

# Management Made Easy

Novell ZENworks 10 Configuration Management SP2

The release last month of Novell ZENworks 10 Configuration Management SP2 delivers thousands of feature enhancements and bug fixes that further improve the solution. A number of the improvements bring shared benefits to ZENworks Configuration Management, ZENworks Asset Management and ZENworks Patch Management – three key products in Novell Endpoint Management solutions. Other improvements enrich specific capabilities of the individual products themselves. This article highlights some of these key shared and product-specific enhancements.

## Shared Enhancements

### > Installation and Administration Flexibility

The first shared enhancement that ZENworks 10 Configuration Management SP2 provides is greater flexibility in terms of product installation and administration. With this release you can now run both ZENworks Configuration Management and ZENworks Asset Management as standalone solutions. You can choose which of the individual solutions to actually be installed and activated. You also have the option to dictate which of the individual ZENworks solutions will display in the ZENworks Control Center console.

For example, if you only have a license for ZENworks Configuration Management, then the ZENworks Asset Management and ZENworks Patch Management feature set can be disabled so those services don't show up in the console. This leaves you with a much cleaner, leaner and easier-to-use administrative interface.

This ability to pick and choose extends to the ZENworks Adaptive Agent as well. With ZENworks 10 Configuration Management SP2, only the agent features that you enable as an administrator will be implemented on your managed devices, allowing the deployed agent to have a smaller footprint. Specifically, you have the ability to uninstall, enable or disable any of the following features:

- Asset Management
- Bundle Management
- Image Management
- Patch Management
- Policy Management
- Remote Management
- User Management

Figure 1: ZENworks 10 Asset Management SP2 lets you allocate licenses by device or demographics, such as by site, department or cost center.

General	License Entitlements	Compliance Status	License Allocations
<b>Demographic Allocations</b> <span>⌵</span>			
Add Remove			
<input type="checkbox"/>	Site <span>⌵</span>	Device Count	Allocated Quantity
		Installed Quantity	Variance
No items available.			
<b>Device Allocations</b> <span>⌵</span>			
Add Remove			
<input type="checkbox"/>	Machine Name <span>⌵</span>	Login Name	IP Address
	Site	Department	Cost Center
		Installed Quantity	Duplicate Allocation
<input type="checkbox"/>	ZENDOC2A	Administrator	137.65.167.172
		1	
1 - 1 of 1 <span style="float: right;">show 5 items</span>			
Installations with no allocations: <a href="#">0</a>			
Apply		Reset	

Figure 2: With ZENworks 10 Asset Management SP2 you can easily see how many of your licenses are actively being used.

Discovered Products						
Action ▼						
<input type="checkbox"/>	Name ▲	Excluded	Licensed Product	Installed Quantity	Active Usage Quantity	Standards Category
<input type="checkbox"/>	Microsoft Office Professional 2003 2003 (Windows)		Office Professional 2003	10	10	
<input type="checkbox"/>	Microsoft Windows Server 2003 5.2 (Windows)		Windows Server 2003	5	5	
<input type="checkbox"/>	Microsoft Windows XP Professional 5.1 (Windows)		Windows XP Professional	15	11	
<input type="checkbox"/>	Sun Java2 Runtime Environment 1.5 (Windows)			15	12	
<input type="checkbox"/>	Sybase SQL Anywhere Developer Edition 10.0 (Windows)			1	0	
<input type="checkbox"/>	Symantec Symantec AntiVirus Corporate Edition 8.1 (Windows)			30	25	
<input type="checkbox"/>	VMware VMware Tools - (Windows)			2	2	
<input type="checkbox"/>	Yahoo! Yahoo! Companion Toolbar - (Windows)			1	0	

1 - 8 of 8 show 25 ▼ items

## Novell ZENworks 10 Configuration Management SP2 delivers thousands of feature enhancements and bug fixes that further improve the solution’s stability, scalability, and flexibility.

### > Improved Reporting Capabilities

Novell has also completely redesigned reporting in ZENworks 10 Configuration Management SP2, providing a single universe for cross-product reporting. Rebranded as the ZENworks Reporting Server, this cross-product reporting engine enables you to build and customize reports that span ZENworks Configuration Management, ZENworks Asset Management and ZENworks Patch Management.

The new reporting universe now has 1,350 objects or fields that you can use to create reports, extending your ability to generate reports on just about anything you want. Novell has made it much easier to access and report on the fields and items that you want. The reporting interface is richer, more user-friendly and structured in a more intuitive manner to simplify and enhance your ability to build reports. The ZENworks Reporting Server has also added support for Windows 2008 Server, as well as 64-bit versions of Linux and Windows servers.

### > Broader Cross-Platform Capabilities

New platform support is not isolated only to the reporting server. In Support Pack 1, Novell introduced the concept of satellites, which can be a server or workstation that can perform certain roles that a ZENworks primary server typically performs. Satellites

are ideal for branch offices or locations with slow WAN links, allowing you to offload local tasks to the satellite to improve performance.

When this functionality was first released, only managed Windows devices could act as satellites. Now satellites can be hosted on Linux devices running SUSE Linux Enterprise Server 10 SP2, Novell Open Enterprise Server 2 SP1/SP2 or SUSE Linux Enterprise Desktop 10 SP1/ SP2. This gives you the ability to better leverage your Linux infrastructure not only for your primary ZENworks servers, but for your satellite systems as well.

Novell has added new platform support in other areas as well. Windows 2008 SP2 is now supported on ZENworks primary servers, satellite systems and managed devices while Windows Vista SP2 is now supported on managed devices. All of this added platform support combines to give you even greater choice and interoperability.

Further extending your choice and interoperability, ZENworks 10 Configuration Management SP2 is providing “experimental” support for Windows 7 devices. This means that you should be able to discover and manage Windows 7 workstations using much of the functionality in this new ZENworks release. If you experience problems or issues managing these devices, you can report them to Novell to address any compatibility issues as quickly as possible.

## Solution Specific

### > ZENworks 10 Configuration Management SP2

Many of the enhancements specific to ZENworks Configuration Management were simply responses to common requests from customers. These suggestions include the addition of a bundle activity indicator, which is basically a progress bar that lets users know that ZENworks is performing some type of action on their devices. Other customer-requested enhancements

include the ability to keep users from being removed from their volatile user cache for a set amount of time, the option to specify certain IP addresses be excluded from discovery tasks, TFTP folder replication, LDAP inventory importing and more.

In addition to addressing a significant number of common customer requests, Novell has also added Ghost imaging support to ZENworks Configuration Management. This enables customers to leverage existing investments in Ghost, but drive and manage the imaging and image deployment process from within the ZENworks Control Center.

ZENworks 10 Configuration Management SP2 also enables you to manage devices outside your corporate firewall without requiring you to use a VPN. It employs a remote management proxy to route remote management requests and operations through your Network Address Translation (NAT) firewalls and routers.

**With this support pack, only the agent features that you enable as an administrator will be implemented on your managed devices, allowing the deployed agent to have a smaller footprint.**

**> ZENworks 10 Asset Management SP2**

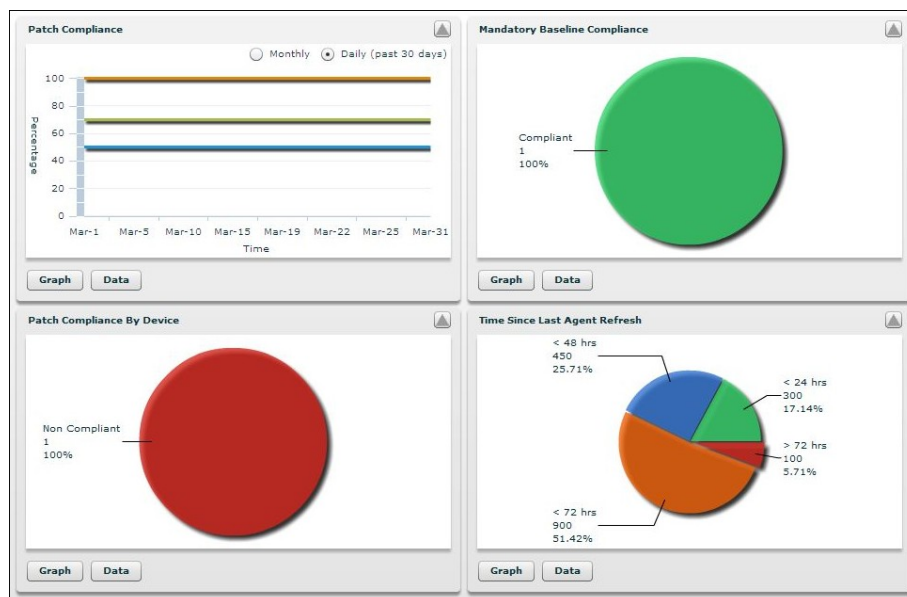
This support pack introduces a number of enhancements that are specific to ZENworks Asset Management as well. One of the first ones you'll notice is the addition of a graphical snapshot of key asset management metrics in the ZENworks Control Center. This gives you a quick view into your license status and asset infrastructure.

License allocation is another key feature new to ZENworks Asset Management. (See Figure 1.) This allows you to allocate licenses by leveraging both device and demographic data, such as site, department or cost center. For example, you can allocate licenses to specific workstations as well as to all workstations at a specific site or within a certain department. Once these licenses are allocated, you can view whether or not they are actually being used and easily reallocate them as necessary.

The solution also displays new software usage data in the Discovered Product list and in the ZENworks Control Center. (See Figure 2.) This allows you to see how many products are installed against your licenses and how many of those licenses are actively being used.

Additionally, the migration utility for ZENworks Asset Management now supports Oracle-to-Oracle database migration of asset management data. As a result, you can migrate ZENworks Asset Management 7.5 data in one Oracle database to an Oracle database being used for ZENworks 10 Configuration Management SP2.

**Figure 3:** ZENworks 10 Patch Management SP2 presents a graphical dashboard in the ZENworks Control Center that gives you a quick summary of patch management status as well as patch compliance history.



> **ZENworks 10 Patch Management SP2**

Specific to ZENworks Patch Management, this release delivers two main enhancements. The first enhancement focuses on improving the user's experience by providing a "snooze" capability for patch deployments. This allows administrators to configure a patch deployment to prompt users before actually laying down the patch and giving the user the option to delay the patch installation to a more convenient time. This can eliminate untimely work interruptions while still giving the administrator full control of when and how long a patch deployment can be delayed.

The second enhancement to ZENworks Patch Management is the addition of dashboard charts in the ZENworks Control Center. (See Figure 3.) This enhancement uses pie charts and line graphs to give administrators a quick summary of patch management status as well as patch compliance history. When needed, you can click on the graphics to drill down and see the detailed numbers behind the graphs. In addition to these two main enhancements, ZENworks Patch Management has been updated in other areas as well, including a redesign of the vulnerabilities page and new filtering categories to further facilitate patch administration.

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**All the shared and product-specific ZENworks improvements combine to enhance and simplify your overall administrative experience.**

All of these shared and product-specific ZENworks improvements combine to enhance and simplify your overall administrative experience. They further improve the solution's quality, stability and usability. They build on and strengthen the user-focused and policy-based management approach of Novell Endpoint Management solutions, while giving you even greater freedom of choice as a flexible cross-platform solution with a complete range of advanced configuration management capabilities that makes it easier than ever to manage your desktops.