

Utopia – Demo Script

ZENWorks Configuration Management 10.2

Bhogilal Hirani

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ZENworks Configuration Management v10.2 Demo Script

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POLICIES AND BUNDLES DEPLOYMENT

Remote Management Policy

1. The General-RM-Policy is already assigned to the workstations group
2. Check that the policy is active on the XP workstation
 - 2.1. in the properties of the ZENworks Agent, click on Policies
3. On the server Log out of ZCC and login as **HelpDesk / n0v3ll**
4. The Remote Management Listener is already installed on the w2k3adutp server so just need to be started
 - 4.1. Click on **Devices | Remote Management Listener**. Click **OK**
 - 4.2. Initiate remote control from the workstation
 - 4.3. Double click the ZCM Agent icon on the XP machine in the system tray
 - 4.4. Under Remote Management, click on the **General** link. then click on the **Request Remote Management Session** link
 - 4.5. Select the **HelpDesk** or **LANSupport** from the Remote Operator List
 - 4.6. For the Operation select the **Remote View** from the Drop down list. Click on **Request**
 - 4.7. Switch to the server and on the Remote Session Request Screen, for the "Authentication mode" select **Password**
 - 4.8. Click on **Yes**
 - 4.9. Accept the Certificate
 - 4.10. If prompted for the password, enter **n0v3ll**
 - a) Notice that the HelpDesk user is restricted in what can be done on the remote workstation (this is remote view session).
 - 4.11. Click on **Information** icon, **Full Screen** icon and then **disconnect**
 - 4.12. Select Operation type of **Remote control** option and try managing a few things on the remote desktop
 - 4.13. Additionally, try running the remote diagnostics on the XP vm by initiating the session from the w2k3adutp server
5. As an option, remote control the XP workstation from the server
 - 5.1. In ZCC click **Devices | Workstations**
 - 5.2. Check the Workstation and from the Actions drop down, select **Remote Control**
 - 5.3. For Operation select **Remote Control** and for Authentication select **Password**. Click **OK**
 - 5.4. Accept the certificate and at the password prompt enter **n0v3ll**

5.5. At the Prompt switch to the XP workstation and click **Yes**

5.6. Switch to the Server and remote control the workstations

5.7. Click on **X** to disconnect

Local File Rights

This Policy sets the appropriate rights to a set of files. Before proceeding with this policy, you will need to deploy the JPEG Files Bundle to the workstation

1. Login to ZCC as Administrator/n0v3ll
2. Assign the JPEG Files bundle to user bob
 - 2.1. Click on **Bundles | Files** and then on the **JPEG Files**
 - 2.2. Click on the "Relationships" tab
 - 2.3. In the "User Assignments" pane click on **Add**
 - 2.4. Drill down into the utopia.novell.com and then into ADSUsers. Then click on user **bob**. Click **OK**
 - 2.5. On the Assign Bundle screen, click **Next**
 - 2.6. Check the **Distribution Schedule** and then click **Next**
 - 2.7. On the Bundle Distribution Schedule, scroll down to the bottom and check the option for **install immediately after Distribution**. Click **Next**
 - 2.8. Click **Finish**
3. Refresh the Agent and check that the bundles is applied
4. On the Workstation the jpegs directory will be created on the Desktop
 - 4.1. Note the rights that the Users group has to the directory (Should be Read Only)
5. Now assign the LFR policy to the workstations group and note the changes for the Users group's rights to the directory (Should have been changed to Full Control)

Inventory Scan & Administrator Defined Fields

The first set of inventory features that are useful is the ability to add custom fields to the inventory data and to retrieve these fields using a customized data collection for from the user.

1. Run an inventory scan on the XP workstation
 - 1.1. from ZCC, click on Devices | Workstations
 - 1.2. Check the XP workstation and then from the Quick Tasks drop down select **Refresh Device** and let the process to complete
 - 1.3. When complete select **Inventory Scan** from the Quick task and allow the scan to complete
 - 1.4. To view the inventory, switch to the XP workstation, and go to the properties of the ZENworks Adaptive Agent. Click on **Inventory** and then on **View Inventory Details**

Bookmarks Policy

1. Assign the Standard Bookmark Policy to the the ADUsers in the utopia.novell.com domain
2. Refresh the Agent on the XP workstation (Make sure you are logged in as bob)
3. Check that the Utopia Favorites folder and Utopia Support folders are created as the favorites with each consisting of a couple of urls

Group Policies

A user group policies has been created to force the classic control panel and hide the Security Center applet from it

1. View the policy configuration by clicking on Configure in the Windows Group Policy settings pane of the Standard User Group policy
2. User Configuration | Administrative Templates | Control Panel
3. Note that the "Force Classic Control Panel Style is enabled and that System Center is hidden in the Hide specified Control Panel Applets
4. Assign the policy to the workstation and check the settings of the Control Panel is forced to Classic Style and that System Center icon is not present
 - 4.1.NOTE – when the policy is applied to the user, it will show a status of “Fail” but the policy will have been applied

ZENworks Window Policy

1. On the Workstation start the Novell ZENworks Window and note the layout of the folder layout
2. Assign the ZENworks Window – Folder view policy to the workstations group
3. Refresh the Agent and wait for the policy to be applied
4. Restart the Novell ZENworks Window and note the changes

Bundles

For each of the bundles do the following:

1. Assign any of the configured bundles in the applications folder to bob or ADSUsers
2. For the Shortcut uncheck Applications Window and check Desktop
3. For the Schedule select the Distribution Schedule. Click **Next**
4. For the Bundle Distribution Schedule Type check the option to **Install Immediately after Distribution**
5. Click **finish**
6. Refresh the Agent and view the Progress in the progress bar

APPLICATION REPAIR

1. Make sure the Firefox Bundle is installed on the XP workstations
2. Log out of the workstations as login as user bob

3. Delete a couple of DLL files from the [C:\Program Files\Mozilla Firefox](#) directory
4. Logout as Administrator and log back in as use bob
5. Try running Firefox. (You should get an error)
6. Open up the ZENworks Application Window and repair the application
 - 6.1.Start | All Programs | Novell ZENworks | ZENworks Application Window
 - 6.2.Right click on Firefox application and select the verify option
7. Run Firefox

PERSONALITY MIGRATION

Install Personality Migration

Before proceeding with the Personality Migration Demo, you will need to install Personality Migration on the workstation. A Bundle has been created for this so just assign it to the workstation and get it installed

Store Personality

1. Log into the workstation as bob / novell
2. Start Personality Migration from the icon on the Desktop
3. Ensure that the Store Radio Button is checked. This will collect the information to be retained. click **Next**
4. On the screen that follows, user bob in AD will be checked. Click **Next**
5. For the System setting to be migrated, leave all boxes checked. For our demo we will only change the desktop background i.e Wallpaper. Click **Next**
6. For the Application Settings, make sure that at least the Microsoft Internet Explorer is checked. Click **Next**
7. For the Files and Folders setting, uncheck the [c:\Documents](#) and Settings\All Users\Desktop & Documents folder BUT retain bob.SRMAD/Desktop & My Documents. Click **Next**
8. For the Transfer mode, select the **File** radio button and store the pnp file on the Desktop

Make the following changes to the workstation

1. Change the Desktop background to Autumn
2. Start IE and delete the MSN.com and the Radio Station Guide from Favorites
3. Delete the My Pictures and My Music folders from c:\Documents and Settings\bob.SRMAD\My Documents folder

Restore the Personality

1. Run Personality Migration
2. Select the option to **Apply** the settings. Click Next

3. Select the option to restore from **File** and then point to the pnp file on the Desktop
4. Step through and verify that the changes made as per above are restored
 - 4.1. Start IE and check the favorites have been restored
 - 4.2. Check that the My Music and My Pictures folders have been restored in [C:\Documents](#) and Setting\bob.SRMAD.000\My Documents
 - 4.3. And for the most obvious one, the Desktop background should also be restored

ADMINSTUDIO ZENWORKS EDITION V9.0 (TO BE TESTED)

Adminstudio ZENworks Edition v9.0 has been installed on the w2k3adutp server and the license key used has been installed for the Utopia_Zone management zone

You can use the Packager Utility to demo the creation of an MSI

You can also create the Tuner to create an MST for an MSI

The OpenOffice bundle package used in the ZCM demo has used both of these to create the MSI and the MST for OpenOffice v2

ZENWORKS ASSET/LICENSE MANAGEMENT

On the SLES server you will find 2 documents on the Desktop of user bob. The script will refer to these documents. All necessary configuration has been completed.

ZENworks Asset Management 10.1.2a (aka Asset Management Services)

License Management Demo Script

Based on Utopia (running ZCM/ZAM 10.1.2a)/ see Quickstart document for setting up the vms

Summary:

The following set of scripts are intended to allow Novell sales staff and Novell partners to demonstrate the License Management features of ZAM 10.1 (which has been redesigned from the model in ZAM 7.5). The scripts are organized around use cases that highlight strengths of the new License Management capabilities and flexibility. They can be run in order or selectively- none are any dependent on the others.

Some basic definitions that might be useful:

Compliance Status panel definitions:

License Consumption (Consumption Data Source: Inventory): This panel shows details for each discovered product associated to the license record through entitlements. It also breaks down the values that make up the net consumption for each product (Installed Quantity – Ignored Installations + Additional Consumption). Net consumption becomes the value for licenses consumed in the next panel

Compliance Status (Consumption Data Source: Inventory): This panel details the license quantity, licenses consumed(based on net consumption) and over/under values for each entitlement based on inventory. The totals are the values displayed in the Compliance Report.

Compliance Status (Consumption Data Source: Manual): This panel details the license quantity, licenses consumed(based on net consumption) and over/under values for each entitlement based on manual entry. The totals are the values displayed in the Compliance Report.

Other key terms:

Version Upgrade: A Version Upgrade is a specific type of Entitlement that is linked to an underlying Entitlement. The Version Upgrade Entitlement is based on an underlying Entitlement and together, represent an effective license. Put another way, a single base license Entitlement plus a linked Version Upgrade Entitlement yield a single effective license.

Upgrade Rights: Upgrade rights simply reflect an Entitlement to a particular version and subsequent version(s). In this case, the rights to use cross versions equally- that is, the Entitlement covers all product versions. Upgrade rights are reflected in License Management by adding applicable Discovered Product versions to the Covered Versions under an Entitlement.

Downgrade Rights: Downgrade rights simply reflect an Entitlement to a particular version and previews version(s). In this case, the rights to use cross versions equally- that is, the Entitlement covers all product versions. Downgrade rights are reflected in License Management by adding applicable Discovered Product versions to the Covered Versions under an Entitlement.

Note: In ZAM 10/10.1.2a the best practice for managing licenses that have multiple versions of the same product title with any type of version upgrades or upgrade/downgrade rights is to include all if them under a single Licensed Products and reflect the various versions as Entitlements within it.

NOTES:

1. You should take a snapshot of the VM before you start so that you can restore to it after making the changes described in the scripts below.
2. For all use cases, login to ZCC with the default Administrator account.

Use Case #1: User requests copy of Microsoft Project
(no data entry- just review of existing pages/reports)

Synopsis: These scripts show how an Admin can quickly check the status of licenses for a specific product based on a common request scenario and how easy it is to find this info. The following two sections demonstrate, first, how software usage patterns can be considered in license purchase decisions and, second, how Version Upgrades can be tracked and how they affect license compliance.

A) Demonstrate how to check the compliance status of a product, and use usage data to make purchasing decision:

1. In ZENworks Control Center, click *Asset Management*.
 2. Run the Compliance Report:
 - 2.1. In the License Management panel, click *License Management Reports*.
 - 2.2. Under License Management Standard Reports, click the folder *Software Compliance*.
 3. Click *Compliance Report* (a new window or tab will open for the report).
 4. Focus on compliance status for Microsoft Project:
 - 4.1. In the left frame, click *Filter By: Value*, choose *License* for the Field Name, and enter "Project" for the Search String. Click *Search*. The right frame of the report will display one product—Microsoft Project.
 - 4.2. Point out that the current status of the product is under-licensed by two, but that the quantity for Unused Installations is three.
 - 4.3. Drill down on the 3 to view the machines with unused installations and note that they are installations of Project 2000 (and which ones are unused).
- NOTE: Ensure that the Time Period for the report is set to: All History in the Database. If not, change it to that by clicking the "Change Report Time Period" link at the bottom of the report page.

Knowing that there are unused installations gives the Admin options on how to best deal with the under-licensed condition- see further description if those options at the end of this Use Case.

B) Demonstrate how version upgrades are reflected in the system, and how they impact license quantity and compliance status:

1. In ZENworks Control Center, click *Asset Management*.
2. Locate the licensed product for Microsoft Project:
 - 2.1. In the License Management panel, click *Licensed Products*.
 - 2.2. In the Search panel, enter "Project" in the Name field and click *Search*.

One licensed product—Microsoft Project Multiple—will be displayed.
 - 2.3. Click *Microsoft Project Multiple*.
3. Review entitlement details:
 - 3.1. Click the *License Entitlements* tab.
 - 3.2. Review the three entitlements listed, noting that one of the Project 2000 entitlements is for a Version Upgrade (from Project 98). This reduces the effective license quantity for Project 98 from two to zero. The result is five gross licenses, but three effective licenses - all for Project 2000.
4. Review compliance details:
 - 4.1. Click on the *Compliance Status* tab and scroll down to the first *Compliance Status* panel.
 - 4.2. Point out how the three licenses for Project 2000 are not being consumed. This product can be brought into compliance by upgrading the two machines from Project 98 to Project 2000.
5. Drill-down to see list of machines with Project 98 installed.
 - 5.1. From the licensed product Compliance Status tab, click on *Microsoft Project 98 98 (Windows)* in the License Consumption panel.
 - 5.2. Click on the *Installations/Consumption* tab to see the two machines listed.

On this tab you can adjust the consumption in two ways: You can ignore a machine (only applies to the current product), and you can manually add a consumption value.

Use Case #2: Adding licenses from an acquired company (new records and documents will be added to the system)

Synopsis: The script below takes you through what a License Manager would do to reflect new license ownership from the acquisition of a small company (Vandalay Industries).

This scenario demonstrates the flexibility in ZAM 10 License Management, whereby "bulk" purchases can be entered via the Summary Purchase record, rather than entering individual purchase records (as that data may

not be immediately available). It also demonstrates the value of the new “Current Manufacturer” meta-data in the ZENworks Knowledgeable and how attached documents can provide proof of ownership.

In this scenario, the License Manager has been provided with license documents from Vandalay Industries, which need to be incorporated with the current data. It assumes that the Vandalay Industries machines have been inventoried by ZAM 10. This use case focuses on a single product: *IBM Rational Visual Test 6.0*

In these steps you will be referring to a document which shows license entitlement from the acquisition of Vandalay Industries. You may want to open this document to refer to during the demonstration (My Documents\Insight Letter for Rational Visual Tester License.pdf)

1. In ZENworks Control Center, click *Asset Management*.
2. You first need to upload the document in order to attach it to the licensed product:
 - 2.1. In the License Management panel, click the *Documents* tab.
 - 2.2. Click *New > Upload Document*.
 - 2.3. Browse to select the file noted above and click *Next*.
 - 2.4. At a minimum enter “Visual Test License” in the Document ID field. Click *Next*, then *Finish*.

Note: You will need to find this document later by Document ID.

3. Identify and locate the discovered product for Rational Visual Test 6.0:
 - 3.1. Click on the *License Management* tab.
 - 3.2. In the License Management panel, click *Discovered Products*.
 - 3.3. In the Search panel(scroll right), choose “IBM” for the Manufacturer field and click *Search*.
 - 3.4. One product will display, but it is not the one we are interested in. In this case, while the current manufacturer is IBM, the product was originally released by Rational, which IBM bought a few years ago.
 - 3.5. Reset the Search box by clicking the reset button at the bottom of the frame.
 - 3.6. For the *Current Manufacturer* field choose “IBM” and click *Search*.

The first product listed should be Rational Software Rational Visual Test 6.0 with Installed Quantity of 10.

In this use case, the installed quantity comes from the Vandalay machines which are being managed by ZENworks. However, the purchase data has not yet been entered. You will be doing that in the next steps.

4. Create licensed product for Rational Visual Test:
 - 4.1. Navigate back to the main *License Management* page using breadcrumbs on the top of the page.
 - 4.2. In the License Management panel, click *Licensed Products*.
 - 4.3. Click *New > Licensed Product*.

4.4. Enter “IBM” in the Manufacturer field.

Note: There is a known issue when you enter a new value in a field with a drop-down list. You must click somewhere outside the box for the value to take. Tab/Enter will select the highlighted item in the list.

4.5. Choose “Rational Visual Test” for the Licensed Product field.

4.6. Enter 6.0 in the Version field.

4.7. In the notes field, add: “From Vandalay acquisition.”

4.8. Click *Next*.

4.9. Select *Define Additional Fields* and click *Finish*. This will bring you to the License Entitlements tab for the licensed product.

5. Define entitlement for the licensed product:

5.1. From the License Entitlements tab, in the Entitlements panel, click *New*.

5.2. Step 1: License Model—Leave the default (Per-Installation) radio button checked and click *Next*.

5.3. Step 2: Entitlement Type—Leave the default (Full License) selected and click *Next*.

5.4. Step 3: General Information—For Description enter “Rational Visual Test licenses from Vandalay”. Leave the rest of the fields at defaults and click *Next*.

5.5. Select *Define Additional Properties* and click *Finish*. This will bring you to the General tab for the entitlement.

6. Add proof of ownership to the entitlement:

6.1. Click the *Proof of Ownership* tab.

6.2. In the Purchase Summary Records panel, click *New*.

Note: There is a known intermittent bug on this step that causes the page to load with errors. If this happens, go back to the licensed product and drill back to this point. (Click on the licensed product link, select the entitlement and then the Proof of Ownership tab.)

6.3. Enter “Visual Test Summary Purchase” for Description, License Quantity of 10 and cost of 14,400 and click *Next*.

6.4. Select *Define Additional Properties* and click *Finish*. This will bring you to the details for the purchase summary record.

6.5. In the Documents panel, click *Add* and find/select the document that you uploaded earlier in this script (Visual Test License). This attaches the document to the entitlement.

7. Add coverage (from inventory) to the entitlement:

7.1. Return to the entitlement page (click the “Rational Visual Test licenses from Vandalay” breadcrumb) and click the *Coverage* tab.

7.2. In the Discovered Product Versions Covered panel, click *Add > Installed Discovered Product*.

7.3. Enter “*rational*” in the Name filter field and hit Enter, then select “Rational Software Rational Visual Test 6.0 (Windows)”.

8. Review compliance status details for licensed product:

8.1. Navigate back to Licensed Product page for this license using the breadcrumbs (click on the name of the licensed product).

8.2. Click on the *Compliance Status* tab and scroll down to show that the license quantity and consumed quantity are now equal.

NOTE: If you drill down to see the list of machines with Visual Test installed, you will see 12 instances in the ZENworks demonstration database, while only 10 are counted for licensing. This is because there are two cases where two instances are installed on the same machine. By design, the discovered product installation quantity reflects only one instance each per machine.

Use Case #3: True up for MS Office Pro where downgrade rights apply (new records will be added to the system)

Synopsis: The script below takes you through what a License Manager would do to reflect a true up for a given licensed product where they want to leverage downgrade rights. In this case they will run a previous version in place of the new version purchased as part of the true up.

This scenario demonstrates how downgrade rights (or upgrade rights, as they are reflected in the same way) are reflected in License Management by adding the appropriate discovered product version/s to the list of covered versions for the entitlement.

1. In ZENworks Control Center, click the *Asset Management* tab.

2. Review the compliance status details for Microsoft Office Professional:

2.1. In the License Management panel, click *Licensed Products*.

2.2. In the Search box, enter “Office” in the Name field and click *Search*.

2.3. Click on *Microsoft Office Professional Multiple*.

2.4. Click on the *Compliance Status* tab.

2.5. Scroll to the bottom to review the Compliance Status panel. Point out that Office XP is under-licensed by six.

In this scenario, we will assume we did a true-up transition that included six licenses of Office Professional 2007. Because of the terms of the volume licensing agreement, the company is entitled to downgrade rights on these six licenses of Office Professional.

3. To reflect this, you will first create a purchase record for six licenses of MS Office Professional 2007.

3.1. Click the *License Management* link in bread crumbs.

- 3.2. In the License Management panel, click *Purchase Records*.
 - 3.3. Click *New > Purchase Record*.
 - 3.4. Enter any text in the PO number field, choose a reseller and click *Next*.
 - 3.5. Select *Define Additional Properties* and click *Finish*. This brings you to the Purchase Details tab for the purchase record.
 - 3.6. In the Purchase Details panel, click *Add*.
 - 3.7. Search for and select "Office Professional 2007".
 - 3.8. Enter Quantity of 6 and any other desired details(not required). Click *OK*.
4. Add new entitlement to Microsoft Office Professional Multiple license. This entitlement will reflect the downgrade rights:
 - 4.1. Click the *License Management* link in bread crumbs.
 - 4.2. Navigate back to the License Entitlement tab for Microsoft Office Professional Multiple.
 - 4.3. In the Entitlements (Consumption Data Source:Inventory) panel, click *New*.
 - 4.4. Leave the default License Model as *Per Installation* and click *Next*.
 - 4.5. Leave the default Entitlement Type as *Full License* and click *Next*.
 - 4.6. Enter the Description: "Office Professional 2007 true up" and then click *Next*.
 - 4.7. Select *Define Additional Properties* and click *Finish*.
5. Add proof of ownership to the entitlement:
 - 5.1. Click the *Proof of Ownership* tab.
 - 5.2. In the Catalog Product panel, click *Add* and then find/select "Microsoft Office Professional 2007".
6. Add coverage (from Inventory) to the entitlement. You will be adding both the Office XP and Office 2007 versions:
 - 6.1. Click the *Coverage* tab.
 - 6.2. In the Discovered Product Versions Covered panel, click *Add > Installed Discovered Product*.
 - 6.3. Find and select Microsoft Office XP Professional 10.0.
 - 6.4. Under Discovered Product Versions Covered, click *Add > Installed Discovered Product*.
 - 6.5. Search and select Microsoft Office Professional 2007.

This reflects the downgrade rights by indicating that Office XP Professional (or Office Professional 2007) can be run under Office Professional 2007 licenses.

7. Review compliance status details for licensed product:

7.1. Click *Microsoft Office Professional Multiple* in the breadcrumbs.

7.2. Click on the Compliance Status tab and scroll down to the first Compliance Status panel.

7.3. Point out that there is no longer an under-licensed quantity, and that there is a new entry in the table of type Multi-Version, where both XP and 2007 licenses are “pooled” to reflect the downgrade rights.

Use Case #4: Version Upgrade to an existing licensed product (new records and documents will be added to the system)

Synopsis: The script below takes you through what a License Manager would do to reflect the purchase of a Version Upgrade license for an existing licensed product. In ZENworks 10 Asset Management/ License Management, Version Upgrades are defined as entitlements to run a newer version of a given product in lieu of running the older version. In other words, for each Version Upgrade purchased, the net result is the same number of total licenses—but the right to only run the newer version. In ISO 19770-1 terms, (Information Technology — Software Asset Management/ Part 1: Processes) one underlying license plus one version upgrade right yields one effective license.

1. In ZENworks Control Center, click the *Asset Management* tab.
2. Find the Snagit 7.0 licensed product:
 - 2.1. In the License Management panel, click *Licensed Products*.
 - 2.2. In the Search panel, enter “snag” in the Name field and click *Search*.
 - 2.3. Select *TechSmith Snagit Multiple*.
 - 2.4. Click the *License Entitlements* tab to show there is currently only one Entitlement for Snagit 7.0.

This scenario involves a case where the License Manager has supporting documentation indicating that five Version Upgrade licenses have been purchased for Snagit 7.2, which are based on the underlying 7.0 licenses.
3. Add a new entitlement to account for the upgrade from Snagit 7.0 to 7.2. This will decrement the license quantity for Snagit 7.0.
 - 3.1. Under Entitlements (Consumption Data Source: Inventory), choose *New*.
 - 3.2. Leave the default Per-Installation license model and click *Next*.
 - 3.3. Select Version Upgrade from Entitlement Type list.
 - 3.4. Select the existing Snagit full license 7.0 from the list and click *Next*.
 - 3.5. Enter “Snagit 7.2 Version Upgrade” in the description field and click *Next*.
 - 3.6. Select *Define Additional Properties* and click *Finish*.
4. Add proof of ownership to the entitlement:
 - 4.1. Click the *Proof of Ownership* tab.

- 4.2. In the Purchase Summary Records panel, click *New*.
- 4.3. Enter “SnagIt 7.2 Upgrades” in the Description field and 5 in the License Quantity field and click *Next*, then *Finish*.
5. Add coverage (from inventory) to the entitlement:
 - 5.1. On the entitlement details page for SnagIt 7.2 Version Upgrade, click the *Coverage* tab.
 - 5.2. In the Discovered Product Versions Covered panel, click *Add > Installed Discovered Product*.
 - 5.3. Find and select TechSmith SnagIt 7.2.
6. Review compliance status details for licensed product:
 - 6.1. Navigate back to the main licensed product page for TechSmith SnagIt Multiple and click on the *Compliance Status* tab.

Point out that the number of 7.0 licenses have been decremented by linking the Version Upgrade Entitlement back to the Full License Entitlement. These licenses are now allocated to version 7.2.

From the Installed Quantity, we see that there are five installations of version 7.0, in addition to four installations of version 7.2. This violates the license terms for Version Upgrades, which say that you forgo underlying licenses when you use the Version Upgrades. The 7.0 installations need to be upgraded to 7.2 or uninstalled.

Here, the product is helping to ensure that Version Upgrades are not mis-handled in a way that would cause an inadvertent out-of-compliance situation.

Use Case #5: Multiple license models (same product) and manual (new records will be added to the system)

Synopsis: The script below takes you through what a License Manager would do to reflect the addition of Oracle Database Named User Plus licenses when existing Oracle CPU licenses are already tracked in the system. The use case is that a new division (one not managed by the ZENworks system) is coming into the fold, but the License Manager must still integrate the data from this division into the existing ZENworks system. Previously, the License Manager had created a Oracle Database licensed product and a per CPU Entitlement with a Summary Purchase Record.

This scenario demonstrates Entitlements where the license consumption data source is external (i.e. not from inventory data but from some external source) and the tracking of a single product is licensed under more than one license model, in this case CPU and Named User Plus.

1. In ZENworks Control Center, click the *Asset Management* tab.
2. Review the current licensed product definition for Oracle Database 10g:
 - 2.1. In the License Management panel, click *Licensed Products*.
 - 2.2. In Search panel, enter Oracle in the Name field and click *Search*.
 - 2.3. Click *Oracle Database 10g*.
 - 2.4. Click the *Entitlements* tab.

2.5. In the Entitlements (Consumption Data Source: Manual) panel, click on *Oracle CPU License Entitlement*.

Point out that with entitlements from a manual source, the license quantity consumption is input on this page. Changes to the quantity are tracked in the Change History panel. So, if the License Manager receives a quarterly report on the number of CPUs in the servers running Oracle Database 10g, they can update the number here and the previous number is maintained in a history record.

3. Click the *Proof of Ownership* tab and point out the Purchase Summary Record which supports the ownership of six CPU licenses. You can open the attached document to show the details of CPU (and Named User Plus) licenses as described by their price list. See page 9 of 12 of the PDF for these definitions.

In this use case, the new Division owns five “Named User Plus” licenses for Oracle Database 10g. The Division also reports that there are currently five named users with access to the systems running the databases. The following steps take the License Manager through the steps to reflect this entitlement in the system.

4. Add new entitlement for the Named User Plus licenses:

- 4.1. Return to the general Oracle Database 10g page by clicking in it in the breadcrumbs.

- 4.2. In the Entitlements (Consumption Data Source: Manual) panel, click *New*.

- 4.3. Step 1: License Model—Under Consumption Data Source: Manual, choose *Other* and enter “Named User Plus” in the field. Click *Next*.

Note: Although Named User is already in the list, the definition of Named User Plus is specific to Oracle, so it will be named accordingly.

- 4.4. Step 2: Entitlement Type—Keep the default of Full License and click *Next*.

- 4.5. Step 3: General Information—In the Description field, enter “Oracle DB 10g named user licenses”. Change the platform to *Linux*, enter 5 in the Licenses Consumed and click *Next*.

- 4.6. Select *Define Additional Properties* and click *Finish*.

5. Add proof of ownership to the entitlement:

- 5.1. Click the *Proof of Ownership* tab.

- 5.2. In the Summary Purchase Records panel, click *New*.

- 5.3. Enter “Oracle 10g Named User Plus Purchase” for the description and 5 for the License Quantity. Click *Next*, then *Finish*.

6. Navigate back to the licensed product page for Oracle Database 10G and click on the *Compliance Status* tab.

Point out the Compliance Status showing the new entitlement values.

Use Case #6: Tracking OEM licenses (e.g. Windows Server 2003 R2 5.2) (new records will be added to the system)

Synopsis: The script below takes you through what a License Manager would do to reflect the OEM licenses of Windows from two newly purchased servers.

This scenario demonstrates the OEM license model where inventory is used to track license consumption and where the license is also tied to specific machines. Therefore, when machines tied to an OEM license are deleted from the system, the license count is decremented. Device deletion will not be part of the actual steps of the demo script but should be described.

1. In ZENworks Control Center, click the *Asset Management* tab.
2. Create a new licensed product for Windows Server 2003 R2.
 - 2.1. In the License Management panel, click *Licensed Products*.
 - 2.2. In the Licensed Products panel, click *New > Licensed Product*.
 - 2.3. Enter "Microsoft" in the Manufacturer field.
 - 2.4. Enter "Windows Server 2003 R2" in the Licensed Product field.
 - 2.5. Enter "5.2" in the Version field. Click *Next*.
 - 2.6. Select *Define Additional Properties* and click *Finish*.
3. Add entitlement to licensed product:
 - 3.1. In Entitlements (Consumption Data Source: Inventory) panel, click *New*.
 - 3.2. Select OEM for the License Model and click *Next*.
 - 3.3. Leave the default as Full License and click *Next*.
 - 3.4. Add to the Description field: "Win 2003 Servers R2 for lab".

Point out that based on the volume license program and the particular product, a text description can be recorded in the Virtual Machine Use Rights box.
 - 3.5. Click *Next*.
 - 3.6. Select *Define Additional Properties* and click *Finish*.
4. Add proof of ownership to the entitlement:
 - 4.1. Click the *Proof of Ownership* tab.
 - 4.2. In the Purchase Summary Record panel, click *New*.
 - 4.3. Enter "Windows Server 2003 R2 OEM" in the Description field and enter 2 in the Quantity field.

Click *Next* and then *Finish*.
5. Add coverage (from inventory) to the entitlement:
 - 5.1. Click the *Coverage* tab.
 - 5.2. In the Discovered Product Versions Covered panel, click *Add > Installed Discovered Product*.

- 5.3. Find and select Microsoft Windows Server 2003 R2 5.2.
- 5.4. Still on the Coverage Tab, in the Covered Machines panel, click *Add*.
- 5.5. Under Search Criteria, leave Managed Device selected and check the box for *Show devices with associated products installed only*.
- 5.6. Using CTRL to select multiple values, select the columns for *Machine IP Address* and *Operating System*. Click *Search*.
6. Select the two machines (w2k3ADUTP & w2k3ZCMUTP) and click *OK*.
Point out that this OEM Entitlement is now linked to the proper discovered product and also to the specific machines on which they were acquired. When either of these machines are retired/deleted, the license count will reflect that.

ZENWORKS PATCH MANAGEMENT

Patch Management has been enabled on the ZCM10.2 vm demo set.

A few of the Vulnerabilities have been cached to demo the deployment of one of these to the XP workstation.

NOTE: As the license key will probably have been locked out you will NOT be able to download newer vulnerabilities

1. Log in to ZCC as Administrator/n0v3ll
2. Click on **Patch Management**
3. Search for “ms04-” Patch Name
4. In the “Not Patched” column you should see 1. Click on it to show the device that is not patches (should be the xpzcm workstation)
5. Show the Remediation of one of the patches to the XP workstation
 - 5.1. Check one of the patches from the list
 - 5.2. Click on **Action** and then select **Deploy Remediation**
 - 5.3. Confirm the Device and its Status. Click **Next**
 - 5.4. On the license agreement click **Next**
 - 5.5. On the Remediation Schedule, select the **Schedule Type = Recurring**. Make sure “When a device is refreshed” option radio button is checked. Click **Next**
 - 5.6. On the “Remediation Options” screen, select **Advanced (Individually set all possible deployment options)**. Click **Next**
 - 5.7. On the “Advance Remediation Options” uncheck the Quiet Mode check box. Click **Next**
 - 5.8. On the “Deployment Order and Behavior” screen click **Next**
 - 5.9. On the “Pre Install Notification Options” screen, click **Next**
 - 5.10. On the “Notification and Reboot Options” click **Next**

5.11. On the “Summary “screen click **Finish**

5.12. Refresh the Agent on the XP workstation and view the Progress on the ZENworks agent

5.13. In the Patch Installation wizard pop up just install the patch

ENGL IMAGING TOOLKIT 5.1

Setup

You will be required to provide our own ISO for XP with SP3 and the License key

1. If you are a Novell Partner you will be required to build the XP image with your own XPSP3 ISO and License key. If you are Novell internal a copy of the XPSP3 ISO image is provided to you and is located in the [c:\](#) on the zcmxputp vm. You will need to provide your own MSDN License key
2. Enabling ENGL Demo
 - 2.1. Start the DHCP server and the Novell Proxy server services on the ZCM server
 - 2.2. Copy the WinXPsp3 ISO to the [c:\](#) on the host machine
 - 2.3. Run 'Enable ENGL Demo' shortcut
3. Run the ENGL Build Wizard
 - 3.1. Mount your WinXP Professional ISO to the ZCM server
 - 3.2. Start the ENGL build wizard
 - a) Start | All Programs | ENGL | Imaging toolkit | Build Wizard
 - 3.3. Accept all defaults but you must enter a Windows XP Professional product key that matches the Windows media being deployed. Allow for the build process to complete
 - 3.4. This will create a WinXP-x86-PE.ISO in the [c:\program files\ENGL\ImagingToolkit\Build \winxp-x86](#) directory
 - 3.5. Copy this iso to the [c:\](#) on the host machine
 - a) On the host map a drive to the [\\zcmw2k3utp\c\\$](#) share to copy
 - 3.6. On the ZCM server copy ZENworks add-on images from [C:\Program Files\ENGL\ImagingToolkit\Build\winxp-x86*.zmg](#) to [C:\Program Files\Novell\ZENworks\work\content-repo\images\winxp-x86](#)
4. Creating Universal base image
 - 4.1. Down the XP vm and take a snapshot of it. This is important as otherwise the contents of that vm will be overwritten with the new image
 - 4.2. Attach the WinXP-x86-PE.ISO to the cd/dvd and boot from it
 - a) Power on the vm and boot from the CD

b) winxp will be installed, the machine will reboot, .NET2.0 will be installed,

ZENWORKS APPLICATION VIRTUALIZATION (ZAV) V7.0

To demo ZAV 7 on its own, use the standalone vm that is provided in the DVD kit.

To show the integration of ZAV with ZCM, you will need to use the ZCM10.2 demo. Also installed on the ZCM server ZAV v7.0

ZAV integration with ZCM10.2

1. You will demo building the GroupWise IM virtual application and publish it to the workstation via the ZCM bundle deployment
2. Start the ZENworks application Visualization from the shortcut on the Desktop of the ZCM 10.2 server
3. From the Configuration wizard, click on the icon to **Build a virtual application from a template**
4. From the application drop down select the Novell GroupWise Messenger. Click **Next**
5. on the "Download Configuration information" screen, click **Next**
6. On the "Sandbox Selection" screen click **Next**
7. On the "Select an output file" screen click **Next**
8. Deselect the option to **Build the virtual application now**. Click **Finish**
- 9.
- 10.
11. Click the **ZENworks** Icon
12. In the ZENworks Startup pane, check boxes for both **Require ZENworks Configuration Management Agent to the installed on the workstation executing the virtual application** and **Only allow devices registered in specified zone to execute the application**
13. On the Zone selection screen enter **172.17.2.51** as the ZENworks Server Address and then click **Connect**.
14. For the username enter **Administrator** and for the password, **n0v3ll**. Click **OK**
15. Click **OK** when the UTOPIA Zone is detected
16. For the Bundle name enter gwim-Vx
17. For the bundle folder enter Virtual Applications\published
18. For the Destination Path enter [c:\virtual](#) Apps
19. Check the option to **Automatically publish applications as ZENworks bundle after successful build**
20. Click on **Build** icon

21. When the build process is completed, switch to ZCC | Bundles | Virtual applications | Published folder.
The GWIM-Vx virtual application will have been created in this folder
22. Assign this Virtual application to user bob, and refresh the workstation.
23. Check that the virtual application is deployed to [C:\Virtual](#) Apps directory
24. Launch the application

<End>