

Endpoint Management ZENworks Configuration Management v10.2

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About This Document

Each Utopia Demo will have two or three pieces of documentation, to be used as follows:

1. Use this Quickstart to prepare for your demo meeting. It includes everything you need to know to get the right virtual machines started and ready to begin showing the solution. Use this quickstart if you are building the demo locally on your own hardware or if you are accessing a pre-built version on the Novell Online Demo System (NODS)
2. Once your demo virtual machines are started and at the right place you're ready to begin your demo. If you know the products and your customer's requirements then you can go ahead and deliver your own demo using the system. However if you would like further instructions then the Tutorial will give you a guide of how to drive the demo.
3. In some cases a third piece - a Sample Demo is provided, which gives an illustration of how the solution might be shown to a customer.
4. For online copies of all these documents please visit <http://www.novell.com/partners/demosystems>

Demo Synopsis

This demo is based on ZENworks Configuration Management v10.2 and uses the following virtual machines

- ZCMw2k3utpAug09 RAR(s) and ZCMxputpAug09 RAR(s)

You will be able to demonstrate the following

- All the Asset Management features (inventory, License Management and Software Usage)
- Patch Management features
- Policies (Remote control, Local File rights, Browser bookmarks, Group policies, ZENworks Policy)
- Bundle deployment (File and Application bundles – Firefox, AR9, Personality Migration, Pidgin etc)
- Creation of MSI and MST using Adminstudio Novell Edition v9.0a (corrupt license key!!)
- ENGL Imaging Toolkit
- ZENworks Application Virtualization v7 integration with ZCM
- Patch Management

Setup Instructions

Virtual Machines

ZCMw2k3utpAug09 RAR(s)			
IP address	Memory	Disk Space	DVD #
172.17.2.51	2048 MB	20 GB	2f/2g

ZCMxputpAug			
IP address	Memory	Disk Space	DVD #
172.17.2.155	512 MB	8.0 GB	Download (INTERNAL)

User ID's

u:Administrator p:n0v3ll

u:bob p:novell

u:tina p:novell

Useful URLs

<http://zcmslesutp.utopia.novell.com/zenworks>

Preparing The Demo

1. Extract the ZCMw2k3utpAug09 and ZCMxputpAug09 RAR(s) set of files to a directories of your choice and start the VM using vmware
2. Login to the server as Administrator / n0v3ll and to the Workstation as bob/novell
3. On the server ZENworks Control Center (ZCC) from the shortcut on the Desktop and login as Administrator/n0v3ll

Notes / Issues

1. You will require a minimum of 2.5 GB RAM for the vms. If you have more memory available on the host, then you might want to increase the memory for the server to greater than the currently assigned figure of 2 GB
2. When Logging into the workstation, make sure that user bob is logged into the ZENworks Realm. If you get a 2nd prompt during the login process, the chances are the bob will not be logged in
 - 2.1. Go to the properties of the ZENworks Agent from the task bar and check the login status
 - 2.2. Resolution:
 - a) in ZCC, click on **Configuration** and then scroll down to the "Users" pane and make sure that utopia.novell.com user source is active. If it is inactive do the following:
 - Reset the password of the ZENworks user in Active Directory to novell01
 - In the "Users" pane, click on the utopia.novell.com
 - Edit the Username and Passwords and enter novell01 as the password
 - Refresh ZCC and check the status of the utopia.novell.com user source
 - b) On the XP workstation, right click the ZENWorks icon in the system tool bar, and click login and login into the ZENWorks Zone with the password of novell
 - You should now be logged in to the ZENworks Zone
 - Logout of the ZEN agent and log back in
3. Inventory Scan – Create Customized Data Collection form
 - 3.1. Configure custom inventory fields
 - a) In ZENworks Control Center, click Configuration from the upper left-hand pane
 - b) Go to the Asset Inventory tab
 - c) From the "Administrator-Defined Fields" pane click **Workstation** link

- d) Click **New**
- e) In the name field enter **ImageVersion**
- f) Click **Next**
- g) Click **Finish**
- h) Click **New**
- i) For the Name enter **Corporate Asset Tag**
- j) For the Size set it to **6**
- k) Click **Next**
- l) Click **Finish**

3.2. Check that the following is configured in the Collection Data Form

- a) In ZENworks Control Center, click **Configuration** from the upper left-hand pane
- b) Click **Inventory** to expand the Inventory configuration section
- c) Click the **Collection Data Form** link
- d) In the Introduction Text field enter a welcome message you would like the user to see
 - TIP: If you can't think of anything enter: Welcome to the ZENworks 10 Collection Form!
- e) Check the **Display** and **Editable** check boxes next to **Corporate Asset Tag**
- f) In the Instructions field enter The following:.
 - Enter the 6 Digit Corporate Asset Tag number from the Sticker on your Machine!
 - For ImageVersion click the No link in the Autofill column
 - For the Registry Key enter
HKEY_LOCAL_MACHINE\System\Setup\OEMDuplicatorString
 - Click OK
 - Click OK

3.3. Initiate a Scan of a Managed Device

4. Adminstudio – Corrupt license file (Repair fails)

4.1. When starting the Adminstudio Repackager or Tuner you will get a message stating that the license file is corrupt. Do not attempt to repair it as this will also fail.

4.2. You can either remove Adminstudio from the server and if you require to demo Adminstudio, then I suggest you install it on either the Server or the XP Workstation with as a 30 day evaluation or with your own license key

5. Patch Management – Flash player not installed

5.1. To install the Flash Player do the following:

- a) In ZCC click on **Patch Management** link

- b) Click on the “Dashboard” tab
- c) Click on **Get Flash** link

Where next?

1. Visit our documentation site at <http://www.novell.com/partners/demosystems> and navigate to the demo you are preparing
2. Watch the Tutorial OR read and follow the demo script for your demo
3. Watch the Sample Demo if one is provided
4. In case of any issues please post your query to the support forum at <http://forums.novell.com/novell-product-support-forums/utopia/>