Using ZENworks with Novell Service Desk Service Desk

March 2014



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About This Guide

This guide includes information that helps you to configure Novell Service Desk to seamlessly work with the Configuration Management tool, so that the Novell Service Desk users can manage incidents more efficiently.

The information in this guide is organized as follows:

- Chapter 1, "Overview," on page 7
- Chapter 2, "Configuring ZENworks with Novell Service Desk," on page 9
- Chapter 3, "Managing ZENworks Bundles," on page 25
- Chapter 4, "Using ZENworks Remote Management with Novell Service Desk," on page 39

Audience

This guide is intended for 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.

Additional Documentation

Novell Service Desk is supported by other documentation that you can use to learn about and implement the product. For additional documentation, see the Novell Service Desk documentation Web site (http://www.novell.com/documentation/servicedesk7/).

1 Overview

Novell Service Desk is a complete service management solution that allows you to easily monitor and solve service issues so that there is minimal disruption to your organization. Novell Service Desk provides an online support system to meet the service requirements of all your customers, administrators, supervisors, and technicians.

The key capabilities include:

- User-friendly interface that offers an easy-to-use Knowledge Base and Request tracking system for your customers.
- Easy-to-use tools that enable technicians to offer the most effective and efficient support service.
- Comprehensive management and reporting for the service desk, its technicians, and all support issues.
- Ability to use Novell ZENworks Configuration Management bundle management features from the Novell Service Desk user interface.

The Novell Service Desk software solution is completely Web-based and is highly scalable. The application can be deployed on Windows or Linux and supports a variety of RDBMS.

Novell Service Desk has the following editions available:

- Novell Service Desk for Incident Management: Includes Incident, Configuration, and Service Level Management (Basic) functionality with an emphasis on internal or external customer support.
- Novell Service Desk for ITIL Management: A comprehensive service management solution that is fully compliant with Information Technology Infrastructure Library (ITIL) standards. Novell Service Desk for ITIL Management supports eleven core ITIL processes including Request, Incident, Problem, Change, Configuration, and Service Level Management. This enterprise-wide solution delivers complete customer service and support for any size of organization.

2 Configuring ZENworks with Novell Service Desk

Novell Service Desk enables the integration of ZENworks with Novell Service Desk. Novell Service Desk can be configured to work seamlessly with the ZENworks Configuration Management tool, which allows Novell Service Desk users to use the ZENworks tool to efficiently and quickly resolve incidents for a device.

IMPORTANT: You must ensure that the time on the Novell Service Desk server, the server hosting the user source, and the ZENworks Primary Server that is configured for the Novell Service Desk server is synchronized.

- Section 2.1, "Logging in to the Novell Service Desk User Interface," on page 9
- Section 2.2, "Integrating ZENworks with Novell Service Desk," on page 10
- Section 2.3, "Importing the ZENworks User Source to Novell Service Desk," on page 12
- Section 2.4, "Assigning Processes to Users Imported to Novell Service Desk," on page 14
- Section 2.5, "Adding the Users to a Team," on page 15
- Section 2.6, "Importing the ZENworks Device Details to Novell Service Desk," on page 15
- Section 2.7, "Configuring Novell Service Desk By Using ZENworks Control Center," on page 16
- Section 2.8, "Configuring the ZENworks Primary Server Details," on page 18
- Section 2.9, "Configuring the ZENworks Primary Server Details in Novell Service Desk," on page 19
- Section 2.10, "Logging in to the Novell Service Desk User Interface through ZENworks," on page 24

2.1 Logging in to the Novell Service Desk User Interface

1 Use a Web browser to go to the following URL:

http://Novell_Service_Desk:port/LiveTime/WebObjects/LiveTime.woa/wa/Login

Replace *Novell_Service_Desk* with the IP address or DNS name of the Novell Service Desk Server and replace *port* with the port number specified during the installation of Novell Service Desk. The default port is 8700.

2 In the login dialog box, specify the credentials and click *Login* to display the Novell Service Desk user interface.

2.2 Integrating ZENworks with Novell Service Desk

For Novell Service Desk to seamlessly work with ZENworks Configuration Management, you must first enable ZENworks on the device and then enable ZENworks authentication for Service Desk users.

NOTE: The integration of Novell Service Desk 7.0.3 works with ZENworks 11 SP1 or later, though Service Desk makes no checks and allows integration attempts with prior versions of ZENworks.

- Section 2.2.1, "Enabling ZENworks," on page 10
- Section 2.2.2, "Enabling ZENworks Authentication for Service Desk Users," on page 11

2.2.1 Enabling ZENworks

- 1 Log in to the Novell Service Desk user interface as a supervisor or administrator.
- **2** Click *Setup* > *Privileges* > *System*.

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3 In the General Settings panel, set the *Enable ZENworks Integration* option to *On*.

This enables the ZENworks tab in the *Novell Service Desk* menu.

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2.2.2 Enabling ZENworks Authentication for Service Desk Users

1 Log in to the Novell Service Desk user interface as a supervisor or administrator.

For more information on logging in to the Novell Service Desk user interface, see Section 2.1, "Logging in to the Novell Service Desk User Interface," on page 9.

- **2** Click *Setup* > *Privileges* > *System*.
- **3** In the General Settings panel, set the *OpenID Consumer* option to *On*.

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Defa	ault Technician Availability	Yes No							

4 Click Save.

The ZENworks icon 🔍 is now displayed on the Novell Service Desk login page.

2.3 Importing the ZENworks User Source to Novell Service Desk

1 Log in to the Novell Service Desk user interface.

For more information on logging in to Novell Service Desk, see Section 2.1, "Logging in to the Novell Service Desk User Interface," on page 9.

- **2** Click *Setup* > *Authentication*.
- **3** On the LDAP or Active Directory Setup page, click *Edit*.

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- **4** Select one of the following authentication types:
 - LDAP Server Authentication: Go to Step 5.
 - Active Directory Server Authentication: Go to Step 6.
- 5 (Conditional)If you are using LDAP server authentication, configure the settings:
 - **5a** Fill in the following fields:

Security: Select the type of user authentication (Secure Socket Layering (SSL) or Clear Text authentication). You can choose to use an anonymous or password-protected login. If you choose an anonymous login, ensure that anonymous access to the directory is available.

Server Host: Specify the host name or IP address of the LDAP server.

Server Port: Specify the LDAP server port. The default port is 389.

User Name: Specify the username to authenticate in to the LDAP server or leave this blank for anonymous connections. For example, cn=admin, o=novell.

Password: Specify the password.

BaseDN: Specify the base domain name.

The base domain name refers to the domain location of the user groups. For example, if the location of the user groups is

ou=UserGroups, ou=MIS, dc=myoffice, dc=mycompany, dc=com, you must specify ou=UserGroups, ou=MIS, dc=myoffice, dc=mycompany, dc=com.

Include Customers: Ensure *Yes* is enabled. Internal Authentication is not supported by ZENworks.

Mix Mode: Ensure No is enabled. Internal Authentication is not supported by ZENworks.

Default Timezone: Select the default time zone to be applied to all the user accounts that are imported by using the authentication server.

- **5b** Click Save.
- **5c** Click Advanced.
- **5d** Set the *GUID* option to *Standard*, and select *GUID*.
- 5e Skip to Step 7.
- **6** (Conditional) If you are using Active Directory server authentication, configure the settings:
 - **6a** Perform the following fields:

Domains: Click *New* to specify a Active Directory domain.

Security: Select the type of user authentication (Secure Socket Layering (SSL) or Clear Text authentication). You can choose to use an anonymous or password-protected login. If you choose an anonymous login, ensure that anonymous access to the directory is available.

Server Host: Specify the host name or IP address of the Active Directory server.

Server Port: Specify the Active Directory server port. The default port is 389.

User Name: Specify the username to authenticate in to the Active Directory server or leave this blank for anonymous connections.

Password: Specify the password.

Users Node: The component of the base domain name that refers to the location of the User Groups. For example, cn=users.

Include Customers: Ensure *Yes* is enabled. Internal authentication is not supported by ZENworks.

Mix Mode: Ensure *No* is enabled. Internal authentication is not supported by ZENworks.

Default Timezone: Select the default time zone to be applied to all the user accounts that are imported by using the authentication server.

- 6b Click Save.
- **6c** Click Advanced.
- 6d Set the GUID option to Standard, and select objectGUID.
- 7 Click *Test* to create a connection to the LDAP Server.

or

Click *Sync* to run the synchronization process manually. This is useful for the initial deployment and when new directory server accounts have been created for users requiring immediate access to the system.

2.4 Assigning Processes to Users Imported to Novell Service Desk

After you have imported the ZENworks users to Novell Service Desk, you must assign the appropriate user processes to the users:

1 Log in to the Novell Service Desk user interface.

For more information on logging in to Novell Service Desk, see Section 2.1, "Logging in to the Novell Service Desk User Interface," on page 9.

- 2 Click User.
- 3 In the Users page, click the user name for whom you want to assign the processes.
- **4** Select the processes you want to assign to the user and then click *Save*.

2.5 Adding the Users to a Team

You must assign the user to one or more support teams. Before assigning the user to a team, you must ensure that one or more processes has been assigned to the user. For more information on assigning processes to users, see Section 2.4, "Assigning Processes to Users Imported to Novell Service Desk," on page 14.

To add users to a team:

1 Log in to the Novell Service Desk user interface as a supervisor or administrator.

For more information on logging in to Novell Service Desk, see Section 2.1, "Logging in to the Novell Service Desk User Interface," on page 9.

- **2** Click *User* >*Users*.
- **3** On the Users page, click the name of the user you want to assign to a team.
- **4** In the *Add By* option, select *Team*.
- **5** In the *Find Team* option, specify the team or click **Q** to list all the support teams for the processes that the user is assigned to.
- **6** Click the teams that you want to add the user to.
- 7 Click Save.

2.6 Importing the ZENworks Device Details to Novell Service Desk

You import the ZENworks Device Details to Novell Service Desk by using database mapping:

- 1 In Novell Service Desk user interface, click *Setup* > *AMIE* > *New*.
- **2** In the Server section of the AMIE page, select the type of the inventory management product.
- **3** Fill in the fields in the Database section:

Type: Select the database type.

Host: Specify the hostname or IP address of the database.

Port: Specify the port number for the database server.

Name: Specify the database name.

Username: Specify the username.

Password: Specify the password.

For the internal Sybase database, you can obtain the password by running the following command:.

zman dgc

For other databases, use the password that you configured during the ZENworks Primary Server installation.

Schema: Specify the schema type. Depending on the database type, you must specify one of the following schema types:

- For Sybase: zenadmin
- For MS_SQL: dbo
- For Oracle: ZENWORKS

Catalog: Specify the catalog name. Typically this would be the name of the database. Depending on the database type, you must specify one of the following catalog types:

- For Sybase: zenworks
- For MS_SQL: zenworks_zonename

Replace *zonename* with the name of the management zone in which the Primary Server is installed.

- For Oracle: ZENWORKS
- **4** In the Notification section, select whether you want notify technicians for generated change requests. You can do this only if *Control CMS via RFC* is also enabled.
- **5** Fill in the fields in the Ownership section:

Unassigned (Import Items as Global): Select this option if the items are to be globally owned.

System User: Select this option to assign imported items to the System User.

Selected Customer: Select this option to assign imported items to a specific customer.

6 Fill in the fields in the Synchronization section:

Auto Create New Items: This option is visible only when a single AMIE source is defined within AMIE. Click *Yes* to automatically create items upon synchronization, relative to the "Control CMS via RFC" setting in the *Setup* > *Privileges* > *Requests* tab. If the setting is disabled, a snapshot of imported asset information is listed within the *Super* > *Configuration* > *AMIE Snapshots* tab.

Frequency: Choose a synchronization interval. You can leave this set to *Never* if the database will be synchronized manually.

The synchronization time can vary, depending on the connection speed with the external service and the database size.

- 7 Click *Test* to initiate a connection and test the setup.
- 8 Click Save.
- **9** In the AMIE page, click the server whose device details you want to import
- **10** Click the *Import* button.

2.7 Configuring Novell Service Desk By Using ZENworks Control Center

You need to configure Novell Service Desk so that users can log in to ZENworks and use ZENworks tools to resolve incidents for a device.

- Section 2.7.1, "Configuring the OpenID Setting," on page 17
- Section 2.7.2, "Configuring the User Source in ZENworks Control Center," on page 17
- Section 2.7.3, "Creating ZENworks Administrators," on page 17

2.7.1 Configuring the OpenID Setting

To log in to ZENworks Control Center from Novell Service Desk, click the (1) in the Novell Service Desk user interface. For information on integrating the ZENworks icon with Novell Service Desk, see Section 2.2, "Integrating ZENworks with Novell Service Desk," on page 10.

If you want to maintain the session that was started when you first logged in to ZENworks through Novell Service Desk, you need to configure the OpenID setting in ZENworks Control Center:

1 Log in to ZENworks Control Center from a ZENworks Primary Server that is configured with Novell Service Desk.

For more information on configuring ZENworks Primary Server with Novell Service Desk, see

- **2** Click the *Configuration* tab.
- **3** Click Infrastructure Management.
- **4** Click the *OpenID Settings* link.
- **5** On the OpenID Settings page, select the *Create ZCC session while authenticating external services* option.
- 6 Click *Apply*, then click *OK*.

2.7.2 Configuring the User Source in ZENworks Control Center

In ZENworks Control Center, you must add the same user source that has been imported to Novell Service desk.

1 Log in to ZENworks Control Center of a ZENworks Primary Server that is configured with Novell Service Desk.

For more information on configuring ZENworks Primary Server with Novell Service Desk, see, .

- **2** Click the *Configuration* tab.
- 3 In the User Sources panel, click *New* to launch the Create New User Source Wizard.
- **4** Follow the on-screen prompts to create the connection to the user source. For information about each of the wizard options, click the *Help* button.

2.7.3 Creating ZENworks Administrators

In ZENworks Control Center, you need to create an administrator account and provide the appropriate rights.

1 Log in to ZENworks Control Center from a ZENworks Primary Server that is configured with Novell Service Desk.

For more information on configuring ZENworks Primary Server with Novell Service Desk, see .

- **2** Click the *Configuration* tab.
- **3** In the Administrators panel, click *New* > *Administrator* to display the Add New Administrator dialog box.
- **4** Select the *Based on User(s) in a User Source* option.
- 5 Click *Add*, then browse for and select the user you want.

6 Follow the on-screen prompts to create the administrator. For information about each of the wizard options, click the *Help* button

The newly created administrator account is granted rights to view all objects in the Management Zone. To grant additional rights, or to limit the administrator's rights to specific folders only, you need to modify the rights. For more information on managing administrator rights, see the *Novell ZENworks 11 System Administration Reference* at the Novell Documentation Web site (http://www.novell.com/documentation/zenworks11/).

2.8 Configuring the ZENworks Primary Server Details

To log in to ZENworks Control Center of a ZENworks Server from the Novell Service Desk user interface, you must configure the details of the ZENworks Primary Server:

1 In the Novell Service Desk user interface, click *Setup* > *AMIE* > *ZENworks*.

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AMIE															
6	Setup	Import	Cust	omize	ZENworks										
Ge	eneral Settings														
	Server Address	https://164.9	99.186.132												
	1P Field	field4													
	OS Field	field20													
or	penID Provider														
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2 In the General Settings section, specify the following information:

Server Address: Specify the IP address of the ZENworks Primary Server.

User Source: Specify the name of the user source that has been added in ZENworks Control Center.

For more information on configuring user source in ZENworks Control Center, see Section 2.7.2, "Configuring the User Source in ZENworks Control Center," on page 17.

IP Field: By default within the AMIE mapping file, Field 4 in the Details Tab of an item is be used for the IP address (network address) of a device. This can be edited, if necessary.

OS Field: By default within the AMIE mapping file, Field 20 in the Details Tab of an item is used to record the OS information of a device. This can be edited, if necessary.

3 Read the information displayed in the OpenID Provider panel:

The OpenID Provider panel is displayed only if authentication of Service Desk users through ZENworks has already been enabled. For more information, see "Enabling ZENworks Authentication for Service Desk Users" on page 11.

Name: Displays ZENworks as the OpenID Provider name.

Icon: Displays the ZENworks icon that will be available on the Novell Service Desk login page for the Service Desk customers and users accessing Service Desk.

URL: This field is initially blank. It display the OpenID Provider URL that is automatically generated based on the address specified in the *Server Address* option when you click *Save*.

4 Click Save.

The *URL* option in the OpenID Provider panel displays the OpenID Provider URL that is automatically generated based on the address specified in the *Server Address* option.

2.9 Configuring the ZENworks Primary Server Details in Novell Service Desk

To allow Novell Service Desk users to use ZENworks Bundle, Remote Management features, or to login to ZENworks Control Center from the Novell Service Desk User Interface, you must configure the details of ZENworks Primary Server.

You can use one of the following options:

NOTE: Automatic Configuration is applicable for ZENworks 11.2.3 and higher versions only. For earlier versions of ZENworks, use the Manual Configuration option.

- Section 2.9.1, "Automatic Configuration," on page 19
- Section 2.9.2, "Manual Configuration," on page 21

2.9.1 Automatic Configuration

- 1 In the Novell Service Desk user interface, click *Setup* > *ZENworks*.
- 2 In the *General* tab, specify the ZENworks Server address.
- **3** Select *Automatic Configuration* to automatically exchange certificates.

NOTE:

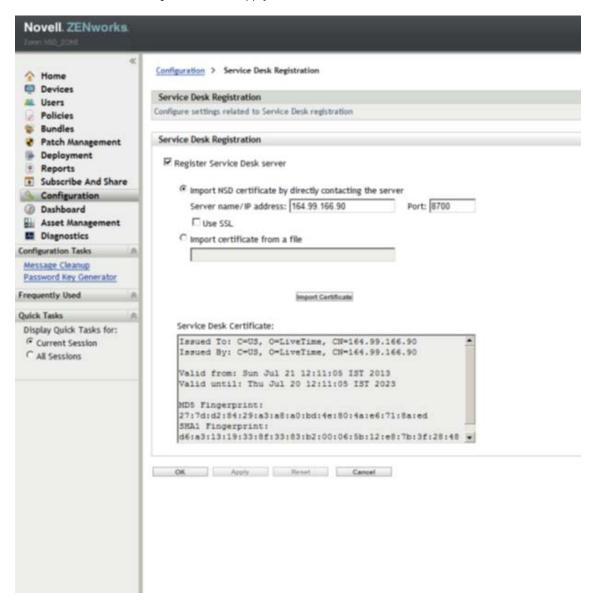
- The Novell Service Desk and ZENworks certificates need to be exchanged to complete the registration process.
- Ensure that the system time is in sync with Novell Service Desk and ZENworks Server.

			By Account	Setup		045			
nait C	Custom Fields	Privileges Customize	Localization Licens	es Database	LDAP	SSO Rep	orts Billing	AMIE	ZENwork
0	Info	ormation							
	Certif	icates hetween Novell	Service Desk and ZENv	orks are each	anned aut	tomatical	v after provid	ina New	ell
			DELAIRE PLONE OUR TPINA		101.360 001	COLLEGE COLLEGE	A miner bunning		6.00
		ce Desk server addres	in ZENworks Control C		and high		e eelu		
		ce Desk server addres	in ZENworks Control (on is applicable for ZEP		and high	er version	s only.		
ZENwo		ce Desk server addres			and high	er version	s only.		
ZENwo	Note	ce Desk server addres			and high	er version	s only.		
ZENwo	Note orks Setup General	ce Desk server addres	on is applicable for ZEP		and high	er version	s only.		
ZENwo	Note orks Setup General	ce Desk server addres ; Automatic configurat ZENworks Server Settin	on is applicable for ZEP	works 11.2.3	and high	er version	s only.		
ZENwo	Note orks Setup General	ce Desk server addres ; Automatic configurat ZENworks Server Settin	on is applicable for ZEP	works 11.2.3	and high	er version	s only.		
ZENwo	Note orks Setup General	ce Desk server addres ; Automatic configurat ZENworks Server Settin ZENworks Server Addres	on is applicable for ZEP ps https://164.99.98.8 ps	works 11.2.3	and highe	er version	s only.		

To register Novell Service Desk details in ZENworks

- 1 Log in to the ZENworks Control Center, click *Configuration > Service Desk Management > Service Desk Registration.*
- **2** Select Import NSD Certificate by directly contacting the server.
- **3** Provide Novell Service Desk Server address in the ZENworks Control Center for automatic exchange of certificates.
- 4 Click Import Certificate.

5 After the certificate is imported, click *Apply*. Click *OK*.



2.9.2 Manual Configuration

- 1 In the Novell Service Desk user interface, click *Setup* > *ZENworks*.
- 2 In the *General* tab, specify the ZENworks Server address.
- **3** Select Manual Configuration.

No	vell. Service Desk						
	Reports	My Account	Setu		СН5		
Email	Custom Fields Privileges Customize	Localization	Licenses Dat	ibase LDAP	SSO Reports	Billing AMIE	ZENworks
ZEN	Information Manually download the Nove	Il Service Desk o	ertificate and	mport it to Z	ENworks.		
	ZENworks Server Setting	15					_
	ZENworks Server Address	https://164.9	9.98.82				
	ZENworks Configuration Setting	18					
	Automatic Configuratio	o n					
	Manual Configuration	en 😐					
	6	ownload Certificat	Reset Cert	ficate)	Reset	Save	
-							

4 Click *Download Certificate* and store it on the local drive.

To Register Novell Service Desk details in ZENworks:

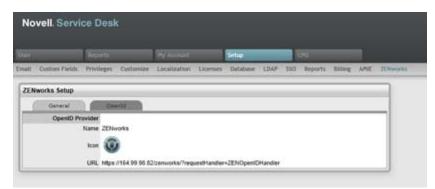
- 1 Log in to the ZENworks Control Center, click *Configuration > Service Desk Management > Service Desk Registration*.
- **2** Select *Import Certificate from a file*.

 Home Devices Users Policies 	Configuration > Service Desk Registration Service Desk Registration Configure settings related to Service Desk registration	
Bundles Patch Management Deployment Reports Subscribe And Share Configuration Dashboard Dashboard Diagnostics Configuration Tasks Message Cleanup Passend Ray Generator Frequently Used A	Service Desk Registration Register Service Desk server	Part (170) Uptoed file [3
Quick Tasks (n) Display Quick Tasks for: ^{GC} Current Session ^{CC} All Sessions	Service Desk Certificate: Issued To: C=OS, O=LiveTime, CH=164.99.164. Insued By: C=OS, O=LiveTime, CH=164.99.164. Valid from: Sun Jul 21 12:11:05 IST 2013 Valid until: Thu Jul 20 12:11:05 IST 2013 NOS Fingerprint: 27:7d:d2:84:28:43:46:40:bd:4e:80:44:e6:71:8 SHA1 Fingerprint: d6:45:13:10:35:87:33:83:b2:00:06:08b:12:e8:7 06 Amete Reset Samet	po lated

3 Click the browse button, and upload the Novell Service Desk certificate downloaded in Step 4. Click *Apply*. Click *OK*.

Open ID Settings

- 1 In the Novell Service Desk user interface, click *Setup* > *ZENworks*.
- 2 Click OpenId tab.



3 Read the information displayed in the OpenID Provider panel:

The OpenID Provider panel is displayed only if authentication of Service Desk users through ZENworks has already been enabled. For more information, see "Enabling ZENworks Authentication for Service Desk Users" on page 11.

Name: Displays ZENworks as the OpenID Provider name.

Icon: Displays the ZENworks icon that will be available on the Novell Service Desk login page for the Service Desk customers and users accessing Service Desk.

URL: This field is initially blank. It display the OpenID Provider URL that is automatically generated based on the address specified in the *Server Address* option when you click *Save*.

4 Click Save.

The *URL* option in the OpenID Provider panel displays the OpenID Provider URL that is automatically generated based on the address specified in the *Server Address* option.

2.10 Logging in to the Novell Service Desk User Interface through ZENworks

1 Use a Web browser to go to the following URL:

http://Novell_Service_Desk:port/LiveTime/WebObjects/LiveTime.woa/wa/Login

Replace *Novell_Service_Desk* with the IP address or DNS name of the Novell Service Desk server and replace *port* with the port number specified during the installation of Novell Service Desk. The default port is 8700.

NOTE: If you choose to use Internet Explorer 8.0 browser to log in to Novell Service Desk, you must ensure that the version of the browser is higher than Internet Explorer 8.0.7600.16385.

- 2 Click the ZENworks icon on the Novell Service Desk Login page.
- **3** In the Novell ZENworks login dialog box, specify the credentials and click *Login* to log in to the Novell Service Desk user interface.

3 Managing ZENworks Bundles

Novell Service Desk allows Novell Service Desk users to use the ZENworks Bundle Management capability to efficiently and quickly resolve the incidents raised for a device.

Use the following information to manage the ZENworks bundles that are applicable for a service request:

- Section 3.1, "Listing the Bundles For a Service Request," on page 25
- Section 3.2, "Viewing Bundle Information," on page 27
- Section 3.3, "Assigning a Bundle to a Device," on page 28
- Section 3.4, "Assigning a Bundle to a Customer," on page 29
- Section 3.5, "Removing a Bundle Assignment from a Device," on page 30
- Section 3.6, "Removing a Bundle Assignment from a Customer," on page 31
- Section 3.7, "Searching For Bundles," on page 31
- Section 3.8, "Blocking the Bundles," on page 33
- Section 3.9, "Unblocking Bundles," on page 35
- Section 3.10, "Bundle Quick Tasks," on page 36

3.1 Listing the Bundles For a Service Request

In the Novell Service Desk user interface, you can choose to list only the device-assigned bundles, the customer-assigned bundles, or all the ZENworks bundles that are applicable for a particular service request.

N	ovell. Service D)esk		Wed, 7 Nov	2012 17:00:54 🛛 💽 Help 🕞 Logout
Hom			afiguration User Knowledge Reports		
Му Та	isks Dashboard Aler	ts Calendar	My Account Quick Calls Group Templates Feedback		Shashi Kala
In	cident Information		Servic	e Terms	
	Customer	Analysis	Summary	Service	
	Edit 1	Add Note	E Print Incident # 10010	Agreement	
	Contact			Progress	11/07/12 16:51
		Raghu Kota	Bundle Management		11/10/12 16:51
	Org Unit		Bundles		2 Days, 23 Hrs, 50 Mins (100%)
	Phone		Search Block Unblock Quick Tasks Filter: Device Bundles		11/07/12 16:51
	Cocal Time o	Wed, 7 Nov 2012			2 Users
		VMware Virtual F	Name Type Deploy Status Effective Device Bundles inect ZEN11SP1P1-Linux-Bundle-Adobe-95 Linux Bundle Pending Effective Customer Bundles es		
	Number 1	100004	C1504f49c070e129bb6f69ea43dec2f8 File Bundle N/A Wrong Platform 1 No	- 11	
	Status				
	Criticality I	Moderate	1 - 2 of 2 Results		Bundles
	Classification	General			
	Urgency 1				Control
	Impact I	Moderate			
	Priority I	Medium			
	Escalation) On 🕐 Off			
	Escalation Layer				
	Technician :	Shashi Kala			
	Subject	install groupy			
	Description	install groupw			
		mstan groupw	99 VII 011		
			Recent Active Alerts		

For more information, review the following sections:

- Section 3.1.1, "Listing the Device Bundles," on page 26
- Section 3.1.2, "Listing the Customer Bundles," on page 26
- Section 3.1.3, "Listing All the ZENworks Bundles," on page 27

3.1.1 Listing the Device Bundles

To list all the ZENworks bundles that are assigned to the device for which the service request has been entered:

1 Log in to the Novell Service Desk user interface through ZENworks.

For more information, see "Logging in to the Novell Service Desk User Interface through ZENworks" on page 24.

- **2** In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click *Bundles*.

By default, the Bundles panel lists all the bundles that are assigned to the device.

3.1.2 Listing the Customer Bundles

To list all the ZENworks bundles that are assigned to the customer who entered the service request:

1 Log in to the Novell Service Desk user interface through ZENworks.

- **2** In the Tasks panel, click the service request you want to resolve.
- **3** In the ZENworks Tools panel, click *Bundles*.
- **4** In the *Filter* option of the Bundles panel, select *Customer Bundles*.

3.1.3 Listing All the ZENworks Bundles

To list all the ZENworks bundles that are available on the ZENworks server that is registered with Novell Service Desk:

1 Log in to the Novell Service Desk user interface through ZENworks.

For more information, see "Logging in to the Novell Service Desk User Interface through ZENworks" on page 24.

- **2** In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click Bundles.
- 4 In the *Filter* option of the Bundles panel, select *All Bundles*.

3.2 Viewing Bundle Information

1 Log in to the Novell Service Desk user interface through ZENworks.

For more information, see "Logging in to the Novell Service Desk User Interface through ZENworks" on page 24.

- **2** In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click Bundles.
- **4** In the *Filter* option of the Bundles panel, select the category of the bundles whose information you want to view.

For example, selecting *Device Bundles* lists all the bundles that are assigned to the device for which the service request has been entered.

5 In the Bundles panel, click the name of the bundle whose information you want to view.

Hy Tasks Dashboard Alerts Cale	ar Hy Account Quick Calls Group Templates Feedback	Service Terms	Shashi Kala
Customer Analy	Summary	Service	
Edit Add Not	Print Incident # 10010	Agreemen Progress	
Contact Customer Reghu Ko Org Lint Phone Local Time Vied, 7 No Viet Rem Type VMware* Number 10004 Status Arrived Orticality Moderate Details Classification General Ligency Moderate Phonty Medium Escolation Layer (Loyer 1 Technician Shashi Ka	INF F Name ZEN11SP291.Linux-Bundle-Oracle-Clent-11 Display Name ZEN11SP291.Linux-Bundle-Oracle-Clent-11 Type Linux-Bundle Version 1 Enabled frue Hiss Sandbox No Description	×	11.07/12 18:51 11/10/12 18:51 2 Days, 23 Hz, 50 Mins (100%) 11.07/12 18:51 2 Days Bundles Control
	Done		
Subject install			
Description install	Recent Active New		

The *Details* tab in the Bundles Information panel displays the bundle's details such as name, display name, type, version, and description.

3.3 Assigning a Bundle to a Device

You can use the Novell Service Desk user interface to assign bundles to devices. The assignment changes are reflected in the ZENworks Control Center of the ZENworks Primary Server that is configured with Novell Service Desk. For more information on configuring the ZENworks Primary Server with Novell Service Desk, see .

You can also remove the existing bundle assignments. For information on removing the assignments, see "Removing a Bundle Assignment from a Device" on page 30.

1 Log in to the Novell Service Desk user interface through ZENworks.

- **2** In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click Bundles.
- **4** In the *Filter* option of the Bundles panel, select All Bundles.
- 5 In the Bundles panel, click the name of the bundle that you want to assign to the device.
- **6** Click the *Device* tab.
- 7 Click Add.

Home Operations Hy Tasks Dashboard Alerts (Configuration User Calendar My Account Quick Call	Knowledge Repo Group Templates Feedback	rts	-		Shashi Kala
Incident Information					Service Terms	
Customer An	nalysis Summary				Service	
Edit Add 1	Note 😫 Print			Incident # 10010	Agreement Progress	
Contact	Bundle Managemen	:			×	11/07/12 16:51
Customer Raghu	u Kota Details	Customer Device			-	11/10/12 16:51
Org Unit Phone Local Time Wed,			ZEN11SP2P1-Li	nux-Bundle-Oracle-Client-11		2 Days, 23 Hrs, 50 Mins (100%) 11/07/12 16:51
Type VMwa Number 10000	04	100003	Find Item (Item 1	00		(2Users)
Status Arrive Criticality Moder			Item Number	≜ item Type 🛛 🔳		
Details	1000		100003	VirtualBox VMware Virtual		Bundles
Classification Gener	ral		100004	Platform		Control
Urgency Moder Impact Moder			100005	VMware Virtual Platform	E	
Priority Mediu			100006	VMware Virtual Platform		
Escalation () O Escalation Layer (Layer			1	4 of 4 Results		
Technician Shash	hi Kala Shortcut Location	Application Window Desktop Quick Launch System Tray	Start Menu			
Description [tall groupy		Assig	n Cancel		
ins	fail group/	a Active		How @ A	atte	

- 8 In the *Find Item* option, click **(a)** to list all the devices that you can assign the bundle to.
- **9** Click the device you want to assign the bundle to.
- **10** Click Assign.

The *Device* tab lists the bundles assigned to the device.

11 Click *Done*.

3.4 Assigning a Bundle to a Customer

You can use the Novell Service Desk user interface to assign bundles to customers. The assignment changes are reflected in the ZENworks Control Center of the ZENworks Primary Server that is configured with Novell Service Desk.

You can also remove the existing bundle assignments. For information on removing the assignments, see "Removing a Bundle Assignment from a Customer" on page 31.

1 Log in to the Novell Service Desk user interface through ZENworks.

- **2** In the Tasks panel, click the service request you want to resolve.
- **3** In the ZENworks Tools panel, click *Bundles*.
- **4** In the *Filter* option of the Bundles panel, select All Bundles.
- **5** In the Bundles panel, click the name of the bundle that you want to assign to the customer.
- **6** Click the *Customer* tab.
- 7 Click Add.

Customer Analysis	Summary				Service Terms Service	
Edit Add Note					Agreement	
	Print			Incident # 10010	Progress	
Contact Bu	ndle Management				×	11/07/12 16:51
Customer Raghu Kota						11/10/12 16:51
Org Unit	Details Custo	mer Device				2 Days, 23 Hrs, 50 Mins (100%)
Phone			ZEN11SP2P1-Linu	x-Bundle-Oracle-Client-11		11/07/12 16:51
Local Time Wed, 7 Nov 2012	Assign Bundle					2 Users
	Selected User(s) 🖨 Ramnis	sh Kumar	Find User (Last Nar	me)		200010
Type VMware Virtual F Number 100004				00		
Status Arrived						
Criticality Moderate			Customer	à Role		
Details			Chetan Kumar	Technician		Bundles
Classification General			Nagaraj V	Administrator	E	Control
Urgency Moderate			Radha K	Partner		Control
Impact Moderate			Raghu Kota	Customer		
Priority Medium			Rajendra Paraddi	Manager		
Escalation (i) On (i) Off			Ramnish Kumar	Customer		
Escalation Layer (Layer 1 of 1)			Sankar R	Finance		
Technician Shashi Kala			Santosh P Shashi Kala	Administrator Supervisor		
			and the second second			
			1 - 9	of 9 Results		
Subject install groupy	Shortcut Location	cation Window Desktop	Start Menu			
and an anothing to april						

- 8 In the *Find Item* option, click **(2)** to list all the customers to whom you can assign the bundle.
- 9 Click Assign.

The Customer tab lists the bundles assigned to the customer.

10 Click *Done*.

3.5 Removing a Bundle Assignment from a Device

You can use the Novell Service Desk user interface to assign bundles to devices. The assignment changes are reflected in the ZENworks Control Center of the ZENworks Primary Server that is configured with Novell Service Desk. For more information on assigning a bundle to a device, see Section 3.3, "Assigning a Bundle to a Device," on page 28.

To remove the bundle assignment from a device:

1 Log in to the Novell Service Desk user interface through ZENworks.

- 2 In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click Bundles.
- 4 In the *Filter* option of the Bundles panel, select *Device Bundles*.
- 5 In the Bundles panel, click the name of the bundle that has been assigned to a device.
- **6** Click the *Device* tab.
- 7 Select the assignments that you want to remove and click *Remove*.

3.6 Removing a Bundle Assignment from a Customer

You can use the Novell Service Desk user interface to assign bundles to customers. The assignment changes are reflected in the ZENworks Control Center of the ZENworks Primary Server that is configured with Novell Service Desk. For more information on assigning a bundle to a device, see Section 3.4, "Assigning a Bundle to a Customer," on page 29.

To remove the bundle assignment from a Customer:

1 Log in to the Novell Service Desk user interface through ZENworks.

For more information, see "Logging in to the Novell Service Desk User Interface through ZENworks" on page 24.

- **2** In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click Bundles.
- 4 In the *Filter* option of the Bundles panel, select *Customer Bundles*.
- 5 In the Bundles panel, click the name of the bundle that has been assigned to a customer.
- **6** Click the *Customer* tab.
- 7 Select the assignments that you want to remove and click *Remove*.

3.7 Searching For Bundles

You can use the Novell Service Desk user interface to search for a bundle that has been assigned to the device for which the service request has been entered or the customer who has entered the service request.

To search for the bundle:

1 Log in to the Novell Service Desk user interface through ZENworks.

- **2** In the Tasks panel, click the service request you want to resolve.
- **3** In the ZENworks Tools panel, click *Bundles*.
- **4** In the Bundles panel, click *Search*.

Novell. Service Desk	Wed, 7 Nov 2012 17:05:05 🔘 Help 📑 Logout
Hy Tasks Dashboard Alerts Calendar Hy Account Quick Calls Group Templates Feedback	Shashi Kala
	rvice Terms
Customer Analysis Summary	Service Agreement Warranty
Edit Add Note Incident # 10010 Bundle Management	× 15
Contact	te 11/07/12 16:51
Customer Raghu Kota Search Bundles	te 11/10/12 16:51
Org Unit Phone Search	ng 2 Days, 23 Hrs, 46 Mins (100%) nn 11/07/12 16:51
Local Time Wed, 7 Nov 201 Name ZEN	be be
Type Any	ts 2Users
Type VMware Virtua	
Number 100004	
Status Arrived Message Status Arry	35
Details Compliance Status Any	e Bundles
Classification General Severity Any	te Control
Urgency Moderate Include Subfolders	
Impact Moderate Priority Medium Cancel Clear Seam	ch
Escatation @ On @ O	
Escalation Layer (Layer 1 of 1)	
Technician Shashi Kala	
Subject install group	
Augusta 1	
install groupwise client	
Recent Active New Alerts	

5 In the Search Bundles panel, specify one or more of the following:

Search Criteria	Description	Additional Information
Name	Specify the name of the item you are searching for.	Use the operator that is most appropriate for your search. You can include wildcard characters such as an asterisk (*) or a question mark (?). The search criteria are not case-sensitive.
		For example, if you specify the name as win*, then all items that have win as a part of the name are listed, such as Win1, or bun_win.

Search Criteria	Description	Additional Information		
Туре	Select one of the following types:	Any is selected by default.		
	• Folder: The search is limited to the folders containing bundles.	You can choose to specify multiple search criteria at the same time.		
	 Bundle Group: The search is limited to the bundle groups. 	For example, if you specify the name as win*, then all the entities having win as a part		
	• Bundle: The search is limited to the bundles.	of its name are listed. if you specify the name as win* and the type		
	 Linux Bundle: The search is limited to the Linux bundles. 	as Windows Bundle then only the Windows bundles with win as a part of the name are		
	• Linux Dependency Bundle: The search is limited to the Linux Dependency bundles.	listed.		
	 Linux Patch Bundle: The search is limited to the Linux Patch bundles. 			
	 Patch Bundle: The search is limited to the Patch bundles. 			
	 Preboot Bundle: The search is limited to the Preboot bundles. 			
	Windows Bundle: The search is limited to the Windows bundles.			
Category	Select a bundle category.	Any is selected by default		
Message Status	Select a message status.	Any is selected by default		
Compliance Status	Select a compliance status.	Any is selected by default		
Severity	Select a severity.	Any is selected by default		
Include subfolders	Select the <i>Include subfolders</i> option to enable the search to be performed within the subfolders.			

3.8 Blocking the Bundles

You can block the device-assigned bundles or the customer-assigned bundles from being executed on the device to which the bundles are assigned.

t Information						Service Terms	
Customer Analysis	Summary					Service Territs	
				her?	4 # 10010	Agreer	ment Warranty
Edit Add Note	Print			Inciden	it # 10010		ess 243
Contact	Bundle Management					×	ate 11/07/1216:51 ate 11/10/1216:51
Customer Raghu Kota	Bundles						ing 2 Days, 6 Hrs, 35 Mins (76%)
Org Unit Phone		Unblock	0.017.4		Partice Provider and Pr		ion 11/07/12 16:51
Local Time Thu, 8 Nov 201	Search Block		Quick Tasks		Device Bundles 💌 Di		led
୍ରାଟ୍ର Item		Туре	Deploy Status	Effective		ect	ds 2 Users
Type VMware Virtua			Pending	Effective	0 Ye		
Number 100004 Status Arrived	c1504f49c070e129bb6f69ea43dac2f8	File Bundle	N/A.	Wrong Platform	1 No		,
Criticality Moderate		1 -	2 of 2 Results				ks
Details							ge Bundles
Classification General							ote Control
Urgency Moderate							
Impact Moderate Priority Medium							
Escalation On C							
Escalation Layer (Layer 1 of 1)							
Technician Shashi Kala							
Subject install group							
Description install group	NIGC CIICIII						
nietan groop							

- Section 3.8.1, "Blocking the Bundles Assigned to a Device," on page 34
- Section 3.8.2, "Blocking the Bundles Assigned to a Customer," on page 34

3.8.1 Blocking the Bundles Assigned to a Device

1 Log in to the Novell Service Desk user interface through ZENworks.

For more information, see "Logging in to the Novell Service Desk User Interface through ZENworks" on page 24.

- 2 In the Tasks panel, click the service request you want to resolve.
- **3** In the ZENworks Tools panel, click *Bundles*.
- 4 In the Bundles panel, ensure that the *Filter* option is set to *Device Bundles*.
- 5 Select the device-assigned bundles that you want to block.
- 6 Click Block.

The status of the block operation is displayed in the Bundle Management window.

3.8.2 Blocking the Bundles Assigned to a Customer

- Log in to the Novell Service Desk user interface through ZENworks.
 For more information, see "Logging in to the Novell Service Desk User Interface through ZENworks" on page 24.
- **2** In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click Bundles.

- **4** In the Bundles panel, set the *Filter* option to *Customer Bundles*.
- **5** Select the customer-assigned bundles that you want to block.
- 6 Click Block.

The status of the block operation is displayed in the Bundle Management window.

3.9 Unblocking Bundles

You can unblock the device-assigned bundles or customer-assigned bundles that have been blocked from being executed on a device.

Incident Groups								
ent Information							Service Term	s
Customer	Analysis	Summary						rvice
Edd D (1	Add Note	(B Post			Incide	ent # 10010		ement Warranty press 240
Contact		Bundle Management						ate 11/07/12 16:51
	Raghu Kota							ate 11/10/12 16:51
Org Unit		Bundles						ing 2 Days, 6 Hrs, 31 Mins (76%) ion 11/07/12 16:51
Phone	Thu, 8 Nov 201	Search Block	Unblock 🔊	Quick Tasks	Filter:	Device Bundles 💽	Display: 10 💌	led
Local line		D Name	≣ Type	Deploy Status	Effective	Version	Direct	sts 2Users
	VMware Virtua		-95 Linux Bundle	Pending	Effective	0	Yes	
Number	100004	c1504t49c070e129bb6t69ea43dac	2f8 File Bundle	N/A.	Wrong Platform	1	No	2
	Arrived			1 - 2 of 2 Results				ks
Criticality Details	Moderate	L		1 - 2 OF 2 Hestins				ge Bundles
Classification								ote Centrel
Urgency	Moderate							
	Moderate Medium							
	On Oc							
Escalation Layer								
	Shashi Kala							
Subject	install group							
Description								
Description	install group	here crem						

Review the following sections:

- Section 3.9.1, "Unblocking Bundles Assigned to Devices," on page 35
- Section 3.9.2, "Unblocking Bundles Assigned to Customers," on page 36

3.9.1 Unblocking Bundles Assigned to Devices

1 Log in to the Novell Service Desk user interface through ZENworks.

- 2 In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click *Bundles*.
- 4 In the Bundles panel, ensure that the *Filter* option is set to *Device Bundles*.

- **5** Select the blocked bundles that you want to unblock.
- 6 Click Unblock.

The status of the unblock operation is displayed in the Bundle Management window.

3.9.2 Unblocking Bundles Assigned to Customers

1 Log in to the Novell Service Desk user interface through ZENworks.

For more information, see "Logging in to the Novell Service Desk User Interface through ZENworks" on page 24.

- 2 In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click Bundles.
- **4** In the Bundles panel, set the *Filter* option to *Customer Bundles*.
- **5** Select the blocked bundles that you want to unblock.
- 6 Click Unblock.

The status of the unblock operation is displayed in the Bundle Management window.

3.10 Bundle Quick Tasks

Novell Service Desk allows you to quickly perform certain actions on one or more devices:

1 Log in to the Novell Service Desk user interface through ZENworks.

- 2 In the Tasks panel, click the service request you want to resolve.
- 3 In the ZENworks Tools panel, click *Bundles*.
- 4 In the Bundles panel, ensure that the *Filter* option is set to *Device Bundles*.
- 5 Select the bundles on which you want to perform the quick tasks and then click Quick Tasks.

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6 In the Bundle Quick Tasks panel, select the quick task action you want to perform.

- Install Bundle: Lets you immediately install a bundle to one or more devices.
- **Uninstall Bundle:** Lets you uninstall a bundle from one or more devices. Uninstalling a bundle does not remove its assignments or prevent the bundle from being reinstalled.
- Launch Bundle: Lets you immediately launch a bundle for one or more devices. If the bundle is not already installed, it is installed and then launched
- Verify Bundle: Lets you verify if the specified bundle is properly installed on the device.
- **Distribute Bundle:** Lets you distribute (download and install) the specified bundle on the device.
- 7 Click *Execute*.

The status of the quick task action is displayed in the Bundle Management window.

4 Using ZENworks Remote Management with Novell Service Desk

Novell Service Desk allows you to remotely manage a device on the Service Desk Web console by using the ZENworks Control Center Remote Management capability. You can do the following:

- Remotely control a managed device
- Remotely log in to a managed device
- Launch the Remote Management Viewer

To perform Remote Management operations in Novell Service Desk:

1 Log in to the Novell Service Desk user interface through ZENworks.

For more information, see Section 2.10, "Logging in to the Novell Service Desk User Interface through ZENworks," on page 24.

- 2 Select the required remote operation from *Operations* list.
- **3** Click *Download* to ensure valid viewer plugins are downloaded and installed.

The appropriate MSI files are downloaded for Windows devices, and RPMs are downloaded for Linux devices.

4 Click *Start*. The remote machine screen appears.

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For more information on performing Remote Management operations, see the *ZENworks 11 Remote Management Reference* (http://www.novell.com/documentation/zenworks11/pdfdoc/ zen11_cm_remote/zen11_cm_remote.pdf).

5 Novell Service Desk and ZENworks Integration Checklist

For ZENworks and Novell Service Desk integration the following checklist has to be followed:

- Ensure that ZENworks Primary Server and Novell Service Desk Servers are in sync. Time difference must be within 1 minute. Use NTP to ensure that time is accurate on the servers. Time drift is a common occurrence in virtual environments.
- Ensure that ZENworks Primary Server and Novell Service Desk Servers resolve each other's host names to IP addresses.Use static IP addresses and have entries in your DNS system for these servers.
- Ensure that ZENworks and Novell Service Desk reference to the same LDAP source.
- Ensure that the GUID field in the Advanced settings of LDAP configuration is appropriately configured to the LDAP source used. In the drop-down list for GUID field, ensure the below parameters are selected:
 - GUID for eDirectory
 - objectGUID for Active Directory
 - entryUUID for OpenLDAP

Appropriate GUID configuration is required to perform remote management operations.

 Ensure that devices from ZENworks are imported into Novell Service Desk's CMDB to use bundle management capabilities.

5.1 Troubleshooting

The common troubleshooting scenarios are:

- Section 5.1.1, "Cannot see ZENworks menu option in the Setup," on page 41
- Section 5.1.2, "Error message on clicking the Bundles icon in the ZENworks Tools panel of the request summary screen," on page 42
- Section 5.1.3, "Can assign bundles to devices but unable to assign to users," on page 42
- Section 5.1.4, "Error message on clicking the Remote Control icon in the ZENworks Tools panel of the request summary screen," on page 42

5.1.1 Cannot see ZENworks menu option in the Setup

- 1 Log in to the Novell Service Desk user interface as a supervisor or administrator.
- **2** Click *Setup* > *Privileges* > *System*.
- **3** In the General Settings panel, set the *Enable ZENworks Integration* option to *On*. ZENworks menu option shall be available in Setup

5.1.2 Error message on clicking the Bundles icon in the ZENworks Tools panel of the request summary screen

- 1 Verify that the time difference between ZENworks Primary Servers and Novell Service Desk Server is within 1 minute.
- **2** Verify that the user has correct roles and privileges in ZENworks Control Center.

5.1.3 Can assign bundles to devices but unable to assign to users

Can assign bundles to devices but unable to assign to users, fails with the error message: *Warning Fail to assign the Bundle to user(s): <username>. Contact ZENworks administrator for more details on the operation failure.*

- 1 Ensure that ZENworks Configuration Management and Novell Service Desk refer to the same LDAP source.
- **2** Verify that the LDAP source name used in Novell Service Desk and ZENworks Control Center are the same.
- **3** Verify that the user has correct roles and privileges in ZENworks Control Center.

5.1.4 Error message on clicking the Remote Control icon in the ZENworks Tools panel of the request summary screen

- 1 Verify that the GUID field in the Advanced settings of LDAP configuration is appropriately configured according to the LDAP source used. In the drop-down list for GUID field, ensure the below parameter is selected:
 - GUID for eDirectory
 - objectGUID for Active Directory
 - entryUUID for OpenLDAP
- **2** Ensure valid viewer plugins are downloaded and installed.