Novell ZENworks® Configuration Management

10

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ASSET INVENTORY REFERENCE

September 21, 2007

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About This Guide

This *Novell ZENworks 10 Asset Inventory Reference* includes information to help you successfully perform inventory tasks. The information in this guide is organized as follows:

- Chapter 1, “Overview,” on page 11
- Chapter 2, “Scanning Managed Devices,” on page 13
- Chapter 3, “Scanning Inventory Only Devices,” on page 57
- Chapter 4, “Scanning Demographic Data,” on page 71
- Chapter 5, “Creating Local Software Products,” on page 109
- Chapter 6, “Using Administrator-Defined Fields,” on page 119
- Chapter 7, “Using Reports,” on page 123
- Chapter 8, “Managing Component Data,” on page 137
- Chapter 9, “Managing Product Data,” on page 141
- Chapter 10, “Troubleshooting,” on page 147

Audience

This guide is intended for ZENworks Configuration Management 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 Configuration 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 Configuration Management documentation (http://www.novell.com/documentation/zcm10/index.html).

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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.

Overview

1

Novell® ZENworks® 10 Configuration Management allows you to take an inventory of all the devices in your Management Zone, including data on hardware, software, and demographics.

The following sections contain additional information:

- Section 1.1, “Scanning for Hardware Information,” on page 11
- Section 1.2, “Scanning for Software Information,” on page 11
- Section 1.3, “Scanning for Demographic Information,” on page 11
- Section 1.4, “Security Considerations,” on page 11

1.1 Scanning for Hardware Information

ZENworks Control Center allows you to scan all the devices in your Management Zone and collect hardware data for those devices. This data can then be viewed in a variety of ways using standard and custom reports.

1.2 Scanning for Software Information

ZENworks Control Center allows you to scan all the devices in your Management Zone and collect data on what software products are installed on those devices. ZENworks Control Center can identify thousands of products and allows you to define additional products so they can be recognized on subsequent scans and on other devices. Data can be displayed on a variety of reports. This data can be used for general information, license compliance, and so on.

1.3 Scanning for Demographic Information

Through the use of the Collection Data Form, ZENworks Control Center allows you to poll workstation users for demographic data, such as name, phone number, department, cost center, and so on. This information is added to the inventory data, giving you a complete picture of all the devices in your Management Zone.

1.4 Security Considerations

No integrity protection is provided for inventory data as it is collected from agents. Since access to inventory data could provide information on how to attack a machine in the Management Zone, ZENworks Asset Inventory should only be used in a secure environment. Additionally, the database where the inventory data is stored should also be protected.

Scanning Managed Devices

2

An inventory scan of your managed devices provides you with a detailed report of each device's hardware, software, and demographic data. The following sections provide information on inventory scans:

- Section 2.1, "Configuring an Inventory Scan," on page 13
- Section 2.2, "Scheduling an Inventory Scan," on page 24
- Section 2.3, "Running an Inventory Scan," on page 51
- Section 2.4, "Viewing an Inventory Report for a Managed Device," on page 53
- Section 2.5, "Editing a Managed Device's Inventory Data," on page 55

2.1 Configuring an Inventory Scan

An inventory scan allows you to collect data from managed devices in your Management Zone. By default, the inventory settings are preconfigured.

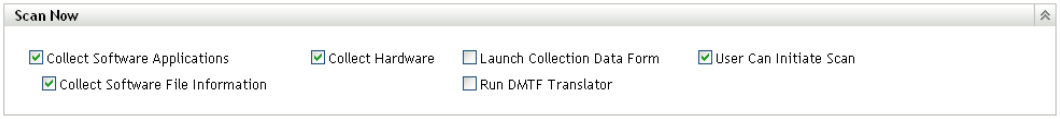
You can define the scan settings at three levels:

- **Management Zone:** The settings are inherited by all device folders and devices. To configure a scan for the management zone, see Section 2.1.1, "Configuring a Scan for the Management Zone," on page 13.
- **Device Folder:** The settings are inherited by all devices contained within the folder or its subfolders. Overrides the Management Zone settings
- **Device:** The settings apply only to the device for which they are configured. Overrides the settings at the Management Zone level. To configure a scan for a device, see Section 2.1.3, "Configuring a Scan for a Device," on page 20.

2.1.1 Configuring a Scan for the Management Zone

1. In ZENworks Control Center, click *Configuration*, then in the Management Zone Settings panel, click *Inventory*.
2. Click *Inventory* in the category list.
3. In the Scan Now panel, configure how to run an on-demand inventory scan by using a Quick Task, device task, or by using the ZENworks Icon menu.

   For more information on running an on-demand inventory scan, see Section 2.3, "Running an Inventory Scan," on page 51.



Collect Software Applications: Select this option if you want to scan for software applications. This setting is selected by default.

Collect Software File Information: Select this option if you want to scan for software file information that can be used to identify software products that aren't recognized by the ZENworks® Knowledgebase. If you plan to create Local Software Products and add them to the knowledgebase, this option must be selected. For more information, see Chapter 5, "Creating Local Software Products," on page 109.

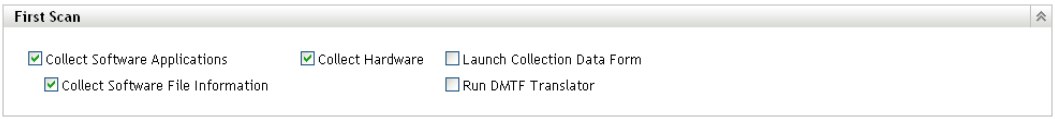
Collect Hardware: Select this option if you want to scan for hardware data. This setting is selected by default.

Launch Collection Data Form: Select this option if you want to send out the Collection Data Form, which is used to collect demographic data. For more information, see Chapter 4, "Scanning Demographic Data," on page 71.

Run DMTF Translator: Select this option if you want to run the DMTF (Desktop Management Task Force) Translator. The DMTF translator converts the inventory data to formats that can be used by other tools and puts it on the local machine.

User Can Initiate Scan: Select this option if you want to allow the workstation user to initiate a scan by using the ZENworks Icon.

4 In the First Scan panel, configure how you want to run an initial inventory scan on a device.



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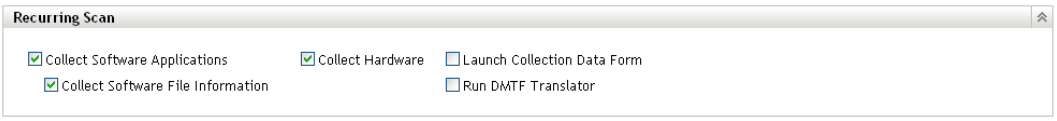
Run DMTF Translator: Select this option if you want to run the DMTF (Desktop Management Task Force) Translator. The DMTF translator converts the inventory data to formats that can be used by other tools and puts it on the local machine.

5 In the Recurring Scan panel, configure how you want to run scans based on a schedule.



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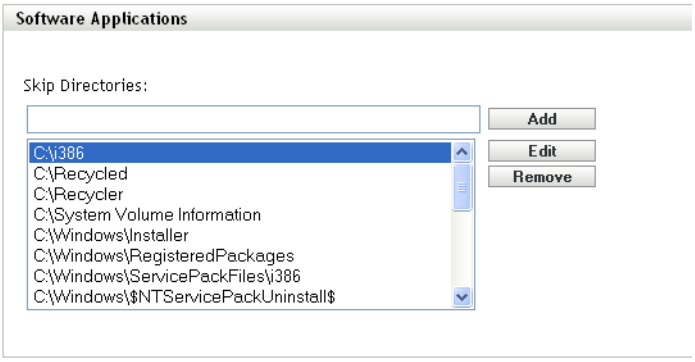
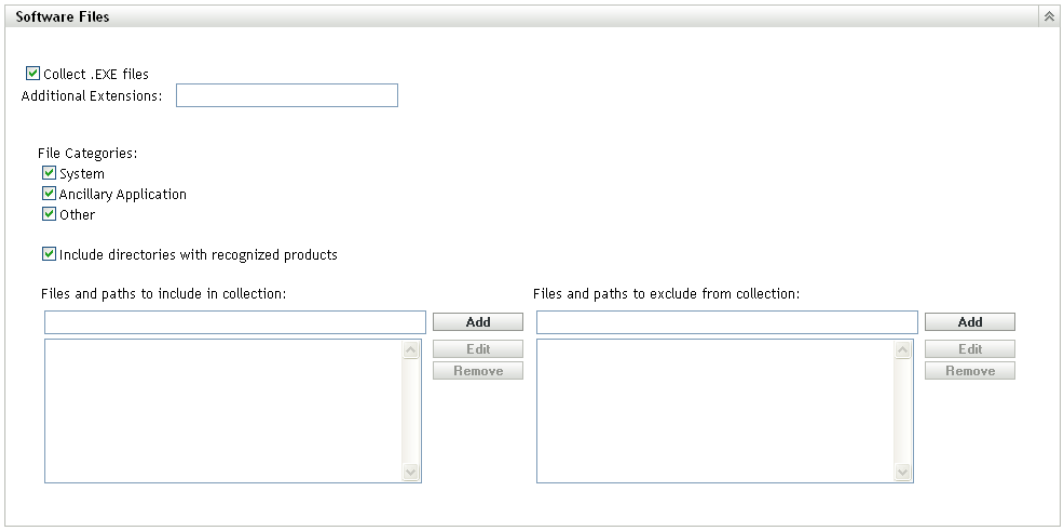
6 In the Software Applications panel, configure which directories to skip.



Skipping directories is useful in limiting the scope of the scan. The directories in the list are skipped.

- To add a directory, specify a directory in the *Skip Directories* field, then click *Add*.
- To edit an existing directory, select the directory, click *Edit*, edit the directory, then click *OK*.
- To delete an existing directory, select the directory, then click *Remove*.

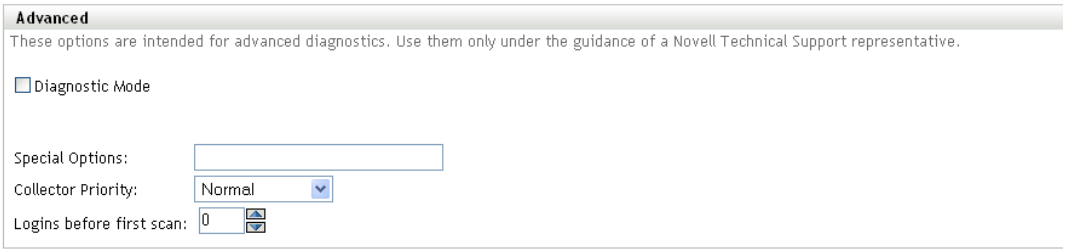
7 In the Software Files panel, configure which types of files to scan for.



Software applications discovered in an inventory scan are identified by specific files associated with the product. These identifications are kept in the ZENworks Knowledgebase. To identify products that aren't in the knowledgebase, you can search for files that are associated with an unrecognized product and use the file information to create a new product identification called a Local Software Product. This Local Software Product information can then be merged with the knowledgebase so that these new products are recognized in subsequent scans. For more information, see Chapter 5, "Creating Local Software Products," on page 109. To configure the file types, do the following:

- To search for files with an `.exe` extension, select the *Collect .EXE Files* option.
- To search for files with a different extension, specify the extension in the *Additional Extensions* field. Separate each extension with a + sign, for example, `com+dll`.
- To scan for particular file types, select from the following:
  - **System:** Select this option to search for system files. This category is selected by default.
  - **Ancillary Application:** Select this option to search for files that are ancillary to, or associated with, a product that is recognized by the ZENworks Knowledgebase. This option is useful to create a comprehensive scan. This category is selected by default.
  - **Other:** Select this option to search for all other files. This category is selected by default.
- To include directories with products that are recognized by the ZENworks Knowledgebase, select *Include directories with recognized products*. This is useful to create a comprehensive scan.
- To limit the scope of the scan by including and excluding files and paths, configure which files and paths to include or exclude from the collection by using *Add* and *Remove* to specify which files and paths you want to include and exclude from the scan. You can edit the files and paths in the list by selecting the file or path and clicking *Edit*. If you specify a file or path in the *Files and paths to include in collection* field, the scan is limited to just that file or path. If a file or path is specified in the *Files and paths to exclude from collection* field, all files and paths are searched except the specified file or path. Paths specified in the *Software Applications* panel are also skipped.

8 In the Advanced panel, configure diagnostic settings.



WARNING: These options are intended for advanced diagnostics. Use them only under the guidance of a Novell Support representative.

9 Click *Apply* or *OK*.

2.1.2 Configuring a Scan for a Devices in a Folder

1 In ZENworks Control Center, click the Devices tab, then click the Managed tab.

2 Click *Details* next to the folder containing the devices you want to configure a scan for.

3 Click the *Settings* tab.

4 In the Settings panel, click *Inventory*.

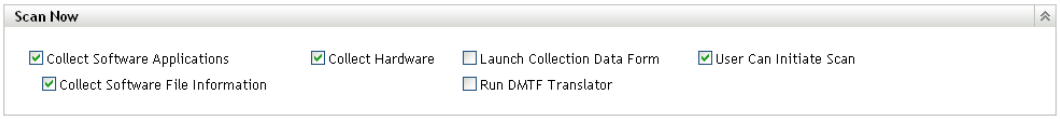
5 In the *Catalog* list, click *Inventory*.

6 In the Inventory panel, click *Override settings*.

This overrides the Management Zone settings for these devices.

7 In the Scan Now panel, configure how to run an on-demand inventory scan by using a Quick Task, device task, or by using the ZENworks Icon menu.

For more information on running an on-demand inventory scan, see Section 2.3, “Running an Inventory Scan,” on page 51.



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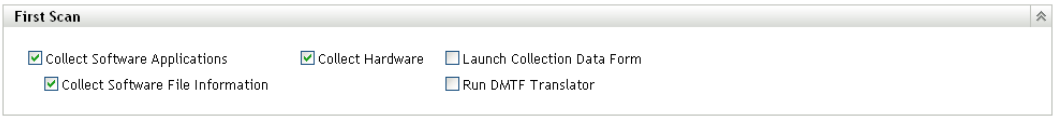

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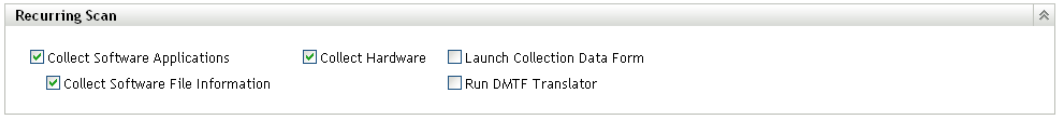

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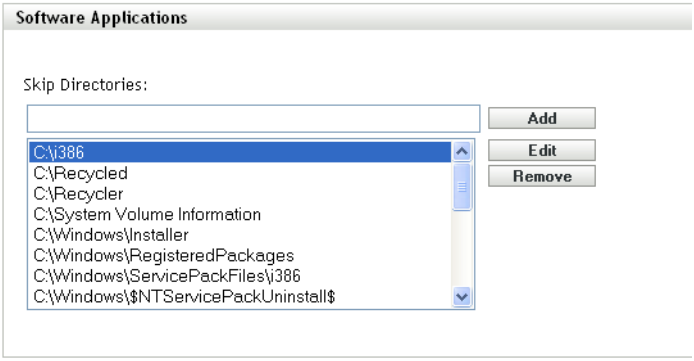

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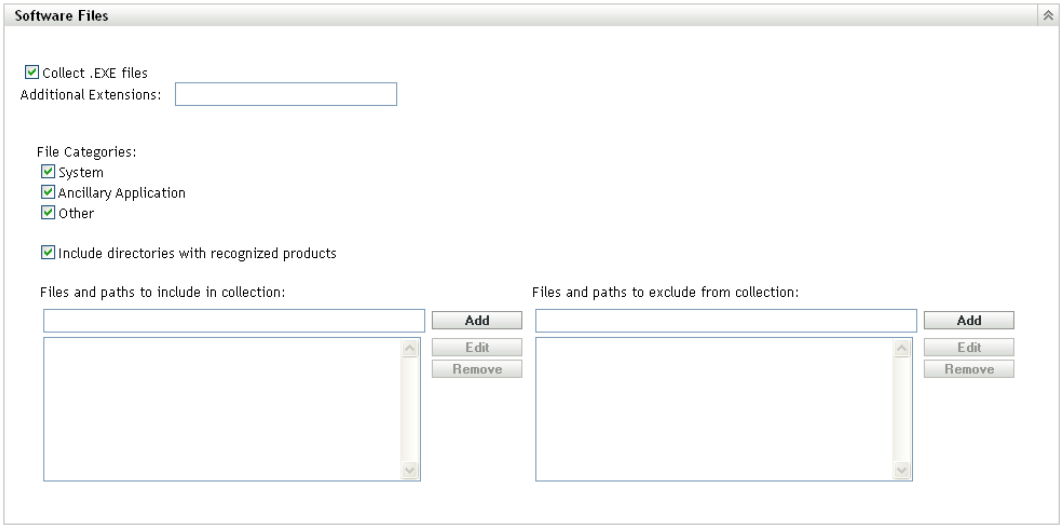

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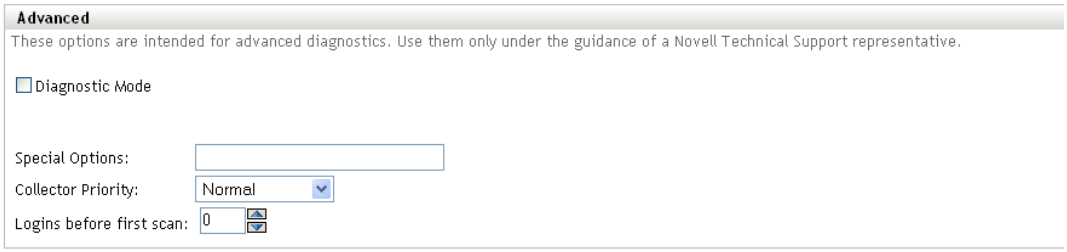


WARNING: These options are intended for advanced diagnostics. Use them only under the guidance of a Novell Support representative.

13 Click *Apply* or *OK*.

2.1.3 Configuring a Scan for a Device

1 In ZENworks Control Center, click *Devices*, then click the *Managed* tab.

2 Click the folder containing the device you want to configure a scan for.

3 Click the device.

4 Click the *Settings* tab.

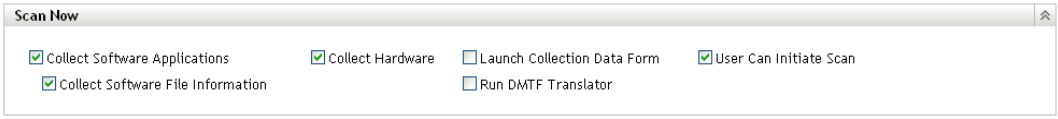
5 In the Settings panel, click *Inventory*.

6 In the *Catalog* list, click *Inventory*.

7 In the Inventory panel, click *Override settings*.

This overrides the Management Zone and folder settings for this device.

8 In the Scan Now panel, configure how to run an on-demand inventory scan by using a Quick Task or by using the ZENworks Icon menu. For more information on running an on-demand inventory scan, see Section 2.3, "Running an Inventory Scan," on page 51.



Collect Software Applications: Select this option if you want to scan for software applications. This setting is selected by default.

Collect Software File Information: Select this option if you want to scan for software file information that can be used to identify software products that aren't recognized by the ZENworks Knowledgebase. If you plan to create Local Software Products and add them to the knowledgebase, this option must be selected. For more information, see Chapter 5, "Creating Local Software Products," on page 109.

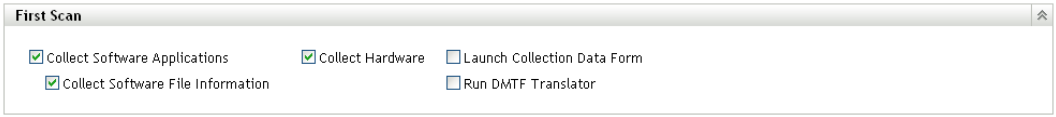
Collect Hardware: Select this option if you want to scan for hardware data. This setting is selected by default.

Launch Collection Data Form: Select this option if you want to send out the Collection Data Form, which is used to collect demographic data. For more information, see Chapter 4, "Scanning Demographic Data," on page 71.

Run DMTF Translator: Select this option if you want to run the DMTF (Desktop Management Task Force) Translator. The DMTF translator converts the inventory data to formats that can be used by other tools and puts it on the local machine.

User Can Initiate Scan: Select this option if you want to allow the workstation user to initiate a scan by using the ZENworks Icon.

9 In the First Scan panel, configure how you want to run an initial inventory scan on a device.



Collect Software Applications: Select this option if you want to scan for software applications. This setting is selected by default.

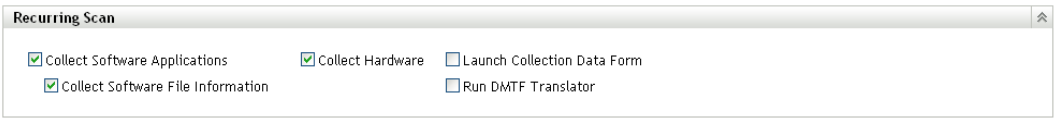
Collect Software File Information: Select this option if you want to scan for software file information that can be used to identify software products that aren't recognized by the ZENworks Knowledgebase. If you plan to create Local Software Products and add them to the knowledgebase, this option must be selected. For more information, see Chapter 5, "Creating Local Software Products," on page 109.

Collect Hardware: Select this option if you want to scan for hardware data. This setting is selected by default.

Launch Collection Data Form: Select this option if you want to send out the Collection Data Form, which is used to collect demographic data, when a scan is initiated. For more information, see Chapter 4, "Scanning Demographic Data," on page 71.

Run DMTF Translator: Select this option if you want to run the DMTF (Desktop Management Task Force) Translator. The DMTF translator converts the inventory data to formats that can be used by other tools and puts it on the local machine.

10 In the Recurring Scan panel, configure how you want to run scans based on a schedule.



Collect Software Applications: Select this option if you want to scan for software applications. This setting is selected by default.

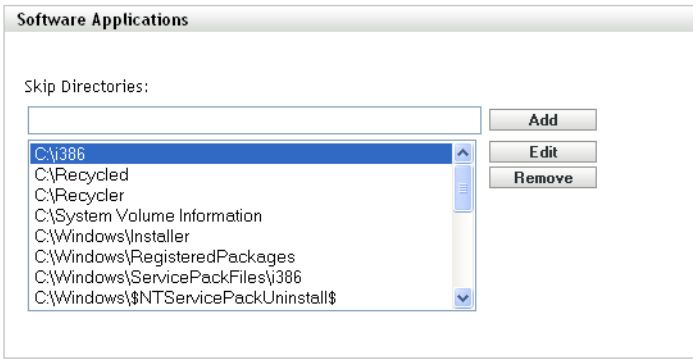
Collect Software File Information: Select this option if you want to scan for software file information that can be used to identify software products that aren't recognized by the ZENworks Knowledgebase. If you plan to create Local Software Products and add them to the knowledgebase, this option must be selected. For more information, see Chapter 5, "Creating Local Software Products," on page 109.

Collect Hardware: Select this option if you want to scan for hardware data. This setting is selected by default.

Launch Collection Data Form: Select this option if you want to send out the Collection Data Form, which is used to collect demographic data. For more information, see Chapter 4, "Scanning Demographic Data," on page 71.

Run DMTF Translator: Select this option if you want to run the DMTF (Desktop Management Task Force) Translator. The DMTF translator converts the inventory data to formats that can be used by other tools and puts it on the local machine.

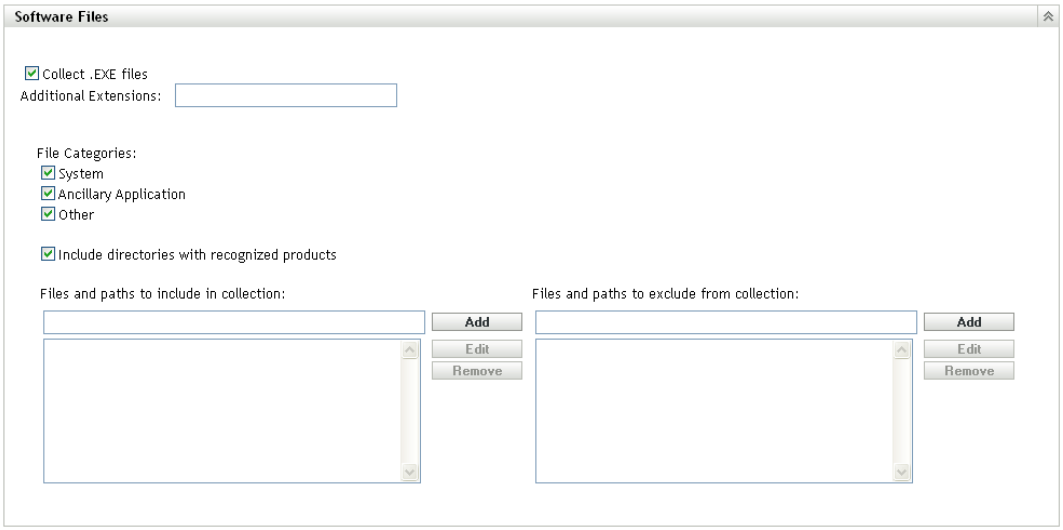
11 In the Software Applications panel, configure which directories to skip.



Skipping directories is useful in limiting the scope of the scan. The directories in the list are skipped.

- To add a directory, specify a directory in the *Skip Directories* field, then click *Add*.
- To edit an existing directory, select the directory, click *Edit*, edit the directory, then click *OK*.
- To delete an existing directory, select the directory, then click *Remove*.

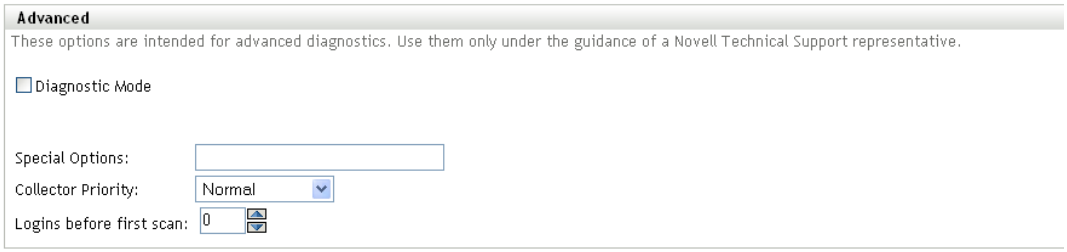
12 In the Software Files panel, configure which types of files to scan for.



Software applications discovered in an inventory scan are identified by specific files associated with the product. These identifications are kept in the ZENworks Knowledgebase. To identify products that aren't in the knowledgebase, you can search for files that are associated with an unrecognized product and use the file information to create a new product identification called a Local Software Product. This Local Software Product information can then be merged with the knowledgebase so that these new products are recognized in subsequent scans. For more information, see Chapter 5, "Creating Local Software Products," on page 109. To configure the file types, do the following:

- To search for files with an `.exe` extension, select the *Collect .EXE Files* option.
- To search for files with a different extension, specify the extension in the *Additional Extensions* field. Separate each extension with a + sign, for example, `com+dll`.
- To scan for particular file types, select from the following:
  - **System:** Select this option to search for system files. This category is selected by default.
  - **Ancillary Application:** Select this option to search for files that are ancillary to, or associated with, a product that is recognized by the ZENworks Knowledgebase. This option is useful to create a comprehensive scan. This category is selected by default.
  - **Other:** Select this option to search for all other files. This category is selected by default.
- To include directories with products that are recognized by the ZENworks Knowledgebase, select *Include directories with recognized products*. This is useful to create a comprehensive scan.
- To limit the scope of the scan by including and excluding files and paths, configure which files and paths to include or exclude from the collection by using *Add* and *Remove* to specify which files and paths you want to include and exclude from the scan. You can edit the files and paths in the list by selecting the file or path and clicking *Edit*. If you specify a file or path in the *Files and paths to include in collection* field, the scan is limited to just that file or path. If a file or path is specified in the *Files and paths to exclude from collection* field, all files and paths are searched except the specified file or path. Paths specified in the *Software Applications* panel are also skipped.

13 In the Advanced panel, configure diagnostic settings.



WARNING: These options are intended for advanced diagnostics. Use them only under the guidance of a Novell Support representative.

14 Click *Apply* or *OK*.

2.2 Scheduling an Inventory Scan

This section shows you how to schedule an inventory scan. By default, the inventory schedule is already configured.

You can define the scan schedule settings at three levels:

- **Management Zone:** The settings are inherited by all device folders and devices. To schedule a scan for the Management Zone, see Section 2.2.1, "Configuring an Inventory Scan Schedule for the Management Zone," on page 24.
- **Device Folder:** The settings are inherited by all devices contained within the folder or its subfolders. Overrides the Management Zone settings. To schedule a scan for devices in a folder, see Section 2.1.2, "Configuring a Scan for a Devices in a Folder," on page 17.
- **Device:** The settings apply only to the device for which they are configured. Overrides the settings at the Management Zone level. To schedule a scan for a device, see Section 2.2.3, "Configuring an Inventory Scan Schedule for a Device," on page 42.

2.2.1 Configuring an Inventory Scan Schedule for the Management Zone

1 In ZENworks Control Center, click *Configuration*, then in the Management Zone Settings panel, click *Inventory*.

2 Click *Inventory Schedule* in the category list.

3 In the *Schedule Type* field, select what type of schedule you want to use.

No Schedule: No scan is scheduled. See "No Schedule" on page 25.

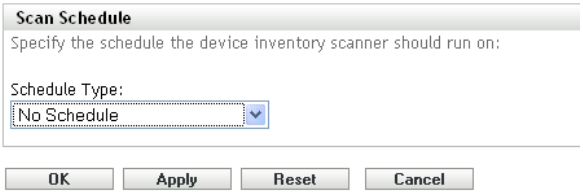
Date Specific: Scans run on specified dates. See "Date Specific" on page 25.

Recurring: Scans run on a recurring schedule. See "Recurring" on page 26.

Event: Scans are triggered by an event. See "Event" on page 32.

No Schedule

1 Select *No Schedule* in the *Schedule Type* field.

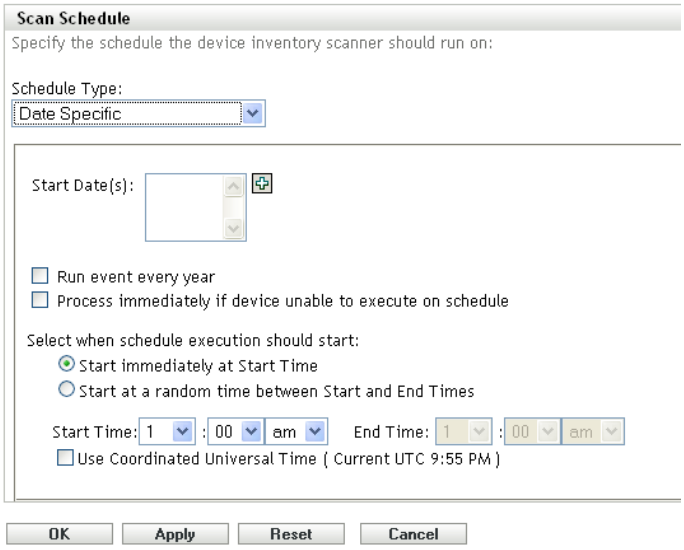


2 Click *Apply* or *OK*.

No automatic scans are configured.

Date Specific

1 Select *Date Specific* in the *Schedule Type* field.



2 Click the + icon to the right of the *Start Date(s)* field to open a calendar, then select a date. To select more than one date, click the + icon again. Click the - icon to delete a selected date.

3 (Optional) Select *Run event every year* to run a scan annually on the dates you selected.

4 Select whether you want the scan to start at a specified time or at a random time between a specified start and end time.

5 Specify a start time, and if you selected *Start at a random time between Start Time and End Time*, specify an end time.

6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

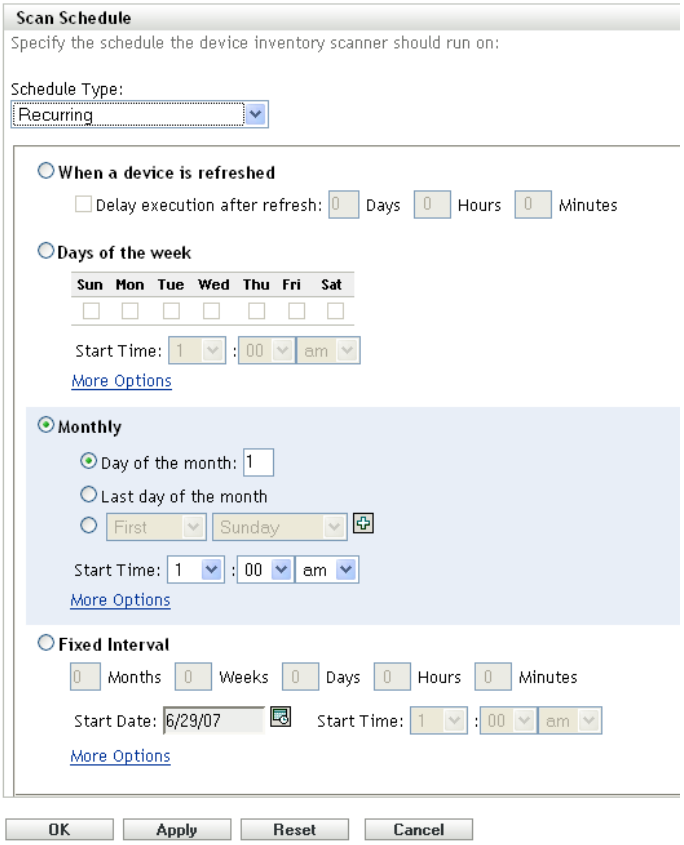
7 Click *Apply* or *OK*.

Recurring

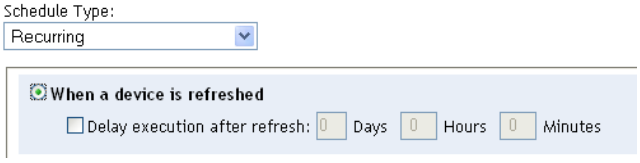
Select whether you want the scan to run when a device is refreshed, on certain days of the week, monthly, or at a fixed interval.

To run a scan when a device is refreshed:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *When a device is refreshed*.

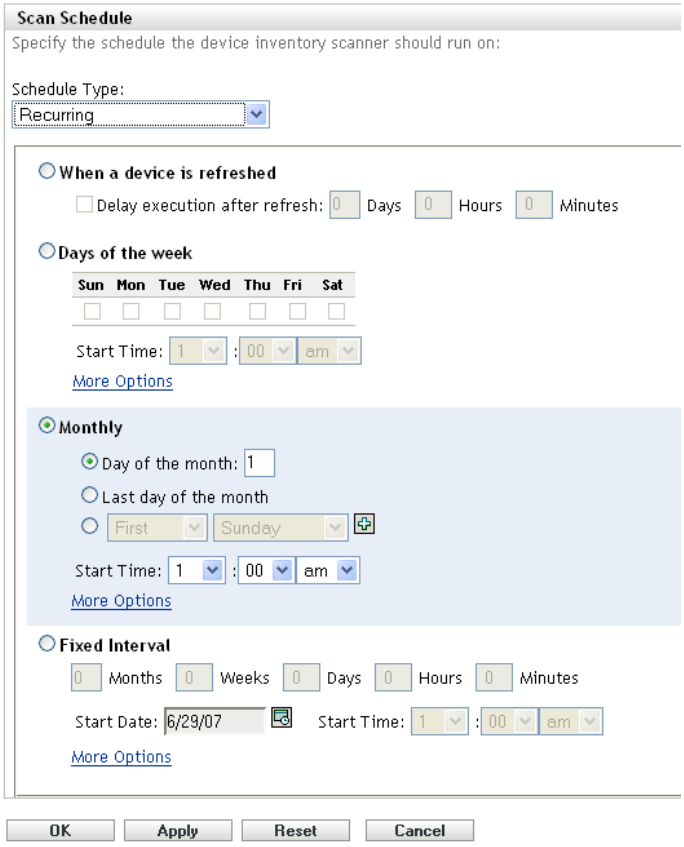


3 (Optional) If you want the scan to be delayed for a set time after a refresh, select *Delay execution after refresh* and specify the time in days, hours, and minutes.

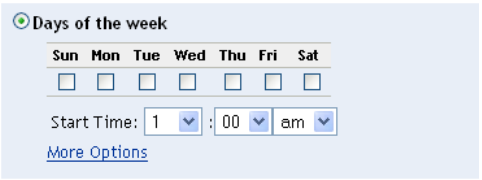
4 Click *Apply* or *OK*.

To run a scan on certain days of the week:

1 Select *Recurring* in the *Schedule Type* field.



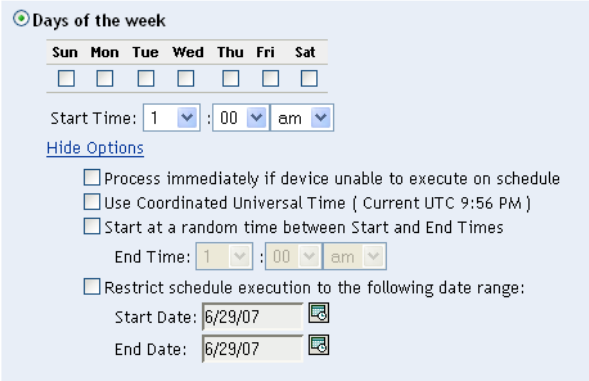
2 Select *Days of the week*.



3 Select the days on which you want the scan to run.

4 In the *Start Time* field, specify the time you want the scan to start.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

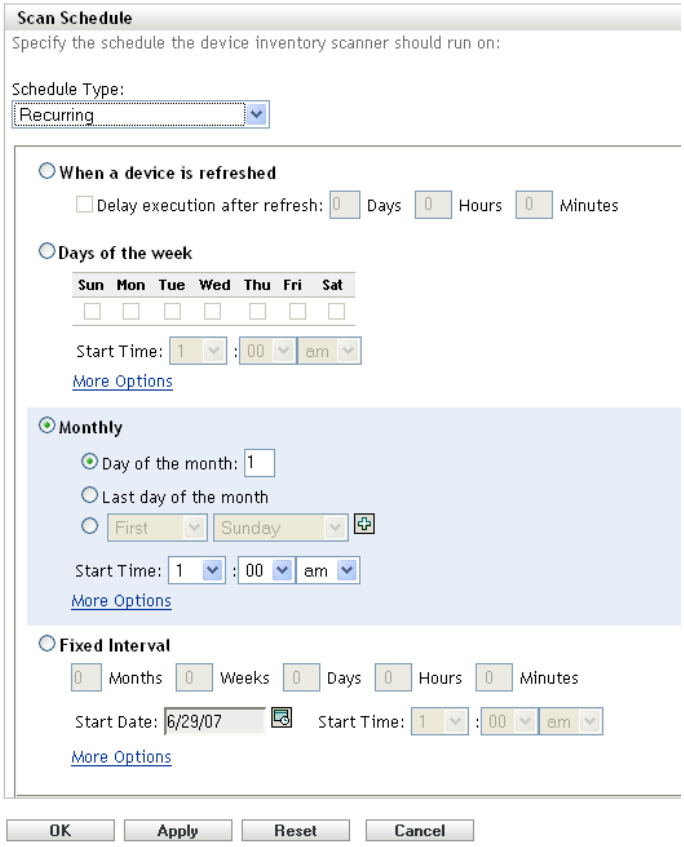
7 (Optional) If you want the scan to start randomly between a specified start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the scan to a certain date range, select *Restrict schedule execution to the following date range*, then specify the start and end dates.

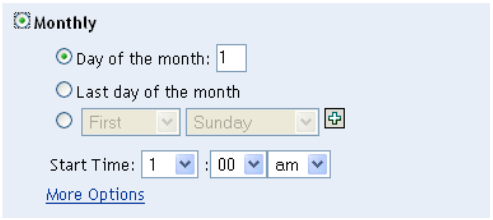
9 Click *Apply* or *OK*.

To run a scan monthly:

1 Select *Recurring* in the *Schedule Type* field.



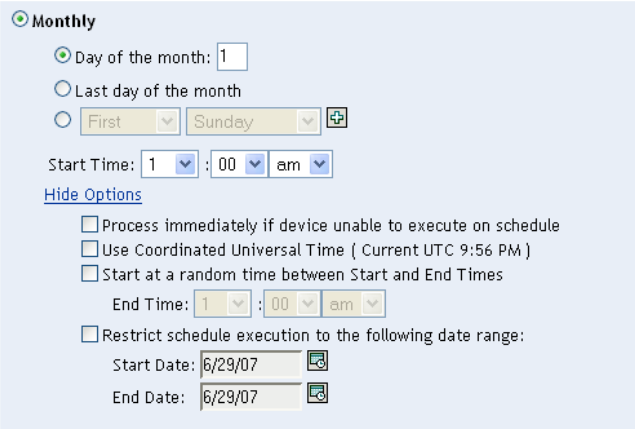
2 Select *Monthly*.



3 Select either *Day of the month* and specify a number between 1 and 31, *Last day of the month*, or select the configurable field where you can choose a combination of days of the month for a recurring scan.

4 In the *Start Time* field, specify the time you want the scan to start.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

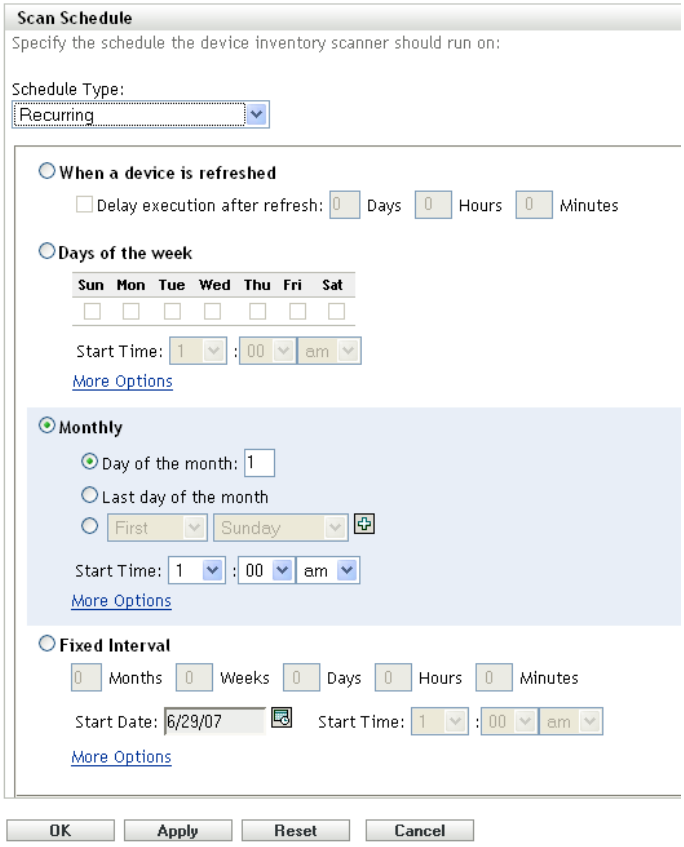
7 (Optional) If you want the scan to start randomly between a specified start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the scan to a certain date range, select *Restrict schedule execution to the following date range,* then specify the start and end dates.

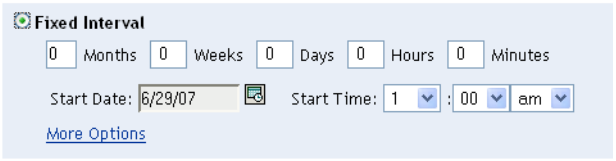
9 Click *Apply* or *OK*.

To run a scan at a fixed interval:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *Fixed Interval*.

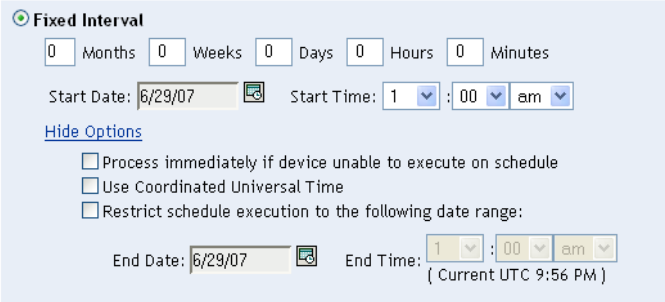


3 Specify the number of months, weeks, days, hours, and minutes in their respective fields.

4 Specify a start date by clicking the calendar icon and selecting a date.

5 In the *Start Time* field, specify the time you want the scan to start.

6 Click *More Options*.



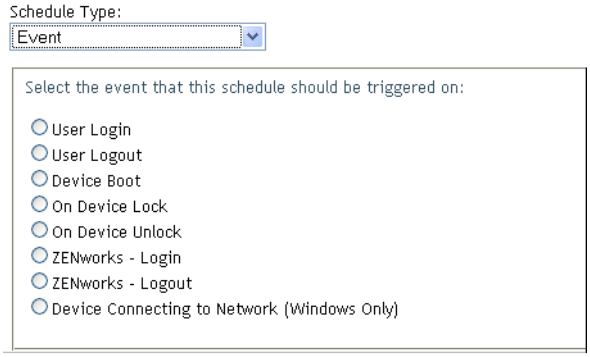
7 (Optional) Select *Use Coordinated Universal Time (UTC)*.

8 (Optional) If you want to restrict the scan to a certain date range, select *Restrict schedule execution to the following date range,* then specify an end date and end time.

9 Click *Apply* or *OK*.

Event

1 Select *Event* in the *Schedule Type* field.



2 Select an event.

- User login
- User logout
- Device boot
- Device shutdown
- On device lock
- On device unlock
- ZENworks - Login
- ZENworks - Logout
- Device connecting to network (Windows* only)

3 Click *Apply* or *OK*.

A scan is made following the selected event.

2.2.2 Configuring an Inventory Scan Schedule for a Devices in a Folder

1. In ZENworks Control Center, click *Devices*, then click the *Managed* tab.
2. Click *Details* next to the folder containing the devices you want to configure an inventory scan schedule for.
3. Click the *Settings* tab.
4. In the Settings panel, click *Inventory*.
5. In the *Settings* list, click *Inventory Schedule*.
6. In the Inventory Schedule panel, click *Override settings*.

   This overrides the Management Zone settings for these devices.
7. In the *Schedule Type* field, select the type of schedule you want to use.

   No Schedule: No scan is scheduled. See "No Schedule" on page 42.

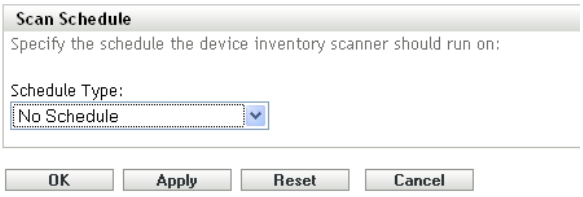
   Date Specific: Scans run on specified dates. See "Date Specific" on page 43.

   Recurring: Scans run on a recurring schedule. See "Recurring" on page 43.

   Event: Scans are triggered by an event. See "Event" on page 50.

No Schedule

1. Select *No Schedule* in the *Schedule Type* field.

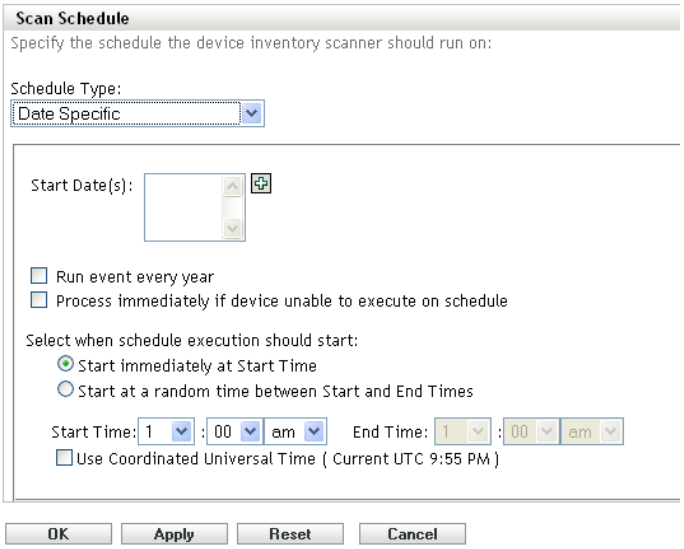


2. Click *Apply* or *OK*.

   No automatic scans are configured.

Date Specific

1 Select *Date Specific* in the *Schedule Type* field.



2 Click the + icon to the right of the *Start Date(s)* field to open a calendar, then select a date. To select more than one date, click the + icon again. Click the - icon to delete a selected date.

3 (Optional) Select *Run event every year* to run a scan annually on the dates you selected.

4 Select whether you want the scan to start at a specified time or at a random time between a specified start and end time.

5 Specify a start time, and if you selected *Start at a random time between Start Time and End Time*, specify an end time.

6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

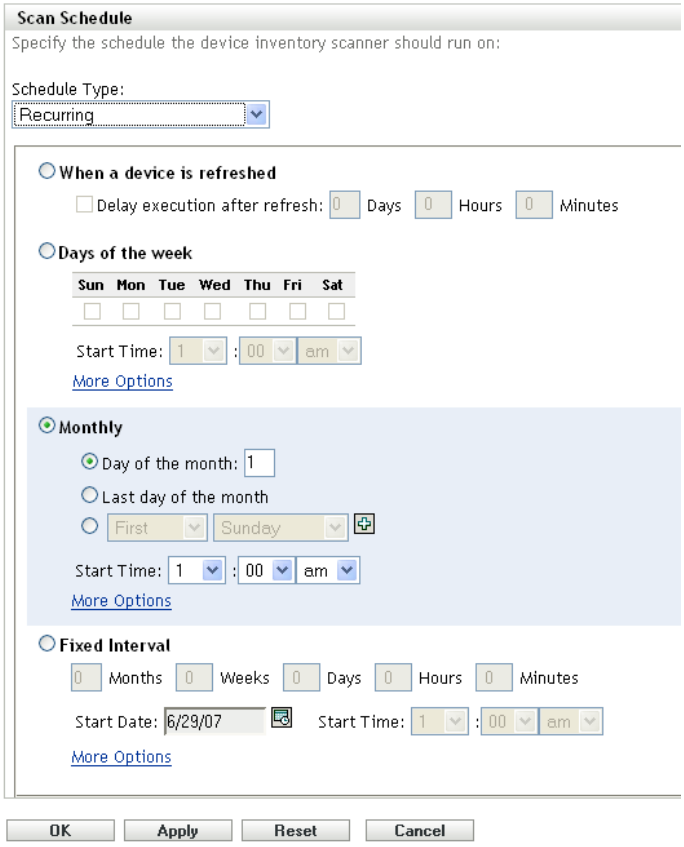
7 Click *Apply* or *OK*.

Recurring

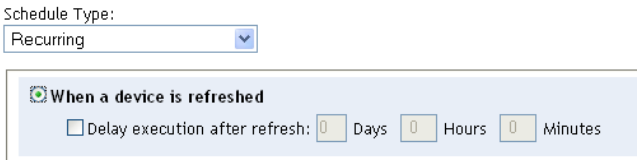
Select whether you want the scan to run when a device is refreshed, on certain days of the week, monthly, or at a fixed interval.

To run a scan when a device is refreshed:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *When a device is refreshed*.

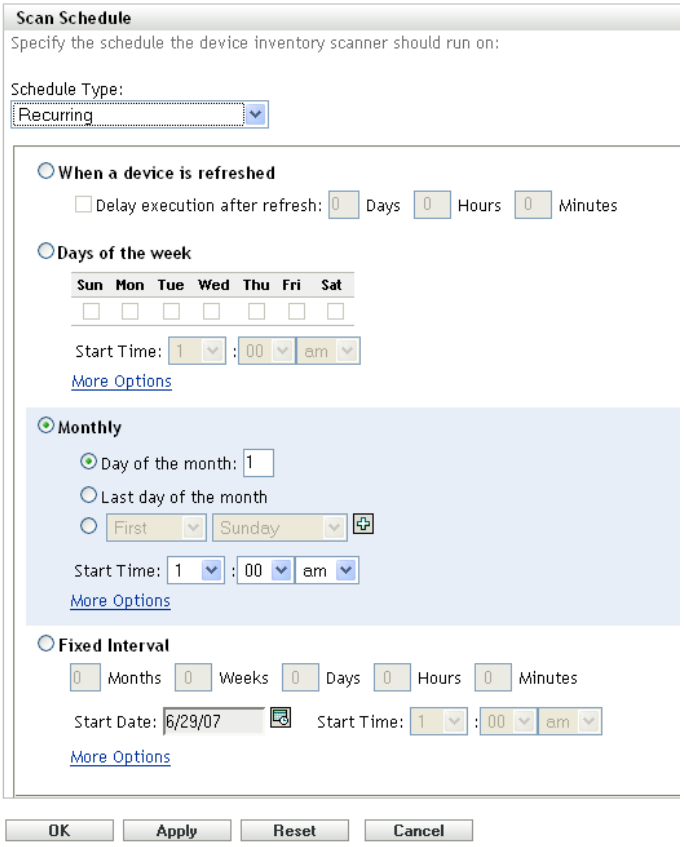


3 (Optional) If you want the scan to be delayed for a set time after a refresh, select *Delay execution after refresh* and specify the time in days, hours, and minutes.

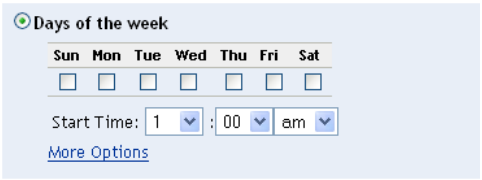
4 Click *Apply* or *OK*.

To run a scan on certain days of the week:

1 Select *Recurring* in the *Schedule Type* field.



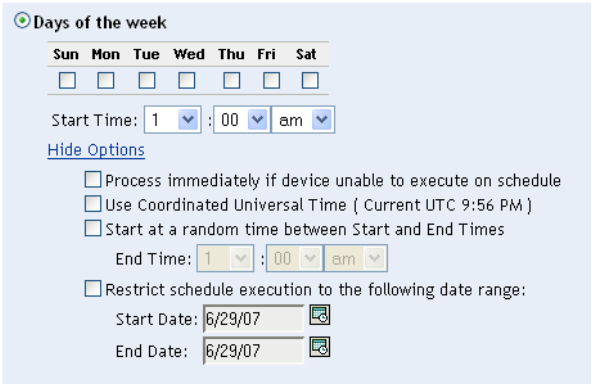
2 Select *Days of the week*.



3 Select the days on which you want the scan to run.

4 In the *Start Time* field, specify the time you want the scan to start.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

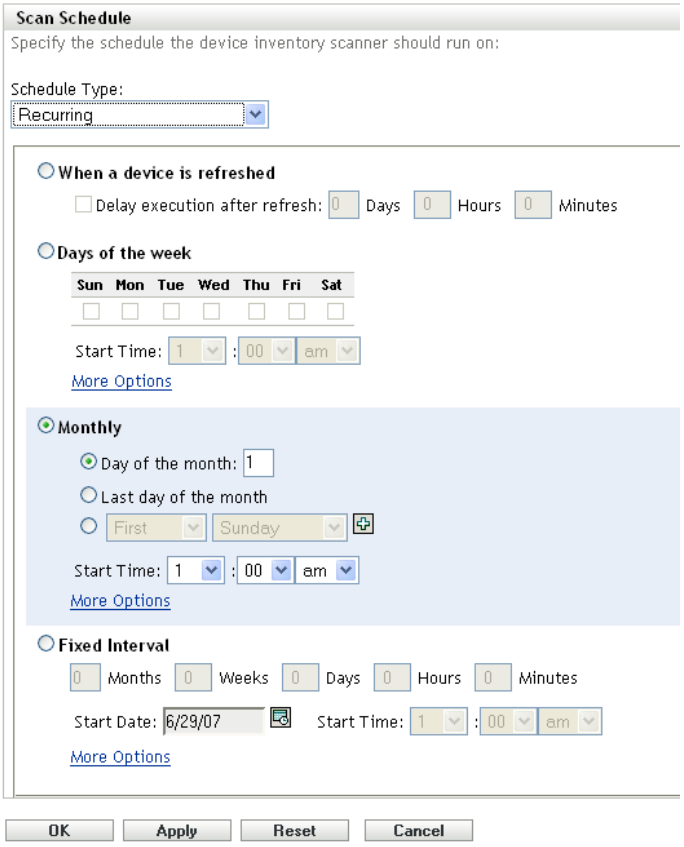
7 (Optional) If you want the scan to start randomly between a specified start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the scan to a certain date range, select *Restrict schedule execution to the following date range*, then specify the start and end dates.

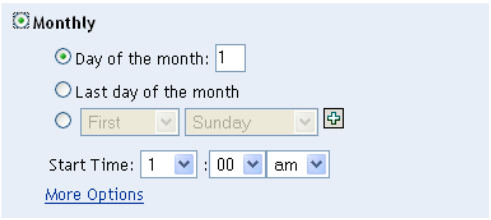
9 Click *Apply* or *OK*.

To run a scan monthly:

1 Select *Recurring* in the *Schedule Type* field.



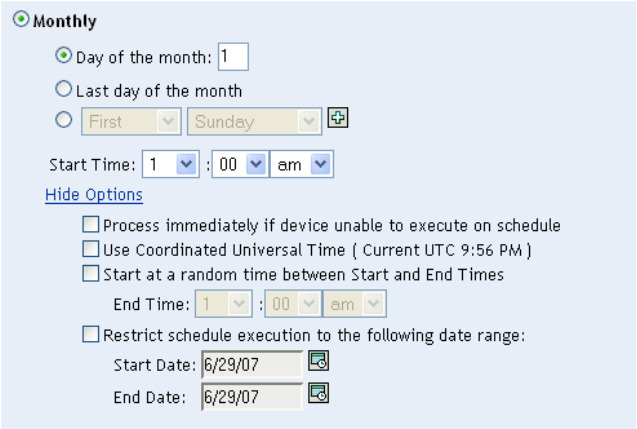
2 Select *Monthly*.



3 Select either *Day of the month* and specify a number between 1 and 31, *Last day of the month*, or select the configurable field where you can choose a combination of days of the month for a recurring scan.

4 In the *Start Time* field, specify the time you want the scan to start.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

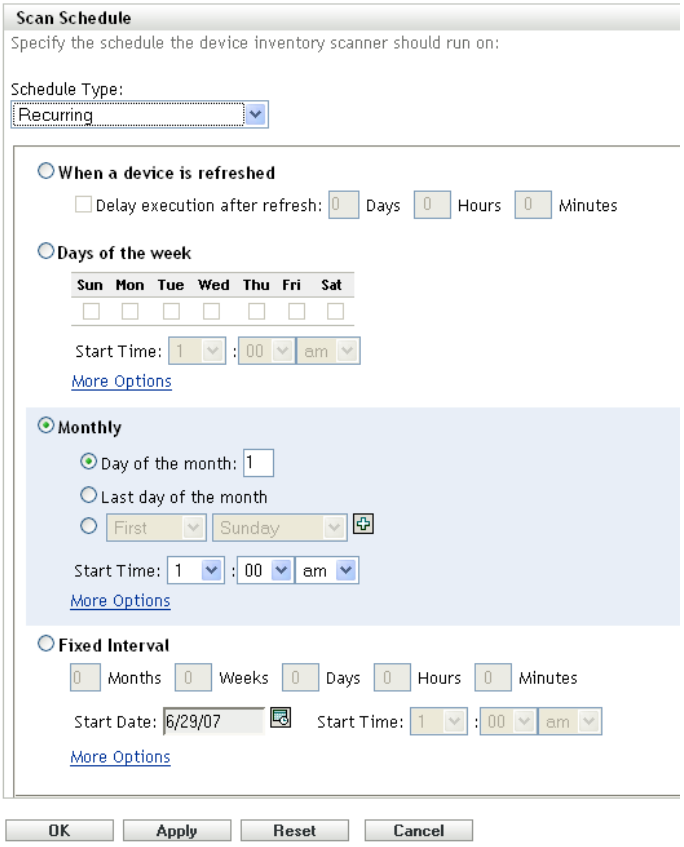
7 (Optional) If you want the scan to start randomly between a specified start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the scan to a certain date range, select *Restrict schedule execution to the following date range,* then specify the start and end dates.

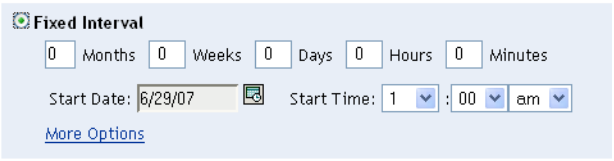
9 Click *Apply* or *OK*.

To run a scan at a fixed interval:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *Fixed Interval*.

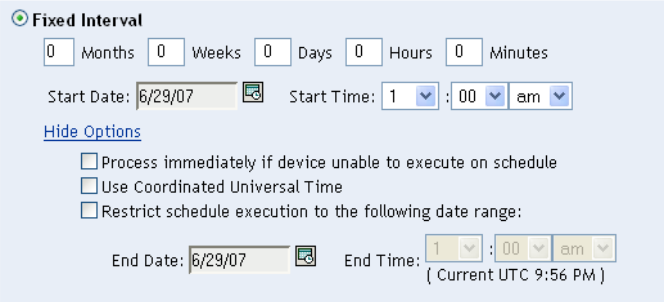


3 Specify the number of months, weeks, days, hours, and minutes in their respective fields.

4 Specify a start date by clicking the calendar icon and selecting a date.

5 In the *Start Time* field, specify the time you want the scan to start.

6 Click *More Options*.



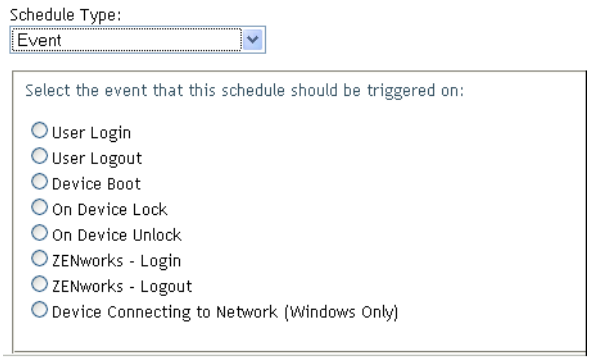
7 (Optional) Select *Use Coordinated Universal Time (UTC)*.

8 (Optional) If you want to restrict the scan to a certain date range, select *Restrict schedule execution to the following date range,* then specify an end date and end time.

9 Click *Apply* or *OK*.

Event

1 Select *Event* in the *Schedule Type* field.



2 Select an event.

- User login
- User logout
- Device boot
- Device shutdown
- On device lock
- On device unlock
- ZENworks - Login
- ZENworks - Logout
- Device connecting to network (Windows only)

3 Click *Apply* or *OK*.

A scan is made following the selected event.

2.2.3 Configuring an Inventory Scan Schedule for a Device

1. In ZENworks Control Center, click *Devices*, then click the *Managed* tab.
2. Click the folder containing the device you want to configure an inventory scan schedule for.
3. Click the device.
4. Click the *Settings* tab.
5. In the Settings panel, click *Inventory*.
6. In the *Settings* list, click *Inventory Schedule*.
7. In the Inventory Schedule panel, click *Override settings*.

   This overrides the Management Zone and folder settings for this device.
8. In the *Schedule Type* field, select the type of schedule you want to use.

   No Schedule: No scan is scheduled. See "No Schedule" on page 42.

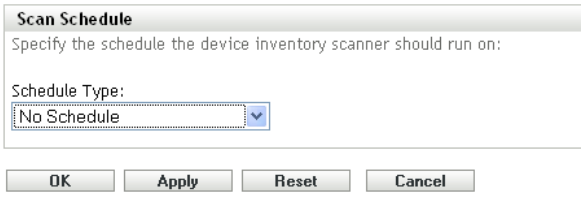
   Date Specific: Scans run on specified dates. See "Date Specific" on page 43.

   Recurring: Scans run on a recurring schedule. See "Recurring" on page 43.

   Event: Scans are triggered by an event. See "Event" on page 50.

No Schedule

1. Select *No Schedule* in the *Schedule Type* field.

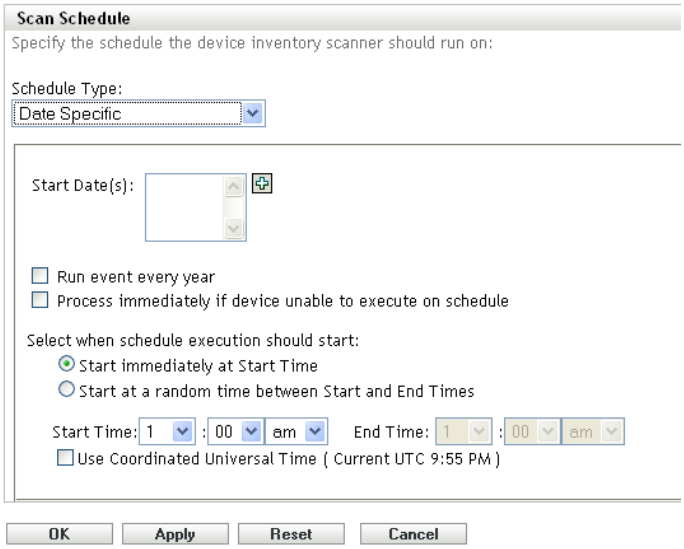


2. Click *Apply* or *OK*.

   No automatic scans are configured.

Date Specific

1 Select *Date Specific* in the *Schedule Type* field.



2 Click the + icon to the right of the *Start Date(s)* field to open a calendar, then select a date. To select more than one date, click the + icon again. Click the - icon to delete a selected date.

3 (Optional) Select *Run event every year* to run a scan annually on the dates you selected.

4 Select whether you want the scan to start at a specified time or at a random time between a specified start and end time.

5 Specify a start time, and if you selected *Start at a random time between Start Time and End Time*, specify an end time.

6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

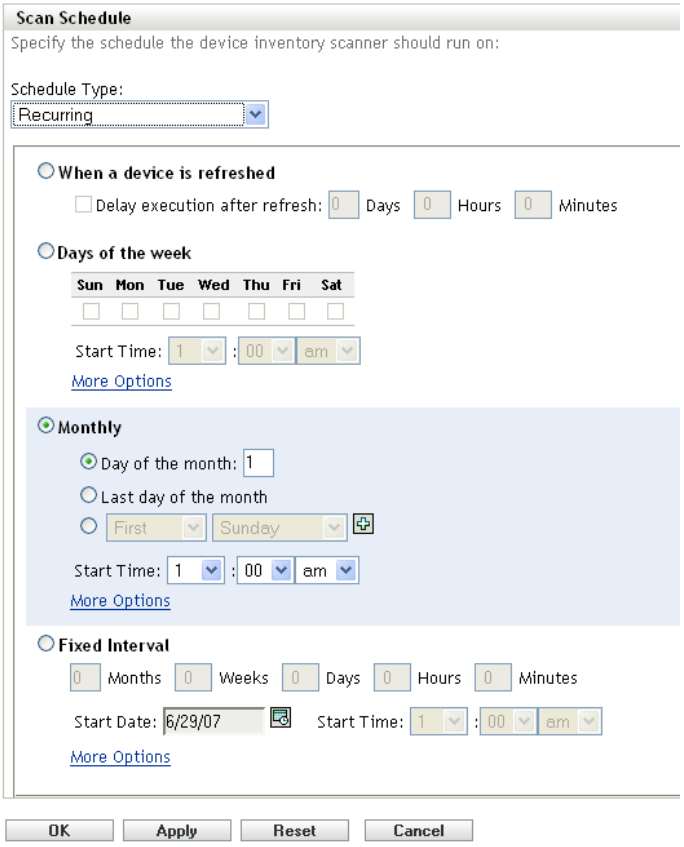
7 Click *Apply* or *OK*.

Recurring

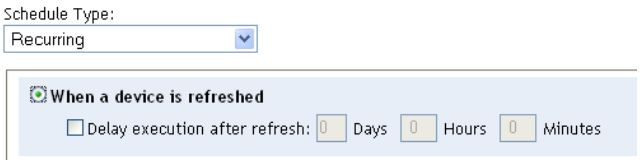
Select whether you want the scan to run when a device is refreshed, on certain days of the week, monthly, or at a fixed interval.

To run a scan when a device is refreshed:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *When a device is refreshed*.

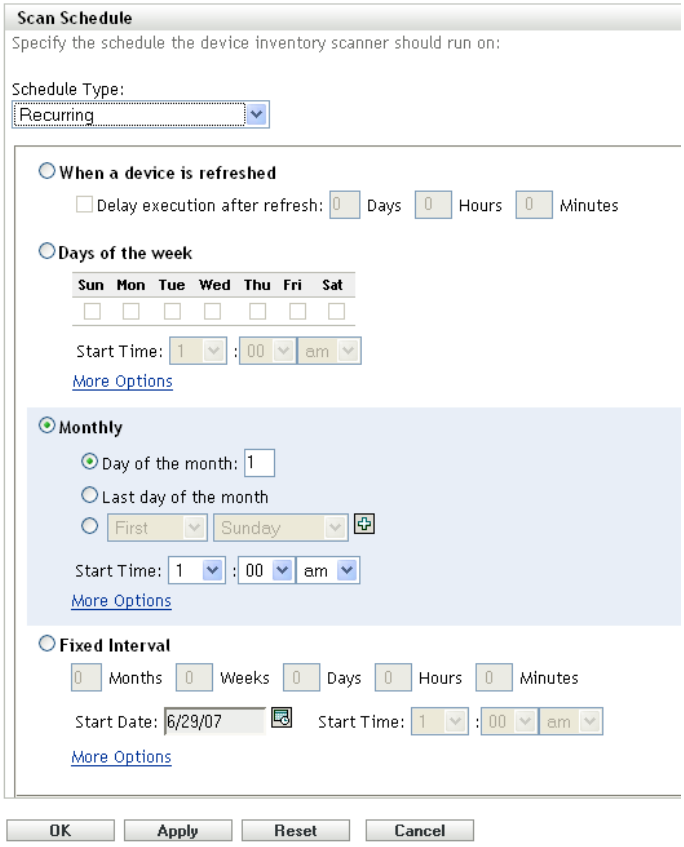


3 (Optional) If you want the scan to be delayed for a set time after a refresh, select *Delay execution after refresh* and specify the time in days, hours, and minutes.

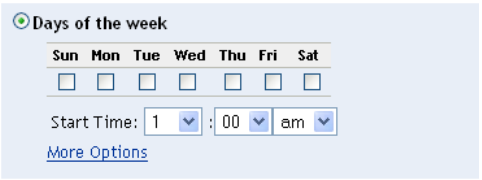
4 Click *Apply* or *OK*.

To run a scan on certain days of the week:

1 Select *Recurring* in the *Schedule Type* field.



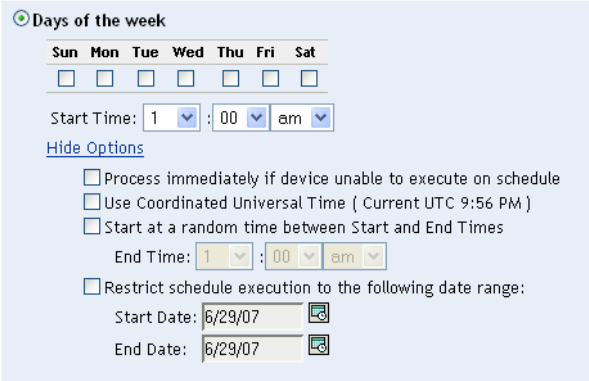
2 Select *Days of the week*.



3 Select the days on which you want the scan to run.

4 In the *Start Time* field, specify the time you want the scan to start.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

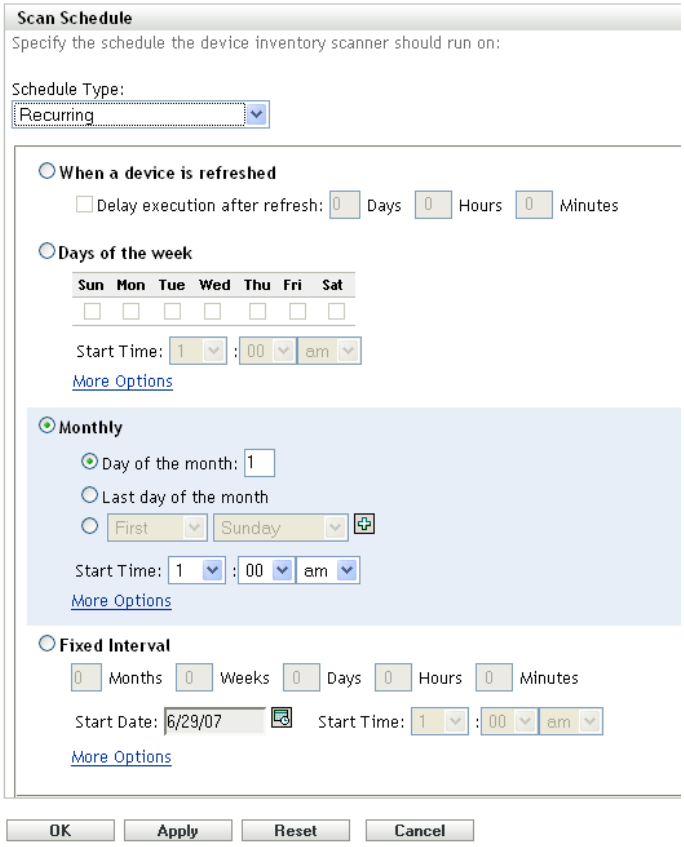
7 (Optional) If you want the scan to start randomly between a specified start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the scan to a certain date range, select *Restrict schedule execution to the following date range*, then specify the start and end dates.

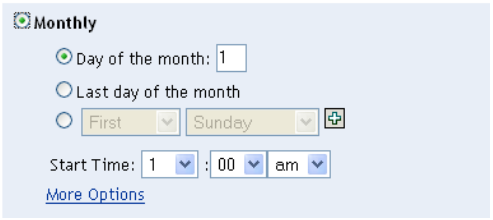
9 Click *Apply* or *OK*.

To run a scan monthly:

1 Select *Recurring* in the *Schedule Type* field.



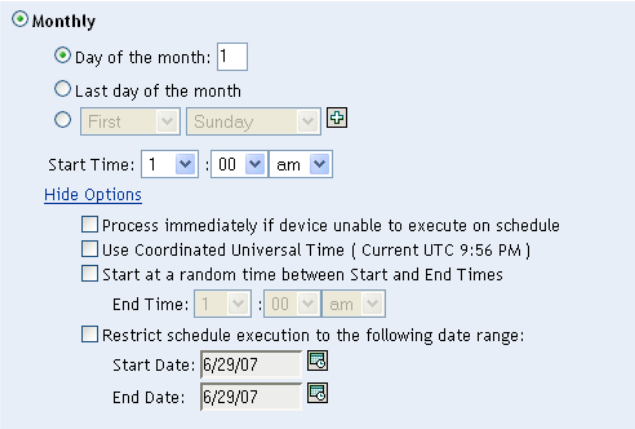
2 Select *Monthly*.



3 Select either *Day of the month* and specify a number between 1 and 31, *Last day of the month*, or select the configurable field where you can choose a combination of days of the month for a recurring scan.

4 In the *Start Time* field, specify the time you want the scan to start.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

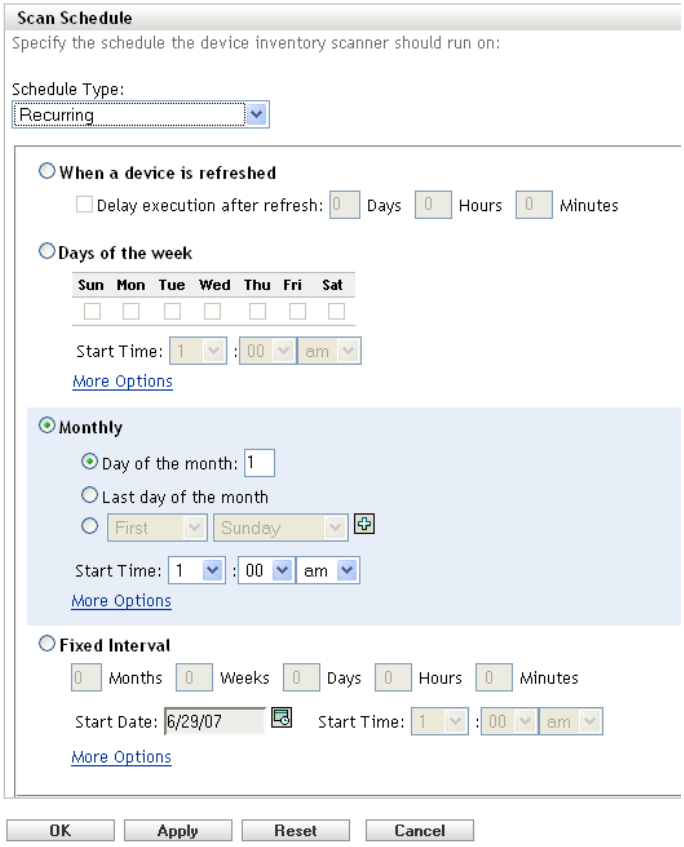
7 (Optional) If you want the scan to start randomly between a specified start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the scan to a certain date range, select *Restrict schedule execution to the following date range,* then specify the start and end dates.

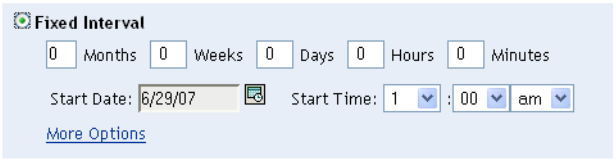
9 Click *Apply* or *OK*.

To run a scan at a fixed interval:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *Fixed Interval*.

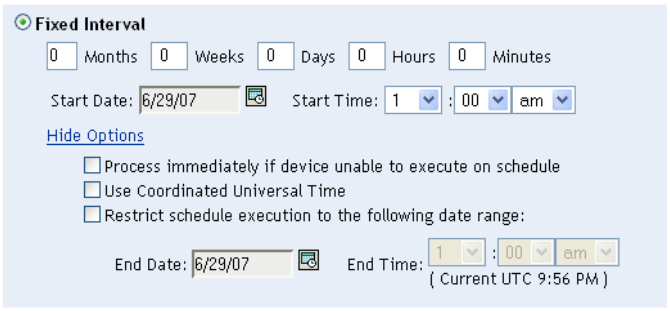


3 Specify the number of months, weeks, days, hours, and minutes in their respective fields.

4 Specify a start date by clicking the calendar icon and selecting a date.

5 In the *Start Time* field, specify the time you want the scan to start.

6 Click *More Options*.



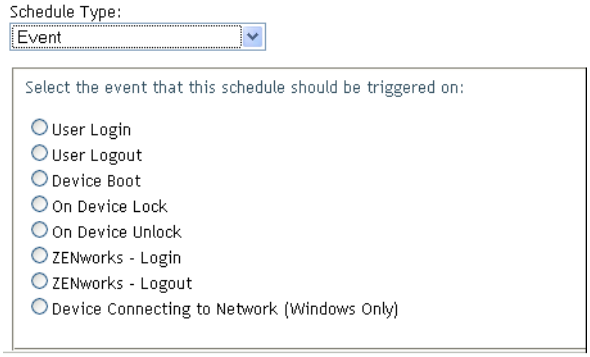
7 (Optional) Select *Use Coordinated Universal Time (UTC)*.

8 (Optional) If you want to restrict the scan to a certain date range, select *Restrict schedule execution to the following date range,* then specify an end date and end time.

9 Click *Apply* or *OK*.

Event

1 Select *Event* in the *Schedule Type* field.



2 Select an event.

- User login
- User logout
- Device boot
- Device shutdown
- On device lock
- On device unlock
- ZENworks - Login
- ZENworks - Logout
- Device connecting to network (Windows only)

3 Click *Apply* or *OK*.

A scan is made following the selected event.

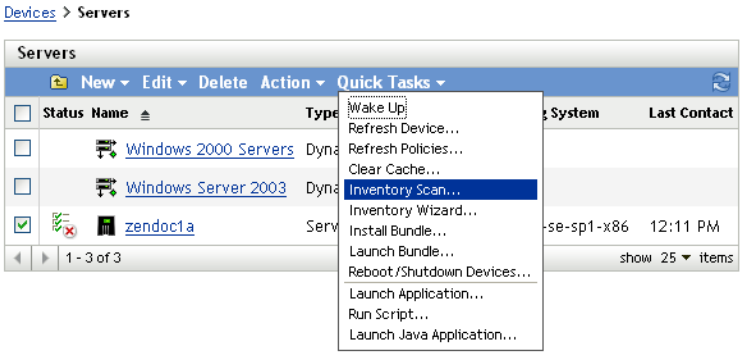
2.3 Running an Inventory Scan

You can run a scan four different ways:

- Using a device Quick Task
- Using a device task
- Using the ZENworks Icon menu (this runs a scan of the local machine only)
- Using a schedule

To run an inventory scan using a Quick Task:

1. In ZENworks Control Center, click *Devices*, then click the *Managed* tab.
2. Click the folder with the desired device(s) and select one or more devices that you want to inventory.
3. Click *Quick Tasks* > *Inventory Scan*.



A Quick Task Status dialog box appears, showing the progress of the scan.

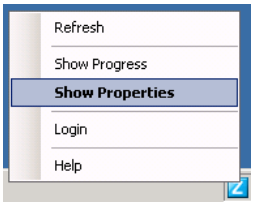
To run an inventory scan using a device task:

1. In ZENworks Control Center, click *Devices*, then click the *Managed* tab.
2. Open the folder with the desired device and click the device.
3. In the device tasks panel, click *Server Inventory Scan* if it's a server; click *Workstation Inventory Scan* if it's a workstation.

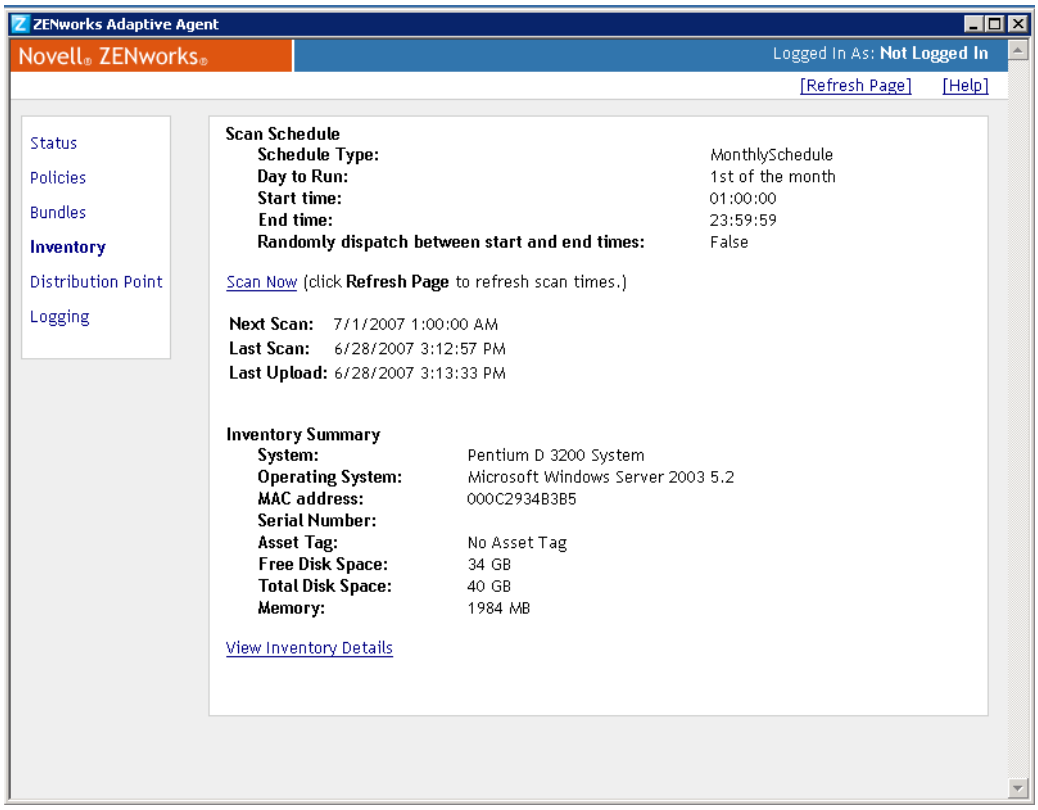
To run an inventory scan using the ZENWorks Icon menu:

NOTE: This feature is only available if the *User Can Initiate Scan* option is selected on the Inventory configuration page. For more information, see Section 2.1, "Configuring an Inventory Scan," on page 13.

1 Right-click the ZENworks Icon and select *Show Properties*.



2 Click *Inventory*.



3 Click *Scan Now*.

4 (Optional) Click *Refresh Page* to update scan times.

To run an inventory scan by using a schedule, see Section 2.2, "Scheduling an Inventory Scan," on page 24.

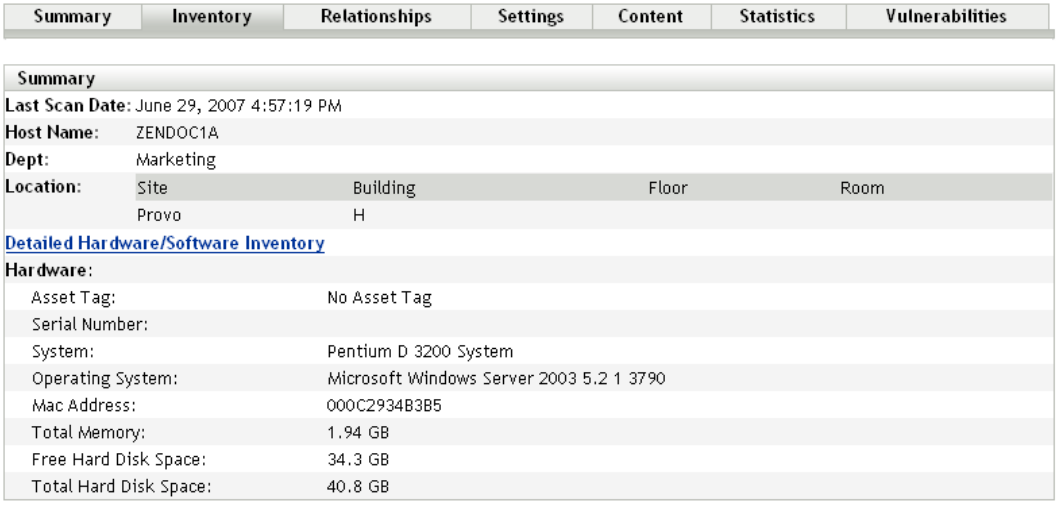
2.4 Viewing an Inventory Report for a Managed Device

A device's inventory includes information on hardware, software, and demographic data, which is gathered in an inventory scan. You can view this report through ZENworks Control Center or by using the ZENworks Icon menu.

To view a managed device's inventory using ZENworks Control Center:

1. In ZENworks Control Center, click *Devices*.
2. Click the *Managed* tab.
3. Click the folder containing the device you want to view the inventory for.
4. Click the desired device.
5. Click the *Inventory* tab.

   The Summary panel shows basic inventory information.

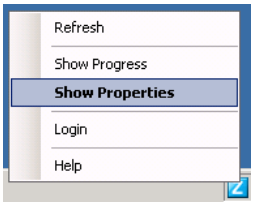


6. Click *Detailed Hardware/Software Inventory* for a complete inventory report.

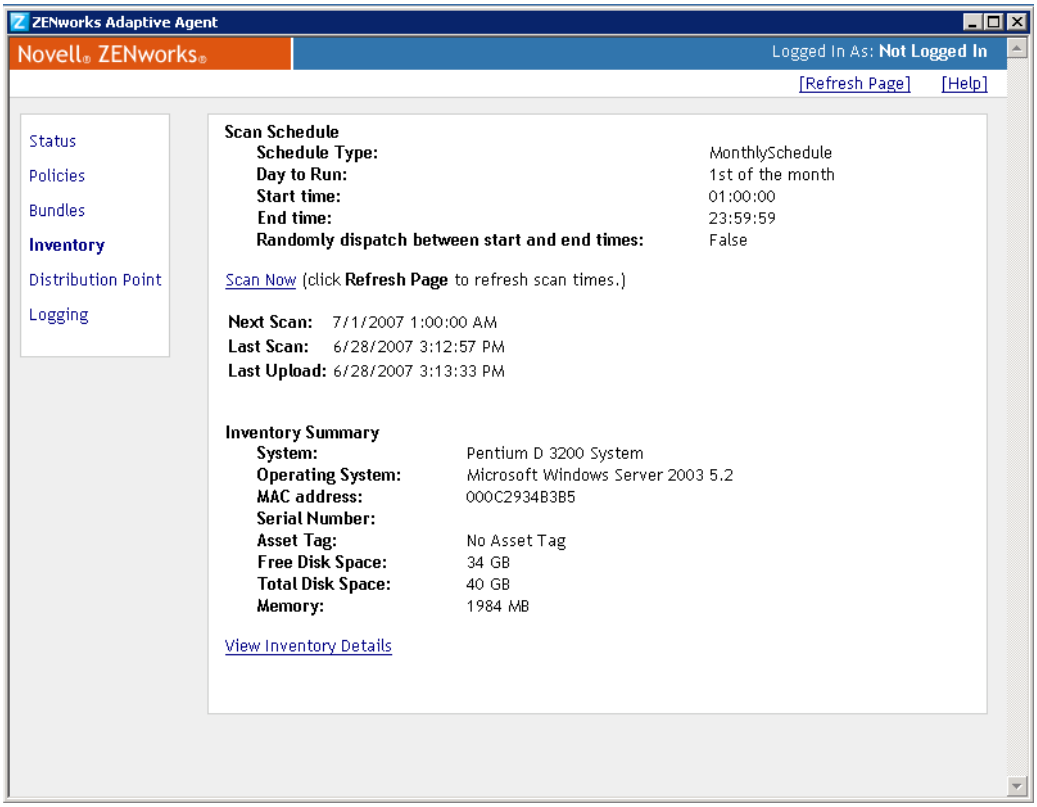
   This report shows detailed information about the device, including demographic data, hardware information, and software. From this page, you can click the various links to get more detailed information. You can export the report to Excel*, CSV, or PDF formats. You can also edit selected data. For more information, see Section 2.5, "Editing a Managed Device's Inventory Data," on page 55.

To view a managed device's inventory using the ZENworks Icon menu:

1. Right-click the ZENworks icon and select *Show Properties*.



2 Click *Inventory*.



3 Click *View Inventory Details*.

Workstation Detail Report KB Version: 3.06.A.0000.016

Machine Name	Login	IPAddress	LAN Address	
ZENDOC1A	SYSTEM	137.65.167.71	000C2934B3B5	
Serial Number	Asset Tag	Total Memory (MB)	Disk Space (MB)	Free Disk Space (MB)
	No Asset Tag	1984	40797	34299

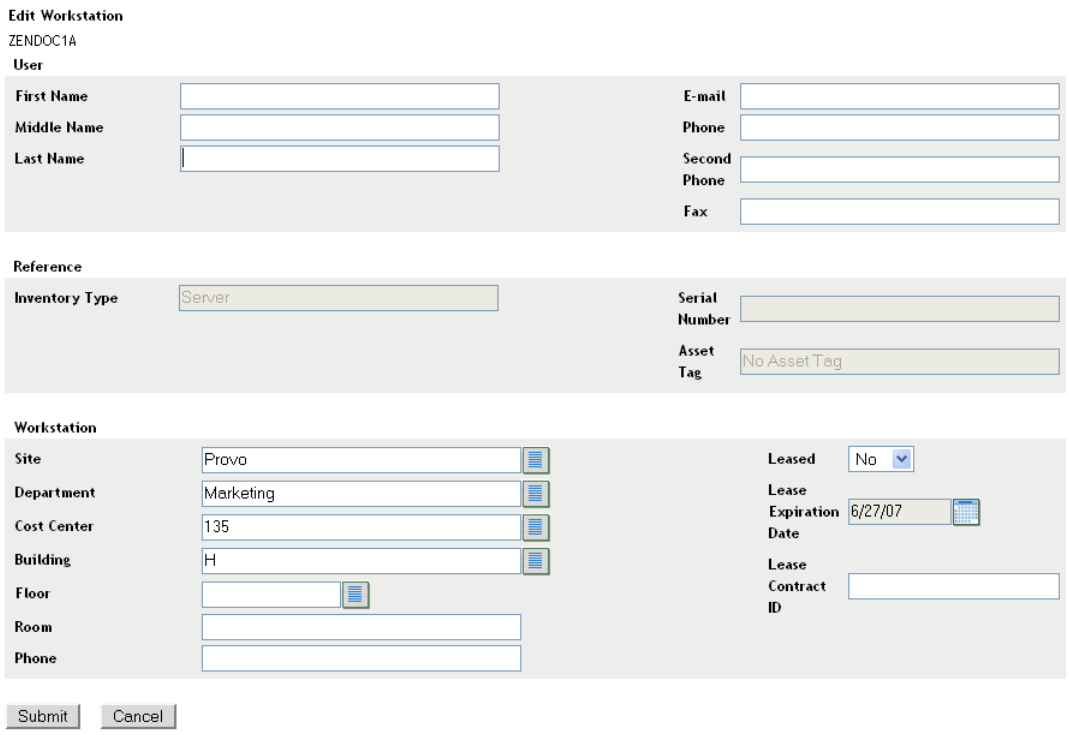
Hardware

Manufacturer	Product	Model	
Phoenix	ROM BIOS		Release Date:12/03/05
LSI Logic	53C1030 PCI-X SCSI Controller		
Intel Corporation	IDE Controller	82371AB/EB PIIX4	
Sony	DVD-ROM DDU1615		Drive Letter:
Intel	Pentium D		Speed:3.200000e+003 MHz, GenuineIntel
VMware,	VMware Virtual S1.0		Drive Letters:, Space:8587192320
VMware,	VMware Virtual S1.0		Drive Letters:, Space:32210196480
	Diskette Drive		
	101/102 keyboard		
AMD	PCNET Family Ethernet Adapter		Lan Address:000C2934B3B5
Logitech	PS/2 Mouse		
	Memory Module		Size:1024, Speed: 0
	Memory Module		Size:512, Speed: 0
	Memory Module		Size:256, Speed: 0
	Memory Module		Size:208, Speed: 0
	Color Monitor		
Microsoft	Windows Server 2003	5.2	
	Parallel Ports		
	Serial Ports		

2.5 Editing a Managed Device's Inventory Data

1 Open the Detailed Hardware/Software Inventory report as shown in Section 2.4, "Viewing an Inventory Report for a Managed Device," on page 53.

2 Click *Edit*.



3 Add or edit information on the Edit Workstation page.

User: Basic information about the user, including name, phone, and so on.

Reference: Inventory type, serial number, and asset tag. These values cannot be changed.

Workstation: Basic information about the workstation, including site, department, and so on. Click the icon on the right to create a list of responses. Click the calendar icon next to the *Lease Expiration Date* field to choose a date.

4 Click *Submit*.

The data is added to the inventory report.

Scanning Inventory Only Devices

3

An inventory only scan allows you to scan devices in the zone that don't have the ZENworks® Adaptive Agent installed but do have the Inventory Module installed. This type of scan is useful for devices running Windows NT*, Windows 95, Windows 98, Windows Me, NetWare®, and Mac OS* X. For information on installing the Inventory Only Module, see *ZENworks 10 Configuration Management Discovery and Deployment Reference*.

The following sections provide information on inventory only scans:

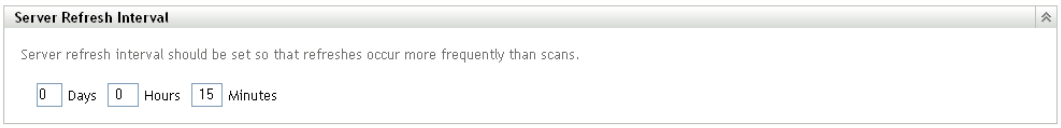
- Section 3.1, "Configuring an Inventory Only Scan," on page 57
- Section 3.2, "Scheduling an Inventory Only Scan," on page 60
- Section 3.3, "Viewing an Inventory Report for an Inventory Only Device," on page 64
- Section 3.4, "Editing the Demographic Data of an Inventory Only Device," on page 65
- Section 3.5, "Enabling Reconciliation," on page 66
- Section 3.6, "Using the Portable Collector," on page 67

3.1 Configuring an Inventory Only Scan

An inventory only scan allows you to collect data from devices in the Management Zone that only have the Inventory Module installed. By default, the inventory settings are preconfigured.

To configure an inventory only scan:

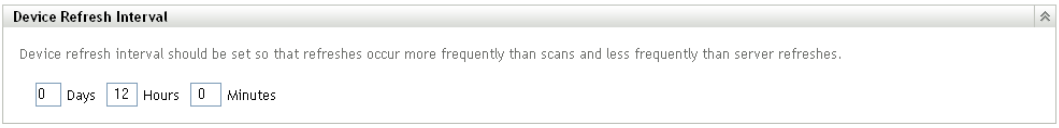
1. Click *Configuration*, then in the Management Zone Settings panel, click *Inventory*.
2. Click *Inventory Only* in the category list.
3. In the Server Refresh Interval panel, set the interval time in days, hours, and minutes.



   The server handles requests from devices that have the Inventory module installed, providing files for the settings, scan schedule, and so on. The interval setting determines how often the server evaluates the next scan schedule and when to obtain other settings. The server needs to poll the database at frequent intervals to pass on any changes that affect the devices.

   The refresh interval should be set so that refreshes occur more frequently than scans. The default is 15 minutes.

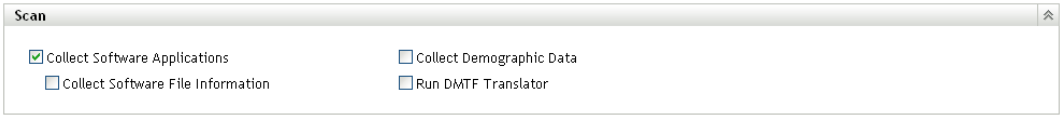
4. In the Device Refresh Interval panel, set the interval time in days, hours, and minutes.



The Device Refresh Interval determines when the device checks the server for a change in settings, the schedule for the next scan, the ZENworks Knowledgebase for inventory, and new agent executables.

The refresh interval should be set so that refreshes occur more frequently than scans and less frequently than server refreshes. The default is 12 hours.

5 In the Scan panel, configure how you want to run the scan.



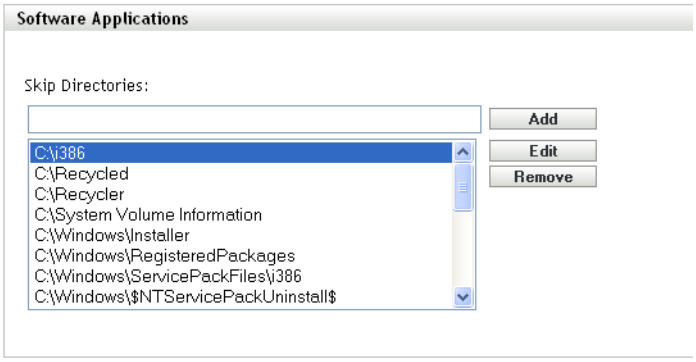
Collect Software Applications: Select this option if you want to scan for software applications installed on the device. This setting is selected by default.

Collect Software File Information: Select this option if you want to scan for software file information that can be used to identify software products that aren't recognized by the ZENworks Knowledgebase. If you plan to create Local Software Products and add them to the knowledgebase, this option must be selected. For more information, see Chapter 5, "Creating Local Software Products," on page 109.

Collect Demographic Data: Select this option to gather demographic data from an inventoried-only device. This data is gathered from a file on the local machine. For more information, see Section 4.6, "Scanning Demographic Data on an Inventory Only Device," on page 106.

Run DMTF Translator: Select this option if you want to run the DMTF (Desktop Management Task Force) Translator. The DMTF translator converts the inventory data to formats that can be used by other tools and puts it on the local machine.

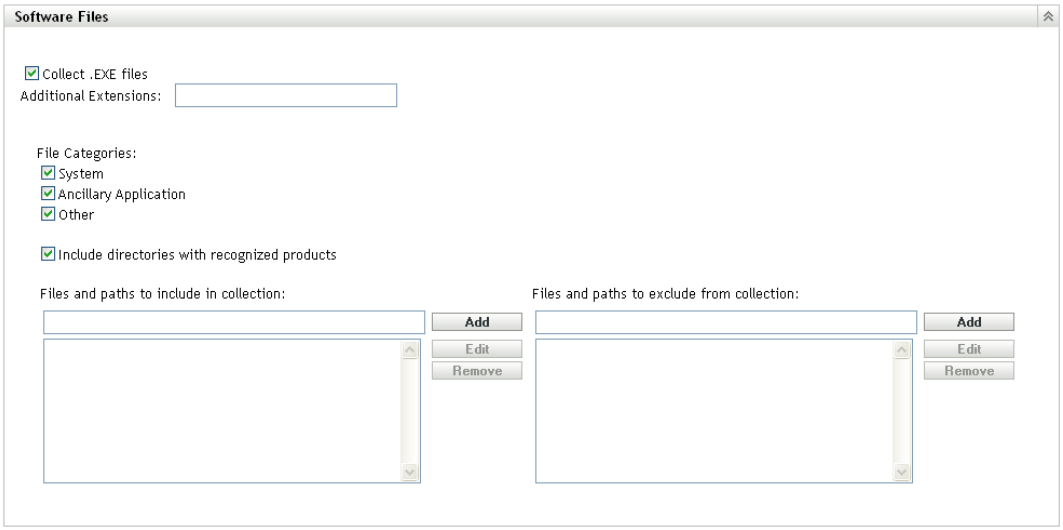
6 In the Software Applications panel, configure which directories to skip.



Skipping directories is useful in limiting the scope of the scan. The directories in the list are skipped.

- To add a directory, specify a directory in the *Skip Directories* field, then click *Add*.
- To edit an existing directory, select the directory, click *Edit*, edit the directory, then click *OK*.
- To delete an existing directory, select the directory and click *Remove*.

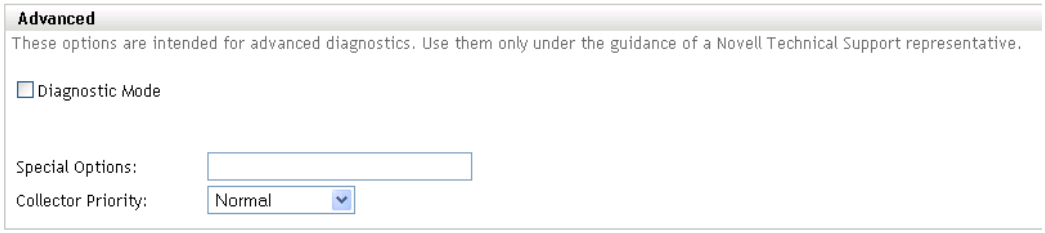
7 In the Software Files panel, configure which types of files to scan for.



Software applications discovered in an inventory scan are identified by specific files associated with the product. These identifications are kept in the ZENworks Knowledgebase. To identify products that aren't in the knowledgebase, you can search for files that are associated with an unrecognized product and use the file information to create a new product identification called a Local Software Product. This Local Software Product information can then be merged with the knowledgebase so that these new products are recognized in subsequent scans. For more information, see Chapter 5, "Creating Local Software Products," on page 109. To configure the file types, do the following:

- To search for files with an `.exe` extension, select the *Collect .EXE Files* option.
- To search for files with a different extension, specify the extension in the *Additional Extensions* field. Separate each extension with a + sign, for example, `com+dll`.
- To scan for particular file types, select from the following:
  - **System:** Select this option to search for system files. This category is selected by default.
  - **Ancillary Application:** Select this option to search for files that are ancillary to, or associated with, a product that is recognized by the ZENworks Knowledgebase. This option is useful to create a comprehensive scan. This category is selected by default.
  - **Other:** Select this option to search for all other files. This category is selected by default.
- To include directories with products that are recognized by the ZENworks Knowledgebase, select *Include directories with recognized products*. This is useful to create a comprehensive scan.
- To limit the scope of the scan by including and excluding files and paths, configure which files and paths to include or exclude from the collection by using *Add* and *Remove* to specify which files and paths you want to include and exclude from the scan. You can edit the files and paths in the list by selecting the file or path and clicking *Edit*. If you specify a file or path in the *Files and paths to include in collection* field, the scan is limited to just that file or path. If a file or path is specified in the *Files and paths to exclude from collection* field, all files and paths are searched except the specified file or path. Paths specified in the *Software Applications* panel are also skipped.

8 In the Advanced panel, configure diagnostic settings.



WARNING: These options are intended for advanced diagnostics. Use them only under the guidance of a Novell Support representative.

9 In the Collection Servers panel, use the *Move Up* and *Move Down* buttons to arrange the collection servers.

This arrangement determines the order in which the collection servers receive the inventory data.

10 Click *Apply* or *OK*.

3.2 Scheduling an Inventory Only Scan

This section shows you how to schedule an inventory scan for an inventory only device. By default, the inventory schedule is already configured.

Unlike scans for managed devices, you can only define an inventory only scan for the entire Management Zone. In addition, you can run a scan only by using a schedule.

3.2.1 To Configure an Inventory Only Scan Schedule

1 In ZENworks Control Center, click *Configuration*, then in the Management Zone Settings panel, click *Inventory*.

2 Click *Inventory Only Schedule* in the category list.

3 In the *Schedule Type* field, select what type of schedule you want to use.

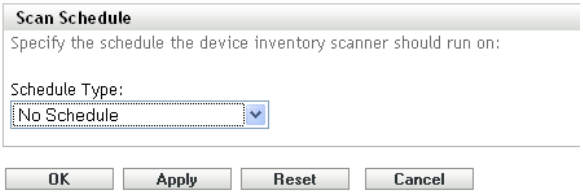
No Schedule: No scan is scheduled. See “No Schedule” on page 61.

Date Specific: Scans run on specified dates. See “Date Specific” on page 61.

Recurring: Scans run on a recurring schedule. See “Recurring” on page 61.

No Schedule

1 Select *No Schedule* in the *Schedule Type* field.

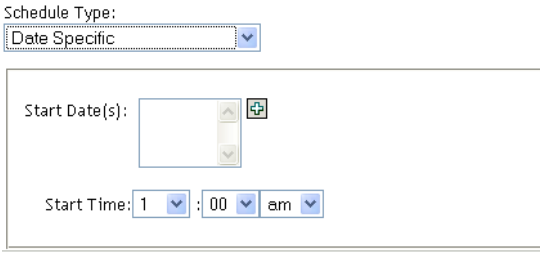


2 Click *Apply* or *OK*.

No automatic scans are configured.

Date Specific

1 Select *Date Specific* in the *Schedule Type* field.



2 Click the + icon to the right of the *Start Date(s)* field to open a calendar, then select a date. To select more than one date, click the + icon again. Click the - icon to delete a selected date.

3 Specify a start time.

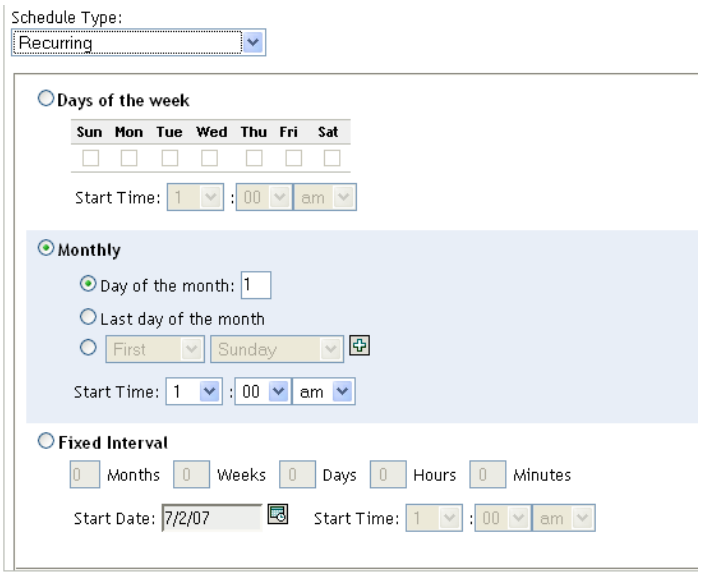
4 Click *Apply* or *OK*.

Recurring

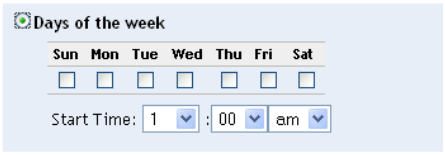
Select whether you want the scan to run when a device is refreshed, on certain days of the week, monthly, or at a fixed interval.

To run a scan on certain days of the week:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *Days of the week*.



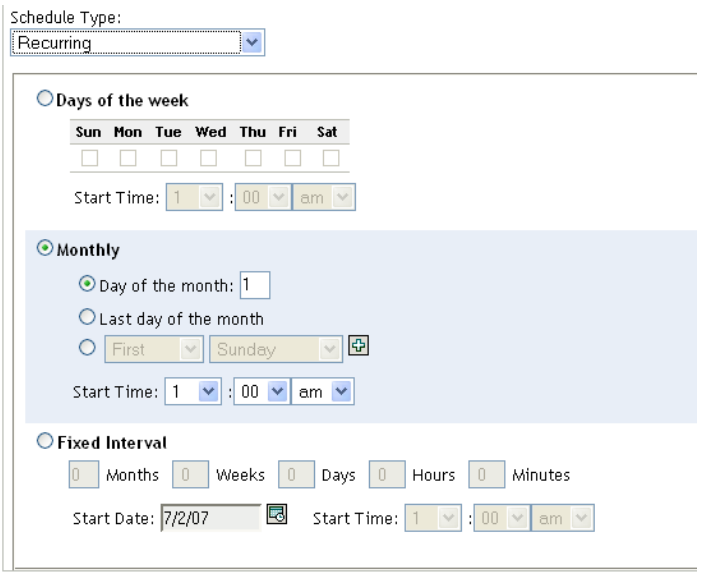
3 Select the days on which you want the scan to run.

4 In the *Start Time* field, specify the time you want the scan to start.

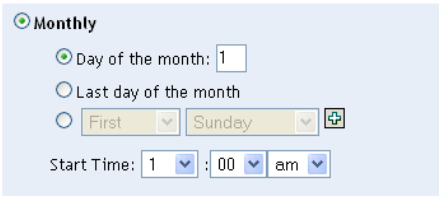
5 Click *Apply* or *OK*.

To run a scan monthly:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *Monthly*.



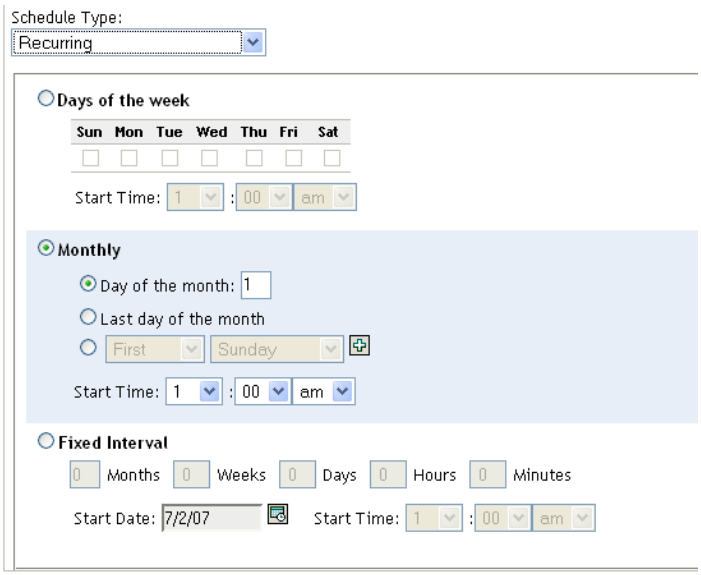
3 Select either *Day of the month* and specify a number between 1 and 31, *Last day of the month*, or select the configurable field where you can choose a combination of days of the month for a recurring scan.

4 In the *Start Time* field, specify the time you want the scan to start.

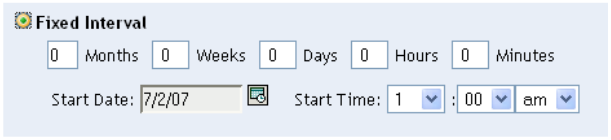
5 Click *Apply* or *OK*.

To run a scan at a fixed interval:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *Fixed Interval*.



3 Specify the number of months, weeks, days, hours, and minutes in their respective fields.

4 Specify a start date by clicking the calendar icon and selecting a date.

5 In the *Start Time* field, specify the time you want the scan to start.

6 Click *Apply* or *OK*.

3.3 Viewing an Inventory Report for an Inventory Only Device

A device's inventory includes information on hardware, software, and demographic data, which is gathered in an inventory scan.

To view an inventoried-only device's inventory:

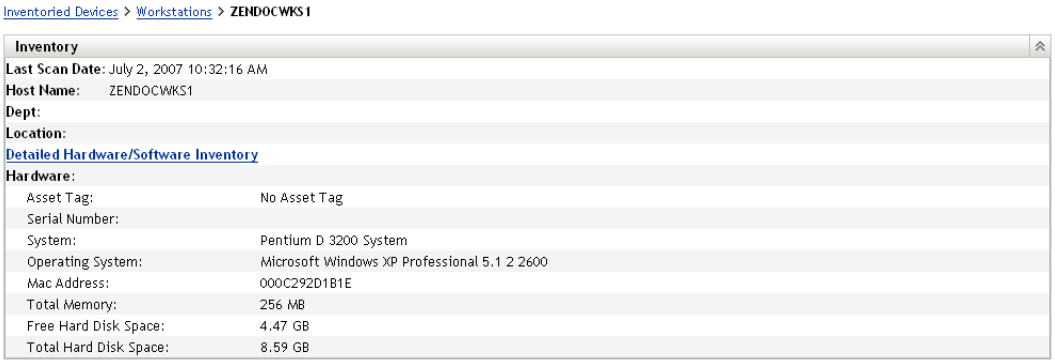
1 In ZENworks Control Center, click *Devices*.

2 Click the *Inventoried* tab.

3 Click the folder containing the device you want to view the inventory of.

4 Click the desired device.

The Inventory panel shows basic inventory information.



5 Click *Detailed Hardware/Software Inventory* for a complete inventory report.

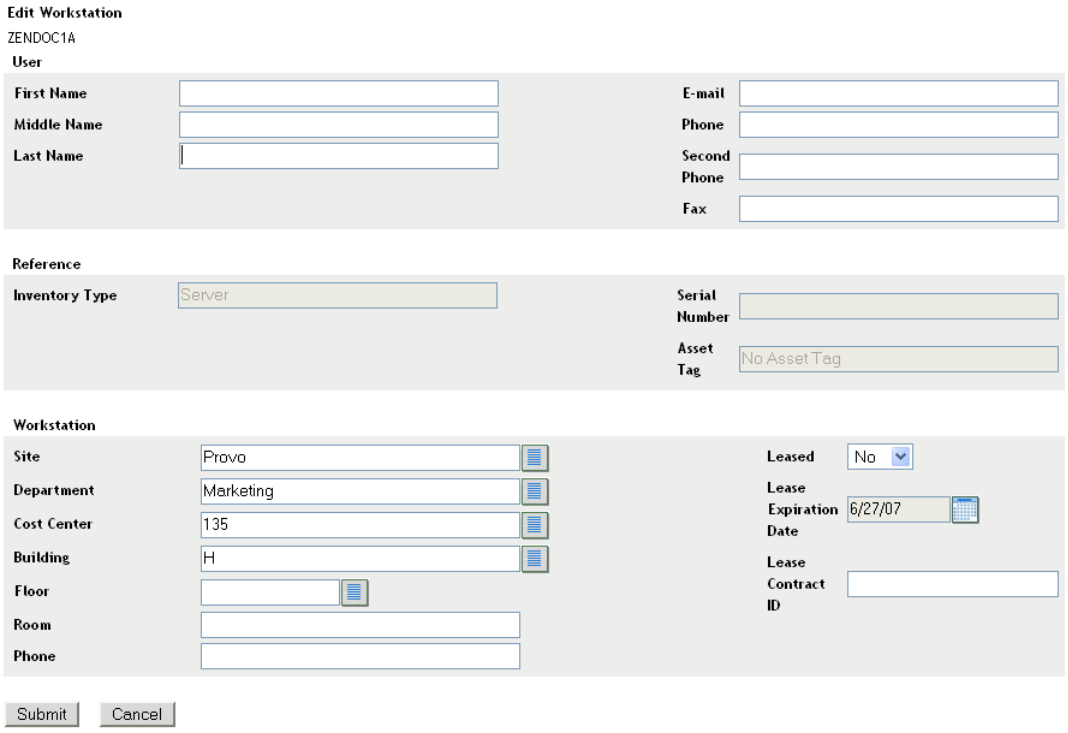
This report shows detailed information about the device, including demographic data, hardware information, and software. From this page, you can click the various links to get more detailed information. You can export the report to Excel, CSV, or PDF formats. You can also edit demographic data. For more information, see Section 2.5, “Editing a Managed Device’s Inventory Data,” on page 55.

3.4 Editing the Demographic Data of an Inventory Only Device

To add or edit demographic data in a report:

1 Open the Detailed Hardware/Software Inventory report as shown in Section 2.4, “Viewing an Inventory Report for a Managed Device,” on page 53.

2 Click *Edit*.



3 Add or edit information on the Edit Workstation page.

User: Basic information about the user, including name, phone, and so on.

Reference: Inventory type, serial number, and asset tag. These values cannot be changed.

Workstation: Basic information about the workstation, including site, department, and so on. Click the icon on the right to create a list of responses. Click the calendar icon next to the *Lease Expiration Date* field to choose a date.

4 Click *Submit*.

The data is added to the inventory report.

3.5 Enabling Reconciliation

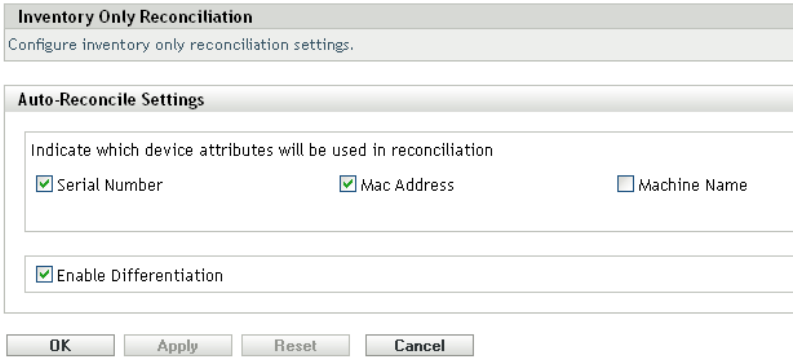
Inventory Only Reconciliation allows you to control whether and how new workstations are reconciled to avoid the possibility of duplicates in the database. When a scan is made of a workstation that is new to the Management Zone, it is assigned an identifier. If the identifier is lost, such as by a disk crash, it is assigned a new identifier during the next scan. Reconciliation allows you to check whether the workstation is already in the database. If it is, the identifier in the database is changed to match the new identifier.

You can use any or all of the following device attributes to identify a workstation for possible reconciliation:

- Serial Number
- MAC Address
- Machine Name

To enable inventory only reconciliation:

1. In ZENworks Control Center, click the Configuration tab.
2. In the Management Zone Settings panel, click *Inventory*.
3. In the *Category* list, click *Inventory Only Reconciliation*.



4. In the Auto-Reconcile Settings panel, select which device attributes you want to use for reconciliation.
   - Serial Number
   - Mac Address
   - Machine Name
5. Select *Enable Differentiation* to differentiate between workstations with the same identifier.
6. Click *Apply* or *OK*.

3.6 Using the Portable Collector

The Portable Collector is a standalone application that is used to inventory devices that rarely connect to the server or devices that do not have the ZENworks Adaptive Agent installed. This data can then be imported into the Inventoried device list. When the data is imported, you can view and edit it just as you would an inventoried device. The Portable Collector can be run on Windows and OSX devices. The procedure is as follows:

1. Create the Portable Collector.
2. Run the Portable Collector on a device.
3. Copy the inventory data to a portable media.
4. Upload the inventory data into ZENworks Control Center.

For more information, see the following:

- Section 3.6.1, “Creating the Portable Collector for a Windows Device,” on page 68
- Section 3.6.2, “Running the Portable Collector on a Windows Device,” on page 68
- Section 3.6.3, “Running the Portable Collector on an OSX Device,” on page 68
- Section 3.6.4, “Importing Data Gathered with the Portable Collector,” on page 69

3.6.1 Creating the Portable Collector for a Windows Device

1. Configure an Inventory Only scan.

   The Inventory Only scan settings are used when you create the Portable Collector. If you want the Portable Collector to scan for software files, for example, that option must be selected on the Inventory Only configuration page. For information on configuring an Inventory Only scan, see Section 3.1, "Configuring an Inventory Only Scan," on page 57.
2. Click *Devices*.
3. In the *Device Tasks* list, click *Create Portable Client*.
4. Save the file to disk.
5. Uncompress the file and continue with Section 3.6.2, "Running the Portable Collector on a Windows Device," on page 68.

3.6.2 Running the Portable Collector on a Windows Device

1. Create the Portable Collector as shown in Section 3.6.1, "Creating the Portable Collector for a Windows Device," on page 68.
2. Copy the Portable Collector files to a removable media, such as a CD or flash drive.
3. Take the Portable Collector to the device you want to inventory, then run `collect.bat`.

   To see the available switches, type `/?` on the command line.
4. Copy the inventory data files onto a removable media, then take it to a device connected to ZENworks Control Center.
5. Continue with Section 3.6.4, "Importing Data Gathered with the Portable Collector," on page 69.

3.6.3 Running the Portable Collector on an OSX Device

1. Navigate to https://*ZENworks_Server_ID*/zenworks-setup/ (where *ZENworks_Server_ID* is the DNS name or IP address of a Primary Server).
2. Click *Inventory Tools*.
3. Click *osxportable.dmg* to download it to the desktop.
4. Uncompress `osxportable.dmg`.
5. Create a temporary folder to run the portable scan from.
6. Copy the contents of `osxportable`, which is found in `/Volumes/osxportable`, to the temporary folder.
7. Close (eject) the osxportable image.
8. Open a terminal window.

   You must be a user with administrative privileges.
9. Run `sudo ./zenumia-portable /full/path/to/output/directory`.

   The WIF file (<*xxx*>.xml) will be written there. This file contains the device's inventory data. It will be convenient for the output directory to be accessible by a Windows device. Or you can copy the file and put it on a device connected to the ZENworks Control Center.

10 When the scan finishes, remove the temporary directory you created in Step 5 and the file `osxportable.dmg` that you downloaded in Step 3.

11 Import the file into ZENworks Control Center as shown in Section 3.6.4, "Importing Data Gathered with the Portable Collector," on page 69.

12 Remove the inventory data file.

3.6.4 Importing Data Gathered with the Portable Collector

1 In ZENworks Control Center, click *Devices*.

2 In the *Device Tasks* list, click *Import Inventory*.

3 In the *File Path for inventory scan file* field, specify the filename of the inventoried data, or click *Browse* to search.

4 (Optional) If you want to register the device, select *Register device if not already registered*, and fill in the following fields:

Registration Key: Specify a registration key or click *Browse* to search.

Port: Specify a port. The default is 2544. This value is required.

Device Type: Specify the device type: server or workstation.

Language: Specify a language code. The default is English.

5 Click *OK*.

The inventoried device appears in the device lists in *Devices* > *Inventoried*, where you can click the device name and see the inventory data.

Scanning Demographic Data

4

Inventory scans include demographic data that is gathered from workstation users through the use of the Collection Data Form. The Collection Data Form can be sent to a workstation user's computer with a prompt to fill out the data fields on the form. This data is then added to the inventory report for that workstation. This section includes the following topics:

- Section 4.1, "Configuring the Collection Data Form," on page 71
- Section 4.2, "Deploying the Collection Data Form," on page 77
- Section 4.3, "Scheduling the Deployment of the Collection Data Form," on page 77
- Section 4.4, "Deploying the Data Collection Form Using a Quick Task," on page 105
- Section 4.5, "Deploying the Data Collection Form Using a Device Task," on page 105
- Section 4.6, "Scanning Demographic Data on an Inventory Only Device," on page 106

4.1 Configuring the Collection Data Form

When you configure the Collection Data Form, you are selecting what information you want to gather from the workstation user. The Collection Data Form is not configured by default. It must be configured before it can be deployed.

You can define the Collection Data Form at three levels:

- **Management Zone:** The settings are inherited by all device folders and devices. To configure the Collection Data Form for the Management Zone, see Section 4.1.1, "Configuring the Collection Data Form for the Management Zone," on page 72.
- **Device Folder:** The settings are inherited by all devices in the folder. Overrides the settings at the Management Zone level. To configure the Collection Data Form for a folder, see Section 4.1.2, "Configuring the Collection Data Form for Devices in a Folder," on page 73.
- **Device:** The settings apply only to the device for which they are configured. Overrides the settings at the folder and Management Zone levels. To configure the Collection Data Form at the device level, see Section 4.1.3, "Configuring the Collection Data Form for a Device," on page 75.

NOTE: If you are configuring the Collection Data Form settings on a device, you need to click *Override Settings* before you can change the system settings.

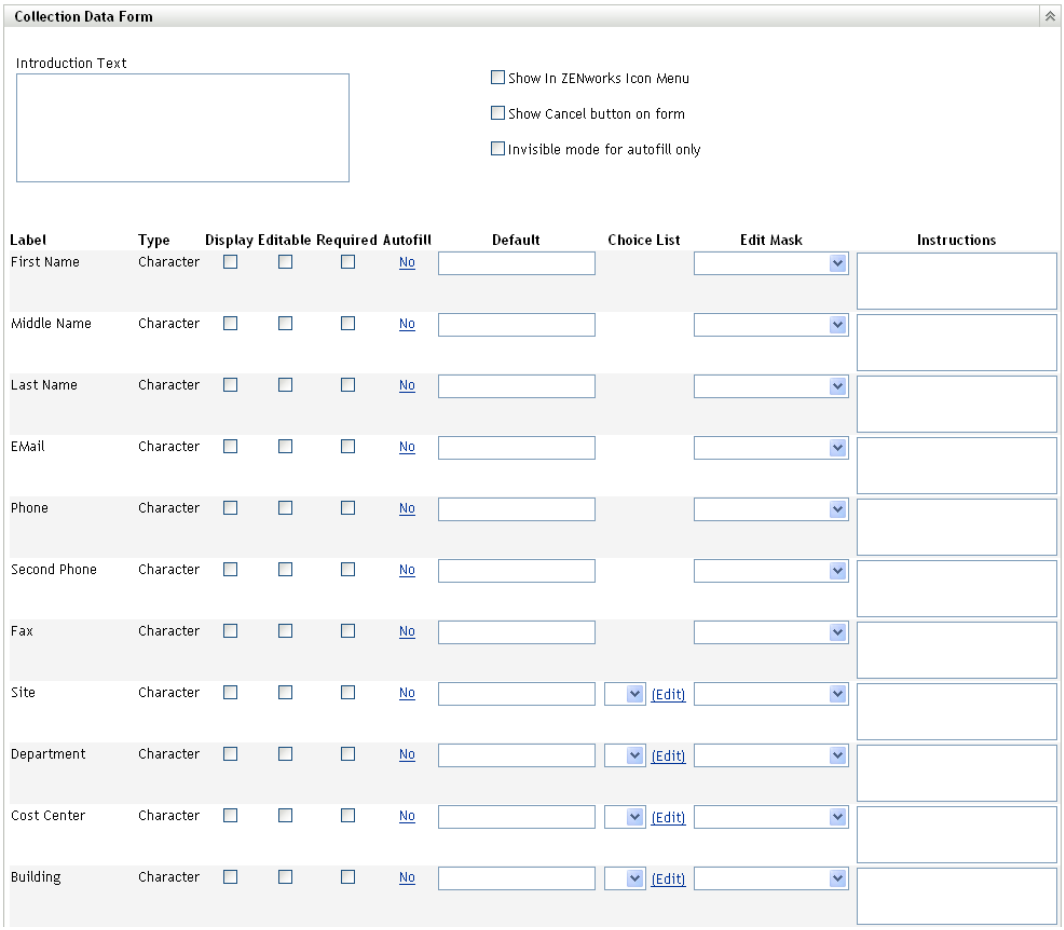
After it is configured and deployed, the Collection Data Form appears on the desktop of a managed device and prompts the workstation user to respond to a list of predefined questions.

For more information, see the following topics:

- Section 4.1.1, "Configuring the Collection Data Form for the Management Zone," on page 72
- Section 4.1.2, "Configuring the Collection Data Form for Devices in a Folder," on page 73
- Section 4.1.3, "Configuring the Collection Data Form for a Device," on page 75

4.1.1 Configuring the Collection Data Form for the Management Zone

1. In ZENworks Control Center, click *Configuration*.
2. In the Management Zone Settings panel, click *Inventory*.
3. In the *Category* list, click *Collection Data Form*.



4. Specify any explanatory text for the workstation user in the *Introductory Text* field.
5. (Optional) If you want the Collection Data Form to be available to the workstation user to run at anytime, select *Show in ZENworks Icon Menu*.

   This allows the workstation user to open the form by using the ZENworks Icon, and edit it as desired.
6. (Optional) Select *Show Cancel button on form* if you want to allow the workstation user to opt out of the process.
7. (Optional) Select *Invisible mode for autofill only* to populate the form with the autofill data. The form is hidden from the workstation user.
8. Select the data you want to gather, and configure how the workstation user can respond:

   Label: Displays the name of the data you're collecting, such as First Name.

   Data Type: Specifies the data type: character, integer, decimal, or date.

Display: Displays the specified field on the Collection Data Form that is sent to the workstation user.

Editable: Enables the user to enter or edit a response in the specified field rather than being forced to accept the default value.

Required: Makes the response required. If a field is required, workstation users cannot submit the form until they enter the required data.

Autofill: Shows whether *Autofill* is on or off. Click *No* (or *Yes*, as appropriate) to open the Autofill dialog box, where you can specify a registry key or environment variable to populate the *Collection Data Form* field with the data that the registry key or variable points to, such as `HKLM\SYSTEM\CurrentControlSet\Services\Eventlog\ComputerName` for this registry key, or `WinDir` for this environment variable.

Default: Specify any value you want to use as a default value.

Choice List: If there is more than one possible response, click *Edit* and specify the available responses. You can also choose to allow the workstation user to create entries by selecting *Allow user created entries*.

Edit Mask: Allows you to restrict how a user enters a response by selecting a format from the list in the *Edit Mask* field. The choices are phone, time, and currency.

Instructions: Add any instructions for the workstation user.

9 Click *Apply* or *OK*, or click *Reset* to revert to previous settings.

NOTE: You can also create custom fields, called administrator-defined fields, to gather additional data. For more information, see Chapter 6, "Using Administrator-Defined Fields," on page 119.

4.1.2 Configuring the Collection Data Form for Devices in a Folder

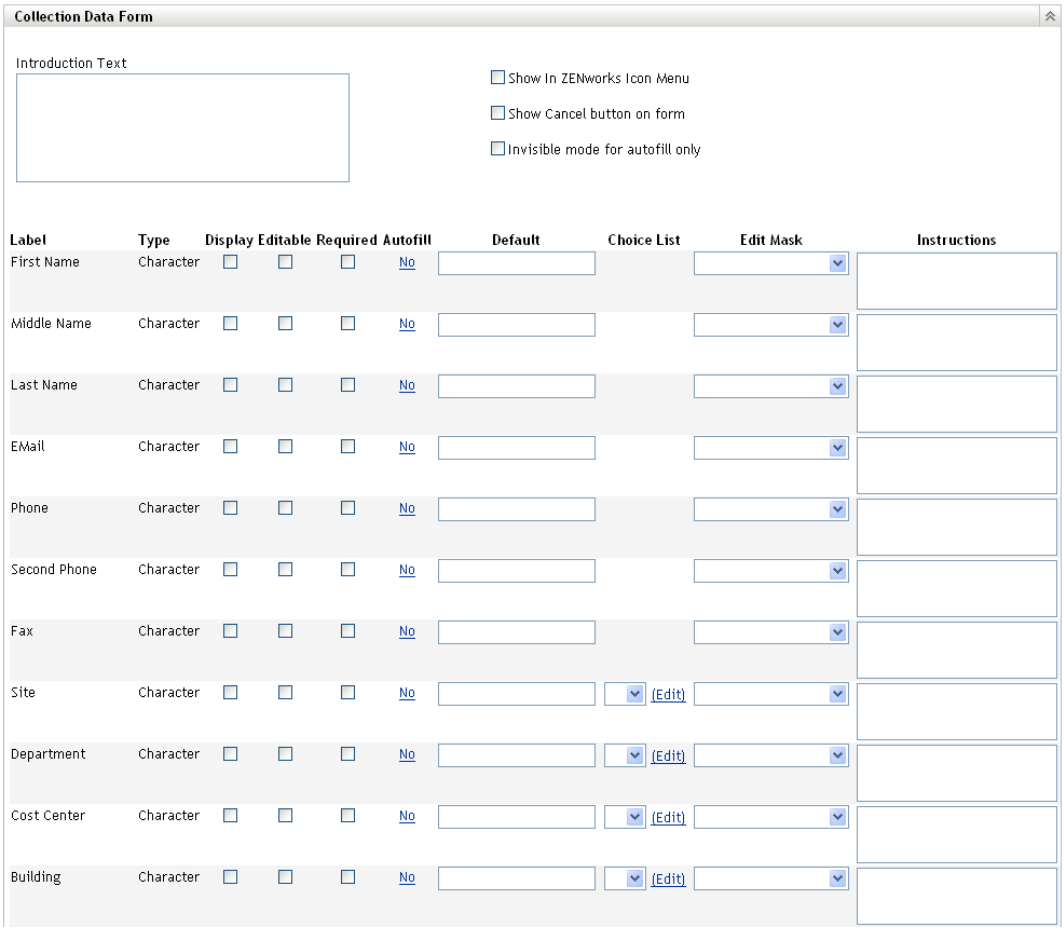
1 In ZENworks Control Center, click *Devices*.

2 In the Devices panel, click *Details* next to the folder whose devices you want to configure.

3 Click the *Settings* tab.

4 In the Settings panel, click *Inventory*.

5 In the Category panel, click *Collection Data Form*.



6 Click *Override settings*.

This overrides the Management Zone settings for these devices.

7 Specify any explanatory text for the workstation user in the *Introductory Text* field.

8 (Optional) If you want the Collection Data Form to be available to the workstation user to run at anytime, select *Show in ZENworks Icon Menu*.

This allows the workstation user to open the form by using the ZENworks Icon, and edit it as desired.

9 (Optional) Select *Show Cancel button on form* if you want to allow the workstation user to opt out of the process.

10 (Optional) Select *Invisible mode for autofill only* to populate the form with the autofill data. The form is hidden from the workstation user.

11 Select the data you want to gather and configure how the workstation user can respond:

Label: Displays the name of the data you're collecting, such as First Name.

Data Type: Specifies the data type: character, integer, decimal, or date.

Display: Displays the specified field on the Collection Data Form that is sent to the workstation user.

Editable: Enables the user to enter or edit a response in the specified field rather than being forced to accept the default value.

Required: Makes the response required. If a field is required, workstation users cannot submit the form until they enter the required data.

Autofill: Shows whether *Autofill* is on or off. Click *No* to open the Autofill dialog box, where you can specify a registry key or environment variable to populate the *Collection Data Form* field with the data that the registry key or variable points to, such as `HKLM\SYSTEM\CurrentControlSet\Services\Eventlog\ComputerName`

Default: Specify any value you want to use as a default value.

Choice List: If there is more than one possible response, click *Edit* and specify the available responses. You can also choose to allow the workstation user to create entries by selecting *Allow user created entries*.

Edit Mask: Allows you to restrict how a user enters a response by selecting a format from the list in the *Edit Mask* field. The choices are phone, time, and currency.

Instructions: Add any instructions for the workstation user.

12 Click *Apply* or *OK*, or click *Reset* to revert to previous settings.

NOTE: You can also create custom fields, called administrator-defined fields, to gather additional data. For more information, see Chapter 6, "Using Administrator-Defined Fields," on page 119.

4.1.3 Configuring the Collection Data Form for a Device

1 In ZENworks Control Center, click *Devices*.

2 Click the *Managed* tab.

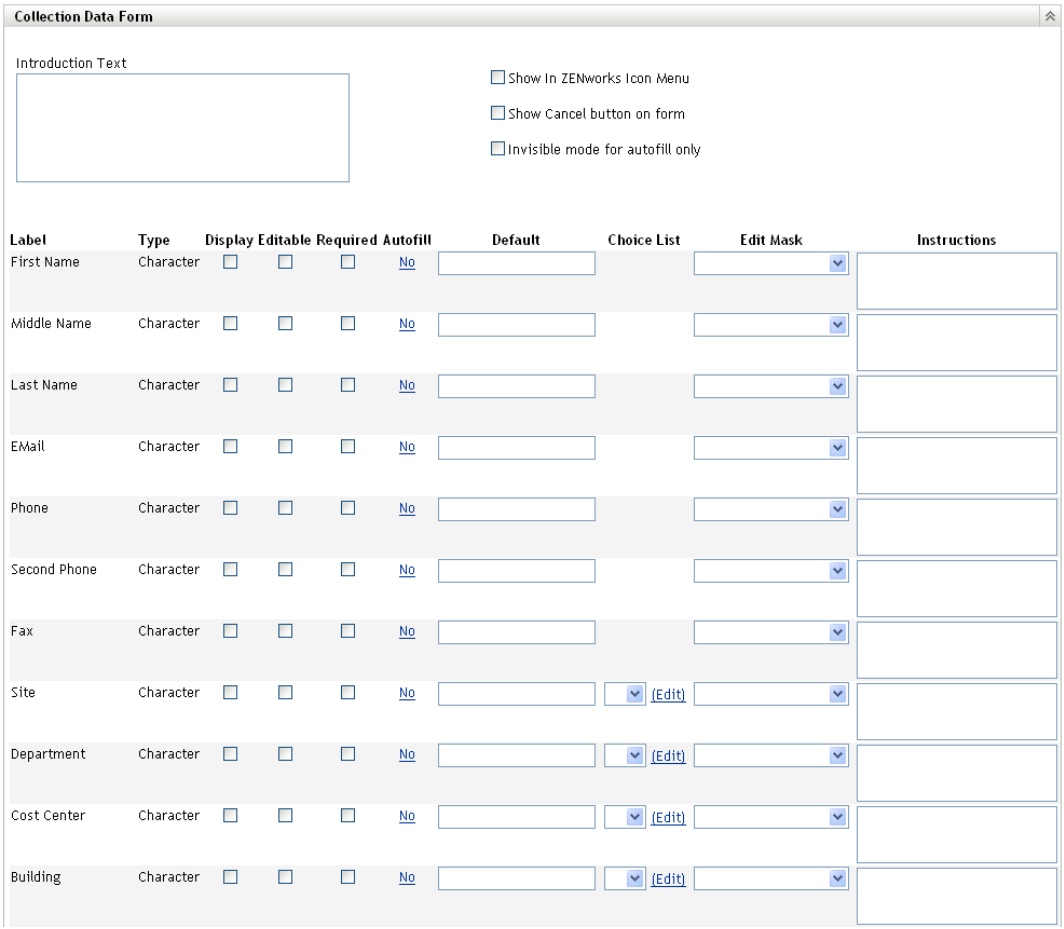
3 Click the folder that contains the device you want to configure.

4 Click the device.

5 Click the *Settings* tab.

6 In the Settings panel, click *Inventory*.

7 In the Catalog panel, click *Collection Data Form*.



8 Click *Override settings*.

This overrides the Management Zone and folder settings for this device.

9 Specify any explanatory text for the workstation user in the *Introductory Text* field.

10 (Optional) If you want the Collection Data Form to be available to the workstation user at all times, select *Show in ZENworks Icon Menu*.

This allows the workstation user to open the form by using the ZENworks Icon, and edit it as desired.

11 (Optional) Select *Show Cancel button on form* if you want to allow the workstation user to opt out of the process.

12 (Optional) Select *Invisible mode for autofill only* to populate the form with the autofill data. The form is hidden from the workstation user.

13 Select the data you want to gather, and configure how the workstation user can respond.

Label: Displays the name of the data you're collecting, such as First Name.

Data Type: Specifies the data type: character, integer, decimal, or date.

Display: Displays the specified field on the Collection Data Form that is sent to the workstation user.

Editable: Enables the user to enter or edit a response in the specified field rather than being forced to accept the default value.

Required: Makes the response required. If a field is required, workstation users cannot submit the form until they enter the required data.

Autofill: Shows whether *Autofill* is on or off. Click *No* to open the Autofill dialog box, where you can specify a registry key or environment variable to populate the *Collection Data Form* field with the data that the registry key or variable points to, such as `HKLM\SYSTEM\CurrentControlSet\Services\Eventlog\ComputerName`

Default: Specify any value you want to use as a default value.

Choice List: If there is more than one possible response, click *Edit* and specify the available responses. You can also choose to allow the workstation user to create entries by selecting *Allow user created entries*.

Edit Mask: Allows you to restrict how a user enters a response by selecting a format from the list in the *Edit Mask* field. The choices are phone, time, and currency.

Instructions: Add any instructions for the workstation user.

14 Click *Apply* or *OK*, or click *Reset* to revert to previous settings.

NOTE: You can also create custom fields, called administrator-defined fields, to gather additional data. For more information, see Chapter 6, "Using Administrator-Defined Fields," on page 119.

4.2 Deploying the Collection Data Form

There are four ways you can deploy the Collection Data Form to a workstation:

- **Collection Data Form Schedule:** Using the Collection Data Form schedule deploys the form to all the workstations in the Management Zone. For more information, see Section 4.3, "Scheduling the Deployment of the Collection Data Form," on page 77.
- **Device Quick Task:** Using a device Quick Task deploys the Data Collection Form to one or more workstation in a folder. For more information, see Section 4.4, "Deploying the Data Collection Form Using a Quick Task," on page 105.
- **Device Task:** Using a device task deploys the Data Collection Form to a specified workstation. For more information, see Section 4.5, "Deploying the Data Collection Form Using a Device Task," on page 105.
- **Scheduled as part of an inventory scan:** Using the inventory scan schedule deploys the Collection Data Form to all the workstations in the Management Zone. For more information, see Section 2.1, "Configuring an Inventory Scan," on page 13.

4.3 Scheduling the Deployment of the Collection Data Form

NOTE: If you selected *Show in ZEN Icon Menu* on the Collection Data Form configuration page, the Collection Data Form is always available to the workstation user to run at anytime. For more information, see Section 4.1, "Configuring the Collection Data Form," on page 71.

You can define the schedule at three levels:

- **Management Zone:** The settings are inherited by all device folders and devices. To schedule the deployment of the Data Collection Form for the Management Zone, see Section 4.3.1, "Scheduling the Deployment of the Collection Data Form for the Management Zone," on page 78.
- **Device Folder:** The settings are inherited by all devices in the folder. Overrides the settings at the Management Zone level. To schedule the deployment of the Data Collection Form for a device folder, see Section 4.3.2, "Scheduling the Deployment of the Collection Data Form for Devices in a Folder," on page 87.
- **Device:** The settings apply only to the device for which they are configured. Overrides the settings at the Management Zone level. To schedule the deployment of the Data Collection Form for a device, see Section 4.3.3, "Scheduling the Deployment of the Collection Data Form for a Device," on page 96.

4.3.1 Scheduling the Deployment of the Collection Data Form for the Management Zone

1. In ZENworks Control Center, click *Configuration*.
2. In the Management Zone Settings panel, click *Inventory* > *Collection Data Form Schedule*.
3. In the *Schedule Type* field, select the type of schedule you want to use to send out the Collection Data Form. You can select from the following options:

   No Schedule: No deployment is scheduled. See "No Schedule" on page 78.

   Date Specific: The Collection Data Form is deployed on specified dates. See "Date Specific" on page 79.

   Recurring: The Collection Data Form is deployed on a recurring schedule. See "Recurring" on page 79.

   Event: Deployment is triggered by an event. See "Event" on page 86.

No Schedule

1. Select *No Schedule* in the *Schedule Type* field.

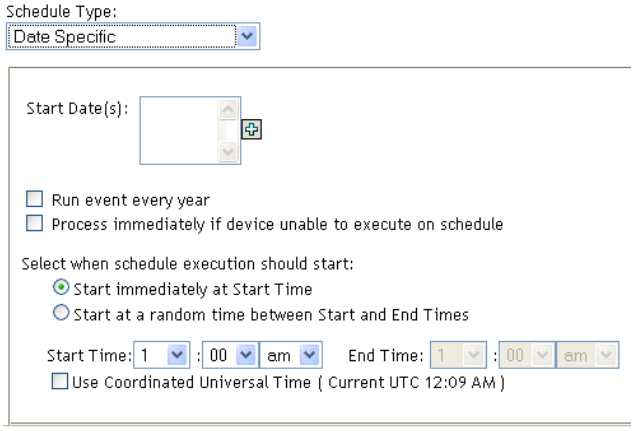
2. Click *Apply* or *OK*.

   The Collection Data Form is not scheduled to deploy.

Date Specific

To deploy the Collection Data Form on a specified date:

1 Select *Date Specific* in the *Schedule Type* field.



2 Click the + icon to the right of the *Start Date(s)* field to open a calendar, then select a date. To select more than one date, click the + icon again. Click the - icon to delete a selected date.

3 (Optional) Select *Run event every year* to deploy the Collection Data Form annually on the dates you selected.

4 Select whether you want to deploy the Collection Data Form at a specified time or at a random time between specified start and end times.

5 Specify a start time, and if you selected *Start at a random time between Start Time and End Time*, specify an end time.

6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

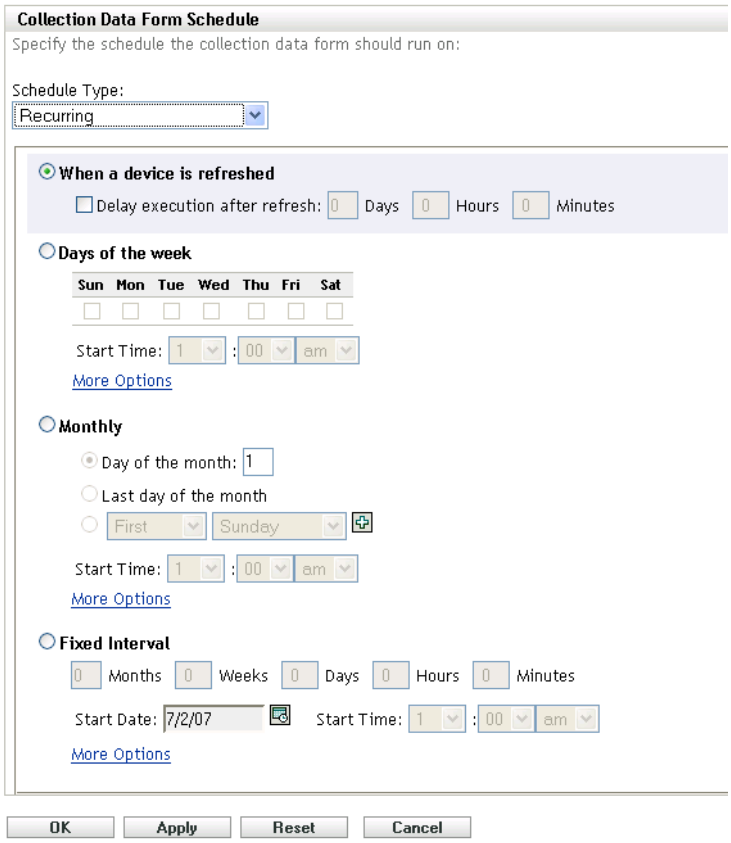
7 Click *Apply* or *OK*.

Recurring

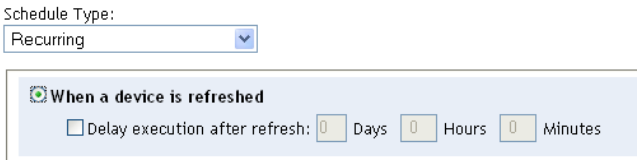
Select whether you want to deploy the Collection Data Form when a device is refreshed, on certain days of the week, monthly, or at a fixed interval.

To deploy the Collection Data Form when a device is refreshed:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *When a device is refreshed*.

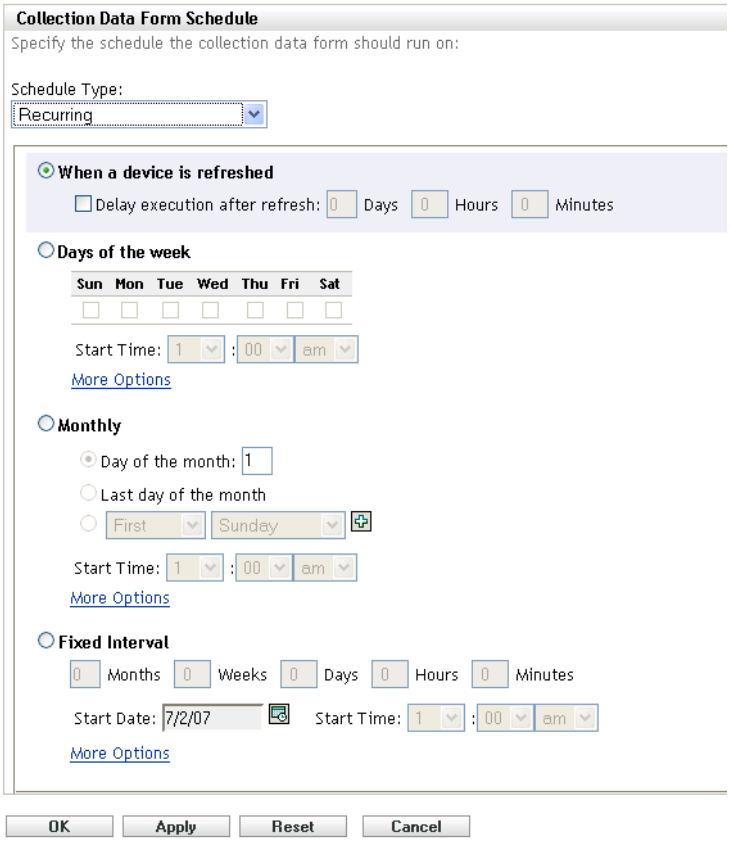


3 (Optional) If you want to delay deploying the Collection Data Form for a set time after a refresh, select *Delay execution after refresh* and specify the time in days, hours, and minutes.

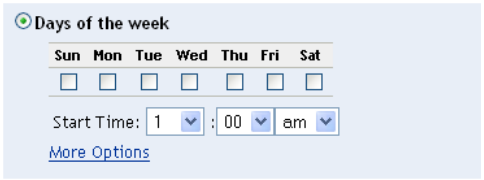
4 Click *Apply* or *OK*.

To deploy the Collection Data Form on certain days of the week:

1 Select *Recurring* in the *Schedule Type* field.



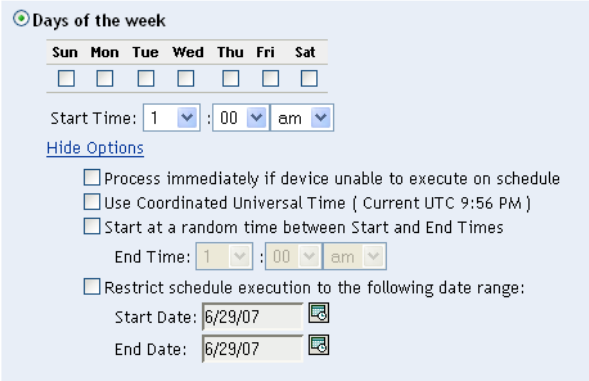
2 Select *Days of the week*.



3 Select the days on which you want to deploy the Collection Data Form.

4 In the *Start Time* field, specify the time you want to deploy the Collection Data Form.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

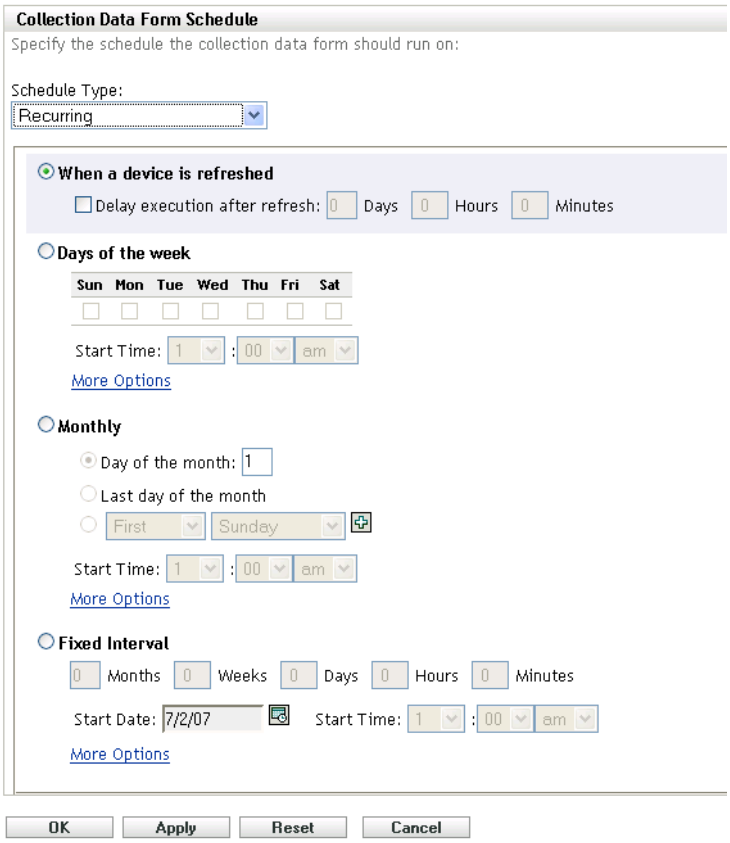
7 (Optional) If you want to deploy the Collection Data Form at a random time between a specified start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the deployment of the Collection Data Form to a certain date range, select *Restrict schedule execution to the following date range*, then specify the start and end dates.

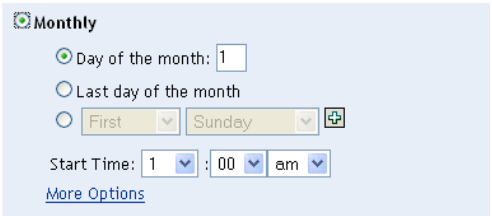
9 Click *Apply* or *OK*.

To deploy the Collection Data Form monthly:

1 Select *Recurring* in the *Schedule Type* field.



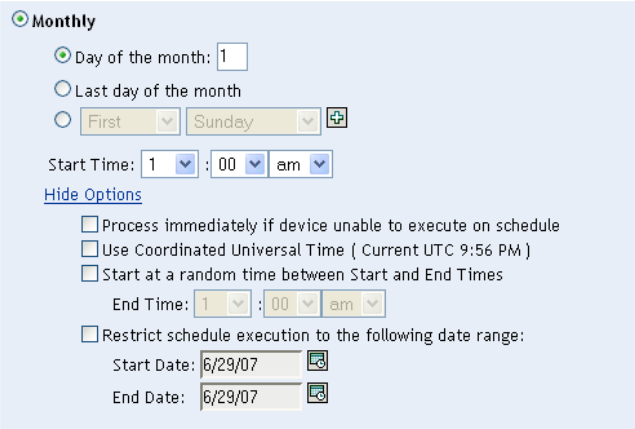
2 Select *Monthly*.



3 Select either *Day of the month* and specify a number between 1 and 31, *Last day of the month*, or select the configurable field where you can choose a combination of days of the month for a recurring schedule.

4 In the *Start Time* field, specify the time you want to deploy the Collection Data Form.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

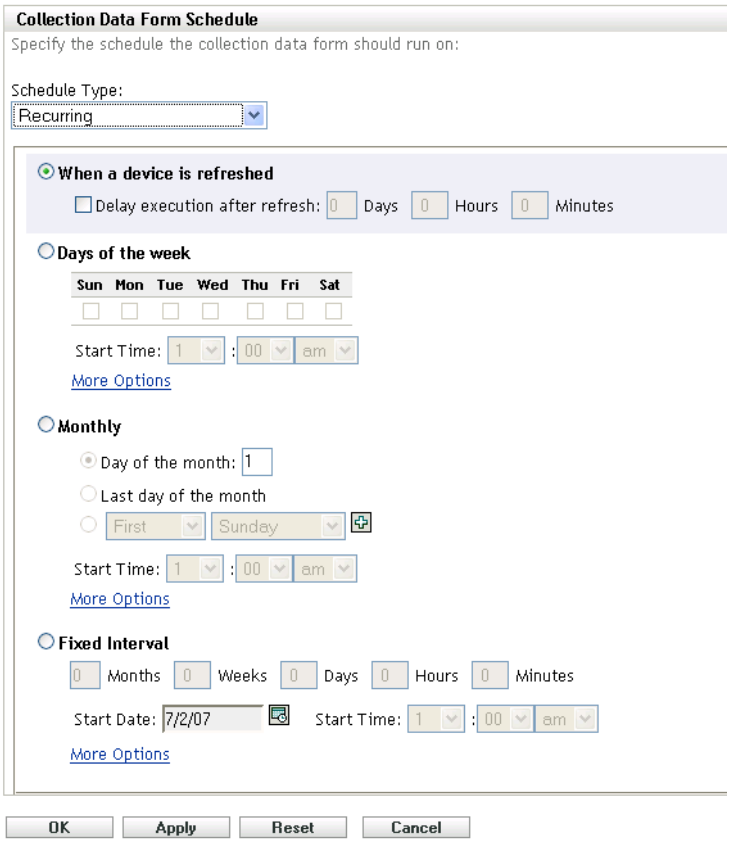
7 (Optional) If you want to deploy the Collection Data Form at a random time between a start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the deployment of the Collection Data Form to a certain date range, select *Restrict schedule execution to the following date range,* then specify the start and end dates.

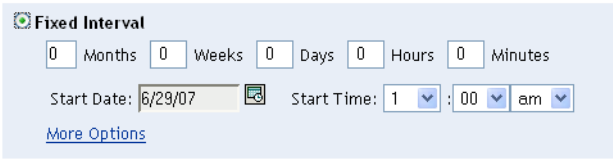
9 Click *Apply* or *OK*.

To send out the Collection Data Form at a fixed interval:

1 Select *Recurring* in the *Schedule Type* field.



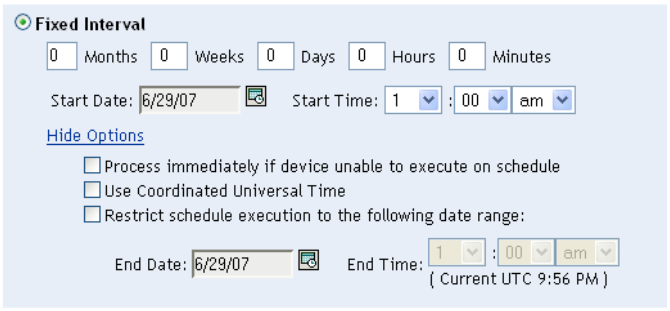
2 Select *Fixed Interval*.



3 Specify the number of months, weeks, days, hours, and minutes in their respective fields.

4 Specify a start date and time.

5 Click *More Options*.



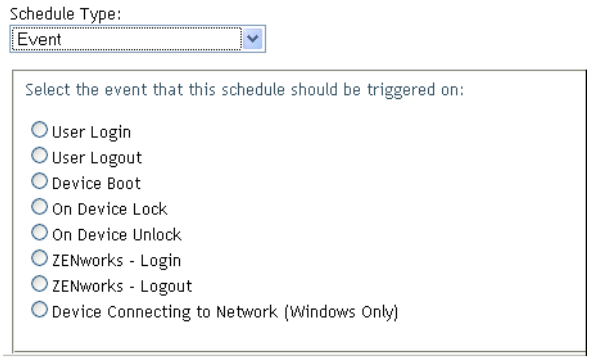
6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

7 (Optional) If you want to restrict the deployment of the Collection Data Form to a certain date range, select *Restrict schedule execution to the following date range,* then specify an end date and end time.

8 Click *Apply* or *OK*.

Event

1 Select *Event* in the *Schedule Type* field.



2 Select one of the following:

- User login
- User logout
- Device boot
- Device shutdown
- On device lock
- On device unlock
- ZENworks Reauthorization - Login
- ZENworks Reauthorization - Logout
- Device connecting to network (Windows only)

3 Click *Apply* or *OK*.

4.3.2 Scheduling the Deployment of the Collection Data Form for Devices in a Folder

1. In ZENworks Control Center, click *Devices*.
2. Click *Details* next to the folder whose devices you want to configure.
3. Click the *Settings* tab.
4. In the Settings panel, click *Inventory* > *Collection Data Form Schedule*.
5. Click *Override settings*.

   This overrides the Management Zone settings.
6. In the *Schedule Type* field, select the type of schedule you want to use to send out the Collection Data Form. You can select from the following options:

   No Schedule: No deployment is scheduled. See "No Schedule" on page 87.

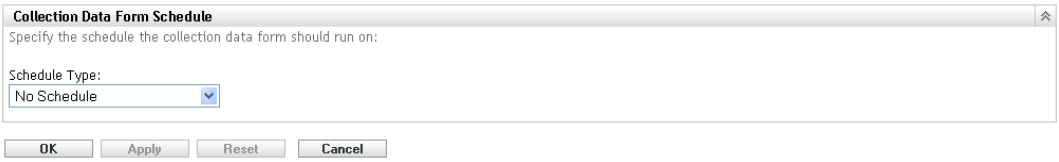
   Date Specific: The Collection Data Form is deployed on specified dates. See "Date Specific" on page 88.

   Recurring: The Collection Data Form is deployed on a recurring schedule. See "Recurring" on page 88.

   Event: Deployment is triggered by an event. See "Event" on page 95.

No Schedule

1. Select *No Schedule* in the *Schedule Type* field.



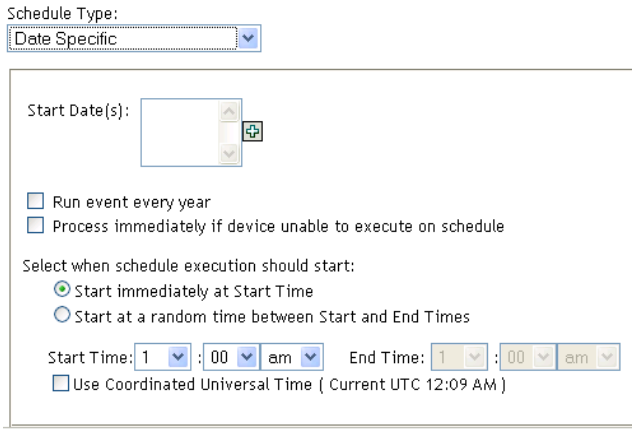
2. Click *Apply* or *OK*.

   The Collection Data Form is not scheduled to deploy.

Date Specific

To deploy the Collection Data Form on a specified date:

1 Select *Date Specific* in the *Schedule Type* field.



2 Click the + icon to the right of the *Start Date(s)* field to open a calendar, then select a date. To select more than one date, click the + icon again. Click the - icon to delete a selected date.

3 (Optional) Select *Run event every year* to deploy the Collection Data Form annually on the dates you selected.

4 Select whether you want to deploy the Collection Data Form at a specified time or at a random time between specified start and end times.

5 Specify a start time, and if you selected *Start at a random time between Start Time and End Time*, specify an end time.

6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

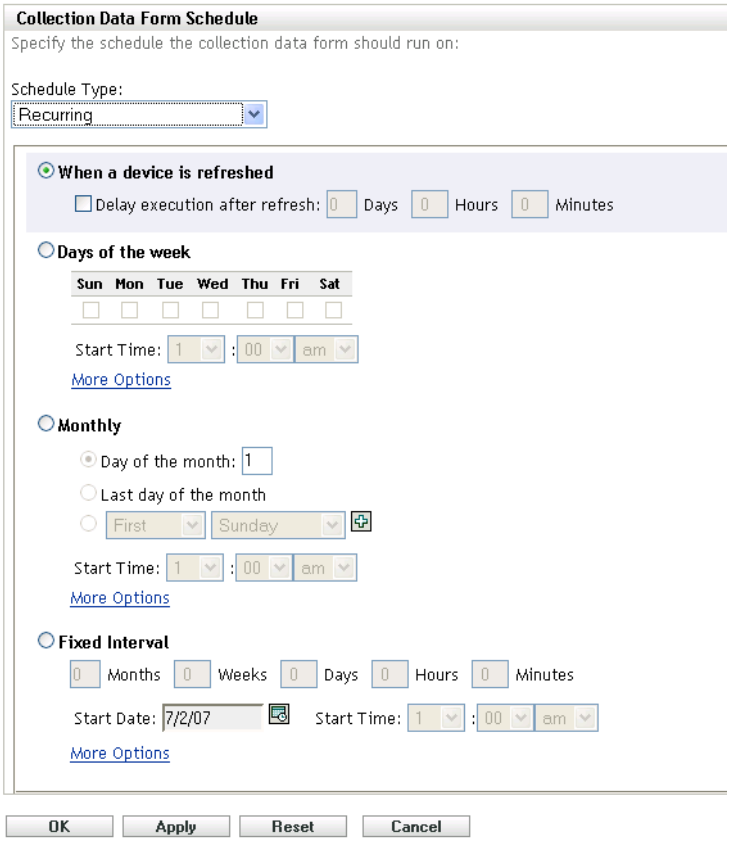
7 Click *Apply* or *OK*.

Recurring

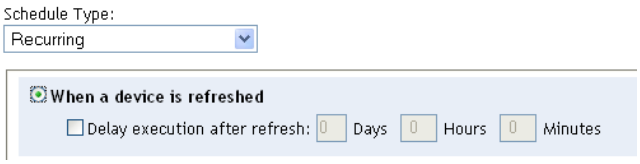
Select whether you want to deploy the Collection Data Form when a device is refreshed, on certain days of the week, monthly, or at a fixed interval.

To deploy the Collection Data Form when a device is refreshed:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *When a device is refreshed*.

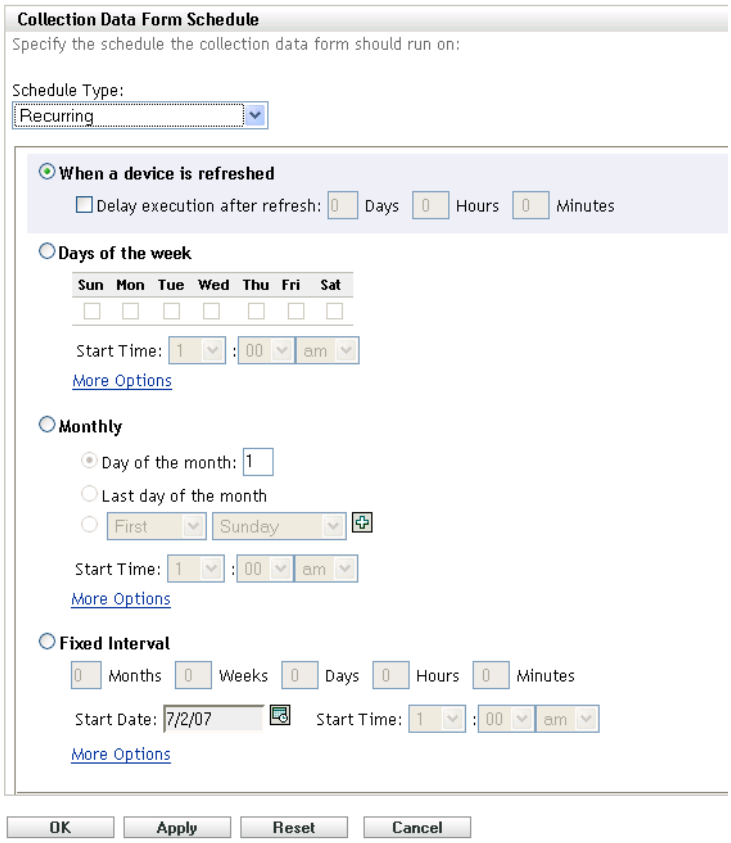


3 (Optional) If you want to delay deploying the Collection Data Form for a set time after a refresh, select *Delay execution after refresh* and specify the time in days, hours, and minutes.

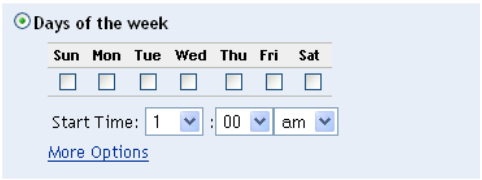
4 Click *Apply* or *OK*.

To deploy the Collection Data Form on certain days of the week:

1 Select *Recurring* in the *Schedule Type* field.



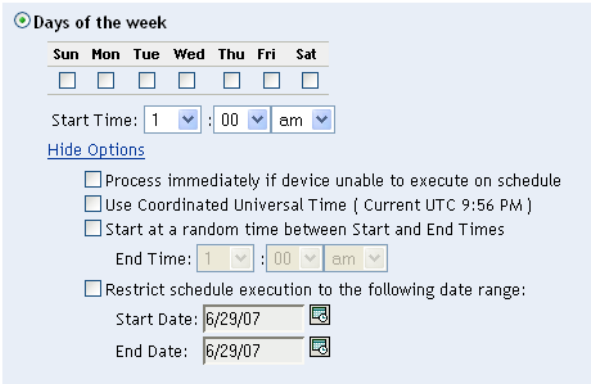
2 Select *Days of the week*.



3 Select the days on which you want to deploy the Collection Data Form.

4 In the *Start Time* field, specify the time you want to deploy the Collection Data Form.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

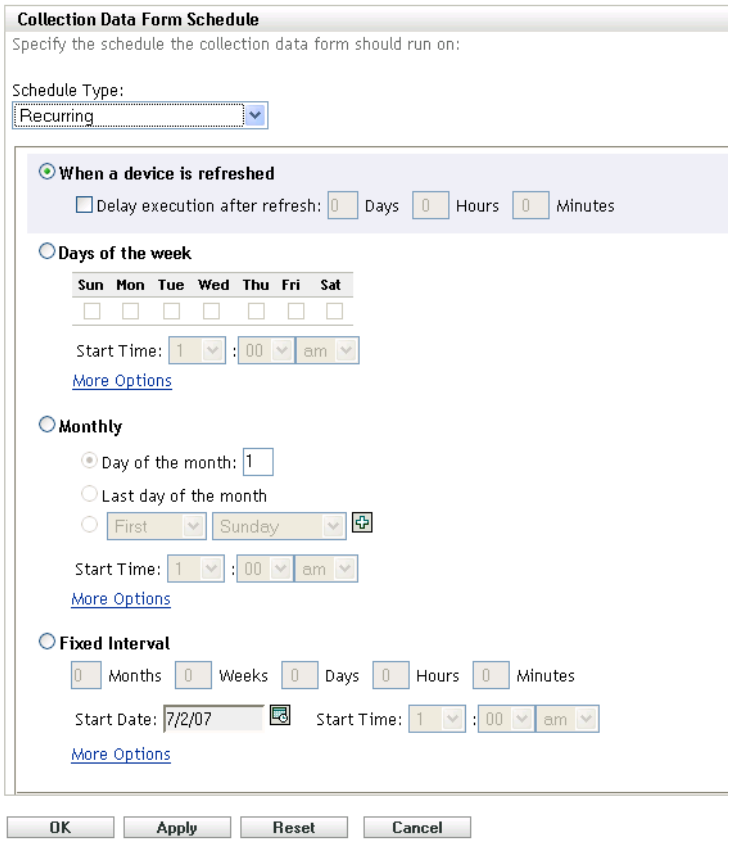
7 (Optional) If you want to deploy the Collection Data Form at a random time between a specified start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the deployment of the Collection Data Form to a certain date range, select *Restrict schedule execution to the following date range*, then specify the start and end dates.

9 Click *Apply* or *OK*.

To deploy the Collection Data Form monthly:

1 Select *Recurring* in the *Schedule Type* field.

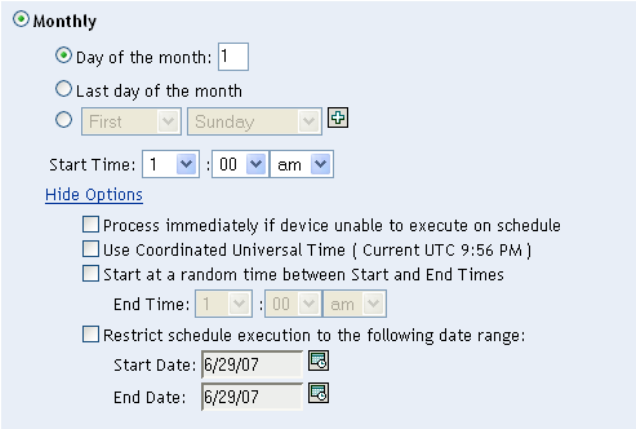


2 Select *Monthly*.

3 Select either *Day of the month* and specify a number between 1 and 31, *Last day of the month*, or select the configurable field where you can choose a combination of days of the month for a recurring schedule.

4 In the *Start Time* field, specify the time you want to deploy the Collection Data Form.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

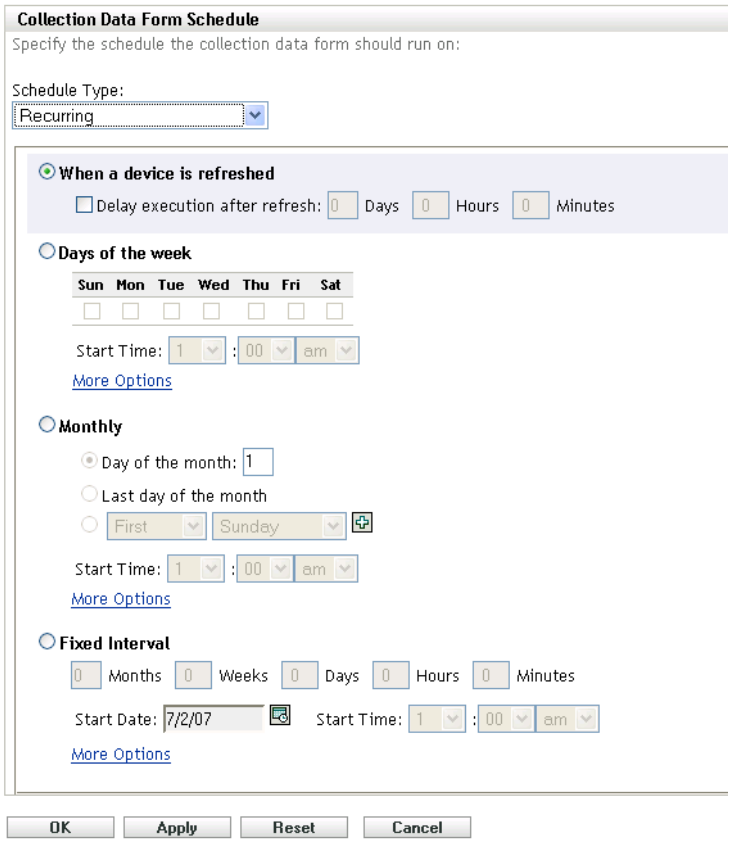
7 (Optional) If you want to deploy the Collection Data Form at a random time between a start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the deployment of the Collection Data Form to a certain date range, select *Restrict schedule execution to the following date range,* then specify the start and end dates.

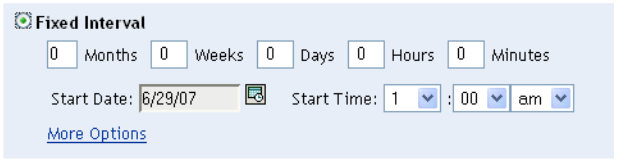
9 Click *Apply* or *OK*.

To send out the Collection Data Form at a fixed interval:

1 Select *Recurring* in the *Schedule Type* field.



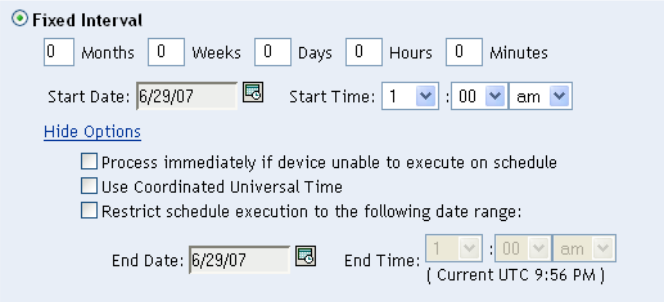
2 Select *Fixed Interval*.



3 Specify the number of months, weeks, days, hours, and minutes in their respective fields.

4 Specify a start date and time.

5 Click *More Options*.



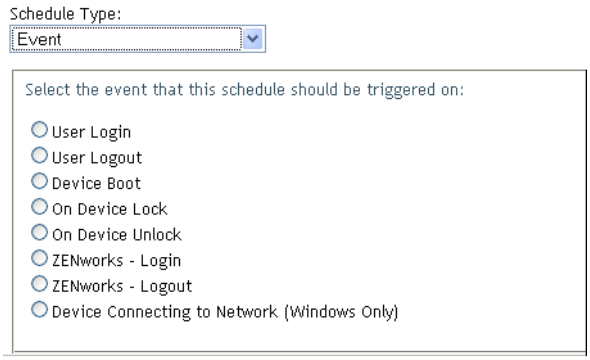
6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

7 (Optional) If you want to restrict the deployment of the Collection Data Form to a certain date range, select *Restrict schedule execution to the following date range,* then specify an end date and end time.

8 Click *Apply* or *OK*.

Event

1 Select *Event* in the *Schedule Type* field.



2 Select one of the following:

- User login
- User logout
- Device boot
- Device shutdown
- On device lock
- On device unlock
- ZENworks Reauthorization - Login
- ZENworks Reauthorization - Logout
- Device connecting to network (Windows only)

3 Click *Apply* or *OK*.

4.3.3 Scheduling the Deployment of the Collection Data Form for a Device

1. In ZENworks Control Center, click *Devices*, then click the *Managed* tab.
2. Click the folder containing the device you want to configure a schedule for.
3. Click the device.
4. Click the *Settings* tab.
5. In the Settings panel, click *Inventory*.
6. In the Catalog list, click *Collection Data Form Schedule*.
7. In the Inventory panel, click *Override settings*.

   This overrides both the Management Zone and folder settings.
8. In the *Schedule Type* field, select the type of schedule you want to use to send out the Collection Data Form. You can select from the following options:

   No Schedule: No deployment is scheduled. See "No Schedule" on page 96.

   Date Specific: The Collection Data Form is deployed on specified dates. See "Date Specific" on page 97.

   Recurring: The Collection Data Form is deployed on a recurring schedule. See "Recurring" on page 97.

   Event: Deployment is triggered by an event. See "Event" on page 104.

No Schedule

1. Select *No Schedule* in the *Schedule Type* field.

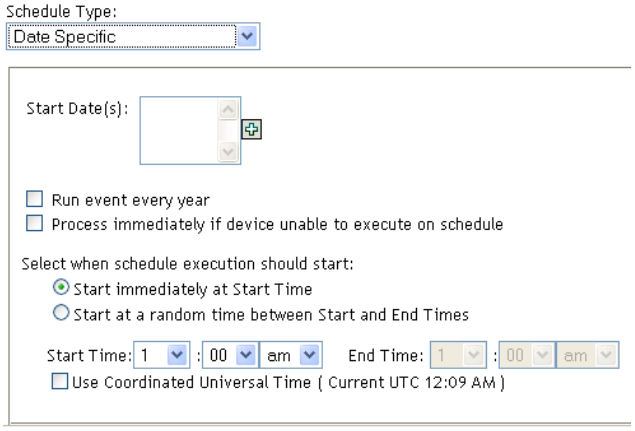
2. Click *Apply* or *OK*.

   The Collection Data Form is not scheduled to deploy.

Date Specific

To deploy the Collection Data Form on a specified date:

1 Select *Date Specific* in the *Schedule Type* field.



2 Click the + icon to the right of the *Start Date(s)* field to open a calendar, then select a date. To select more than one date, click the + icon again. Click the - icon to delete a selected date.

3 (Optional) Select *Run event every year* to deploy the Collection Data Form annually on the dates you selected.

4 Select whether you want to deploy the Collection Data Form at a specified time or at a random time between specified start and end times.

5 Specify a start time, and if you selected *Start at a random time between Start Time and End Time*, specify an end time.

6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

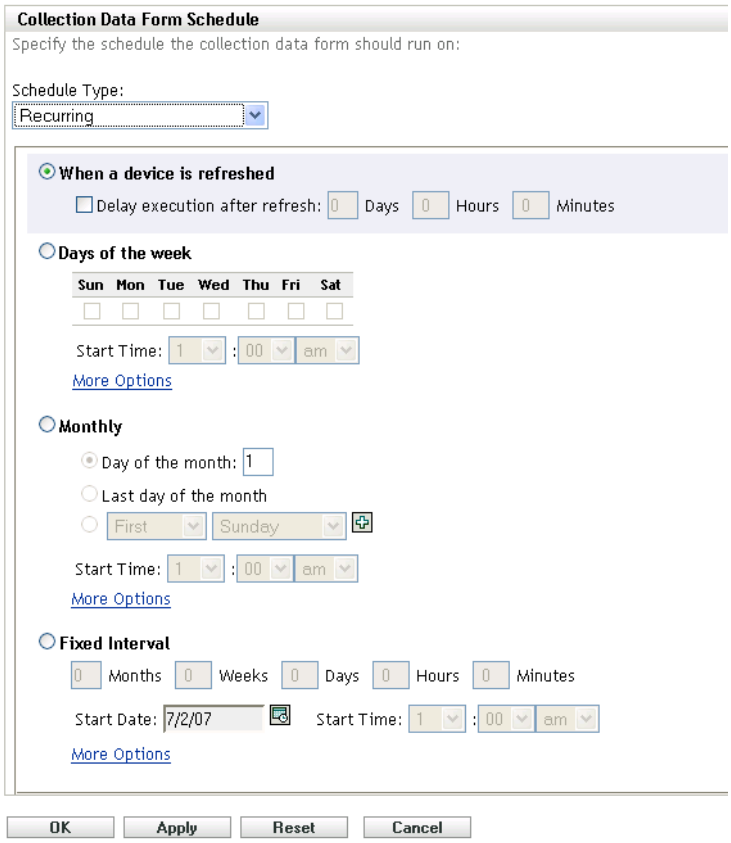
7 Click *Apply* or *OK*.

Recurring

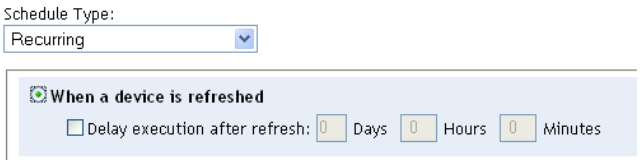
Select whether you want to deploy the Collection Data Form when a device is refreshed, on certain days of the week, monthly, or at a fixed interval.

To deploy the Collection Data Form when a device is refreshed:

1 Select *Recurring* in the *Schedule Type* field.



2 Select *When a device is refreshed*.

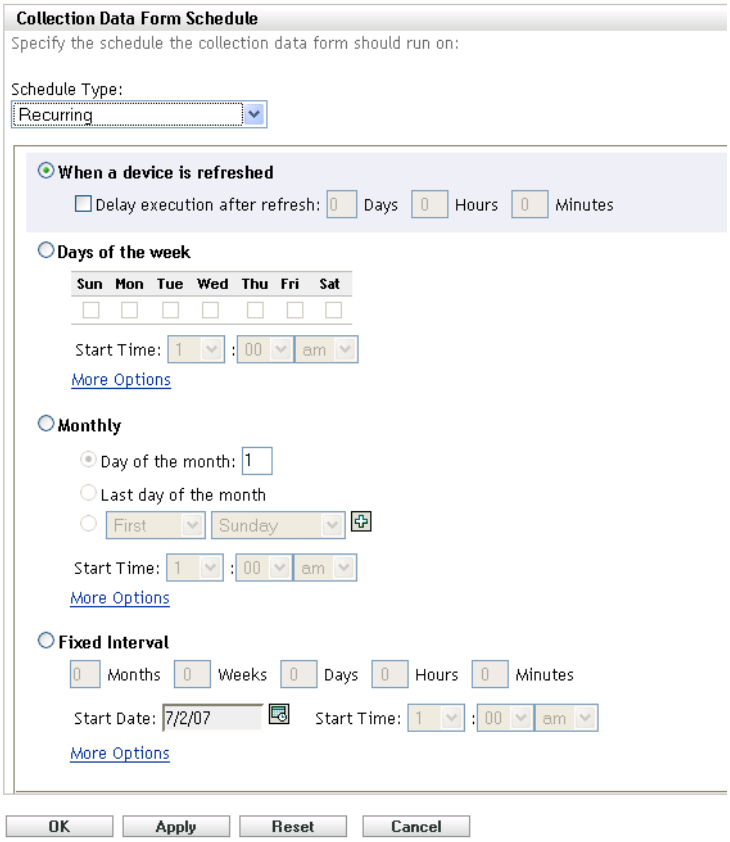


3 (Optional) If you want to delay deploying the Collection Data Form for a set time after a refresh, select *Delay execution after refresh* and specify the time in days, hours, and minutes.

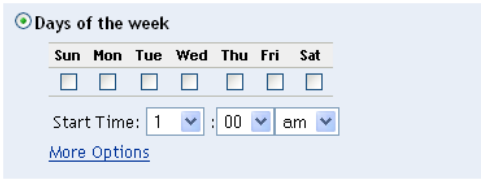
4 Click *Apply* or *OK*.

To deploy the Collection Data Form on certain days of the week:

1 Select *Recurring* in the *Schedule Type* field.



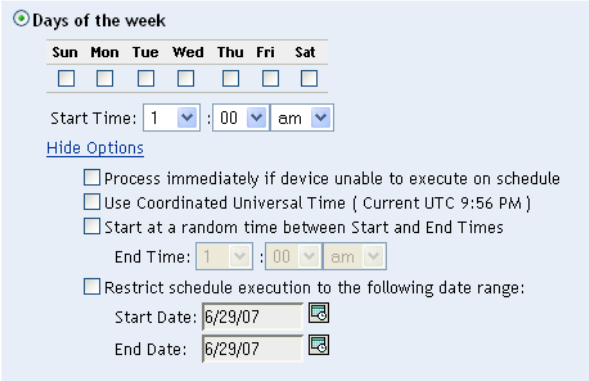
2 Select *Days of the week*.



3 Select the days on which you want to deploy the Collection Data Form.

4 In the *Start Time* field, specify the time you want to deploy the Collection Data Form.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

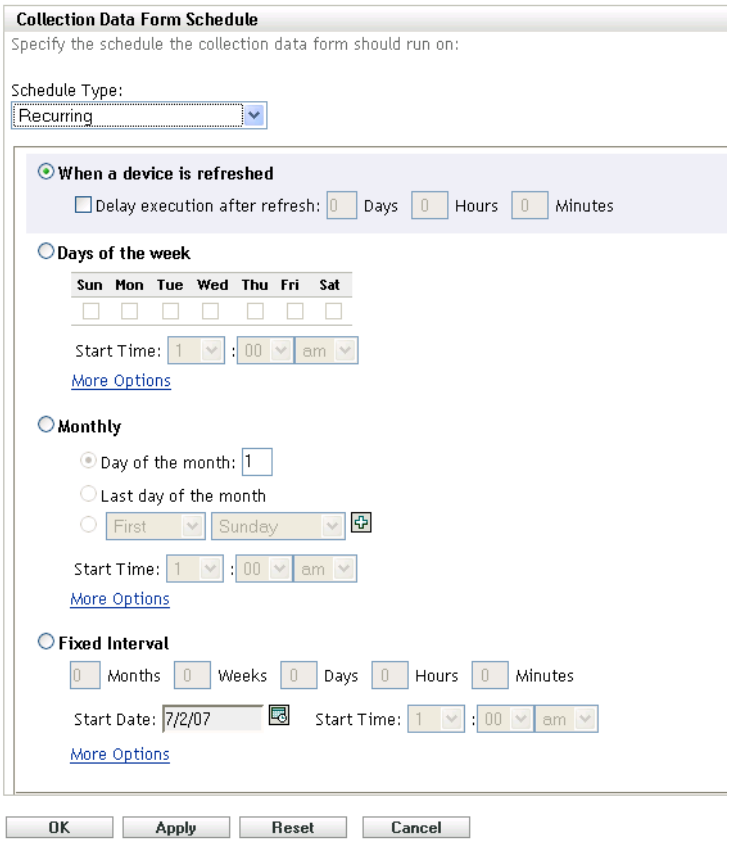
7 (Optional) If you want to deploy the Collection Data Form at a random time between a specified start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the deployment of the Collection Data Form to a certain date range, select *Restrict schedule execution to the following date range*, then specify the start and end dates.

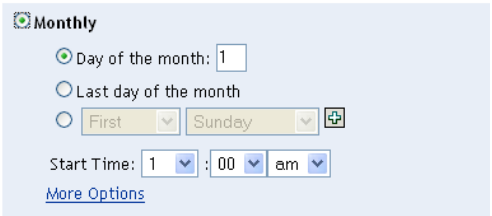
9 Click *Apply* or *OK*.

To deploy the Collection Data Form monthly:

1 Select *Recurring* in the *Schedule Type* field.



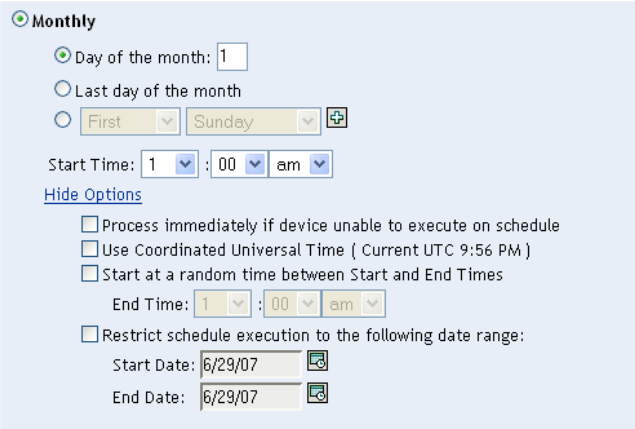
2 Select *Monthly*.



3 Select either *Day of the month* and specify a number between 1 and 31, *Last day of the month*, or select the configurable field where you can choose a combination of days of the month for a recurring schedule.

4 In the *Start Time* field, specify the time you want to deploy the Collection Data Form.

5 Click *More Options*.



6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

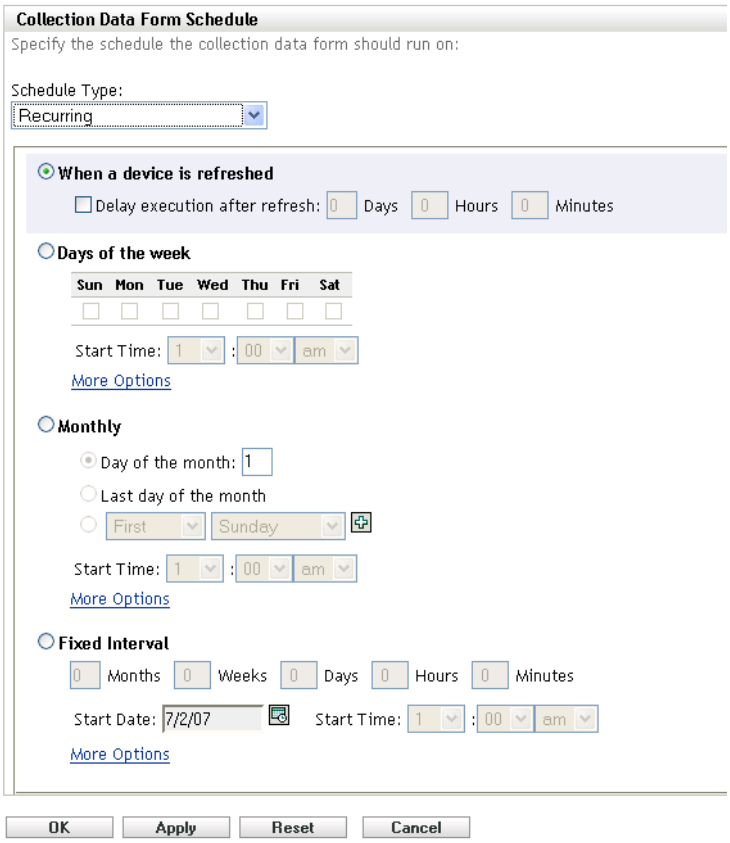
7 (Optional) If you want to deploy the Collection Data Form at a random time between a start and end time, select *Start at a random time between Start Time and End Time,* then specify an end time.

8 (Optional) If you want to restrict the deployment of the Collection Data Form to a certain date range, select *Restrict schedule execution to the following date range,* then specify the start and end dates.

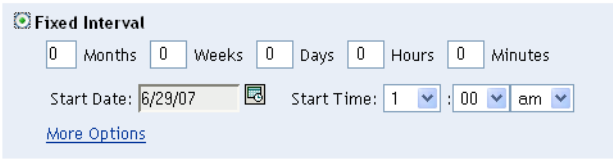
9 Click *Apply* or *OK*.

To send out the Collection Data Form at a fixed interval:

1 Select *Recurring* in the *Schedule Type* field.



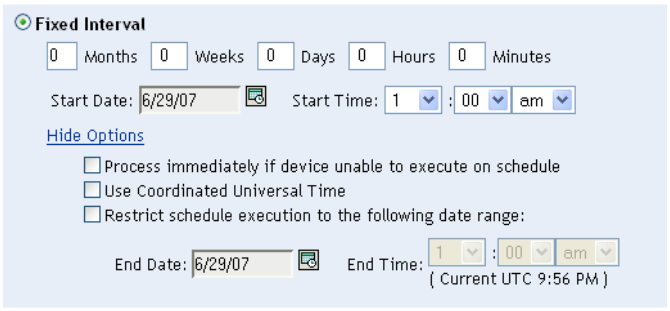
2 Select *Fixed Interval*.



3 Specify the number of months, weeks, days, hours, and minutes in their respective fields.

4 Specify a start date and time.

5 Click *More Options*.



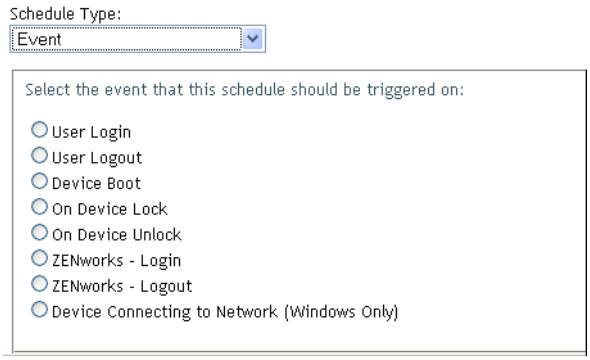
6 (Optional) Select *Use Coordinated Universal Time (UTC)*.

7 (Optional) If you want to restrict the deployment of the Collection Data Form to a certain date range, select *Restrict schedule execution to the following date range,* then specify an end date and end time.

8 Click *Apply* or *OK*.

Event

1 Select *Event* in the *Schedule Type* field.



2 Select one of the following:

- User login
- User logout
- Device boot
- Device shutdown
- On device lock
- On device unlock
- ZENworks Reauthorization - Login
- ZENworks Reauthorization - Logout
- Device connecting to network (Windows only)

3 Click *Apply* or *OK*.

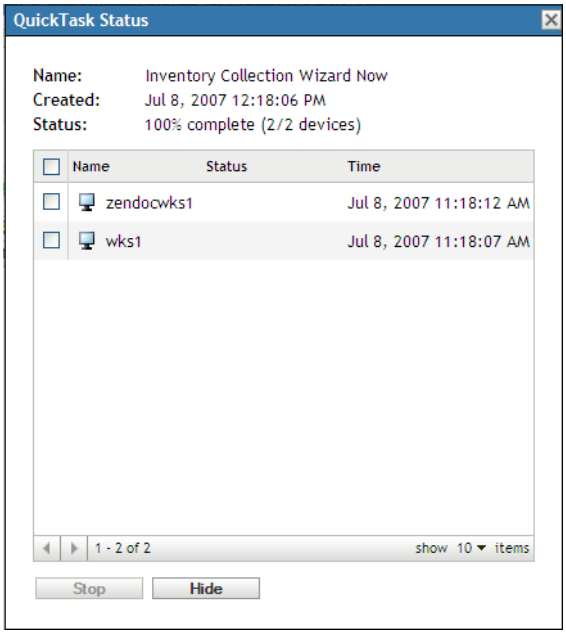
4.4 Deploying the Data Collection Form Using a Quick Task

Using a device Quick Task deploys the Collection Data Form to one or more devices in a folder.

To deploy the Collection Data Form using a device Quick Task:

1. In ZENworks Control Center, click *Devices*.
2. Click the folder containing the device you want to inventory.
3. Select the device or devices you want to inventory.
4. Click *Quick Tasks* > *Inventory Wizard.*

   The Quick Task Status dialog box shows the progress of the deployment. When complete, the Collection Data Form appears on the screen of the device or devices. You can stop the deployment by selecting the workstation and clicking *Stop*.



5. Click *Hide* to close the dialog box.

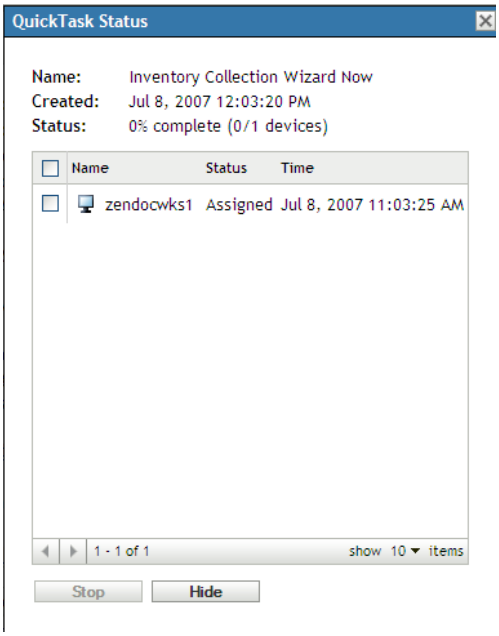
4.5 Deploying the Data Collection Form Using a Device Task

Using a device task deploys the Collection Data Form to a specified workstation.

To deploy the Collection Data Form using a device task:

1. In ZENworks Control Center, click *Devices*.
2. Click the folder containing the device you want to inventory.
3. Click the device you want to inventory.
4. In the *Device Tasks* list, click *Device Inventory Wizard*.

The Quick Task Status dialog box shows the progress of the deployment. When complete, the Collection Data Form appears on the screen of the device. You can stop the deployment by selecting the workstation and clicking *Stop*.



5 Click *Hide* to close the dialog box.

4.6 Scanning Demographic Data on an Inventory Only Device

Inventory Only Devices don't use the Collection Data Form to gather demographic data. Demographic data for an Inventory Only device must be entered manually into a file named `demodata` and saved on the device. This data is then gathered during an inventory scan. To enable demographic data to be gathered from an Inventory Only device:

1 Create a file called `demodata`.

2 Enter demographic data into the file using the following format:

```
[demodata]
nc_user.FirstName=John
nc_user.MiddleName=J
nc_user.LastName=Smith
nc_user.Email=jsmith@novell.com
nc_user.Phone=(603)676-8523 8888
nc_user.Phone2=(603)643-1300
nc_user.Fax=(603)643-9366
nc_user.ADF0=
nc_user.ADF1=
nc_user.ADF2=
nc_user.ADF3=
nc_user.ADF4=
nc_user.ADF5=
nc_user.ADF6=
nc_user.ADF7=
nc_user.ADF8=
nc_user.ADF9=
nc_workstation.Site=Provo, UT
nc_workstation.Department=SRM
nc_workstation.CostCenter=US72195
nc_workstation.Building=H
nc_workstation.Floor=3
nc_workstation.Room=1492
nc_workstation.Phone=(603)676-8455
nc_workstation.ADF0=
nc_workstation.ADF1=
nc_workstation.ADF2=
nc_workstation.ADF3=
nc_workstation.ADF4=
nc_workstation.ADF5=
nc_workstation.ADF6=
nc_workstation.ADF7=
nc_workstation.ADF8=
nc_workstation.ADF9=
```

3 Save the file.

4 Configure and run un an Inventory Only scan as shown in Section 3.1, “Configuring an Inventory Only Scan,” on page 57 and Section 3.2, “Scheduling an Inventory Only Scan,” on page 60.

Creating Local Software Products

5

The following sections provide information about Local Software Products:

- Section 5.1, “Understanding Local Software Products,” on page 109
- Section 5.2, “Understanding the Local Software Products Panel,” on page 109
- Section 5.3, “Creating Local Software Products,” on page 110
- Section 5.4, “Consolidating Local Software Products,” on page 112
- Section 5.5, “Editing Product Information,” on page 113
- Section 5.6, “Updating the ZENworks Knowledgebase,” on page 116

5.1 Understanding Local Software Products

Software applications discovered in an inventory scan are identified by specific files associated with the product. These identifications are kept locally in the ZENworks® Knowledgebase, which can be updated by downloading and installing the latest Product Recognition Update (PRU). To identify products that aren’t in the knowledgebase, you can search for files that are associated with an unknown product and use the file information to create a new product identification called a Local Software Product. This Local Software Product information can then be merged with the knowledgebase so that these new products are recognized in subsequent scans.

The procedure is as follows:

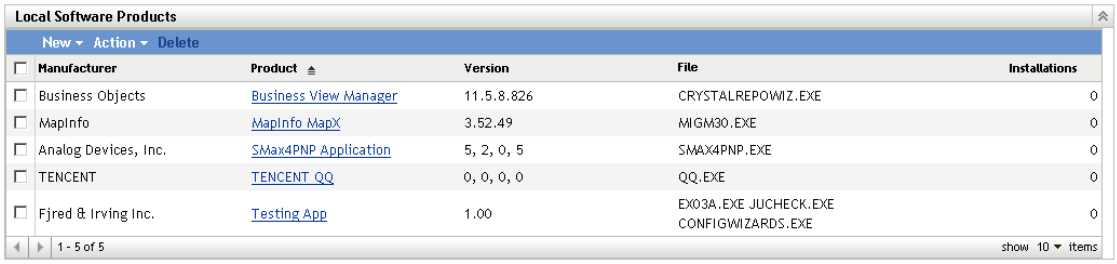
1. Collect software files using an inventory scan.
2. Run a report for software files.
3. Create Local Software Products based on the collected files.
4. Update the ZENworks Knowledgebase with the new products.

For more information on this procedure, see Section 5.3, “Creating Local Software Products,” on page 110.

5.2 Understanding the Local Software Products Panel

To access the Local Software Products panel, click *Configuration* in ZENworks Control Center, then click the *Asset Inventory* tab.

Figure 5-1 *Local Software Products Panel*



This panel shows Local Software Products that have already been created, along with the following details:

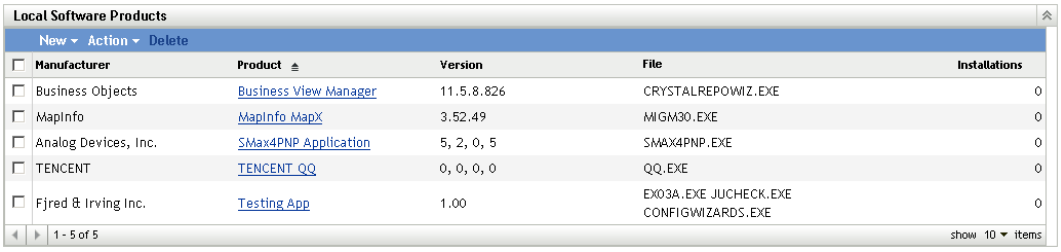
- **Manufacturer:** The manufacturer of the product.
- **Product:** The name of the product. Click the product name to open the Local Software Product Detail page where you can edit product and file details.
- **Version:** The product version.
- **File:** A list of files associated with the product.
- **Installations:** The number of installations of the Local Software Product in the Management Zone.

5.3 Creating Local Software Products

Local Software Products are created from software files associated with a product. Before you can create a Local Software Product, you need to run an inventory scan that has been configured to search for those files. For information on configuring and running an inventory scan, see Chapter 2, "Scanning Managed Devices," on page 13 and Chapter 3, "Scanning Inventory Only Devices," on page 57.

To create local software products:

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.



2 In the Local Software Products panel, click either *New > Create from Software Files by Machine* or *New > Create from Unique Software Files*.

Clicking *Create from Software Files* opens a report definition that you can run to list all the software files on each machine in the Management Zone according to the way the inventory scan was configured.

Clicking *Create from Unique Software Files* opens a report definition that you can run to list all the software files that are not associated with a known software product as identified in the

ZENworks Knowledgebase. The files are identified using Version Recognition Block (VRB) product information.

Custom Report Definition Summary: Software Files by Machine

Description	Lists software files on each machine. Local products can be created from this list.
Type	Software Files, focusing on All Files Found
Columns	Machine Name File Name File Extension File Folder
Criteria	Device Is Deleted = No
Creator	
Creation Date	7/2/07
Last Run Date	7/5/07

Run Edit Close

3 Click *Run*.

Software Files by Machine Run Date: 7/5/07

Software Files, focusing on All Files Found
1 to 100 of 844 Records with:
Device Is Deleted = No

Select	Machine Name	File Name	File Extension	File Folder
☐	ZENDOCWKS1	ZISWIN	EXE	C:\PROGRAM FILES\NOVELL\ZENWORKS\BIN\PREBOOT
☐	ZENDOCWKS1	UPDATE	EXE	C:\WINDOWS\HF_MIG\KB900725\UPDATE
☐	ZENDOCWKS1	SPUNINST	EXE	C:\WINDOWS\HF_MIG\KB908531
☐	ZENDOCWKS1	SPUNINST	EXE	C:\WINDOWS\$NTUNINSTALLKB910437_0$\SPUNINST
☐	ZENDOCWKS1	SPUNINST	EXE	C:\WINDOWS\$NTUNINSTALLKB911565$\SPUNINST
☐	ZENDOCWKS1	SPUNINST	EXE	C:\WINDOWS\$NTUNINSTALLKB913446$\SPUNINST
☐	ZENDOCWKS1	MSBUILD	EXE	C:\WINDOWS\MICROSOFT.NET\FRAMEWORK\V2.0.50727
☐	ZENDOCWKS1	ZPA_IFACE	EXE	C:\WINDOWS\NOVELL\ZENWORKS\STAGE
☐	ZENDOCWKS1	TOURSTART	EXE	C:\WINDOWS\SYSTEM32
☐	ZENDOCWKS1	SPUPDWXP	EXE	C:\WINDOWS\SYSTEM32
☐	ZENDOCWKS1	NWTRAY	EXE	C:\WINDOWS\SYSTEM32
☐	ZENDOCWKS1	NETSETUP	EXE	C:\WINDOWS\SYSTEM32
☐	ZENDOCWKS1	FSUTIL	EXE	C:\WINDOWS\SYSTEM32
☐	ZENDOCWKS1	DVDUPGRD	EXE	C:\WINDOWS\SYSTEM32
☐	ZENDOCWKS1	IPV6	EXE	C:\WINDOWS\SYSTEM32

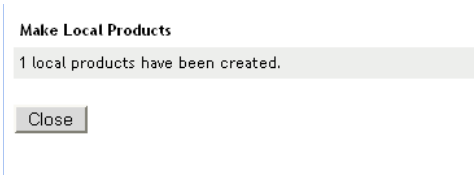
Edit Report Definition Excel Excel (All) CSV CSV (All) PDF PDF (All) Create Local Products Close

4 Select the files you want to use to create Local Software Products.

This page also allows you to edit the report definition and export the records to Excel, CSV, and PDF formats. For more information on editing the report definition, see Section 7.2.6, “Editing a Custom Report,” on page 132.

5 Click *Create Local Products*.

A dialog box appears, confirming that the products have been created.



6 Click *Close*.

The selected products appear in the Local Software Products panel on the Configuration page.

5.4 Consolidating Local Software Products

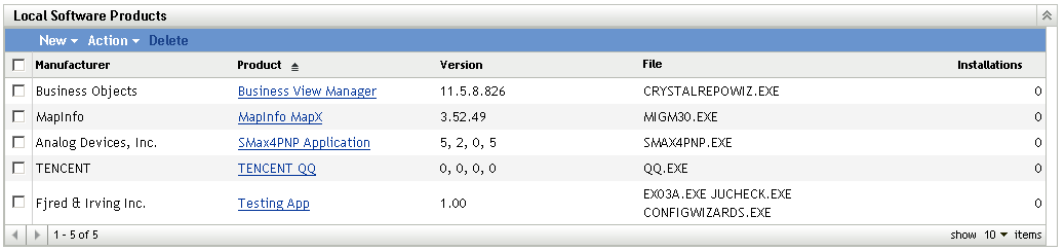
If you have several files in the Local Software Products panel that identify the same product, you can consolidate them into one.

To consolidate two or more files:

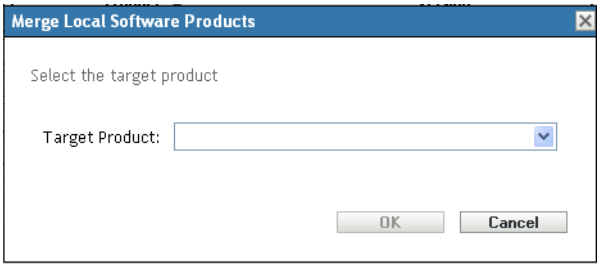
1 In ZENworks Control Center, click *Configuration*.

2 Click the *Asset Inventory* tab.

3 In the Local Software Products panel, select the files you want to merge.



4 Click *Action* > *Merge Selected Products*.



5 Select a target product in the *Target Product* field.

6 Click *OK*.

The target product is displayed with its component files, which are shown in the *File* column.

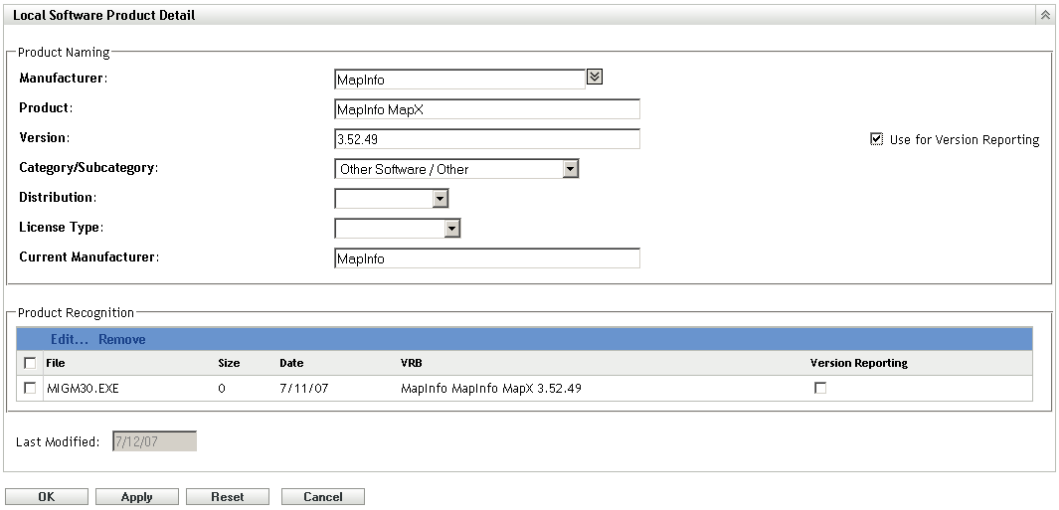
5.5 Editing Product Information

ZENworks Control Center allows you to edit both product naming data and product recognition data of a local software product. For more information, see the following sections:

- Section 5.5.1, “Editing the Product Naming Data,” on page 113
- Section 5.5.2, “Editing the Product Recognition Data,” on page 114

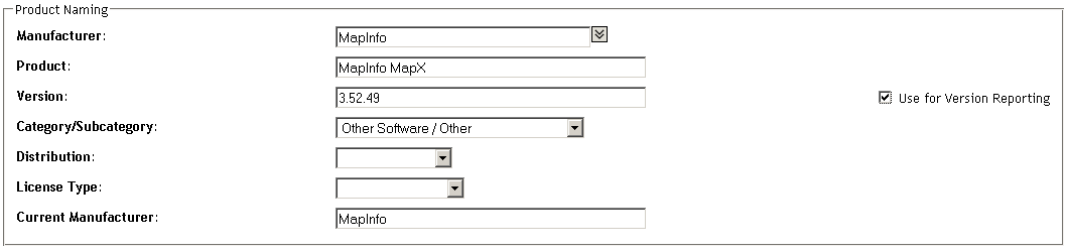
5.5.1 Editing the Product Naming Data

1. In ZENworks Control Center, click *Configuration*.
2. Click the *Asset Inventory* tab.
3. In the Local Software Products panel, click a product.



The Local Software Product Detail page shows details about the local software product and the files used to identify it. From here, you can edit the product information or the Version Recognition Block (VRB) data for the identifying files. If the file associated with the product does not contain Version Resource Block (VRB) information, the fields show “Unnamed.”

4. Edit the fields in the *Product Naming* section.



Manufacturer: The manufacturer of the product.

Product: The name of the product.

Version: The version of the product.

Category/Subcategory: The type of product. You can create your own categories and subcategories. For more information, see Section 9.3, “Managing Product Categories and Subcategories,” on page 143.

Distribution: The type of distribution:

- Commercial
- Freeware
- Shareware
- Open Source
- Multiple
- Public Domain

License Type: The software product’s license type:

- Full
- Evaluation
- OEM
- Multiple
- Network License

Current Manufacturer: The product’s current manufacturer.

Use for Version Reporting: Select *Use for Version Reporting* to use the product version for recognition purposes. You can use either the product version or the file version for recognition purposes. If you want to specify a version in the *Version* field to be used in the product definition, specify a value and select *Use for Version Reporting*. You can use either the product version or the file version for identification. To use the file version, select *Version Reporting* in the Product Recognition section.

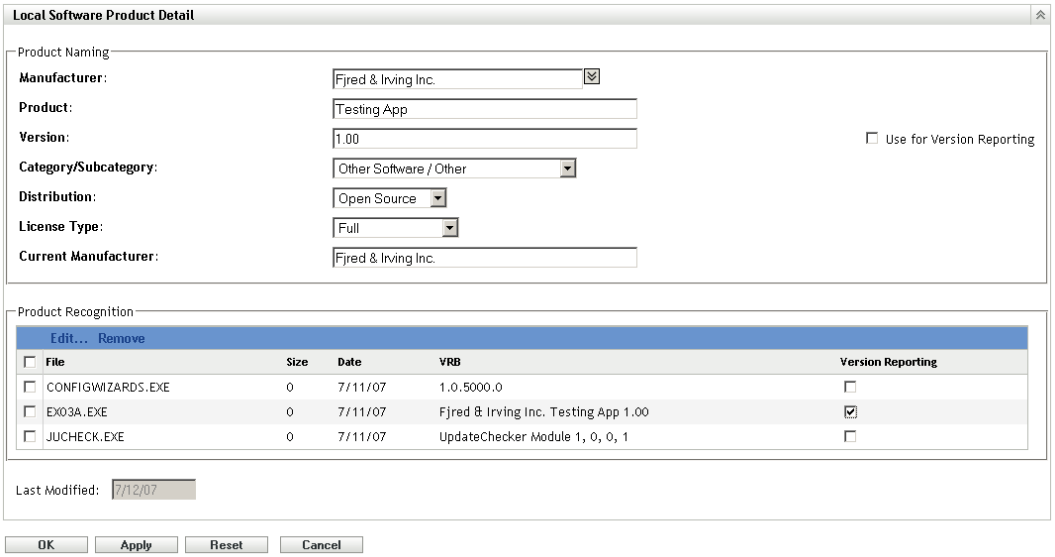
5 Click *Apply* or *OK*.

5.5.2 Editing the Product Recognition Data

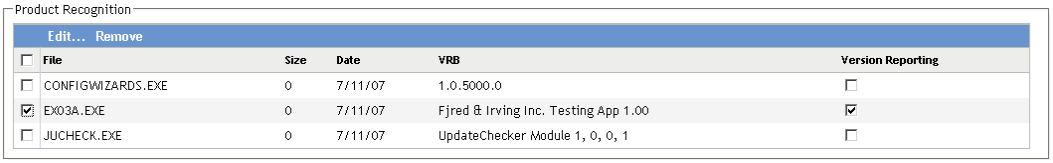
1 In ZENworks Control Center, click *Configuration*.

2 Click the *Asset Inventory* tab.

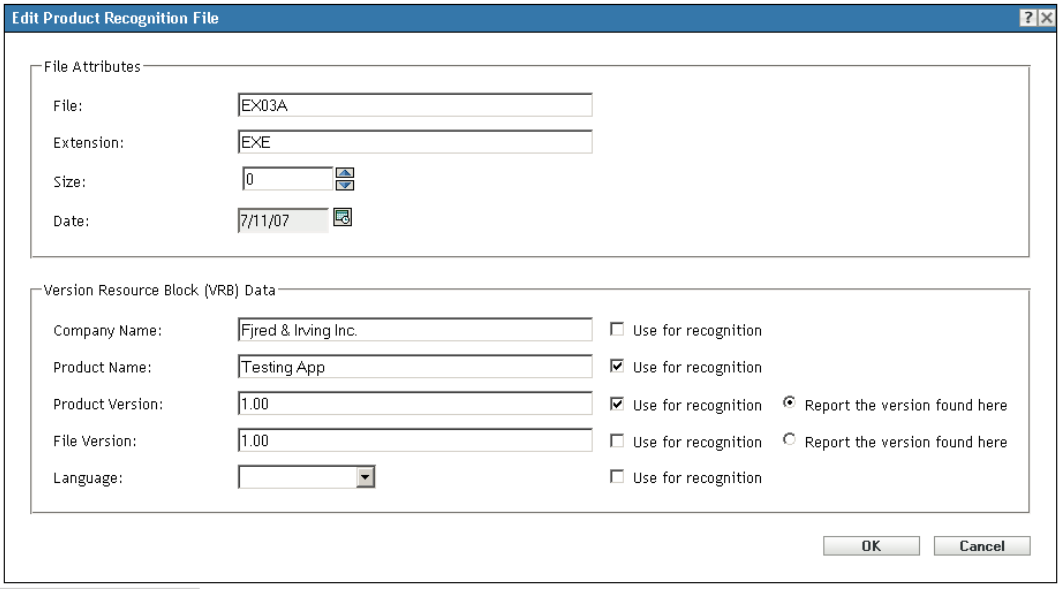
3 In the Local Software Product panel, click a product.



4 In the *Product Recognition* section, select the file you want to edit. If you want to use the file version for version reporting instead of the product version, select *Version Reporting* for that file.



5 Click *Edit*.



6 Edit the *File Attributes* fields.

File: The name of the file.

Extension: The file's extension.

Size: The size of the file. Use the arrow icons to change the file size.

Date: The date the file was created. Click the calendar icon to select a different date.

7 Edit the Version Resource Block (VRB) data.

Company Name: The manufacturer of the file. To use this data as part of the recognition criteria, select *Use for recognition*.

Product Name: The name of the product. To use this data as part of the recognition criteria, select *Use for recognition*.

Product Version: The version of the product. To use this data as part of the recognition criteria, select *Use for recognition*. To use the product version instead of the file version for recognition, select *Report the version found here*.

File Version: The version of the file. To use this data as part of the recognition criteria, select *Use for recognition*. To use the file version instead of the product version for recognition, select *Report the version found here*.

Language: The associated language. The available languages are shown in the drop-down list.

8 Click *OK* on the Edit Product Recognition File page.

9 Click *OK* on the Local Software Product Detail page.

5.6 Updating the ZENworks Knowledgebase

The ZENworks Knowledgebase is updated in two ways:

- Merging with Local Software Products
- Merging with the Product Recognition Update (PRU)

The Knowledge Base Status panel (*Configuration* > *Asset Inventory*) shows the date of the latest Product Recognition Update (PRU) and if there are newly defined local software products ready to merge with the knowledgebase.

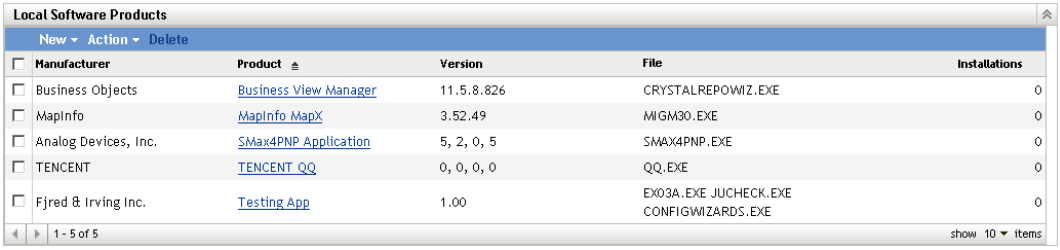
Figure 5-2 *Knowledge Base Status Panel*

5.6.1 Merging Local Software Products with the ZENworks Knowledgebase

After a Local Software Product is created, you can add it to the ZENworks Knowledgebase so that subsequent scans will identify the product on devices. The Knowledge Base Status panel on the

Asset Inventory page (*Configuration* > *Asset Inventory*) shows when there are products ready to be merged.

1. In ZENworks Control Center, click the *Configuration* tab.
2. Click the *Asset Inventory* tab.



3. In the Local Software Products panel, click *Action* > *Update Knowledgebase with Local Product Changes*.

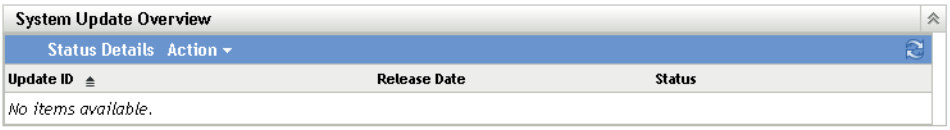
   A dialog appears reminding you that updates should only made after all local product changes are complete. For information on editing local product data, see Section 5.5, “Editing Product Information,” on page 113.

4. Click *OK*.

   This action merges the listed software products with the knowledgebase.

5.6.2 Updating the ZENworks Knowledgebase with the PRU

1. In ZENworks Control Center, click *Configuration*.
2. Click the *System Updates* tab.



3. In the System Update Overview panel, click *Action* > *Download and Install PRU Now*.

   The new PRU is applied, or a message appears telling you that your knowledgebase is up to date.

Using Administrator-Defined Fields

6

The following sections provide information about Novell® ZENworks® 10 features and procedures for administrator-defined fields.

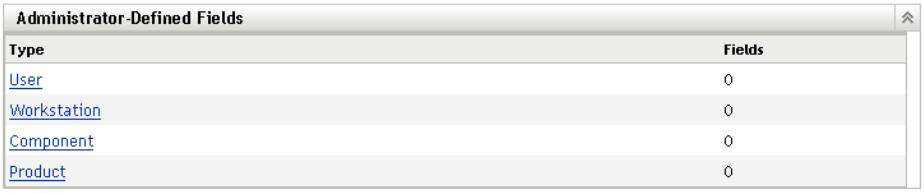
- Section 6.1, “About Administrator-Defined Fields,” on page 119
- Section 6.2, “Creating an Administrator-Defined Field,” on page 119

6.1 About Administrator-Defined Fields

Administrator-defined fields allow you to add custom fields to inventory data. There are four types of fields:

- **User:** Used for gathering demographic data about the workstation user through the Collection Data Form.
- **Workstation:** Used for gathering demographic data about the workstation through the Collection Data Form.
- **Component:** Used for defining inventory data about a component.
- **Product:** Used for defining inventory data about a product.

Figure 6-1 *Administrator-Defined Field Panel*



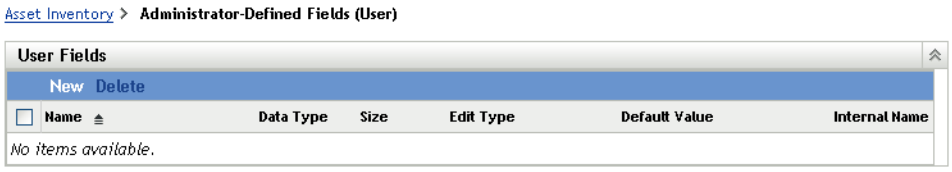
The Administrator-Defined Fields panel shows the type of field and the number of defined values. When you create a *User* or *Workstation* field, it appears on the Collection Data Form as a field for workstation users to fill out. *Component* and *Product* field values are added to the properties of the component or product. You can change the field value of an individual component or product by performing a product or component search, clicking the product or component, and editing the field value on the Product Details page. For more information, see Chapter 8, “Managing Component Data,” on page 137 and Chapter 9, “Managing Product Data,” on page 141.

6.2 Creating an Administrator-Defined Field

Regardless of the type of administrator-defined field you want to create, the steps are the same, whether it is a *User, Workstation, Component*, or *Product* field.

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.

2 In the Administrator-Defined Fields panel, click the type of field you want to create: *User, Workstation, Component,* or *Product*.



The User Fields panel shows existing defined fields, along with the following information:

Name: The name of the field.

Data Type: The data type: character, integer, decimal, or date.

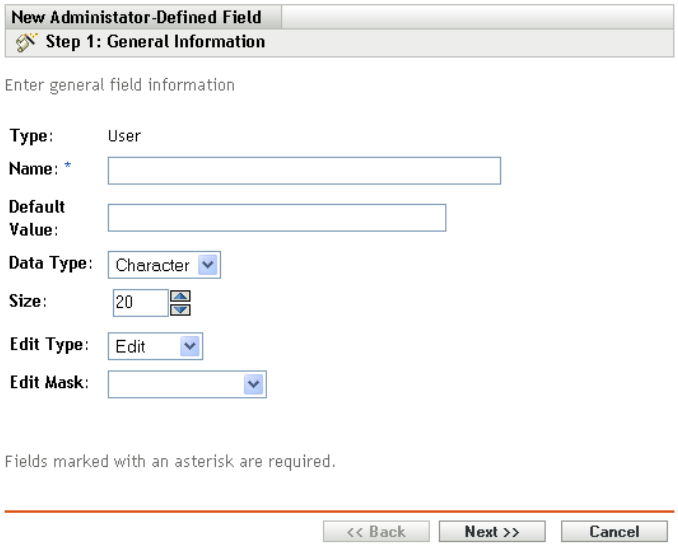
Size: The number of alphanumeric characters. This applies only to character-type fields.

Edit Type: Specifies how the user enters a response. The values are *Edit*, *List*, and *Combo*.

Default Value: The value that is specified when the field is created.

Internal Name: The field's internal ID.

3 Click *New*.



4 Fill in the fields:

Type: Filled in by default depending on the type of field you selected.

Name: Name of the administrator-defined field. This field is required.

Default Value: The default value of the field.

Data Type: *Character, Integer, Decimal*, or *Date*.

Size: The maximum number of alphanumeric characters allowed in the field. This applies only to character-type fields.

Edit Type: Allows greater flexibility in entering and selecting field values. There are three options:

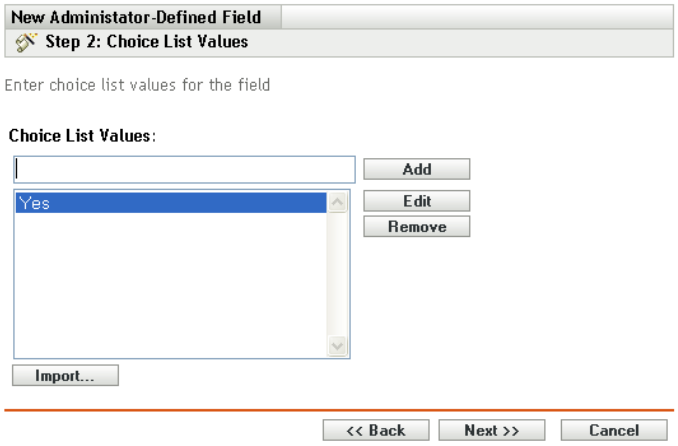
- **Edit:** Allows the user to enter a value or edit the default value.

- **List:** Allows the user to select a value from a list of possible choices.
- **Combo:** Allows the user to enter a value or select from a list.

Edit Mask: Select a format from the *Edit Mask* field list to restrict how a value is entered. The choices are phone, time, and currency. This applies only to character-type fields.

5 Click *Next*.

6 If you chose *List* or *Combo* as the *Edit Type* in Step 4 on page 120, specify a list of choice values and click *Next*.



6a Specify a value in the *Choice List Values* field.

6b Click *Add*. Repeat for additional values.

6c Repeat Step 6a on page 121 and Step 6b on page 121 for additional values.

6d (Optional) Select a value and click *Edit* to change it.

6e (Optional) Select a value and click *Remove* to remove it.

6f (Optional) Import a list of values by clicking *Import* and specifying a file in the *Import File* field.

7 Click *Finish* to create the new field.

Using Reports

7

Reports allow you to view and analyze inventory data from your Management Zone. ZENworks® Control Center includes predefined reports you can run along with reports you can customize. This section includes the following topics:

- Section 7.1, “Using Inventory Standard Reports,” on page 123
- Section 7.2, “Using Inventory Custom Reports,” on page 126
- Section 7.3, “Inventory Report Rights,” on page 135

7.1 Using Inventory Standard Reports

Standard or predefined reports scan your inventory data and arrange the data according to the report configuration. More information is available in the following topics:

- Section 7.1.1, “Available Standard Reports,” on page 123
- Section 7.1.2, “Running a Standard Report,” on page 125

7.1.1 Available Standard Reports

ZENworks Control Center includes several predefined reports you can use to analyze the inventory in your Management Zone. These reports are grouped into folders according to their function. The available folders and reports are as follows:

- **Device Lists (folder):** Reports focusing on device details.
  - **Devices by Machine / Login Name:** Lists all devices by machine and login name.
  - **Devices by Mfg / Model:** Shows a count of systems by manufacturer and model.
  - **Lease Details:** Shows leased devices by contract along with the expiration date.
  - **Devices with Virtual Machines:** Shows devices with host virtual machines that have been scanned.
  - **Duplicate Asset Tags:** Shows devices with duplicate asset tags.
  - **Duplicate Machine Names:** Shows devices with duplicate machine names.
  - **Duplicate Serial Numbers:** Shows devices with duplicate serial numbers.
- **Software Applications (folder):** Reports focusing on software applications.
  - **Antivirus Details:** Shows antivirus definition files with links to the devices where they are installed.
  - **Software Applications by Category:** Shows a count of installed software products grouped by category and subcategory.
  - **Software Applications by Manufacturer:** Shows a count of installed products grouped by manufacturer.
  - **Software Applications by OS and Product:** Shows a count of installed products grouped by operating system and product name.

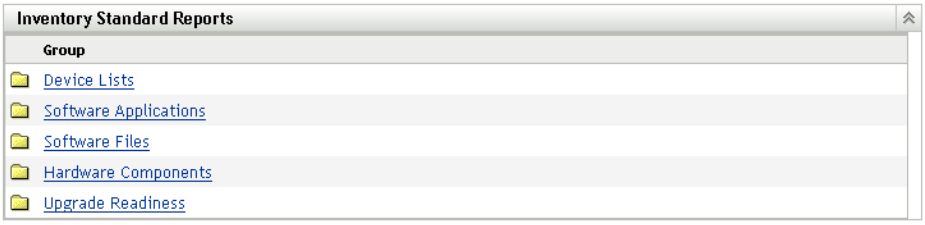
- **Duplicate Serial Numbers:** Shows software products that have multiple instances of the same serial number.
- **High Bandwidth Applications:** Shows a count of high-bandwidth products, such as multimedia and file-sharing software.
- **Hot Fix Details:** Shows hot fixes and security patches with links to descriptions of the fixes and patches and the machine that they were installed on.
- **Microsoft Products:** Shows a count of installed Microsoft* products grouped by classifications specific to Microsoft.
- **Operating Systems:** Shows a count of devices grouped by the installed operating system.
- **OS Service Packs:** Shows a count of devices grouped by operating system and service pack.

- **Software Files (folder):** Reports focusing on software files, grouping them by category, manufacturer, and device.
  - **Software Files by Category:** Shows a count of software files grouped by category (*All, Other, Ancillary,* and *System*) with links to lists of the files.
  - **Software Files by Manufacturer:** Shows a count of software files grouped by manufacturer with links to lists of the files.
  - **Software Files by Device:** Shows a count of software files grouped by device with links to lists of the files.
- **Hardware Components (folder):** Reports focusing on hardware data.
  - **BIOS:** Shows installed versions and release dates grouped by manufacturer.
  - **Hardware Components by Category:** Shows a count of installed hardware products by category and subcategory.
  - **Hardware Components by Manufacturer:** Shows a count of installed hardware products grouped by manufacturer.
  - **Disk Space:** Shows a count of devices with total disk space within a specific range.
  - **Duplicate Serial Numbers:** Shows hardware products with the same serial number.
  - **Free Disk Space:** Shows a count of devices with free disk space within specific ranges.
  - **Memory Size:** Shows a count of devices grouped by RAM size.
  - **Processors:** Shows a count of devices grouped by CPU speed.
- **Upgrade Readiness (folder):** Reports that help you determine which devices are ready for an upgrade.
  - **Memory Upgrade:** Lists devices along with data on memory and available slots.
  - **SLED 10 Ready / Not Vista Capable:** Shows devices ready for SUSE® Linux Enterprise Desktop 10 that are not ready for Windows Vista.
  - **SLED 10 Ready / Not Vista Premium Ready:** Shows devices ready for SUSE Linux Enterprise Desktop 10 that are not ready for Windows Vista Premium.
  - **SUSE Enterprise Desktop:** Lists devices along with data showing whether the device is ready or not ready for SUSE Linux Enterprise Desktop.
  - **Windows 2003 Server:** Lists devices along with data showing whether the device is ready or not ready for Windows Server* 2003.
  - **Windows Vista Capable:** Shows devices capable of running Windows Vista.

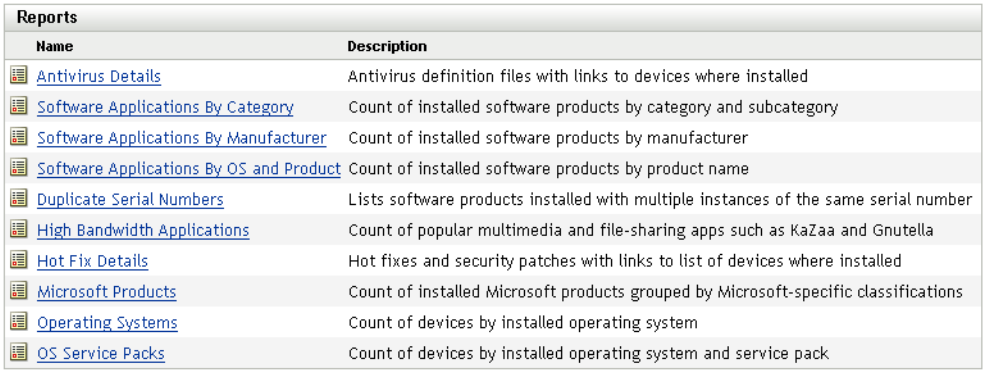
- **Windows Vista Premium Ready:** Shows devices capable of running Windows Vista Premium.
- **Windows XP Professional:** Shows devices along with data showing whether the device is ready or not ready for Windows XP Professional.

7.1.2 Running a Standard Report

1 In ZENworks Control Center, click *Reports*.

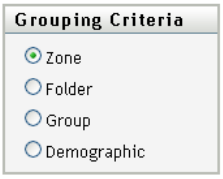


2 In the Inventory Standard Reports panel, click the folder containing the report you want to run.



Reports are listed by name and description. For a list of reports and descriptions, see Section 7.1.1, “Available Standard Reports,” on page 123.

3 (Optional) Select how you want to filter your search.



You can limit the scope of the report data by any of the following:

- **Zone:** Select *Zone* to collect data from the entire Management Zone.
- **Folder:** Select *Folder* and specify a folder name to gather data about that folder.
- **Group:** Select *Group* and specify a group name to gather data about that group.
- **Demographic:** Select *Demographic*, then select the criteria you want to use to filter the data.

4 Click a report to run it.

Click the various links on the report for additional information. You can export the report to an Excel, CSV, or PDF format by clicking the corresponding link. In some reports, you can also click *Graph* to view the data in a bar graph, pie chart, or line graph format.

7.2 Using Inventory Custom Reports

ZENworks Control Center allows you to create and run custom reports that you can use to analyze the inventory in your Management Zone. These sections provide more information:

- Section 7.2.1, "Available Custom Reports," on page 126
- Section 7.2.2, "Running a Custom Report," on page 127
- Section 7.2.3, "Creating a Custom Report," on page 128
- Section 7.2.4, "Scheduling a Custom Report and Sending Notifications," on page 130
- Section 7.2.5, "Configuring E-mail Addresses," on page 131
- Section 7.2.6, "Editing a Custom Report," on page 132
- Section 7.2.7, "Moving a Custom Report," on page 133
- Section 7.2.8, "Deleting a Custom Report or Folder," on page 134
- Section 7.2.9, "Viewing Scheduled Reports by Date and Title," on page 134
- Section 7.2.10, "Importing New Report Definitions," on page 135

7.2.1 Available Custom Reports

ZENworks Control Center includes several predefined reports you can use to analyze the inventory in your Management Zone. These reports are grouped into folders according to their function. The available folders and reports are as follows:

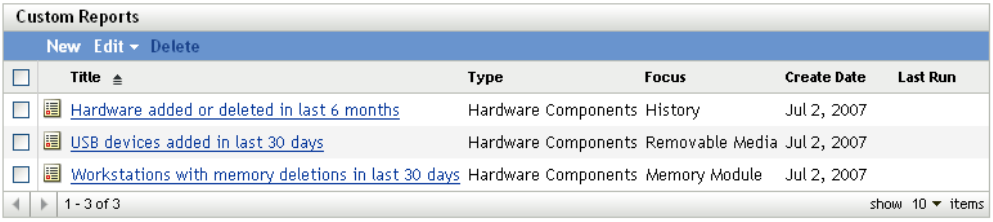
- **Hardware Components (folder):** Reports focusing on hardware components, such as BIOS and system details.
  - **BIOS and System Details:** Shows the BIOS details for all current systems.
  - **Hardware added or deleted in last 6 months:** Lists the hardware components in the Management Zone and shows the number of additions and deletions over the previous 6 months.
  - **USB devices added in last 30 days:** Shows the workstations that have had a USB device added in the previous 30 days.
  - **Workstations with memory deletions in last 30 days:** Shows the workstations that have had memory module deletions during the previous 90 days.
- **Local Product Creation (folder):** Reports focusing on software files that can be used to create Local Software Products. For more information on Local Software Products, see Chapter 5, "Creating Local Software Products," on page 109.
  - **Software Files by Machine:** Shows the software files on each machine. You can use this report to create Local Software Products.
  - **Unique Software Files:** Shows the software files along with Version Resource Block (VRB) data. You can use this report to create Local Software Products.

- **Software Applications (folder):** Reports focusing on software applications, such as how many applications were added during a specified time.
  - **SW apps added in last 30 days (by product):** Shows the software applications that were added during the previous 30 days, grouped by product.
  - **SW apps added in last 30 days (by workstation):** Shows the software applications that were added during the previous 30 days, grouped by workstation.
  - **SW apps deleted in last 30 days (by product):** Shows the software applications that were deleted during the previous 30 days, grouped by product.
  - **SW apps deleted in last 30 days (by workstation):** Shows the software applications that were deleted during the previous 30 days, grouped by workstation.
  - **Workstations with antivirus software:** Shows the Windows workstations (not marked as deleted) with antivirus software installed.
  - **Workstations with suspicious software installed:** Shows the workstations with suspicious software installed.
  - **Workstations without antivirus software:** Shows the Windows workstations (not marked as deleted) without antivirus software installed.
- **Systems (folder):** Reports focusing on system details, such as how many systems were added during a specified time.
  - **Hosts of Virtual Machines:** Shows the systems that are hosting virtual machines.
  - **Systems added in last 90 days:** Shows the systems (Windows, UNIX*/Linux*) that were added to the inventory database during the last 90 days.
  - **Systems deleted in last 90 days:** Shows the systems (Windows, UNIX/Linux) that were deleted during the previous 90 days.
  - **Systems that have not loaded results in 90 days:** Shows the systems (Windows, UNIX/Linux) that have not been marked as deleted and have not loaded scan results during the previous 90 days.
  - **Systems with less that 100 MB free space:** Shows the systems (Windows, UNIX/Linux) that have not been deleted and have less than 100MB free disk space.
  - **Systems with less that 128 MB memory:** Shows the systems (Windows, UNIX/Linux) that have not been deleted and have less than 128MB total memory.
  - **Virtual Machines:** Shows the virtual machines in your Management Zone.

7.2.2 Running a Custom Report

1. In ZENworks Control Center, click *Reports*.
2. In the Inventory Custom Reports panel, click the folder containing the report you want to run.

   The number of reports in each folder is shown in the *Report Count* column.



3 Click a report.

4 Click *Run* in the lower left corner.

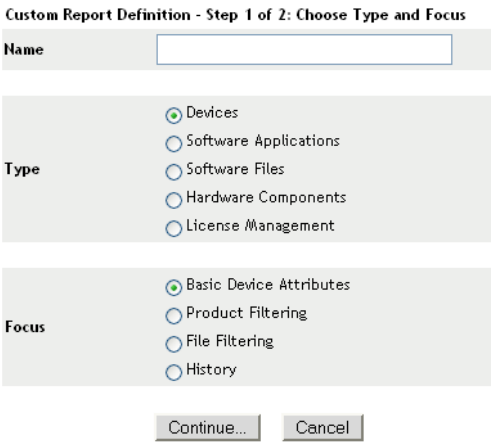
On the report page, click the various links on the report for additional information. You can export the report to an Excel, CSV, or PDF format by clicking the corresponding link.

7.2.3 Creating a Custom Report

1 In ZENworks Control Center, click *Reports*.

2 In the Inventory Custom Reports panel, click the folder where you want to save the report, or create a new folder by clicking *New*, specifying a folder name, then clicking *OK*.

3 Click *New*.



4 Specify a name in the *Name* field.

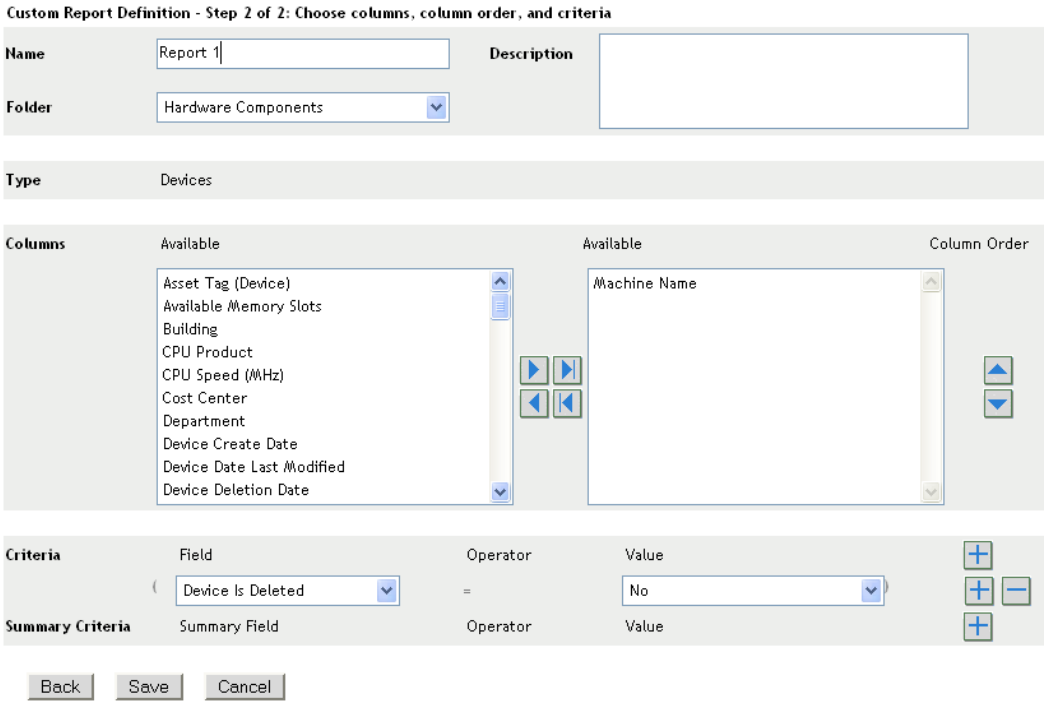
5 Select the report type. The types are:

- Devices
- Software Applications
- Software Files
- Hardware Components
- License Management

6 Select the focus of the report. The options are:

- Basic Device Attributes
- Product Filtering
- File Filtering
- History

7 Click *Continue*.



8 Fill in the following fields:

Name: Specify the name of the report.

Folder: Select a folder where you want to save the report.

Description: Specify a description for your report.

Type: This field is display only. It shows the report type you selected.

Columns: From the list on the left, select what data you want to include in your report. Use the arrow icons to move the selected data to the list on the right. Use Ctrl+click to select more than one option at a time. Use the up and down icons to arrange how you want the data displayed.

Criteria: Select your filter criteria in the *Field*, *Operator*, and *Value* fields. Use the + icons to add filters; click the - icon to delete a filter. Click *OR* or *AND* to toggle back and forth between the two operators.

Summary Criteria: Select your summary filter criteria in the *Field*, *Operator*, and *Value* fields. Use the + icons to add filters; click the - icon to delete a filter. Click *OR* or *AND* to toggle back and forth between the two operators

9 Click *Save*.

7.2.4 Scheduling a Custom Report and Sending Notifications

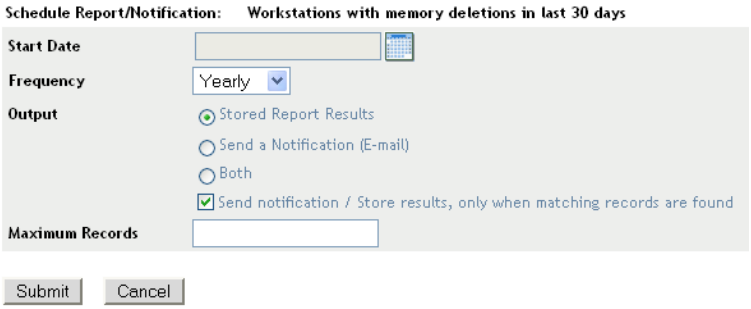
You can schedule a report to run automatically and send out notifications to specified people when the report is ready. To schedule a report and configure notifications:

1 In ZENworks Control Center, click *Reports*.

2 In the Inventory Custom Reports panel, click the folder containing the report you want to schedule.

3 Click the report you want to schedule.

4 Click *Schedule/Notification*.



5 Fill in the following fields:

Start Date: Click the calendar icon to specify a date.

Frequency: Select how often you want to send the notification: yearly, monthly, weekly, daily, once, or never.

Output: Select whether you want to store the report, send an e-mail notification that the report is ready, or both. You can also choose to store the results or send a notification only when matching records are found. For information on configuring e-mail addresses, see Section 7.2.5, "Configuring E-mail Addresses," on page 131.

Maximum Records: Specify the maximum number of records to store.

6 Click *Submit*.

7.2.5 Configuring E-mail Addresses

You can send notifications to selected people when a custom report is run. To do this, you need to import the e-mail addresses of those you want to notify into ZENworks Control Center. For information on sending notifications, see Section 7.2.4, "Scheduling a Custom Report and Sending Notifications," on page 130.

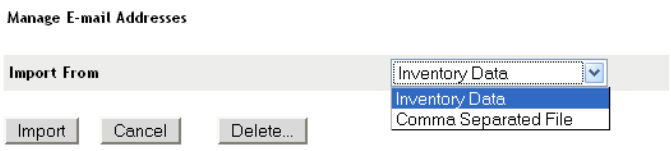
The E-mail Addresses panel on the Configuration page allows you to import e-mail addresses that can be used to send notifications when a custom report is ready, as configured in the report definition. Previously imported e-mail addresses are listed in the panel, along with the user's first, last, and middle name.

To import e-mail addresses:

1 In ZENworks Control Center, click *Configuration*.

2 Click the Asset Inventory tab.

3 In the E-mail Addresses Panel, click *Action* > *Manage E-mail Addresses*.



4 In the *Import From* field, select either *Inventory Data* or *Comma Separated File*.

If you select *Inventory Data*, the e-mail addresses found in an inventory scan will be imported.

If you select *Comma Separated File*, specify the file location in the *E-mail Address File* field.

5 Click *Import*.

6 Click *Close*.

To delete all e-mail information:

1 In ZENworks Control Center, click *Configuration*.

2 In the E-mail Addresses Panel, click *Action* > *Manage E-mail Addresses*.

3 Click *Delete*.

4 Click *OK*.

All e-mail information is deleted.

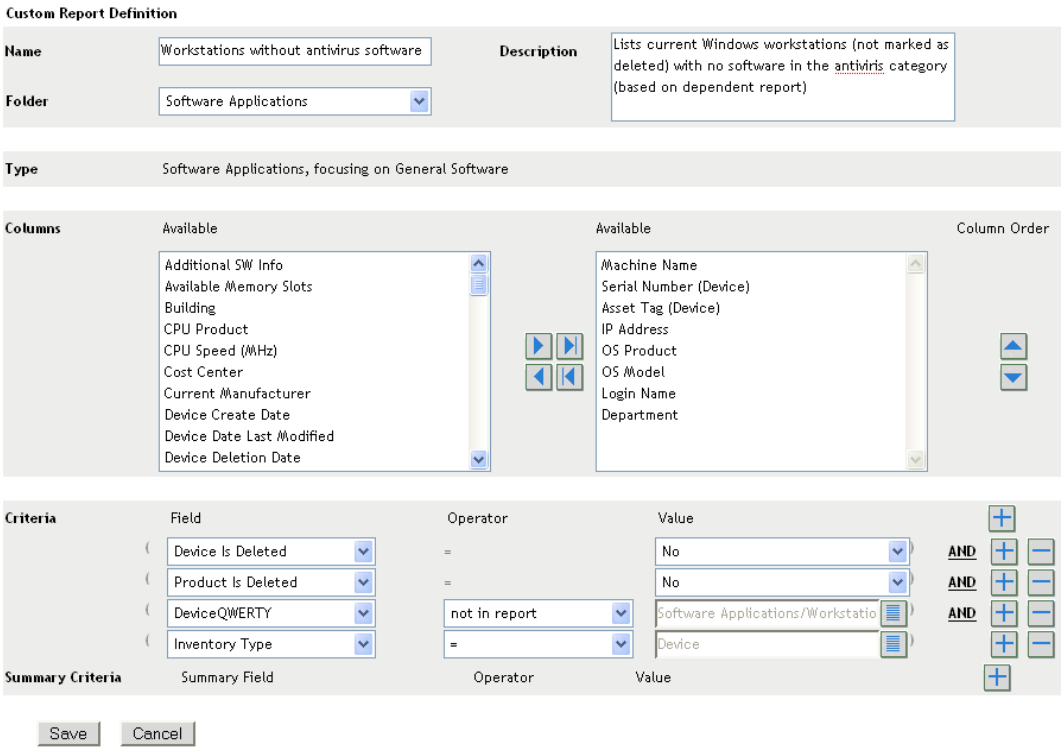
7.2.6 Editing a Custom Report

1 In ZENworks Control Center, click *Reports*.

2 In the Inventory Custom Reports panel, click the folder containing the report you want to edit.

3 Click the report.

4 Click *Edit* in the lower left corner.



5 Edit the following fields:

Name: The name of the report.

Folder: The folder where you want to save the report.

Description: The description for your report.

Type: This field is display only. It shows the report type you selected.

Columns: From the list on the left, select what data you want to include in your report. Use the arrow icons to move the highlighted data selection to the list on the right. Use Ctrl-click to select more than one option at a time. Use the up and down icons to arrange how you want the data displayed.

Criteria: Select your filter criteria in the *Field*, *Operator*, and *Value* fields. Use the + icons to add filters; click the - icon to delete a filter. Click *OR* or *AND* to toggle back and forth between the two operators.

Summary Criteria: Select your summary filter criteria in the *Field*, *Operator*, and *Value* fields. Use the + icons to add filters; click the - icon to delete a filter. Click *OR* or *AND* to toggle back and forth between the two operators.

6 Click *Save*.

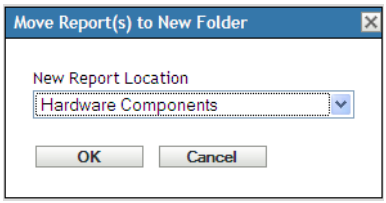
7.2.7 Moving a Custom Report

1 In ZENworks Control Center, click *Reports*.

2 In the Inventory Custom Reports panel, click the folder containing the report or reports you want to move.

3 Select the report or reports you want to move.

4 Click *Edit* > *Move*.



5 Select a new folder location.

6 Click *OK*.

7.2.8 Deleting a Custom Report or Folder

WARNING: If you delete the reports in the *Local Product Creation* folder, you won't be able to create Local Software Products.

To delete a custom report:

1 In ZENworks Control Center, click *Reports*.

2 In the Inventory Custom Reports panel, click the folder containing the report you want to delete.

3 Select the report you want to delete.

4 Click *Delete*.

To delete a folder:

1 In ZENworks Control Center, click *Reports*.

2 In the Inventory Custom Reports panel, select the folder you want to delete.

3 Click *Delete*.

NOTE: Deleting a folder deletes all the reports in that folder.

7.2.9 Viewing Scheduled Reports by Date and Title

Reports that are run on a schedule are stored in a database. You can view these reports either by title or date. For information on scheduling reports, see Section 7.2.4, "Scheduling a Custom Report and Sending Notifications," on page 130.

To view a scheduled report by date or title:

1 In ZENworks Control Center, click *Reports*.

2 In the Inventory Custom Reports panel, click one of the following:

- *Action* > *View Scheduled Report Results by Date*
- *Action* > *View Scheduled Report Results by Title*

The Scheduled Reports by Grouping page opens and shows the saved scheduled custom reports grouped by date or title and a report count. Click the date or title to open the *Scheduled Reports* page, where you can select a report and view it. To delete a group of reports, select the group and click *Delete*.

7.2.10 Importing New Report Definitions

If you have defined reports in ZENworks Asset Management 7.5, you can import them into ZENworks Control Center. You can also re-import reports that have been exported by ZENworks Control Center. A predefined XML format is needed for import.

To import report definitions:

1. In ZENworks Control Center, click *Reports*.
2. In the Inventory Custom Reports panel, click *Action* > *Import New Report Definition*.

3. Specify the file in the *Query import file* field, or click *Browse* to search.
4. Click *Import*.

7.3 Inventory Report Rights

Inventory Report Rights allow you to manage each administrator's rights for each folder and its reports. Each report folder has rights associated with it, governing all the reports within that folder. For example, if you have full rights, you can edit a report; but with view/execute rights, you can only see the report and run it. With inventory report rights, you can limit who has access to certain reports and who can edit them. The report folder type, custom or standard, and the report name are listed along with the rights associated with the folder. The choices are:

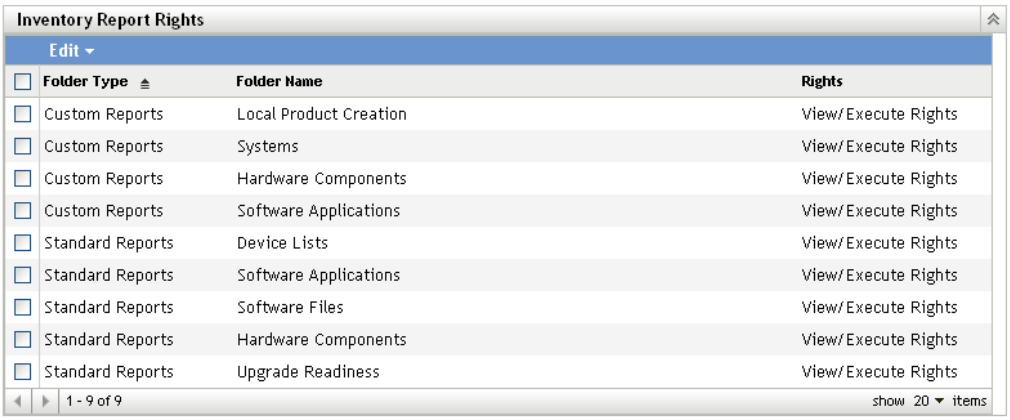
- **Remove all rights:** This removes all rights to the folder, so the specified administrator cannot see it.
- **Assign view/execute rights:** This allows the specified administrator to view and execute a report in the specified folder, but not to edit, move, or delete a report in that folder.
- **Assign full rights:** This gives the specified administrator full rights to create, edit, move, and delete reports. For standard reports, this setting is the same as *View/Execute*, because you cannot alter a standard report.

To change inventory report rights:

1. In ZENworks Control Center, click *Configuration*.

2 In the Administrators panel, click an administrator.

3 In the Administrator Tasks panel, click *Inventory Report Rights*.



4 Select the desired folders.

5 Click one of the following:

- *Edit > Remove All Rights*
- *Edit > Assign View/Execute Rights*
- *Edit > Assign Full Rights*

The change is reflected in the *Rights* column.

Managing Component Data

8

A component is a hardware or software product associated with a workstation, for example, a spreadsheet application or a network interface card. ZENworks® Control Center allows you to list a workstation's components or find workstations with a particular component. After you locate the component, you can edit the component data, such as the product name and serial number. You can examine component data through component searches.

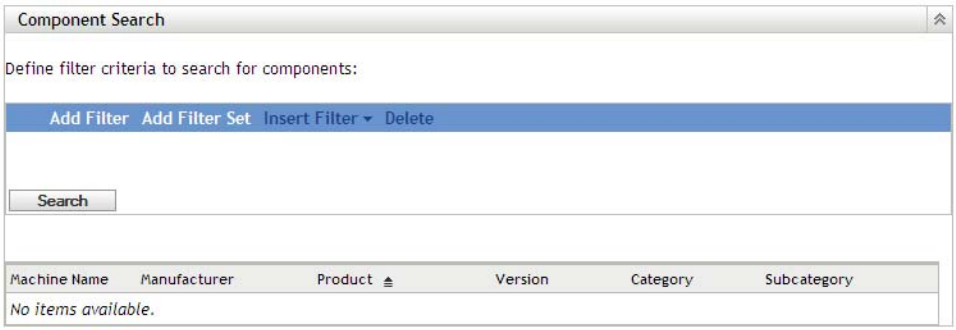
The following sections provide information about managing component data:

- Section 8.1, "Searching for a Component and Viewing Component Data," on page 137
- Section 8.2, "Editing the Component Data," on page 138

8.1 Searching for a Component and Viewing Component Data

Before you can view component data, you need to perform a component search. Component searches are done through the Component Search panel (*Configuration* > *Asset Inventory*).

Figure 8-1 *Component Search Panel*



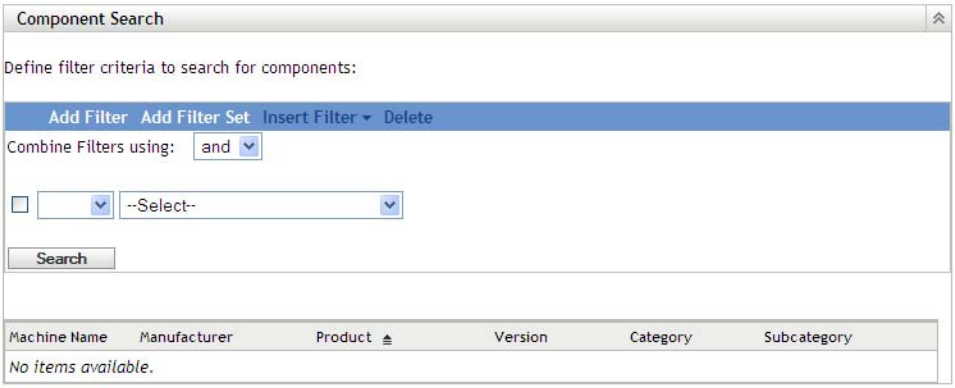
The Component Search panel allows you to select filters and filter sets to search for a particular component, then lists the components along with the following information:

- **Machine Name:** The name of the machine that has the particular product.
- **Manufacturer:** The manufacturer of the product.
- **Product:** The name of the product.
- **Version:** The version of the product.
- **Category:** The product category.
- **Subcategory:** The product subcategory.

To search for a component and view component data:

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.

2 In the Component Search panel, click *Add Filter* or *Add Filter Set*, depending on the filtering model you want to use.



3 Select options for your filter.

For example, you could search by machine name or department.

4 (Optional) Create additional filters or filter sets.

5 Click *Search*.

Components matching your search criteria are listed, along with additional information about the component.

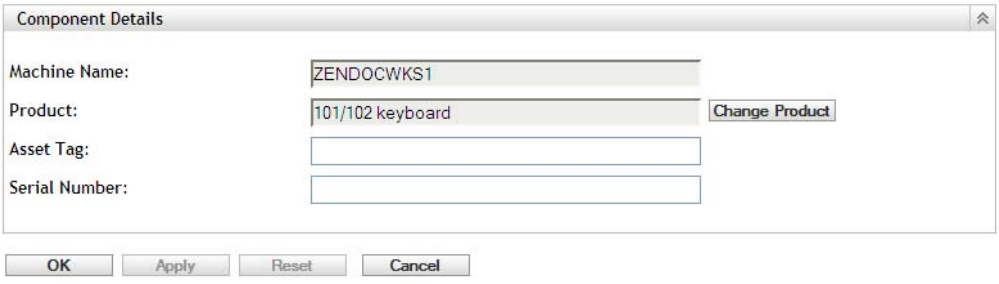
8.2 Editing the Component Data

1 Search for a component, as shown in Section 8.1, “Searching for a Component and Viewing Component Data,” on page 137.

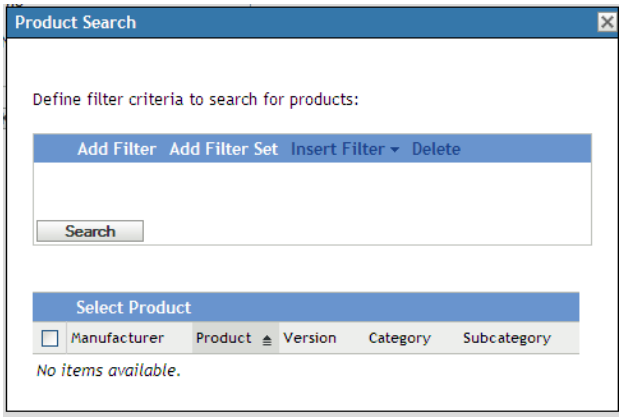
2 Click a product name to view the component details.

The Component Details panel opens, displaying the following details about the component, along with any administrator-defined fields:

- **Machine Name:** The name of the machine.
- **Product:** The name of the product.
- **Asset Tag:** The asset tag number.
- **Serial Number:** The component’s serial number.



3 Click *Change Product* to open the Product Search window, where you can search for and select a new product name.



4 Select your filter criteria, then click *Search*.

5 Select a product from the list, then click *Select Product*.

6 Edit the other fields as desired.

7 Click *OK* or *Apply*.

8.2.1 Using Administrator-Defined Fields

You can add administrator-defined fields to the Component Details panel to show additional information about the component. For example, you could add a field called *Malfunctioning*, with a *Yes* or *No* choice selection to show the product's working status. For more information on creating administrator-defined fields, see Chapter 6, "Using Administrator-Defined Fields," on page 119.

Managing Product Data

9

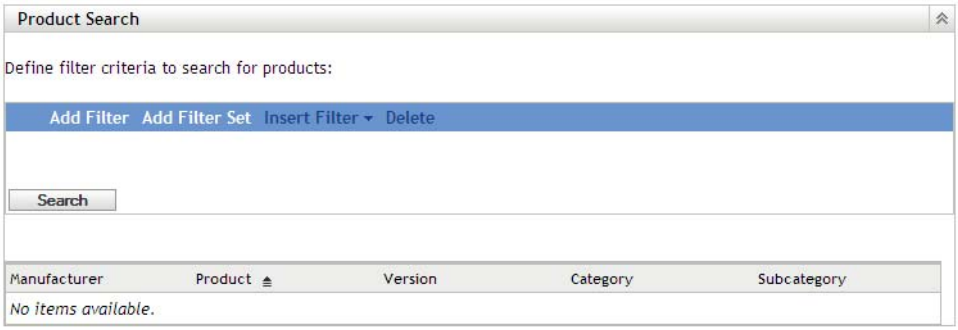
A product is a piece of hardware or software identified by the manufacturer, product name, and model/version. ZENworks® Control Center allows you to search for products, view details about the product, and classify products according to category and subcategory. The following sections provide more information about managing product data:

- Section 9.1, “Searching for a Product and Viewing Product Data,” on page 141
- Section 9.2, “Reclassifying a Product,” on page 142
- Section 9.3, “Managing Product Categories and Subcategories,” on page 143

9.1 Searching for a Product and Viewing Product Data

Before you can view product data, you need to perform a product search. Product searches are done through the Product Search panel (*Configuration* > *Asset Inventory*).

Figure 9-1 *Product Search Panel*



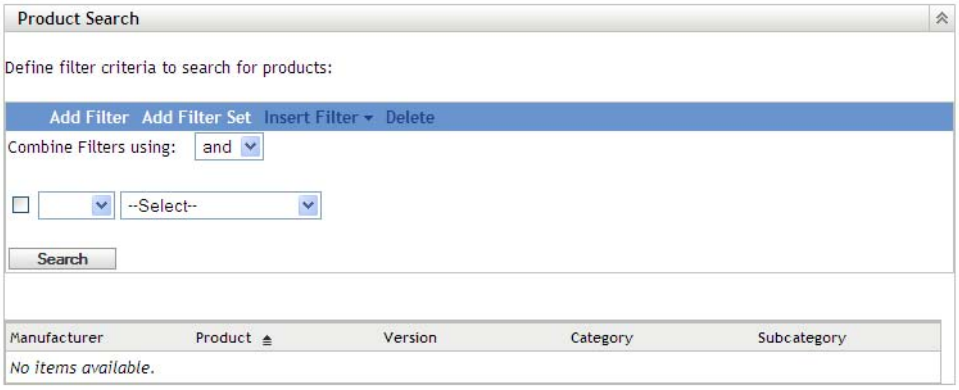
The Product Search panel allows you to select filters and filter sets to search for a particular product, then lists the product along with the following information:

- **Manufacturer:** The manufacturer of the product.
- **Product:** The name of the product.
- **Version:** The version of the product.
- **Category:** The product category.
- **Subcategory:** The product subcategory.

To search for a product and view product data:

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.

2 In the Product Search panel, click *Add Filter* or *Add Filter Set*, depending on the filtering model you want to use.



3 Select options for your filter.

For example, you could search by product category or type.

4 (Optional) Create additional filters or filter sets.

5 Click *Search*.

Products matching your search criteria are listed, along with additional information about the product.

9.2 Reclassifying a Product

Products are classified by category and subcategory. To change product classification:

1 Search for a product as shown in Section 9.1, “Searching for a Product and Viewing Product Data,” on page 141.

2 Click a product name to open the Product Details panel.

3 In the *Category/Subcategory* field, select a new category/subcategory pair.

For added flexibility, ZENworks Control Center allows you to create new category/subcategory pairs. For more information, see Section 9.3, “Managing Product Categories and Subcategories,” on page 143.

4 Click *OK* or *Apply*.

9.3 Managing Product Categories and Subcategories

During an inventory scan, ZENworks Control Center uses a knowledgebase of thousands of products to identify scanned products. After they are identified, these products are classified by category and subcategory. For added flexibility, ZENworks Control Center allows you to reclassify products and create new product categories.

Categories and subcategories are managed through the Product Categories panel (*Configuration* > *Asset Inventory*). This panel displays the following information:

- **Category Type:** The product category, such as CPU or CD-ROM. These are predefined.
- **Category Name:** The name of the product category.
- **Source:** Specifies whether the category name is a default value (*Novell*) or a user-defined value (*Local*). Only *Local* categories can be edited or deleted.

Figure 9-2 *Product Categories Panel*

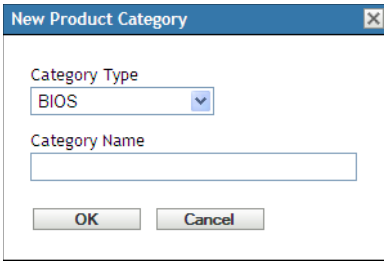
The following sections provide more information about managing product categories and subcategories:

- Section 9.3.1, “Creating a New Product Category,” on page 143
- Section 9.3.2, “Renaming a Product Category,” on page 144
- Section 9.3.3, “Deleting a Product Category,” on page 144
- Section 9.3.4, “Creating a New Product Subcategory,” on page 144
- Section 9.3.5, “Renaming a Product Subcategory,” on page 145
- Section 9.3.6, “Deleting a Product Subcategory,” on page 145

9.3.1 Creating a New Product Category

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.

2 In the Product Categories panel, click *New*.



3 Select a category type in the *Category Type* field.

4 Specify a name in the *Category Name* field.

5 Click *OK*.

The new category is added to the category list with the source shown as *Local*. You can further define this category by assigning a subcategory. For more information, see Section 9.3.4, "Creating a New Product Subcategory," on page 144.

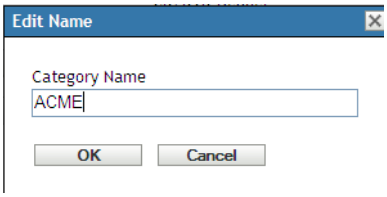
9.3.2 Renaming a Product Category

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.

2 In the Product Categories panel, select the category you want to rename.

You can only rename categories whose source is *Local*.

3 Click *Edit* > *Rename*.



4 Specify a new name in the *Category Name* field.

5 Click *OK*.

9.3.3 Deleting a Product Category

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.

2 In the Product Categories panel, select the category you want to delete.

You can only delete categories whose source is *Local*.

3 Click *Delete*.

9.3.4 Creating a New Product Subcategory

Creating a subcategory further classifies a product.

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.

2 In the Product Categories panel, select a category that you want to create a subcategory for.

3 Click *Action* > *Manage Subcategories*.

The Product Subcategories panel appears, listing any predefined subcategories for the specified category, and the subcategory source, *Local* or *Novell*.

4 Click *New*.

5 Specify a name in the *Subcategory Name* field.

6 Click *OK*.

9.3.5 Renaming a Product Subcategory

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.

2 In the Product Categories panel, select the category whose subcategory you want to rename.

You can only rename subcategories whose source is *Local*.

3 Click *Action* > *Manage Subcategories*.

4 Select the category/subcategory pair.

5 Click *Edit* > *Rename*.

6 Specify a new name in the *Subcategory Name* field.

7 Click *OK*.

9.3.6 Deleting a Product Subcategory

1 In ZENworks Control Center, click *Configuration*, then click the *Asset Inventory* tab.

2 In the Product Categories panel, select the category whose subcategory you want to delete.

You can only delete subcategories whose source is *Local*.

3 Click *Action* > *Manage Subcategories*.

4 Select the category/subcategory pair you want to delete.

5 Click *Delete*.

Troubleshooting

10

This section provides troubleshooting tips for ZENworks Asset Inventory. This section includes the following topics:

- Section 10.1, “ZENworks Adaptive Agent on NetWare Is Unable to Post Inventory to the ZENworks Server or Fetch Settings from the ZENworks Server,” on page 147
- Section 10.2, “Inventory Only Managed Device Is Not Running Scans or Unable to Post Scans,” on page 147

10.1 ZENworks Adaptive Agent on NetWare Is Unable to Post Inventory to the ZENworks Server or Fetch Settings from the ZENworks Server

This could be due to the following causes:

- The network connection or the ZENworks server is down.
- IP address of the ZENworks server is incorrect. To change the IP address:
  a. Open the file `sys:\ZENworks\zaa\uiaconfig.xml`.
  b. Find the element called *server* which looks like the following: `<server>ipaddress:80</server>` where *ipaddress* is the address of the server.
  c. Replace the old address with the correct one.
- The Inventory Only servlet is posted at a port other 80. To change the port number:
  a. Open the file `sys:\ZENworks\zaa\uiaconfig.xml`.
  b. Find the element called *server* which looks like the following: `<server>ipaddress:80</server>` where *ipaddress* is the address of the server.
  c. Change the port number from 80 to the correct port number.

10.2 Inventory Only Managed Device Is Not Running Scans or Unable to Post Scans

One possible reason for this is the corruption of the `uiaconfig.xml` file in the `sys\zenworks\zaa` directory.

To correct this problem:

1. Navigate to `[80000002\SOFTWARE\Novell\Zenworks\UMIA]`.
2. Locate the file `sys\zenworks\zaa\conf\zenaa.conf`.
3. Add the following key *Server="a.b.c.d"* where *a.b.c.d* is the server IP address.