53	Unknown OS	Jun 25, 2007	Inactive
<input type="checkbox"/>	kevinsxp-pro.dnsdhcp.provo.novell.com	137.65.164.54	Unknown OS	Jun 25, 2007	Inactive

1 - 4 of 4 show 25 items

Using this panel, you can deploy the Adaptive Agent to devices, remove them from the ZENworks database, or ignore them by filtering them out of the list.

Discovering Devices By Using IP Addresses

2

You can perform an IP-based discovery of your network to add devices to your ZENworks database. With an IP discovery, the ZENworks Server uses a set of technologies (WMI, WinAPI, MAC Address, NMAP, ZENworks, SNMP, SSH) to discover as much information about the target devices as possible. The target devices are determined by the IP address range you specify.

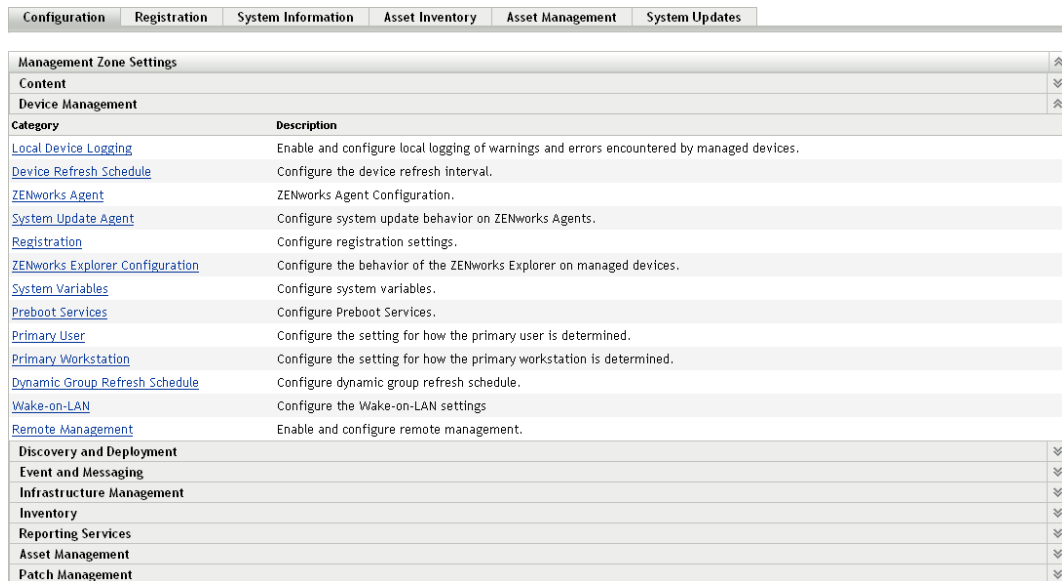
- ♦ [Section 2.1, “Configuring Discovery Settings,” on page 23](#)
- ♦ [Section 2.2, “Designating a Discovery and Deployment Proxy Server,” on page 26](#)
- ♦ [Section 2.3, “Creating an IP Discovery Task,” on page 28](#)

2.1 Configuring Discovery Settings

IP discoveries use the following configuration settings that can be modified, if necessary:

- ♦ Number of discoveries that can be processed concurrently (default is 5)
- ♦ IP subnets or address ranges that are to be excluded from the discovery
- ♦ Discovery technologies that are used (the default is LDAP, MAC Address, WinAPI, ZENworks, and SSH)

1 In ZENworks Control Center, click the *Configuration* tab.



The screenshot shows the ZENworks Control Center interface with the Configuration tab selected. The Management Zone Settings panel is expanded, showing a list of configuration categories and their descriptions. The categories listed are: Local Device Logging, Device Refresh Schedule, ZENworks Agent, System Update Agent, Registration, ZENworks Explorer Configuration, System Variables, Preboot Services, Primary User, Primary Workstation, Dynamic Group Refresh Schedule, Wake-on-LAN, and Remote Management. The Discovery and Deployment category is highlighted in blue.

Category	Description
Local Device Logging	Enable and configure local logging of warnings and errors encountered by managed devices.
Device Refresh Schedule	Configure the device refresh interval.
ZENworks Agent	ZENworks Agent Configuration.
System Update Agent	Configure system update behavior on ZENworks Agents.
Registration	Configure registration settings.
ZENworks Explorer Configuration	Configure the behavior of the ZENworks Explorer on managed devices.
System Variables	Configure system variables.
Preboot Services	Configure Preboot Services.
Primary User	Configure the setting for how the primary user is determined.
Primary Workstation	Configure the setting for how the primary workstation is determined.
Dynamic Group Refresh Schedule	Configure dynamic group refresh schedule.
Wake-on-LAN	Configure the Wake-on-LAN settings
Remote Management	Enable and configure remote management.
Discovery and Deployment	
Event and Messaging	
Infrastructure Management	
Inventory	
Reporting Services	
Asset Management	
Patch Management	

2 In the Management Zone Settings panel, click *Discovery and Deployment*, then click the *Discovery* option.

The screenshot shows the 'Discovery' configuration window with the following sections:

- Discovery Process Settings:**
 - Maximum Concurrent discoveries: 5
 - Discovery technologies:
 - MAC Address
 - NMAP
 - SNMP
 - SSH
 - WinAPI
 - WMI
 - ZENworks
- IP Addresses to be excluded:**
 - Range: [] Add
 - Selected IP Ranges: [] Import Remove
- Network Discovery Settings:**
 - IP Settings:
 - Initial ping timeout: 200 mS
 - Maximum ping retries: 1
 - Increment ping timeout on retries by: 200 mS
 - Perform name lookups
 - SNMP Settings:
 - Initial SNMP timeout: 500 mS
 - Maximum SNMP retries: 1
 - Increment SNMP timeout on retries by: 1000 mS

Buttons at the bottom: OK, Apply, Reset, Cancel.

3 In the Discovery Process Settings panel, modify the following settings as necessary:

Maximum Concurrent Discoveries: A discovery task consists of one or more discovery requests. For IP-based discovery tasks, a request is created for each discovery technology and each IP address in the specified range. Therefore, if you use six technologies to discover 10 IP addresses, 60 requests are created. For LDAP-based discovery tasks, a request is created for each context or group to be searched.

You use this field to specify the maximum number of discovery requests that the ZENworks Server can process at one time. A smaller number eases the traffic load on the network but requires more time to complete the discovery task; you should use a smaller number if you schedule discovery tasks during peak network load times. A larger number has the opposite effect; heavier traffic load with less time to complete the task.

For more information on the IP discovery process, see [Section 1.3, “IP Discovery Technologies,”](#) on page 13.

Discovery Technologies: The discovery process can utilize a variety of different technologies. When more than one technology is used, the discovery process initiates a discovery request for each technology, with all technology requests running simultaneously. This is done for each target IP address. For example, if you use MAC Address, SNMP, and WMI, the discovery process creates three requests for each target IP address. The requests are queued and run according to the *Maximum Concurrent Discoveries* setting.

If more than one technology request returns information for a discovered device, the information is merged together. In the case of conflicting information, the discovery process chooses the “best” information.

Using fewer discovery technologies reduces the time required to complete the discovery task but might also reduce the amount of information received.

For detailed information about each technology, see [Section 1.3, “IP Discovery Technologies,” on page 13.](#)

- 4 In the IP Addresses to be Excluded panel, specify the IP subnets or address ranges to be excluded from the discovery.

NOTE: All the discovery tasks inherit the IP address ranges specified at the Management Zone level. If the IP address range is specified at a task level, the combined ranges of the Management Zone and discovery task are excluded from the discovery.

You can manually add the IP addresses to be excluded or import the IP addresses to be excluded from a CSV file.

- ♦ To manually add the IP address to be excluded:

1. In the *Range* field, enter the IP address range in one of the following formats:

xxx.xxx.xxx.xxx: Standard dotted-decimal notation for a single address. For example, 123.45.167.100.

xxx.xxx.xxx.xxx - xxx.xxx.xxx.xxx: Standard dotted-decimal notation for a range of addresses. For example, 123.45.167.100 - 123.45.167.125.

xxx.xxx.xxx.xxx/n: Standard CIDR (Classless Inter-Domain Routing) notation. With CIDR, the dotted decimal portion of the IP address is interpreted as a 32-bit binary number that has been broken into four 8-bit bytes. The number following the slash (/n) is the prefix length, which is the number of shared initial bits, counting from the left side of the address. The /n number can range from 0 to 32, with 8, 16, 24, and 32 being commonly used numbers. For example, 123.45.167.100/24 matches all IP addresses that start with 123.45.167. When you add the IP address range to the *Selected IP Ranges* list (see the next step), it is automatically expanded to show the range of addresses in dotted-decimal notation.

2. To add the IP address range to the *Selected IP Ranges* list, click *Add*.

- ♦ To use a CSV list to import an IP address to be excluded:

1. In the *Selected IP Ranges* list, click *Import*.

The Import CSV File dialog box is displayed.

2. Click *Browse* to browse for and select a file that contains a comma-separated or columnar list of IP addresses.
3. Click *OK*.

- 5 In the Network Discovery Settings panel, modify the following settings as necessary:

IP Settings: These settings apply when using the WMI and SNMP discovery technologies.

- ♦ **Initial ping timeout:** Specifies how long the discovery technology waits for a response to an ICMP query (ping).
- ♦ **Maximum ping retries:** Specifies the number of times a ping is repeated before giving up.

- ♦ **Increment ping timeout on retries by:** Adds the specified amount of time to each retry. For example, if the initial ping timeout is 200 milliseconds, the maximum ping retries is 3, and the increment is 200 milliseconds, the first retry timeout is 400, the second retry timeout is 600, and the third retry timeout is 800.
- ♦ **Perform name lookups:** Uses a reverse lookup to associate the target IP address with a DNS name. Deselect this option if you do not want the DNS name discovered.

SNMP Settings: These settings apply when using the SNMP discovery technology.

- ♦ **Initial SNMP timeout:** Specifies how long the discovery technology waits for a response to an SNMP query before assuming that the packet is lost.
- ♦ **Maximum SNMP retries:** Specifies the number of times an SNMP query is repeated before giving up.
- ♦ **Increment SNMP timeout on retries by:** Adds the specified amount of time to each retry. For example, if the initial SNMP timeout is 500 milliseconds, the maximum SNMP retries is 3, and the increment is 1000 milliseconds, the first retry timeout is 1500, the second retry timeout is 2500, and the third retry timeout is 3500.

6 Click *OK* to save the changes.

2.2 Designating a Discovery and Deployment Proxy Server

ZENworks Servers running on Linux cannot perform discovery tasks that use Windows-specific technologies such as WMI and WinAPI. Linux servers also cannot perform deployment of ZENworks Adaptive Agents to Windows devices, as deployment uses Windows-specific technologies. In order to enable the execution of discovery and deployment tasks by Linux ZENworks Servers, you can designate a managed Windows device in your zone to function as a discovery and deployment proxy server. The managed device can be either a Windows server or workstation.

When a Linux ZENworks Server receives a discovery task that includes Windows-specific technologies, it processes the non-Windows discovery technologies and offloads the Windows-specific technologies to the proxy. The proxy performs the discoveries and returns the results to the Linux ZENworks Server. The deployment task is totally offloaded to the Windows Proxy.

If you have only Linux servers in your environment, you must first manually install ZENworks Adaptive Agent on a Windows device by downloading the agent from `https://IP_address_of_the_ZENworks_Server/zenworks-setup`, then designate the device as a proxy for discovery and deployment tasks.

To designate a proxy:

- 1 In ZENworks Control Center, click the *Configuration* tab.

Configuration	Registration	System Information	Asset Inventory	Asset Management	System Updates
Management Zone Settings					
Content					
Device Management					
Category	Description				
Local Device Logging	Enable and configure local logging of warnings and errors encountered by managed devices.				
Device Refresh Schedule	Configure the device refresh interval.				
ZENworks Agent	ZENworks Agent Configuration.				
System Update Agent	Configure system update behavior on ZENworks Agents.				
Registration	Configure registration settings.				
ZENworks Explorer Configuration	Configure the behavior of the ZENworks Explorer on managed devices.				
System Variables	Configure system variables.				
Preboot Services	Configure Preboot Services.				
Primary User	Configure the setting for how the primary user is determined.				
Primary Workstation	Configure the setting for how the primary workstation is determined.				
Dynamic Group Refresh Schedule	Configure dynamic group refresh schedule.				
Wake-on-LAN	Configure the Wake-on-LAN settings.				
Remote Management	Enable and configure remote management.				
Discovery and Deployment					
Event and Messaging					
Infrastructure Management					
Inventory					
Reporting Services					
Asset Management					
Patch Management					

- 2 In the Management Zone Settings panel, click *Discovery and Deployment*, then click the *Windows Proxy* option.

[Configuration](#) > **Discovery and Deployment**

Discovery and Deployment ✕

Configure settings related to deploying and discovering new devices.

Windows Proxy Settings ⤴

In order to deploy management agents to Microsoft Windows devices, a managed device running Microsoft Windows may be needed. Specify what device should be used. This device should reside in the same network as the machines targeted for deployment. Also, specify how long the deployment processes should wait (in seconds) for responses from the Windows Proxy.

Windows Proxy

Windows Proxy Timeout

 seconds

- 3 Fill in the following fields:

Windows Proxy: Click to browse for and select the managed Windows device (server or workstation) on which you want to perform discovery tasks on behalf of Linux-based ZENworks Servers.

Windows Proxy Timeout: Specify the number of seconds you want the ZENworks Server to wait for a response from the Windows Proxy. Any responses received after the specified timeout period are discarded.

- 4 Click *OK* to save the changes.

2.3 Creating an IP Discovery Task

You use the Create New Discovery Task Wizard to create and schedule the tasks used by ZENworks Servers to discover devices on your network and add them to the ZENworks database.


When a discovery task runs, the ZENworks Server creates a discovery request for each IP address and discovery technology (WMI, WinAPI, MAC Address, NMAP, ZENworks, SNMP, SSH) used. For example, if you specify one IP address and use all seven discovery technologies, the ZENworks Server initiates seven discovery requests. Therefore, the more IP addresses you specify and the more discovery processes you use, the longer the discovery task takes to complete. For fastest results, you should create tasks that target smaller ranges of IP addresses and, if possible, assign different ZENworks Servers to process the tasks.

- 1 In ZENworks Control Center, click the *Deployment* tab.



- 2 In the Discovery Tasks panel, click *New* to launch the New Discovery Task Wizard.

New Discovery Task Wizard

 **Step 1: Select Discovery Type**

Select the type of discovery task you would like to create. Enter a name and an optional description for this task.

- IP Discovery Task
- LDAP Discovery Task

Name: *

Description:

* Fields marked with an asterisk are required.

- 3** Complete the wizard by using information from the following table to fill in the fields.

Wizard Page	Details
Select Discovery Type page	<p>Select <i>IP Discovery Task</i>.</p> <p>Specify a name for the task. The name cannot include any of the following invalid characters: / \ * ? : " ' < > ` % ~</p>
Discovery Settings page > <i>Override Zone Discovery Settings</i> field	<p>Chose whether to override the discovery settings configured at the Management Zone.</p> <p>If you want to configure the settings on a device folder or a device, you must select <i>Override Zone Discovery Settings</i> before you can modify the settings.</p>
Discovery Settings page > <i>Discovery Technologies</i>	<p>The discovery process can utilize a variety of different technologies. When more than one technology is used, the discovery process initiates a discovery request for each technology, with all technology requests running simultaneously. This is done for each target IP address. For example, if you use MAC Address, SNMP, and WMI, the discovery process creates three requests for each target IP address. The requests are queued and run according to the <i>Maximum Concurrent Discoveries</i> setting.</p> <p>If more than one technology request returns information for a discovered device, the information is merged together. In the case of conflicting information, the discovery process chooses the “best” information.</p> <p>Using fewer discovery technologies reduces the time required to complete the discovery task but might also reduce the amount of information received.</p> <p>For more information about each technology, see Section 1.3, “IP Discovery Technologies,” on page 13.</p>

Wizard Page	Details
Enter IP Discovery Settings page > <i>Range</i> field	<p>To specify a range of IP addresses for the discovery task:</p> <ol style="list-style-type: none"> In the <i>Range</i> field, specify an IP address range using one of the following formats: <ul style="list-style-type: none"> xxx.xxx.xxx.xxx: Standard dotted-decimal notation for a single address. For example, 123.45.167.100. xxx.xxx.xxx.xxx - xxx.xxx.xxx.xxx: Standard dotted-decimal notation for a range of addresses. For example, 123.45.167.100 - 123.45.167.125. xxx.xxx.xxx.xxx/n: Standard CIDR (Classless Inter-Domain Routing) notation. With CIDR, the dotted decimal portion of the IP address is interpreted as a 32-bit binary number that has been broken into four 8-bit bytes. The number following the slash (/n) is the prefix length, which is the number of shared initial bits, counting from the left side of the address. The /n number can range from 0 to 32, with 8, 16, 24, and 32 being commonly used numbers. For example, 123.45.167.100/24 matches all IP addresses that start with 123.45.167. When you add the IP address range to the <i>Selected IP Ranges</i> list (see the next step), it is automatically expanded to show the range of addresses in dotted-decimal notation. <p>You are recommended to specify an IP address range that does not contain more than 50,000 devices. A task that has a large IP address range does not get started. For more information, see the troubleshooting scenario “Discovery task remains in a pending state if it has a large IP address range” on page 134.</p> To add an IP address range to the <i>Selected IP Ranges</i> list, click <i>Add</i>. (Optional) To exclude the IP subnets or address ranges from the discovery, click <i>Exclude</i>. The Excluded Addresses dialog box is displayed. <p>For more information on how to exclude the IP subnets or address ranges, see “Enter IP Discovery Settings page > Excluded Addresses dialog box” on page 32.</p> <ol style="list-style-type: none"> To add additional ranges, repeat Step 1 and Step 2.

Wizard Page	Details
Enter IP Discovery Settings page > Excluded Addresses dialog box	<p>To specify the IP subnets or address ranges to be excluded from the IP discovery. These ranges are added to the ranges specified in the Management Zone, and the combined ranges are excluded while running the discovery task.</p> <p>To specify the IP subnets or address ranges to be excluded from the discovery, do one of the following:</p> <ul style="list-style-type: none"> ◆ Manually add the IP address to be excluded: <ol style="list-style-type: none"> 1. In the <i>Range</i> field, enter the IP address range using one of the following formats: <p>xxx.xxx.xxx.xxx: Standard dotted-decimal notation for a single address. For example, 123.45.167.100.</p> <p>xxx.xxx.xxx.xxx - xxx.xxx.xxx.xxx: Standard dotted-decimal notation for a range of addresses. For example, 123.45.167.100 - 123.45.167.125.</p> <p>xxx.xxx.xxx.xxx/n: Standard CIDR (Classless Inter-Domain Routing) notation. With CIDR, the dotted decimal portion of the IP address is interpreted as a 32-bit binary number that has been broken into four 8-bit bytes. The number following the slash (/n) is the prefix length, which is the number of shared initial bits, counting from the left side of the address. The /n number can range from 0 to 32, with 8, 16, 24, and 32 being commonly used numbers. For example, 123.45.167.100/24 matches all IP addresses that start with 123.45.167. When you add the IP address range to the <i>Selected IP Ranges</i> list (see the next step), it is automatically expanded to show the range of addresses in dotted-decimal notation.</p> 2. To add an IP address range to the <i>Selected IP Ranges</i> list, click <i>Add</i>. ◆ Use a CSV file to import an IP address to be excluded: <ol style="list-style-type: none"> 1. In the <i>Selected IP Ranges</i> list, click <i>Import</i>. The Import CSV File dialog box is displayed. 2. Click <i>Browse to</i> browse for and select a file that contains a comma-separated or columnar list of IP addresses. 3. Click <i>OK</i>.
Enter IP Discovery Settings page > <i>Save Credentials to DataStore</i> field	<p>In order for the SSH, WMI, WinAPI, and SNMP discovery technologies to retrieve information from devices, you must provide credentials that the discovery technologies can use. The NMAP, MAC Address, and ZENworks technologies do not require credentials.</p> <p>Unless you save the credentials, they are stored only in memory. Saved credentials are encrypted in the database for increased security.</p> <p>Credentials that are not saved are cleared from memory when the ZENworks Server is restarted. If you are creating a scheduled deployment task, you might want to save the credentials to ensure that they are still available when the deployment is performed.</p>

Wizard Page	Details
Enter IP Discovery Settings page > <i>Credentials</i> field	<p>Not all technologies use the same credentials, and all devices might not have the same credentials, so you might need to specify multiple credentials to cover all targeted devices and to utilize all discovery technologies.</p> <p>To add a credential:</p> <ol style="list-style-type: none"> In the Credentials panel, click <i>Add</i> to display the Enter Credential Information dialog box. In the <i>Type</i> field, select the type of credentials you are defining: <ul style="list-style-type: none"> General: Specifies credentials to be used by all discovery technologies except for SNMP. Linux: Specifies credentials for the SSH technology to communicate with the SSH server on a Linux device. Windows: Specifies credentials for the WMI and WinAPI technology to access the WMI service and Windows registry on a Windows device. SNMP: Specifies community strings for the SNMP technology to access the SNMP service on a device. By default, the discovery process uses <code>public</code> as the community string. If you selected <i>General</i>, <i>Linux</i>, or <i>Windows</i>, fill in the username and password. <p>You can enter the username for Windows devices in of the following formats:</p> <pre>username domain_name\username username@domain_name username@fully_qualified_domain_name</pre> <p>NOTE: Windows Server 2008 does not support the <i>username@domain_name</i> format.</p> If you selected <i>SNMP</i>, fill in a community string. Click <i>OK</i> to add the credentials to the Credentials panel. Repeat Step 1 through Step 5 to add additional credentials. <p>If you add multiple credentials of the same type (for example, multiple Windows credentials), the technologies that require those credentials use them in the order they are displayed in the Credentials panel, moving from top to bottom. Therefore, you should make sure that you place the most common credentials first in order to speed up the discovery process.</p>

Wizard Page	Details
Set the Discovery Schedule page	<p>Choose whether you want the task to run as soon as it is created (the <i>Now</i> option) or if you want to schedule the task to run at a future date and time. If you select <i>On a Schedule</i>, choose one of the following schedules:</p> <p>No Schedule: Indicates that no schedule has been set. The task does not run until a schedule is set or it is manually launched. This is useful if you want to create the task and come back to it later to establish the schedule or run it manually.</p> <p>Date Specific: Specifies one or more dates on which to run the task.</p> <p>Recurring: Identifies specific days each week, month, or a fixed interval on which to run the task.</p> <p>See Appendix B, "Schedules," on page 125 or click the <i>Help</i> button for more information on the schedules.</p>
Select Primary Server page > <i>Primary Server</i> field	<p>Select the ZENworks Server that you want to perform the discovery task.</p> <p>If you are using any Windows-specific discovery technologies (WMI, WinAPI), you must select a ZENworks Server on Windows (not Linux) or you must have already designated a Windows ZENworks Server as a discovery proxy for your Linux servers. For information on discovery proxies, see Section 2.2, "Designating a Discovery and Deployment Proxy Server," on page 26.</p>
Select Windows Proxy page > <i>Override Zone Windows Proxy Settings</i> field	<p>Select this option if you want to override the Windows Proxy settings configured at the Management Zone in order to modify the settings of a task.</p> <p>A Windows Proxy is primarily used for Linux Primary Servers that cannot perform discovery tasks that use Windows-specific discovery technologies (such as WMI, WinAPI, and SNMP). However, you can also use a Windows Proxy for Windows Servers if you want to discover devices in a different subnet than the Primary Server.</p> <p>In order to protect information, such as a discovery credential, that is passed between the ZENworks Server and the Windows Proxy, the connection between the ZENworks Server and the Windows Proxy is secured through SSL.</p>

Wizard Page	Details
Select Windows Proxy page > Use > Windows Proxy for Windows Primary Server field	<p data-bbox="625 258 1354 317">Select this option if you want to use a Windows Proxy instead of the Windows Primary Server to perform the discovery tasks.</p> <p data-bbox="625 338 1354 657">Discovery through WMI, WinAPI and SNMP requires certain ports to be reachable on the target devices, so the Primary Server can send Remote Registry, WMI, or SNMP requests to the target devices. Ports are opened by adding them as an exception in the Windows Firewall configuration settings. By default, the scope of the exception applies only to the local subnet. If the target device is in a different subnet than the Primary Server from which the discovery is run, you need to add the IP address of the Primary Server as an exception. However, if you use a Windows Proxy in the same subnet as a target device, you do not need to change the scope of the Windows Firewall exception.</p> <p data-bbox="625 678 1354 762">Windows Proxy: Select the managed Windows device (server or workstation) on which you want to perform discovery tasks on behalf of Linux Primary Servers or Windows Servers.</p> <p data-bbox="625 783 1354 871">Windows Proxy Timeout: Specify the number of seconds you want the ZENworks Server to wait for a response from the Windows Proxy.</p>

When you finish the wizard, the discovery task is added to the list in the Discovery Tasks panel. You can use the panel to monitor the status of the task. As devices are discovered, they are listed in the Deployable Devices panel. If you have specified IP addresses to be excluded from a discovery task, then the discovery is not run for those IP addresses and the excluded IP addresses are not included in the *Results* tab.

Discovering Devices in LDAP Directories

3

You can search an LDAP directory for devices to add to your ZENworks database. The directory can be one that is already defined as a user source in your Management Zone, or it can be a new directory.

You can recursively search for device in all the directories from the root context. Or, you can limit the search by specifying one or more contexts to search. Device objects that are found are queried for well-known attributes (dnsHostName, OperatingSystem, wmNameDNS, wmNameOS, and so forth) to attempt to determine the OS version and DNS name of the device.

Before performing an LDAP discovery, make sure the following prerequisites are satisfied:

- ◆ An LDAP search requires the ZENworks Server to provide credentials that give read access to the contexts being searched. When accessing Novell eDirectory, the account also requires read rights to the WM:NAME DNS attributes on the workstation and server objects.
- ◆ An LDAP search of Active Directory requires the ZENworks Server to use a DNS server to resolve the device's DNS name (as recorded on the object's DNS name attribute in Active Directory) to its IP address. Otherwise, the device is not added as a discovered device.

You use the Create New Discovery Task Wizard to create and schedule an LDAP discovery task:

- 1 In ZENworks Control Center, click the *Deployment* tab.



- 2 In the Discovery Task panel, click *New* to launch the New Discovery Task Wizard.
- 3 Complete the wizard by using information from the following table to fill in the fields.

Wizard Page	Details
Select Discovery Type page	<p>Select <i>LDAP Discovery Task</i>.</p> <p>Specify a name for the task. The name cannot include any of the following invalid characters: / \ * ? : " ' < > ` % ~</p>
Enter LDAP Settings page > <i>Search pre-configured LDAP source</i> field	<p>The Enter LDAP Settings page lets you identify the LDAP directory and contexts where you want to perform the discovery task.</p> <p>A preconfigured LDAP source is one that has already been defined as a user source in your Management Zone. If you want to select a new source, see “Enter LDAP Settings page > Specify an LDAP Source field” on page 39.</p> <p>To use a preconfigured source:</p> <ol style="list-style-type: none"> 1. Select <i>Search pre-configured LDAP source</i>, then select the desired source. 2. If you don't want to search the entire LDAP directory, you can identify specific search contexts/groups. To do so: <ol style="list-style-type: none"> a. In the LDAP Search Contexts/Groups panel, click <i>Add</i> to display the <i>Enter Context or Group Information</i> dialog box. b. Fill in the following fields: <p>Context/Group DN: Click <i>Browse</i> to locate and select the context/group you want to search.</p> <p>Recursive Search: Select this option to search all subcontexts/subgroups.</p> c. Click <i>OK</i> to save the search context/group. 3. If necessary, modify the LDAP search filter. <p>By default, the filter searches for the computer objectClass or server objectClass. When modifying the filter, you can use the standard filter syntax for your LDAP directory.</p>

Enter LDAP Settings page >
Specify an LDAP Source field

You can create a new connection to a LDAP directory in order to discover devices in the directory. If you want to use an existing connection, see [Enter LDAP Settings page > Search pre-configured LDAP source field](#) above.

To create a new connection to an LDAP directory:

1. Select *Specify an LDAP source*, then fill in the following fields:

LDAP Server: Specify the IP address or DNS hostname of the server where the LDAP directory resides.

LDAP Port/Use SSL: The default is standard SSL port (636) or non-SSL port (389), depending on whether the *Use SSL* option is enabled or disabled. If your LDAP server is listening on a different port, select that port number.

Root Context: Establishes the entry point in the directory; nothing located above the entry point is available for searching. Specifying a root context is optional. If you don't specify a root context, the directory's root container becomes the entry point.

Save Credentials to Datastore: Unless you save the credentials (defined in the *Credentials* list), they are stored only in memory. Saved credentials are encrypted in the database for increased security. Credentials are cleared from memory when the ZENworks Server is restarted. If you want to permanently retain the credentials, you should save them.

Credentials: Click *Add* to specify a username and password that provides read-only access to the directory. The user can have more than read-only access, but read-only access is all that is required and recommended. When accessing Novell eDirectory, the user account also requires read rights to the WM:NAME DNS attributes on the workstation and server objects.

For Novell eDirectory access, use standard LDAP notation.

For example,

```
cn=admin_read_only,ou=users,o=mycompany
```

For Microsoft Active Directory, use standard domain notation.

For example, AdminReadOnly@mycompany.com

2. If you don't want to search the entire LDAP directory, you can identify specific search contexts/groups. To do so:
 - a. In the LDAP Search Contexts/Groups panel, click *Add* to display the *Enter Context or Group Information* dialog box.
 - b. Fill in the following fields:

Context/Group DN: Click *Browse* to locate and select the context/group you want to search.

Recursive Search: Select this option to search all subcontexts/subgroups.
 - c. Click *OK* to save the search context/group.
3. If necessary, modify the LDAP search filter. By default, the filter searches for the computer objectClass or server objectClass.

Wizard Page	Details
Discovery Settings page	<p>LDAP discovery retrieves the hostname, operating system type and version, and IP address of a discovered device from the LDAP source. Based on the selected discovery technologies, you can obtain the following additional information on a device:</p> <ul style="list-style-type: none"> ◆ ZENworks Management Status ◆ Operating System Suites ◆ MAC Address ◆ Network Adapters ◆ CPU ◆ Memory and Disk Space <p>To obtain additional information on a device:</p> <ol style="list-style-type: none"> 1. Select the <i>Use the IP discovery technologies to gather more information</i> option. 2. Select <i>Override Zone Discovery Settings</i>, then select the discovery technologies. 3. In the Credentials panel, add the credential information. <p>For more information on how to add the credential information, click the <i>Help</i> button.</p>
Set the Discovery Schedule page	<p>Choose whether you want the task to run as soon as it is created (the <i>Now</i> option) or if you want to schedule the task to run at a future date and time. If you select <i>Scheduled</i>, choose one of the following schedules:</p> <p>No Schedule: Indicates that no schedule has been set. The task does not run until a schedule is set or it is manually launched. This is useful if you want to create the task and come back to it later to establish the schedule or run it manually.</p> <p>Date Specific: Specifies one or more dates on which to run the task.</p> <p>Recurring: Identifies specific days each week, month, or a fixed interval on which to run the task.</p> <p>For more information about the schedules, click the <i>Help</i> button.</p>
Select Primary Server page	<p>Select the ZENworks Server that you want to perform the deployment task.</p>
Select Windows Proxy page > <i>Override Zone Windows Proxy Settings</i> field	<p>Select this option if you want to override the Windows Proxy settings configured at the Management Zone in order to modify the settings of a task.</p> <p>A Windows Proxy is primarily used for Linux Primary Servers that cannot perform Windows-specific discovery tasks. However, you can also use a Windows Proxy for Windows Servers if you want to discover devices in a different subnet than the Primary Server.</p> <p>In order to protect information, such as a discovery credential, that is passed between the ZENworks Server and the Windows Proxy, the connection between the ZENworks Server and the Windows Proxy is secured through SSL.</p>

Wizard Page	Details
Select Windows Proxy page > Use Windows Proxy for Windows Primary Server field	<p data-bbox="625 258 1354 317">Select this option if you want to use a Windows Proxy instead of the Windows Primary Server to perform the discovery tasks.</p> <p data-bbox="625 338 1354 657">Discovery through WMI, WinAPI and SNMP requires certain ports to be reachable on the target devices, so the Primary Server can send Remote Registry, WMI, or SNMP requests to the target devices. Ports are opened by adding them as an exception in the Windows Firewall configuration settings. By default, the scope of the exception applies only to the local subnet. If the target device is in a different subnet than the Primary Server from which the discovery is run, you need to add the IP address of the Primary Server as an exception. However, if you use a Windows Proxy in the same subnet as a target device, you do not need to change the scope of the Windows Firewall exception.</p> <p data-bbox="625 678 1354 762">Windows Proxy: Select the managed Windows device (server or workstation) on which you want to perform discovery tasks on behalf of Linux Primary Servers or Windows Servers.</p> <p data-bbox="625 783 1354 911">Windows Proxy Timeout: Specify the number of seconds you want the ZENworks Server to wait for a response from the Windows Proxy. Any responses received after the specified timeout period are discarded.</p>

When you finish the wizard, the discovery task is added to the list in the Discovery Tasks panel. You can use the panel to monitor the status of the task. As devices are discovered, they are listed in the Deployable Devices panel.

Importing Devices from CSV Files

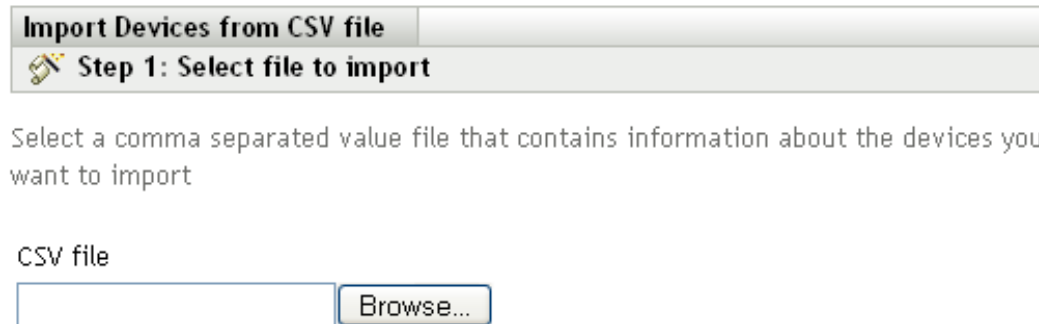
4

You can add devices to the ZENworks database by importing their information from a CSV (comma-separated values) file. When you import information from a CSV file, you map the CSV fields to ZENworks database fields. At a minimum, the CSV file must contain the DNS name or IP address for each device you want to import. The CSV file can contain the information in any order; an option to choose the column, which contains the IP Address and the DNS, is provided while importing devices from a CSV file.

To import devices from a CSV file:

- 1 In ZENworks Control Center, click the *Deployment* tab.
- 2 In the *Deployment Activities* list in the left navigation panel, click *Import Deployable Devices* to launch the Import Devices from CSV File Wizard.

[Deployment](#) > **New Discovery Task Wizard**



The screenshot shows a wizard window titled "Import Devices from CSV file". The first step is "Step 1: Select file to import". Below the title bar, there is a text instruction: "Select a comma separated value file that contains information about the devices you want to import". Underneath this instruction, the label "CSV file" is positioned above a text input field. To the right of the input field is a "Browse..." button.

- 3 Complete the wizard by using information from the following table to fill in the fields.

Wizard Page	Details
Select File to Import page	Browse for and select the CSV file that contains the devices you want to import. At a minimum, the CSV file must contain the DNS name or IP address for each device you want to import.
Configure Import	<p>Map the columns in the CSV file to the device fields in the ZENworks database. At a minimum, you must map the CSV file's DNS name or IP address to the ZENworks database's DNS Name field or IP Address field.</p> <p>To create the information mappings:</p> <ol style="list-style-type: none">1. Click <i>Add</i> to display the Specify Import Columns dialog box.2. Fill in the following fields: Field: Select the device field you want to map to a column in the CSV file. Column: Specify the number of the column to map to the selected field.3. Click <i>OK</i> to create the information mapping and add it to the list.4. To verify that the field is mapped to the correct column, click <i>Show Sample</i>.5. Repeat the above steps to create and verify additional information mappings.

When you finish the wizard, the devices are added to the list in the Deployable Devices panel.

Advertised Discovery

5

The ZENworks discovery engine allows you to collect information about [advertised devices](#) on your network.

- ♦ [Section 5.1, “Configuring the Advertised Discovery Settings,”](#) on page 45
- ♦ [Section 5.2, “Discovering Advertised Devices,”](#) on page 47

5.1 Configuring the Advertised Discovery Settings

Advertised discovery uses the following configuration settings that can be modified, if necessary:

- ♦ Advertised discovery interval.
- ♦ IP addresses and subnets to scan for advertised devices. By default, only the local subnet is scanned.

1 In ZENworks Control Center, click the *Configuration* tab.

The screenshot shows the ZENworks Control Center interface. At the top, there are tabs for Configuration, Registration, System Information, Asset Inventory, Asset Management, and System Updates. The Configuration tab is active. Below the tabs, there is a list of settings categories. The 'Management Zone Settings' category is expanded, showing sub-categories: Content, Device Management, and Discovery and Deployment. The 'Discovery and Deployment' category is further expanded to show a table of settings:

Category	Description
Advertised Discovery Settings	Configure the interval and subnets of advertised devices on your network.
Discovery	Configure settings related to discovering new devices.
Windows Proxy	Configure a managed Windows device to be used as the Windows Proxy for discovery and deployment.

Below this table, there are more categories: Event and Messaging, Infrastructure Management, Inventory, Reporting Services, Asset Management, and Patch Management. At the bottom, the 'Server Hierarchy' section is visible, showing a table with columns for Name, Folder, Roles, and Write to Database. The table contains one entry:

Name	Folder	Roles	Write to Database
<input type="checkbox"/> blr-stm-rt17	/Devices/Servers	All	

2 In the Management Zone Settings panel, click *Discovery and Deployment*, then click *Advertised Discovery Settings*.

Advertised Discovery Settings
Configure the interval and subnets of advertised devices on your network.

Advertised Discovery Interval
Specify how often the system should check for advertised devices on your network.

Allow the system to check for advertised devices
 Days Hours Minutes

Advertised Discovery Subnets
Specify the subnets to ping.

IP Address: Optional CIDR Subnet Mask:

- 3 In the Advertised Discovery Interval panel, modify the following settings as necessary:
 - Allow the system to check for advertised devices:** Select this option to enable advertised discovery. All ZENworks Servers perform the discovery. When a preagent receives a discovery request, it responds to the ZENworks Server that initiated the request.
 - Days, Hours, Minutes:** Specify how often you want to perform the advertised discovery.
- 4 In the Advertised Discovery Subnets panel, specify subnets for the advertised discovery. By default, the ZENworks Server that performs the discovery scans on its local subnet only.

To specify a subnet:

 - 4a To specify a subnet, fill in the following fields:
 - IP Address:** Specify an IP address located within the subnet. Use the standard dotted-decimal notation. For example, 123.45.167.100.
 - Optional CIDR Subnet Mask:** Specify the subnet by using the standard CIDR (Classless Inter-Domain Routing) notation. With CIDR, the dotted decimal portion of the IP address (in the IP Address field) is interpreted as a 32-bit binary number that has been split into four 8-bit bytes. You can use this field to enter the prefix length, which is the number of shared initial bits, counting from the left side of the address. The prefix length can range from 0 to 32, with 8, 16, 24, and 32 being commonly used numbers. For example, 123.45.167.100 with an optional CIDR subnet mask (or prefix length) of 24 matches specifies the 123.45.167 subnet.
 - 4b To add the subnet to the list, click *Add*.
 - 4c (Optional) To add additional subnets, repeat [Step 4a](#) and [Step 4b](#).
 - 4d (Optional) To reorder the list, select a subnet, then click *Move Up* or *Move Down*.
The subnets are scanned in the order listed, from top to bottom.
- 5 Click *OK*.

5.2 Discovering Advertised Devices

- 1 In ZENworks Control Center, click the *Deployment* tab.
- 2 In the *Deployment Activities* list located in the left pane, click *Discover Advertised Devices*.

The ZENworks Server sends an advertised discovery request to all the devices on the network. On receiving the request, the preagent responds to the ZENworks Server.

The discovered [advertised devices](#) are listed in the [Deployable Devices](#) panel.

The screenshot displays the Novell ZENworks Control Center interface. The top navigation bar includes the Novell logo, version 10.2-M, and a user profile for Administrator. The left sidebar contains a navigation menu with categories like Home, Devices, Users, Policies, Bundles, Patch Management, Deployment, Reports, Configuration, and Asset Management. The main content area features a notification: "Note: An Advertised Discovery Ping has been successfully initiated." Below this, there are three panels: "Discovery Tasks" showing two completed tasks named "snmp" and "snmp-new"; "Deployment Tasks" which is currently empty; and "Deployable Devices" showing a table of discovered devices.

Name	IP Address	Operating System	Initial Discovery	Deployment Status
blr-srm-r2g.labs.blr.novell.com	164.99.94.36	Microsoft Windows 2003	July 2, 2009	Inactive
blr-srm-r3n.labs.blr.novell.com	164.99.94.63	Microsoft Windows 2003	July 2, 2009	Inactive
blr-srm-r7h.labs.blr.novell.com	164.99.94.137	Microsoft Windows Vista	July 2, 2009	Inactive

Viewing or Updating Device Details

6

After a device is discovered, its details are listed in ZENworks Control Center, based on the information available for a discovered device. For example, if the SNMP information is not available for a discovered device, then the SNMP Information panel is not displayed.

If the discovered information for a device is incorrect or insufficient, administrators with the Edit Discovered Device rights can manually change the details for the fields that have the *Edit* button next to them. However, except for the Asset information, manually updated information is overwritten with the discovered information when a discovery is run again for the same IP address.

You can view the following information about the discovered device:

- ♦ **Discovery Information:** Displays the identification information, device type, discovery process status, deployment process status, mode of the discovery, and network type of the device.
- ♦ **Network Information:** Displays the IP address, MAC address, and DNS name of the device.
- ♦ **Management Information:** Displays the Adaptive Agent version and Management Zone name. For a managed device that belongs to the same zone from which a discovery is run, you can also view the Summary page and hardware and software inventory information of the associated managed device.

These details are displayed for managed devices only.

- ♦ **Asset Information:** Displays the description, manufacturer, model, serial number, and asset tag number of the device.

For routers, hubs, and switches, the number of ports and firmware revision details are also displayed.










For printers, the number of pages and firmware revision details are displayed. For information on printer alerts and supply levels, you need to install ZENworks Reporting Server and use the predefined discovery reports or create custom reports. For more information, see [Appendix A, “Viewing the Predefined Reports,”](#) on page 123.

- ♦ **OS Information:** Displays the operating system type and version, memory, disk space, and hardware information.
- ♦ **SNMP Information:** Displays the SNMP object identification, SNMP system name, and up-time of the SNMP service.

To view or update the device details:

- 1 In ZENworks Control Center, click *Devices > Discovered*.

Figure 6-1 Discovered panel (Devices tab > Discovered page)

Discovered	Inventoried	Managed
Discovered		
		
Type	Discovered	
 All Types	4	
 Servers	0	
 Workstations	0	
 Printers	0	
 Network Equipment	0	
 Thin Clients	0	
 Other Devices	0	
 Unknown Devices	4	
 Deployable Types	4	
 Devices created via ZENworks Migration	0	
 Devices created via ZENworks Asset Management	0	

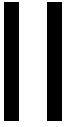
- 2 In the Discovered panel, click a device type, then click a discovered device for which you want to view or update the details.

The Details page lists information about the discovered devices.

- 3 (Conditional) If the discovered information for a device is incorrect or insufficient, click *Edit*, then manually change the details for the fields.

Your manual changes are overwritten the next time a discovery is run for this device.

ZENworks Adaptive Agent Deployment



The following sections provide information and instructions to help you deploy the ZENworks Adaptive Agent to devices so that you can manage them.

- ◆ [Chapter 7, “Basic Concepts,” on page 53](#)
- ◆ [Chapter 8, “Managing Deployment Packages,” on page 57](#)
- ◆ [Chapter 9, “Registering Devices,” on page 65](#)
- ◆ [Chapter 10, “Deploying the ZENworks Adaptive Agent,” on page 81](#)
- ◆ [Chapter 11, “Deploying the ZENworks Adaptive Agent to Linux Devices,” on page 103](#)
- ◆ [Chapter 12, “Deploying the Inventory-Only Module,” on page 105](#)

Deployment is the process of installing the ZENworks Adaptive Agent on devices and registering the devices within your Management Zone. The following sections provide information to help you understand the deployment terminology and concepts:

- ♦ [Section 7.1, “Deployment Methods,” on page 53](#)
- ♦ [Section 7.2, “Deployment Packages,” on page 53](#)
- ♦ [Section 7.3, “Adaptive Agent Versus Inventory-Only Module,” on page 54](#)

7.1 Deployment Methods

There are several deployment methods you can use:

- ♦ **Deployment task:** The ZENworks Server can deliver the ZENworks Adaptive Agent to devices and initiate the installation of the agent. This requires that you create a task, called a deployment task, for the ZENworks Server. The task identifies the target devices, the credentials required to perform an installation on the devices, the registration key to use (optional), and other tasks you want performed on the devices either before or after the installation. You can have the ZENworks Server immediately perform the task, or you can schedule the task for a specific date and time.
- ♦ **Manual deployment:** You can manually download the ZENworks Adaptive Agent deployment package from the ZENworks Server to a device and initiate the installation.
- ♦ **Automated deployment:** You can automate deployment by using any method that can launch the Adaptive Agent deployment package. For example, you can use a login script, or, if you have a previous version of ZENworks, you can distribute the Adaptive Agent deployment package as an Application object through Novell Application Launcher.

Installation instructions are provided in [Chapter 10, “Deploying the ZENworks Adaptive Agent,” on page 81](#).

7.2 Deployment Packages

Deployment packages contain the files and information needed to install the ZENworks Adaptive Agent on devices and register the devices in the Management Zone. There are nine default system packages that are included on each ZENworks Server. These packages provide for local or network installation of the Adaptive Agent (full agent or partial agent) on various operating system architectures (32-bit and 64-bit).

If necessary, you can modify a deployment package to change the ZENworks Server address or registration key included in the package. For example, assume that you want to use the same package to deploy the agent to devices on your private network and to devices on the other side of a firewall or router that is using NAT (Network Address Translation). You could modify a package in order to list the ZENworks Server’s private network address (IP address, DNS name, or both) and also list its NAT address.

For more information about the deployment packages and how to use them, see [Chapter 8, “Managing Deployment Packages,” on page 57](#).

7.3 Adaptive Agent Versus Inventory-Only Module

The ZENworks Adaptive Agent supports Windows 2000, Windows XP, Windows 2003, Windows Vista, and Windows 7 devices. You can fully manage devices on which the Adaptive Agent is deployed. This includes distributing software, enforcing policies, remotely managing the device, and so forth. The ZENworks Control Center displays managed devices on the Device page's Managed tab.

Figure 7-1 Managed Devices page > Servers folder

Devices > Servers

Status	Name	Type	Operating System	Last Contact
<input type="checkbox"/>	Windows 2000 Servers	Dynamic Server Group		
<input type="checkbox"/>	Windows Server 2003	Dynamic Server Group		
<input type="checkbox"/>	zendoc2a	Server	win2003-se-sp2-x86	8:59 AM

1 - 3 of 3 show 25 items

Search

[Advanced Search](#)

Name:

Type:

Server Type:

Operating System:

Message Status:

Compliance Status:

Device State:

Include subfolders

Search Reset

Deployment instructions for the Adaptive Agent are provided in [Chapter 10, “Deploying the ZENworks Adaptive Agent,”](#) on page 81.

If a Windows device does not meet the requirements for deploying the Adaptive Agent (see “[System Requirements](#)” in the *ZENworks 10 Asset Management Installation Guide* for details), or if you want to inventory a Linux, NetWare, or Macintosh device, you can deploy the Inventory-Only module.

After you deploy the module, the device is added to the ZENworks database. The ZENworks Control Center displays inventoried-only devices on the Device page's *Inventoried* tab.

Figure 7-2 *Inventoried Devices page > Workstations folder*

[Inventoried Devices](#) > **Workstations**

The screenshot displays the 'Workstations' folder in the 'Inventoried Devices' page. The main area contains a table with the following data:

<input type="checkbox"/>	Name	Operating System	Type
<input type="checkbox"/>	ZENDOCWKS2	winxp-pro-sp2-x86	Workstation
<input type="checkbox"/>	ZENDOCWKS3	winxp-pro-sp2-x86	Workstation

Below the table, it indicates '1 - 2 of 2' items and a 'show 10 items' option. To the right is a search sidebar with the following controls:

- Name:** A text input field.
- Type:** A dropdown menu set to 'All Types'.
- Operating System:** A dropdown menu set to 'Any'.
- Include subfolders
- Search** and **Reset** buttons.

Deployment instructions for the Inventory-Only module are provided in [Chapter 12, “Deploying the Inventory-Only Module,”](#) on page 105.

Managing Deployment Packages

8

Deployment packages contain the files and information needed to install the ZENworks Adaptive Agent on devices and register the devices in the Management Zone.

Each ZENworks Server contains nine default system packages. These packages are built during installation and system update of the ZENworks Server. In addition to the Adaptive Agent files, each default system package includes the ZENworks Server's address and (optionally) a key to use when registering. You cannot change which files a default system package includes, but you can customize the ZENworks Server address and registration key (which is blank unless you specify one).

For example, assume that you are deploying the Adaptive Agent to devices on your private network and to devices on the other side of a firewall or router that is using NAT (Network Address Translation). You could modify a package in order to list the ZENworks Server's private network address (IP address, DNS name, or both) and also list its NAT address.

The following sections provide information and instructions to help you manage your deployment packages:

- ♦ [Section 8.1, “Package Types and Architectures,” on page 57](#)
- ♦ [Section 8.2, “Default System Packages Versus Custom Packages,” on page 58](#)
- ♦ [Section 8.3, “Customizing Packages,” on page 58](#)
- ♦ [Section 8.4, “Rebuilding Packages,” on page 62](#)

8.1 Package Types and Architectures

In order to support deployment of the ZENworks Adaptive Agent from files on either local or network media, there are two types of deployment packages:

- ♦ **Network:** A network package contains only the preagent. After the preagent is installed to the device, it downloads and installs the ZENworks Adaptive Agent files from a ZENworks Server.

The network package is `PreAgentPkg_Agent.exe`.

A network package requires that Microsoft .NET is installed on a device prior to the deployment of the agent to the device.

- ♦ **Standalone:** A standalone package contains the preagent, all of the ZENworks Adaptive Agent module files, and Microsoft .NET Framework 2.0 installables. This package does not require access to the ZENworks Server to install the Adaptive Agent; hence, you can distribute it via removable media (CD, USB drive, etc.) to devices or you can use it for devices that do not already have .NET installed. After the Adaptive Agent is installed, it registers with the Management Zone the next time it has access to the ZENworks Server.

The standalone package is named `PreAgentPkg_AgentComplete.exe`.

In order to provide support for the various Windows operating system architectures, there are three versions of each of the two packages:

- ♦ **x86 version:** You can use the x86 version for manual deployments to 32-bit Windows devices.

The x86 packages (`PreAgentPkg_Agent.exe` and `PreAgentPkg_AgentComplete.exe`) are located in the following ZENworks Server directory:

`%ZENWORKS_HOME%\novell\zenworks\install\downloads\setup\x86 on Windows and /opt/novell/zenworks/install/downloads/setup/x86 on Linux.`

- ♦ **x86_64 version:** You can use the x86_64 version for manual deployments to 64-bit Windows devices.

The x86_64 packages (`PreAgentPkg_Agent.exe` and `PreAgentPkg_AgentComplete.exe`) are located in the following ZENworks Server directory:

`%ZENWORKS_HOME%\novell\zenworks\install\downloads\setup\x86_64 on Windows and /opt/novell/zenworks/install/downloads/setup/x86_64 on Linux.`

- ♦ **All Architectures version:** This package is used by the ZENworks Server when completing a deployment task. It contains files for both 32-bit and 64-bit Windows devices.

The All Architectures packages (`PreAgentPkg_Agent.exe` and `PreAgentPkg_AgentComplete.exe`) are located in the following ZENworks Server directory:

`%ZENWORKS_HOME%\novell\zenworks\install\downloads\setup_all on Windows and /opt/novell/zenworks/install/downloads/setup/_all on Linux.`

8.2 Default System Packages Versus Custom Packages


You can customize any of the default system packages to change the package or to create a new custom package. When you do so, you can modify the ZENworks Server address and registration key; you cannot modify, add, or remove the Adaptive Agent files.

Only the All Architectures packages are used by the ZENworks Server when completing a deployment task. Therefore, any custom packages you create, or any modifications you make to the x86 or x86_64 system packages, are used only during manual deployments of the Adaptive Agent.

8.3 Customizing Packages

- 1 In ZENworks Control Center, click the *Deployment* tab.
- 2 Click *Edit Deployment Package* (located in *Deployment Activities* list in the left navigation pane) to launch the Edit Deployment Package Wizard.

[Deployment](#) > **Deployment Package Editor**

Edit Deployment Package
 **Step 1: Select Deployment Package to edit**

First select the target operating system, architecture, and installation type of the package you wish to edit. Then select the package name.

Target Operating System	<input type="text" value="Microsoft Windows"/>
Target Architecture	<input type="text" value="All Supported Architectures"/>
Package Install Type	<input type="text" value="Network installation"/>
Package Name	<input type="text" value="System"/>

3 Complete the wizard by using information from the following table to fill in the fields.

Wizard Page	Details
Select Deployment Package to Edit page	<p>In the <i>Target Architecture</i> list, select the architecture of the package you want to edit.</p> <ul style="list-style-type: none"> ◆ x86 Architecture (32 bit): Used in manual deployments of the agent to 32-bit devices. ◆ x86_64 Architecture (64 bit): Used in manual deployments of the agent to 64-bit devices. ◆ All Supported Architectures: Used by the ZENworks Server to complete deployment tasks for either 32-bit or 64-bit devices. <p>In the <i>Package Install Type</i> list, select the installation type of the package you want to edit.</p> <ul style="list-style-type: none"> ◆ Network Installation: Contains only the preagent. The preagent downloads the Adaptive Agent files from a ZENworks Server. ◆ Standalone Installation: Contains the preagent, all of the Adaptive Agent files, and Microsoft .NET Framework 2.0 installables. <p>In the <i>Package Name</i> list, select the name of the package you want to edit.</p> <p>The names in the list are determined by the architecture and installation type you previously selected. The list displays the names of any packages with the selected architecture and installation type.</p> <p>By default, the system package is always displayed. The system package is the predefined deployment package (PreAgentPkg_Agent.exe or PreAgentPkg_AgentComplete.exe) that meets the architecture and installation type criteria you specified.</p> <p>Other package names are displayed only if you have previously edited the system package and saved the customized version as a new package. You can specify any name for the customized package. The name must not contain any of the following invalid characters: / \ * ? : " ' < > ` % ~. The directory, used to store the package, is given the specified name and the package name remains the same (PreAgentPkg_Agent.exe or PreAgentPkg_AgentComplete.exe).</p>
Provide Primary Server Information page	<p>Specify the addresses that can be used to access the ZENworks Server. A device needs to access the ZENworks Server when the deployment is a network installation (the preagent must download the ZENworks Adaptive Agent files from the ZENworks Server) and when it registers as a managed device. All addresses you specify must belong to the same ZENworks Server.</p> <p>For example, assume that you are deploying the Adaptive Agent to devices on your private network and to devices on the other side of a firewall or router that is using NAT (Network Address Translation). You would list the ZENworks Server's private network address (IP address, DNS name, or both) and also list its NAT address.</p>

Wizard Page	Details
Add Registration Key page	<p>Select a registration key to use during the registration portion of the deployment process. A registration key provides information about the folders and groups to which a device is assigned during registration.</p> <p>Selecting a registration key is optional; if you don't select one, registration rules are used to determine the folder and group assignments. To deploy to servers or workstations, choose a server registration key or a workstation registration key respectively.</p> <p>For more information about registration keys and rules, see Chapter 9, "Registering Devices," on page 65.</p>
Additional Language Selection page	<p>Select additional language packages to be included with the deployment package.</p> <p>The progress and message logs for the deployment process are displayed in English by default. If you want to receive the messages in the language of the machine locale, then you must add the necessary additional language packs to the deployment package.</p>
Select Destination for the New Deployment Package page	<p>Select whether you want to overwrite the existing package or save the edited package as a custom package. The two options are:</p> <p>Overwrite Original Deployment Package: Replace the original package with this edited package.</p> <p>Select a Name for the New Deployment Package Saves the edited package as a new custom package. The original package remains unchanged.</p> <p>You can specify any name you want for the new custom package. The name must not contain any of the following invalid characters: / \ * ? : " ' < > ` % ~. The name that you specify is used to identify the updated packages on the zenworks-setup page. The package name remains the same (<code>PreAgentPkg_Agent.exe</code> or <code>PreAgentPkg_AgentComplete.exe</code>) and the directory used to store the package is given the name you specify.</p> <p>All new packages are saved in the ZENworks Server's <code>%ZENworks_HOME%\novell\zenworks\install\downloads\custom</code> directory on Windows and <code>/opt/novell/zenworks/install/downloads/custom</code> on Linux. For example, if you modify the x86 version of the <code>PreAgentPkg_Agent.exe</code> package and save it with a name of <code>ExternalPack</code>, the file is stored as follows:</p> <p><code>%ZENworks_HOME%\Novell\ZENworks\install\downloads\custom\ExternalPack\x86\PreAgentPkg_Agent.exe</code> on Windows and <code>/opt/novell/zenworks/install/downloads/custom/ExternalPack/x86/PreAgentPkg_Agent.exe</code> on Linux.</p> <hr/> <p>NOTE: If you want to delete custom deployment packages, you must manually delete the directory containing the packages.</p>

8.4 Rebuilding Packages

You must rebuild the default and custom deployment packages in the following scenarios:

- ♦ If the Primary Server port has been changed or is incorrect in the package.
- ♦ To include all the new and updated MSI or RPM files that are provided as patches.

The new and updated MSI or RPM files are located in the
%ZENWORKS_HOME%\novell\zenworks\install\downloads\msi directory on Windows
and in the /opt/novell/zenworks/install/downloads/msi directory on Linux.

- ♦ If the server certificate has been changed.

The following sections provide instructions for rebuilding the default and custom packages:

- ♦ [Section 8.4.1, “Rebuilding the Default Packages,” on page 62](#)
- ♦ [Section 8.4.2, “Rebuilding the Custom Packages,” on page 62](#)

8.4.1 Rebuilding the Default Packages

The default packages are the system packages that are included on each ZENworks Server to deploy the agent to your device. For more information on the default packages, see [“Deployment Packages” on page 53](#).

To rebuild the default packages:

1 Do one of the following:

- ♦ **On Windows:** At the command prompt, enter:

```
novell-zenworks-configure -c CreateExtractorPacks -Z
```

- ♦ **On Linux:** At the console prompt, change to the /opt/novell/zenworks/bin directory, then enter:

```
./novell-zenworks-configure -c CreateExtractorPacks -Z
```

2 When prompted to select the packages to be rebuilt, (by default, only the Agent Network package is selected), do one of the following:

- ♦ To rebuild only the default package, press Enter.
- ♦ To rebuild additional packages, type the number corresponding to a package, then press Enter twice.

For example, if you type 2, then press Enter twice, the Agent Network (default) and Agent Complete packages are rebuilt.

- ♦ To rebuild all the packages (Agent Network, Agent Complete, and Satellite Server), type 2, 3, then press Enter twice.

8.4.2 Rebuilding the Custom Packages

The custom packages are created by customizing any of the default system packages. For more information on the custom packages, see [“Default System Packages Versus Custom Packages” on page 58](#).

To rebuild the custom packages:

1 Do one of the following:

- ♦ **On Windows:** At the command prompt, enter:

```
novell-zenworks-configure -c RebuildCustomPacks -Z
```

- ♦ **On Linux:** At the console prompt, change to the `/opt/novell/zenworks/bin` directory, then enter:

```
./novell-zenworks-configure -c RebuildCustomPacks -Z
```

2 When prompted to select whether to rebuild the custom packages, press Enter.

Registering Devices

9

When you install the ZENworks Adaptive Agent to a device, the device is registered in your Management Zone and becomes a managed device. The following sections provide information to help you understand and manage the registration process:

- ◆ [Section 9.1, “What Happens During Registration,” on page 65](#)
- ◆ [Section 9.2, “Creating Registration Keys and Rules,” on page 66](#)
- ◆ [Section 9.3, “Modifying the Device Naming Template Used During Registration,” on page 73](#)
- ◆ [Section 9.4, “Enabling Dynamic Renaming of Devices During Registration,” on page 74](#)
- ◆ [Section 9.5, “Disabling the Use of Registration Rules,” on page 77](#)
- ◆ [Section 9.6, “Manually Registering a Device,” on page 79](#)
- ◆ [Section 9.7, “Unregistering a Device,” on page 79](#)

9.1 What Happens During Registration

The ZENworks Adaptive Agent includes a service that performs all registration tasks. The tasks performed by the Registration service depend on whether the device is registering for the first time, performing a scheduled refresh, or reregistering with a new registration key. The following table lists the tasks performed in each scenario.

Table 9-1 Registration tasks

Task	Initial Registration	Refresh	Reregistration ¹
Create device object in ZENworks database	Yes	No	No
Name device object according to device naming template	Yes	Yes ²	Yes ²
Add device to folder	Yes	No	No
Add device to groups ³	Yes	No	Yes
Add site, department, and location information ³	Yes	No	Yes
Update device attributes (GUID, IP address, DNS name, last contact time, etc.)	Yes	Yes	Yes

¹ Reregistration assumes that the device object has not been removed from the ZENworks database and that the device is simply being reregistered using a new registration key.

² Occurs only if the *Device Dynamic Rename* option is enabled. See [Section 9.4, “Enabling Dynamic Renaming of Devices During Registration,” on page 74](#) for more information.

³ Occurs only if the key or rule being used for registration includes this information. See [Section 9.2, “Creating Registration Keys and Rules,” on page 66](#) for more information.

9.2 Creating Registration Keys and Rules

The first time a device registers, it is added to a folder. By default, it is added to either the `/Servers` folder or the `/Workstations` folder, depending on the device type.

You can use registration keys and registration rules to override the default folder assignment and specify another folder, and to assign the device to groups. Although you can manually move a device to another folder and add it to groups after the device registers, this can become burdensome if you have a large number of devices or if you are consistently adding new devices. The best way to manage a large number of devices is to use registration keys and rules to automatically add them to the correct folders and groups during registration.

- ♦ **Registration key:** A registration key is an alphanumeric string that you manually define or randomly generate. During deployment of the ZENworks Adaptive Agent on a device, the registration key must be provided. When the device connects to a ZENworks Server for the first time, the device is added to the folder and groups defined within the key.
- ♦ **Registration rule:** A registration rule is a set of predefined criteria (for example, operating system type, CPU, or IP address) that you define. If the device meets the criteria, the rule is used for registration. You can create multiple rules; all rules are checked before the default folder is used. Registration rules are applied only if a registration key is not used.

The following sections provide instructions for creating registration keys and rules:

- ♦ [Section 9.2.1, “Creating a Registration Key,” on page 66](#)
- ♦ [Section 9.2.2, “Creating a Registration Rule,” on page 69](#)

9.2.1 Creating a Registration Key

The steps in this section explain how to create a registration key. After you’ve created a key, you can use the key in the following ways:

- ♦ Include the key in a deployment task so that it is used during installation of the ZENworks Adaptive Agent. See [Chapter 10.4, “Using a Task to Deploy the Agent,” on page 85](#).
- ♦ Add the key to a deployment package so that when the package is used in either a deployment task or a manual installation, the registration key is applied. See [“Deployment Packages” on page 53](#).
- ♦ Use the key with the ZENworks Adaptive Agent command line utility (`zac`) to initially register a device within a zone (`zac register` command), or to manually reregister the device with an additional key (`zac add-reg-key` command). See [Section 9.6, “Manually Registering a Device,” on page 79](#).

To create a registration key:

- 1 In ZENworks Control Center, click the *Configuration* tab, then click the *Registration* tab.

Configuration Registration System Information Asset Inventory Asset Management System Updates

Registration Keys ⌵

New Edit Delete

Folder: / Keys

<input type="checkbox"/>	Registration Code	Usage Limit
<input type="checkbox"/>	85263e	(unlimited)
<input type="checkbox"/>	e66366	(unlimited)

1 - 2 of 2 show 5 items

Registration Rules Advanced ⌵

New Delete

<input type="checkbox"/>	Name
<input type="checkbox"/>	Doc

1 - 1 of 1 show 5 items

- In the Registration Keys panel, click *New > Registration Key* to launch the Create New Registration Key Wizard.

[Registration Keys](#) > **Create New Registration Key**

Create New Registration Key

Step 1: Basic Information

Supply the name, description, and the limit for the new registration key. A unique name can be generated by clicking on the "Generate unique key name" icon.

Name (used as the registration key code):

Folder: *


Description:

Number of times this key can be used:

Unlimited
 Limit to:

3 Complete the wizard by using information from the following table to fill in the fields.

Wizard Page	Details
Basic Information page	<p>Define the registration key's name and folder location, add information to describe the key, and specify the number of times the key can be used.</p> <p>Name: Provide a name for the registration key. Any device that presents this name is given the assignments associated with this registration key.</p> <p>Choose something simple for reduced security, or click <i>Generate</i> to generate a complex registration string that is difficult to guess. Use the <i>Generate</i> option along with a registration key limit for increased security. If you manually enter a name, the name must be different than any other registration key names and must not use any of the following invalid characters: / \ * ? : " ' < > ` % ~.</p> <p>Folder: Specify the folder for this registration key. This is for organizational purposes only. Devices do not need to know where a registration key is located in order to use it to register, they simply need to know the key name.</p> <p>Description: Use this field to provide information about the new registration key. This is for your benefit. This field appears only in ZENworks Control Center.</p> <p>Number of Times This Key Can Be Used: For security purposes, this enables you to limit the number of devices that can register by using this key.</p>
Containment Rules page	<p>Specify the folder in which to place the devices.</p> <p>As a general rule, devices with similar configuration settings (refresh intervals, logging settings, remote management settings, and so forth) should be grouped in the same folder so that you can specify the configuration settings on the folder and have the devices in the folder inherit them. You should not use the same folder for devices that require different configuration settings; doing so prohibits you from using the folder to define the settings and forces you to define them on each individual device.</p>
Device Fields	<p>Specify the department, site, and location information you want entered on a device's details page when it registers. For example, if you enter <i>Accounting</i> in the <i>Department</i> field, then <i>Accounting</i> is entered in the <i>Department</i> field on the device's details page.</p>

Wizard Page	Details
Group Membership page	<p data-bbox="654 258 1365 317">Specify the groups that devices will become members of when they register.</p> <p data-bbox="654 338 1393 453">Adding groups causes registering devices to receive any assignments provided by membership in the groups. Assignments from group membership are additive, so if a device is assigned to both groups A and B, the device receives all assignments from both groups.</p> <p data-bbox="654 474 1401 590">You can only add groups that are valid for the type of device folder you specified on the previous page of the wizard. For example, if you specified the <code>/Devices/Workstations</code> folder, you can only choose workstation groups.</p> <p data-bbox="654 611 854 638">To specify a group:</p> <ol data-bbox="675 653 1401 1211" style="list-style-type: none"> <li data-bbox="675 653 1162 680">1. Click <i>Add</i> to display the Groups dialog box. <li data-bbox="675 695 1401 852">2. Browse for and select the group (or groups) to which you want to add the devices. To do so: <ol data-bbox="729 764 1377 852" style="list-style-type: none"> <li data-bbox="729 764 1377 852">a. Click  next to a folder (for example, the <code>Workstations</code> folder or <code>Servers</code> folder) to navigate through the folders until you find the group you want to select. <p data-bbox="764 867 786 894">or</p> <p data-bbox="764 909 1401 1024">Search for the group by entering its name in the <i>Item name</i> box. You can use an asterisk (*) as a wildcard. For example, entering <code>P*</code> finds all groups that start with P, or entering <code>*Accounting</code> finds all groups that end with Accounting.</p> <ol data-bbox="729 1039 1377 1211" style="list-style-type: none"> <li data-bbox="729 1039 1377 1098">b. Click the underlined link in the <i>Name</i> column to select the group and display its name in the <i>Selected</i> list box. <li data-bbox="729 1113 1377 1171">c. Repeat steps 2a and 2b until you've selected all groups to which you want to assign membership. <li data-bbox="729 1186 1256 1211">d. Click <i>OK</i> to add the selected groups to the list.

When you complete the wizard, the key is added to the Registration Keys panel.

You can also use the `registration-create-key` command in the `zman` utility to create a registration key. For more information, see “[Registration Commands](#)” in the *ZENworks 10 Asset Management Command Line Utilities Reference*.

9.2.2 Creating a Registration Rule



- 1 In ZENworks Control Center, click the *Configuration* tab, then click the *Registration* tab.

Configuration Registration System Information Asset Inventory Asset Management System Updates

Registration Keys ⌵

New ▾ Edit ▾ Delete


Folder: / Keys

<input type="checkbox"/>	Registration Code <small>▲</small>	Usage Limit
<input type="checkbox"/>	 85263e	(unlimited)
<input type="checkbox"/>	 e66366	(unlimited)

1 - 2 of 2 show 5 ▾ items

Registration Rules Advanced ⌵

New Delete


<input type="checkbox"/>	Name
<input type="checkbox"/>	 Doc

1 - 1 of 1 show 5 ▾ items

2 In the Registration Rules panel, click *New* to launch the Create New Registration Rule Wizard.

[Registration Rules](#) > **Create New Rule**

Create New Rule

 **Step 1: Basic Information**


Supply the name and description for the new Rule.

Name:

Description:

3 Complete the wizard by using information from the following table to fill in the fields.

Wizard Page	Details
Basic Information page	<p>Define the rule's name and add information to describe the rule.</p> <p>Name: Provide a name for the rule. Users never see the rule name; it displays only in ZENworks Control Center. The name must be different than any other registration key names and must not use any of the following invalid characters: / \ * ? : " ' < > ` % ~.</p> <p>Description: Provide information about the new registration rule. The information appears only in ZENworks Control Center.</p>
Device Criteria page	<p>Define the criteria that must be met for the registration rule to be applied to a device. The criteria are defined through the use of filters. At least one filter must be defined.</p> <ol style="list-style-type: none"> Click <i>Add Filter</i> to add a filter line. Create the filter expression. <p>An expression consists of a criteria option, operator, and value. For example:</p> <pre>IPAddress starts with 1.1</pre> <p>IPAddress is the criteria option, starts with is the operator, and 1.1 is the value. In the above example, the registration rule is applied only to devices whose IP addresses start with 1.1.</p> <p>If necessary, you can use NOT to perform a logical negation of the expression. For example:</p> <pre>NOT IPAddress starts with 1.1</pre> <p>In the above example, the registration rule is applied only to devices whose IP addresses do not start with 1.1.</p> <p>The criteria options you can use are listed below, along with possible values. The format for all values, with the exception of Device Type and OS, is free form string.</p> <ul style="list-style-type: none"> ◆ CPU: Intel Pentium M processor 1600MHz ◆ DNS: abc.xyz.com ◆ Device Type: Workstation or Server ◆ GUID: 5bf63fb9b1ed4cd880e1a428a1fcf737 ◆ Hostname: zenserver ◆ IPAddress: 123.456.78.99 ◆ Language: Portuguese (Brazil) ◆ OS: win2003-se-sp1-x86 If necessary, click <i>Add Filter</i> to create another filter. <p>Filters are combined with the AND operator, which means that the criteria defined in each filter must be met before the registration rule is applied to a device. For example:</p> <pre>OS equals Windows Server 2003 AND IPAddress starts with 123.456</pre> <p>In the above example, the registration rule is applied only to devices whose operating system is Windows 2003 and whose IP address starts with 123.456.</p>

Wizard Page	Details
Containment Rules page	<p>Specify the folder in which to place the devices.</p> <p>As a general rule, devices with similar configuration settings (refresh intervals, logging settings, remote management settings, and so forth) should be grouped in the same folder so that you can specify the configuration settings on the folder and have the devices in the folder inherit them. You should not use the same folder for devices that require different configuration settings; doing so prohibits you from using the folder to define the settings and forces you to define them on each individual device.</p>
Device Fields	<p>Specify the department, site, and location information you want entered on a device's details page when it registers. For example, if you enter <i>Accounting</i> in the <i>Department</i> field, then <i>Accounting</i> is entered in the <i>Department</i> field on the device's details page.</p>
Group Membership page	<p>Specify the groups that devices will become members of when they register.</p> <p>Adding groups causes registering devices to receive any assignments provided by membership in the groups. Assignments from group membership are additive, so if a device is assigned to both groups A and B, the device receives all assignments from both groups.</p> <p>You can only add groups that are valid for the type of device folder you specified on the previous page of the wizard. For example, if you specified the <code>/Devices/Workstations</code> folder, you can only choose workstation groups.</p> <p>To specify a group:</p> <ol style="list-style-type: none"> 1. Click <i>Add</i> to display the Groups dialog box. 2. Browse for and select the group (or groups) to which you want to add the devices. To do so: <ol style="list-style-type: none"> a. Click  next to a folder (for example, the <i>Workstations</i> folder or <i>Servers</i> folder) to navigate through the folders until you find the group you want to select. or Search for the group by entering its name in the <i>Item name</i> box. You can use an asterisk (*) as a wildcard. For example, entering <i>P*</i> finds all groups that start with P, or entering <i>*Accounting</i> finds all groups that end with Accounting. b. Click the underlined link in the <i>Name</i> column to select the group and display its name in the <i>Selected</i> list box. c. Repeat steps 2a and 2b until you've selected all groups to which you want to assign membership. d. Click <i>OK</i> to add the selected groups to the list.

When you complete the wizard, the rule is added to the Registration Rules panel. Rules are applied from the top down. You want to list the more restrictive rules first, followed by the more general rules. If no rules apply, the default server and workstation rules are applied.

- 4 If you want to reorder the rules, click *Advanced* (located in the upper right corner of the Registration Rules panel).

- 5 Select the check box in front of the rule you want to move.
- 6 Click *Move Up* or *Move Down* to reposition the rule.

You can also use the `ruleset-create` command in the `zman` utility to create a registration rule. For more information, see “[Ruleset Commands](#)” in the *ZENworks 10 Asset Management Command Line Utilities Reference*.

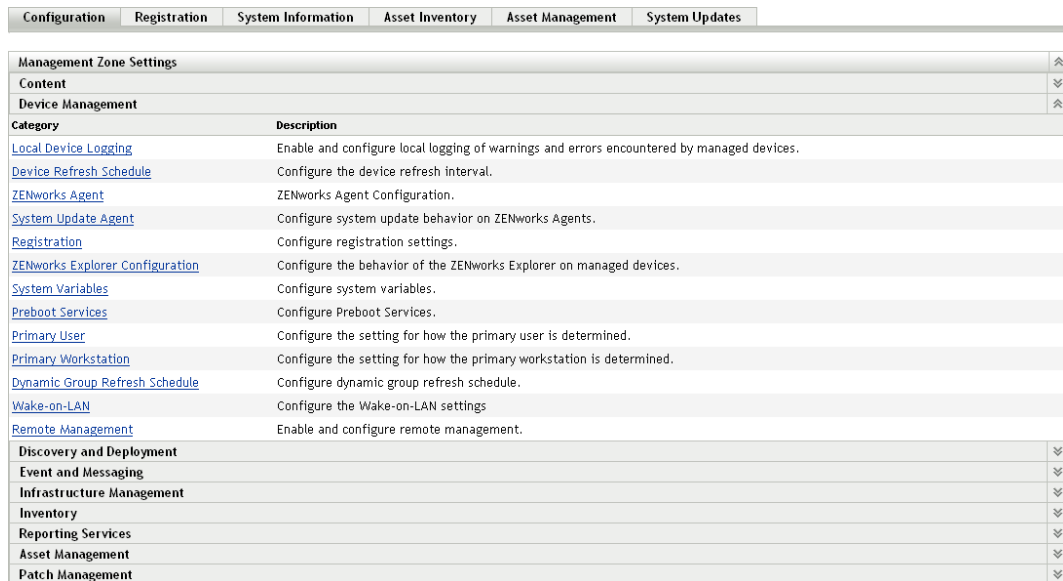
9.3 Modifying the Device Naming Template Used During Registration

The device naming template determines how devices are named when they register. By default, a device’s hostname is used. You can change it to use any combination of the following machine variables: `{HostName}`, `{GUID}`, `{OS}`, `{CPU}`, `{DNS}`, `{IPAddress}`.

If the naming template causes conflicting device object names, another machine variable is automatically appended to make the second name unique. For example, if you are using the hostname for the name and you have two devices with the same hostname, the GUID is added to the hostname to create a unique name.

To modify the template:


- 1 In ZENworks Control Center, click the *Configuration* tab.



- 2 In the Management Zone Settings panel, click *Device Management*, then click *Registration* to display the Registration page.

The screenshot shows a configuration window titled "Registration" with the subtitle "Configure registration settings." It contains three main sections:

- Device Naming Template:** A section with the label "Name given to new machines:" and a text input field containing "\${HostName}". To the right of the input field is a small icon representing a list or selection menu.
- Registration Rules:** A section containing two checked checkboxes: "Enable use of registration rules." and "Enable use of default registration rules."
- Device Dynamic Rename:** A section containing one unchecked checkbox: "Enable automatic renaming of devices."

- 3 In the Device Naming Template panel, click , then select the desired machine variable from the list.

You can use any combination of one or more variables. For example:

```
${HostName}${GUID}
```

- 4 Click *OK* to save the changes.

9.4 Enabling Dynamic Renaming of Devices During Registration

The Device Dynamic Rename setting lets you enable devices to be renamed, if necessary, whenever they refresh their registration information. A device might need to be renamed for the following reasons:

- ♦ The naming template's settings have changed. For example, the name template is now using both the Hostname and GUID variables rather than only the Hostname.
- ♦ A different naming template is now being applied to the device. For example, a folder naming template is now being applied rather than the Management Zone naming template.
- ♦ The device variable being used for the name changed. For example, the device's hostname is being used for the name, and the device's actual hostname changed.

Because a device's GUID and not its name is used to establish relationships with other ZENworks objects (folders, groups, and so forth), renaming the device does not affect anything other than the name that is displayed in ZENworks Control Center.

By default, the Device Dynamic Rename setting is disabled. You can enable the setting at the Management Zone, in which case all devices inherit the setting, or you can enable it on a device folder, in which case only the devices in the folder inherit the setting.

- ◆ Section 9.4.1, “Enabling the Setting at the Management Zone,” on page 75
- ◆ Section 9.4.2, “Enabling the Setting for a Device Folder,” on page 76

9.4.1 Enabling the Setting at the Management Zone

1 In ZENworks Control Center, click the *Configuration* tab.

Configuration	Registration	System Information	Asset Inventory	Asset Management	System Updates
Management Zone Settings					
Content					
Device Management					
Category	Description				
Local Device Logging	Enable and configure local logging of warnings and errors encountered by managed devices.				
Device Refresh Schedule	Configure the device refresh interval.				
ZENworks Agent	ZENworks Agent Configuration.				
System Update Agent	Configure system update behavior on ZENworks Agents.				
Registration	Configure registration settings.				
ZENworks Explorer Configuration	Configure the behavior of the ZENworks Explorer on managed devices.				
System Variables	Configure system variables.				
Preboot Services	Configure Preboot Services.				
Primary User	Configure the setting for how the primary user is determined.				
Primary Workstation	Configure the setting for how the primary workstation is determined.				
Dynamic Group Refresh Schedule	Configure dynamic group refresh schedule.				
Wake-on-LAN	Configure the Wake-on-LAN settings.				
Remote Management	Enable and configure remote management.				
Discovery and Deployment					
Event and Messaging					
Infrastructure Management					
Inventory					
Reporting Services					
Asset Management					
Patch Management					

2 In the Management Zone Settings panel, click *Device Management*, then click *Registration* to display the Registration page.

Registration ✕

Configure registration settings.

Device Naming Template ⤴

Name given to new machines:

\${HostName} 📄

Registration Rules ⤴

Enable use of registration rules.

Enable use of default registration rules.

Device Dynamic Rename ⤴

Enable automatic renaming of devices.

- 3 In the Device Dynamic Rename panel, click *Enable automatic renaming of devices*.
- 4 Click *OK* to save the changes.

9.4.2 Enabling the Setting for a Device Folder

- 1 In ZENworks Control Center, click the *Devices* tab.
- 2 Browse to find the device folder for which you want to change the setting, then click *Details* to display the folder's details.
- 3 Click the *Settings* tab.

Devices > Workstations ☰ ▼

Workstations

Summary Relationships Settings

Settings

Content ⌵

Device Management ⤴

Category	Description	Inherited From
Local Device Logging	Enable and configure local logging of warnings and errors encountered by managed devices.	(System)
Device Refresh Schedule	Configure the device refresh interval.	(System)
ZENworks Agent	ZENworks Agent Configuration.	(System)
System Update Agent	Configure system update behavior on ZENworks Agents.	...
Registration	Configure registration settings.	(System)
ZENworks Explorer Configuration	Configure the behavior of the ZENworks Explorer on managed devices.	(System)
System Variables	Configure system variables.	...
Preboot Services	Configure Preboot Services.	...
Primary User	Configure the setting for how the primary user is determined.	...
Remote Management	Enable and configure remote management.	(System)
Device Dynamic Rename	Enables automatic renaming of devices.	(System)

Infrastructure Management ⌵

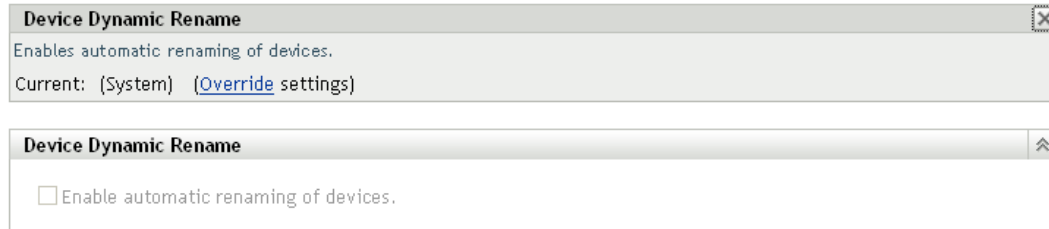
Inventory ⌵

Asset Management ⌵

- 4 In the Settings panel, click *Device Management*, then click *Device Dynamic Rename* to display the Device Dynamic Rename page.

[Devices](#) > [Servers](#) > **Device Dynamic Rename**

📁 Servers



- 5 Click *Override settings* to activate the Device Dynamic Rename panel.
- 6 In the Device Dynamic Rename panel, click *Enable automatic renaming of devices*.
- 7 Click *OK* to save the changes.

9.5 Disabling the Use of Registration Rules

By default, the registration rules feature is enabled. This ensures that devices that register without a registration key are at least added to the correct folder, which is the `/servers` or `/workstations` folder, depending on the device type.

If you want to rely completely on registration keys, you can disable registration rules. You have two options when you disable registration rules:

- ♦ **Disable the default registration rules only:** Any device that attempts to register without a registration key or that does not meet the criteria in a custom registration rule is rejected. The default registration rules are ignored.
- ♦ **Disable all registration rules:** Any device that attempts to register without a registration key is rejected.

To disable registration rules:

- 1 In ZENworks Control Center, click the *Configuration* tab.

Configuration	Registration	System Information	Asset Inventory	Asset Management	System Updates
Management Zone Settings					
Content					
Device Management					
Category	Description				
Local Device Logging	Enable and configure local logging of warnings and errors encountered by managed devices.				
Device Refresh Schedule	Configure the device refresh interval.				
ZENworks Agent	ZENworks Agent Configuration.				
System Update Agent	Configure system update behavior on ZENworks Agents.				
Registration	Configure registration settings.				
ZENworks Explorer Configuration	Configure the behavior of the ZENworks Explorer on managed devices.				
System Variables	Configure system variables.				
Preboot Services	Configure Preboot Services.				
Primary User	Configure the setting for how the primary user is determined.				
Primary Workstation	Configure the setting for how the primary workstation is determined.				
Dynamic Group Refresh Schedule	Configure dynamic group refresh schedule.				
Wake-on-LAN	Configure the Wake-on-LAN settings.				
Remote Management	Enable and configure remote management.				
Discovery and Deployment					
Event and Messaging					
Infrastructure Management					
Inventory					
Reporting Services					
Asset Management					
Patch Management					

- 2 In the Management Zone Settings panel, click *Device Management*, then click *Registration* to display the Registration page.

[Configuration](#) > **Registration**

Registration ✖

Configure registration settings.

Device Naming Template ⌵

Name given to new machines:

📄

Registration Rules ⌵

Enable use of registration rules.

Enable use of default registration rules.

Device Dynamic Rename ⌵

Enable automatic renaming of devices.

- 3 In the Registration Rules panel, deselect one of the following options:

Enable Use of Registration Rules: Disable this option to force devices to use a registration key when registering. Any devices that attempt to register without a key are rejected.

Enable Use of Default Registration Rules: Disable this option to force devices to use a registration key or meet the criteria defined in a custom registration rule. Any devices that do not are rejected.

- 4 Click *OK* to save the changes.

9.6 Manually Registering a Device

A device is automatically registered when the ZENworks Adaptive Agent is installed. You should only need to manually register a device in the following situations:

- ♦ The device was unregistered.
- ♦ The device's object was deleted from the ZENworks database. The Adaptive Agent is still installed on the device and you now want to register the device again.
- ♦ You want to reregister an already registered device with an additional registration key.

Manual registration of a device must be done at the device using the ZENworks Adaptive Agent command line utility (`zac`).

The following sections provide instructions:

- ♦ [Section 9.6.1, “Performing an Initial Registration,” on page 79](#)
- ♦ [Section 9.6.2, “Reregistering a Device with an Additional Registration Key,” on page 79](#)

9.6.1 Performing an Initial Registration

- 1 At the device, open a command prompt.
- 2 Enter the following command:

```
zac reg [-k key] [-u ZENworks Administrator username -p ZENworks Administrator password] [server_url:port]
```

For example:

```
zac reg -k acct -u zadmin -p novell https://zserver.novell.com
```

The `-k`, `-u`, and `-p` parameters are optional. If you don't use the `-u` and `-p` parameters, you are prompted to enter a username and password. For the `server_url:port` parameter, you can also use an IP address; the port is required only if the ZENworks Server is not using the default port (80 or 443).

9.6.2 Reregistering a Device with an Additional Registration Key

- 1 At the device, open a command prompt.
- 2 Enter the following command:

```
zac add-reg-key registration_key
```

For example:

```
zac add-reg-key acct
```

Registration keys are additive. If you register with more than one key, the device receives all group memberships associated with each registration key.

9.7 Unregistering a Device

A device is automatically unregistered when the ZENworks Adaptive Agent is uninstalled.

You can manually unregister a device if necessary. Unregistration of a device must be done at the device using the ZENworks Adaptive Agent command line utility (*zac*).

1 At the device, open a command prompt.

2 Enter the following command:

```
zac unr [-f] [-u ZENworks Administrator username -p ZENworks Administrator password]
```

For example:

```
zac unr -u zadmin -p novell
```

The *-f*, *-u*, and *-p* parameters are optional. If you don't use the *-u* and *-p* parameters, you are prompted to enter a username and password. The *-f* parameter ignores the ZENworks database and forces the device to be unregistered locally; this option is only necessary if the device object has already been deleted from the ZENworks database or if the device cannot connect to the database.

Deploying the ZENworks Adaptive Agent

10

Any devices you want to manage through ZENworks must have the ZENworks Adaptive Agent deployed to them. The Adaptive Agent performs all ZENworks management tasks on the managed device.

For detailed information about the supported platforms and system requirements for a managed device, see “[Managed Device Requirements](#)” in the *ZENworks 10 Asset Management Installation Guide*.

There are several ways to deploy the agent. The following sections provide instructions:

- ◆ [Section 10.1, “Coexisting with the ZENworks Desktop Management Agent,”](#) on page 81
- ◆ [Section 10.2, “Customizing the Agent Features,”](#) on page 82
- ◆ [Section 10.3, “Changing the Target Installation Directory,”](#) on page 84
- ◆ [Section 10.4, “Using a Task to Deploy the Agent,”](#) on page 85
- ◆ [Section 10.5, “Manually Deploying the Agent,”](#) on page 100
- ◆ [Section 10.6, “Uninstalling the Agent,”](#) on page 102

10.1 Coexisting with the ZENworks Desktop Management Agent

This section applies only if you want to deploy the ZENworks Adaptive Agent to devices that have the traditional ZENworks Desktop Agent installed. The traditional ZENworks Desktop Agent is included with ZENworks 7 Desktop Management.

The ZENworks Adaptive Agent and the traditional ZENworks Desktop Agent can coexist on the same device, but only to support the use of ZENworks 10 Asset Management with traditional ZENworks Desktop Management. ZENworks 10 Configuration Management cannot be used on the same device as traditional ZENworks Desktop Management.

When both Asset Management and Configuration Management are activated in your Management Zone, either through a full license or an evaluation license, the following Adaptive Agent features are available for installation:

- ◆ Asset Management (ZENworks Asset Management)
- ◆ Bundle Management (ZENworks Configuration Management)
- ◆ Image Management (ZENworks Configuration Management)
- ◆ Policy Management (ZENworks Configuration Management)
- ◆ Remote Management (ZENworks Configuration Management)
- ◆ User Management (Both products)

The Asset Management, Policy Management, and Remote Management features overlap with the ZENworks Desktop Management features. Therefore, when you deploy the Adaptive Agent to a device that has the traditional ZENworks Desktop Agent installed, if you install any of the Adaptive Agent features other than Asset Management, Policy Management, and Remote Management, the Adaptive Agent removes the ZENworks Desktop Agent before installing the features.

During deployment, the preagent is installed first. It then contacts the ZENworks Management Zone to identify which Adaptive Agent features should be installed. If any of the Adaptive Agent features other than Asset Management, Policy Management, and Remote Management are to be installed, the preagent uninstalls the ZENworks Desktop Agent before installing the features. If the preagent is unable to contact the server, it stops installation of the Adaptive Agent and does not uninstall the traditional ZENworks Desktop Agent.

10.2 Customizing the Agent Features

The ZENworks Adaptive Agent provides the following Asset Management features:

- ◆ Asset Management (installed by default)
- ◆ User Management (installed by default)

By default, all modules are installed on a device. However, you can uninstall, disable, or enable any of the modules at the Management Zone, device folder, and device levels before and after the agent deployment.

Review the following sections:

- ◆ [Section 10.2.1, “Customizing Features before Deployment,” on page 82](#)
- ◆ [Section 10.2.2, “Customizing Features after Deployment,” on page 84](#)

10.2.1 Customizing Features before Deployment

The ZENworks Adaptive Agent is deployed with the features selected at the Management Zone level. A selected feature is not installed only if it belongs to a product for which the license has expired or has been deactivated.

At the Management Zone level, you can install, enable, or disable the agent features before:

- ◆ Creating and starting a new deployment task
- ◆ Starting an existing deployment task
- ◆ Downloading or deploying the agent manually

- 1 In ZENworks Control Center, click the *Configuration* tab.

Configuration	Registration	System Information	Asset Inventory	Asset Management	System Updates
Management Zone Settings					
Content					
Device Management					
Category	Description				
Local Device Logging	Enable and configure local logging of warnings and errors encountered by managed devices.				
Device Refresh Schedule	Configure the device refresh interval.				
ZENworks Agent	ZENworks Agent Configuration.				
System Update Agent	Configure system update behavior on ZENworks Agents.				
Registration	Configure registration settings.				
ZENworks Explorer Configuration	Configure the behavior of the ZENworks Explorer on managed devices.				
System Variables	Configure system variables.				
Preboot Services	Configure Preboot Services.				
Primary User	Configure the setting for how the primary user is determined.				
Primary Workstation	Configure the setting for how the primary workstation is determined.				
Dynamic Group Refresh Schedule	Configure dynamic group refresh schedule.				
Wake-on-LAN	Configure the Wake-on-LAN settings.				
Remote Management	Enable and configure remote management.				
Discovery and Deployment					
Event and Messaging					
Infrastructure Management					
Inventory					
Reporting Services					
Asset Management					
Patch Management					

2 In the Management Zone Settings panel, click *Device Management*, then click *ZENworks Agent*.

ZENworks Agent ✕

ZENworks Agent Configuration.

General ⤴

Allow users to uninstall agent

Cache life: hour(s)

Cache orphaning threshold: day(s)

Times to retry requests to a busy server:

Initial retry request wait (each subsequent request incremented by 1 second): second(s)

Maximum retry request wait: second(s)

Agent Features ⤴

Asset Management Installed Enabled Disabled

User Management Installed Enabled Disabled

Choose the Reboot Behavior (if needed):

Prompt user to reboot (Default)

Do not reboot device

Force device to reboot

3 In the Agent Features panel:

- ♦ If you do not want to install a feature, deselect *Installed* next to a feature. The selected feature is not installed on the device. If you choose to deselect all the features, then only the core agent is installed.
- ♦ If you want to install but disable a feature, select *Installed* and *Disabled* next to a feature. The disabled feature is not uninstalled from the currently managed devices. The feature is installed on the device, but it is nonfunctional.

4 To save the changes, click *Apply*.

You can now proceed to deploy the agent to a device manually or by using a task.

For information on how to deploy the agent by using a task, see [Section 10.4, “Using a Task to Deploy the Agent,” on page 85](#). For information on how to deploy the agent manually, see [Section 10.5, “Manually Deploying the Agent,” on page 100](#).

10.2.2 Customizing Features after Deployment

The ZENworks Adaptive Agent is deployed with the features selected at the Management Zone level. After deploying the agent to a device, you can do any of the following:

- ♦ Change the agent settings configured at the Management Zone level
- ♦ Override the Management Zone settings at the device folder or device level

The new settings are applied to the agent on a device refresh.

For more information on how to override and configure the settings for an existing agent, see “[Configuring Adaptive Agent Settings after Deployment](#)” in the *ZENworks 10 Asset Management System Administration Reference*.

10.3 Changing the Target Installation Directory

By default, the ZENworks Adaptive Agent is installed to the following locations:

- ♦ **On a Windows 32-bit device:** `Windows_drive:\Program Files\Novell\ZENworks`
- ♦ **On a Windows 64-bit device:** `Windows_drive:\Program Files(x86)\Novell\ZENworks`

To install the agent to a different location, you can create a ZENWORKS_HOME system environment variable on the device prior to deployment and set the variable to the new target installation directory. The path must always end with `\Novell\ZENworks`. Some examples of acceptable paths are:

```
c:\Novell\ZENworks
```

```
c:\Program Files\Corporate\Novell\ZENworks
```

```
d:\Applications\Novell\ZENworks
```

10.4 Using a Task to Deploy the Agent

The ZENworks Server can deploy the ZENworks Adaptive Agent to devices. This requires that you create a task, called a deployment task, for the ZENworks Server. The task identifies the target devices, the credentials required to perform an installation on the devices, the registration key to use (optional), the date and time to perform the installation, and other tasks you want performed on the devices either before or after the installation.

The time required to complete the deployment task is less if you use one deployment platform per task.

The steps for creating a deployment task vary slightly depending on whether or not the target devices are already listed as discovered devices in your Management Zone (see [Part I, “Device Discovery,”](#) on page 11):

- ◆ [Section 10.4.1, “Prerequisites for Deploying to a Device,”](#) on page 85
- ◆ [Section 10.4.2, “Deploying to a Discovered Device,”](#) on page 89
- ◆ [Section 10.4.3, “Deploying to a Non-Discovered Device,”](#) on page 93

10.4.1 Prerequisites for Deploying to a Device

Before the ZENworks Server can deploy the ZENworks Adaptive Agent to a device, make sure the following prerequisites are satisfied:

- ◆ [“Enabling File and Printer Sharing for Microsoft Networks”](#) on page 85
- ◆ [“Enabling File and Printer Sharing through Windows Firewall”](#) on page 86
- ◆ [“Enabling Classic File Sharing”](#) on page 87

In addition to these requirements, ensure that the date and time are correct on both the ZENworks Server and on managed devices.

Enabling File and Printer Sharing for Microsoft Networks

You need to enable the *File and Printer Sharing for Microsoft Networks* option to allow other computers on a network to access resources on your computer by using a Microsoft network.

Windows 2000, Windows 2003, and Windows XP

- 1 Right-click *My Network Places > Properties*.
The Networks Connections window is displayed.
- 2 Right-click *Local Area Connection > Properties*.
The Local Area Connection Properties dialog box is displayed.
- 3 In the *General* tab, ensure that the *File and Printer Sharing for Microsoft Networks* option is selected.
- 4 Click *OK*.

For more information, see [File and Printer Sharing for Microsoft Networks \(http://technet.microsoft.com/en-us/library/cc779133.aspx\)](http://technet.microsoft.com/en-us/library/cc779133.aspx).

Windows Vista and Windows Server 2008

- 1 Right-click *Network > Properties*.
The Network and Sharing Center window is displayed.
- 2 In the left pane, click *Manage network connections*.
- 3 Right-click *Local Area Connection > Properties*.
The Local Area Connection Properties dialog box is displayed.
- 4 In the *Networking* tab, ensure that the *File and Printer Sharing for Microsoft Networks* option is selected.
- 5 Click *OK*.

Windows 7 and Windows Server 2008 R2

- 1 Right-click *Network > Properties*.
The Network and Sharing Center window is displayed.
- 2 Right-click *Local Area Connection > Properties*.
The Local Area Connection Properties dialog box is displayed.
- 3 In the *Networking* tab, ensure that the *File and Printer Sharing for Microsoft Networks* option is selected.
- 4 Click *OK*.

Enabling File and Printer Sharing through Windows Firewall

Any target device that is using Windows Firewall needs to be configured to allow file and printer sharing through the firewall. This is done by enabling the *File and Printer Sharing* exception in the Windows Firewall configuration settings. You can access Windows Firewall through the Control Panel or through the Windows Security Center.

By default, the scope of the exception applies only to a local subnet. If the target device is in a different subnet than the Primary Server from which the deployment is run, you must add the IP address of the Primary Server to the Windows Firewall along with the local subnet.

Windows Vista and Windows Server 2008

- 1 From the desktop *Start* menu, click *Settings > Control Panel*.
- 2 Double-click *Windows Firewall*.
The Windows Firewall window is displayed.
- 3 Click the *Exceptions* tab.
- 4 In the *Programs and Services* list, select *File and Printer Sharing*, then click *Edit*.
The Edit a Service window is displayed.
- 5 Click *Change Scope* to include the IP address of the Primary Server and the local subnet.
- 6 Click *OK*.

Windows 7 and Windows Server 2008 R2

- 1 From the desktop *Start* menu, click *Settings > Control Panel*.
- 2 Double-click *Windows Firewall*.

The Windows Firewall window is displayed.

- 3 In the left pane, click *Allow a program or feature through Windows Firewall*.
- 4 In the *Allowed Programs and Features* list, select *File and Printer Sharing*.
- 5 Click *OK*.

Enabling Classic File Sharing

The ZENworks Server needs classic file sharing access to the administrative share (displayed as Admin\$) on target devices.

- ♦ [“Windows 2000” on page 87](#)
- ♦ [“Windows 2003” on page 87](#)
- ♦ [“Windows XP” on page 87](#)
- ♦ [“Windows Vista” on page 88](#)
- ♦ [“Windows Server 2008” on page 88](#)
- ♦ [“Windows 7 and Windows Server 2008 R2” on page 88](#)

Windows 2000

Windows 2000 devices use classic file sharing by default. If deployment of the Adaptive Agent to a Windows 2000 device fails, check the HKLM\System\currentcontrolset\services\lanmanserver\parameters\AutoShareWrks registry entry to see if it is set to 0 (disabled). If it is set to 0, Admin\$ share is not accessible and the error is displayed. Delete the entire setting.

Windows 2003

Windows 2003 devices use classic file sharing by default. If deployment of the Adaptive Agent to a Windows 2003 device fails with an invalid credentials error, you must enable classic file sharing.

- 1 On the Windows 2003 device, click the desktop *Start* menu > *Settings* > *Control Panel*.
- 2 Double-click *Administrative Tools* > *Local Security Policy*.
The Local Security Settings window is displayed.
- 3 In *Security Settings*, navigate to *Local Policies* > *Security Options*.
- 4 Change the value of *Network access: Sharing and security model for local accounts* to *Classic - local users authenticate as themselves*.
- 5 Click *OK*.

You can also use a Windows Group Policy to change the setting.

Windows XP

Windows XP uses simple file sharing by default. You need to disable simple file sharing to enable classic file sharing.

- 1 On the Windows XP device, right-click the *My Computer* icon, then click *Open*.
- 2 Click the *Tools* menu > *Folder Options* to display the Folder Options dialog box.

- 3 Click the *View* tab.
- 4 In the *Advanced Settings* list, deselect the *Use simple file sharing* option, then click *OK* to save the change.

Disabling this option changes the setting for the *Network access: Sharing and security model for local accounts* option in the Local Security Policy (Local Policies > Security Options) to *Classic - local users authenticate as themselves*. You can also use a Windows Group Policy to change the setting.

Windows Vista

- 1 Open the Windows Registry and access the following:
HKLM/Software/Microsoft/Windows/CurrentVersion/Policies/System/
LocalAccountTokenFilterPolicy
If the registry key does not exist, you need to create it.
- 2 Change its DWORD (32-bit) value to 1.
This allows remote users to log in and not be forced to be “guest.”
- 3 Close the registry to save the change.
- 4 Open the Services window and set the Remote Registry service to start automatically, then start it.
- 5 Click *Start > Settings > Control Panel*.
- 6 Double-click *Network and Sharing Center*.
- 7 Select *Turn on File Sharing*, then click *Apply*.

Windows Server 2008

- 1 Open the Windows Registry and access the following:
HKLM/Software/Microsoft/Windows/CurrentVersion/Policies/System/
LocalAccountTokenFilterPolicy
If the registry key does not exist, you need to create it.
- 2 Change its DWORD (32-bit) value to 1.
This allows remote users to log in and not be forced to be “guest.”
- 3 Close the registry to save the change.
- 4 Open the Services window and set the Remote Registry service to start automatically, then start it.
- 5 Click the desktop *Start* menu > *Settings > Control Panel*.
- 6 Double-click *Network and Sharing Center*.
- 7 Select *Turn on File Sharing*, then click *Apply*.

Windows 7 and Windows Server 2008 R2

- 1 Open the Windows Registry and access the following:
HKLM/Software/Microsoft/Windows/CurrentVersion/Policies/System/
LocalAccountTokenFilterPolicy
If the registry key does not exist, you need to create it.

- 2 Change its DWORD (32-bit) value to 1.
This allows remote users to log in and not be forced to be “guest.”
- 3 Close the registry to save the change.
- 4 Open the Services window and set the Remote Registry service to start automatically, then start it.
- 5 Click the desktop *Start* menu > *Settings* > *Control Panel*.
- 6 Double-click *Network and Sharing Center*.
- 7 In the left pane, click *Change advanced sharing settings*.
- 8 Select *Turn on file and printer sharing*, then click *Save Changes*.


10.4.2 Deploying to a Discovered Device

This section assumes that you’ve already performed a discovery task to add the target devices to your ZENworks database. If you have not, you can perform the discovery task before continuing (see [Part I, “Device Discovery,” on page 11](#)) or you can perform the discovery as part of the deployment task (see [Section 10.4.3, “Deploying to a Non-Discovered Device,” on page 93](#)).

To deploy the ZENworks Adaptive Agent to a discovered device:

- 1 In ZENworks Control Center, click the *Deployment* tab.
The Deployable Device panel lists all the devices (imported or discovered) to which you can deploy the Adaptive Agent.
- 2 In the Deployment Tasks panel, click *New* to launch the Deploy Device Wizard.

[Deployment](#) > **Deploy Device Wizard**

Deploy Device Wizard
 **Step 1: Enter Deployment Task Name**


Name: *

Description:


* Fields marked with an asterisk are required.

- 3 Complete the wizard by using information from the following table to fill in the fields.

Wizard Page	Details
Enter Deployment Task page	Specify a name for the task. The name cannot include any of the following invalid characters: / \ * ? : " ' < > ` % ~

Wizard Page	Details
Select Devices page	<ol style="list-style-type: none"> 1. Click <i>Add</i> to display the Discovered Device Browser dialog box. The default view displays all discovered devices in your Management Zone. 2. Click  to select a device. 3. When you have finished selecting devices, click <i>OK</i> to return the Select Devices page. The devices you selected are displayed in the list.
Enter Credentials page > <i>Save Credentials to DataStore</i> field	<p>The Enter Credentials page lets you provide the usernames and passwords required to deploy the Adaptive Agent to the devices included in the task.</p> <p>Unless you save the credentials, they are stored only in memory. Saved credentials are encrypted in the database for increased security.</p> <p>Credentials that are not saved are cleared from memory when the ZENworks Server is restarted. If you are creating a scheduled deployment task, you might want to save the credentials to ensure that they are still available when the deployment is performed.</p>
Enter Credentials page > <i>Credentials</i> field	<p>To add a credential:</p> <ol style="list-style-type: none"> 1. Click <i>Add</i> to display the Enter Credential Information dialog box. In the <i>Username</i> field, specify the appropriate username. To deploy the Adaptive Agent, the ZENworks Server must be able to map a drive to the device's administrative share (ADMIN\$). This requires the following credentials: <ul style="list-style-type: none"> ◆ If the device is a member of a domain: You can use a domain or local Administrator group credential. If you use the local credential, you must specify the username as <code>workstation_name\username</code> to distinguish it from domain credentials. ◆ If the device is not a member of a domain: You must use a local Administrator group credential. 2. Enter the user password in the <i>Password</i> and <i>Reenter Password</i> fields. 3. Click <i>OK</i> to save the credential. <p>Depending on your environment, one credential might not provide access to all of the devices where you want to deploy the Adaptive Agent. In this case, you need to add as many credentials as necessary to cover the devices included in the task. The ZENworks Server uses the first credential that works.</p>

Wizard Page	Details
Select Schedule page	<p>The Select Schedule page lets you choose whether you want the task to run as soon as it is created (the <i>Now</i> option) or if you want to schedule the task to run at a future date and time. If you select <i>Scheduled</i>, choose one of the following schedules:</p> <p>No Schedule: Indicates that no schedule has been set. The task does not run until a schedule is set or it is manually launched. This is useful if you want to create the task and come back to it later to establish the schedule or run it manually.</p> <p>Date Specific: Specifies one or more dates on which to run the task.</p> <p>Recurring: Identifies specific days each week, month, or a fixed interval on which to run the task.</p> <p>See Appendix B, "Schedules," on page 125 or click the <i>Help</i> button for more information about the schedules.</p>
Select Primary Server page > <i>Primary Server</i> field	<p>Select the ZENworks Server that you want to perform the deployment task.</p>
Select Windows Proxy page > <i>Override Zone Windows Proxy Settings</i> field	<p>Select this option if you want to override the Windows Proxy settings configured at the Management Zone in order to modify the settings of a task.</p> <p>A Windows Proxy is primarily used for Linux Primary Servers that cannot perform deployment tasks on Windows managed devices. However, you can also use a Windows Proxy for Windows Servers if you want to deploy devices in a different subnet than the Primary Server.</p> <p>In order to protect information, such as a deployment credential, that is passed between the ZENworks Server and the Windows Proxy, the connection between the ZENworks Server and the Windows Proxy is secured through SSL.</p>
Select Windows Proxy page > <i>Use Windows Proxy for Windows Primary Server</i> field	<p>Select this option if you want to use a Windows Proxy instead of the Windows Primary Server to perform the deployment tasks.</p> <p>For deployment, you need to add File and Printer Sharing as an exception in the Windows Firewall configuration settings. By default, the scope of the exception applies only to a local subnet. If the target device is in a different subnet than the Primary Server from which the deployment is run, you also need to add the IP address of the Primary Server as an exception. However, if you use a Windows Proxy in the same subnet as a target device, you do not need to change the scope of the Windows Firewall exception.</p> <p>Windows Proxy: Select the managed Windows device (server or workstation) on which you want to perform deployment tasks on behalf of Linux Primary Servers or Windows Servers.</p> <p>Windows Proxy Timeout: Specify the number of seconds you want the ZENworks Server to wait for a response from the Windows Proxy. Any responses received after the specified timeout period are discarded.</p>

Wizard Page	Details
General Options page > <i>Deployment Package</i> field	<p>Depending upon the processor architecture of the managed device, select the deployment package to be used for installing ZENworks Adaptive Agent on the device.</p> <p>If you are not sure about the device's processor architecture, choose the package with target architecture as All, which applies to 32-bit and 64-bit platforms. If the selected package has been deleted from the Primary Server, then the default deployment package is deployed.</p>
General Options page > <i>Specify Agent Installation Folder</i> field	<p>Specify the directory on the managed device where you want to install ZENworks Adaptive Agent. By default, the agent is installed to the directory specified in the %ZENWORKS_HOME% system environmental variable or to the %ProgramFiles%\novell\zenworks directory if the variable is not set on the managed device.</p> <p>Ensure that the installation path does not contain spaces.</p> <hr/> <p>NOTE: If the directory you specify cannot be created, then the agent is installed in the default location.</p>
General Options page > <i>Reboot Option</i>	<p>After the installation of ZENworks Adaptive Agent, a device must reboot to make the Adaptive Agent functional. Do the following:</p> <ol style="list-style-type: none"> 1. Select the desired reboot option. <ul style="list-style-type: none"> ◆ Immediate: To reboot immediately after installation of the Adaptive Agent, select <i>Immediate</i> to force the device ◆ Manual: To allow the user to manually reboot the device at his or her convenience, select <i>Manual</i>. ◆ Scheduled: To reboot the device at a specified time, select <i>Scheduled</i>. Fill in the schedule's fields. <ul style="list-style-type: none"> ◆ Start Date: Click  to display a calendar you can use to select a date for the event. ◆ Start Time: Specify the time at which the event must start. ◆ Use Coordinated Universal Time (UTC): The Start Time is converted to Universal Coordinated Time (UTC). Select this option to indicate that the Start Time you entered is already in Coordinated Universal Time and should not be converted. For example, suppose you are in the Eastern time zone. If you enter 10:00 a.m. and select this option, the Start Time is scheduled for 10:00 UTC. If you don't select this option, the Start Time is scheduled for 14:00 UTC because Eastern time is UTC - 4 hours. 2. (Optional) Select the <i>Do Not Prompt for Reboot</i> option if you do not want the reboot prompt message to be displayed.

Wizard Page	Details
Add Registration Key page	<p>Select a registration key to use during the registration portion of the deployment process. A registration key provides information about the folders and groups to which a device is assigned during registration. Selecting a registration key is optional; if you don't select one, registration rules are used to determine the folder and group assignments. To deploy to servers or workstations, choose a server registration key or a workstation registration key respectively.</p> <p>For more information about registration keys and rules, see Chapter 9, "Registering Devices," on page 65.</p>
Pre/Post Deployment page	<p>Specify commands that you want run before and after the Adaptive Agent is installed on a device. For example, you can execute operating system commands, run scripts, and launch executables.</p> <p>The commands are passed to the preagent as part of the deployment task package. The preagent executes the commands in the system space, so you must specify commands that do not require user interaction.</p> <p>For more information about predeployment and post-deployment commands, click the <i>Help</i> button.</p>

When you finish the wizard, the deployment task is added to the list in the Deployment Tasks panel. You can use the panel to manage current tasks and create new tasks for deploying the ZENworks Adaptive Agent to devices. The panel includes the following information for each task:

- ♦ **Name:** Displays the name given to the task. If *Credentials Cleared* is displayed below the task name, the credentials required to perform the task on the targeted devices have been cleared from the ZENworks Server's memory and must be entered again. To avoid having credentials lost when they are cleared from memory, you must store them in the ZENworks database.
- ♦ **Schedule:** Displays the dates on which the task is scheduled to run.
- ♦ **Status:** Displays the following status information: *Scheduled, Pending, Installing, Registering, Inactive, Finished, or Error*. You can mouse over certain statuses to receive more information about the status.

If an error occurred, the error is also recorded for the target device in the Deployable Devices panel. You can click the target device in the Deployable Devices panel to receive more information about the error.

10.4.3 Deploying to a Non-Discovered Device

If a target device has not been added to your ZENworks database through a discovery task, you can select the device while you are creating the deployment task. The following sections explain how to create the deployment task depending on whether you want to identify the target device by its IP address/hostname, from a CSV file, or from an LDAP directory.

- 1 In ZENworks Control Center, click the *Deployment* tab.
- 2 In the Deployment Tasks panel, click *New* to launch the Deploy Device Wizard.

Deploy Device Wizard

Step 1: Enter Deployment Task Name

Name: *


Description:

* Fields marked with an asterisk are required.

3 Complete the wizard by using information from the following table to fill in the fields.


Wizard Page	Details
Enter Deployment Task page	Specify a name for the task. The name cannot include any of the following invalid characters: / \ * ? : " ' < > ` % ~
Select Devices page	<p>Allows you to identify the devices to which you want to deploy the ZENworks Adaptive Agent.</p> <p>Click <i>Add</i> to display the Discovered Device Browser dialog box.</p>
Discovered Device Browser dialog box > <i>Source</i> > <i>IP Address</i>	<ol style="list-style-type: none"> 1. In the <i>Source</i> list, select <i>IP Address</i>. 2. Fill in the <i>IP Address Range/Host Name</i> field. <p style="margin-left: 20px;">The address can use any of the following formats:</p> <p style="margin-left: 20px;">xxx.xxx.xxx.xxx: Standard dotted-decimal notation for a single address. For example, 123.45.167.100.</p> <p style="margin-left: 20px;">xxx.xxx.xxx.xxx - xxx.xxx.xxx.xxx: Standard dotted-decimal notation for a range of addresses. For example, 123.45.167.100 - 123.45.167.125.</p> <p style="margin-left: 20px;">xxx.xxx.xxx.xxx/n: Standard CIDR (Classless Inter-Domain Routing) notation. For example, 123.45.167.100/24 matches all IP addresses that start with 123.45.167.</p> <p style="margin-left: 20px;">hostname: Standard device hostname. For example, workstation1.</p> 3. To add the device to the <i>Selected Devices</i> list, click <i>Add</i>. 4. When you are finished selecting devices, click <i>OK</i>.

Wizard Page	Details
Discovered Device Browser dialog box > <i>Source</i> > <i>Add New CSV File</i>	<ol style="list-style-type: none"> 1. In the <i>Source</i> list, select <i>Add New CSV File</i> to display the Add New Source dialog box. 2. Fill in the following fields: <ul style="list-style-type: none"> CSV File: Browse for and select the CSV file containing the devices to which you want to deploy the agent. DNS Name Column: Select the number of the column that contains the DNS name information. IP Address Column: Select the number of the column that contains the IP address information. If you want the IP address to be resolved from the DNS name rather than imported from the file, select the <i>Resolve IP from DNS name</i> option. OS Type Column: Select the number of the column that contains the operating system information. If you want to specify a default OS type rather than importing it from the file, select the <i>Use default OS for all selections</i> option, then select the default operating system in the <i>Default OS Type</i> field. 3. Click OK to display the devices in the source list. 4. Click ➡ to move a device to the <i>Selected Devices</i> list. 5. When you are finished selecting devices, click <i>OK</i>.
Discovered Device Browser dialog box > <i>Source</i> > existing user source	<ol style="list-style-type: none"> 1. In the <i>Source</i> list, select the existing user source. The root of the user source is displayed in the source list. 2. Browse the directory to find the desired device. 3. Click ➡ to move the device to the <i>Selected Devices</i> list. 4. When you are finished selecting devices, click <i>OK</i>.

Wizard Page	Details
Discovered Device Browser dialog box > <i>Source</i> > <i>Add New LDAP Source</i>	<ol style="list-style-type: none"> 1. In the <i>Source</i> list, select <i>Add New LDAP Source</i> to display the Add New Source dialog box. 2. Fill in the following fields: <ul style="list-style-type: none"> LDAP Source Name: Provide a name for the LDAP source. LDAP Server: Specify the IP address or DNS hostname of the LDAP server. LDAP Port/Use SSL: Defaults to the standard SSL port (636) or non-SSL port (389) depending on whether the <i>Use SSL</i> option is enabled or disabled. If your LDAP server is listening on a different port, select that port. LDAP Root Context: Establishes the point in the directory where you can begin to browse. If you don't specify a base DN, the directory's root container becomes the entry point. Save Credentials to Datastore: Unless you save the credentials (defined in the <i>Credentials</i> list), they are stored only in memory. Saved credentials are encrypted in the database for increased security. Credentials are cleared from memory when the ZENworks Server is restarted. If you want to permanently retain the credentials as part of the deployment task, you should save the credentials. Credentials: Click Add to enter a username and password that provides read-only access to the directory. The user can have more than read-only access, but read-only access is all that is required and recommended. <p>For Novell eDirectory access, use standard LDAP notation. For example:</p> <p>cn=admin_read_only,ou=users,o=mycompany</p> <p>For Microsoft Active Directory, use standard domain notation. For example:</p> <p>AdminReadOnly@mycompany.com</p> 3. Click <i>OK</i> to display the LDAP directory in the source list. 4. Browse the directory to find the desired device. 5. Click  to move the device to the <i>Selected Devices</i> list. 6. When you are finished selecting devices, click <i>OK</i>.
Enter Credentials page > <i>Save Credentials to DataStore</i> field	<p>The Enter Credentials page lets you provide the usernames and passwords required to deploy the Adaptive Agent to the devices included in the task.</p> <p>Unless you save the credentials, they are stored only in memory. Saved credentials are encrypted in the database for increased security.</p> <p>Credentials that are not saved are cleared from memory when the ZENworks Server is restarted. If you are creating a scheduled deployment task, you might want to save the credentials to ensure that they are still available when the deployment is performed.</p>

Wizard Page	Details
Enter Credentials page > <i>Credentials</i> field	<p>To add a credential:</p> <ol style="list-style-type: none"> 1. Click <i>Add</i> to display the Enter Credential Information dialog box. In the <i>Username</i> field, specify the appropriate username. <p>To deploy the Adaptive Agent, the ZENworks Server must be able to map a drive to the device's administrative share (ADMIN\$). This requires the following credentials:</p> <ul style="list-style-type: none"> ◆ If the device is a member of a domain: You can use a domain or local Administrator group credential. If you use the local credential, you must specify the username as <code>workstation_name\username</code> to distinguish it from domain credentials. ◆ If the device is not a member of a domain: You must use a local Administrator group credential. <ol style="list-style-type: none"> 2. Enter the user password in the <i>Password</i> and <i>Reenter Password</i> fields. 3. Click <i>OK</i> to save the credential. <p>Depending on your environment, one credential might not provide access to all of the devices where you want to deploy the Adaptive Agent. In this case, you need to add as many credentials as necessary to cover the devices included in the task. The ZENworks Server uses the first credential that works.</p>
Select Schedule page	<p>The Select Schedule page lets you choose whether you want the task to run as soon as it is created (the <i>Now</i> option) or if you want to schedule the task to run at a future date and time. If you select <i>Scheduled</i>, choose one of the following schedules:</p> <p>No Schedule: Indicates that no schedule has been set. The task does not run until a schedule is set or it is manually launched. This is useful if you want to create the task and come back to it later to establish the schedule or run it manually.</p> <p>Date Specific: Specifies one or more dates on which to run the task.</p> <p>Recurring: Identifies specific days each week, month, or a fixed interval on which to run the task.</p> <p>See Appendix B, "Schedules," on page 125 or click the <i>Help</i> button for more information about the schedules.</p>
Select Primary Server page > <i>Primary Server</i> field	<p>Select the ZENworks Server that you want to perform the deployment task.</p>

Wizard Page	Details
Select Windows Proxy page > <i>Override Zone Windows Proxy Settings</i> field	<p>Select this option if you want to override the Windows Proxy settings configured at the Management Zone in order to modify the settings of a task.</p> <p>A Windows Proxy is primarily used for Linux Primary Servers that cannot perform deployment tasks on Windows managed devices. However, you can also use a Windows Proxy for Windows Servers if you want to deploy devices in a different subnet than the Primary Server.</p> <p>In order to protect information, such as a deployment credential, that is passed between the ZENworks Server and the Windows Proxy, the connection between the ZENworks Server and the Windows Proxy is secured through SSL.</p>
Select Windows Proxy page > <i>Use > Windows Proxy for Windows Primary Server</i> field	<p>Select this option if you want to use a Windows Proxy instead of the Windows Primary Server to perform the deployment tasks.</p> <p>For deployment, you need to add File and Printer Sharing as an exception in the Windows Firewall configuration settings. By default, the scope of the exception applies only to a local subnet. If the target device is in a different subnet than the Primary Server from which the deployment is run, you also need to add the IP address of the Primary Server as an exception. However, if you use a Windows Proxy in the same subnet as a target device, you do not need to change the scope of the Windows Firewall exception.</p> <p>Windows Proxy: Select the managed Windows device (server or workstation) on which you want to perform deployment tasks on behalf of Linux Primary Servers or Windows Servers.</p> <p>Windows Proxy Timeout: Specify the number of seconds you want the ZENworks Server to wait for a response from the Windows Proxy. Any responses received after the specified timeout period are discarded.</p>
General Options page > <i>Deployment Package</i> field	<p>Depending upon the processor architecture of the managed device, select the deployment package to be used for installing ZENworks Adaptive Agent on the device.</p> <p>If you are not sure about the device's processor architecture, choose the package with target architecture as All, which applies to 32-bit and 64-bit platforms. If the selected package has been deleted from the Primary Server, then the default deployment package is deployed.</p>
General Options page > <i>Specify Agent Installation Folder</i> field	<p>Specify the directory on the managed device where you want to install ZENworks Adaptive Agent. By default, the agent is installed to the directory specified in the <code>%ZENWORKS_HOME%</code> system environmental variable or to the <code>%ProgramFiles%\novell\zenworks</code> directory if the variable is not set on the managed device.</p> <p>Ensure that the installation path does not contain spaces.</p> <hr/> <p>NOTE: If the directory you specify cannot be created, then the agent is installed in the default location.</p>

Wizard Page	Details
General Options page > <i>Reboot Option</i>	<p>After installation of the ZENworks Adaptive Agent, a device must reboot to make the Adaptive Agent functional. Do the following:</p> <ol style="list-style-type: none"> Select the desired reboot option. <ul style="list-style-type: none"> ◆ Immediate: To reboot immediately after installation of the Adaptive Agent, select <i>Immediate</i> to force the device ◆ Manual: To allow the user to manually reboot the device at his or her convenience, select <i>Manual</i>. ◆ Scheduled: To reboot the device at a specified time, select <i>Scheduled</i>. Fill in the schedule's fields. <ul style="list-style-type: none"> ◆ Start Date: Click  to display a calendar you can use to select a date for the event. ◆ Start Time: Specify the time at which the event must start. ◆ Use Coordinated Universal Time (UTC): The Start Time is converted to Universal Coordinated Time (UTC). Select this option to indicate that the Start Time you entered is already in Coordinated Universal Time and should not be converted. For example, suppose you are in the Eastern time zone. If you enter 10:00 a.m. and select this option, the Start Time is scheduled for 10:00 UTC. If you don't select this option, the Start Time is scheduled for 14:00 UTC because Eastern time is UTC - 4 hours. (Optional) Select the <i>Do Not Prompt for Reboot</i> option if you do not want the reboot prompt message to be displayed.
Add Registration Key page	<p>Select a registration key to use during the registration portion of the deployment process. A registration key provides information about the folders and groups to which a device is assigned during registration. Selecting a registration key is optional; if you don't select one, registration rules are used to determine the folder and group assignments. To deploy to servers or workstations, choose a server registration key or a workstation registration key respectively.</p> <p>For more information about registration keys and rules, see Chapter 9, "Registering Devices," on page 65.</p>
Pre/Post Deployment page	<p>Specify commands that you want to run before and after the Adaptive Agent is installed on a device. For example, you can execute operating system commands, run scripts, and launch executables.</p> <p>The commands are passed to the preagent as part of the deployment task package. The preagent executes the commands in the system space, so you must specify commands that do not require user interaction.</p> <p>For more information about predeployment and post-deployment commands, click the <i>Help</i> button.</p>

When you finish the wizard, the deployment task is added to the list in the Deployment Tasks panel. You can use the panel to manage current tasks and create new tasks for deploying the ZENworks Adaptive Agent to devices. The panel includes the following information for each task:

- ♦ **Name:** Displays the name given to the task. If *Credentials Cleared* is displayed below the task name, the credentials required to perform the task on the targeted devices have been cleared from the ZENworks Server’s memory and must be entered again. To avoid having credentials lost when they are cleared from memory, you must store them in the ZENworks database.
- ♦ **Schedule:** Displays the dates on which the task is scheduled to run.
- ♦ **Status:** Displays the following status information: *Scheduled, Pending, Installing, Registering, Inactive, Finished, or Error*. You can mouse over certain statuses to receive more information about the status.

If an error occurred, the error is also recorded for the target device in the Deployable Devices panel. You can click the target device in the Deployable Devices panel to receive more information about the error.

10.5 Manually Deploying the Agent

Rather than having a ZENworks Server deliver the Adaptive Agent to a device, you can manually download the Adaptive Agent deployment package from the server and install the agent.

- 1 Make sure the device meets the necessary requirements (see “[Managed Device Requirements](#)” in the *ZENworks 10 Asset Management Installation Guide*).
- 2 On the target device, open a Web browser to the following address:

`http://server:port/zenworks-setup`

Replace *server* with the DNS name or IP address of a ZENworks Server and replace the *port* only if the ZENworks Server is not using the default port (80 or 443).

The screenshot shows a web browser window with the Novell ZENworks logo and a navigation menu on the left. The main content area is titled "Welcome to the ZENworks download page" and contains a table of available packages. The table has four columns: Package Name, Target Architecture, Install Type, and Size. There are four rows of data, each representing a different package for x86 and x86_64 architectures, with network and standalone install types.

Package Name	Target Architecture	Install Type	Size
Default Agent (x86_Network)	x86 Architecture (32 bit)	Network (.NET required)	712 KB
Default Agent (x86_Complete)	x86 Architecture (32 bit)	Standalone	68694 KB
Default Agent (x86_64_Network)	x86_64 Architecture (64 bit)	Network (.NET required)	712 KB
Default Agent (x86_64_Complete)	x86_64 Architecture (64 bit)	Standalone	89422 KB

The Web browser displays a list of deployment packages. For each architecture (32-bit and 64-bit), there are two types of packages:

Network: The network package downloads and installs only the preagent to the target device; the preagent then downloads and installs the ZENworks Adaptive Agent from the ZENworks Server. The network package requires that Microsoft .NET is installed on the device prior to the deployment of the agent to the device.

Standalone: The standalone package downloads the preagent and Adaptive Agent to the target device; the preagent then installs the Adaptive Agent from the local device. The standalone package is useful when you need to install the ZENworks Adaptive Agent to a device that is currently disconnected from the network. You can save the package to removable media (CD, USB flash drive, and so on) and have the standalone device run the package from the media. The Adaptive Agent is installed to the device, but no registration or management occurs until the device connects to the network.

Custom: The package name, Default Agent, refers to the predefined deployment packages. The custom deployment packages created through *Deployment > Edit Deployment Package* appears with the name given during the creation of the package.

- 3 Click the name of the deployment package you want to use, then save the package to the device's local drive or run it from the ZENworks Server.
- 4 If you downloaded the package, launch the package on the device.
For information about options you can use with the package, see [“Package Options” on page 101](#).
- 5 Upon completion of the installation, a message is displayed asking whether to reboot. Select one of the following options:
 - ◆ Do nothing and auto-reboot occurs after 5 minutes.
 - ◆ Click *Cancel*. You need to reboot later.
 - ◆ Click *OK* to reboot immediately.

When the device reboots, it is registered in the Management Zone and the ZENworks icon is placed in the notification area (system tray).

In ZENworks Control Center, the device appears in the `\Servers` folder or `\Workstation` folder on the Devices page.

Package Options

You can use the options listed below when launching a deployment package from the command line. The syntax is:

```
package name option1 option2 ...
```

For example:

```
PreAgentPkg_Agent.exe -q -v -k regkey1
```

The command accepts the following options:

- x:** Do not reboot after installation. (for Windows only)
- q:** Suppress the reboot prompt. (for Windows only)
- d *target_path*:** Extract the files to the specified target path. The default target path is `c:\windows\novell\zenworks\stage`.
- h:** Display help information.
- k:** The registration key used to register the device in the management zone.
- l:** List the contents of the package only. Do not extract the package and run the installation.
- n:** Extract the package but do not run the installation.

-v: Turn on verbose screen logging.

-U: Force uninstall of older ZENworks Desktop Management Agent.

In addition to the options listed above, there are two additional BUILDTIME options (*-f file* and *-o output_file*) that are used when building packages. These options should only be used under the direction of Novell Technical Services.

10.6 Uninstalling the Agent

For information on how to uninstall the ZENworks Adaptive Agent, see “[Uninstalling a Windows Primary Server, Satellite, or Managed Device](#)” in the *ZENworks 10 Asset Management Installation Guide*.

Deploying the ZENworks Adaptive Agent to Linux Devices

11

ZENworks 10 Asset Management does not support management of Linux devices. However, you can use a Linux device as a ZENworks Satellite by installing the Linux Adaptive Agent package on the device and configuring the device as a Satellite.

A Satellite is a device that performs the roles that a ZENworks Primary Server normally performs. When you configure a Linux device as a Satellite, you specify which roles (Imaging, Collection, or Content) it performs.

Review the following sections:

- ◆ For information on how to install the ZENworks Adaptive Agent on a Linux Device, see [“Installing the ZENworks Adaptive Agent on Linux”](#) in the *ZENworks 10 Asset Management Installation Guide*.
- ◆ For information on how to uninstall the ZENworks Adaptive Agent from a Linux Satellite, see [“Uninstalling ZENworks 10 Configuration Management SP3 Linux Satellite”](#) in the *ZENworks 10 Asset Management Installation Guide*.

Deploying the Inventory-Only Module

12

If a Windows device does not meet the requirements for deploying the Adaptive Agent, or if you want to inventory a Windows, Linux, NetWare, or Macintosh OS X device, you can deploy the Inventory-Only module. See “[System Requirements](#)” in the *ZENworks 10 Asset Management Installation Guide* for information about the platform versions on which the Inventory-Only module is supported.

The following sections provide instructions:

- ♦ [Section 12.1, “Downloading Module from the ZENworks Server,”](#) on page 105
- ♦ [Section 12.2, “Installing on Linux/UNIX,”](#) on page 106
- ♦ [Section 12.3, “Installing on NetWare,”](#) on page 107
- ♦ [Section 12.4, “Installing on Windows,”](#) on page 107
- ♦ [Section 12.5, “Installing on Macintosh OS X,”](#) on page 108
- ♦ [Section 12.6, “Uninstalling the Inventory-Only Module,”](#) on page 109
- ♦ [Section 12.7, “Re-registering Inventory-Only Devices,”](#) on page 109
- ♦ [Section 12.8, “Running Scannow on an Inventory-Only Device,”](#) on page 111

12.1 Downloading Module from the ZENworks Server

- 1 On the target device, open a Web browser to the following address:

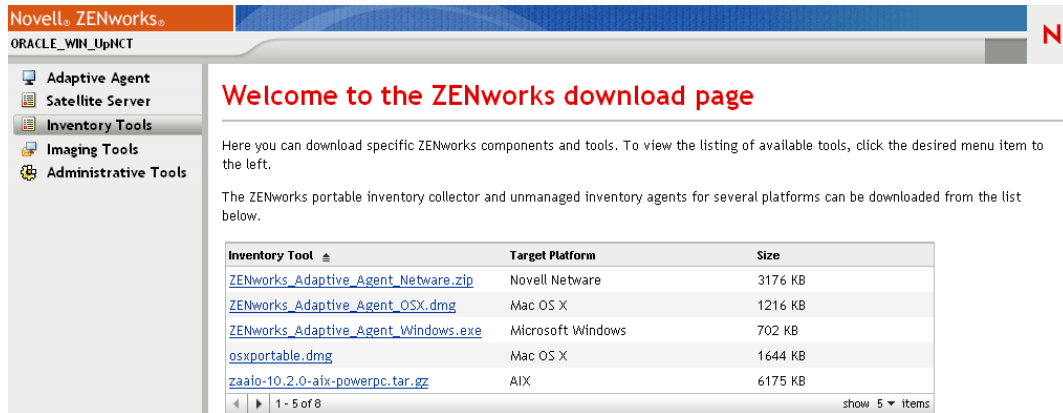
`http://server/zenworks-setup`

where *server* is the DNS name or IP address of the ZENworks Server.

If you are downloading the NetWare module, open the Web browser on a device from which you have file copy access to the NetWare server.

IMPORTANT: The Inventory-Only module uses the default port (80 or 443) and not the customized port configured on the ZENworks Server.

- 2 In the left navigation pane, click *Inventory Tools*.



The Inventory-Only Module for each platform is listed on the page:

Platform	Filename
Novell NetWare	ZENworks_Adaptive_Agent_Netware.zip
Mac OS X	ZENworks_Adaptive_Agent_OSX.dmg
Microsoft Windows	ZENworks_Adaptive_Agent_Windows.exe
AIX	zaaio-10.3.0-aix-powerpc.tar.gz
HP-UX	zaaio-10.3.0-hpux.-parisc.tar.gz
Linux	zaaio-10.3.0-linux-x86.tar.gz
Solaris	zaaio-10.3.0-sunos-sparc.tar.gz

- 3 Click the filename for the desired platform and download the file.
- 4 Skip to one of the following sections to continue with installation of the module:
 - ♦ [Section 12.2, “Installing on Linux/UNIX,” on page 106](#)
 - ♦ [Section 12.3, “Installing on NetWare,” on page 107](#)
 - ♦ [Section 12.4, “Installing on Windows,” on page 107](#)
 - ♦ [Section 12.5, “Installing on Macintosh OS X,” on page 108](#)

12.2 Installing on Linux/UNIX

- 1 Log in as a user with installation rights on the device.
- 2 Make sure you have downloaded the correct Inventory-Only module package to the target device. If you haven't, see [Section 12.1, “Downloading Module from the ZENworks Server,” on page 105](#).
- 3 Create a temporary directory to unpack the installation files in. Do not use `/tmp` as the temporary installation directory; it interferes with the package installation. You can, however, create a separate directory under `/tmp`, such as `/tmp/zaaio`.
- 4 Move the downloaded package to the directory created in [Step 3](#).
- 5 At a command prompt, change to the location of the Inventory-Only module package file.

- 6 Unpack the Inventory-Only module package by running the following command, using the Linux package as an example, from the directory in which the package is located:

```
tar -zxvf zaaio-10.3.0-linux-x86.tar.gz
```

- 7 Using the Linux package as an example, install the Inventory-Only module by running the following command from the directory in which the file is located:

```
./zenumia-install.sh -s <server>
```

where *server* is the DNS name or IP address of the ZENworks Server.

If the Inventory-Only agent has a non-default port, add the default port number after the DNS name or IP address of a ZENworks server, by running the following command:

```
./zenumia-install.sh -s <server> <default port number>
```

where *server* is the DNS name or IP address of a ZENworks server and the default port number is either 80 or 443.

The installation program requires no user interaction. When it is finished, the Inventory-Only module is started and the device is added to the Inventoried devices page in ZENworks Control Center (*Devices* tab > *Inventoried* tab > *Workstations* or *Servers* folder).

- 8 Delete the directory created in [Step 3](#) and its contents.

12.3 Installing on NetWare

- 1 Make sure you have downloaded `ZENworks_Adaptive_Agent_Netware.zip` to a device that has access to the target NetWare server. If you haven't, see [Section 12.1, "Downloading Module from the ZENworks Server,"](#) on page 105.
- 2 Extract `ZENworks_Adaptive_Agent_Netware.zip` to `sys:\temp\zen_aa` on the target NetWare server.
- 3 Enter the following command at the NetWare console to start the install:

```
sys:\temp\zen_aa\install ZENworks_Server_IP_Address
```

For example:

```
sys:\temp\zen_aa\install 1.1.1.1
```

The Inventory-Only module files are copied to `sys:\zenworks\zaa` and `zenaa.nlm` is loaded.

If `zenaa.nlm` is not loaded, enter the following command:

```
load zenaa
```

The device is added to the Inventoried devices page in ZENworks Control Center (*Devices* tab > *Inventoried* tab > *Servers* folder).

12.4 Installing on Windows

- 1 Make sure you've downloaded `ZENworks_Adaptive_Agent_Windows.exe` to the target Windows device. If you haven't, see [Section 12.1, "Downloading Module from the ZENworks Server,"](#) on page 105.
- 2 Make sure the location of `msiexec.exe` on the target machine is in the path variable of the target machine.

- 3 At a command prompt, run `ZENworks_Adaptive_Agent_Windows.exe` to launch the installation program.

The installation program requires no user interaction. When it is finished, the Inventory-Only module is started and the device is added to the Inventoried devices page in ZENworks Control Center (*Devices* tab > *Inventoried* tab > *Workstations* or *Servers* folder).

12.5 Installing on Macintosh OS X

- 1 Make sure you have downloaded the `ZENworks_Adaptive_Agent_OSX.dmg` disk image to the target Macintosh device.

For more information on how to download the `ZENworks_Adaptive_Agent_OSX.dmg` disk image, see [Section 12.1, “Downloading Module from the ZENworks Server,”](#) on page 105.

- 2 Double-click the `ZENworks_Adaptive_Agent_OSX.dmg` folder.
- 3 Double-click the `ZENworks_Adaptive_Agent_OSX` set-up file to launch the installation package.
- 4 If a message appears indicating that a program needs to run to determine whether the package can be installed, click *Continue* to access the Select Destination page.
- 5 Select a destination volume, then click *Continue* to display the Installation Type page.
- 6 Click *Install*.
- 7 When you are prompted to authenticate, enter the username and password for the target device, then click *OK*.

The installation begins. The `servername.txt` file opens in the text edit window, and you are prompted to enter the name of the ZENworks Server.

NOTE: If the `servername.txt` file does not open, continue with [Step 10](#), then follow the instructions provided in [Section 12.5.1, “Editing the Inventory Configuration File and Refreshing the zenumia Process,”](#) on page 108.

- 8 In the text edit window, specify the IP address or DNS name of the ZENworks Server you want the device to communicate with.
- 9 Save the file and close the window.
- 10 When the installation is complete, click *Close*.

The Inventory-Only module is started, and the device is added to the Inventoried Devices page in ZENworks Control Center (*Devices* tab > *Inventoried* tab > *Workstations* folder).

12.5.1 Editing the Inventory Configuration File and Refreshing the zenumia Process

- 1 Locate `uiaconfig.xml` from the path `/usr/local/novell/zenworks/umia/` in the inventory config file.
- 2 Stop the zenumia service by using the `systemstarter stop zenumia` command.
- 3 Replace `col.lec.ser.ver` with the Primary Server IP address in the following line:
`server>col.lec.ser.ver</server>`, for example, `<server>192.160.28.34</server>`

- 4 Save and close the inventory config file.
- 5 Restart the zenumia service by using the `systemstarter start zenumia` command.

12.6 Uninstalling the Inventory-Only Module

To uninstall the Inventory-Only module for the supported platforms, use the following instructions:

Linux or UNIX

- 1 Go to the `/opt/novell/zenworks/umia` directory.
- 2 Execute the `./zenumia-uninstall.sh` uninstall command.

NetWare

- 1 Log in to ZENworks Control Center.
- 2 Click *Devices > Inventoried*.
- 3 Select either *Servers* or *Workstations* as the type of device.
- 4 Select the Inventory-Only device to uninstall, then click *Delete*.

Windows

- 1 From the Windows Start menu, select *Settings > Control Panel > Add or Remove Programs*.
- 2 Select ZENworks Adaptive Agent, then click *Remove*.

Macintosh OS X

- 1 Go to the `cd /usr/local/novell/zenworks/umia/` directory.
- 2 Execute the `./zenumia-remove.sh` uninstall command.

NOTE: To uninstall the Inventory-Only module by using ZENworks Control Center, go to ZENworks Control Center and manually delete the object.

12.7 Re-registering Inventory-Only Devices

There are two options you can use for re-registering Inventory-Only devices.

- ♦ [Section 12.7.1, “Re-registering Inventory-Only Devices for All Platforms,” on page 109](#)
- ♦ [Section 12.7.2, “Re-registering Inventory-Only Devices for Individual Platforms,” on page 110](#)

12.7.1 Re-registering Inventory-Only Devices for All Platforms

This procedure is common to re-register the Inventory-Only devices for all the supported platforms.

- 1 Uninstall the existing agent from the device by following the instructions provided for the selected platform in [Section 12.6, “Uninstalling the Inventory-Only Module,” on page 109](#).
- 2 Download the executable agent from the latest module on the ZENworks Server.
For more information, see [Section 12.1, “Downloading Module from the ZENworks Server,” on page 105](#).

12.7.2 Re-registering Inventory-Only Devices for Individual Platforms

This procedure can be used for re-registering Inventory-Only devices for the specified platforms.

Linux or UNIX

- 1 Go to the `/opt/novell/zenworks/umia` directory.
- 2 Stop the service by using the `"/etc/init.d/zenumia stop"` command.
- 3 Edit the `uiaconfig.xml` file.
- 4 Replace the existing Server IP address with the new ZENworks Server IP address.
- 5 Save and close the inventory config file.
- 6 Restart the service by using the `"/etc/init.d/zenumia start"` command.

Netware

- 1 Go to the `sys:\ZENworks\zaa` directory.
- 2 To stop the service, unload the `zenaa` module by using the `unload zenaa` command.
- 3 Edit the `uiaconfig.xml` file.
- 4 Replace the existing Server IP address with the new ZENworks Server IP address.
- 5 Save and close the inventory config file.
- 6 To restart the service, load the `zenaa` module by using the `load zenaa` command.

Windows

- 1 Go to the `C:\Program Files\Novell\ZENworks\bin` directory.
- 2 In the service manager, stop the Novell ZENworks Adaptive Agent Service.
- 3 Edit the `uiaconfig.xml` file.
- 4 Replace the existing Server IP address with the new ZENworks Server IP address.
- 5 Save and close the inventory config file.
- 6 (Conditional) If necessary modify the register key `HKLM\Software\Novell\ZAM` to change the default values for server, port, and secure port.

By default, the server is the DNS name or IP address of the ZENworks Server and the default numbers for the port and secure port are 80 and 443.
- 7 To restart the service in the service manager, start Novell ZENworks Adaptive Agent Service.

Macintosh OS X

- 1 Go to the `cd /usr/local/novell/zenworks/umia/` directory.
- 2 Stop the `zenumia` service by using the `systemstarter stop zenumia` command.
- 3 Edit the `uiaconfig.xml` file.
- 4 Replace the existing Server IP address with the new ZENworks Server IP address.
- 5 Save and close the inventory config file.
- 6 Restart the `zenumia` service by using the `systemstarter start zenumia` command..

12.8 Running Scannow on an Inventory-Only Device

To run a scan on an Inventory-Only device, follow the steps provided for the supported platforms:

Linux or UNIX

- 1 At the command prompt, execute the `"/etc/init.d/zenumia stop"` command.
- 2 Go to the umia directory by using the `cd "/opt/novell/zenworks/umia"` command.
- 3 Enter the `"/. /zenumia scannow &"` command.

NetWare

- 1 To stop the service, unload the zena module by using the `unload zena` command.
- 2 In the system console, go to the `sys:\ZENworks\zaa\bin` directory.
- 3 Execute the `zennwscan.nlm` module.

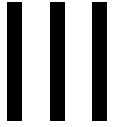
Windows

- 1 In the service manager, stop the Novell ZENworks Adaptive Agent Service.
- 2 At the command prompt, go to the `cd "C:\Program Files\Novell\ZENworks\bin"` bin directory.
- 3 Enter the `zenumia scannow` command.

Macintosh OS X

- 1 At the command prompt, execute the `systemstarter stop zenumia` command.
- 2 Go to the umia directory by using the `cd "/usr/local/novell/zenworks/umia"` command.
- 3 Enter the `"/. /zenumia scannow"` command.

Device Removal and Retirement



The following sections provide information and instructions to help you delete or retire devices from your ZENworks system.

If you delete a server or workstation device, the selected device is removed from your ZENworks system.

Retiring a device is different from deleting a device. When you retire a device, its GUID is retained (as opposed to when you delete a device, which also deletes its GUID). As a result of retiring a device, all inventory information is retained and is assessable but all assignments are removed. A retired device is in a holding state until you unretire or delete the device. If you unretire the device in the future, its assignments are restored. You can retire both managed and inventoried devices.

- ♦ [Chapter 13, “Deleting Devices from Your ZENworks System,” on page 115](#)
- ♦ [Chapter 14, “Retiring or Unretiring Devices,” on page 117](#)

Deleting Devices from Your ZENworks System

13

If you delete a server or workstation device, the selected device is removed from your ZENworks system, its GUID is deleted, all inventory information is removed, and all assignments are removed.

- 1 In ZENworks Control Center, click the *Devices* tab.
- 2 Click the underlined link next to the *Servers* or *Workstations* folder to display the list of servers or workstations in your ZENworks system.
- 3 Select the check box in front of the server or workstation (you can select multiple devices).
- 4 Click *Delete*.

You cannot delete a ZENworks Primary Server from the *Devices* tab. If you select a Primary Server in [Step 3](#) and then click *Delete*, the following error message displays:

```
Error: The object "vm232w2k3ent" is a Primary Server and cannot be
deleted. To delete a Primary Server, go to Configuration, Server Hierarchy,
(select a Primary Server), Action, Delete ZENworks Server.
```

For more information about deleting a ZENworks Primary Server, see “[Deleting a ZENworks Primary Server](#)” in the *ZENworks 10 Asset Management System Administration Reference*.

Retiring or Unretiring Devices

14

If you retire a server or workstation device, the selected device is retired from your ZENworks Zone. Retiring a device is different from deleting a device. When you retire a device, its GUID is retained (as opposed to when you delete a device, which also deletes its GUID). As a result of retiring a device, all inventory information is retained and is assessable but all assignments are removed. A retired device is in a holding state until you unretire or delete the device. If you unretire the device in the future, its assignments are restored. You can retire both managed and inventoried devices.

To retire or unretire a device, you must have Device Modify rights. For more information, see “[Managing Administrator Rights](#)” in the *ZENworks 10 Asset Management System Administration Reference*.

To retire or unretire a managed device:

- 1 In ZENworks Control Center, click the *Devices* tab.
- 2 Click the underlined link next to the *Servers* or *Workstations* folder to display the list of servers or workstations in your ZENworks system.

Figure 14-1 *Devices panel showing list of servers.*

Status	Name	Type	Operating System	Last Contact	Retired
<input type="checkbox"/>	Windows 2000 Servers	Dynamic Server Group			
<input type="checkbox"/>	Windows Server 2003	Dynamic Server Group			
<input type="checkbox"/>	Windows Server 2008	Dynamic Server Group			
<input checked="" type="checkbox"/>	zencdoc1b	Server	win2003-se-sp2-x86	3:41 AM	


- 3 Select the check box in front of the server or workstation (you can select multiple devices).

Before you can retire a ZENworks Primary Server, you must first demote it. For more information, see “[Changing the Parent-Child Relationships of Primary Servers](#)” in the *ZENworks 10 Asset Management System Administration Reference*.

- 4 Click *Action* > *Retire Device* to retire the device upon its next refresh.

or

Click *Action* > *Unretire* to unretire the device upon its next refresh.

The  icon displays in the *Status* column in the *Servers* or *Workstations* list for retired devices. You can mouse over the time to see the full date and time.

NOTE: To retire a device immediately, select the check box in front of the servers or workstations, then click *Quick Tasks* > *Retire Device Now*.

To unretire a device immediately, select the check box in front of the servers or workstations, then click *Quick Tasks* > *Unretire Device Now*.

To retire or unretire an inventoried device:

- 1 In ZENworks Control Center, click *Devices > Inventoried*.
- 2 Click the underlined link next to the *Servers* or *Workstations* folder to display the list of servers or workstations in your ZENworks system.

Figure 14-2 *Devices panel showing list of inventoried devices.*

[Inventoried Devices](#) > [Workstations](#)

Workstations			
New Edit Delete Action			
<input type="checkbox"/> Name	Operating System	Type	Retired
<input type="checkbox"/> ZENDOCWKS2	winxp-pro-sp2-x86	Workstation	

1 - 1 of 1 show 10 items

- 3 Select the check box in front of the server or workstation you want to retire or unretire (you can select multiple devices).
- 4 Click *Action > Retire Device*.
or
Click *Action > Unretire Device*.

The icon displays in the *Status* column in the *Servers* or *Workstations* list for retired devices. You can mouse over the time to see the full date and time.

You can search for all retired devices in your ZENworks system.

To search for retired servers and workstations:

- 1 In ZENworks Control Center, click the *Devices* tab.
- 2 (Conditional) To search for both retired servers and workstations, skip to [Step 3](#).
or
To search for only retired servers, click the underlined link next to the *Servers* folder to display the list of servers.
or
To search for only retired workstations, click the underlined link next to the *Workstations* folder to display the list of workstations.
- 3 In the Search box, select *Retired* from the *Device State* drop-down list.

Figure 14-3 Search box with Retired selected.

The image shows a search window titled "Search" with a magnifying glass icon and a double arrow icon. Below the title bar is a link for "Advanced Search". The search criteria are as follows:

- Name:** An empty text input field.
- Type:** A dropdown menu with "All Types" selected.
- Server Type:** A dropdown menu with "Any" selected.
- Operating System:** A dropdown menu with "Any" selected.
- Message Status:** A dropdown menu with "Any" selected.
- Compliance Status:** A dropdown menu with "Any" selected.
- Device State:** A dropdown menu with "Any" selected. The dropdown is open, showing a list of options: "Any", "Lost", "Normal", and "Retired". The "Retired" option is highlighted with a blue background.

4 Click *Search*.

Appendixes

IV

- ◆ [Appendix A, “Viewing the Predefined Reports,” on page 123](#)
- ◆ [Appendix B, “Schedules,” on page 125](#)
- ◆ [Appendix C, “Configuring NMAP for ZENworks,” on page 129](#)
- ◆ [Appendix D, “Troubleshooting Discovery, Deployment, and Retirement,” on page 131](#)

Viewing the Predefined Reports



You must have installed ZENworks Reporting Server to view the predefined reports. For more information on how to install ZENworks Reporting Server, see the [ZENworks 10 Asset Management Reporting Server Installation Guide](#).

To view the predefined reports for discovered devices and ZENworks Systems:

- 1 In ZENworks Control Center, click the *Reports* tab.
- 2 In the ZENworks Reporting Server Reporting panel, click *ZENworks Reporting Server InfoView* to launch the ZENworks Reporting Server InfoView.
- 3 Navigate to the *Novell ZENworks Reports > Predefined Reports* folder and expand the list.
- 4 Click *Discovered Devices*.

The following predefined reports are included for discover devices:

- ♦ **CISCO Routers:** Displays information on the discovered Cisco routers.
- ♦ **Deployable Devices:** Displays all the discovered devices that have been identified as types to which you can deploy the ZENworks Adaptive Agent.
- ♦ **Device Listing:** Displays the discovered, inventoried, and managed devices in the Management Zone. This report is included in the *ZENworks System* folder (*Novell ZENworks Reports > Predefined Reports* folder).
- ♦ **Managed Devices by ZENworks Management Zone:** Displays all the discovered devices that have the ZENworks Adaptive Agent installed on them. It also displays the Management Zone information of all the discovered devices.
- ♦ **Non-Compliant Devices:** Displays the number of non-compliant devices that are present in a zone.
- ♦ **Page Count by Printer:** Displays the discovered printers and the number of pages printed by each printer.
- ♦ **Printer Alerts:** Displays printer alerts and the alerting units of the discovered printers.
- ♦ **Printer Supply Levels:** Displays the supply levels for units, including toner, waste toner, and fuser of the discovered printers.
- ♦ **Unmanaged Servers:** Displays all the discovered devices that have been identified as servers to which you can deploy the ZENworks Adaptive Agent.
- ♦ **Unmanaged Workstations:** Displays all the discovered devices that have been identified as workstations to which you can deploy the ZENworks Adaptive Agent.

For more information on creating and managing reports, see the [ZENworks 10 Asset Management System Reporting Reference](#) documentation.

Schedules

B

The following schedules are available for discovery and deployment tasks:

- ♦ [Section B.1, “Now,” on page 125](#)
- ♦ [Section B.2, “No Schedule,” on page 125](#)
- ♦ [Section B.3, “Date Specific,” on page 125](#)
- ♦ [Section B.4, “Recurring,” on page 126](#)

B.1 Now

Runs the task immediately after completing the task wizard.


B.2 No Schedule

Indicates that no schedule has been set. The task does not run until a schedule is set or it is manually launched. This is useful if you want to create the task and come back to it later to establish the schedule or run it manually.

B.3 Date Specific

The *Date Specific* scheduling option lets you specify one or more dates on which to run the task.

B.3.1 Start Dates

Click  to display a calendar you can use to select a date for the task. You can add multiple dates one at a time.

B.3.2 Run Event Every Year

Select this option to run the task every year on the dates shown in the *Start Date(s)* list.

B.3.3 Select When Schedule Execution Should Start

Select one of the following options:

- ♦ **Start Immediately at Start Time:** Starts the task at the time you specify in the *Start Time* field.
- ♦ **Start at a Random Time between Start Time and End Time:** Starts the task at a randomly selected time between the time you specify in the *Start Time* and *End Time* fields. You can use this option to avoid possible network overload from concurrently scheduled tasks.

B.3.4 Use Coordinated Universal Time (UTC)

The Start Time is converted to Universal Coordinated Time (UTC). Select this option to indicate that the Start Time you entered is already in Coordinated Universal Time and should not be converted. For example, suppose you are in the Eastern time zone. If you enter 10:00 a.m. and select this option, the Start Time is scheduled for 10:00 UTC. If you don't select this option, the Start Time is scheduled for 14:00 UTC because Eastern time is UTC - 4 hours.

B.4 Recurring

The *Recurring* scheduling option lets you repeat the task at a specified interval.

B.4.1 Days of the Week

This schedule lets you specify the days during the week that you want the event to run. The event is run on these same days each week.


Select *Days of the Week*, then fill in the following fields:

- ♦ **Sun ... Sat:** Specifies the days of the week you want to run the event.
- ♦ **Start Time:** Specifies the time you want to run the event.
- ♦ **Use Coordinated Universal Time:** The Start Time is converted to Universal Coordinated Time (UTC). Select this option to indicate that the Start Time you entered is already in Coordinated Universal Time and should not be converted. For example, suppose you are in the Eastern time zone. If you enter 10:00 a.m. and select this option, the Start Time is scheduled for 10:00 UTC. If you don't select this option, the Start Time is scheduled for 14:00 UTC because Eastern time is UTC - 4 hours.
- ♦ **Start at a Random Time between Start Time and End Time:** Starts the event at a randomly selected time between the time you specify in the *Start Time* and *End Time* fields. You can use this option to avoid possible network overload from concurrently scheduled events.
- ♦ **Restrict Schedule Execution to the Following Date Range:** Limits running the event to the time period specified by the starting and ending dates.

B.4.2 Monthly

This schedule lets you specify one or more days during the month to run the event.

Select *Monthly*, then fill in the following fields:

- ♦ **Day of the Month:** Specifies the day of the month to run the event. Valid entries are 1 through 31. If you specify 29, 30, or 31 and a month does not have those days, the event does not run that month.
- ♦ **Last Day of the Month:** Runs the event on the last day of the month, regardless of its date (28, 30, or 31).
- ♦ **First Sunday:** Specifies a specific day of a week. For example, the first Monday or the third Tuesday. Click  to add multiple days.
- ♦ **Start Time:** Specifies the time you want to run the event.

- ♦ **Use Coordinated Universal Time:** The Start Time is converted to Universal Coordinated Time (UTC). Select this option to indicate that the Start Time you entered is already in Coordinated Universal Time and should not be converted. For example, suppose you are in the Eastern time zone. If you enter 10:00 a.m. and select this option, the Start Time is scheduled for 10:00 UTC. If you don't select this option, the Start Time is scheduled for 14:00 UTC because Eastern time is UTC - 4 hours.
- ♦ **Start at a Random Time between Start Time and End Time:** Starts the event at a randomly selected time between the time you specify in the Start Time and End Time boxes. You can use this option to avoid possible network overload from concurrently scheduled events.
- ♦ **Restrict Schedule Execution to the Following Date Range:** Limits running of the event to the time period specified by the starting and ending dates.

B.4.3 Fixed Interval

This schedule lets you specify an interval between days to run the event. For example, you can run the event every 14 days.

Select *Fixed Interval*, then fill in the following fields:

- ♦ **Months, Weeks, Days, Hours, Minutes:** Specifies the interval between times when the event is run. You can use any combination of months, weeks, days, hours, and minutes. For example, both *7 days, 8 hours* and *1 week, 8 hours* provide the same schedule.
- ♦ **Start Date:** Specifies the initial start date for the interval.
- ♦ **Start Time:** Specifies the initial start time for the interval.
- ♦ **Use Coordinated Universal Time:** The Start Time is converted to Universal Coordinated Time (UTC). Select this option to indicate that the Start Time you entered is already in Coordinated Universal Time and should not be converted. For example, suppose you are in the Eastern time zone. If you enter 10:00 a.m. and select this option, the Start Time is scheduled for 10:00 UTC. If you don't select this option, the Start Time is scheduled for 14:00 UTC because Eastern time is UTC - 4 hours.
- ♦ **Restrict Schedule Execution to the Following Date Range:** Limits running of the event to the time period specified by the start date, end date, and end time.

Configuring NMAP for ZENworks



The following sections lets you know how to configure NMAP for ZENworks:

- ♦ [“Configuring NMAP for ZENworks on Linux” on page 129](#)
- ♦ [“Configuring NMAP for ZENworks on Windows” on page 129](#)

Configuring NMAP for ZENworks on Linux

Network discovery is done by the ZENloader module, which runs with `zenworks` as the username, and the `nmap` command with the `-O` option. However, the `nmap` command needs `root` privileges to successfully execute. Consequently, the NMAP discovery fails when it runs with the `zenworks` username. You should not run ZENloader with the `root` username. To resolve this issue, the `zenworks` user must be enabled to run NMAP for discovery with `root` privilege by configuring NMAP for ZENworks.

To configure NMAP for ZENworks, do the following on the Linux Primary Server:

- 1 Log in as `root`.
- 2 Enter the `visudo` command to open the `sudo` user configuration file in the `vi` editor.

TIP: When you open the `sudo` configuration file in the `vi` editor, the editor also validates the file to ensure that correct syntax is used.

- 3 Comment the following lines by typing `#` at the beginning of the lines:

```
Defaults targetpw      # ask for the password of the target user i.e. root
ALL ALL=(ALL) ALL # WARNING! Only use this together with 'Defaults
targetpw'!
```

- 4 Add `zenworks ALL=(ALL) NOPASSWD:/usr/bin/nmap` after the following lines:

```
# User privilege specification
root    ALL=(ALL) ALL
```

- 5 Save your changes and exit the editor.

Configuring NMAP for ZENworks on Windows

On a Windows Primary Server, the NMAP (`nmap.exe`) is installed in the `%ProgramFiles%\nmap` directory and added to the `PATH` variable of the user who installs it. While installing NMAP, `PATH` variable is added only to the user variable. You have to manually add it to system environment variable.

You must append the location of the NMAP installation directory (`%ProgramFiles%\nmap`) to the system environment variable `PATH` of Windows.

Troubleshooting Discovery, Deployment, and Retirement

D

The following sections provide solutions to the problems you might encounter while discovering devices, deploying the Adaptive Agent to devices, and retiring devices:

- ♦ “An error occurs while installing the ZENworks Adaptive Agent through a deployment task” on page 131
- ♦ “Manual installation of the ZENworks Adaptive Agent hangs with the status as starting” on page 132
- ♦ “NMAP discovery does not run from a Windows Primary Server that has NMAP installed” on page 132
- ♦ “An IP address is listed as Unknown by the NMAP discovery if it is a member of DNS and has not been assigned to a device” on page 133
- ♦ “How do I enable debug logging?” on page 133
- ♦ “Where do I find the PreAgent log files?” on page 133
- ♦ “Refreshing the Deployment page causes the discovery tasks to be repeated” on page 133
- ♦ “Orphaned and deleted files are not cleaned up from a deployment task that uses a proxy” on page 134
- ♦ “Discovery task remains in a pending state if it has a large IP address range” on page 134
- ♦ “ZENworks Adaptive Agent might crash if the managed device does not have the latest .NET Framework patches” on page 135
- ♦ “ZENworks-related files might be reported as malicious software during the ZENworks Adaptive Agent installation” on page 135
- ♦ “The device that has the ZENworks Adaptive Agent installed is not registered in the Management Zone” on page 136
- ♦ “The SNMP discovery does not discover SLES 11 devices” on page 136

An error occurs while installing the ZENworks Adaptive Agent through a deployment task

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Explanation: If the ZENworks Adaptive Agent is installed through a deployment task on a managed device that has .NET Framework 2.0 installed, you might encounter the following error message:


```
An unhandled exception (System.Security.SecurityException)
occurred in
micasad.exe.
Additional Information: Ecall methods must be packaged into a
system module.
```

Action: On the managed device, uninstall .NET Framework 2.0 and reinstall it. For more information on how to uninstall .NET Framework 2.0 and reinstall it, see the [Microsoft .NET Framework 2.0 Solution Center Web site \(http://support.microsoft.com/ph/8291\)](http://support.microsoft.com/ph/8291).

Manual installation of the ZENworks Adaptive Agent hangs with the status as starting

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Explanation: The manual installation of ZENworks Adaptive Agent abruptly stops on the managed device after the MSI packages are downloaded. Following are the symptoms:

- ◆ The  icon displays the installation status as “Starting...” for a considerable amount of time.
- ◆ The status of Novell ZENworks PreAgent service is not *Started* in the Windows Service Control Manager.
- ◆ The
`%SystemRoot%\novell\zenworks\bin\zenpreagent.installerr`
file contains the following error message:

Exception during start: Cannot start service ZENPreAgent on computer.

Possible Cause: The Novell ZENworks PreAgent service was terminated by the Windows Service Manager because it failed to respond to the start request in a timely fashion. This issue is likely to occur if the device is slow and heavily loaded.

Action: Do the following:

- 1 Start the Novell ZENworks PreAgent service:
 - 1a From the Windows desktop Start menu, click *Settings > Control Panel*.
 - 1b Double-click *Administrative Tools > Services*.
 - 1c Start the Novell ZENworks PreAgent service.

This automatically resumes the ZENworks Adaptive Agent installation.
- 2 (Conditional) If the problem persists, do the following:
 - 2a Kill the `zenpreagent.exe` and `zpa_iface.exe` processes.
 - 2b Start the ZENworks Adaptive Agent installation. For more information, see [Section 10.5, “Manually Deploying the Agent,” on page 100](#).

NMAP discovery does not run from a Windows Primary Server that has NMAP installed

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Possible Cause: On a Windows Primary Server, the NMAP (`nmap.exe`) is installed in the `%ProgramFiles%\nmap` directory and added to the PATH variable of the user who installs it. Consequently, the ZENworks user is unable to locate `nmap.exe` by using the PATH variable.

Action: Append the location of the NMAP installation directory (`%ProgramFiles%\nmap`) to the system environment variable PATH of Windows.

An IP address is listed as Unknown by the NMAP discovery if it is a member of DNS and has not been assigned to a device

Source: ZENworks 10 Asset Management; Discovery and Deployment.

Explanation: If an IP address is a member of DNS and has not been assigned to a device, NMAP lists the IP address as *Unknown* in ZENworks Control Center (*Deployment > Deployable Devices*).

Possible Cause: NMAP does not retrieve the information about IP addresses that are members of DNS and have not been assigned to devices.

Action: None. You cannot configure a discovery task with NMAP discovery technology to ignore IP addresses that are members of DNS and have not been assigned.

If you do not want to discover these IP addresses, use other discovery technologies like WMI, WinAPI, MAC Address, ZENworks, SNMP, or SSH. For more information on creating a discovery task by using various technologies, see [Chapter 2, “Discovering Devices By Using IP Addresses,” on page 23](#).

How do I enable debug logging?

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Action: To enable the logs, see TID 3418069 in the [Novell Support Knowledgebase](http://support.novell.com/search/kb_index.jsp) (http://support.novell.com/search/kb_index.jsp).

Where do I find the PreAgent log files?

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Action: Following are the PreAgent log files located in `%SystemRoot%\novell\zenworks\bin\`

- `zenpreagent.installerr`
- `zenpreagent.installlog`
- `zenpreagent.installstate`
- `ZPA.status`
- `cmdline.txt` (The command line executed when the managed agent package was launched.)

After the PreAgent service is installed, all logging information is available in the system application event log.

Refreshing the Deployment page causes the discovery tasks to be repeated

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Possible Cause: It is normal for a Web browser to resend information in order to refresh a page. ZENworks auto-updates the data on a Deployment page every 5 seconds, so you should not need to refresh the Deployment page after running a discovery task. If you refresh the Deployment page in ZENworks Control Center after running a discovery task, you are asked to confirm the resend in order to refresh the page. If you do so, the discovery task runs again.

Action: Do not refresh the Deployment page after running a discovery task. Instead, exit the page and return to see any changes.

Orphaned and deleted files are not cleaned up from a deployment task that uses a proxy

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Explanation: Orphaned or to-be-deleted files from a pre-task or post-task action during a deployment task that uses a proxy are not cleaned up.

For example, if you run the deployment task from a Linux server through a Windows Proxy, there is a folder created in the `zenworks_installation_directory\novell\zenworks\bin_rfu_cache` directory on the Windows device that contains the pre-task or post-task command file. If you delete the task in ZENworks Control Center, the command file is left on the Windows Proxy device. However, all command files older than five days are removed when another deployment task is run by using the same Windows Proxy.

Action: To immediately delete the orphaned files from the `zenworks_installation_directory\novell\zenworks\bin_rfu_cache` directory, you must manually delete it.

Discovery task remains in a pending state if it has a large IP address range

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Explanation: If a discovery task has an IP address range with more than 50,000 devices, the task is not started. The status of the task remains as *Pending*. If any other discovery or loader task is running simultaneously, it might take a considerable time to complete.

Possible Cause: The ZENworks Loader has insufficient memory to run a task that has a large IP address range.

Action: Do the following:

- 1** Stop the discovery task that has a large IP address range:
 - 1a** In the Discovery Tasks panel, select the discovery task that has a large IP address range.
 - 1b** Click *Action > Abort Discovery Task*.
- 2** Create multiple tasks with the IP address ranges that have fewer than 50,000 devices.

3 (Conditional) If any other discovery or loader task takes a considerable time to complete, restart the ZENworks Loader.

- ♦ **On Windows:** Do the following:
 1. From the Windows desktop *Start* menu, click *Settings > Control Panel*.
 2. Double-click *Administrative Tools > Services*.
 3. Restart the *Novell ZENworks Loader Service*.
- ♦ **On Linux:** At the console prompt, enter `/etc/init.d/novell-zenloader restart`.

4 Restart the ZENworks Loader.

ZENworks Adaptive Agent might crash if the managed device does not have the latest .NET Framework patches

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Action: The ZENworks Adaptive Agent runs on Microsoft .NET Framework. For better performance and stability, you should upgrade to the latest support packs and patches of .NET 2.0 through Windows Automatic Updates or Patch Management.

.NET 2.0 SP1 is the latest version supported by Microsoft on Windows 2000, and .NET 2.0 SP2 is the latest version of .NET 2.0 supported by Microsoft on Windows XP, Windows Server* 2003, Windows Server 2008, and Windows Vista.

On Windows XP and Windows Server 2003, you can directly download and install .NET 2.0 SP2 or upgrade to .NET 3.5 SP1, which includes .NET 2.0 SP2. On Windows Vista and Windows Server 2008, you must upgrade to .NET 3.5 SP1 to get the .NET 2.0 SP2 update installed.

ZENworks-related files might be reported as malicious software during the ZENworks Adaptive Agent installation

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Explanation: During the ZENworks Adaptive Agent installation, some ZENworks related files might be reported as malicious software by anti-virus software. Consequently, the installation abruptly stops.

Possible Cause: The deployment packages (`PreAgentPkg_Agent.exe` and `PreAgentPkg_AgentComplete.exe`) contain another exe file (`ZENPreAgent.exe`). If an exe file is embedded in another exe file, it is considered as malicious software because this is the behavior of a trojan.

Action: Do the following on the managed device where you want to install the ZENworks Adaptive Agent:

- 1** Manually add `System_drive:\windows\novell\zenworks` to the Exclusion list of the anti-virus software installed on the managed device.
- 2** Install the ZENworks Adaptive Agent.

The device that has the ZENworks Adaptive Agent installed is not registered in the Management Zone

Source: ZENworks 10 Asset Management; Registration.

Possible Cause: The device has more than one DNS suffix configured.

Action: Do the following on the device that is not registered in the Management Zone:

- 1** Reconfigure the device with only one DNS suffix.
- 2** Manually register the device to the Management Zone.

For more information on how to manually register the device, see [Section 9.6, “Manually Registering a Device,” on page 79](#).

The SNMP discovery does not discover SLES 11 devices

Source: ZENworks 10 Asset Management; Discovery, Deployment, and Retirement.

Explanation: When you try to create a discovery task to discover SLES 11 devices by using a newly installed ZENworks Adaptive Agent as proxy, the operating system information for the SLES 11 device is reported as Other.

Possible Cause: The newly installed agent does not have the latest product recognition update (PRU) applied to it.

Action: Apply the latest PRU on the newly installed agent to enable the agent to act as a proxy to discover the SLES 11 devices.

For more information on how to apply the latest update, see “[Downloading Updates](#)” in the *ZENworks 10 Asset Management System Administration Reference*.