

# Novell ZENworks®

6.5

[www.novell.com](http://www.novell.com)

GETTING STARTED GUIDE

February 11, 2005



Novell®

## Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

You may not use, export, or re-export this product in violation of any applicable laws or regulations including, without limitation, U.S. export regulations or the laws of the country in which you reside.

Copyright © 2005 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc. has intellectual property rights relating to technology embodied in the product that is described in this document. In particular, and without limitation, these intellectual property rights may include one or more of the U.S. patents listed at <http://www.novell.com/company/legal/patents/> and one or more additional patents or pending patent applications in the U.S. and in other countries.

Novell, Inc.  
404 Wyman Street, Suite 500  
Waltham, MA 02451  
U.S.A.

[www.novell.com](http://www.novell.com)

Novell ZENworks 6.5 Getting Started Guide

February 11, 2005

**Online Documentation:** To access the online documentation for this and other Novell products, and to get updates, see [www.novell.com/documentation](http://www.novell.com/documentation).

## **Novell Trademarks**

ConsoleOne is a registered trademark of Novell, Inc. in the United States and other countries.

DirXML is a registered trademark of Novell, Inc. in the United States and other countries.

eDirectory is a trademark of Novell, Inc.

exteNd Director is a trademark of Novell, Inc.

NetWare is a registered trademark of Novell, Inc. in the United States and other countries.

Novell is a registered trademark of Novell, Inc. in the United States and other countries.

Novell iFolder is a registered trademark of Novell, Inc. in the United States and other countries.

Red Carpet Enterprise is a registered trademark of Novell, Inc.

SUSE is a registered trademark of SUSE LINUX AG, a Novell company.

Ximian is a registered trademark of Novell, Inc. in the United States and other countries.

ZENworks is a registered trademark of Novell, Inc. in the United States and other countries.

## **Third-Party Materials**

All third-party trademarks are the property of their respective owners.



# Contents

- About This Guide** **7**
  
- 1 Introduction** **9**
  - ZENworks Capabilities . . . . . 9
  - Desktop Management . . . . . 9
  - Server Management . . . . . 10
  - Handheld Management . . . . . 10
  - Data Management . . . . . 10
  - Patch Management . . . . . 11
  - Software Packaging . . . . . 11
  - Personality Migration . . . . . 11
  - Linux Management . . . . . 12
  - ZENworks CD Organization . . . . . 12
  
- 2 Installation** **15**
  - Installation Order . . . . . 15
  - Where to Find ZENworks 6.5 Installation Documentation . . . . . 15
  
- 3 Upgrade** **17**
  - What's New in ZENworks 6.5. . . . . 17
  - What's New in ZENworks 6.5 Support Pack 1 . . . . . 18
  - Supported Upgrade Paths for ZENworks 6.5. . . . . 18
  - Supported Upgrade Path for ZENworks 6.5 Support Pack 1 . . . . . 19
  - Upgrade Order . . . . . 19
  - Where to Find ZENworks 6.5 Upgrade Documentation . . . . . 20
  - Where to Find ZENworks 6.5 SP1 Upgrade Documentation . . . . . 21
  
- A Documentation Updates** **23**
  - February 11, 2005 (Support Pack 1) . . . . . 23



# About This Guide

This *Novell ZENworks 6.5 Getting Started Guide* introduces you to the desktop, handheld, and server management capabilities of Novell® ZENworks®. The guide is organized as follows:

Chapter 1, “Introduction,” on page 9

Chapter 2, “Installation,” on page 15

Chapter 3, “Upgrade,” on page 17

## Additional Documentation

This guide references additional documentation provided on the ZENworks 6.5 CDs, including the following:

- ◆ *Novell ZENworks 6.5 Desktop Management Installation Guide*
- ◆ *Novell ZENworks 6.5 Server Management Installation Guide*
- ◆ *Novell ZENworks 6.5 Handheld Management Installation Guide*
- ◆ *Novell ZENworks 6.5 Personality Migration Installation Guide*
- ◆ *Novell iFolder 2.1 Installation and Administration Guide* (<http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html>)
- ◆ *Novell ZENworks Patch Management, powered by PatchLink Update v6.0* (<http://www.novell.com/documentation/zenworks65/pdfdoc/pl60/plinstall.pdf>)
- ◆ *Novell ZENworks Software Packaging, powered by InstallShield AdminStudio* ([http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS\\_ZENworksInstallGuide.pdf](http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS_ZENworksInstallGuide.pdf))

**NOTE:** ZENworks 6.5 Desktop Management Support Pack 1 (SP1) documentation updates are included in the ZENworks 6.5 guides, which are available at the *ZENworks 6.5 documentation Web site* (<http://www.novell.com/documentation/zenworks65>).

## 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.

## User Comments

We want to hear your comments and suggestions about this manual and the other documentation included with ZENworks. To contact us, send e-mail to [proddoc@novell.com](mailto:proddoc@novell.com).





# 1

## Introduction

Through the use of identity-based, policy-driven automation, Novell® ZENworks® 6.5 simplifies the management of resources for handhelds, desktops, and servers across a variety of operating systems. Whether you manage by user, by device, or by a combination of both, ZENworks enables efficient application management, patch management, asset management, and operating system migration.

Before you begin installing, we recommend that you review the following sections to become familiar with the ZENworks 6.5 capabilities and CD organization:

- ◆ “ZENworks Capabilities” on page 9
- ◆ “ZENworks CD Organization” on page 12

## ZENworks Capabilities

ZENworks 6.5 includes the following management capabilities:

- ◆ “Desktop Management” on page 9
- ◆ “Server Management” on page 10
- ◆ “Handheld Management” on page 10
- ◆ “Data Management” on page 10
- ◆ “Patch Management” on page 11
- ◆ “Software Packaging” on page 11
- ◆ “Personality Migration” on page 11
- ◆ “Linux Management” on page 12

## Desktop Management

ZENworks Desktop Management enables you to manage Windows\* desktops and laptops, including the ability to:

- ◆ Automate distribution of desktop, thin-client, and Web applications, as well as provide self-healing of applications.
- ◆ Remotely manage workstations, including file transfers and real-time diagnostics.
- ◆ Inventory workstation hardware and software for both troubleshooting and auditing purposes.
- ◆ Deploy standard operating environments through the use of workstation imaging.
- ◆ Maintain standard operating environments through user and workstation policies that control workstation environments and behavior.

Desktop Management is provided on the *ZENworks 6.5 Desktop Management* CD. For more detailed information about Desktop Management, see [“What Is ZENworks Desktop Management?”](#) in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

## Server Management

ZENworks Server Management enables you to manage NetWare<sup>®</sup>, Windows, Linux\*, and Solaris\* servers, including the ability to:

- ◆ Deploy application and data files across all server platforms regardless of server location to ensure a secure and consistent environment.
- ◆ Enforce and update server configuration, including both mass configurations and remote configurations.
- ◆ Inventory server hardware and software for auditing and capacity planning across multiple server platforms.
- ◆ Automate routine server management processes to ensure consistency and timely completion.
- ◆ Use policies to control server environments and behavior.
- ◆ Discover servers, monitor real time and historical data, receive and process SNMP traps for critical server parameters, and generate reports.

Server Management is provided on the *ZENworks 6.5 Server Management* CD. For more detailed information about Server Management, see [“What Is ZENworks Server Management?”](#) in the *Novell ZENworks 6.5 Server Management Installation Guide*.

## Handheld Management

ZENworks Handheld Management enables you to manage Palm\*, Windows CE, Pocket PC, and BlackBerry\* handheld devices, including the ability to:

- ◆ Distribute applications and content to devices.
- ◆ Secure information by using password enforcement, integration, self-destruct, and lockout capabilities.
- ◆ Optimize low-bandwidth connectivity through the use of compression, checkpoint restart, delta technology, and configurable bandwidth technology.
- ◆ Inventory device hardware and software and use detailed queries to generate reports.
- ◆ Automate device setup and standardize settings and programming.
- ◆ Retrieve files from devices to protect data and integrate it with corporate data.

Handheld Management is provided on the *ZENworks 6.5 Handheld Management* CD. For more detailed information about Handheld Management, see [“What Is Novell Handheld Management?”](#) in the *Novell ZENworks 6.5 Handheld Management Installation Guide*.

## Data Management

ZENworks Data Management, powered by Novell iFolder<sup>®</sup> 2.1, enables you to manage the storage of users' files, including the ability to:

- ◆ Provide users with access to their files from anywhere—online or offline—across multiple workstations and the Net.

- ◆ Provide users with a simple, convenient, and secure way to back up and synchronize their files.

Data Management is included on the *ZENworks 6.5 Data Management* CD. For more detailed information about how you can use Novell iFolder for data management, see the *Novell iFolder 2.1 Installation and Administration Guide* (<http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html>).

## Patch Management

ZENworks Patch Management, powered by PatchLink Update\*, enables you to manage the software update and patch process across NetWare and Windows operating systems, including the ability to:

- ◆ Apply all required updates and patches to new installations to match corporate standards.
- ◆ Patch all major vendors' software, including Novell, Microsoft\*, IBM\*, Adobe\*, Corel\*, Symantec\*, McAfee\*, WinZip, Citrix\*, and many others.
- ◆ Review detailed patch information to determine what patches are right for your organization.
- ◆ Target specific machines to ensure that the correct machines get the correct patches.
- ◆ Schedule the update times.
- ◆ Generate reports on patch compliance.

Patch Management is provided on the *ZENworks 6.5 Patch Management* CD. For more detailed information about Patch Management, see the *Novell ZENworks Patch Management v6.0 Installation Guide* (<http://www.novell.com/documentation/zenworks65/pdfdoc/pl60/plinstall.pdf>).

## Software Packaging

ZENworks Software Packaging, powered by InstallShield\* AdminStudio\* ZENworks Edition, enables you to manage Microsoft Windows Installer (MSI) packages, including the ability to:

- ◆ Convert legacy-based installs to MSI packages, including migration of ZENworks AOT and AXT packages to MSI packages.
- ◆ Customize MSI packages for your organizations' varying needs.
- ◆ Automate creation of directory objects used for management and distribution of the MSI package.

Software Packaging is provided on the *ZENworks 6.5 Software Packaging* CD. For more detailed information about Software Packaging, see the *Installshield AdminStudio ZENworks Edition Installation Guide* ([http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS\\_ZENworksInstallGuide.pdf](http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS_ZENworksInstallGuide.pdf)).

## Personality Migration

ZENworks Personality Migration, powered by Miramar\* Desktop DNA\*, enables you to efficiently migrate and restore a full desktop environment, including the ability to:

- ◆ Control migration of system settings, desktop settings, and application settings.
- ◆ Control migration of folders and files.

- ◆ Use typical migrations or create custom migrations.
- ◆ Automate migrations.
- ◆ Back up and restore desktop environments.

Personality Migration is provided on the *ZENworks 6.5 Personality Migration* CD. For more detailed information about Personality Migration, see the *Novell ZENworks 6.5 Personality Migration Installation Guide*.

## Linux Management

ZENworks Linux Management, formerly Ximian® Red Carpet Enterprise™, enables you to centrally control Linux software configurations for both servers and workstations, including the ability to:

- ◆ Manage users and organize groups of machines for installations and updates.
- ◆ Integrate with leading software update systems such as SUSE® Cast and Red Hat\* Network.
- ◆ Roll back software packages to pre-update versions if unintended problems are caused by the update.
- ◆ Automatically resolve software package requirements before updating to ensure that all dependencies are met.

Linux Management is provided on the *ZENworks 6.5 Linux Management* CD. For more detailed information about Linux Management, see the *ZENworks 6.5 Linux Management Administrator's Guide* located at the root of the CD or at the [Novell Documentation Web site \(http://www.novell.com/documentation/zenworks65/pdfdoc/lminstall/zlm-administrator-guide.pdf\)](http://www.novell.com/documentation/zenworks65/pdfdoc/lminstall/zlm-administrator-guide.pdf).

## ZENworks CD Organization

The following table lists the contents of the ZENworks 6.5 CDs.

CD Name	Contents
Desktop Management	<ul style="list-style-type: none"> <li>◆ ZENworks Installation program</li> <li>◆ Desktop Management software</li> <li>◆ Documentation</li> </ul>
Server Management	<ul style="list-style-type: none"> <li>◆ ZENworks Installation program</li> <li>◆ Server Management software</li> <li>◆ Documentation</li> </ul>
Handheld Management	<ul style="list-style-type: none"> <li>◆ ZENworks Installation program</li> <li>◆ Handheld Management software</li> <li>◆ Documentation</li> </ul>
Data Management	<ul style="list-style-type: none"> <li>◆ ZENworks Installation program</li> <li>◆ Novell iFolder 2.1.3 software</li> <li>◆ Documentation</li> </ul>

CD Name	Contents
Patch Management	<ul style="list-style-type: none"> <li>◆ ZENworks Installation program</li> <li>◆ PatchLink Update software</li> <li>◆ Documentation</li> </ul>
Software Packaging	<ul style="list-style-type: none"> <li>◆ ZENworks Installation program</li> <li>◆ AdminStudio ZENworks Edition software</li> <li>◆ Documentation</li> </ul>
Personality Migration	<ul style="list-style-type: none"> <li>◆ ZENworks Installation program</li> <li>◆ Miramar Desktop DNA software</li> <li>◆ Documentation</li> </ul>
Linux Management	<ul style="list-style-type: none"> <li>◆ Linux Management Installation program</li> <li>◆ Linux Management software</li> <li>◆ Linux Management documentation</li> </ul>
Companion CD 1	<ul style="list-style-type: none"> <li>◆ ZENworks Installation program</li> <li>◆ Novell ConsoleOne® 1.3.6</li> <li>◆ Novell iManager 2.0.2</li> <li>◆ Novell eDirectory™ 8.7.3 for Windows</li> <li>◆ Novell Licensing Services client files</li> <li>◆ Documentation</li> </ul>
Companion CD 2	<ul style="list-style-type: none"> <li>◆ ZENworks Installation program</li> <li>◆ Novell DirXML® Starter Pack</li> <li>◆ Novell International Cryptographic Infrastructure 2.6.4 (NICI)</li> <li>◆ ZENworks Database Drivers</li> <li>◆ ZENworks Inventory and Remote Management Console</li> <li>◆ ZENworks Desktop Management Launch Gadget</li> <li>◆ ZENworks Server Management Software Packages</li> <li>◆ Microsoft Windows Installer</li> <li>◆ Adobe* Acrobat* Reader 5.0.5</li> </ul>

**NOTE:** ZENworks 6.5 Desktop Management 6.5 Support Pack 1 does not ship on CDs. Licensees can download the support pack from the [Novell Knowledgebase \(http://support.novell.com\)](http://support.novell.com).



# 2 Installation

The following sections provide information about installing Novell® ZENworks® in a new environment.

- ♦ “Installation Order” on page 15
- ♦ “Where to Find ZENworks 6.5 Installation Documentation” on page 15

## Installation Order

You can install the ZENworks 6.5 (and Support Pack 1) capabilities in any order.

## Where to Find ZENworks 6.5 Installation Documentation

Before beginning the installation of a ZENworks capability, we strongly encourage you to read the capability’s installation documentation. The following list provides directions for locating the documentation.

- ♦ **Desktop Management:** To view the Desktop Management installation documentation, click the following link:

*[Novell ZENworks 6.5 Desktop Management Installation Guide](#)*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Desktop Management* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run `winsetup.exe` from the root of the CD. Click Desktop Management > Documentation > Installation Guide.

- ♦ **Server Management:** To view the Server Management installation documentation, click the following link:

*[Novell ZENworks 6.5 Server Management Installation Guide](#)*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Server Management* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run `winsetup.exe` from the root of the CD. Click Server Management > Documentation > Installation Guide.

- ♦ **Handheld Management:** To view the Handheld Management installation documentation, click the following link:

*[Novell ZENworks 6.5 Handheld Management Installation Guide](#)*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Handheld Management* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run `winsetup.exe` from the root of the CD. Click Handheld Management > Documentation > Installation Guide.

- ◆ **Data Management:** Data Management is powered by Novell iFolder<sup>®</sup> 2.1. To view the Novell iFolder installation documentation, click the following link:

*Novell iFolder 2.1 Installation and Administration Guide* (<http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html>)

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Data Management* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run winsetup.exe from the root of the CD. Click Data Management > Documentation > Installation Guide.

- ◆ **Patch Management:** Patch Management is powered by PatchLink Update. To view the installation documentation for PatchLink Update, click the following link:

*Novell ZENworks Patch Management v6.0 Installation Guide* (<http://www.novell.com/documentation/zenworks65/pdfdoc/pl60/plinstall.pdf>)

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Patch Management* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run winsetup.exe from the root of the CD. Click Patch Management > Documentation > Installation Guide.

- ◆ **Software Packaging:** Software packaging is powered by InstallShield AdminStudio ZENworks Edition. To view the installation documentation for AdminStudio ZENworks Edition, click the following link:

*InstallShield AdminStudio ZENworks Edition Installation Guide* ([http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS\\_ZENworksInstallGuide.pdf](http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS_ZENworksInstallGuide.pdf))

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Software Packaging* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run winsetup.exe from the root of the CD. Click Software Packaging > Documentation > Installation Guide.

- ◆ **Personality Migration:** Personality Migration is powered by Miramar Desktop DNA. To view the installation documentation for Personality Migration, click the following link:

*Novell ZENworks 6.5 Personality Migration Installation Guide*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Personality Migration* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run winsetup.exe from the root of the CD. Click Personality Migration > Documentation > Installation Guide.

- ◆ **Linux Management:** To view the installation documentation for Linux Management, open the zlm-administrator-guide.pdf file located on the root of the *ZENworks 6.5 Linux Management* CD or click the following link:

*Novell ZENworks 6.5 Linux Management Administrator's Guide* (<http://www.novell.com/documentation/zenworks65/pdfdoc/lminstall/zlm-administrator-guide.pdf>).

**NOTE:** Support Pack 1 Upgrade information is available at "[Where to Find ZENworks 6.5 Upgrade Documentation](#)" on page 20.



# 3

## Upgrade

This section applies only if your environment already has a Novell® ZENworks® product installed. If it does not, see [Chapter 2, “Installation,” on page 15](#).

- ◆ [“What’s New in ZENworks 6.5” on page 17](#)
- ◆ [“What’s New in ZENworks 6.5 Support Pack 1” on page 18](#)
- ◆ [“Supported Upgrade Paths for ZENworks 6.5” on page 18](#)
- ◆ [“Supported Upgrade Path for ZENworks 6.5 Support Pack 1” on page 19](#)
- ◆ [“Upgrade Order” on page 19](#)
- ◆ [“Where to Find ZENworks 6.5 Upgrade Documentation” on page 20](#)
- ◆ [“Where to Find ZENworks 6.5 SP1 Upgrade Documentation” on page 21](#)

### What’s New in ZENworks 6.5

ZENworks 6.5 includes a variety of enhancements to better help you manage your desktop, server, and handheld devices:

- ◆ **Desktop Management:** Full support for Citrix MetaFrame\* XP, support for Windows Server 2003, improved handling of system requirements for application distribution, easier-to-use imaging with a graphical interface and the ability to split images, easier deployment of the Desktop Management Agent to workstations in Windows domains, and simplified asset management that includes pre-defined inventory reports. For a more detailed list, see [“What’s New In ZENworks 6.5 Desktop Management”](#) in [“Upgrade”](#) in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.
- ◆ **Server Management:** Extended support for Windows, Linux, and Solaris platforms, simplified asset management that includes predefined inventory reports, easier-to-use management and monitoring services, and more flexible distributions to ensure that critical updates are sent immediately and servers are configured properly. For a more detailed list, see [“What’s New”](#) in [“Upgrade”](#) in the *Novell ZENworks 6.5 Server Management Installation Guide*.
- ◆ **Handheld Management:** Addition of user-based management to the already existing device-based management, increased security through SSL and HTTPS encryption of management data, and support for Windows Mobile 2003 for Pocket PC. For a more detailed list, see [“What’s New in This Release”](#) in [“Upgrading from ZENworks for Handhelds 5.x to ZENworks 6.5 Handheld Management”](#) in the *Novell ZENworks 6.5 Handheld Management Installation Guide*.
- ◆ **Data Management:** ZENworks Data Management is powered by Novell iFolder® 2.1. For a list of enhancements from previous iFolder versions, see the *Novell iFolder 2.1 Installation and Administration Guide* (<http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html>).

- ◆ **Personality Migration:** ZENworks Personality Migration is powered by Miramar Desktop DNA. Desktop DNA now includes the Template Editor, which eases the process of creating desktop templates used for migrations. For a more detailed list of enhancements, see the *Novell ZENworks 6.5 Personality Migration Installation Guide*.
- ◆ **(NEW) Patch Management:** Powered by PatchLink Update, ZENworks Patch Management enables you to manage the software update and patch process across NetWare and Windows operating systems. For more details, see the *Novell ZENworks Patch Management, powered by PatchLink Update v6.0* (<http://www.novell.com/documentation/zenworks65/pdfdoc/pl60/plinstall.pdf>) documentation.
- ◆ **(NEW) Software Packaging:** Powered by InstallShield AdminStudio ZENworks Edition, ZENworks Software Packaging enables you to manage Microsoft Windows Installer (MSI) packages, including converting legacy-based installations and ZENworks AOT/AXT packages to MSI packages. For more details, see the *Novell ZENworks Software Packaging, powered by InstallShield AdminStudio* ([http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS\\_ZENworksInstallGuide.pdf](http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS_ZENworksInstallGuide.pdf)) documentation.
- ◆ **(NEW) Linux Management:** Formerly Ximian<sup>®</sup> Red Carpet Enterprise<sup>™</sup>, ZENworks Linux Management enables you to centrally control Linux software configurations for both servers and workstations. For more details, see the *ZENworks 6.5 Linux Management Administrator's Guide* (zlm-administrator-guide.pdf) located on the root of the *ZENworks 6.5 Linux Management* CD or at the [Novell Documentation Web site](http://www.novell.com/documentation/zenworks65/pdfdoc/lminstall/zlm-administrator-guide.pdf) (<http://www.novell.com/documentation/zenworks65/pdfdoc/lminstall/zlm-administrator-guide.pdf>).

## What's New in ZENworks 6.5 Support Pack 1

ZENworks 6.5 Support Pack 1 (SP1) is an upgrade to ZENworks Desktop Management and ZENworks 6.5 Server Management only; it does not apply to other ZENworks 6.5 capabilities.

- ◆ **Desktop Management:** ZENworks 6.5 Desktop Management includes a customized installation program, support for Windows XP SP2, and enhanced capabilities for Remote Management and Workstation Inventory. For a more detailed list, see “[What's New in ZENworks 6.5 Desktop Management Support Pack 1](#)” in “[Upgrade](#)” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.
- ◆ **Server Management:** ZENworks 6.5 Server Management includes a customized installation program, support for Novell Open Enterprise Server<sup>®</sup> and Citrix Metaframe Presentation Server 3, and enhanced capabilities for Policy and Distribution Services, Server Inventory, Remote Management, and Management and Monitoring Services. For a more detailed list, see “[ZENworks 6.5 Server Management Support Pack 1](#)” in “[Upgrade](#)” in the *Novell ZENworks 6.5 Server Management Installation Guide*.

## Supported Upgrade Paths for ZENworks 6.5

You can upgrade to ZENworks 6.5 from the products listed in the following table. The table lists the only supported upgrade paths. For example, if you have ZENworks for Desktops 4 installed, you must first apply Support Pack 1b for ZENworks for Desktops 4 and then upgrade to ZENworks 6.5 Desktop Management.

ZENworks 6.5 Capabilities	Previous Versions
<b>Desktop Management</b>	ZENworks 6 Desktop Management ZENworks for Desktops 4.0.1 ZENworks for Desktops 4 Support Pack 1b ZENworks 3.2 Support Pack 3
<b>Handheld Management</b>	ZENworks 6 Handheld Management ZENworks for Handhelds 5.1 ZENworks for Handhelds 5
<b>Server Management</b>	ZENworks 6 Server Management ZENworks for Servers 3.x
Data Management	ZENworks 6 Data Management (Novell iFolder 2.1)
Personality Migration	ZENworks 6 Personality Migration (Miramar Desktop DNA ZENworks Edition)

Web Self-Service, one of the capabilities included in ZENworks 6, has been discontinued and is not included in ZENworks 6.5. To maintain the ability to launch ZENworks applications from a Novell exteNd Director™ 4.1 portal, ZENworks 6.5 includes the Web Self-Service Launch Item gadget as part of Desktop Management. For information about upgrading to the new Launch Item gadget or maintaining your current ZENworks 6 Web Self-Service installation for use with ZENworks 6.5, see [“Upgrading to the ZENworks 6.5 Launch Gadget”](#) in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.

## Supported Upgrade Path for ZENworks 6.5 Support Pack 1

The shipping version of Novell ZENworks 6.5 must be installed before ZENworks 6.5 Support Pack 1 can be applied.

## Upgrade Order

The following upgrade scenarios indicate the order in which you can upgrade your current ZENworks for Desktops, ZENworks for Servers, and ZENworks for Handheld products to ZENworks 6.5. Only these upgrade scenarios are tested and supported.

The upgrade scenarios do not include Data Management and Personality Migration. You can upgrade these capabilities to version 6.5 at any time without affecting your current ZENworks environment. In addition, you can install the new ZENworks 6.5 capabilities (Patch Management, Software Packaging, and Linux Management) at any point before, during, or after your upgrade.

Because Support Pack 1 can be applied only to existing installations of ZENworks 6.5 Desktop Management or ZENworks 6.5 Desktop Management, upgrade order from previous versions of these products to SP1 is not possible. If you are installing both ZENworks 6.5 Desktop Management SP1 and ZENworks 6.5 Server Management, you can install either product before the other.

### Scenario 1

1. ZENworks for Servers 3.x
2. ZENworks for Desktops 3.2 SP3

3. ZENworks for Handhelds 5.x

### Scenario 2

1. ZENworks for Servers 3.x
2. ZENworks for Desktops 4.0.1
3. ZENworks for Handhelds 5.x

### Scenario 3

1. ZENworks for Desktops 3.2 SP3
2. ZENworks for Servers 3.x
3. ZENworks for Handhelds 5.x

### Scenario 4

1. ZENworks for Desktops 4.0.1
2. ZENworks for Servers 3.x
3. ZENworks for Handhelds 5.x

## Where to Find ZENworks 6.5 Upgrade Documentation

The following list provides directions for locating upgrade information:

- ◆ **Desktop Management:** To view instructions for upgrading to ZENworks 6.5 Desktop Management, click the following link:

*[Novell ZENworks 6.5 Desktop Management Installation Guide](#)*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Desktop Management* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run `winsetup.exe` from the root of the CD. Click Desktop Management > Documentation > Installation Guide.

- ◆ **Server Management:** To view instructions for upgrading to ZENworks 6.5 Server Management, click the following link:

*[Novell ZENworks 6.5 Server Management Installation Guide](#)*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Server Management* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run `winsetup.exe` from the root of the CD. Click Server Management > Documentation > Installation Guide.

- ◆ **Handheld Management:** To view the Handheld Management upgrade documentation, click the following link:

*[Novell ZENworks 6.5 Handheld Management Installation Guide](#)*

- ◆ **Data Management:** Data Management is powered by Novell iFolder 2.1. To view the Novell iFolder upgrade documentation, click the following link:

*[Novell iFolder 2.1 Installation and Administration Guide \(http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html\)](http://www.novell.com/documentation/ifolder21/admin/data/a2iii88.html)*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Data Management* CD into the CD drive of a Windows workstation. The

installation program should run automatically. If it does not, run winsetup.exe from the root of the CD. Click Data Management > Documentation > Installation Guide.

- ◆ **Personality Migration:** Personality Migration is powered by Miramar Desktop DNA. To view the Personality Migration upgrade documentation, click the following link:

*[Novell ZENworks 6.5 Personality Migration Installation Guide](#)*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Personality Migration* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run winsetup.exe from the root of the CD. Click Personality Migration > Documentation > Installation Guide.

The following list provides directions for locating installation documentation for the new ZENworks 6.5 capabilities:

- ◆ **Patch Management:** Patch Management is powered by PatchLink Update. To view the installation documentation for PatchLink Update, click the following link:

*[Novell ZENworks Patch Management v6.0 Installation Guide \(http://www.novell.com/documentation/zenworks65/pdfdoc/pl60/plinstall.pdf\)](http://www.novell.com/documentation/zenworks65/pdfdoc/pl60/plinstall.pdf)*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Patch Management* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run winsetup.exe from the root of the CD. Click Patch Management > Documentation > Installation Guide.

- ◆ **Software Packaging:** Software Packaging is powered by AdminStudio ZENworks Edition. To view the installation documentation for AdminStudio ZENworks Edition, click the following link:

*[InstallShield AdminStudio ZENworks Edition Installation Guide \(http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS\\_ZENworksInstallGuide.pdf\)](http://www.novell.com/documentation/zenworks65/pdfdoc/spinstall/AS_ZENworksInstallGuide.pdf)*

You can also access the documentation through the installation program. To do so, insert the *ZENworks 6.5 Software Packaging* CD into the CD drive of a Windows workstation. The installation program should run automatically. If it does not, run winsetup.exe from the root of the CD. Click Software Packaging > Documentation > Installation Guide.

- ◆ **Linux Management:** To view the installation documentation for Linux Management, open the zlm-administrator-guide.pdf file located on the root of the *ZENworks 6.5 Linux Management* CD or at the [Novell Documentation Web site \(http://www.novell.com/documentation/zenworks65/pdfdoc/lminstall/zlm-administrator-guide.pdf\)](http://www.novell.com/documentation/zenworks65/pdfdoc/lminstall/zlm-administrator-guide.pdf).

## Where to Find ZENworks 6.5 SP1 Upgrade Documentation

ZENworks 6.5 Support Pack 1 (SP1) upgrade documentation can be found at the following locations:

- ◆ “Upgrading to ZENworks 6.5 Desktop Management Support Pack 1” in the *Novell ZENworks 6.5 Desktop Management Installation Guide*.
- ◆ “ZENworks 6.5 Server Management Support Pack 1” in the *Novell ZENworks 6.5 Server Management Installation Guide*.



# A

## Documentation Updates

This section contains information on documentation content changes that have been made in this guide since the initial release of Novell® ZENworks® 6.5 Desktop Management. The information will help you to keep current on updates to the documentation.

All changes that are noted in this section were also made in the documentation. The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

The documentation update information is grouped according to the date the changes were published. Within a dated section, the changes are alphabetically listed by the names of the main table of contents sections for ZENworks 6.5 Desktop Management.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains the date it was published on the front title page or in the Legal Notices section immediately following the title page.

The documentation was updated on the following dates:

- ◆ “February 11, 2005 (Support Pack 1)” on page 23

### February 11, 2005 (Support Pack 1)

Location	Change
“Supported Upgrade Path for ZENworks 6.5 Support Pack 1” on page 19.	Added this section to provide direction regarding the upgrade order for Support Pack 1.
“What’s New in ZENworks 6.5 Support Pack 1” on page 18.	Added this section to provide a concise list of the changes that have been incorporated in Support Pack 1.
“Where to Find ZENworks 6.5 Installation Documentation” on page 15.	Added a note at the end of the section with a cross reference for finding Support Pack 1 documentation.
“Where to Find ZENworks 6.5 SP1 Upgrade Documentation” on page 21.	Added this section to provide references to the Support Pack 1 upgrade information available in the <i>Novell ZENworks 6.5 Desktop Management Installation Guide</i> and in the <i>Novell ZENworks 6.5 Server Management Installation Guide</i> .

