

ZENworks Asset Management (7.5) Demo Script

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Demo Script - ZANworks Asset Management v7.5

Demonstration Script.....	3
Conventions for selecting reports:.....	3
Introduction to ZAM7.....	3
Web Console Home Page.....	3
Asset Inventory.....	4
Workstation Inventory detail (Hardware and Software).....	4
Antivirus report grouped by platform.....	5
Category level report.....	5
High Bandwidth Applications.....	5
Upgrade Readiness Reports.....	5
Custom Reports.....	6
Other Reports.....	6
Network discovery overview.....	6
Client status.....	6
Printer details.....	7
Asset Management.....	8
Software Usage.....	8
Software Management.....	9
Contract Management.....	11
Date Notifications.....	11
Reports.....	11
Administration.....	11
Local Software definitions.....	11
User Roles.....	12

DEMONSTRATION SCRIPT

Description

The ZENworks Asset Management (ZAM) Demonstration will highlight the following:

1. The ZENworks Asset Management (ZAM) Demonstration will highlight the following:
2. Inventory
3. Usage
4. Compliance - How ZAM can ensure organizations are in compliance with mandated regulations.
5. Contract Management

Please make sure to read through the Readme:

http://www.novell.com/documentation/zam75/readme/readme_zam75.html There are a number of new features in 7.5, as well as newly supported platforms. One thing that is not mentioned is that there is now an MSI for the ZENworks Asset Management windows client. It is available from the Novell Downloads site

Product Information

Refer to ZENworks Asset Management for product information and additional customer benefits.

Conventions for selecting reports:

Workstation Inventory: Reports | Software Applications | By Manufacturer – All – Adobe

In this example, you would expand Reports, Software Applications and select By Manufacturer. Then click through on the links for All and Adobe

INTRODUCTION TO ZAM7

Web Console Home Page

During this introductory demo, you will get a first hand look at the capabilities of this exciting new member of the ZENworks products line.

Start Web Console using the icon on the desktop. Login as Entadmin with a password of **n0v3ll** to open the ZENworks Asset Management Web Console home page.

The Web Console has been redesigned and reorganized for more efficient use and to make it more clear which functional areas fall within Asset Inventory and Asset Management. The breakdown of the new tab structure is as follows:

1. Asset Inventory: Workstation Inventory and Network Discovery
2. Asset Management: Software Usage, Software Management (compliance) and Contract Management
3. Administration: Local Software Products, Web Applications, Documents, Alert Status and User Roles

Note: You probably don't want to go into each tab at this point in a demonstration, but it is good to understand the type of data that is accessible from each. The Release Notes have a very good explanation of the new layout http://www.novell.com/documentation/zam75/readme/readme_zam75.html

Note that when you change a user's rights, they will only see the links and tabs that they are given access to. For example, you can set up an account that only sees the link to the data for Software Management.

Let's first look at the Asset Inventory capabilities.

Asset Inventory

As we look at Asset inventory capabilities, keep in mind the words Actionable Inventory - this is just shorthand for saying that ZENworks Asset Management organizes and presents information that enable you to take action and complete IT projects more quickly.

Workstation Inventory: System list

Change the System Group to "Platform" and the System Sub-group to "Department" and click Submit.

Workstation Inventory: System List | All Platforms | Windows Server

Schedule a workstation for a scan by clicking on the "Select for Scan" and then selecting our machine ([w2k3nrm-zam-sw](#)).

Locate a Windows, Linux and Mac machine and show the inventory of each. Drill down into the individual machines for hardware and software inventory. Impress with a PDF report by clicking on the PDF link at the bottom.

Good machines to select:

1. Windows = BMGANDY26092
2. Linux = CLHNLD9 – Click on Virtual Machines link
3. Mac = Sundance

Workstation Inventory detail (Hardware and Software)

ZENworks Asset Management discovers hundreds of data points and organizes them logically. Browse to the details of a workstation inventory to see how it is organized.

Workstation detail – Hardware

Click on the "Hardware" link to view the detailed hardware inventory information. Drill down on any component and quickly see a list of all workstations that have that particular component.

Workstation detail – Software

Click on the "Software" link to view the extensive Software information for a particular workstation. It is important to note that the information is reported as applications, not individual executable files. As for Hardware inventory, by clicking on an application, you can drill down to a list of all the machines that application is installed on.

Workstation detail – History

Comprehensive configuration history- provides help desk staff with a view into recent changes. Custom reports can be used to focus on specific changes, such as changes in memory or software additions/deletions.

Antivirus report grouped by platform

ZENworks Asset Management collects very granular information about virus definitions and engines. This helps identify machines that need the latest updates pushed to them. Let's create a report that shows the details of the versions of Anti Virus software installed on Windows servers.

Workstation Inventory: Reports | Software Applications | Antivirus Details – Windows Server

Scroll down to show that we have added Spyware Definition and Edition data to our recognition.

Click on the number under the installations column to identify the machines with a specific definition file.

The data in the Virus Definition/Virus Engine fields can be used in a custom report to identify machines with out-of-date definitions. For example, show all machines scanned in the last 30 days which do not have this month's value (for example, "200701") in the field.

Category level report

ZENworks Asset Management identifies, classifies and organizes your software information. So, you can easily highlight applications that can typically cause organization headaches, like Peer to Peer and IM programs that consume significant bandwidth, and present both productivity and security issues.

Workstation Inventory: Reports | Software Applications | By Category – All – Comm Software – Chat Software

You can see that there are many more applications than one would initially think of. Categorization simplifies the process of identifying all products that have like functionality. This is key information, available at a glance, for crafting corporate IM standards and policies. A little later we will take a look at software usage trends for these IM applications.

Click twice on the header for Installations to demonstrate how columns are sortable.

Note: An optional category report to demonstrate is Malware.

High Bandwidth Applications

There is also a special report that shines a light on the bandwidth hogs, including P2P applications.

Workstation Inventory: Reports | Software Applications | High Bandwidth Applications – All

Upgrade Readiness Reports

The reports in this folder aid in migration planning. New to 7.5 are the Vista and SLED readiness reports.

Workstation Inventory: Reports | Upgrade Readiness

Select any of the OS readiness reports. The default settings show the minimum requirements for the OS in question. Choose the "Not Ready" radio button to report on machines that do not meet **any one** of the requirements. Naturally, these settings can be modified to your actual minimum requirements.

Workstation Inventory: Reports | Upgrade Readiness | Memory Upgrade – Windows Server

Here we see an overview of the total memory on each server and the available slots. This is another good report to demonstrate the ability to sort by columns. Click on the Memory column and then check the available slots for each machine

Custom Reports

Choose from one or more of the following reports:

- Workstation Inventory: Custom Reports | Systems | Hosts of Virtual Machines
- Workstation Inventory: Custom Reports | ZAM SW Applications | Workstations without antivirus software
- Workstation Inventory: Custom Reports | ZAM Systems | Systems that have not loaded results in 90 days

Things to point out:

1. Schedule/Alert options
2. You have the option to edit the report to change the column layout and/or modify the criteria. This can also be done from the displayed results page.
3. Various options for exporting the data – Excel, CSV, PDF.
4. For workstation reports you have the option to select and scan machines.

Other Reports

For these expand the report folders to show the wide selection of standard reports. These are the folders not explored when demoing the previous reports:

1. Workstation Inventory: Reports | Systems
2. Workstation Inventory: Reports | Software Files
3. Workstation Inventory: Reports | Hardware Components
4. Workstation Inventory: Reports | Collection Admin

Network discovery overview

Let's shift over to the Network Discovery page on the Asset Inventory tab.

Network Discovery: Device List | All Types

Shows the range of devices that are discovered and tracked. Click on "Graph" at the bottom of the page to see the information displayed as a bar graph, pie chart and line graph.

Click through to show the detailed report for any of the device types. Select a device to show the details discovered. Good choices here are IP Telephony, Network Printer or Switch.

Explain how this data is discovered based on IP, SNMP, WMI and other tests.

Client status

Network Discovery: Reports | Client Status

This report shows you how many machines have the ZENworks Asset Management client installed or not installed. This is grouped for Windows, Mac and Unix (including Linux) machines. This data can be leveraged to install the client where it is missing, ensuring that the inventory is comprehensive.

Printer details

Two of the standard reports provide additional information for printers. One shows page count details, while the other shows supply level information.

Network Discovery: Reports | Page Count by Printer

Network Discovery: Reports | Printer Supply Levels

This report could be further refined by creating a custom report that filters on the Level values. For example, show all records where the supply level is less than “x”. In addition to supply levels, we also report on alerts

ASSET MANAGEMENT

Let's shift our attention to the Asset Management functions which includes software usage data, compliance reporting and contract management.

Software Usage

In ZENworks Asset Management 7.5, the software usage reports have been moved to the Asset Management tab. Key talking points for usage monitoring:

1. Provides tracking for both foreground and background application runtime and reports on application use and non-use over several time periods
2. Identifies key applications and targets unused software for elimination
3. Provides user and device information associated with application usage—even for multiuser devices
4. Tracks usage even when devices are disconnected from the network
5. Minimizes user impact with a small footprint and silent operation

New to 7.5 is usage monitoring of applications served by Citrix Presentation Server and Windows Terminal Server, as well as of Web Applications.

There is a wide selection of reporting options for usage data. Each category of usage has its own folder:

1. App Usage – Monitors locally run applications and served applications. The data can be viewed in different groupings, such as by product, by device or by user.
2. Web App Usage – Monitors browser (Internet Explorer and Firefox) activity for defined applications and reports information by application, workstation, and user.
3. Software File Usage – When you enable the option to gather Software File information, usage is also monitored.
4. Network Software Usage – Monitors files launched from a server directory.
5. All Usage – Provides a consolidated view of all usage data grouped by workstation or by user.

The following reports are suggested for use in your demonstration

Summary of usage by workstation

Software Usage: Reports | All Usage | by Workstation – Windows Workstation – VM-WINXP-BPM

This workstation is a good example as it shows data for all usage types with the exception of served apps.

Summary of usage by user

Software Usage: Reports | All Usage | by User – Gandy, Bruce

Notice how application starts are included in the results.

Summary of served apps

Software Usage: Reports | App Usage | Served App Usage | By Server – All

Summary of web apps

Software Usage: Reports | Web App Usage | by Web App – All

To show how web applications are defined, go to the Administration tab and select the Web Applications page. Select any of the application links to see the definition details.

Software Management

The software management page is where licensing data can be integrated and reconciled with the software inventory. Let's start by looking at how the data is summarized in the Compliance report. In 7.5 the layout of this page has changed. All menus are now in the left frame, which now has a Menu and Filter tab. When you select a report the Filter tab is displayed automatically.

Software Compliance Overview

Software Management: Reports | Software Compliance | Compliance Report

This report shows results of the reconciliation process. This is a key report for tracking compliance with license agreements and making related true up decisions. For instance, at first sight Adobe Pagemaker shows that it is under-licensed by 1 because the purchased quantity is 1, and installed quantity is 2. But scanning to the right we see that only one of the installations (Active Usage = 1) is used. The unused installation could possibly be de-installed. Click on the number to find what machines Pagemaker is installed on.

Let's redefine the filter for just Microsoft Office installations and have a look at the compliance report. In the compliance report in the "Filter by" section select "Value" and "Product" and set the search string to Office. This is similar compliance report to before but for Microsoft Office.

Let's look at Office XP Professional. There are 30 purchased licenses and only 21 installed. Scanning to the right again, we see that only 8 are used. You consider two things - firstly, you are overlicensed. Secondly, and most importantly, the question to ask yourself is "are all of the components of Office actually being used on the machines the product is installed on?" To see the usage click on the number for Office XP Professional in the "Installed Quantity" column. As you can see, less than half of the Access and Powerpoint installations have been used. This information can be used to negotiate better pricing or as the basis for implementing Office Standard during the next upgrade. From the compliance report, you can also drill down to the list of workstations where the software installed.

License record defined

A license record provides the correlation between what's been purchased and what has been discovered.

Continuing with the example of Office XP Professional we will now look at the details for the purchasing history.

Click on the value in the "License Quantity" column for Office XP Professional. This page shows how ZENworks Asset Management can be used to reconcile purchasing information to software inventory. Notice that this mechanism is effective at dealing with cases where product names are not consistent across resellers. Every time you import data from your vendors, it is automatically linked to the correct License Record based on your definition. Click on the "License Quantity" value again in the Catalog Product Detail view. Here you can see that the licenses were purchased on five different purchase orders.

Reseller connectors

Speaking of software resellers. ZENworks Asset Management includes predefined reseller connector for SHI, Softchoice, Software Spectrum and Compucom. These vendors provide reports that you can directly import into ZENworks Asset Management. ZENworks Asset Management also offers a general template that can be used to import data from other vendors, your paper records, spreadsheets and databases.

Software Allocations/Reallocations

A key part of managing licenses is knowing which computers or departments are authorized for a particular application. This is especially important for high-priced software. ZENworks Asset Management can be used to allocate and reallocate licenses and report related exceptions. Let's take a look at an overview of current Allocations.

[Software Management: Reports | License Allocation | Allocations vs Installations](#)

You can see in some instances, such as Adobe Framemaker 7.0 the number of installations matches the number of allocations. In other cases, such as Macromedia Dreamweaver MX, there allocated licenses with no installations. To see a summary of over allocated applications:

[Software Management: Reports | License Allocation | Workstation Overallocations](#)

Now let's look at how we can allocate licenses.

[Software Management: Reports | License Allocation | Current Allocations](#)

Select Microsoft Office XP Professional, which opens the License Record definition. Notice that it is here where the Catalog Products (match to purchase record values) and Discovered Products (from the inventory) are linked to the central record. Also notice that there is a contract associated with this record. We'll get to that in a moment.

Click on the Allocation Worksheet link to proceed to the License Allocation Worksheet. Click on Add Workstations and then the Search button in the window which opens. This will display all machines with Office XP Professional installed. Select all of the machines and click Done. Click Done again and your license record definition is updated. You can also assign licenses by demographic values.

Contract Management

Staying with the Office XP Professional License Record definition, you can see that a contract is associated to the record. Click on the link for the Contract ID. This brings up the Contract Record with 9 tabs of information. Because this is a software contract only certain tabs will have data. In this case they are the General, Vendor, Documents, and Associations tabs.

Software Collections

Software Collections can now be defined to represent a group of applications that have been bundled together (but cannot be automatically recognized as a suite by ZENworks Asset Management). Adobe and Macromedia are examples of vendors that bundle their applications without providing a suite identifier in the installation.

[Software Management: Discovered Products | Software Collections | View/Edit Collections](#)

Click on any of the products to view the defined collection. Software Collections appear in pages and reports that show lists of discovered products (all defined software collections are used at page and report run time to determine which machines contain software collections).

Software Standards

One last functionality of Software Management is the ability to define software standards. The software inventory can be organized based on your corporate policies and enterprise standards.

Software Management: Reports | Software Standards

Set Filter by to Standards Category and select "Policy Violation". Click Search.

Click on the number in the Installed Quantity column to find the machines the application is installed on.

Custom Reports

As with the Asset Inventory reports you can create custom reports for all of the functions we've reviewed. Remember too that they can be used to set Alerts.

CONTRACT MANAGEMENT

Contract Management allows you to track all types of IT contracts and associate them with workstations, network devices, users, license records, departments, sites or cost centers (Associations tab).

Contract Management: Contracts | View/Edit Contracts

When defining a contract, you can create date notifications that can be used to remind you of contract-related events, such as renewal dates, delivery dates or other specified date-related events. You can also define and track Service Level Agreements (SLA) provisions, renew contracts, and attach documents.

The associated documents are managed from the Documents page on the Administration Tab. Documents can be attached to Contracts and License Records.

Date Notifications

Contract Management: Date Notifications | View/Edit Notification Records

Drill into one of the records to review the configuration settings. A summary of all notifications can also be viewed from the Administration Tab on the Alert Status page.

Reports

Expand the reports tab to show the standard reports included for contract management. In addition you can create your own custom reports.

ADMINISTRATION

Local Software definitions

Go back to Software Usage: Custom Reports | Local Product Creation

These reports can be modified to filter on specific criteria, such as all files with an active time greater than 'x' hours. The software definition is created based on the header information in the file and can be modified from the Local Software Products page on the Administration Tab.

Select one of the local software product definitions. One function of the definition is particularly useful for staying on top of various versions. As you can see by default, the definition includes a version. However, you can create a generic definition for the product. To do this, you must identify how the version will be determined. This is done by choosing either the VRB Product Version or VRB File Version value and selecting "Report the version found here". When you make this selection, the version value is removed from the Version field under "Product Naming".

User Roles

You can assign users to different roles depending on what level of access they require to the ZENworks Asset Management data. There are essentially three different roles which can be assigned at the Enterprise level or Domain level. At the enterprise level the user has access to all data, while the at the domain level they only have access to the data in their Domain. A Domain in ZENworks Asset Management consists of one or more Collection Servers.

The three roles are Administrator, Assistant and Analyst. For details on each roles access, see the Help menu and search on "user roles". Under "Security and Access" there are tables describing the different levels of access each role has.

You can also customize individual user's access. To demonstrate this select one of the existing enterprise administrator users. Explain how you can remove access to individual pages or folders on the pages. For example, you may want to create an account for the Help Desk with read-only access to the Workstation Inventory data. This would be an Enterprise Analyst with "Allow Access" deselected for all pages except Workstation Inventory.

To demonstrate user roles such as auditors and helpdesk staff do the following:

While bob and tina exist as user accounts on the windows machine but they don't have a ZAM database account so you will need to create them

1. Create bob as the Auditor
 - a) Login into the ZAM Web console using entadmin/n0v3ll
 - b) Go to Administration | User Roles | New User and create a new user called bob with a password of "novell" and make bob an Enterprise Analyst. Click Submit
 - c) Back on the "User Roles" page, select bob. On the "User Details" screen, you can limit bob's access to only the screens that bob the auditor needs to see:
 - Uncheck the Allow Access tick box for Workstation Inventory, Network Discovery and Software Usage
 - d) Click on "Update User Details" to save your changes.
2. Now create Tina the Helpdesk Analyst
 - a) Go to Administration | User Roles | New User and create a new user called tina. Assign novell as the password and make tina an Enterprise Analyst. Click Submit

- b) Back on the “User Roles” page, select tina. On the “User Details “screen, you can limit Tina's access to only the screens that she as the Helpdesk Analyst needs to see
- Uncheck the Allow Access tick box for Software Usage, Software Management, Contract Management, Local Software Products, Web Applications, Documents and Alert Status.
- c) Click on “Update User Details” to save your changes

To Demo, just login as Bob or Tina to the Web Console. Bob only has access to see see Software Management and Contract Management on the homepage while Tina only has access to Asset Inventory tasks