ZENworks Application 2017 Update 3

August 2018

1   Documentation Updates

This section contains information on documentation content changes that were made in ZENworks Configuration Management (ZENworks Application). The information can help you to keep current on updates to the documentation.

The documentation was updated on the following date:

2   Overview

ZENworks Application (ZAPP) leverages the capabilities of a unified endpoint management solution to provide an enhanced user experience, while using the same functionality as that of the old Novell Application Launcher (NAL) window. The features include:

- A brand new user interface that serves as a single place for all ZENworks end user functionality on Windows.
- An integrated search to help you find the app of your choice. The search includes full and split pattern matching by name, description, and contact information.
- A new branding policy that enables your organization to customize certain aspects of the ZENworks Application based on your own branding requirements, such as the ZAPP icon, wallpaper, and color.
- You can pin and unpin bundles to the Desktop, Taskbar, and Start menu tiles.
- An improved user experience, including:
  - Providing remote assistance to end users from the ZAPP window. You do not need to go to the ZENworks system tray icon, you can click the menu from ZAPP itself to request remote assistance.

This document includes the following:

IMPORTANT

- If NALWIN is configured as **Shell**, then during upgrade ZAPP will replace NALWIN.
- Administrator can enable or disable the **Refresh**, **Progress status**, **Sign in, Technician Application**, **ZENworks icon**, and **Remote assistance** options for users to access.

2.1 Launching ZAPP

You can launch ZAPP by using any of the following options:

- Click the **ZENworks** icon from the system tray.
- **Start** > **Novell ZENworks** > **ZENworks Application**.
- **Start** > **Run** and then type `zapp-launcher`.

2.2 Logging into ZENworks

To log into ZENworks:

- Right-click the **ZENworks** icon and click **Sign in**.
- Select the **Hamburger** menu and click **Sign in.**

2.3 Launching help

You can launch ZAPP help by using any of the following options:

- Select the **Hamburger** menu and click **Help.**
- On the system tray, right-click the **ZENworks** icon and click Help.

2.4 About ZENworks

You can view ZENworks details such as build version, agent version, configuration location, device name, and user name:

- Select the **Hamburger** menu and click **About ZENworks.**

2.5 Launching ZAPP using the Command Line Switches

Open the command prompt and execute the `zapp-launcher` command. By default, ZAPP-Launcher is started from the **Run** registry keys.

For example: To disable the **Close** option for ZAPP, append the `/s` option to the following registry keys:

For 32-bit Operating Systems:

`[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run]`

`ZAPP=C:\Program Files (x86)\Novell\Zenworks\bin\zapp-launcher.exe /runonce /s`

Or

`ZAPP=%zenworks_home%\bin\zapp-launcher.exe /runonce /s`

Registry key Type: `REG_EXPAND_SZ`

For 64-bit Operating Systems:

`[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Run]`

`ZAPP=C:\Program Files (x86)\Novell\Zenworks\bin\zapp-launcher.exe /runonce /s`

Or

`ZAPP=%zenworks_home%\bin\zapp-launcher.exe /runonce /s`

Registry key Type: `REG_EXPAND_SZ`

IMPORTANT

- If ZAAP is already running and you want to launch it again with other command line parameters, kill all instances of ZAAP and then execute `zapp-launcher` with the new parameters.
- Command line parameters set before an agent update is retained after agent is updated.

The following command line switches can be used when starting the ZENworks Application Window using `zapp-launcher`:

Switch	Description
`/?` Example: `zapp-launcher /?`	Displays Help. If ZAPP is launched with invalid parameters, help is displayed.
`/max` Example: `zapp-launcher /max`	Displays the ZENworks Application window maximized when first loaded, overriding the window state (size and position) that was saved when exiting the previous ZENworks Application window session.
`/min` Example: `zapp-launcher /min`	Displays the ZENworks Application window minimized when first loaded, overriding the window state (size and position) that was saved when exiting the previous ZENworks Application window session.

Switch	Description
/norm Example: `zapp-launcher /norm`	Displays the ZENworks Application window in its original state when first loaded, and maintains the window state (size and position) that was saved when exiting the previous ZENworks Application window session.
/runonce	This command is used for internal purposes and it is located at `HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Run`. Ensure that you do not delete it.
/s Example: `zapp-launcher /s`	Enables the ZENworks Application window to behave like the Windows shell. For example, on the Hamburger menu, the standard Windows Power Options are displayed. The **Close** option is not available. This is not a true replacement for the Windows shell. If users minimize the ZENworks Application window, they have access to the normal desktop.
/d Example: `zapp-launcher /d`	Displays the ZENworks Application window without the Help option on the Hamburger menu and System Tray. So, you cannot view the help.

2.6 Launching Technician Application

From the ZENworks 2017 release the **Show Properties** menu is renamed as **Technician Application**.

To launch Technician Application:

1 Right-click the **ZENworks** icon and click **Technician Application**.

2.7 Refreshing the Agent

You can refresh the agent by using any of the following options:

- Select the **Hamburger** menu and click **Refresh**.
- Click the **Refresh** icon in the status bar.
- Right-click the **ZENworks** icon and click **Refresh.**

2.8 Checking for Updates

You can check for any ZENworks software updates by using the following option:

- Right-click the **ZENworks** icon and click **Check for Updates**.

In case of server class machines the **Check for Updates** option is displayed if the active session is a console session (it is not allowed in Remote Desktop Protocol (RDP) of server class machines as multiple users can log in and this option can affect the other sessions). So, if the user logs out from the console session and logs in with RDP, the process is launched and the menu is not displayed.

2.9 Changing the Password

You can change the password by performing the following:

1 Right-click the **ZENworks** icon and click **Change Password.**

2 On the Change eDirectory Password page, specify the following information:

- **Old Password:** The current password.
- **New Password and Confirm Password:** The new password for logging into the application.

3 Click **OK**.

2.10 Submitting the Collection Data Form

To schedule regular inventory scans on your device, your administrator creates a collection data form to gather additional information from you. The information requested in the data form is determined by your administrator.

To specify the data:

1 Right-click the **ZENworks** icon and click **Collection Data Form.**

2 Specify the required information and click **Submit**.

2.11 Security Locations

The current security location determines the security policies being applied to your device. It will be available if an administrator has configured.

2.11.1 Viewing the Current Security Location

To view the current location:

1 Right-click the **ZENworks** icon, click **Security Location**.

The current location is identified by a check mark.

2.11.2 Changing Security Locations

You can change security locations only if additional locations are available.

When you change security locations, the ZENworks Agent applies the security policies associated with the new location. You should exercise caution when manually changing locations to ensure that you do not compromise your system's security.

1 Right-click the **ZENworks** icon in the notification area, click **Security Location**, then click the new location.

2.12 Searching bundles and folders

The Search option enables you to search the required bundles and folders with name, description, and contact information. Even if a particular folder is selected the search is performed across the application.

2.13 Viewing bundles and folders using the icons

The following views are available:

- ⊞: Icon View displays icons of bundles and folders.

- ☰: Detailed View displays folders and bundle information such as name, version, and status. You can sort the bundle as required.

- ⊡: Toggle Tree View displays and hides the left pane folder view.

2.14 Viewing the bundle progress status

From the ZENworks 2017 release, the **Show Progress** menu is renamed as **View Progress.**

To view the bundle progress status:

1 Select the **Hamburger** menu and click **View Progress.**

In the **Progress Status** you can retry on bundle failure, pause and resume while downloading bundle content.

You can also clear the bundle progress by right-clicking the progress status and click **Clear**.

2.15 Requesting for remote assistance

To request the remote assistance from an administrator:

1 Select the **Hamburger** menu and click **Remote assistance.**

2 In the **Request Session**, specify connection details and then click **Request**.

2.16 Viewing and using the bundle actions

To view and use the bundle actions:

1 Select a bundle and right-click.

- **Open:** Performs install and launch actions. If any install action set is specified in a bundle, then it installs else it executes launch action set, if specified.

- **Repair:** Re-runs the install action set. This option is enabled only if a bundle has the install action. This is same as **Verify** in NAL.

- **Uninstall:** If this option is enabled for a bundle it will undo the install actions. This option is enabled only if administrator has configured the uninstall action.

- **Send to Desktop:** Creates a shortcut of bundle on the Desktop.

- **Pin to Start:** Pins the bundle to the Start.

- **Pin to Taskbar:** Pins the bundle to the Taskbar.

- **Remove from Desktop:** Removes the bundle from the Desktop.

- **Unpin from Start:** Unpins the bundle from the Start.

- **Unpin from Taskbar:** Unpins the bundle from the Taskbar.

- **Properties:** Displays bundle details such as name, status, description, contacts, and failure messages in case of system requirements failure.

IMPORTANT: The **Pin** and **Unpin** options are not displayed for a location if the bundle is already assigned to the same location by the administrator. Start and taskbar options are not displayed if the administrator sets the **Allow the end user to pin bundles** option as **No** or **Unconfigured** in the ZENworks Explorer Configuration Policy (ZECP) or if there are no ZENworks Explorer Configuration Policies.

2.17 Cleaning up the Bundle Shortcuts

To clean up the bundle shortcuts that are created by a ZENworks user:

1 Select the **Hamburger** menu and click **Cleanup user settings**.

2 In the Warning window, select **Yes**.

IMPORTANT

- If a ZENworks user is logged in, then the bundle shortcuts created by the current user and the device user will be cleaned up.
- If a ZENworks user is not logged in, then the bundle shortcuts created by the device user will be cleaned up.

2.18 Accessing options through shortcuts

You can use the following shortcuts:

- **Tab:** To navigate between panes (Toggle Tree View, Icon View, and Detailed View), folders, and bundles. After an element is highlighted, press **Enter** to perform the related operation.
- **Shift + Tab:** To navigate through the Hamburger menu, Toggle Tree View, Icon View, Detailed View, Properties, Progress status, and Status bar.

NOTE: The **Tab** and **Shift + Tab** keys enable you to navigate forward and back respectively.

- **Arrow Keys:** To navigate through folders and bundles.
- **Ctrl + Shift:** Use the following keys for different views:
    - `Ctrl + shift + 1` Toggle Tree View
    - `Ctrl + shift + 2` Icon View
    - `Ctrl + shift + 3` Detailed View
- **Ctrl + F:** Go to the **Search** window.

2.19 Important information about bundles behavior in Windows 7 Start menu

If a bundle is pinned to the **Start** menu and if you launch the bundle, the bundle will get pinned to the recently used items.

3 Troubleshooting

The following sections explain the scenarios that you might encounter while using ZENworks Application (ZAPP):

3.1 When the response time between ZAPP and ZENworks Agent exceeds an error message is displayed

When the response time between ZAPP and ZENworks exceeds the default value of 5 minutes, the following error message is displayed:

```
ZENworks Application Launcher failed to authorize. Please restart. If the problem
persists, please contact system administrator.
```

Workaround: Increase the ZENworks agent response time:

1 Go to `%zenworks_home%\logs\LocalStore`

2 Open the `zmd-messages.log` file.

3 Search for `The request took longer than expected to reach the server. The time delay was X ms`, where `X ms` is the value.

4 Increase the ZENworks agent response time:

4a Go to `HKLM\Software\Novell\ZCM`

4b Create the `MAX_REQUEST_DELAY` registry.

4c Specify the time in milliseconds.

For example, if you want to delay for 10 seconds, then specify the time as 10000.

3.2 The ZAPP logs are not getting zipped when ZAPP reaches the maximum size

In ZAPP, the `zapp.<username>.log` rollover files are created after reaching the maximum size. However, the `.gz zip` files are not created for these rollover files due to some zip-creation issues.

The latest file is named as `zapp<username>.log` and the name of the oldest file is appended with the largest number.

Workaround: None. Ensure that you do not change the `zippedArchive` property value to true in the logger.json file (located at `%zenworks_home%/zapp/conf`).

3.3 On Windows 7 the bundle does not get pinned to the taskbar

If the bundle name contains a reserved word that is defined in `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\FileAssociat ion\AddRemoveNames` registry key, then the bundle does not get pinned to the taskbar.

Solution: Do not use the Windows 7 reserved words to create a bundle.

3.4 Two ZENworks icons are displayed in the Start menu

In the Start menu, under the recently used items two ZENworks icons (ZENworks Application and ZENworks) are displayed for ZAPP. Both the ZENworks icons have the same functionality.

Workaround: None.

3.5 The Check For Updates menu might not be displayed in the ZENworks system tray icon

The **Check For Updates** menu might not be displayed in the ZENworks system tray icon.

Workaround: Restart ZAPP.

3.6 The ZENworks notification window might be displayed in the center of the screen

The ZENworks notification window might be displayed in the center of the screen.

Workaround: To display the ZENworks notification window on the ZENworks system try icon:

1 End all the ZAPP process.
2 Go to `%localappdata%`
3 Delete the ZENworks folder and restart ZAPP.

3.7 Bundle with the same name does not get pinned to the taskbar

If you have a bundle pinned to the taskbar and then assign another bundle to the taskbar that has the same name as the previous bundle, then the bundle does not get pinned to the taskbar at the first refresh.

Workaround: Refresh again.

3.8 Issues with shortcut locations

You might get the following issues with shortcut locations:

◆ If you use the **Send to Desktop** option, then from one session the shortcut will display for all other open sessions. But the right-click options will not be in sync for the other open sessions. The shortcuts will get updated on click of the option or on refresh.

Workaround: To update shortcuts click on any option or **Refresh**.

- If you pin an item to the Taskbar or Start Menu location the item will not be pinned in other open sessions and the right-click options in ZAPP will not be in sync.

  Workaround: Logout or re-launch the application.

- If you have pinned many bundles to the Start or Taskbar option and try **Refresh** multiple times, then Windows explorer might hang.

  Workaround: Restart the Windows explorer.

3.9 ZENworks Application window might get truncated

The ZENworks Application window might get truncated when you resize.

Workaround: Resize the ZENworks Application window.

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