

What's New

ZENworks® 11 Support Pack 3

February 2014

Novell.



Legal Notices

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

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

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

Copyright © 2007-2014 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc.
1800 South Novell Place
Provo, UT 84606
U.S.A.
www.novell.com

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

Novell Trademarks

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

Third-Party Materials

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

Contents

About This Guide	5
1 What's New in ZENworks 11 SP3	7
1.1 New Platform Support	7
1.1.1 Primary Server and Managed Device Support	7
1.1.2 Administration Browser Support	8
1.2 Configuration Management	8
1.2.1 ZENworks Audit	8
1.2.2 Reboot-less Agent	8
1.2.3 Standalone Agent Updater	9
1.2.4 ZENworks Diagnostics and Probe	9
1.2.5 Migration from 32-bit Server to 64-bit Server	9
1.2.6 Remote Management	9
1.2.7 Rights-based Management	9
1.2.8 Imaging	10
1.2.9 Share and Subscribe Between Multiple Zones	10
1.3 Asset Inventory	10
1.4 Asset Management	11
1.5 Endpoint Security Management	12
1.6 Full Disk Encryption	12
1.7 Patch Management	12
1.8 ZENworks Reporting	13
1.9 Legal Notices	13

About This Guide

This *ZENworks 11 SP3 What's New Reference* provides information on the new features available in ZENworks 11 SP3:

- ◆ [Chapter 1, "What's New in ZENworks 11 SP3," on page 7](#)

Audience

This guide is intended for ZENworks users.

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.

Additional Documentation

ZENworks 11 SP3 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 11 SP3 documentation Web site \(http://www.novell.com/documentation/zenworks113\)](http://www.novell.com/documentation/zenworks113).

1 What's New in ZENworks 11 SP3

The following sections describe the new features and enhancements in Novell ZENworks 11 Support Pack 3:

- ◆ [Section 1.1, “New Platform Support,” on page 7](#)
- ◆ [Section 1.2, “Configuration Management,” on page 8](#)
- ◆ [Section 1.3, “Asset Inventory,” on page 10](#)
- ◆ [Section 1.4, “Asset Management,” on page 11](#)
- ◆ [Section 1.5, “Endpoint Security Management,” on page 12](#)
- ◆ [Section 1.6, “Full Disk Encryption,” on page 12](#)
- ◆ [Section 1.7, “Patch Management,” on page 12](#)
- ◆ [Section 1.8, “ZENworks Reporting,” on page 13](#)
- ◆ [Section 1.9, “Legal Notices,” on page 13](#)

1.1 New Platform Support

- ◆ [Section 1.1.1, “Primary Server and Managed Device Support,” on page 7](#)
- ◆ [Section 1.1.2, “Administration Browser Support,” on page 8](#)

1.1.1 Primary Server and Managed Device Support

The following platforms are now supported:

- ◆ Red Hat Enterprise Linux 5.8, 5.9, 6.3, and 6.4 x86_64
- ◆ Windows 2012 Server Standard x86_64
- ◆ Windows 2012 Server R2
- ◆ Windows 8 x86 and x86_64
- ◆ Macintosh 10.9.x (Mavericks) for Managed Device
- ◆ Open Enterprise Server 11 SP2 (OES 11 SP2) x86_64 for Managed Device

The following platforms are no longer supported:

- ◆ OES 2 and OES 11 are not supported as Primary Servers
- ◆ ZENworks Primary Servers are not supported on 32-bit Operating Systems.

For more information, see [“ZENworks 11 SP3 System Requirements.”](#)

1.1.2 Administration Browser Support

The following browser versions are supported:

- ♦ Firefox ESR version 17 and 24 and Firefox version 24.0 and 25.0 (including any patches) on Windows and Linux devices. Other versions of Firefox are not supported.
- ♦ Internet Explorer 8.0, 9.0, and 10.0

1.2 Configuration Management

- ♦ [Section 1.2.1, “ZENworks Audit,” on page 8](#)
- ♦ [Section 1.2.2, “Reboot-less Agent,” on page 8](#)
- ♦ [Section 1.2.3, “Standalone Agent Updater,” on page 9](#)
- ♦ [Section 1.2.4, “ZENworks Diagnostics and Probe,” on page 9](#)
- ♦ [Section 1.2.5, “Migration from 32-bit Server to 64-bit Server,” on page 9](#)
- ♦ [Section 1.2.6, “Remote Management,” on page 9](#)
- ♦ [Section 1.2.7, “Rights-based Management,” on page 9](#)
- ♦ [Section 1.2.8, “Imaging,” on page 10](#)
- ♦ [Section 1.2.9, “Share and Subscribe Between Multiple Zones,” on page 10](#)

1.2.1 ZENworks Audit

The Audit feature enables administrators to record various changes or actions that occur in the zone. The recorded information can be audited for compliance. It provides the ability to centrally monitor activities related to Primary Servers, Satellites and Managed Devices. You can view details of the ZENworks Audit events in the ZENworks Control Center Dashboard.

ZENworks Audit includes two types of audit events:

- ♦ **Change Audit Events:** These events capture any configuration changes made by the ZENworks administrators to the zone. For example, an event that records the activity of an administrator assigning a bundle to a device.
- ♦ **Agent Audit Events:** These events capture actions that occur on the ZENworks managed devices. They are also called Device Events. For example, an audit event that records the login activity by a ZENworks user on a managed device.

ZENworks Audit is also supported for events related to Patch Management, Endpoint Security and Full Disk Encryption. For more information, refer to the [ZENworks 11 SP3 Audit Management Reference](#).

1.2.2 Reboot-less Agent

When ZENworks 11 SP3 Adaptive Agent is installed or an existing managed device is updated to ZENworks 11 SP3, the administrator can select an option not to reboot the device after completing the installation. Additionally, the administrator can select to start the Adaptive Agent services on the managed device. If the services are selected to be started without a reboot, the adaptive agent works with limited functionality until a reboot is performed by user. For more information, refer to the Section [“Reboot-less Agent”](#) in the [ZENworks 11 SP3 Discovery, Deployment, and Retirement Reference](#).

1.2.3 Standalone Agent Updater

The Standalone Agent Updater is an independent executable to update Windows managed devices and Windows Satellite Servers. Even if the device is unable to connect to the server, it will be updated to the latest version of the agent. The executable can be generated from any ZENworks Primary Server in the zone by using the `zman system-update-create-package (sucp)` command for the update that is imported into the zone. For more information, refer to the section “[Standalone Agent Updater](#)” in the [ZENworks 11 SP3 System Updates Reference](#).

1.2.4 ZENworks Diagnostics and Probe

A new diagnostics dashboard and diagnostics tool is available for the ZENworks Primary Server. This allows the administrator to diagnose the state of Primary Servers. This uses the ZENworks Probe tool, an open source diagnostics toolkit, which is useful in monitoring and troubleshooting problems with Java processes. For more information, refer to the [ZENworks 11 SP3 Diagnostics and Probe Guide](#).

1.2.5 Migration from 32-bit Server to 64-bit Server

As ZENworks Primary Servers are not supported on 32-bit operating systems, it is necessary to migrate from 32-bit operating systems to 64-bit operating system. The new ZENworks Server Migration utility facilitates this migration. For more information, refer to the [ZENworks 11 SP3 Server Migration Guide](#).

1.2.6 Remote Management

The following new features have been introduced in Remote Management:

- ♦ **Join Proxy:** The Join Proxy role provides the ability to remotely manage devices across the Internet and behind NAT, when you are unable to reach the devices directly. You can promote any ZENworks 11 SP3 Windows or Linux managed device to the Join Proxy Satellite role and perform remote management operations on Windows managed devices that are in a private network. Before you can remote control a device through Join Proxy, you need to configure the Join Proxy role. You also need to configure Join Proxy Closest Server rules for the location and network environment. A managed device connects to the closest Join Proxy server configured for the location in which the managed device is located.
- ♦ **Identifying Remote Operator in an External Certificate Authority Environment:** In a zone that is configured with external certificate authority, when a remote management operation is launched from ZENworks Control Center to manage a Windows device, the remote operator will now be identified even without the availability of a key pair.

For more information, refer to the [ZENworks 11 SP3 Remote Management Reference](#).

1.2.7 Rights-based Management

In ZENworks Control Center, the improved rights-based management allows you to restrict objects that the non-super administrators can view. This is done through the View Leaf rights feature that allows or denies access to information within parent folders and sub folders. Users can see the contents of a folder (objects, groups) only if the View Leaf right is granted for the given context.

For more information, refer to the [ZENworks 11 SP3 ZENworks Control Center Reference](#).

1.2.8 Imaging

ZENworks Imaging has introduced the following:

- ◆ Support for UEFI 2.3.1 or higher
- ◆ Ability to create a bootable USB flash drive for booting either BIOS or UEFI firmware to perform Imaging operations
- ◆ Third-Party Scripted Imaging

For more information, refer to the [ZENworks 11 SP3 Preboot Services and Imaging Reference](#).

1.2.9 Share and Subscribe Between Multiple Zones

The Share and Subscribe feature provides the ability to share assignable content objects like bundles and policies across multiple ZENworks zones. The Share and Subscribe feature includes the following zones:

Sharing or Publisher Zone: The Sharing or Publisher zone shares its content with other zones. This zone validates and accepts the subscription created by the Subscriber zone and the Sharing zone administrator shares several bundles or policies with the Subscriber zone

Subscriber Zone: The Subscriber zone subscribes to the Sharing or Publisher zone and replicates the shared content. The ZENworks subscription is created using the subscription key and the sharing server details provided by the Sharing zone administrator.

The Subscriber zone administrators have the option to select and replicate only those shared objects that are important in their zone. After replication, if any of these objects are using any zone-specific variables or values, the Subscriber zone's administrator has the option to review them and map them to a value more suited for their zone. Also, the Subscriber zone has the option to configure a regularly scheduled subscription. For more information, refer to the [ZENworks 11 SP3 Subscribe and Share Reference](#).

1.3 Asset Inventory

The following new features have been introduced in Asset Inventory:

- ◆ **Adding Hardware to Inventory Reports:** Asset Inventory allows you to scan and collect hardware data for devices in your Management Zone. The hardware data includes information such as keyboard, video adapter, CD/DVD, hard drive, and BIOS. Any hardware that cannot be categorized is listed as *Other Hardware* in the inventory report.

If a device has hardware that has not been reported through an inventory scan, you can manually add the hardware to the device's inventory report. For example, using Add Hardware to map a specific printer to a specific device.

For more information, refer to *ZENworks 11 SP3 Asset Inventory - Adding Hardware to Inventory Reports* (http://www.novell.com/documentation/zenworks113/zen11_inventory_wrkflw_add_hardware/data/zen11_inventory_wrkflw_add_hardware.html).

- ♦ **Purging Inventory History:** The new Purge Inventory History feature available in ZENworks 11 SP3 helps you delete unwanted, obsolete inventory data. This process is called purging the inventory history. Purging is required because the Inventory data accumulated over a period of time can increase the ZENworks database size and slow down the inventory reporting process.

For more information, refer to *ZENworks 11 SP3 Asset Inventory - Purging Inventory History* (http://www.novell.com/documentation/zenworks113/zen11_inventory_wrkflw_purging/data/zen11_inventory_wrkflw_purging.html).

- ♦ **Viewing Reporting Sources for Installed Software Products:** When scanning devices, ZENworks Inventory uses three sources to discover installed software products:
 - ♦ Fingerprint
 - ♦ Add/Remove Programs
 - ♦ MSI

For more information, refer to *ZENworks 11 SP3 Asset Inventory - Viewing Reporting Sources for Installed Software Products* (http://www.novell.com/documentation/zenworks113/zen11_inventory_wrkflw_reporting_source/data/zen11_inventory_wrkflw_reporting_source.html).

- ♦ **Detecting Windows 8 Metro Applications:** ZENworks 11 SP3 supports Windows 8 as a new platform. For each Windows 8 managed device, the device's inventory report includes a listing of the device's Metro Applications in addition to the standard list of software products.

For more information, refer to *ZENworks 11 SP3 Asset Inventory - Detecting Windows 8 Metro Applications* (http://www.novell.com/documentation/zenworks113/zen11_inventory_wrkflw_windows8_metro_apps/data/zen11_inventory_wrkflw_windows8_metro_apps.html).

1.4 Asset Management

- ♦ **Reconciling ARP and Fingerprinted Products into One Discovered Product:** Starting with ZENworks 11 SP3, you can manually reconcile duplicate entries of the same discovered product that are reported from different sources such as Add/Remove Programs, Fingerprint, or MSI. Reconciling the duplicate entries for a discovered product, combines the two entries into one product.

For more information, refer to *ZENworks 11 SP3 Asset Management - Reconciling ARP and Fingerprinted Products into One Discovered Product* (https://www.novell.com/documentation/zenworks113/zen11_am_wrkflw_manual_reconciliation/data/zen11_am_wrkflw_manual_reconciliation.html).

1.5 Endpoint Security Management

The following new features have been introduced in Endpoint Security Management:

- ◆ The Data Encryption policy is supported on Windows 8 devices.
- ◆ When using the Data Encryption policy to encrypt removable storage devices, you can configure the policy to prompt the user for an encryption password one time only. The password is persisted across device restarts. If you don't enable this option, the feature continues to work the way it has in the past--users are required to provide the password each time the device starts. For more information, refer to the [ZENworks 11 SP3 Endpoint Security Policies Reference](#).

1.6 Full Disk Encryption

The following new features have been introduced in Full Disk Encryption:

- ◆ TCG Opal is now the supported technology for self-encrypting drives. Drive Trust is no longer supported. For a list of supported Opal 1.0 and 2.0 drives, see “[Hard Disks: Self-Encrypting](#)” in “[System Requirements](#)” in the [ZENworks 11 SP3 Full Disk Encryption Agent Reference](#).
- ◆ The Disk Encryption policy is supported on Windows 8 devices that use traditional BIOS firmware. Windows devices that use UEFI firmware are not supported.
- ◆ The Disk Encryption policy includes an option to block the 1394 (FireWire) port. The 1394 interface provides direct memory access, or DMA. Direct access to system memory can compromise security by providing read and write access to stored sensitive data, including encryption and authentication data used by ZENworks Full Disk Encryption. This option lets you prevent direct access to memory through the 1394 port. For more information, see “[Disk Encryption Policy Settings](#)” in the [ZENworks 11 SP3 Full Disk Encryption Policy Reference](#).
- ◆ The Full Disk Encryption Agent's About box displays a progress bar for volume encryption and decryption.

1.7 Patch Management

The following new features have been introduced in Patch Management:

- ◆ **Patch Dashboard:** The new look Patch Dashboard has been redesigned to incorporate the latest released patches and previous updates. Overall it makes it much easier to keep up to date with new releases, supplies more information, and the new look UI is much easier to navigate.
- ◆ **Patch Policy:** Patch Policy is a new function which streamlines the process for multiple deployments, and deploying across large estates. It can be configured to automate releases and keep the workgroups up to date, and has a number of more intricate settings which can preclude almost any configuration scenario.

For more information, refer to the [ZENworks 11 SP3 Patch Management Reference](#).

1.8 ZENworks Reporting

ZENworks 11 SP3 comes with ZENworks Reporting 5, powered by Jaspersoft. ZENworks Reporting 5 provides reporting across all supported products within the Novell ZENworks suite. Beginning with ZENworks 11 SP3, Novell no longer provides ZENworks Reporting Server (ZRS), powered by Business Objects.

Key features of Novell ZENworks Reporting 5:

- ♦ One solution for all your reporting needs across ZENworks
- ♦ Easy-to-use report designer with drag-and-drop features to create reports on the fly
- ♦ Supports LDAP authentication to provide your users access to ZENworks data without assigning them to the ZENworks administrator role.
- ♦ Huge library of the most commonly used reports.
- ♦ Smaller footprint and quicker install than prior versions.
- ♦ Analyze your data using Ad Hoc Views with the ability to drill-down into data.
- ♦ Create visual charts with the drill-down facility to bring your data to life.
- ♦ The iReport report designer helps you create complex, 'Pixel Perfect' reports.
- ♦ Installs on any ZENworks supported server (does not need to be installed on a ZENworks Primary Server).
- ♦ Easily set a schedule for your reports and email them to others.

For more information, refer to the [ZENworks Reporting 5 System Reference](#).

1.9 Legal Notices

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

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

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

Copyright © 2014 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

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

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