Getting Started Guide

Novell®
ZENworks® 10 Asset Management SP2

10.2

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About This Guide

This *Novell ZENworks 10 Asset Management Getting Started Guide* introduces you to the ZENworks management system and the documentation that can help you install, configure, and use the system. The information in this guide is organized as follows:

- Chapter 1, "Product Overview," on page 9
- Chapter 2, "Installation and Setup Documentation," on page 17
- Chapter 3, "Administration Documentation," on page 19

Audience

This guide is intended for ZENworks administrators.

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, or go to the Novell Documentation Feedback site (http://www.novell.com/documentation/feedback.html) and enter your comments there.

Additional Documentation

ZENworks 10 Asset Management 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 10 Asset Management documentation (http://www.novell.com/documentation/zam10/).

Documentation Conventions

In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

A trademark symbol ($^{®}$, $^{™}$, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

When a single pathname can be written with a backslash for some platforms or a forward slash for other platforms, the pathname is presented with a backslash. Users of platforms that require a forward slash, such as Linux*, should use forward slashes as required by your software.

Product Overview

<div style="text-align: right; font-size: 3em;">1</div>

Novell® ZENworks® 10 Asset Management provides comprehensive management of software assets on Windows* servers and workstations (collectively referred to as devices), including the ability to generate hardware and software inventories of devices, track software usage, manage software contracts, and enforce software license compliance.

The following sections further introduce you to the capabilities of ZENworks Asset Management and provide a high-level overview of the ZENworks system architecture and administration.

1.1 Management Capabilities

The ZENworks Asset Management capabilities are as follows:

1.1.1 Discovery and Deployment

The Discovery process is used to find devices in the network through querying a set of provided IP addresses and to collect inventory information by using technologies like SNMP, WMI, and SSH. Discovery process can also find devices from Novell eDirectory™ or Active Directory*, and migrate your traditional ZENworks devices from Novell eDirectory.

The Deployment process is used to distribute and install ZENworks Adaptive Agent to a collection of devices that are identified by the discovery process or by providing a list of devices explicitly. These devices then become managed devices.

For more information, see the *ZENworks 10 Discovery, Deployment, and Retirement Reference*.

1.1.2 ZENworks Reporting

ZENworks ConfigurationAsset Management provides advanced reporting capabilities with ZENworks Reporting Server. ZENworks Reporting Server uses an embedded BusinessObjects Enterprise XI R3.1 engine to create customized reports. You can use the predefined reports in

ZENworks Reporting Server to report on Asset Management, Patch Management, Inventory, Discovery and Deployment, Bundles and Policies, and ZENworks Systems. You can also create custom reports, edit reports, assign rights on reports, and schedule reports to a set of users.

For more information, see the *ZENworks 10 Asset Management Reporting Server Installation Guide* and the *ZENworks 10 Asset Management System Reporting Reference*.

1.1.3 Inventory Collection

ZENworks Configuration Management can gather extensive software and hardware inventory for all managed and inventoried devices, and it also enables you to create and export standard and custom reports.

For more information, see the *ZENworks 10 Asset Inventory Reference*.

1.1.4 Software Usage

You can track usage of software applications (including run time, active time, logged in user, machine, and application used) in your existing inventory. You can also track and report on software run via Terminal Server and Citrix, as well as Web applications run through the browser. You can run a full range of predefined software usage reports, as well as create, save, and run custom reports.

For more information, see the *ZENworks 10 Asset Management Reference*.

1.1.5 Contract Management

You can define and track IT contract details, including key dates and vendor, financial, SLA, lease, and renewal information; attach related documents; associate contracts with assets, licenses, and demographic data; and create automated e-mail notifications for specified dates. You can also run a full range of predefined contract management reports, as well as create, save, and run custom reports.

For more information, see the *ZENworks 10 Asset Management Reference*.

1.1.6 License Management

You can import and enter software purchase records, define license entitlements, attach supporting documentation, reconcile discovered software products to entitlements, and track ongoing compliance status. You can also run a full range of predefined license management reports, as well as create, save, and run custom reports.

For more information, see the *ZENworks 10 Asset Management Reference*.

1.1.7 System Updates

You can update your ZENworks Asset Management software on all devices in the Management Zone where the software is installed. Update downloads can be scheduled. Software updates are provided at the Interim Release level and you can choose whether to apply each update after viewing its content (interim releases are cumulative). You can also download the latest Product Recognition Update (PRU) to update your knowledgebase so that ZENworks Inventory can recognize newer software.

For more information, see the *ZENworks 10 Asset Management System Administration Reference*.

1.2 System Architecture

The ZENworks system architecture consists of four main components: Primary Servers, Satellites, managed devices, and inventoried-only devices. These components are organized into management domains, referred to as Management Zones.

Figure 1-1   *Management Zone*
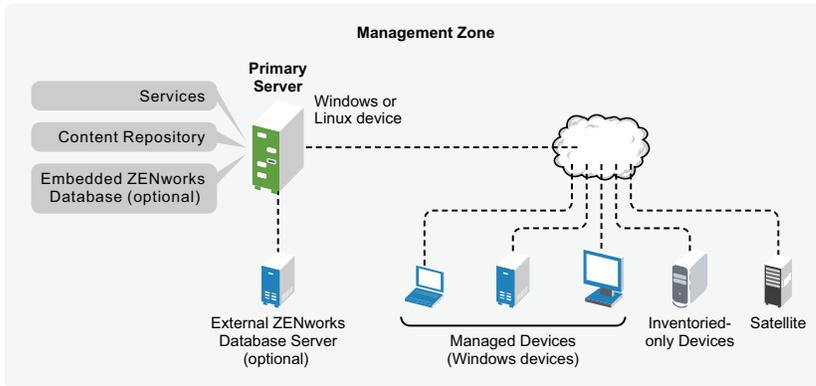
A Management Zone consists of at least one Primary Server, Satellites (if needed), and one or more managed devices or inventoried-only devices. The Primary Servers and Satellites work together to manage the devices. The zone's information is stored in a database that resides on one of the Primary Servers or externally on another server that does not have ZENworks installed on it.

1.2.1 Primary Server

The Primary Server is the focal point of the ZENworks system. Depending on the number and location of the devices that you want to manage with ZENworks, you might need additional Primary Servers. The ZENworks services are added to each Primary Server during installation and configuration of the ZENworks software.

The Primary Server contains the following ZENworks components:

- **ZENworks services:** The ZENworks software that provides inventory collection, asset management, and so forth. The main services are ZENworks Server Service, ZENworks Loader, and ZENworks Management Service.

- **Content repository:** Contains the update packages used to update the ZENworks system files and the Product Recognition Updates used for product recognition during inventorying of software and hardware. The content repository has limited use with ZENworks Asset Management; however, it is used more extensively with ZENworks Configuration Management (another Novell ZENworks product) to store software files waiting to be distributed to devices.

- **ZENworks database:** Contains information about the hardware and software inventory lists collected from devices, information about the ZENworks Control Center objects (devices, users, and so on), centralized system messages, and license tracking and usage data.

You can install the embedded Sybase* SQL Anywhere* database that is included with ZENworks Asset Management, or you can use an external Sybase SQL database, Oracle* 10g Standard - 10.2.0.1.0, or a Microsoft* SQL database.

The embedded database must reside on one, and only one, Primary Server per Management Zone. If you use an external database, you can install the database on a server that is not a Primary Server. By default, all Primary Servers require access to the ZENworks database, wherever it resides, to write their data.

You can also specify that certain servers roll up their information to other servers.

For accessibility and reliability purposes, you might want to consider locating a Microsoft SQL database in a Microsoft server cluster.

1.2.2 Satellite

A Satellite is a device that can perform certain roles that a ZENworks Primary Server normally performs. A Satellite can be any managed Windows device (server or workstation) or an unmanaged Linux device (server or workstation). When you configure a Satellite device, you specify which roles it performs:

- ◆ **Collection:** If you want to improve information roll-up access for a group of devices to minimize traffic to the ZENworks Primary Server that is hosting the ZENworks database, you can enable the Collection role on a device. For example, if you have devices that are rolling up information to a Primary Server outside of their network segment, you can minimize network traffic by enabling the Collection role on a device within the network segment to accept the information from the other devices in that segment. That Collection role device is then the only device from that segment that is rolling up information to the Primary Server.

- ◆ **Content:** If you want to improve content access for a group of devices without creating another Primary Server, you can create the Content role on a device. For example, if you have devices that are accessing a Primary Server outside of their network segment, you can create the Content role on a device within the network segment to service those devices.

For more information, see "Satellites" in the *ZENworks 10 Asset Management System Administration Reference*.

1.2.3 Managed Device

A managed device is a Windows server or workstation that you can use ZENworks to manage. The ZENworks Adaptive Agent must be installed on each device in order for it to be managed. The Adaptive Agent communicates with a Primary Server to enable management of the device.

Each managed device attempts to contact its initial Primary Server. However, if content is unavailable on that Primary Server, the managed device requests it from another Primary Server in the Management Zone, and continues until it finds a Primary Server that can provide the content.

A managed device can be registered in only one Management Zone and is therefore managed only in that zone.

1.2.4 Inventoried-Only Device

You might have devices where the Adaptive Agent cannot be installed, or devices where you do not want to install the Adaptive Agent. To inventory these devices, you can either install Inventory-Only agent or run the Portable Collector.

For more information, see the *ZENworks 10 Discovery, Deployment, and Retirement Reference*.

1.2.5 Management Zone

A Management Zone consists of one or more Primary Servers and one or more managed devices. The Primary Servers in the zone work together to manage the devices. The zone's information is stored in a database that resides on one of the Primary Servers or externally on another server that does not have ZENworks installed on it. The zone might also contain Satellites.

1.3 System Administration

You administer the ZENworks system at the Management Zone level through ZENworks Control Center (ZCC), a task-based Web browser console. The following graphic shows the ZCC portion of the Web browser display:

Figure 1-2 *ZENworks Control Center*
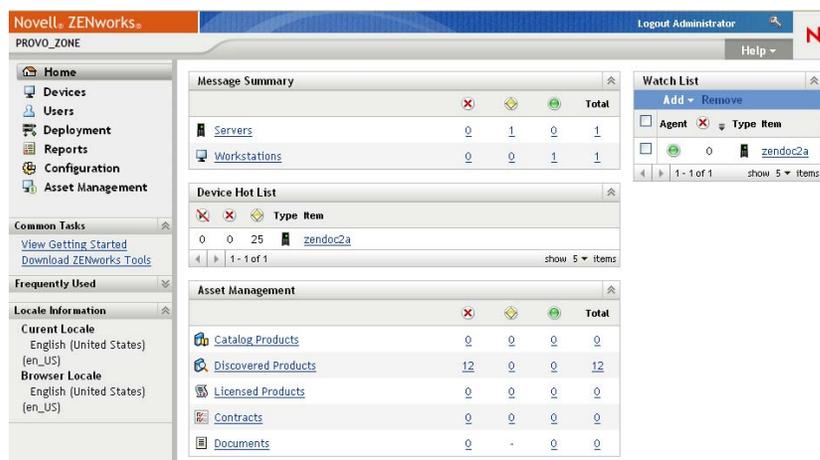
ZCC is installed on all Primary Servers in the Management Zone. You can perform all management tasks on any Primary Server. Because it is a Web-based management console, ZCC can be accessed from any supported workstation.

If you use Novell iManager to administer other Novell products in your network environment, you can enable ZCC to be launched from iManager. For more information, see the *ZENworks 10 Asset Management System Administration Reference*.

In addition to ZCC, you can use the zman command line utility to manage the objects in your ZENworks system. The main advantage to using the command line utility is the ability to create scripts for handling repetitive or mass operations.

Like ZCC, the zman utility is installed on all Primary Servers, but it can only run from the command line on the server.

1.4 ZENworks Terminology

Table 1-1 *ZENworks ConfigurationAsset Management Terminology*

Term	Description
inventoried-only device	Device where the ZENworks Adaptive Agent is not or cannot be installed. Instead, you install the Inventory Only Module on these devices so that you can use Asset Inventory to inventory them. Optionally, you can run the Portable Collector to inventory them. For more information, see "Adaptive Agent Versus Inventory-Only Module" and "Deploying the Inventory-Only Module" in the *ZENworks 10 Discovery, Deployment, and Retirement Reference*.
Inventory Only Module	Software installed on a device that enables it to be inventoried. This is normally installed on devices running the Mac OS* X, NetWare® 5.1/6/6.5, OES (NetWare), Unix (Sun Solaris, HP UX, or IBM AIX), or Linux operating systems, which are not supported as managed devices.
managed device	A Windows server or workstation that has the Adaptive Agent installed and is registered in the Management Zone.
management console or administration workstation	The device where you run ZENworks Control Center in your Web browser.
Management Zone	Consists of at least one Primary Server. It can contain other Primary Servers and one or more workstations as managed devices. It can also contain inventoried-only devices.
Primary Server	A machine that contains the ZENworks services and content repository. Optionally, it might also contain the ZENworks database, but on only one of the Primary Servers per zone. A Management Zone can have multiple Primary Servers.
Portable Collector	A software utility that can inventory any device and create a file that is accessible in ZENworks Control Center as if it were a device. This file is then used for obtaining inventory data about the device. For more information, see "Using the Portable Collector" in the *ZENworks 10 Asset Inventory Reference*.
Satellite	A Satellite is a device that can perform certain roles that a ZENworks Primary Server normally performs. A Satellite can be any managed Windows device (server or workstation) or an unmanged Linux device (server or workstation). When you configure a Satellite device, you specify which roles it performs (Imaging, Collection, or Content). For more information, see "Satellites" in the *ZENworks 10 Asset Management System Administration Reference*.
ZENworks Adaptive Agent	Software installed on a Windows server or workstation that enables it to be managed by a Primary Server. The Adaptive Agent consists of modules that support software delivery, policy enforcement, imaging, remote management, inventory, and so forth. For more information, see "ZENworks Adaptive Agent Deployment" in the *ZENworks 10 Asset Management System Administration Reference*.
ZENworks Control Center	The Web-based administrative console used to manage the ZENworks Configuration Management system. For more information, see "ZENworks Control Center" in the *ZENworks 10 Asset Management Administration Quick Start*.

Term	Description
ZENworks database	The database that contains information about the software available for delivery, the hardware and software inventory lists collected from devices, and the actions scheduled to take place within the system. The database can reside on a Primary Server, or it can reside on a remote server as an external database. By default, all Primary Servers require access to the database. For information on supported databases, see "Database Requirements" in the *ZENworks 10 Asset Management Installation Guide*. For more information on the ZENworks database, see "Database Management" in the *ZENworks 10 Asset Management System Administration Reference*.
zman	A command line interface for managing your ZENworks system. The zman utility is useful for automating tasks (through scripts) and performing mass management tasks that might be tedious to perform in ZENworks Control Center. For example, configuring settings for a large number of devices, or adding an action to a large number of bundles. Zman is available on all Primary Servers. For more information, see "ZENworks Command Line Utilities" in the *ZENworks 10 Asset Management Command Line Utilities Reference*.
zac	A command line management interface for the Novell ZENworks Adaptive Agent. The zac utility performs command line management functions on the ZENworks managed device, including installing and removing software bundles, applying policies, and registering and unregistering the device.

Installation and Setup Documentation

<div style="text-align: right; font-size: 3em;">2</div>

To install, migrate to, and set up Novell® ZENworks® 10 Asset Management SP2, follow the applicable instructions:

- *ZENworks 10 Asset Management Installation Guide*

  Provides instructions on establishing the ZENworks Management Zone with one or more ZENworks Primary Servers. Includes instructions for GUI, command line, or silent installations.

- *ZENworks 10 Asset Management Reporting Server Installation Guide*

  Provides instructions for installing ZENworks Reporting Server for ZENworks infrastructure reporting.

- *Novell ZENworks 10 Asset Management Migration Guide*

  Provides instructions on how to migrate ZENworks Asset Management 7.5 data to ZENworks 10 Asset Management.

- *ZENworks 10 Asset Management Administration Quick Start*

  ZENworks Asset Management is ready to use out of the box, but you probably want to configure it to suit your environment. The *Administration Quick Start* includes basic instructions for:

  - Zone configuration
  - ZENworks Adaptive Agent deployment
  - Device management
  - System messaging and reporting

Administration Documentation

3

The following references for Novell® ZENworks® 10 Asset Management SP2 provide overviews, setup instructions, usage instructions, ongoing management instructions, and other information:

◆ *ZENworks 10 Asset Management Administration Quick Start*

Provides instructions on how to set up ZENworks Asset Management for your network, including short tasks to familiarize you with the features of the product.

◆ *ZENworks 10 Asset Management System Administration Reference*

Provides instructions on ZENworks servers and Satellites, user sources, ZENworks administrator accounts, Management Zone configuration settings, database maintenance, and so on.

◆ *ZENworks 10 Asset Management Command Line Utilities Reference*

Provides instructions on the zman, zac, and zeninfocollect command line utilities.

◆ *ZENworks 10 Discovery, Deployment, and Retirement Reference*

Provides instructions on device registration, the ZENworks Adaptive Agent, network device discovery, device importing, inventoried-only device setup, and deployment tasks.

◆ *ZENworks 10 Asset Inventory Reference*

Provides instructions on software and hardware inventory collection, including how to scan, view individual device inventory information, and generate inventory reports.

◆ *ZENworks 10 Asset Management Reference*

Provides instructions on how to manage your software assets, including tracking software usage, managing software contracts, and enforcing software license compliance.

◆ *ZENworks 10 Asset Management System Reporting Reference*

Provides instructions on how to perform BusinessObjects* Enterprise XI reporting on your ZENworks infrastructure.